

U.S. Department of Justice

Washington, DC 20530

Supplemental Statement

Pursuant to the Foreign Agents Registration Act of 1938, as amended

For Six Month Period Ending 12/31/2017

(Insert date)

I - REGISTRANT

1. (a) Name of Registrant (b) Registration No.

Caaribbean Tourism Organization USA Inc. 991

(c) Business Address(es) of Registrant

80 Broad Street, Suite 3302
New York, NY 10004

2. Has there been a change in the information previously furnished in connection with the following?

(a) If an individual:

- (1) Residence address(es) Yes No
- (2) Citizenship Yes No
- (3) Occupation Yes No

(b) If an organization:

- (1) Name Yes No
- (2) Ownership or control Yes No
- (3) Branch offices Yes No

(c) Explain fully all changes, if any, indicated in Items (a) and (b) above.

IF THE REGISTRANT IS AN INDIVIDUAL, OMIT RESPONSE TO ITEMS 3, 4, AND 5(a).

3. If you have previously filed Exhibit C¹, state whether any changes therein have occurred during this 6 month reporting period.

Yes No

If yes, have you filed an amendment to the Exhibit C? Yes No

If no, please attach the required amendment.

¹ The Exhibit C, for which no printed form is provided, consists of a true copy of the charter, articles of incorporation, association, and by laws of a registrant that is an organization. (A waiver of the requirement to file an Exhibit C may be obtained for good cause upon written application to the Assistant Attorney General, National Security Division, U.S. Department of Justice, Washington, DC 20530.)

4. (a) Have any persons ceased acting as partners, officers, directors or similar officials of the registrant during this 6 month reporting period?

Yes No

If yes, furnish the following information:

Name	Position	Date Connection Ended
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(b) Have any persons become partners, officers, directors or similar officials during this 6 month reporting period?

Yes No

If yes, furnish the following information:

Name	Residence Address	Citizenship	Position	Date Assumed
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5. (a) Has any person named in Item 4(b) rendered services directly in furtherance of the interests of any foreign principal?

Yes No

If yes, identify each such person and describe the service rendered.

(b) During this six month reporting period, has the registrant hired as employees or in any other capacity, any persons who rendered or will render services to the registrant directly in furtherance of the interests of any foreign principal(s) in other than a clerical or secretarial, or in a related or similar capacity? Yes No

Name	Residence Address	Citizenship	Position	Date Assumed
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(c) Have any employees or individuals, who have filed a short form registration statement, terminated their employment or connection with the registrant during this 6 month reporting period? Yes No

If yes, furnish the following information:

Name	Position or Connection	Date Terminated
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(d) Have any employees or individuals, who have filed a short form registration statement, terminated their connection with any foreign principal during this 6 month reporting period? Yes No

If yes, furnish the following information:

Name	Position or Connection	Foreign Principal	Date Terminated
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6. Have short form registration statements been filed by all of the persons named in Items 5(a) and 5(b) of the supplemental statement?

Yes No

If no, list names of persons who have not filed the required statement.

N/A

II - FOREIGN PRINCIPAL

7. Has your connection with any foreign principal ended during this 6 month reporting period? Yes No
If yes, furnish the following information:

Foreign Principal	Date of Termination
United States Virgin Islands	12/31/2017

8. Have you acquired any new foreign principal(s)² during this 6 month reporting period? Yes No
If yes, furnish the following information:

Name and Address of Foreign Principal(s)	Date Acquired
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9. In addition to those named in Items 7 and 8, if any, list foreign principal(s)² whom you continued to represent during the 6 month reporting period.

See attached list - CTO Member Countries

10. (a) Have you filed exhibits for the newly acquired foreign principal(s), if any, listed in Item 8?

Exhibit A ³	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Exhibit B ⁴	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If no, please attach the required exhibit.

- (b) Have there been any changes in the Exhibits A and B previously filed for any foreign principal whom you represented during this six month period? Yes No

If yes, have you filed an amendment to these exhibits? Yes No

If no, please attach the required amendment.

² The term "foreign principal" includes, in addition to those defined in Section 1(b) of the Act, an individual organization any of whose activities are directly or indirectly supervised, directed, controlled, financed, or subsidized in whole or in major part by a foreign government, foreign political party, foreign organization or foreign individual. (See Rule 100(a)(9)). A registrant who represents more than one foreign principal is required to list in the statements he files under the Act only those principals for whom he is not entitled to claim exemption under Section 3 of the Act. (See Rule 208.)

³ The Exhibit A, which is filed on Form NSD-3, sets forth the information required to be disclosed concerning each foreign principal.

⁴ The Exhibit B, which is filed on Form NSD-4, sets forth the information concerning the agreement or understanding between the registrant and the foreign principal.

III - ACTIVITIES

11. During this 6 month reporting period, have you engaged in any activities for or rendered any services to any foreign principal named in Items 7, 8, or 9 of this statement? Yes No

If yes, identify each foreign principal and describe in full detail your activities and services:

The State of the industry Conference (SOTIC) held in Grenada, September 10-13, 2017. Climate Smart Sustainable Forum held in St. Kitts and Nevis- December 12-14, 2017, which all destinations, media, airlines and all others in the tourism industry are invited. See attached.

12. During this 6 month reporting period, have you on behalf of any foreign principal engaged in political activity⁵ as defined below? Yes No

If yes, identify each such foreign principal and describe in full detail all such political activity, indicating, among other things, the relations, interests and policies sought to be influenced and the means employed to achieve this purpose. If the registrant arranged, sponsored or delivered speeches, lectures or radio and TV broadcasts, give details as to dates, places of delivery, names of speakers and subject matter.

13. In addition to the above described activities, if any, have you engaged in activity on your own behalf which benefits your foreign principal(s)? Yes No

If yes, describe fully.

⁵ "Political activity," as defined in Section 1(o) of the Act, means any activity that the person engaging in believes will, or that the person intends to, in any way influence any agency or official of the Government of the United States or any section of the public within the United States with reference to formulating, adopting or changing the domestic or foreign policies of the United States or with reference to political or public interests, policies, or relations of a government of a foreign country or a foreign political party.

IV - FINANCIAL INFORMATION

14. (a) RECEIPTS-MONIES

During this 6 month reporting period, have you received from any foreign principal named in Items 7, 8, or 9 of this statement, or from any other source, for or in the interests of any such foreign principal, any contributions, income or money either as compensation or otherwise? Yes No

If no, explain why.

If yes, set forth below in the required detail and separately for each foreign principal an account of such monies.⁶

Date	From Whom	Purpose	Amount
See attached Schedule A showing monies received			\$592,145
			<u>\$592,145</u>
			Total

(b) RECEIPTS - FUNDRAISING CAMPAIGN

During this 6 month reporting period, have you received, as part of a fundraising campaign⁷, any money on behalf of any foreign principal named in Items 7, 8, or 9 of this statement? Yes No

If yes, have you filed an Exhibit D⁸ to your registration? Yes No

If yes, indicate the date the Exhibit D was filed. Date _____

(c) RECEIPTS-THINGS OF VALUE

During this 6 month reporting period, have you received any thing of value⁹ other than money from any foreign principal named in Items 7, 8, or 9 of this statement, or from any other source, for or in the interests of any such foreign principal?

Yes No

If yes, furnish the following information:

Foreign Principal	Date Received	Thing of Value	Purpose
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^{6, 7} A registrant is required to file an Exhibit D if he collects or receives contributions, loans, moneys, or other things of value for a foreign principal, as part of a fundraising campaign. (See Rule 201(e)).

⁸ An Exhibit D, for which no printed form is provided, sets forth an account of money collected or received as a result of a fundraising campaign and transmitted for a foreign principal.

⁹ Things of value include but are not limited to gifts, interest free loans, expense free travel, favored stock purchases, exclusive rights, favored treatment over competitors, "kickbacks," and the like.

15. (a) DISBURSEMENTS-MONIES

During this 6 month reporting period, have you

(1) disbursed or expended monies in connection with activity on behalf of any foreign principal named in Items 7, 8, or 9 of this statement? Yes No

(2) transmitted monies to any such foreign principal? Yes No

If no, explain in full detail why there were no disbursements made on behalf of any foreign principal.

If yes, set forth below in the required detail and separately for each foreign principal an account of such monies, including monies transmitted, if any, to each foreign principal.

Date	To Whom	Purpose	Amount
See attached Schedule B showing monies disbursed			\$667,166

\$667,166

Total

(b) DISBURSEMENTS-THINGS OF VALUE

During this 6 month reporting period, have you disposed of anything of value¹⁰ other than money in furtherance of or in connection with activities on behalf of any foreign principal named in Items 7, 8, or 9 of this statement?

Yes No

If yes, furnish the following information:

Date	Recipient	Foreign Principal	Thing of Value	Purpose
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(c) DISBURSEMENTS-POLITICAL CONTRIBUTIONS

During this 6 month reporting period, have you from your own funds and on your own behalf either directly or through any other person, made any contributions of money or other things of value¹¹ in connection with an election to any political office, or in connection with any primary election, convention, or caucus held to select candidates for political office?

Yes No

If yes, furnish the following information:

Date	Amount or Thing of Value	Political Organization or Candidate	Location of Event
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^{10, 11} Things of value include but are not limited to gifts, interest free loans, expense free travel, favored stock purchases, exclusive rights, favored treatment over competitors, "kickbacks," and the like.

V - INFORMATIONAL MATERIALS

16. (a) During this 6 month reporting period, did you prepare, disseminate or cause to be disseminated any informational materials?¹²
 Yes No

If Yes, go to Item 17.

(b) If you answered No to Item 16(a), do you disseminate any material in connection with your registration?
 Yes No

If Yes, please forward the materials disseminated during the six month period to the Registration Unit for review.

17. Identify each such foreign principal.

Caribbean Tourism Organization USA Inc

18. During this 6 month reporting period, has any foreign principal established a budget or allocated a specified sum of money to finance your activities in preparing or disseminating informational materials? Yes No

If yes, identify each such foreign principal, specify amount, and indicate for what period of time.

\$472,882 received from our member countries as shone on Schedule A July - December 31, 2017

19. During this 6 month reporting period, did your activities in preparing, disseminating or causing the dissemination of informational materials include the use of any of the following:

- Radio or TV broadcasts Magazine or newspaper Motion picture films Letters or telegrams
 Advertising campaigns Press releases Pamphlets or other publications Lectures or speeches
 Other (specify) Chart of Activities/Map

Electronic Communications

- Email
 Website URL(s): onecaribbean.org
 Social media websites URL(s): _____
 Other (specify) _____

20. During this 6 month reporting period, did you disseminate or cause to be disseminated informational materials among any of the following groups:

- Public officials Newspapers Libraries
 Legislators Editors Educational institutions
 Government agencies Civic groups or associations Nationality groups
 Other (specify) N/A

21. What language was used in the informational materials:

- English Other (specify) _____

22. Did you file with the Registration Unit, U.S. Department of Justice a copy of each item of such informational materials disseminated or caused to be disseminated during this 6 month reporting period? Yes No

23. Did you label each item of such informational materials with the statement required by Section 4(b) of the Act? Yes No

¹² The term informational materials includes any oral, visual, graphic, written, or pictorial information or matter of any kind, including that published by means of advertising, books, periodicals, newspapers, lectures, broadcasts, motion pictures, or any means or instrumentality of interstate or foreign commerce or otherwise. Informational materials disseminated by an agent of a foreign principal as part of an activity in itself exempt from registration, or an activity which by itself would not require registration, need not be filed pursuant to Section 4(b) of the Act.

VI - EXECUTION

In accordance with 28 U.S.C. § 1746, the undersigned swear(s) or affirm(s) under penalty of perjury that he/she has (they have) read the information set forth in this registration statement and the attached exhibits and that he/she is (they are) familiar with the contents thereof and that such contents are in their entirety true and accurate to the best of his/her (their) knowledge and belief, except that the undersigned make(s) no representation as to truth or accuracy of the information contained in the attached Short Form Registration Statement(s), if any, insofar as such information is not within his/her (their) personal knowledge.

(Date of signature)

(Print or type name under each signature or provide electronic signature¹³)

2/14/2018

SYLMA BROWN BRIMBLE
Sylvia B. Brimble

¹³ This statement shall be signed by the individual agent, if the registrant is an individual, or by a majority of those partners, officers, directors or persons performing similar functions, if the registrant is an organization, except that the organization can, by power of attorney, authorize one or more individuals to execute this statement on its behalf.

SHORT-FORM REGISTRATION INFORMATION SHEET

The Department records list active short-form registration statements for the following persons filed on the date indicated by each name. If a person is not currently functioning in the same capacity directly on behalf of the foreign principal, please indicate the date of termination in Item 5 of the supplemental statement.

Short Form List for Registrant: Caribbean Tourism Organization, USA Inc.

<u>Last Name</u>	<u>First Name</u>	<u>Registration Date</u>
Bramble	Sylma Brown	03/27/2012
Riley	Clyde Hugh	12/10/2002



CTO MEMBER COUNTRIES

Anguilla	Haiti
Antigua and Barbuda	Jamaica
Bahamas	Martinique
Barbados	Montserrat
Belize	Puerto Rico
British Virgin Islands	Saint Lucia
Cayman Islands	St. Eustatius
Cuba	St. Kitts and Nevis
Curaçao	St. Maarten
Dominica	St. Martin
Grenada	St. Vincent & the Grenadines
Guyana	Trinidad and Tobago
	Turks and Caicos Islands
	United States Virgin Islands
	Venezuela

To learn more about our members visit: www.OneCaribbean.org

Question 14(a)

CARIBBEAN TOURISM ORGANIZATION USA Inc.	
SCHEDULE A	
HO (Barbados)	472,882
CARIBBEAN WEEK INCOME	41,400
CHAPTER Revenue	0
CTC CONFERENCE - SOTIC	61,810
Sustainable Conference - Climate Smart	16,049
INTEREST INCOME	4
OTHER INCOME	0
TOTAL RECEIVED	592,145

Question 15(a)

CARIBBEAN TOURISM ORGANIZATION USA Inc.	
SCHEDULE B	
DISBURSEMENTS	
SALARIES AND WAGES	232,836.70
PAYROLL TAXES	15,322.90
EMPLOYEE PENSION	23,283.14
EMPLOYEE MEDICAL INSURANCE	45,417.87
EQUIPMENT RENTAL/MAINTENANCE	(2,761.24)
WEB HOSTING & MAINTENANCE	4,107.55
INTERNET SERVICE	3,230.61
OFFICE RENT	81,664.77
OFFICE SUPPLIES	7,425.72
POSTAGE/SHIPPING/MESSENGER	568.56
CONSULTANT EXPENSE	-
TRAVEL EXPENSE	6,923.43
CHAPTER EXPENSES	-
FOOD & BEVERAGE COSTS	7,627.00
SUSTAINABLE TOURISM CONFERENCE-CLIMATE SMART	17,348.14
CTC CONFERENCE EXPENSE - SOTIC	54,761.79
CTC CONFERENCE - SOTIC CTOF CONT	-
IT MAINTENANCE & SERVICE	28,991.00
Maintenance General	6,602.21
TRADE SHOW EXPENSES	-
TRADE SHOW EXHIBITION CO	-
ROADSHOW EXPENSES	(11,570.35)
ADVERTISING EXPENSE	4,214.11
PROMOTIONAL ADVERTISING EXPENSE	632.28
TELEPHONE & FAX	7,828.67
LEGAL FEES	270.00
REGISTRATION FEE -FARA	305.00
PROMOTION EXPENSE	1,200.00
PUBLIC RELATIONS	500.00
INSURANCES/LICENSES	6,412.73
BANK/CREDIT CARDS SERVICE CHARGE	1,272.03
SUBSCRIPTIONS & ADVERTISING	1,225.00
MISCELLANEOUS	4,092.00
ENTERTAINMENT	(1,163.80)
INTERN Stipend	662.97
NY FAMILY LEAVE	(141.91)
STAFF TRAINING	-
BOARD & OTHER MEETINGS	753.33
CARIBBEAN WEEK EXPENSES	94,664.24
PENSION & ADMIN COST	-
AUDIT & ACCCOUNTING	-
CANADA EXPENSE	22,659.09
TOTAL DISBURSEMENTS BY CTO USA Inc	
TOTAL DISBURSEMENTS	667,165.54

Caribbean Tourism and Hospitality Investment Guide






THE ISLANDS OF THE bahamas



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- Mature Infrastructure
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ABOUT THE CLIMATE SMART SUSTAINABLE TOURISM FORUM—CSSTF

In observance of the International Year of Sustainable Tourism for Development, the CTO and the St. Kitts Ministry of Tourism have organised a **Climate Smart Sustainable Tourism Forum (CSSTF 2017)** to promote sustainability practices and enhance the climate resiliency of Caribbean tourism.

Themed **Good for Us, Better for All**, this Forum will be held at the **Ocean Terrace Inn (OTI) in Basseterre, St. Kitts from December 11-14**, and will bring together local, regional, and international representatives from public and private sector tourism entities, as well as development agencies that offer programming in sustainable tourism.

The three days of interactive engagements will include best practice sharing in building climate sensitive and sustainable Caribbean tourism products, practical workshops, experiential field visits, and the presentation ceremony for CTO's 2017 Sustainable Tourism Awards. Furthermore, the Forum will facilitate Strategic consultations for a CTO climate adaptation project funded by the Caribbean Development Bank (CDB), as well as a meeting of CTO's Sustainable Tourism Technical Committee (STTC). At its core, the CSSTF 2017 is an initiative that aims to strengthen holistic destination management approaches in the Caribbean, and major sessions will address:

- ♦ Tourism Resiliency through Climate Change Adaptation & Mitigation
- ♦ Climate Change as an Opportunity
- ♦ Innovative Models & Best Practices in Sustainable Tourism
- ♦ Risk Management for Sustainable Tourism
- ♦ Moving Tourism Development Beyond National Borders

WHY ARE PEOPLE ATTENDING?

- ♦ Enhance your working knowledge of sustainability models
- ♦ Strengthen resiliency through adaptation and mitigation strategies
- ♦ Discover solutions that help your business to thrive
- ♦ Network with the experts and forge relationships with partners
- ♦ Experience St. Kitts with field visits

The CTO is honoured to partner with St. Kitts and Nevis to host this forum, which will explore various facets of sustainable tourism, in view of the threats and opportunities for regional tourism development, as a result of climate variability and climate change.

August, 2017

CARIBBEAN

Leading Sustainable Tourism – One Sea, One Voice, One Caribbean

CARIBBEAN

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80 Broad Street, Suite 3302, New York, NY 10004 • Phone: 212-635-9530 • Email: CTOny@caribtourism.com
www.OneCaribbean.org • www.CaribbeanTravel.com



ABOUT THE STATE OF THE TOURISM INDUSTRY CONFERENCE — SOTIC 2017

The annual State of the Industry Conference (SOTIC) is the pre-eminent tourism gathering in the region. It brings together Caribbean tourism practitioners, policy makers, strategic partners from the public and private sectors, and travel professionals, to discuss issues, identify solutions and courses of action to keep the region competitive and therefore benefit its tourism industry.

Speakers of international and regional acclaim provide best case practices and winning strategies on a wide range of topics critical to the growth of Caribbean tourism, all with a view toward the development of a sustainable tourism industry. Youth from several CTO member countries contribute to the discussions at a Youth Congress, one of the several vehicles through which CTO encourages the best and brightest to consider tourism as a career.

SOTIC 2017 was held at the Radisson Grenada Beach Resort, St. George's, Grenada. Business Meetings were held on October 9-10 and the Conference from October 10-13, 2017.

CARIBBEAN

Leading Sustainable Tourism – One Sea, One Voice, One Caribbean

Climate Smart Sustainable Tourism Forum

OCEAN TERRACE INN | ST. KITTS & NEVIS

DECEMBER 11 — 14, 2017

"Good For Us, Better For All"



CLIMATE SMART SUSTAINABLE TOURISM FORUM PROGRAM-AT-A-GLANCE

MONDAY, DECEMBER 11	TUESDAY, DECEMBER 12	WEDNESDAY, DECEMBER 13	THURSDAY, DECEMBER 14 (PRIVATE SESSION FOR SELECT STAKE HOLDERS)	FRIDAY, DECEMBER 15
9:00am-3:30pm All Day Delegates Arrival	9:15am-9:00am KEYNOTE ADDRESS BY GREGORY MCKENZIE - BBC	9:15am-9:45am MESSAGE FROM UNWTO	9:00am-10:00am SUSTAINABLE TOURISM INTEGRAL COMPONENT (STIC) (LEARNING AND ELECTION)	Final Delegates Depart For Home
All Day Forum Registration	9:05am-9:35am LEARNING THE WAY TO OCEANATION ST. JAMES	9:55am-10:10am GENERAL SESSION III - S.M.A.R.T. DEMONSTRATION: URBAN CLIMATE AS AN OPPORTUNITY	10:00am-10:30am Coffee Break	
	9:40am-10:35am GENERAL SESSION I - TOURISM RESILIENCE THROUGH CLIMATE CHANGE ADAPTATION & MITIGATION	10:15am-10:35am SPECIAL PRESENTATION	10:30am-11:00am WELCOME AND INTRODUCTIONS CTO PRESENTATION - CDB PRESENTATION	
	11:00am-11:25am SPECIAL LUNCH AND CAFE BREAK	10:40am-10:55am Coffee Break and WELCOME OF EXHIBITOR	11:30am-12:30pm INTRODUCTION AND PRESENTATION OF ST CONSULTANT DISCUSSION AND FEEDBACK	
	11:30am-12:40pm GENERAL SESSION II - IMPROVING MODELS & BEST PRACTICES IN SUSTAINABLE TOURISM	11:00am-12:10pm GENERAL SESSION IV - TOURISM RECOVERY/REBOUND	12:30pm-1:30pm Lunch for Delegates	
	1:00pm-4:45pm AFTERNOON STUDY TOURS LUNCHEON ON STUDY TOUR SITE Brimstone Hill Fortress and National Park Caribbean Hall of Remedy Manner and Wingfield Estate	12:30pm - 1:45pm Lunch for Delegates	1:30pm-3:00pm CDB PROJECT STAKEHOLDER CONSULTATIONS FOCUS GROUP ACTIVITY	
	9:00pm-9:00pm STAKEHOLDERS SPEAK OUT	1:50pm-3:10pm GENERAL SESSION V - ROUNDUP TO DISASTER MANAGEMENT	3:00pm-4:00pm PERSONAL LEAVES FOR TOURISM AND CDBA - EKACOMI INITIATIVE STAKEHOLDER ENGAGEMENT	
6:30pm-7:30pm OPENING CEREMONY FOR ALL DELEGATES	9:00pm-9:00pm STAKEHOLDERS SPEAK OUT	3:20pm-4:40pm Workshop - (Group Sessions) 1. Caribbean Climate Online Risk and Adaptation Tool (CCORAL) of the Caribbean Community Climate Change Center (CCCCC) 2. Communicating Sustainability 3. Sustainable Tourism Enterprise Model	4:00pm-4:30pm OPEN DIALOGUE AND WORKSHOP COFFEE BREAK	
7:30pm-9:00pm WELCOME Reception	FREE EVENING FOR ALL DELEGATES	4:45pm-9:30pm STAKEHOLDERS SPEAK OUT FREE EVENING FOR ALL DELEGATES	6:30pm-9:00pm CDB PROJECT STAKEHOLDER CONSULTATIONS W/STAKE UP FREE EVENING FOR ALL DELEGATES	

Find more Forum details online at www.caribbeanstic.com

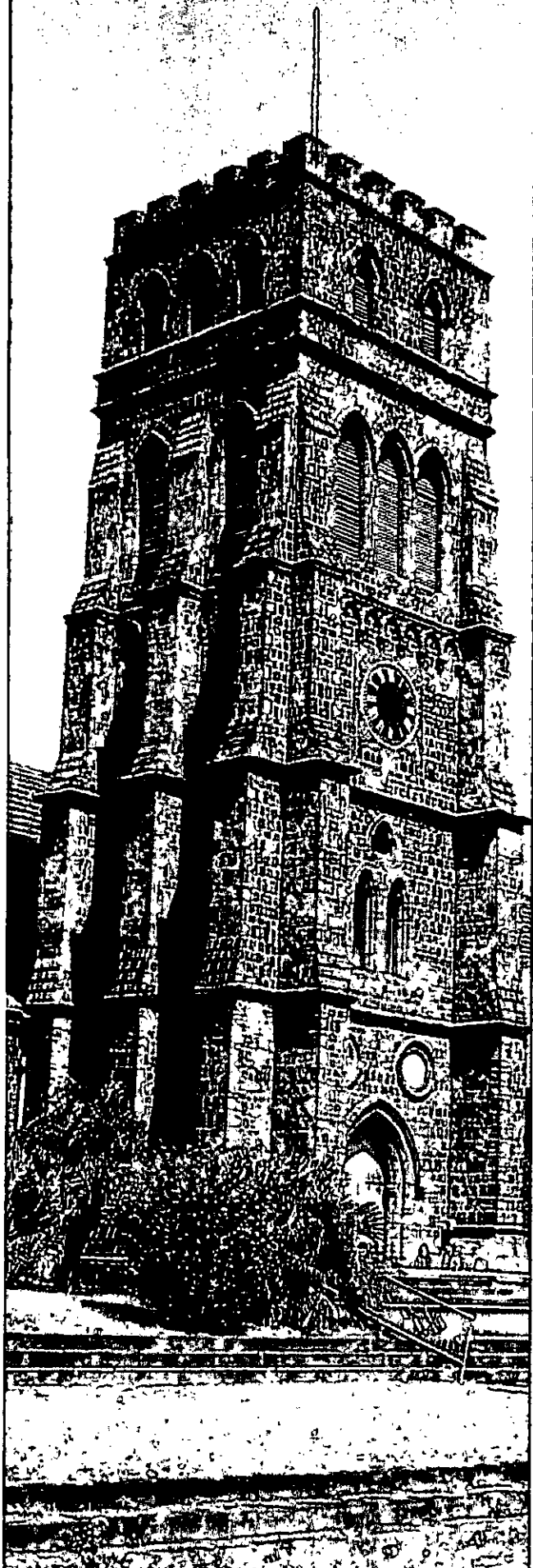


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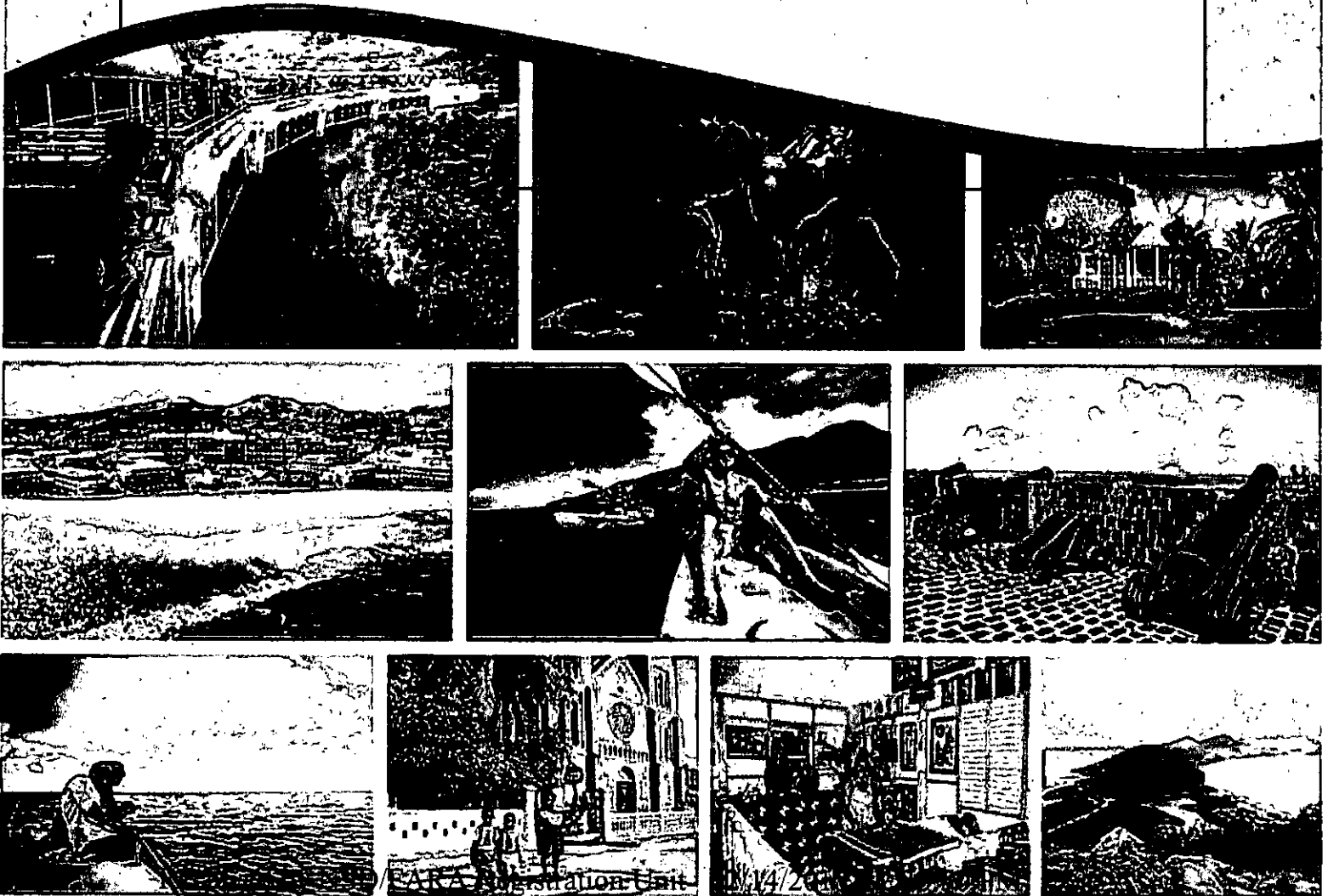
"Good for Us, Better for All"

ABOUT

Our Host - St. Kitts and Nevis

Since the adoption of Tourism as the primary economic driver of the island in 2005, St. Kitts has been a regional leader in Sustainable Tourism development and destination management. The first of two Caribbean adopters of the Global Sustainable Tourism Council (GSTC) Early Adopter Program for Sustainable Destinations, St. Kitts has implemented a range of holistic and progressive initiatives that address environmental, economic and socio-cultural sustainability. The winner of the 2014 CTO/Travel Mole Sustainable Tourism Award in Destination Stewardship, St Kitts is also a founding member of the Sustainable Destination Alliance of the Americas. Groundbreaking programs such as The Heart of St. Kitts Foundation and Sustainability Charter are helping St. Kitts remain a vibrant, sustainable destination to live in and visit for years to come. St. Kitts serves as a model of excellence in destination-driven sustainable tourism development, that can be applied to other destinations in the Caribbean and beyond.

With its intoxicating natural beauty, sunny skies, warm waters, and sandy beaches, St. Kitts is one of the most seductive spots in the Caribbean. Located in the northern Leeward Islands, it offers a diverse tourism product developed from the destination's natural beauty, cultural heritage and rich history. The island's stunning variety of tourism attractions include hiking through the tropical rainforest, riding the scenic railway that connects the island's former sugar plantations, visiting the Caribelle Batik factory, and touring Brimstone Hill Fortress National Park, which is a UNESCO World Heritage Site. Among the more traditional vacation pastimes available are watersports, golf, shopping, tennis, dining, gaming at St. Kitts' exclusive casino or simply relaxing on the beach. For more information about St. Kitts, visit www.stkittstourism.kn.



Message from the Minister



HON. LINDSAY GRANT
MINISTER OF TOURISM | ST. KITTS & NEVIS

I am so proud that my Ministry of Tourism has teamed up with the Caribbean Tourism Organization to host the Climate Smart Sustainable Tourism Forum right here on island from December 11-14, 2017. This most important event brings together local, regional and international representatives from the public and private sectors for three days of interactive engagements. Not only is this keystone event showcasing and supporting the Federation's own innovative sustainable tourism initiatives, it will also see a special guest and industry experts visit the destination.

This Climate Smart Sustainable Tourism Forum is an UNWTO designated event recognizing the 2017 International Year of Sustainable Tourism for Development. My Ministry believes that within the context of the International Year 2017, the Climate Smart Sustainable Tourism Forum is an opportunity to reinforce, as a region, the role Caribbean tourism will play in mitigating climate change and bolstering sustainable development.

The matter of sustainability, particularly as it relates to tourism, is a matter that impacts us all. As we work to preserve and protect our lush natural landscape, vibrant culture and economic resources for current and future generations in St. Kitts & Nevis, among the wider Caribbean and throughout the world, it is clear that the work being done today is truly "Good for us, Better for all". With this in mind, I strongly encourage all participants to engage themselves to the fullest degree in the panels, workshops, study tours and events available over the next three days. I wish your participation to be of the highest value for your organizations and communities as well as the region and the planet.

Welcome to St. Kitts!

Honourable Lindsay F. P. Grant
Minister of Tourism
Government of St. Kitts and Nevis

ABOUT THE

Caribbean Tourism Organization

The Caribbean Tourism Organization (CTO), with headquarters in Barbados and offices in New York and London, is the Caribbean's tourism development agency comprising membership of over 30 countries and territories including Dutch, English, French and Spanish, as well as a myriad of private sector members. The CTO's vision is to position the Caribbean as the most desirable, year round, warm weather destination, and its purpose is Leading Sustainable Tourism - One Sea, One Voice, One Caribbean.

The organization provides specialized support and technical assistance in sustainable tourism development, marketing, communications, advocacy, human resource development, event-planning and execution and research and information technology. Through the CTO Foundation, one of CTO's charities, Caribbean students receive scholarships to pursue studies in foreign languages and tourism-related subjects. In addition the CTO, in partnership with the Caribbean Hotel and Tourism Association jointly and equally owns the Caribbean Tourism Development Company, a marketing and business development entity dedicated to promoting the Caribbean brand worldwide.

The CTO's Headquarters is located at:

Baobab Tower | Warren's | St. Michael | Barbados BB 22026
Tel: (246) 427-5242 | Fax: (246) 429-3065 | E-mail: CTObarbados@caribtourism.com

The CTO's New York office is located at:

80 Broad Street, Suite 3302 | New York, NY 10004 | USA
Tel: (212) 635-9530 | E-mail: CTOny@caribtourism.com

The CTO's London office is located at:

The Quadrant | Richmond | Surrey TW9 1BP | England
Tel: 011 44 208 948 0057 | Fax: 011 44 208 948 0067 | E-mail: CTOLondon@caribtourism.com.

For more information on the Caribbean Tourism Organization please visit www.OneCaribbean.org.

For information on our 28 member destinations visit www.CaribbeanTravel.com.

CTO MEMBER COUNTRIES

Anguilla	Dominica	St. Eustatius
Antigua and Barbuda	Grenada	St. Kitts and Nevis
Bahamas	Guyana	St. Maarten
Barbados	Haiti	St. Martin
Belize	Jamaica	St. Vincent and the Grenadines
British Virgin Islands	Martinique	Trinidad and Tobago
Cayman Islands	Montserrat	Turks and Caicos Islands
Cuba	Puerto Rico	United States Virgin Islands
Curaçao	Saint Lucia	Venezuela

Message from the Secretary General



HUGH RILEY
SECRETARY GENERAL AND CEO
CARIBBEAN TOURISM ORGANIZATION

As the impact of climate change becomes more evident – more violent storms, warmer waters, eroding coastlines – it is imperative that small island development states like those that make up the membership of the Caribbean Tourism Organization (CTO) play a leading role in advocating for the implementation by countries great and small of firm measures to mitigate climate change.

As the world's most tourism dependent region, the implications are especially clear that we must make every effort to reduce the risks of climate change to the people of the Caribbean and to our livelihood. The first step is to understand the risks and take them seriously. We must then implement the necessary policies and actions. Key among these is to promote and undertake investments in energy-efficiency tourism programmes and the use of renewable energy resources, with the aim of reducing the carbon footprint of the entire tourism sector. We must introduce education and awareness programmes for all tourism stakeholders, an essential recommendation of the 2007 Davos Declaration on Climate Change and Tourism.

It is in this context that the CTO is proud to partner with the government and people of St. Kitts and Nevis to host this Climate Smart Sustainable Tourism forum. This is an occasion to connect experts and regular citizens, thought-leaders and influencers, to explore various facets of sustainable tourism. Together we will examine the threats and opportunities for regional tourism development and sensitize our region on the issues related to climate variability and climate change.

Events such as this Forum help to reinforce the CTO's purpose, Leading Sustainable Tourism: One Sea, One Voice, One Caribbean.

Thank you for participating and for your commitment to this important purpose. You have our assurance that Caribbean tourism will play its part in the global fight against climate change.

Hugh Riley
Secretary General

CSSTF 2017 CODE OF CONDUCT

The Climate Smart Sustainable Tourism Forum (CSSTF 2017), themed, **Good for Us, Better for All**, will bring together local, regional, and international representatives from public and private sector tourism entities, as well as development agencies. To ensure that all participants benefit from the interactive programming of the CSSTF, the organizers have created the following **Code of Conduct**. The discussions and presentations will be set up in a space that will allow attendees, speakers and panelists to speak freely while being respectful and constructive towards all in attendance at all times.

Harassment, which will not be tolerated at the CSSTF, includes but is not limited to:

- ⇒ offensive verbal comments related to gender, gender identity and expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, religion, technology choices,
- ⇒ sexual images in public spaces
- ⇒ deliberate intimidation, stalking, following, harassing photography or recording,
- ⇒ sustained disruption of talks or other events
- ⇒ inappropriate physical contact
- ⇒ unwelcome sexual attention.

Sponsors are also subject to the anti-harassment policy. In particular, sponsors should not use sexualized images, activities, or other material. Booth staff (including volunteers) should not use sexualized clothing/uniforms/costumes, or otherwise create a sexualized environment.

Participants asked to desist from unsavory behavior are expected to honour the request of Forum organizers. If a participant engages in harassing behavior, the forum organisers may take any action they deem appropriate, including warning the offender or expulsion from the forum with no refund.

If you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact a member of forum staff immediately. Forum staff can be identified as they'll be wearing branded t-shirts. Reporting should never be done on social media.

Forum staff will be happy to help participants contact hotel/venue security or local law enforcement, provide escorts, or otherwise assist those experiencing harassment to feel safe for the duration of the forum. We value your attendance. It is expected that participants will follow the Code of Conduct at all CSSTF related events.

WHAT YOU NEED TO KNOW

BADGES

Delegates are required to wear their badges to all forum activities including social functions. Only your badge identifies you as a registered conference delegate and will gain you access to the events. If you lose it or need to have it reissued through no fault of Forum organizers, there will be a replacement fee of US \$5.00.

CURRENCY

The local currency is the **Eastern Caribbean Dollar (XCS)** which holds to the US Dollar at US \$1.00 = XCD \$2.70.

FORUM DRESS CODE

- ⇒ **OPENING CEREMONY:** Formal. Jacket and tie mandatory for men, long, elegant evening dress for ladies.
- ⇒ **EVENING FUNCTIONS:** Smart informal/Elegant Attire.
- ⇒ **FORUM SESSIONS:** Business Casual.
- ⇒ **STUDY TOURS:** Casual Attire - jeans, sneakers, t-shirts, may be worn. Don't forget your camera and sunglasses!

FORUM SECRETARIAT

The Forum Secretariat is located in the **OTI Media Centre**. CTO staff will be pleased to assist delegates with Forum related questions.

INTERNET ACCESS

Wi-Fi access is available to OTI delegates free of charge throughout the compound, except in the Media Centre and the Conference Room. If you are staying at Marriott Resort or Timothy Beach Resort please contact your hotel Front Desk for assistance.

OPENING CEREMONY

The Opening Ceremony will take place at Government House on Monday, December 11 at 7:00pm. Delegates are asked to be on time for the official transportation which departs your hotel at 6:00pm, and to be seated by 6:45pm.

PRESS ROOM

The Press Room and Media Lounge will be equipped with complimentary internet, light refreshments, and assigned interview stations, and are located below the **Verandah Restaurant**.

REGISTRATION

Forum registration will take place in the foyer off Hotel Reception, directly opposite the Media Centre.

CSSTF 2017 GREEN POLICY

In keeping with the theme of sustainable tourism, the CSSTF adheres to and encourages the adoption of a **Green Policy**:

CTO AND ST. KITTS HOST COMMITMENTS:

- ⇒ Use reusable glasses, cutlery and crockery, where appropriate
- ⇒ Utilize digital or reusable signage
- ⇒ Select participating hotels that have good environmental policies that encourages the reduction of our impact on the environment.
- ⇒ Recycle conference waste and badges.
- ⇒ Minimize the use of paper and plastic
- ⇒ Post conference information and proceedings online.
- ⇒ Use water coolers and pitchers instead of plastic bottles, where practical

PARTICIPANT COMMITMENTS:

- ⇒ Participate in your airline's carbon emission offset programmes and take advantage of group ground travel options when possible.
- ⇒ Be punctual for conference shuttles to avoid having to arrange additional transportation.
- ⇒ Walk rather than use ground transportation when possible.
- ⇒ Participate in recycling opportunities.
- ⇒ Buy locally made craft and souvenirs.
- ⇒ Respect and experience the local culture and environment.
- ⇒ Use digital cameras.
- ⇒ Use USB storage devices for Forum materials instead of printing.
- ⇒ Refill reusable water bottles when possible.
- ⇒ Continue to be environmentally responsible upon your return home and encourage others to do

ABOUT THE

Climate Smart Sustainable Tourism Forum-CSSTF

In observance of the International Year of Sustainable Tourism for Development, the CTO and the St. Kitts Ministry of Tourism have organised a **Climate Smart Sustainable Tourism Forum (CSSTF 2017)** to promote sustainability practices and enhance the climate resiliency of Caribbean tourism.

Themed **Good for Us, Better for All**, this Forum will be held at the Ocean Terrace Inn (OTI) in Basseterre, St. Kitts from December 11-14, and will bring together local, regional, and international representatives from public and private sector tourism entities, as well as development agencies that offer programming in sustainable tourism.

The three days of interactive engagements will include best practice sharing in building climate sensitive and sustainable Caribbean tourism products, practical workshops, experiential field visits, and the presentation ceremony for CTO's 2017 Sustainable Tourism Awards. Furthermore, the Forum will facilitate Strategic consultations for a CTO climate adaptation project funded by the Caribbean Development Bank (CDB), as well as a meeting of CTO's Sustainable Tourism Technical Committee (STTC). At its core, the CSSTF 2017 is an initiative that aims to strengthen holistic destination management approaches in the Caribbean, and major sessions will address:

- ⇒ Tourism Resiliency through Climate Change Adaptation & Mitigation
- ⇒ Climate Change as an Opportunity
- ⇒ Innovative Models & Best Practices in Sustainable Tourism
- ⇒ Risk Management for Sustainable Tourism
- ⇒ Moving Tourism Development Beyond National Borders

WHY ARE PEOPLE ATTENDING?

- ⇒ Enhance your working knowledge of sustainability models
- ⇒ Strengthen resiliency through adaptation and mitigation strategies
- ⇒ Discover solutions that help your business to thrive
- ⇒ Network with the experts and forge relationships with partners
- ⇒ Experience St. Kitts with field visits

The CTO is honoured to partner with St. Kitts and Nevis to host this forum, which will explore various facets of sustainable tourism, in view of the threats and opportunities for regional tourism development, as a result of climate variability and climate change.

ABOUT THE

Forum Venue - Ocean Terrace Inn

The Ocean Terrace Inn (OTI) endeavours to be one of the most environmentally sustainable hotels in St. Kitts, thereby helping to minimize the negative impact of tourism on the destination, and maximize the positive benefits of tourism for the local citizenry.

OTI prides itself on using environmental best practices to enhance tourism's sustainability in the small island it calls home, while enriching the lives of the employees who make up the OTI family. At OTI you can look forward to green practices that include:

- ⇒ Saving Energy
- ⇒ Reducing Pollutants
- ⇒ Recycling
- ⇒ Green Education

Meet Our Keynote Speaker



GREG MCKENZIE

**Broadcast Journalist/TV presenter
British Broadcasting Corporation – BBC
United Kingdom**

Having spent more than 15 years working for the BBC Gregory is one of the most creative and dynamic senior broadcast journalists and presenters within the corporation. When he arrived at the corporation a long, long time ago he became the youngest black senior broadcast journalist in the corporation's history. Gregory has gone on to work on many Radio and TV including BBC Radio 1, BBC Radio 1Xtra, BBC World News, BBC Breakfast, BBC London TV News, The One Show and The Victoria Derbyshire show. For the last four years he has been directing, producing and reporting on content for the BBC's flagship Travel Show which is broadcast to more than 300 Million viewers a week, and has travelled to more than 30 destinations across the world in this role. Greg (as he is affectionately known) has also picked up a few awards along the way.

According to Gregory "In this day and age it pays to be multi skilled so I'm not only a broadcaster and travel journalist but I'm also a confident TV producer and director. This is in addition to being a professional TV and Film actor. My advice to anyone is anything is possible you've just got to work for it. Persistence is key!"

PLEASE NOTE

As a special bonus the Climate Smart Sustainable Tourism Forum will feature a Tourism Recovery Round Table which will be co-hosted by Greg and his twin brother **Mike McKenzie**. The brothers with their combined expertise in television production and broadcasting will present on the topic "**How to get international TV coverage on your destination**".

Mike McKenzie is a BBC Arts and Entertainment Producer and has been for the last 10 years. Mike has also worked for BBC in New York and BBC News and also produces content on BBC Travel Show.

Forum Program

MONDAY 11th December 2017

All Day

DELEGATES ARRIVE

All Day

FORUM REGISTRATION

Location: The foyer off Hotel Reception

6:30pm - 7:30pm

OPENING CEREMONY

Location: 'Government House' - Governor General's Residence

- ⇒ National Anthem
- ⇒ Prayer
- ⇒ Welcome Remarks - St. Kitts Destination Council
- ⇒ Entertainment Item
- ⇒ Remarks - CTO Secretary General Hugh Riley
- ⇒ Entertainment Item
- ⇒ Remarks - Hon. Lindsay Grant, Minister of Tourism
- ⇒ Entertainment Item
- ⇒ Reception

7:30pm - 9:00pm

WELCOME RECEPTION FOR ALL DELEGATES

Location: 'Government House' - Governor General's Residence.

TUESDAY 12th December, 2017

All Day

FORUM REGISTRATION

Location: The Foyer off Hotel Reception

8:15pm - 9:00pm

KEYNOTE ADDRESS

Location: Ocean Terrace Inn (OTI) Main Conference Room

KEYNOTER: Gregory McKenzie - Television Presenter and Reporter, British Broadcasting Corporation (BBC), United Kingdom

9:05am - 9:35am

LEADING THE WAY - DESTINATION ST. KITTS

Location: Ocean Terrace Inn (OTI) Main Conference Room

While the Caribbean is best known for its enticing combination of sun, sea and sand, there is much more to the future of the region's tourism industry than natural beauty. There is a fragile balance between environmental resources, cultural preservation and economic responsibility that must be maintained to sustain a thriving travel trade. This session delves into how the Forum's host nation, St. Kitts, has tackled common issues for Small Island Developing States and created truly sustainable solutions to maintain this balance. Since the adoption of tourism as the primary economic driver of the island in 2005, St. Kitts has been a leader in sustainable tourism development and destination management with the implementation of a range of holistic and progressive initiatives that address environmental, economic and sociocul-

tural sustainability. Such solutions include international partnerships, the adoption of community tourism and education programs and groundbreaking initiatives such as The Heart of St. Kitts Foundation and Sustainability Charter.

PRESENTER: **Carlene Henry-Morton** — Permanent Secretary, St. Kitts Ministry of Tourism

Diannille Taylor-Williams — Assistant Secretary, St. Kitts Ministry of Tourism

Tricia Greaux — Marine Management Area and Habitat Monitoring Officer, Department of Marine Resources, St. Kitts

9:40am – 10:55am

GENERAL SESSION I

Location: **Ocean Terrace Inn (OTI) Main Conference Room**

TOURISM RESILIENCY THROUGH CLIMATE CHANGE ADAPTATION AND MITIGATION

As a region largely characterised by Small Island Developing States (SIDS), the effects of climate change is an everyday reality for all Caribbean citizens. With most of tourism's resources heavily dependent on our natural landscapes it is important that we begin to chart a course to greater adaptability, inclusive of mitigation strategies that buffer our tourism industries from environment catastrophes. It is under this premise that this session was created to frame the context of future climate conditions in the Caribbean, and discuss key areas of focus including coastal management, water resourcing, destination/business planning, and climate financing.

SPEAKERS: **Dr. Ulric Trotz** — Deputy Director, Caribbean Community Climate Change Centre (CCCCC)

Dr. Halla Sahely — Environmental Consultant/Representative, Caribbean Water and Wastewater Association

Angela Burnett — Environmental Officer (Climate Change) Ministry of Natural Resources and Labour Government of the British Virgin Islands

Danker Koliijn — Coastal Engineer - CBCL Limited

MODERATOR: **Clive Bacchus** — General Manager/Editor in Chief, West Indies News Network

11:00am – 11:25am

SPECIAL EXHIBITION AND COFFEE BREAK

Awards Logo Finalists | Writing Competition | Local Products of St. Kitts & Nevis

11:30am – 12:45am

GENERAL SESSION II

Location: **Ocean Terrace Inn (OTI) Main Conference Room**

INNOVATIVE MODELS & BEST PRACTICES IN SUSTAINABLE TOURISM

Tourism is a dynamic and continuously evolving industry as travellers are constantly looking for newer, more gratifying experiences which offer value for money. Equally important, these experiences must not compromise the integrity of the host destination's environment and culture, which will ensure greater longevity. This session was designed in an attempt to bridge the gap between maximising new market opportunities, while maintaining local authenticity and increasing community engagement. Topics will include attracting the sustainable traveller and harnessing sustainable traveller behavior, communicating sustainability on-site, community engagement

and the sharing economy, and Agro-tourism as a new frontier for entrepreneurial growth.

SPEAKERS: **Greg Phillip** — CEO, Nevis Tourism Authority

Geoff Bolan — CEO, Sustainable Travel International (STI)

Ena Harvey — Representative, Inter-American Institute for Cooperation on Agriculture (IICA) Delegation in Barbados

Buddha Jezu-Maria — Marketing and Communications Executive, Travelife

MODERATOR: **Meshach Alford** — Independent Consultant, Tipping Point Planning Services

1:00pm – 04:45pm

AFTERNOON STUDY TOURS — LUNCHEON ON STUDY TOUR SITE

BRIMSTONE HILL FORTRESS AND NATIONAL PARK

Brimstone Hill Fortress National Park is a UNESCO World Heritage Site of historical, cultural and architectural significance. Over the course of 100 years, it became an almost natural outgrowth of the 800-foot hill from which it emerged; a monument to the ingenuity of the British military engineers who designed it and to the skill, strength and endurance of the African slaves who built and maintained it. Begun in the 1690s, the Fortress finally took shape as a complete military community in the 1790s, and as such is it is a veritable time capsule of international significance. This prominent Citadel is one of the earliest and finest surviving examples of fortification known as the polygonal system.

CARIBELLE BATIK AT ROMNEY MANOR AND WINGFIELD ESTATE

Wingfield Estate is set in the picturesque foot hills of the central mountain range at the 400ft level. It is situated above Old Road Town, the first English settlement in the Caribbean. Wingfield is conveniently placed adjacent to one of the Caribbean's major destinations, Caribelle Batik at Romney Manor. During a visit to Caribelle, you will see our artists demonstrating the techniques of this one-of-a-kind art form as well as receive a full explanation from one of our experts. It is a photographer's dream, at one with nature and history. Once owned by Sam Jefferson II, the great great great grandfather of Thomas Jefferson (3rd President of U.S.A.), Romney Manor is set in approximately 10 acres of grounds restored to a top notch botanical garden.

ST. KITTS ECO-PARK

The St. Kitts Eco-Park is derived from Agro-Tourism Demonstration Farm Cooperation Project between the Federation of St. Kitts and Nevis and the Republic of China (Taiwan) and its evolution has witnessed bilateral cooperation between the aforementioned two countries. Taking 3 years of hard work to complete, the Eco-Park successfully combines three fundamental calibers in substance: agriculture, green energy and tourism. All the buildings are constructed with GRC (glass-fiber reinforced concrete) material which is three times lighter and five times harder than normal concrete.

KITTITIAN HILL

The story of Kittitian Hill began with a single idea – to create a community where guests can immerse themselves in the vibrant beauty of the West Indies, enjoy fresh food foraged from the land and sea, and connect with the rich culture of

its residents. We found the ideal setting to embark on this journey among 400 acres of organic farmland on St. Kitts that stretches from high on the slopes of Mount Liamuiga to the beach 1,000 feet below, where the Caribbean Sea meets the Atlantic. Based on a philosophy of community and sustainability, Kittitian Hill offers unique St. Kitts vacation experiences that are designed to transcend the spirit, nourish the mind, and leave guests feeling refreshed and inspired.

5:00pm – 6:00pm **STAKEHOLDERS SPEAK OUT**

6:00pm **FREE EVENING FOR ALL DELEGATES**

WEDNESDAY 13TH September, 2017

8:30am – 8:40am **Message from United Nations World Tourism Organization (UNWTO)**

8:45am – 9:15am **LEADING THE WAY – CTO IN ACTION**
Location: **Ocean Terrace Inn (OTI) Main Conference Room**

The Caribbean Tourism Organization remains committed to being a leading advocate for increased sustainable and innovative tourism practices across the region. We are excited to showcase efforts of the CTO in fulfillment of our mandate to serve the region as the leading tourism development organisation. This session will provide insights into the work of the CTO in the region as we move into a new phase of Caribbean Tourism Development, holding fast to our vision to position the Caribbean as the most desirable, year round, warm weather destination.

SPEAKERS: **Hugh Riley** — CEO and Secretary General, Caribbean Tourism Organization (CTO)
Dr. Peter Schuhmann — Professor of Economics, University of North Carolina at Wilmington

9:20am – 10:35am **GENERAL SESSION III**
Location: **Ocean Terrace Inn (OTI) Main Conference Room**

S.M.A.R.T. DESTINATIONS: USING CLIMATE CHANGE AS AN OPPORTUNITY
As the world continues to evolve, it provides the opportunity for us to take a step back and reevaluate where we are going as an industry. The threat of Climate Variability and Climate Change has created opportunities for restructuring how we do business and live our daily lives. It is within this context that initiatives geared towards increased energy efficiency, environmentally friendly practices and the increased use of climate early warning information are of top priority as the regional tourism sector attempts to adapt to these challenges. This session seeks to not only identify opportunities for change but also methods of making these changes profitable for our destinations and tourism businesses, and will include presentations on recommendations for private sector action and policy intervention, climate smart infrastructure and utilising climate products and services.

SPEAKERS: **John Marcocchio** — Regional Project Manager, Caribbean Clean Energy Programme (CARCEP)
Dr. Roche Mahon — Social Scientist, Caribbean Institute for Metrology and Hydrology (CIMH)

Arno Boersma — Manager, Aruba Centre of Excellence (COE) for the Sustainable Development of Small Island Developing States (SIDS)

Dr Lisa Indar — Head, Tourism and Health program Caribbean Public Health Agency (CARPHA)

MODERATOR : **Kimberly Carr Tobias** — Research Assistant, Institute for Gender and Development Studies (IGDS) University of West Indies- Mona Campus

10:40am – 10:55am

COFFEE BREAK AND VIEWING OF EXHIBITION

11:00pm – 12:15pm

GENERAL SESSION IV

Location: **Ocean Terrace Inn (OTI) Main Conference Room**

TOURISM RECOVERY ROUNDTABLE

As the Caribbean rises above the ravages and carnage in the wake of an above-normal 2017 Atlantic Hurricane Season, the tourism sector joins in the discourse as we look towards recovery. September proved to be a devastating month for approximately 25% of the region, with some countries left to grapple with the tremendous loss of life and damage to infrastructure and property, after being struck by two Category 5 Hurricanes, namely Irma and Maria. This session provides a platform for destinations which were hardest hit to share their lessons learnt and showcase rehabilitation and recovery efforts, three (3) months after impact, with specific focus on the restoration of their tourism economy, and their readiness for business as the Caribbean enters the Winter Tourism Season.

FEATURED COUNTRIES:

Anguilla	British Virgin Islands	St. Maarten
Dominica	Turks and Caicos Islands	Antigua and Barbuda

Moderators: **Gregory McKenzie** — TV Presenter and Reporter, BBC, UK
Michael McKenzie — Arts and Entertainment Producer, BBC, UK

12:30pm – 1:45pm

LUNCHEON FOR ALL DELEGATES

1:50am – 3:10am

GENERAL SESSION V

Location: **Ocean Terrace Inn (OTI) Main Conference Room**

ROADMAP TO DISASTER MANAGEMENT

While the Caribbean has known its share of loss and tragedy from disasters, the region continues to pursue enhanced resiliency to transcend ...times. Undoubtedly, with a heavy reliance on the natural environment as the nucleus for sustainable tourism development, it is understood that disasters of any kind can undermine decades of progress almost instantaneously. This penultimate session seeks to chart the process of crafting well-defined disaster management protocols that span from pre-impact readiness, to asset protection through insurance coverage, and access to finance for adequate response mechanisms at 'ground zero', with the aim of creating an enabling environment for disaster relief and recovery through strong ties with regional and international development partners.

SPEAKERS: **Dr. Yves Robert Personna** — Project Manager, Environmental Sustainability Unit (ESU), Caribbean Development Bank (CDB)

Gina Sanguinetti — Communications Programme Director, Caribbean Catastrophe Risk Insurance Facility, Caribbean Catastrophe Risk Insurance Facility (CCRIF)

MODERATOR: **Amanda Charles** — Sustainable Tourism Specialist, CTO

3:20am – 4:40pm

WORKSHOP — GROUP SESSIONS

Option 1

CARIBBEAN CLIMATE ONLINE RISK AND ADAPTATION TOOL (CCORAL) OF THE CARIBBEAN COMMUNITY CLIMATE CHANGE CENTER (CCCC) WITH DIANA RUIZ
CCORAL is an online support system for climate resilient decision making and helps users undertake quick screening, understand climate influence, and apply climate risk management processes.

Option 2

COMMUNICATING SUSTAINABILITY WITH ROB HOLMES OF GLP FILMS
Learn how to market and promote your sustainability brand through authentic storytelling with award winning Rob Holmes. This exciting and educational workshop explores key skill sets for destination marketing.

Option 3

SUSTAINABLE TOURISM ENTERPRISE MODEL WITH THE OCEAN TERRACE INN (OTI)
Join us for a working case study of how your host hotel, the Ocean Terrace Inn (OTI), is exemplifying sustainable tourism practices both within their operations and their community.

Find more workshop details online at <http://www.caribbeanstc.com/session/workshop-group-sessions/>

4:45pm – 5:15pm

STAKEHOLDERS SPEAK OUT

Disclaimer: The information herein is correct at the time of printing. However, the CTO reserves the right to change the program without notice as a result of circumstances beyond its control.

Meet Our Speakers



MESHACH ALFORD
Sustainability Manger
Kittitian Hill
St. Kitts



ARNO BOERSMA
Manager
Aruba Centre of Excellence—COE for
the Sustainable Development of
Small Island Developing States — SIDS
ARUBA



CLIVE BACCHUS
Managing Director/Editor in Chief
West Indies News Network
St. Kitts



GEOFF BOLAN
Chief Executive Officer
Sustainable Travel International — STI
SEATTLE, WASHINGTON

Meet Our Speakers



ANGELA BURNETT
Environmental Officer
Virgin Islands Climate Change Trust Fund — VICCTF
British Virgin Islands



KOLIIJN DANKER
Consultant, AG UAV
CBCL Limited
HALIFAX, CANADA



AMANDA CHARLES
Sustainable Tourism Specialist
Caribbean Tourism Organization
Barbados



TRICIA GREAUX
Marine Management Area and Habitat Monitoring
Officer, Department of Marine Resources
ST. KITTS

Meet Our Speakers



ENA HARVEY
Representative
InterAmerican Institute for
Cooperation on Agriculture—IICA
BARBADOS



ROB HOLMES
Chief Strategist
GLP Films
KENNEBUNKPORT, MAINE



CARLENE HENRY-MORTON
Permanent Secretary
Ministry of Tourism
ST. KITTS



DR. LISA INDAR
Programme Manager
Tourism and Health Programme
Caribbean Public Health Authority — CARPHA
TRINIDAD AND TOBAGO

Meet Our Speakers



BUDDAH JEZU-MARIA
Marketing and Communications Executive
TravelLife
UNITED KINGDOM



JOHN MARCOCCHIO
Regional Project Manager,
Caribbean Clean Energy Program (CARCEP)
BARBADOS



DR. ROCHE MAHON
Social Scientist
Caribbean Institute for Meteorology
and Hydrology — CARCEP
BARBADOS



DR. YVES ROBERT PERSONNA
Project Manager, Environmental
Sustainability Unit—ESU
Caribbean Development Bank—CDB
BARBADO

Meet Our Speakers



GREG PHILLIP
Chief Executive Officer
Nevis Tourism Authority
NEVIS



DR. DIANA RUIZ
Science Officer
Science Officer at the Caribbean Community
Climate Change Center — CCCCC
BELIZE



HUGH RILEY
Secretary General and Chief Executive Officer
Caribbean Tourism Organization
BARBADOS



DR. HALLA SAHELY
Independent Environmental Consultant
Caribbean Water & Wastewater Association
ST. KITTS

Meet Our Speakers



GINA SANGUINETTE
Communications Programme Director
Caribbean Catastrophe Risk Insurance Facility—CCRIF
CAYMAN ISLANDS



DANILLE TAYLOR-WILLIAMS
Assistant Permanent Secretary
Ministry of Tourism
ST. KITTS



DR. PETER SCHUHMAN
Professor of Economics
University of North Carolina at Wilmington
WILMINGTON, NORTH CAROLINA



DR ULRIC TROTZ
Deputy Director and Science Advisor
Caribbean Community Climate
Change Center — CCCCC
BELIZE

SUSTAINABLE TOURISM AWARDS 2017

The 2017 Awards attracted a record-breaking 96 entries from 17 countries, across the seven (7) major Award categories. We are pleased to present the winner in each category and extend congratulations to all entrants to this year's Sustainable Tourism Awards for their innovative and exemplary work. You are all winners!

1. EXCELLENCE IN SUSTAINABLE TOURISM AWARD

Winner: Saint Kitts Ministry of Tourism — St. Kitts & Nevis

Category Sponsor: Caribbean Tourism Organization

2. DESTINATION STEWARDSHIP AWARD

Winner: Grenada Hotel and Tourism Association — Grenada

Category Sponsor: International Institute of Tourism Studies, The George Washington University

3. SUSTAINABLE ACCOMMODATION AWARD

Winner: Cuffie River Nature Retreat and Eco-Lodge (Tobago) — Trinidad and Tobago

Category Sponsor: Travelife, a subsidiary of the Association of British Travel Agents (ABTA)

4. COMMUNITY BENEFIT AWARD

Winner: The Soufriere Regional Development Foundation — Saint Lucia

Category Sponsor: Organization of American States

5. HERITAGE PROTECTION AWARD

Winner: Turks and Caicos National Trust — Turks and Caicos Islands

Category Sponsor: Organization of American States

6. BIODIVERSITY CONSERVATION AWARD

Winner: Para la Naturaleza — Puerto Rico

Category Sponsor: International Union for the Conservation of Nature (IUCN)

7. AGRO-TOURISM AWARD

Winner: Belmont Estate — Grenada

Sponsor: International Institute for Cooperation on Agriculture (IICA)

8. SPECIAL "BRIDGING ISLANDS OF KNOWLEDGE" AWARD

Winner: Belmont Estate — Grenada

Sponsor: Centre of Excellence (COE) For the Sustainable Development of SIDS

9. TOURISM PIONEER AWARD

Winner: Nature Seekers — Trinidad & Tobago (Trinidad)

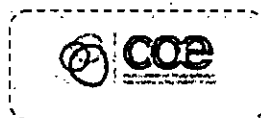
Sponsor: Caribbean Development Bank (CDB)

10. CLIMATE SMART AWARD

Winner: TIDE Tours — Belize

Sponsor: Caribbean Development Bank (CDB)

Thank you to all the sponsors of the Caribbean Sustainable Awards 2017!



CARIBBEAN PRIMARY SCHOOL

Tourism Writing Competition

The CTO's Caribbean Primary School Tourism Writing Competition for 2017, the CTO Year of Adventure in the Caribbean, was held for children ages 8 – 12 in every CTO member country, and sought to encourage both creative and formal writing submissions related to strengthening sustainable tourism development in the region. The competition had TWO (2) distinct entry streams:

1. The Formal Writing Stream – works that count as either essays or prose
2. The Creative Writing Stream – works that count as poems or short stories

WINNERS

The 4 winners of the Caribbean Primary School Tourism Writing Competition are:



NAME: Haley-Shai Kassie
SCHOOL: St. Augustine Roman Catholic
COUNTRY: Montserrat
AGE GROUP: 8-10
WRITING STREAM: Creative



NAME: Jhe'fauti Craigg Andrews
SCHOOL: Belmont Government
COUNTRY: St. Vincent and the Grenadines
AGE GROUP: 10-12
WRITING STREAM: Creative

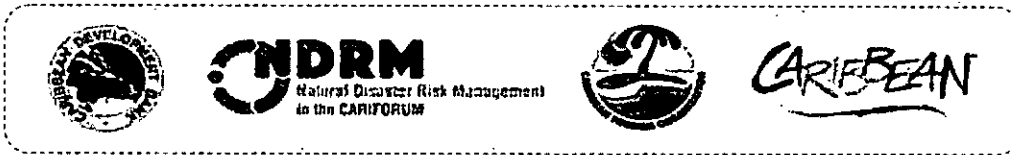


NAME: Ariah Darroux
SCHOOL: Convent Preparatory School
COUNTRY: Dominica
AGE GROUP: 8-10
WRITING STREAM: Formal



NAME: Gabriella Lewis
SCHOOL: Atwell's Educational Institute
COUNTRY: Trinidad and Tobago
AGE GROUP: 10-12
WRITING STREAM: Formal

CLIMATE SMART SUSTAINABLE TOURISM PROJECT FEATURE



The Caribbean Tourism Organization (CTO), with cooperation and technical assistance from the Caribbean Development Bank (CDB) is in the process of implementing the "Supporting a Climate Smart and Sustainable Caribbean Tourism Industry" (CSSCTI) project, with a grant from the African Caribbean Pacific, European Union, Caribbean Development Bank, Natural Disaster Risk Management (ACP/-EU-/CDB NDRM) in CARIFORUM Countries Programme, managed by the CDB. The primary objectives of this project are to enhance the knowledge and awareness of the tourism sector to climate variability and climate change (CVC), and deliver training and tools to improve the capacity to implement strategies to reduce vulnerabilities, and build resilience of the sector to the impacts of climate change and natural hazards.

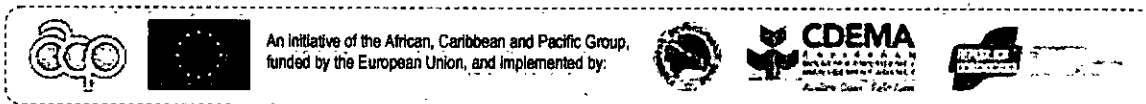
The expected outcome of this intervention are to contribute to mainstreaming climate change adaptation and disaster risk management strategies in the approach to public and private sector tourism development, policy formulation, planning and business operations, while also contributing to the sustainability and global competitiveness of the Region's tourism destinations. The project execution period runs from July 2017 to November 2018.

SUMMARY OF PROJECT ACTIVITIES

- ⇒ **Policy/Strategy Documents:** Updating the Caribbean Sustainable Tourism Policy Framework and the Multi-Hazard Contingency Planning Manual for the Caribbean Tourism Sector.
- ⇒ **Capacity-Building:** Provide training online and in-person in disaster risk reduction (DRR) and climate change adaptation (CCA) to tourism sector stakeholders in the Caribbean, in tandem with conducting a regional education and awareness campaign.
- ⇒ **Knowledge Products:** Producing a Caribbean Best Practices in Sustainable Tourism Manual and the commissioning of a feasibility study to inform the needs related to climate services in tourism with recommendations for the development of a tourism-climate productivity index model, which forecasts the effect of intra- and extra- regional climate on Caribbean tourism demand, productivity and competitiveness on seasonal timescales.
- ⇒ **In-Country Pilot Projects:** Implementation of pilot projects adapting the MHCPM - Tourism Emergency Response Plan/Model to national requirements in The Bahamas, Belize, Dominica, Jamaica and Haiti.

"Global climate change and its impacts, including the increasing frequency and severity of extreme weather events, pose a significant risk to the Caribbean region and threaten the sustainability of Caribbean tourism. The CTO is pleased to have the support of the CDB to implement this project which will contribute to enhancing the resiliency, sustainability and competitiveness of the region's tourism sector. Mainstreaming climate change adaptation (CCA) and disaster risk management (DRM) strategies in tourism development and planning is our duty to our member countries."

Hugh Riley | CEO & Secretary General | Caribbean Tourism Organization



An initiative of the African, Caribbean and Pacific Group, funded by the European Union, and implemented by:



HOSPITALITY ASSURED CERTIFICATION PROGRAMME



DEVELOPED FOR ANY HOSPITALITY, LEISURE OR TOURISM ORGANIZATION

To strengthen overall business performance and
competitiveness by promoting a culture of quality, service
excellence and continuous improvement.

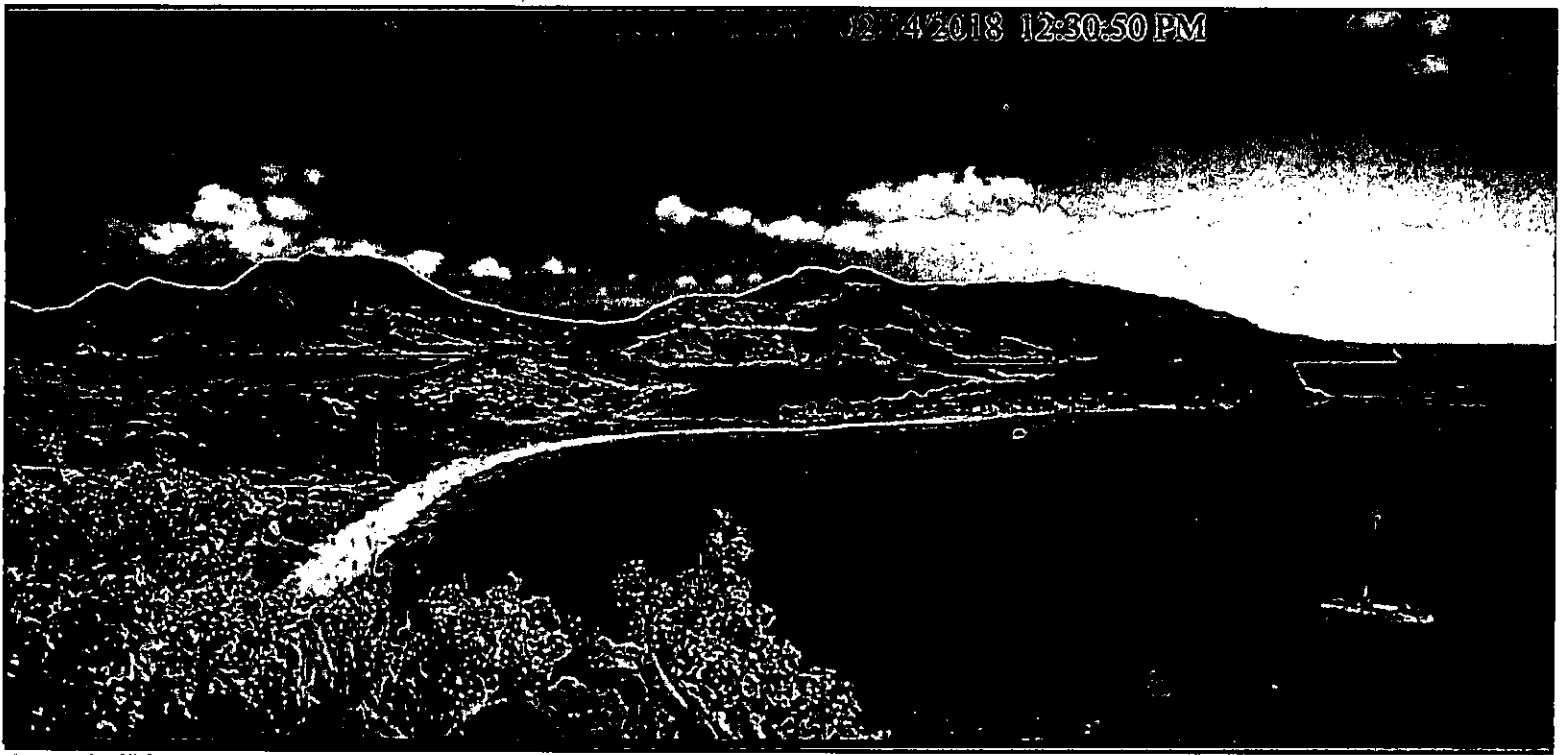
The Caribbean Tourism Organization in collaboration with the Caribbean Development Bank

BENEFICIARY COUNTRIES

Anguilla, Belize, British Virgin Islands, Guyana, Jamaica, Montserrat, St. Kitts & Nevis,
Saint Lucia, St. Vincent & The Grenadines, Turks & Caicos Islands

CARIBBEAN TOURISM ORGANIZATION

7th Floor, Baobab Tower, Warrens, St. Michael, BB22026, Barbados
Tel: 246-427-5242; E-mail: hospitalityassured@caribtourism.com
For more information, please visit: www.hospitalityassuredcaribbean.com



St. Kitts
follow your heart

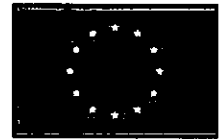


CARIBBEAN

*Special thanks
to our Forum partners!*



CNDRM
Natural Disaster Risk Management
in the CARIFORUM



*Heart of
St. Kitts*
FOUNDATION



KITTIAN HILL
— ST. KITTS, WEST INDIES —





SOTIC

STATE OF THE TOURISM INDUSTRY CONFERENCE

Super Charging The Caribbean Brand
Meeting The Needs Of The New Explorer

For more information visit: sotic.onecaribbean.org



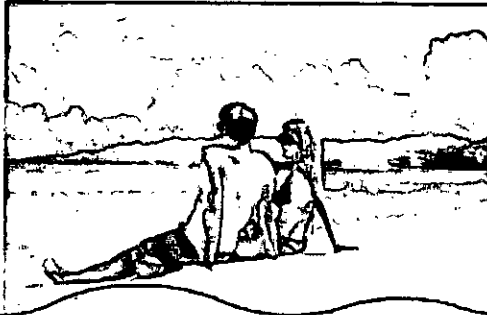
PURE GRENADA

The Spice of the Caribbean



www.puregrenada.com



#freetowonder
#puregrenada



Free to
Wonder

   [discovergrenada](#)

DR. THE RIGHT HON. KEITH CLAUDIUS MITCHELL

**PRIME MINISTER
GRENADA, CARRIACOU AND PETIT MARTINIQUE**

Keith Claudius Mitchell was born to Dowlyn and Catherine Mitchell in Brizan, St. George.

He received his primary education at the Happy Hill R.C. School and the J.W. Fletcher Memorial School. He went on to the Presentation Brothers College then to the University of the West Indies, Cave Hill Campus, where he gained a Bachelor of Science Degree in Mathematics and Chemistry (1971), followed by a Masters Degree from Howard University (1975) and a Doctorate in Mathematics and Statistics from the American University (1979).

An avid cricketer, Dr. Mitchell was a member of the Grenada Cricket Team from 1964 – 1966. In 1973 he was made Captain of the Grenada Cricket Team as well as the combined Windward and Leeward Youth Cricket Team.

Dr. Mitchell also maintained his love for academia, and taught at the Presentation Brothers College in Grenada, and was also a Mathematics Professor at Howard University between 1977 and 1983. He also started his own consulting firm in Washington, D.C., and subsequently worked as a professional consultant to many Government Departments and private corporations in the United States.

In 1984, he was elected Member of Parliament for St. George North West, and has held the seat in each subsequent election. Dr. Mitchell was elected Political Leader of the New National Party (NNP) in 1989 defeating Prime Minister Herbert Blaize. He served as Minister of Communications, Works and Public Utilities, Cooperatives, Community Development, Women's Affairs and Civil Aviation from 1988 to 1989 in the New National Party (NNP) Government.

On June 20 1995, Dr. Mitchell successfully led the party to victory in the 1995 general elections winning eight out of fifteen seats in the House of Representatives; Dr. Mitchell took office as Prime Minister, along with his Cabinet, on June 22, 1995.

In the 1999 election, Dr. Mitchell led the New National Party to an unprecedented victory, winning all 15 constituencies and being the first Prime Minister since Independence to win two consecutive general elections. His portfolio included Minister of National Security, Finance, Trade, Industry, Planning and Information and later on National Security and Information.

Dr. Mitchell led the Party to another unprecedented but narrowly won election on November 27, 2003, when the Party was elected to a third consecutive term in Office. He held the portfolios of National Security, Human Resource Development, Information, Information Communication Technology (ICT), Business and Private Sector Development and Youth Development. Her Majesty the Queen appointed him to the Privy Council on February 20, 2004.

The New National Party was defeated in the general election held on July 8, 2008 by the National Democratic Congress (NDC), winning only four seats against 11 for the NDC. Dr. Mitchell himself was re-elected to his seat for St. George North West and continued as NNP leader. He was sworn in as Leader of the Opposition on July 16, 2008.

On February 19th, 2013, Dr. Mitchell and his New National Party defeated the incumbent Tillman Thomas and the National Democratic Congress, winning all 15 Seats- the second time he and his party achieved such a historic feat. On February 20th, 2013, Dr. The Right Honourable Keith Mitchell was sworn in as Prime Minister, for the fourth time.



In his capacity as Prime Minister, Dr. Mitchell has served as Chairman of the Caribbean Community (CARICOM) from January to July 1998 and from July to December 2004; Chairman of the Board of Governors of the Caribbean Development Bank from May 1997 to May 1998; Chairman of the Ministerial Council of Association of Caribbean States from 1996 to 1997; Chairman of the Organization of Eastern Caribbean States (OECS) from May 2000 to January 2002, being the longest serving Chairman of the regional sub-group.

He is currently Chairman of CARICOM, Chairman of the World Bank Small States Forum, Chairman of the Board of Directors of the Caribbean Development Bank, and Lead Head for Science and Technology under CARICOM.

On the domestic front, Prime Minister Dr. Keith Mitchell is also the Minister of Finance and Energy, Economic Development, Information, Implementation, National Security, Disaster Management and Home Affairs.



PURE GRENADA

The Spice of the Caribbean

THREE ISLANDS

ONE UNIQUE DESTINATION



Grenada and, Carriacou, and Petite Martinique offer:

- Diverse products within close proximity of each other
- 45 White sand beaches
- 10+ natural waterfalls
- First Underwater Sculpture Park
- Safe, community-oriented culture
- Bountiful natural preserves such as the Grand Etang Rainforest
- Highest graded spices and exquisite dark chocolate

www.puregrenada.com

MESSAGE FROM THE MINISTER OF TOURISM

HON. DR. CLARICE MODESTE-CURWEN
MINISTER OF TOURISM, CIVIL AVIATION AND
CULTURE | GRENADA



A Spicy Welcome from Pure Grenada, Carriacou and Petite Martinique.

Pure Grenada, Carriacou and Petite Martinique is delighted to welcome you to SOTIC 2017. We believe our destination provides the perfect atmosphere to discuss and find the right solutions to the key issues affecting the Caribbean's tourism as we work together to grow our market share. As we welcome you, we take the time to remember our brothers and sisters, affected by the recent Hurricanes Irma and Maria. Please continue to support the recovery efforts. Indeed, together we will rebuild and rebound.

While you are with us we encourage you to enjoy the beauty of Pure Grenada, the Spice of the Caribbean. Feel free to wonder at the lush beauty of our island and pristine white sandy beaches, marvel at our gorgeous waterfalls with their sparkling crystal-clear pools, enjoy our famous rum and chocolate tours and learn more about our spices on a cuisine tour.

There's so much more to experience, therefore we invite you to come back to spend more time with our warm and friendly people.

Hon. Clarice Modeste-Curwen, M.P.
Minister for Tourism, Civil Aviation and Culture

one sea, one voice one caribbean

Please support the CTO Relief Effort by donating at:

<https://www.gofundme.com/hurricane-relief-fund-cto>



The global voice of the region's
finest countries and territories

www.onecaribbean.org

CARIBBEAN



MESSAGE FROM THE CTO CHAIRMAN

HON. DIONISIO JAMES D'AGUILAR

MINISTER OF TOURISM AND
AVIATION | BAHAMAS

&

CHAIRMAN | CTO COUNCIL OF MINISTERS &
COMMISSIONERS OF TOURISM



Dear Delegate,

This year's State of the Tourism Industry Conference (SOTIC) comes at a trying time for Caribbean tourism.

Never in the history of the planning of this event have situations, circumstances and conditions in our member destinations, and by extension, the Caribbean, changed so dramatically, so drastically, and so disturbingly in such a short space of time.

The planning for SOTIC 2017 began with realities and challenges that were quite different. While we were planning only to explore ways to supercharge the Caribbean brand and meeting the needs of new explorers, we must now also focus on recovery and rebuilding following the passage of two monstrous category five hurricanes that violently battered some member countries of the Caribbean Tourism Organization.

So while the old realities are still present, we have also planned a special four-hour session on recovering and rebuilding, scheduled for Thursday 12 October.

Key recommendations from the session will form part of a comprehensive document which we believe will have industry-wide international significance. And we expect these recommendations will help to inform our future strategies.

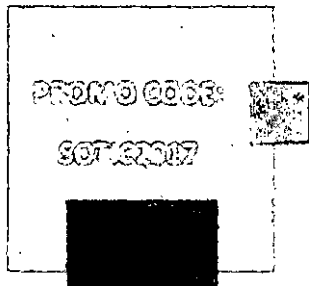
I wish to thank the Government of Grenada for an exceptional welcome and for the determined effort you put into ensuring a wonderful experience.

Thank you too, to the CTO staff, who worked tirelessly and defied the odds to bring this conference to fruition. You have certainly earned your keep.

Most of all, thanks to everyone of you, especially the delegates from the worst affected countries and the youth congress participants, for being here. Your presence is testimony to your unselfish commitment to Caribbean tourism.

I invite you to enjoy Pure Grenada, the spice of the Caribbean and leave with lasting impressions.

Hon. Dionisio James D'Aguilar
Chairman, Council of Ministers & Commissioners of Tourism



CARIBBEAN

JOIN THE CTO NOW

GET 2 MONTHS MEMBERSHIP FREE

***Join the Caribbean Tourism Organization, and GET FREE ALLIED MEMBERSHIP for the rest of 2017.**

OUR MEMBERS BENEFIT FROM:

Free access to select statistical reports

Discounted access to major tourism conferences

Networking opportunities with key regional and international stakeholders

Free access to exclusive CTO communications and other information

And so much more...

Joining is simple, just follow the steps below:

1. Complete the non-government membership application form available at the registration desk or on onecaribbean.org.
2. Submit the completed application form, along with your membership fee to us at the registration desk.
3. OR complete the online application form and make payment on our website at onecaribbean.org
4. Your membership will expire in December 2018.
5. This offer is only open to new members. Applications must be submitted by October 31st, 2017 to qualify for this promotional offer.

For more information please visit our website www.onecaribbean.org OR contact us at: membership@caribtourism.com

MESSAGE FROM THE CTO SECRETARY GENERAL

HUGH RILEY
SECRETARY GENERAL & CHIEF EXECUTIVE OFFICE
CARIBBEAN TOURISM ORGANIZATION



Dear Delegate,

Please join me in extending our sincere gratitude to the Government and People of Grenada for hosting what could turn out to be the most important State of the Tourism Industry Conference (SOTIC) ever.

I wish to thank specifically the honourable minister of tourism, Dr. Clarice Modeste-Curwen, and her team at the Ministry of Tourism, Civil Aviation & Culture, and Patricia Maher and staff at the Grenada Tourism Authority, for so enthusiastically embracing SOTIC and working feverishly to ensure as smooth a programme as possible.

This year's conference comes at a time when many of our members and faithful partners are recovering from two of the most destructive hurricanes ever.

Hurricanes Irma and Maria have forced changes to the conference programme to include a special session on recovering and rebuilding, for which we have invited experts in various fields to share information on the best ways to rebound after major disasters.

In addition, we have an impressive group of presenters who will challenge, inspire and engage you on a range of topics of importance to virtually every segment of our industry. There has hardly ever been a time when examining the state of tourism and plotting its future was more urgent than right now.

I am thankful for your presence, your input and your support.

Hugh Riley
Secretary General and CEO

ABOUT THE HOST COUNTRY

Grenada, the Spice of the Caribbean; a place where untouched beauty meets our warm people content with a simple way of life. Grenada offers a lifestyle so pure and authentic that you feel instantly renewed.

Visitors who have never travelled to Grenada, will discover our 40 pristine white sand beaches and 30 unforgettable dive sites, including the largest shipwreck in the Caribbean 'Bianca C' and the World's First Underwater Sculpture Park. On land, visitors will wonder at the beauty of Grenada's waterfalls, dramatic hiking trails and rich history.

Pure Grenada is well known for having the friendliest people in the world and this ingredient is key to having a welcoming experience. And while Grenada is best known as the 'The Spice of the Caribbean' for our nutmeg and mace, there is a sweet fact that we want to share with the world. We are also the 'Chocolate Island' of the Caribbean with four companies producing incredible organic chocolate. All these fabulous experiences and more await every visitor.

KEY FACTS ABOUT PURE GRENADA

LOCATION

Grenada, Carriacou, Petite Martinique are located in the Eastern Caribbean, West of Barbados and North of Trinidad and Tobago.

POPULATION

Approximately 100,000 people.

CURRENCY

The local currency is the Eastern Caribbean dollar (EC) but the US Dollar is accepted. Banks will exchange EC \$2.67 for US \$1.00 cash.

MEDICAL FACILITIES

The General Hospital is located in the capital city of St. George while the Princess Alice Hospital is located in the northern parish of St. Andrew and the Princess Royal Hospital is located on our sister island of Carriacou. The St. Augustine Medical Services is a private hospital on the mainland.

ELECTRICITY

The voltage on island is 220 volts - 50 cycles. Appliances rated at 110 volts (US Standard) normally work with a transformer. Most hotels provide dual voltage shaver units, but an adaptor plug is necessary for small appliances.

For more information on Grenada, visit www.PureGrenada.com.

ABOUT THE STATE OF THE TOURISM INDUSTRY CONFERENCE — SOTIC 2017

The annual State of the Industry Conference (SOTIC) is the pre-eminent tourism gathering in the region. It brings together Caribbean tourism practitioners, policy makers, strategic partners from the public and private sectors, and travel professionals, to discuss issues, identify solutions and courses of action to keep the region competitive and therefore benefit its tourism industry.

Speakers of international and regional acclaim provide best case practices and winning strategies on a wide range of topics critical to the growth of Caribbean tourism, all with a view toward the development of a sustainable tourism industry. Youth from several CTO member countries contribute to the discussions at a Youth Congress, one of the several vehicles through which CTO encourages the best and brightest to consider tourism as a career.

Under this year's theme *"Super-Charging the Caribbean Brand: Meeting the Needs of the New Explorers"*, the Conference will expose some of the best examples of how destinations, businesses and attractions drive value through outstanding experiences that meet the constantly changing expectations of our visitors. It will also explore how technology is being used to respond to these new demands, how the use of artificial intelligence is changing experiences, and define who the new explorers are so that, together, we can supercharge the Caribbean brand and move confidently into the future.

**ABOUT THE
CARIBBEAN TOURISM ORGANIZATION**

The Caribbean Tourism Organization (CTO), with headquarters in Barbados and offices in New York and London, is the Caribbean's tourism development agency comprising membership of the finest countries and territories including Dutch, English, French and Spanish, as well as a myriad of private sector members. The CTO's vision is to position the Caribbean as the most desirable, year round, warm weather destination, and its purpose is Leading Sustainable Tourism - One Sea, One Voice, One Caribbean.

The organization provides specialized support and technical assistance in sustainable tourism development, marketing, communications, advocacy, human resource development, event-planning & execution and research & information technology.

Through the CTO Foundation, one of CTO's charities, Caribbean students receive scholarships to pursue studies in foreign languages and tourism-related subjects.

The CTO's Headquarters are located at:

Ground Floor, Baobab Tower | Warrens | St. Michael | Barbados BB 22026
Phone: (246) 427-5242 | Fax: (246) 429-3065 | E-mail: CTObarbados@caribtourism.com

The CTO's London office is located:

The Quadrant | Richmond | Surrey TW9 1BP | England
Phone: 011 44 208 948 0057 | Fax: 011 44 208 948 0067 | E-mail: CTOlondon@caribtourism.com

The CTO's New York office is located:

80 Broad Street, Suite 3302 | New York, NY 10004 | USA
Phone: (212) 635-9530 | E-mail: CTOny@caribtourism.com

CTO is represented in Canada by Nancy Drolet | Email: DroletN@caribtourism.com. Tel: 905-857-1986

For more information on the Caribbean Tourism Organization please visit www.OneCaribbean.org.

For information on our member destinations visit www.CaribbeanTravel.com.

CTO MEMBER COUNTRIES

Anguilla
Antigua and Barbuda
Bahamas
Barbados
Belize
British Virgin Islands
Cayman Islands
Cuba
Curaçao



Dominica
Grenada
Guyana
Haiti
Jamaica
Martinique
Montserrat
Puerto Rico
Saint Lucia



St. Eustatius
St. Kitts and Nevis
St. Maarten
St. Martin
St. Vincent and the Grenadines
Trinidad and Tobago
Turks and Caicos Islands
United States Virgin Islands
Venezuela

CTO BUSINESS MEETINGS



MONDAY, OCTOBER 9, 2017

9:00am-6:00pm	CONFERENCE REGISTRATION CONFERENCE CENTRE, RADISSON
9:00am-3:00pm	DESTINATION PRESS BRIEFINGS VENUE: St. Andrew, Radisson
3:30am-5:30pm	EXECUTIVE COMMITTEE MEETING VENUE: Greenery, Radisson
5:30pm-6:30pm	CTO FOUNDATION BOARD OF DIRECTORS MEETING Venue: St. Lucia Room, Radisson
7:00pm-9:00pm	RECEPTION FOR MINISTERS AND COMMISSIONERS OF TOURISM , BOARD OF DIRECTORS AND COMMITTEE MEMBERS VENUE: Spice Island Beach Resort
	RECEPTION FOR MEMBERS OF THE MEDIA VENUE: Lighthouse Restaurant, Le Phare Bleu

TUESDAY, OCTOBER 10, 2017

8:00am-6:00pm	CONFERENCE REGISTRATION CONFERENCE CENTRE, RADISSON
8:00am-12:15pm	CTO STRATEGIC PLANNING MEETING VENUE: Trinidad Room, Radisson
9:00am-4:00pm	DESTINATION TOUR FOR MEMBERS OF THE MEDIA
12:30pm-2:00pm	LUNCHEON FOR MINISTERS AND COMMISSIONERS OF TOURISM AND BOARD OF DIRECTORS Venue: Greenery, Radisson Sponsored by Cable & Wireless Business
2:00pm-5:00pm	JOINT MEETING OF THE CTO COUNCIL OF TOURISM MINISTERS AND COMMISSIONERS AND THE CTO BOARD OF DIRECTORS VENUE: Trinidad Room, Radisson
7:00pm-8:30pm	OPENING CEREMONY FOR ALL DELEGATES Venue: Crown Ballroom, Radisson
8:30pm-10:00pm	WELCOME RECEPTION FOR ALL DELEGATES Venue: Oasis Pavilion, Radisson

MEET OUR KEYNOTE SPEAKER

DORSEY LEVENS
FOUNDER & PRESIDENT
LEVENS COMMUNICATIONS



Encouraged by his success in broadcasting, Dorsey Levens first developed Levens Communications to enlarge his vision of producing quality, inspirational entertainment to theater stages across the country. He is continuing this dream through the newly established *The TakeOver Project*, which will include television and film projects in the near future.

Mr. Levens is a retired American football running back in the National Football League. He was drafted by the Green Bay Packers in the fifth round (149th overall) of the 1994 NFL Draft. He played college football at Notre Dame and later Georgia Tech. In his career, he also played for the Philadelphia Eagles and New York Giants. While playing for the Packers, he rushed for 1,000 or more yards twice and was selected to the Pro Bowl after the 1997 season. In 2009, He was elected to the Green Bay Packers Hall of Fame. After retiring from the NFL, Mr. Levens became a NFL analyst for the sports website PlayerPress.com. There, he picked NFL games against the spread, and against other professional athletes and experts. He later became an analyst for Sprint Exclusive Entertainment's *NFL Mobile Gamecenter*, where he broke down all the NFL games for viewers each week. M. Levens most recently became a pro football analyst for Comcast Sports Southeast as well as a panelist for *The Panel* on Fox Sports South.

Mr. Levens' current entertainment roles and accomplishments include writing and serving as executive producer for *Bell Rung*, an insightful documentary focused on bringing to light the long-term effects and life-altering health issues suffered by many former professional football player as well as co-writing and serving as the executive producer of *Stripped*, a hit stage play. Recently he has appeared in Tyler Perry's hit stage play *Madea On The Run*, Tyler Perry's sitcom *For Better Or Worse*, and British comedy *Gridiron UK*. Film credits also include *We Are Marshall* and *Three Can Play That Game*.

Mr. Levens has recently joined The Empowerhouse Group as their Senior Sports Consultant, presenting The BioCode System.

He earned a BS in Management from Georgia Tech.

CONFERENCE FACTS

All conference activities will take place at Radisson Grenada Beach Resort, unless otherwise indicated. Information in this program is correct at the time of writing but is subject to change without notice.

Our objective is to make your experience at SOTIC pleasant and enjoyable. Please note and heed the following information to help us achieve that objective.

AIRPORT/HOTEL TRANSFERS

Unless otherwise advised, airport/hotel transfers will be provided by Caribbean Horizons. Caribbean Horizons has a desk just outside the Maurice Bishop International Airport, after clearing Customs. Please take a moment upon your arrival in Grenada to reconfirm your departure with them. At that time, or shortly thereafter, you will receive information on the time that your scheduled bus will be leaving the host hotel for the Airport. Please make every effort to be on the bus at your scheduled departure time. There will be no refunds for transfers between the airport and hotel if you miss the bus. You may reach Caribbean Horizon at info@caribbeanhorizons.com.

CONFERENCE BADGES

Delegates are required to wear their badges to all conference activities including social functions. Only your badge identifies you as a registered conference delegate and will gain you access to the events. If you lose it or need to have it reissued through no fault of Conference organizers, there will be a replacement fee of US \$10.00 per badge.

DRESS CODE

The Conference dress code is as follows:

- **OPENING CEREMONY** - Business Attire (*shirt jackets, mandarin collars or jacket and tie for men*).
- **CONFERENCE SESSIONS** - Business Casual Attire
- **EVENING FUNCTIONS** - Cocktail Attire (*no shorts, jeans, t-shirts or sneakers*)

OPENING CEREMONY

The Opening Ceremony will be held in the **Crown Ballroom, Radisson Grenada Resort** and is scheduled to begin promptly at **7:00pm on Tuesday, October 10th**. All delegates are kindly asked to be in their seats by 6:50pm so that the Opening Ceremony may begin on time.

POST CONFERENCE TOURS

The Grenada Tourism Authority has kindly offered pre and post conference tours for delegates and their companions visiting Grenada for the purpose of the State of the Tourism Industry Conference – SOTIC. For more details on tours and registration form, please visit <http://sotic.onecaribbean.org/tours/>.

PRESS ROOM

The **Press Room** will be located in **St. Andrew. Room in the Conference Centre**. The Press Room is designed to serve **accredited Press only** and only Journalists and individuals holding Press Briefings or invited to the Press Conference will have access. The Press Room will operate from 8:30am – 6:00 pm daily, from **Monday, October 9th through Friday, October 13th**.

SECRETARIAT

The **Conference Secretariat** will be located in **St. Vincent Room in the Conference Centre**. Secretariat Hours are 8:00am – 6:00pm daily from **Monday, October 9 to Friday, October 13, 2017**.

PROMOTIONS

As a benefit of membership, private sector members of CTO may use the designated tables outside the Secretariat to distribute their promotional materials. The tables will be available from **Wednesday, October 11 through Friday, October 13, 2017**.

MEET OUR CONFERENCE ANCHOR

CAROL HAY

**DIRECTOR OF MARKETING
CARIBBEAN TOURISM ORGANIZATION | UK AND EUROPE**



Carol Hay has over 25 years in the tourism sector, her primary areas of expertise include marketing, destination branding, product development, sustainable tourism development, public relations, crisis management and social media. Ms. Hay is currently Director of Marketing UK & Europe for the Caribbean Tourism Organization, a position she has held for the past 7 years. Previously she was the Director of Tourism UK & Europe for the Antigua and Barbuda Tourism Authority.

Ms. Hay has also held senior positions with The Jamaica Tourist Board, BWIA International Airways and the Jamaica Promotions Corporation. She is an accomplished speaker and has addressed audiences across the globe on female leadership, destination branding and competitiveness.

She holds a Masters in Marketing, Bachelors in Business Administration and numerous professional qualifications including Cultural Diplomacy, Public Relations, Human Resources Development, Coaching, Mentoring and Neuro Linguistic Programming (NLP).

In her spare time Ms. Hay coaches and mentors professional women and young people, and also volunteers to support young people preparing for work. She loves to travel, cook, meet new people and generally make the most of life!

WEDNESDAY, OCTOBER 12, 2017

8:20am – 8:25am	SECURITY BRIEFING <ul style="list-style-type: none"> • Orland Harry, Sales and Event Coordinator, Radisson Grenada Beach Resort Venue: Crown Ballroom
8:30am – 9:15am	KEYNOTE ADDRESS FOR ALL DELEGATES Speaker: <ul style="list-style-type: none"> • Dorcey Levens, Founder and President, Levens Communications Venue: Crown Ballroom
9:30am – 10:45am	<p style="text-align: center;">GENERAL SESSION I FOR ALL DELEGATES</p> <p style="text-align: center;">INFUSING DYNAMISM IN CARIBBEAN TOURISM</p> <p>For the third straight year, Caribbean tourism arrivals outpaced the global average, yet our share of the global market is not growing, remaining steady at 2.4 per cent. Meanwhile, new destinations are entering the race for the global tourism dollar, while established ones are adding new, exciting products to attract an ever changing traveller. This session will examine where the Caribbean stands in this global context, how the region is perceived and how we overcome unexpected challenges and super-charge the brand to improve its competitiveness, grow demand and increase value.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Caroline Gallichan-Hurley, Operations Manager Eastern Caribbean Virgin Holidays • Jennifer Hendry, Senior Research Associate, Canadian Tourism Research Institute • Josh Courtney, <i>Voda Brand — via skype</i> <p>Moderator:</p> <ul style="list-style-type: none"> • Marla Dukharan, Chief Economist, Bitt Venue: Crown Ballroom
11:00am – 11:30am	COFFEE BREAK FOR ALL DELEGATES Venue: Ballroom Foyer
11:30am – 1:00pm	<p style="text-align: center;">GENERAL SESSION II FOR ALL DELEGATES</p> <p style="text-align: center;">WHO ARE THE NEW EXPLORERS?</p> <p>The ever changing travel demographic means tourism practitioners must forever adapt to the evolving needs of travellers. Be it Generation Z, the Fifties, New Female Traveller or Hipsters, tomorrow's travellers are demanding unique experiences that appeal to their individual tastes. This session will help you identify the new explorers, what they want, how they spend and how to attract them.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Mathew Probasco, Freelance Journalist • Stephanie Oswald, Editor-in-Chief and Founder, TravelGirl Magazine Emmy-Award winning Journalist at CNN • Chris Spring, Managing Partner, China Ni Hao <p>Moderator:</p> <ul style="list-style-type: none"> • Barry Collymore, Director, Port Louis Marina Development and Mount Cinnamon Beach Resort Venue: Crown Ballroom

1:00pm – 2:30pm	SPONSORS PRESENTATION BY SILVERSANDS FOLLOWED BY LUNCHEON FOR ALL DELEGATES
	Venue: Tradewinds Restaurant
2:30pm – 3:45pm	GENERAL SESSION III FOR ALL DELEGATES
	BUSINESS MODELS THAT ROCK!
	As travel destinations and service operators seek to increase tourism intake, it is imperative that businesses design and deliver unique and authentic experiences that help them stand out from the crowd and succeed. They must have unique value propositions, diverse revenue streams and loads of creativity. This session will present proven business models that create compelling value for visitors and help vacation providers rethink how we generate revenue, explore how to develop models that are highly scalable, unique, loved by customers, disrupt the industry and are profitable.
	Speakers:
	<ul style="list-style-type: none"> • Francine Howard, Marketing and Service Development, Sprint • Helen Beck, Vice President, International Marketing and Sales, Crystal Cruises • Jason Nichols, Lead Brand Partner, Linqia
	Moderator:
	<ul style="list-style-type: none"> • Shadel Nyack-Compton, Managing Director, Belmont Estate
	Venue: Crown Ballroom
3:45pm – 4:00pm	COFFEE BREAK FOR ALL DELEGATES
	Venue: Ballroom Foyer
4:00pm – 5:15pm	GENERAL SESSION IV FOR ALL DELEGATES
	TURNING OUR WATERS INTO GOLDMINES—INVESTING IN THE BLUE ECONOMY
	The contribution of the region's marine resources to Caribbean economies is critically important, especially for small island developing states (SIDS) like those in the Caribbean, which have a narrow resource base. However, the 'blue economy' or the 'ocean economy' is now being seen as providing wider and more diverse opportunities to fuel new industries, stimulate different kinds of jobs and put countries on a more innovative and competitive path, while restoring ocean health. From a tourism and tourism-related perspective the session will be looking at areas such as shipping and port facilities, tourism's use of the marine and coastal environments.
	Speakers:
	<ul style="list-style-type: none"> • Robert Hathaway, Manager, Glossy Bay Marina • Dr. Eric Deans, Chief Executive Officer, Jamaica Special Economic Zone Authority (JSEZA) • Phil Saye, Owner, Dive Grenada
	Moderator:
	<ul style="list-style-type: none"> • Merina Jessamy, Permanent Secretary, Ministry of Agriculture, Lands, Forestry, Fisheries and the Environment
	Venue: Crown Ballroom
5:30pm – 7:00pm	WELCOME, ORIENTATION AND PRESENTATION PREVIEW FOR CARIBBEAN YOUTH CONGRESS PARTICIPANTS
	Venue: Greenery
7:00pm – 9:00pm	DINNER FOR MEMBERS OF THE MEDIA
	VENUE: Coyaba
	FREE EVENING FOR ALL OTHER DELEGATES

THURSDAY, OCTOBER 12, 2017

8:00am – 12:00pm	<p align="center">REBUILD AND RECOVER – THE FUTURE OF CARIBBEAN TOURISM</p> <p>This programme is designed to explore and examine the issues and key recommendations that should be considered as we seek to rebuild the Caribbean after the traumatic impact of Hurricanes Irma and Maria.</p>
8:00am – 8:20am	<p align="center">THE IMPACT – OBSERVATIONS: MITIGATION AND PREPAREDNESS IN CARIBBEAN TOURISM</p> <p>Disaster mitigation and preparedness are key components of any sustainable tourism plan for a destination. The readiness of the Caribbean in this respect came into sharp focus with Irma and Maria. In this presentation, observations from an expert in this area give insight into what needs to be done to improve resilience in the sector.</p>
8:30am – 8:50am	<p align="center">THE COST – THE REAL ECONOMIC COST OF DISASTER</p> <p>One of the elements in planning for recovery is assessing the real costs of any disaster. The impact of this season's hurricanes not only significantly affects the economy of the countries that were directly hit, but the economy of the entire region. This presentation will outline and contextualize what this means at the national and regional level for the sector.</p> <p>Presenter:</p> <ul style="list-style-type: none"> • Dr. Justin Ram, Director, Economics, Caribbean Development Bank
9:00am – 9:20am	<p align="center">BLUEPRINT - RECOVERY FROM CRISIS: BUILDING A PATH TO SUSTAINABILITY</p> <p>The presentation will provide a comprehensive set of proven guidelines and considerations that should be included in the recovery planning process. This section of the programme will be led by an expert in the area of crisis management in the tourism industry.</p> <p>Presenter :</p> <ul style="list-style-type: none"> • Jean-Marc Flambert, Vice President, Marketing and Sales UK and Europe, Antigua and Barbuda Tourism Authority
9:30am – 11:00am	<p align="center">PANEL DISCUSSION - KEY RECOMMENDATIONS FOR MOVING FORWARD – THE STAKEHOLDER PERSPECTIVE</p> <p>This panel brings together representatives from the major entities that help to position and sell the Caribbean in the source markets. These stakeholders will offer recommendations on what they would like to see and what they will need implemented to successfully reposition the Caribbean.</p> <p>Panelists:</p> <ul style="list-style-type: none"> • Shawn Sullivan, Policy Lead, Latin America & the Caribbean, Airbnb • Fernando Fernandez, VP Development, Apple Leisure Group • Frank Comito, CEO, Caribbean Hotel & Tourism Association • Marie McKenzie, VP Global Ports and Caribbean Government Relations, Carnival Corporation • Marty St. George, EVP, Commercial and Planning, JetBlue • Julie Reifer-Jones, CEO, LIAT (1974) Ltd. • Juan Bailey, Regional Sales Director, C&W Business <p>Moderator:</p> <ul style="list-style-type: none"> • Hugh Riley, Secretary General, Caribbean Tourism Organization

11:00am – 11:35am	<p align="center">THE MEMBERS' EXPERIENCE – LESSONS LEARNED</p> <p>The experience, the knowledge gained, the next steps. This section of the programme gives a voice to the CTO member countries that were directly impacted by natural disasters.</p> <p>Presenters:</p> <ul style="list-style-type: none"> • Hon. Dr. Clarice Modeste-Curwen, Minister of Tourism and Aviation, Grenada • Hon. Dionisio D'Aguillar, Minister of Tourism and Aviation, Bahamas
11:40am – 11:55am	<p align="center">GLOBAL PARTNERS PERSPECTIVE</p> <p>The challenges that now face Caribbean Tourism have not escaped the notice of the region's global partners, namely the UNWTO and the WTTC. During this segment, these partners will provide an update on how they will be supporting the Caribbean recovery.</p> <p>Presenters:</p> <ul style="list-style-type: none"> • Hon. Edmund Bartlett, Minister of Tourism, Jamaica/Coordinator, UNWTP Disaster Recovery Working Group • Helen Murano, Senior Vice President, Government and Industry Affairs, World Travel & Tourism Council • Yolanda Perdomo, Director, Affiliate Member Program, UNWTO
11:56am – Noon	<p>WRAP UP & THANK YOU</p> <p>Venue: Crown Ballroom</p>
Noon–5:00pm	<p>LUNCHEON AND DESTINATION TOUR FOR YOUTH CONGRESS PARTICIPANTS DESTINATION TOUR FOR ELIGIBLE DELEGATES AND MEDIA</p> <p>FREE EVENING FOR ALL DELEGATES OR FILM SCREENING (POPCORN AND A MOVIE) AT CAMERHOGNE PARK Delegates may purchase snacks or dinner from local vendors invited on site to facilitate and enhance the experience. Enjoy!</p>

FRIDAY, OCTOBER 13, 2017

8:00am – 8:45am	<p>CTO PRESS CONFERENCE</p> <p>Venue: St. Andrew</p>
9:00am – 10:15am	<p align="center">GENERAL SESSION VI FOR ALL DELEGATES</p> <p align="center">ACTIVE ENGAGEMENT: RIDING THE TECHNOLOGICAL WAVE</p> <p>The rapid rise of technology is pushing the travel industry to be ever more creative in the way they engage visitors and enhance the experience. And, increasingly, artificial intelligence is becoming part of travel experience. Whether it's Edwardian Hotels' virtual concierge, Edward; Kayak's Lola AI, or AI powered chatbots that help fast food businesses improve customer service efficiency and provide roadmaps for travel brands, or the virtual flight-assistant, Tensator, travel and hospitality companies using AI are more and more to add value for customers and improve the experience. This session will delve into ways to use technology creatively to successfully sell destinations and enhance the visitor experience.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Amrita Chandra, Head of Marketing, Crowdriff • Greg Land, Global Industry Leader, Hospitality and Travel Related Services, IBM Travel and Transportation Global Team • Oliver Gale, Founder, Bitt

10:15 am – 10:30 am	Moderator: <ul style="list-style-type: none"> • Graham McKenzie, Publisher, TravelMole
	Venue: Crown Ballroom
	COFFEE BREAK FOR ALL DELEGATES
	Venue: Ballroom Foyer
11:30am – 11:45pm	GENERAL SESSION VI FOR ALL DELEGATES
	SPICING UP THE CARIBBEAN BRAND
	<p>The Caribbean is known globally as a melting pot of cultures, traditions, peoples and heritage. While there are unmistakably common threads among our regional tourism products, every Caribbean destination strives to offer a unique flavour that increases both market share and share of customer spend, while strengthening the region's brand recognition. As with all good business models, product regeneration is critical to creating and maintaining a competitive advantage and Caribbean tourism is no different. This session will explore tangible examples of distinctive destination offerings in the areas of gastronomic experiences, multi-destination tourism initiatives, and immersive frontiers through Cosplay, Comic-Cons and AnimeKons.</p>
	Speakers: <ul style="list-style-type: none"> • Andrea de Caires, President, Tourism and Hospitality Association of Guyana • Sheldon Keens-Douglas, Cable and Wireless Communications, Grenada • Omar Kennedy, Executive Director, AnimeKon
	Moderator: <ul style="list-style-type: none"> • Alexandra Otway Noel, Member of Parliament and Former Minister of Tourism and Civil Aviation, Grenada
	Venue: Crown Ballroom
11:45am – 1:15pm	LUNCHEON FOR ALL DELEGATES
	Venue: Tradewinds Restaurants
1:15pm – 3:15pm	GENERAL SESSION VIII FOR ALL DELEGATES
	CARIBBEAN TOURISM YOUTH CONGRESS Sponsored by CHTA, Caribbean Airlines and Grenlec
	<p>The Caribbean Tourism Youth Congress is an integral part of CTO's annual tourism conference and is a regional activity involving students between the ages of 14 and 17 from CTO member countries. Its main aim is to stimulate greater awareness and excitement about tourism among young people in our Caribbean communities, by allowing them to research various facets of the tourism sector and share their ideas and vision with respect to future directions for Caribbean Tourism. Delegates should expect a thought-provoking and spirited exchange of views among our future leaders of the Region, as these young national "Junior Ministers of Tourism" compete for important prizes and the chance to be a youth ambassador for their destination and the region for a year.</p>
	Chairman: <ul style="list-style-type: none"> • Gabriel Josephs, 2016 Youth Congress Junior Minister, Bahamas
3:15pm – 3:30pm	COFFEE BREAK FOR ALL DELEGATES
	Venue: Ballroom Foyer

<p>3:30pm – 5:00pm</p>	<p style="text-align: center;">GENERAL SESSION IX FOR ALL DELEGATES</p> <p style="text-align: center;">STAKEHOLDERS SPEAK OUT</p> <p>While the State of the Tourism Industry Conference features a wide range of leading experts who share examples of successful practices from which we can learn, the people who have a direct stake in tourism – the hotel worker, the taxi driver, the farmer, the banker, the school teacher, the general public, etc. – also have a say. These are the people who are in direct contact with the visitor, who hear their concerns, who share in their joy and who leave the most lasting impression of the Caribbean. They hear the stories we don't hear, see visitors from a perspective we do not, and view the destination from a perspective we often miss. This session gives stakeholders a voice, allows them to share their own unique experiences and offer their own critical recommendations on how we can supercharge the brand to meet the needs of the new explorers.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Hon. Travis Robinson, Parliamentary Secretary, Bahamas Ministry of Tourism • Patricia Maher, CEO, Grenada Tourism Authority • Hugh Riley, Secretary General and CEO, Caribbean Tourism Organization • Jerry Rappaport, Owner/Manager, La Sagesse Nature Centre • Sarah Greaves-Gabbadon, Travel Journalist <p>Moderator:</p> <ul style="list-style-type: none"> • Tony Fraser, Journalist <p>Venue: Crown Ballroom</p>
<p>5:05pm – 5:20pm</p>	<p>WRAP UP SESSION – CONFERENCE ANCHOR</p> <p>Venue: Crown Ballroom</p>
<p>7:30pm</p>	<p>FAREWELL FUNCTION FOR ALL DELEGATES</p> <p>Venue: St. George's University Club</p>

MEET OUR SPEAKERS

JUAN BAILEY

REGIONAL SALES DIRECTOR
CABLE & WIRELESS COMMUNICATIONS



Juan Bailey is a Technology professional with over 20 years' experience. He has worked on several ICT initiatives in the Caribbean, Belize and Canada.

Juan is currently a Regional Sales Director with C&W Business, the Business-2-Business/Business-2-Government arm of Cable & Wireless Communications. He is responsible for sales leadership, excellence and driving the Go-to-Market sales growth strategy and has led teams in Curacao, Grenada, St. Vincent and St. Lucia.

As an ICT consultant, he has held positions with the Caribbean Knowledge and Learning Network (CKLN), a CARICOM Agency and CRC Sogema, where he provided technology leadership, direction and support for ICT projects in tertiary education, tax administration and financial management in the public sector throughout the CARICOM region.

He holds an MBA (Finance) from the University of Leicester and a B.Sc in Electrical & Computer Engineering from the University of the West Indies. He is also a certified Project Management Professional (PMP). He currently resides in Grenada.

HELEN BECK

VICE PRESIDENT, INTERNATIONAL MARKETING AND SALES
CRYSTAL CRUISES



Helen Beck has worked in the travel industry for over 30 years, the latter half being spent in the cruise segment. As Vice President, International Sales and Marketing, since February 2016, she has been overseeing the International marketing and sales activities to support Crystal's expansion across the world's oceans and rivers with Crystal Cruises, Crystal Yacht Expedition Cruises and Crystal River Cruises. She is also responsible for the marketing and sales efforts around the international markets to support the launch of Crystal AirCruises.

Having grown up in the hospitality industry, Ms. Beck continued into the travel industry working with a variety of companies including tour operators, an incentive house, a hotel group and most recently cruise companies, all of which have grown her knowledge and experience across various segments of the travel industry. During her career, she has also worked across many international markets developing a strong commercial understanding which has enabled her to grow these markets with targeted and relevant activities. This has also enabled her to understand the need for developing global strategies which support regional and individual market level differences and needs.

Ms. Beck speaks and understands several European languages and is most proficient in Spanish, French and German. She is British and resident in the United Kingdom.

BARRY COLLYMORE

**DIRECTOR
PORT LOUIS MARINA DEVELOPMENT AND
MOUNT CINNAMON BEACH RESORT**



Barry John de Courcey Collymore is committed to seeing positive and innovative change in the Caribbean and is currently focusing much of his work in Grenada to create a model for the region. He is involved in many different projects and performs the roles of Company Director; Investment Consultant; PR/ Marketing and Communications professional; and Film maker.

He holds a Bachelor's Degree from the University of the West Indies in Mass Media Communications and a Master's Degree in Management from Loughborough University, UK.

Mr. Collymore started his career in journalism with the Caribbean Broadcasting Union where he rose to the position of head of news and sports. He has served as Special Assistant to the Vice Chancellor of St. George's University and Press Secretary and Senior Policy Advisor to the Prime Minister of Grenada. He owns a public relations/marketing company, Colour Bar Media and co founded Solutions Grenada, a business advisory company which works to create new products or make products and services work better.

He is a Director of Savvy Grenada the company which owns and is developing Mount Cinnamon Beach Resort and Port Louis Marina. He has also been recently appointed as a Director of Urbaniza Ltd, which is involved in urban renewal and trade projects. Mr. Collymore loves films, and has directed and produced a film called Footprints, featuring Grenada's road to Olympic victory and produced *Forward Ever* a documentary telling the story of Grenada's Revolution.

Mr. Collymore has invested in an organic apiary in the north of the island which produces some of Grenada's finest honey. He believes that bees can help to protect many of our indigenous plants, and that the honey they produce is a healthy replacement for refined sugar in our Caribbean diets.

For Mr. Collymore, Grenada represents the Caribbean that his father and grandfather once told him about. He is passionate about working to preserve the strong traditions of hard work, generosity and honesty that are becoming harder to find in many places in the world. He wants to document the Caribbean's traditions and heroes on film, for the sake of future generations including his eight year old son Zachary.

STATE OF THE TOURISM INDUSTRY CONFERENCE

Super-Charging the Caribbean Brand: Meeting the Needs of the New Explorers

MONDAY OCTOBER 9		TUESDAY OCTOBER 10		WEDNESDAY OCTOBER 11			
Members of the Executive Committee, Ministers, Commissioners and Directors of Tourism arrive	9:00am-3:00pm Destination Press Briefings St. Andrew	9:00am-4:00pm Destination Tour for Members of the Media	10:00am-12:00pm CTO STRATEGIC PLANNING SESSION Trinidad Coffee Break Ballroom Foyer	D E L E G A T E S A R R I V E A L L D A Y	R E G I S T R A T I O N O P E N A L L D A Y	8:20am-8:25am SECURITY BRIEFING Crown Ballroom	
						8:30am-9:15am KEYNOTE ADDRESS FOR ALL DELEGATES Dorsey Levens, Founder and President, Levens Communications Crown Ballroom	
						9:30am-10:45am GENERAL SESSION I FOR ALL DELEGATES INFUSING DYNAMISM IN CARIBBEAN TOURISM Crown Ballroom	
						11:00am-11:30am Coffee Break for All Delegates Ballroom Foyer	
		11:30am-1:00pm GENERAL SESSION II FOR ALL DELEGATES WHO ARE THE NEW EXPLORERS? Crown Ballroom					1:00pm-2:30pm SPONSOR'S PRESENTATION IN CROWN BALLROOM FOLLOWED BY BUFFET LUNCHEON FOR ALL DELEGATES Tradewinds Restaurant
		12:30pm-2:00pm LUNCHEON FOR MINISTERS AND COMMISSIONERS OF TOURISM, AND BOARD OF DIRECTORS Greenery Sponsored by Cable & Wireless Business					2:30pm-3:45pm GENERAL SESSION III FOR ALL DELEGATES BUSINESS MODELS THAT ROCK! Crown Ballroom
		2:00pm-5:00pm JOINT MEETING OF THE COUNCIL OF TOURISM MINISTERS AND COMMISSIONERS AND THE CTO BOARD OF DIRECTORS Trinidad Coffee Break Ballroom Foyer					3:45pm - 4:00pm Coffee Break for All Delegates Ballroom Foyer
3:30pm-5:30pm CTO EXECUTIVE COMMITTEE MEETING Greenery							4:00pm-5:15pm GENERAL SESSION IV FOR ALL DELEGATES TURNING OUR WATERS INTO GOLDMINES - INVESTING IN THE BLUE ECONOMY Crown Ballroom
5:30pm-6:30pm CTO FOUNDATION BOARD OF DIRECTORS MEETING St. Lucia		7:00pm - 8:30 pm OPENING CEREMONY FOR ALL DELEGATES Crown Ballroom					5:30pm-7:00pm WELCOME, ORIENTATION AND PRESENTATION PREVIEW FOR CARIBBEAN YOUTH CONGRESS PARTICIPANTS Greenery
7:00pm-9:00pm Reception for Ministers, Commissioners, Board and Committee Spice Island Beach Resort	7:00pm-9:00pm Media Reception and Dinner La Phare Blue - Lightship Restaurant	8:30pm-10:00pm WELCOME RECEPTION FOR ALL DELEGATES Oasis Pavillion					7:00PM - 9:00PM "Mix and Mingle" Reception for Government, Allied, Carrier and Affiliate Members and Speakers The Cabana, Mount Cinnamon
					7:00pm-9:00pm Dinner for Members of the Media Coyaba Free Evening for All Other Delegates		



THURSDAY OCTOBER 12			FRIDAY OCTOBER 13	SATURDAY OCTOBER 14
8:00am–Noon REBUILD & RECOVER – THE FUTURE OF CARIBBEAN TOURISM Crown Ballroom			8:00am–8:45am CTO Press Conference St. Andrew	MEDIA TRIP TO CARRIACOU
8:00am–8:20am THE IMPACT – OBSERVATIONS: MITIGATION & PREPAREDNESS IN CARIBBEAN TOURISM ----- 8:am–8:50am THE COST – THE REAL ECONOMIC COST OF DISASTER ----- 9:00am–9:20am BLUEPRINT - RECOVERY FROM CRISIS: BUILDING A PATH TO SUSTAINABILITY ----- 9:30am–11:00am Panel Discussion: KEY RECOMMENDATIONS FOR MOVING FORWARD – THE STAKEHOLDER PERSPECTIVE ----- 11:00am–11:35am THE MEMBERS' EXPERIENCE – LESSONS LEARNED ----- 11:40am–11:55am GLOBAL PARTNERS PERSPECTIVE ----- 11:56pm–Noon WRAP UP & THANK YOU			9:00am–10:15am GENERAL SESSION VI FOR ALL DELEGATES ACTIVE ENGAGEMENT: RIDING THE TECHNOLOGICAL WAVE Crown Ballroom	POST CONFERENCE TOURS
			10:15am–10:30am Coffee Break for All Delegates Ballroom Foyer	OTHER DELEGATES DEPART FOR HOME OR POST CONFERENCE TOURS
			10:30am–11:45am GENERAL SESSION VII FOR ALL DELEGATES SPICING UP THE CARIBBEAN BRAND Crown Ballroom	
			12:00 Noon -1:15pm SPONSORS PRESENTATION IN CROWN BALLROOM FOLLOWED BY BUFFET LUNCHEON FOR ALL DELEGATES Tradewinds Restaurant	MEDIA DINNER SANDALS LA SOURCE GRENADA
			1:15pm–3:15pm GENERAL SESSION VIII FOR ALL DELEGATES CARIBBEAN TOURISM YOUTH CONGRESS Chairman: Gabriel Josephs, Bahamas Sponsored by CHTA and Grenlec Crown Ballroom	
Noon–5pm Destination Tour for Members of the Media Continued (optional)	Noon–5pm Destination Tour for General Delegates	Noon–5pm Luncheon and Destination Tour for Caribbean Youth Congress participants	3:15pm – 3:30pm Coffee for All Delegates	
			3:30pm–5:00pm GENERAL SESSION IX FOR ALL DELEGATES STAKEHOLDERS SPEAK OUT Crown Ballroom	
FREE EVENING FOR ALL DELEGATES or Film Screening — Popcorn and a Movie Camerhogne Park			5:05pm–5:20pm WRAP UP SESSION - CONFERENCE ANCHOR Crown Ballroom	
			7:30pm FAREWELL FUNCTION FOR ALL DELEGATES St. George's University Club	



FRANK J. COMITO

CEO AND DIRECTOR GENERAL

CARIBBEAN HOTEL AND TOURISM ASSOCIATION – CHTA

Frank Comito has over 30 years of experience in economic development, organization management, government affairs, project management, workforce development, research, and in providing business and investor support in The Bahamas, the United States, the U.S. Virgin Islands and the Caribbean.

He presently holds the position of CEO and Director General for the Caribbean Hotel and Tourism Association (CHTA).

Previously, Mr. Comito served as Executive Vice President for the Bahamas Hotel and Tourism Association, a position he held for more than 10 years. He has held executive positions with the Nassau Tourism & Development Board, the National Alliance of Business in Washington DC. and earlier with the St. Croix and St. Thomas-St. John Chambers of Commerce. Regionally, he was President of the Caribbean Society of Hotel Association Executives a long-serving member of the Board of Directors for CHTA.

Mr. Comito was Deputy Chairman of the Nassau Airport Development Company where he helped to guide a \$410 million investment in upgrading the airport. He served on the Board for the International Downtown Association and is a Lifetime Director for the Downtown Nassau Partnership.

He has two children, is married to a Bahamian, Donna. Mr. Comito is an island collector with an avid love for the Caribbean, its beauty, people, diversity, history and culture. He has travelled to 25 Caribbean countries, most on multiple occasions, plus 15 islands in The Bahamas.



HON. DIONISIO JAMES D'AGUIAR

MINISTER OF TOURISM AND

AVIATION | BAHAMAS AND

CHAIRMAN | CTO COUNCIL OF MINISTERS &

COMMISSIONERS OF TOURISM

Mr. D'Aguiar was appointed as the Minister of Tourism and Aviation for the Commonwealth of The Bahamas on 15 May 2017. He is also the current chairman of the Caribbean Tourism Organization.

Mr. D'Aguiar also serves as the Member of Parliament for the Freetown constituency.

Prior to his election to the Parliament of The Bahamas on 10 May 2017, Mr. D'Aguiar served as the President and Chief Executive Officer of Superwash Limited, Nassau's largest chain of self service laundromats – a position he held from 1993. Under his stewardship, Superwash grew to ten locations employing over 100 Bahamians and became a well recognized household name.

Prior to joining Superwash, Mr. D'Aguilar qualified as a Certified Public Accountant and worked in public accounting (with KPMG) for five years.

Mr. D'Aguilar attended Cornell University, ranked in the top 15 universities in the United States, where he graduated with a Bachelor of Science in Hotel Administration and a Masters in Business Administration.

Mr. D'Aguilar also held the following directorships:

Chairman of the Board of Directors of AML Foods Limited (owner of Cost Rite, Solomon's, Fresh Markets, Domino's and Carl's Jr.).

- Chairman of Insurance Company of the Bahamas.
- Director of J.S. Johnson Insurance Agents and Brokers.
- Director of Bahamar
- Director of The Bahamas Electricity Corporation
- Honorary Consul for The Kingdom of The Netherlands.

Mr. D'Aguilar represented the business community as a very vocal and active President of the Bahamas Chamber of Commerce from 2007 to 2009. In 2016, Hon D'Aguilar assumed the Chairmanship of the Council of Tourism Ministers and Commissioners of the Caribbean Tourism Organization.

DR. ERIC DEANS
CHIEF EXECUTIVE OFFICER
JAMAICA SPECIAL ECONOMIC ZONE AUTHORITY



Dr. Eric Deans has over thirty years professional experience in port, shipping and logistics industries in North America, Europe, Asia and the Caribbean. He is currently serving as CEO for the Jamaica Special Economic Zone Authority and Chairman, Logistics Hub Initiative Task Force where he spearheads the Jamaica's Logistics Hub initiative and Special Economic Zone regime. Previously, he was Registrar General of Jamaica's international Ship Registry/Director of Shipping and Policy Research at the Maritime Authority of Jamaica and senior executive at the largest container transshipment port in the Caribbean, the Port of Kingston. He has been an Adjunct Professor in Logistics and Supply Chain Sustainability at the Caribbean Maritime Institute. Dr. Deans is a graduate of the University of Delaware with a (Ph.D.) in Marine Policy, the University of Wales with a (M.Sc.) in Maritime Studies and the University of the West Indies with a (B.Sc) in Chemistry. He is a member of the Trade Facilitation Task Force (Jamaica), Chartered Institute of Transport, U.K., Connecticut Maritime Association and American Association of Port Authorities. Dr. Deans is Married to Ava with two children, Xori and Chaz.



ANDREA L. DE CAIRES

PRESIDENT
TOURISM AND HOSPITALITY ASSOCIATION OF GUYANA

Andrea De Caires has traveled extensively and enjoyed the experience of living and studying in Lusaka, Zambia. For many years, she was the Executive Vice President of Borghese, Inc., a US\$26 million (net) international cosmetic company based in New York. In 2010, she and her husband, Salvador, received an invitation to return to Salvador's native Guyana to manage Karanambu Lodge for world renowned conservationist Diane McTurk. Ms. De Caires never imagined that her 30 years of expertise in sales and marketing would translate into growing the tourism industry in Guyana. She has served for 5 years as a Director on the Board of Karanambu Lodge Inc., and for the past 5 years has served on the Executive Board of the Tourism and Hospitality Association of Guyana (THAG), first as a committee member, then two years as Vice President and currently in her second term as President of the Association. She also serves on the Guyana Tourism Authority Board of Directors and is the Chair of the Marketing Sub-committee. She is the Secretary of the North Rupununi Cluster, a business initiative between the "Community Owned and Operated" Eco Lodges of Rewa and Surama, along with Karanambu Lodge and Wilderness Explorers. This initiative received US\$500,000.00 in funding through COMPETE Caribbean. She also serves as the Associate Editor of the Explore Guyana Magazine.

In addition to her role as President of the Tourism and Hospitality Association of Guyana, Andrea holds the position of Product Development Specialist for Wilderness Explorers. Together with her husband Salvador they serve as the Product Development team with a special focus on the development of "Community Owned and Operated Tourism" within the Hinterland of Guyana. Their focus also entails upgrading the existing tourism product in Guyana, developing new tourism products and connecting Guyana to the Caribbean and all South America and the world!



MARLA DUKHARAN

CHIEF ECONOMIST
BITT

Marla Dukharan is recognized as a top economist and thought-leader in the Caribbean, well-known for her monthly Caribbean Economic Report, monitoring major economic developments in over 20 countries. She has established herself as a key point of reference for Caribbean issues, on a global scale, leading discussions and publishing reports on the Caribbean implications of Brexit, US relations with Cuba, and changing US and Chinese policies, among other geopolitical developments.

Ms. Dukharan's strategic analyses and recommendations have positioned her to play an important role in influencing public policy and private sector decision-making. She has become a highly sought-after speaker for key industry, multi-lateral, and academic conferences on a regional and international scale, and she regularly advises private-sector Boards of Directors in the Caribbean.

Because of her deep commitment to making a difference in the Caribbean, Ms. Dukharan has become a leading voice in the call to reduce gender and income inequality, promote new models for growth and to attract foreign investment, and to introduce fiscal responsibility frameworks.

FERNANDO FERNANDEZ
VICE PRESIDENT OF DEVELOPMENT, CARIBBEAN
APPLE LEISURE GROUP



As Apple Leisure Group's Vice President of Development, Fernando Fernandez leverages over three decades of experience in hotel operations, consultancy and development to accelerate the group's expansion goals in key markets. He is responsible for increasing the company's footprint in the Caribbean and Latin America by securing partnerships with hotel owners and developers in these high-demand markets.

Prior to joining Apple Leisure Group, Mr. Fernandez spent eight years as Vice President of Development for Meliá Hotels International in Europe, across the Americas and the Caribbean. During his tenure, he successfully negotiated high-profile additions to Meliá's management portfolio, including Meliá Jamaica, which introduced Spain's largest hotel company to the English Caribbean. He also oversaw the addition of Me Miami and Meliá Cartagena de Indias in Colombia among others.

In addition to his work with Meliá Hotels International, Mr. Fernandez managed key accounts for LRA Worldwide, including Starwood Hotels & Resorts (Latin America), Grupo Posadas (México), Interstate Hotels & Resorts (USA), Accor Hotels (Latin América), Pestana Hotels & Resorts (Portugal), Delta Hotels (Canada) and Oberoi Hotels and Resorts (India).

Mr. Fernandez received a degree in Hotel & Tourism Management from Escuela Oficial de Turismo in Madrid, Spain, before acquiring additional training in Hotel Management at the Hotel Institute Montreux in Switzerland. He graduated with honors from the University of South Carolina, earning a B.S. in Hotel, Restaurant and Tourism Management.

TONY FRASER
FREE LANCE JOURNALIST
TRINIDAD & TOBAGO



Tony Fraser is a free-lance journalist with the Trinidad Guardian; investigative reporter/feature writer, Sunday columnist, Editorial Writer and correspondent for The Associated Press (T&T); current affairs programme producer host on Radio Power 102.1FM and Producer of video (television) documentaries.

Mr. Fraser has been News and Current Affairs director of three television stations and one radio station; host/moderator of major current affairs television and radio discussion programmes; has covered major events – elections, hurricanes, conferences— all over the Caribbean; has covered major international conferences – Summit of the Americas (Miami) and Commonwealth Heads of Government conferences in Kampala – Uganda and Port of Spain; several CARICOM Heads of Government conferences; HIV special

assignments in Toronto, Dominican Republic, Geneva, and Zimbabwe; covered elements of the 2004 U.S. elections; has been on a number of tours of the United States, looking at the structure of U.S. politics in several of its cities.


He was the T&T correspondent for the BBC Caribbean Service 1991-2013 and Radio Antilles news correspondent in the 1980s.

Mr. Fraser is a graduate and post-graduate student of the University of the West Indies – St. Augustine and Mona – where he studied journalism, history, politics and economics, and International Affairs at the Institute of International Relations; has trained with the BBC and CNN World Report.



OLIVER GALE

**CO-FOUNDER
BITT, INC.**

 Oliver Gale is the Co-Founder of Bitt, a Barbados-based financial company founded in 2012 to provide proper, unfettered access to financial systems, and empower Caribbean citizens through the use of decentralised/distributed technologies. Mr. Gale is an honors graduate from the University of Bristol - graduating from the Finance and Management program.

Mr. Gale's team is redefining the benchmark for Caribbean innovation, in 2016 Bitt digitized CBB issued fiat currency on the blockchain - the first of its kind on the planet. With a significant multi-million dollar injection from Overstock.com, his passion and ingenuity have now been recognized and backed by global partners.

Mr. Gale is a leading regional advocate and authority on digital currency, blockchain technology and their application in emerging markets. He has spoken at the United Nations ECLAC, the World Bank, the CBB as well as throughout the Caribbean and the U.S.A.



CAROLINE GALLICHAN-HURLEY

**MANAGER OF OPERATION EASTERN CARIBBEAN
VIRGIN HOLIDAYS**

During her 20 plus years away from the UK, Caroline Gallichan-Hurley has been lucky enough to live and work all over the globe and experience some of the best Customer Service in the World and some of the worst. She attributes her success to her passion for putting the customer front and centre of everything she does and making sure that she has the right people around her to deliver dynamic customer service and making sure they are empowered to do so.

She first went to the Caribbean in 2003 with Airtour's to run their Barbados programme before moving to Virgin Holidays in 2005 to oversee the brief Bahamas programme, then heading to St Lucia for 5 years and then had an amazing year experiencing service in the Far East.

In 2011 she arrived in Barbados to lead the largest volume area for Virgin Holidays outside of the US. She is now responsible for Barbados, St Lucia, Antigua, Grenada and Tobago, where the company constantly lead the world in Customer Service.

In 2016 she married a Bajan cementing my place in the Caribbean

SARAH GREAVES-GABBADON

TRAVEL JOURNALIST

Sarah Greaves-Gabbadon is a Caribbean travel expert, award-winning travel journalist, TV host and self-described "Carivangelist," who ventures to the beach and beyond to share the diverse culture, lifestyle and people of the world's favorite warm-weather destination with brands such as *Travel + Leisure*, *Brides*, *Martha Stewart Weddings*, *The Telegraph*, *Islands.com* and *Cruise Critic*. Based in Miami, the travel editor of *Caribbean Journal* and former executive editor of *Caribbean Travel + Life* magazine is also jetsetter-in-chief at JetSetSarah.com, where her two passions – the Caribbean and shopping – meet. Her not-so-hidden talent is the ability to sniff out a "shoppportunity," no matter where in the world she may be. Follow her adventures on twitter and Instagram at [@JetSetSarah](https://twitter.com/JetSetSarah), and at [Facebook.com/JetSetSarah](https://www.facebook.com/JetSetSarah).



AMRITA GURNEY

HEAD OF MARKETING
CROWDRIFF

Amrita Gurney is the Head of Marketing at CrowdRiff, where she leads a team responsible for brand, content and demand generation. CrowdRiff is a visual marketing platform used by tourism brands to discover, organize, acquire rights and publish the most engaging visual content across every channel, at scale. Ms. Gurney loves digital marketing, contemporary art, drinking tea and travelling. You can find her on Twitter [@amritagurney](https://twitter.com/amritagurney).





JENNIFER HENDRY

**SENIOR RESEARCH ASSOCIATE
CONFERENCE BOARD OF CANADA**

As Senior Research Associate at the Conference Board of Canada, Jennifer Hendry manages the Canadian Tourism Research Institute's *Outbound Canada* portfolio. She is responsible for the production of regular reports on Canadian outbound leisure travel, including, travel intentions and motivations; seasonal trip characteristics; monthly volumetric and air transportation reports; and, annual five-year forecasts for Canadian travel to more than 50 destinations. In addition, she provides the insurance industry with reports and forecasts on travel health policy sales and premiums.

Mr. Hendry has degrees in Tourism Management, Research Analysis, and Communications. She has spent her career conducting policy analysis, analyzing travel research, and assessing the sector's contribution to individual destinations and national economies.



FRANCINE HOWARD

**MARKETING AND SERVICE DEVELOPMENT
SPRINT**

Francine Howard moved to Mexico City in 2005 where she now heads up Marketing and Service Development for the International Group of Sprint, a telecommunications Company based in Kansas USA. Passionate about the Americas, Ms. Howard has extensive knowledge of the region. Her main focus has been to create industry leading Roaming experiences to delight our 56 million US customers. She and her team have worked collaboratively with almost all the Carrier Partners throughout the Americas region to make this happen, on a sustainable basis. Her background education is Political Science and Economy from The University of Cardiff, in Wales, UK, and language and literature studies at the University of Annecy, France, and Granada, Spain. She is delighted to be here to share innovative ideas and support the Caribbean Tourism Organisation.

MERINA JESSAMY
PERMANENT SECRETARY

**GRENADA MINISTRY OF AGRICULTURE, LANDS, FORESTRY, FISHERIES
AND THE ENVIRONMENT**



Mrs. Merina Jessamy is an economist by profession who joined the Grenada Public Service in April 2003 as Policy Development Officer attached to the Cabinet Office. She served in that position for ten years and was appointed to act in the position of Permanent Secretary for Agriculture, Lands and the Environment in December 2013.

She was confirmed as Permanent Secretary in 2017 and is now managing the portfolios of Agriculture, Lands, Forestry, Fisheries and the Environment. Mrs. Jessamy has held leadership positions in various organizations as member of the Board of Directors.

Prior to joining the Grenada Public Service, Mrs. Jessamy served in the following capacities in the Republic of Suriname: Planning Officer at the Ministry of Finance; Lecturer in Economics at a Community College and the University of Suriname and Senior Project Specialist at a Project Management and Consulting Firm.

Mrs. Jessamy holds a Masters Degree in Economics from the University of Suriname (1996) and a Masters Degree in Policy and Reforms for Economic Development from the Catholic University of Santo Domingo (1999). She completed postgraduate training in the areas of Policy Development, Strategic and Corporate Planning, Project Management, Monitoring and Evaluation. She is an alumni of the Caribbean Leadership Programme.

Mrs. Jessamy is the Chair of Caribbean Challenge Initiative which is an alliance of over 10 islands aiming at protecting at least 20% of the marine and coastal environment and also establishing fully functioning sustainable finance mechanisms by 2020. The tangible results from this initiative is the establishment of the Grenada Sustainable Development Trust Fund and the declaration of the Grand Anse MPA. As CCI Chair and PS Environment she played an instrumental role in hosting the Grenada Blue Week in May 2016. Mrs. Jessamy is married with two children (daughters).

GABRIEL JOSEPHS
2016 JUNIOR MINISTER, BAHAMAS
CHAIRMAN, CTO YOUTH CONGRESS



Gabriele Josephs is the Junior Minister of Tourism for the Caribbean and the current Chairman of the Tourism Youth Congress. He has also served as the Junior Minister of Tourism for The Bahamas.

In 2017, Mr. Josephs graduated as the valedictorian of Mary, Star of the Sea Academy in Freeport, Bahamas. He completed ten Bahamian national leaving exams, with six A-grades and two B-grades.

Mr. Josephs is well-travelled and well-versed in the tourism industry, having attended, emceed and spoken at tourism conferences and events in New York, Barbados and The Bahamas.

Mr. Josephs is currently a student and Bonner Scholar at the prestigious and selective University of Richmond in Richmond, Virginia, USA. He plans on pursuing a Bachelor of Arts degree in international studies with a minor in Spanish. Mr. Josephs was born on August 8, 1999 in Florida and raised in The Bahamas.



OMAR KENNEDY

**EXECUTIVE DIRECTOR
ANIMEKON**

Omar Kennedy is the co-owner and Executive Director of AnimeKon Inc., the Eastern Caribbean's largest pop culture convention. AnimeKon, which has just successfully completed its eighth year, is dedicated to promoting the region as a pop-culture hub to the world. Its principal objective is to encourage our Caribbean citizens to create, develop and nurture their skills so that they are empowered to develop viable export-oriented businesses within the pop culture genre. Animekon Inc. has spearheaded a Geekcation project which provides holiday packages for pop culture enthusiasts around the world, thereby enabling them to visit Barbados and participate in the event.

Mr. Kennedy is co-owner and Executive Director of Aeon Bar & Grill, a pop culture themed restaurant and bar, recently opened at Sheraton Mall in Barbados. The restaurant represents the beginning of phase two in a four pronged approach aimed at creating a regional pop culture hub on the island.

He is the sole owner, principal author and publisher of TSC Universe – the holding company of The Soltreian Chronicles, a creator-owned universe for writers to build and create novels in a dystopian universe which focuses on Caribbean nationals, after a world ending apocalypse. His first book, a science fiction novel called "The Soltreian Chronicles", was published in 2014. His second book is already completed and is on the threshold of being released. Mr. Kennedy has a strong business background and is the Managing Director and Principal Consultant of Trident Advanced Ideas and has worked in the Financial Services sector for almost two decades.

Mr. Kennedy holds a Bachelor of Arts degree, and MBA in Finance from Pace University in New York City. He enjoys creating new projects, mentoring entrepreneurs (especially in pop-culture related businesses) and business development. He also fancies himself a chef and a foodie.



YVETTE MICHELLE LACRETTE

PERSONAL CHEF & CATERER

Yvette Lacrete is from the beautiful nation of Grenada, Carriacou and Petite Martinique. She earned her cooking skills by watching and learning from her grandmother, who was one of Grenada's most sought after cooks; traveling extensively with Grenada's national sports teams while also presiding over some of the country's most auspicious social gatherings.

By the time she moved to New York in the late '80's she was already infused with

the "passion to cook and create". She began baking cakes, tarts, pastries and desserts for Christmas and Easter events for friends and family, but had a passion for cooking that went beyond West Indian culture. In 2001 she enrolled at the Institute of Culinary Education (ICE) in New York.

In New York City, Chef Lacrete worked in Italian eateries Le Madre in Manhattan, as Chef de cuisine at Negril Village in Greenwich Village and Executive Chef at Tamboril Latin Fusion restaurant in the trendy Fort Greene area of Brooklyn, NY. She has been featured on several New York TV stations and in magazines. She found herself in the enviable position of personal chef for Supermodel Naomi Campbell a position in which she had had the pleasure of preparing meals for some of Hollywood's most celebrated personalities.

Chef Lacrete also had the pleasure of working in Ibiza, Spain with Giuseppe Cipriani, owner of Cipriani restaurants and celebrity hairstylist John Frieda. She has catered the launching parties for Radio and Television personalities; and conducted demos for her catering service at the noted William Sonoma, Macy's and Bloomingdales Manhattan. She has represented Grenada at many events in New York and surrounding areas including guest Chef at Taste of the Caribbean Festival in Marché Bonsecours Montreal and for the past five years also as guest Chef and representative for Grenada at Caribbean Tourism Organization's Rum and Rhythm in New York City. This year Yvette won both the Chef of the Year and People's Choice awards at Rum and Rhythm.

One of the proudest achievements her career (thus far) is receiving the honor of being the go-to chef for most of the CARICOM countries represented at the United Nations. "It's really a wonderful opportunity and a real labor of love because I'm cooking dishes that I grew up with but adding something from all the years I've spent as a professional chef; so it's a great mix of what I do". I recently catered an event for the Prime Ministers of Grenada and St. Lucia, it was a great success and a great honor."

Working in the intense cultural and competitive melting pot that is New York has honed and crafted Chef Lacrete's abilities to a point where she feels confident in turning her prowess into anything. The results: A carnival to my client's culinary cravings, a fiesta for the five senses!

J. GREG LAND
GLOBAL INDUSTRY LEADER – HOSPITALITY & TRAVEL
RELATED SERVICES
IBM



J. Greg Land serves as Global Industry Leader with responsibility for the Hospitality and Travel Related Services industry segment; which includes, hospitality, car rental, cruise lines, gaming & casino, GDS, and OTA/TMC/Tour Operators. Responsibilities include driving IBM's strategy and point-of-view for Travel Related Services; accountable for total revenues and business development; work across all lines of business to support new contract signings for industry solutions, IBM's growth initiatives, long term services agreements and successful delivery of solutions and services across this segment.

Prior to joining IBM, he served in leadership roles with American Airlines, Sabre, Wyndham Hotel Group and Radius Global Travel Management spanning a 23-year career across the travel industry. He has served as the Chairman for the U.S. Travel Association's International Pow Wow, participated on the Global Business Travel Association (GBTA) Allied Council; and has been a member of Hospitality Financial & Technical Professionals (HFTP), Hospitality Sales & Marketing Association International (HSMIAI), Meeting Planners International (MPI), American Society of Travel Agents (ASTA), The Sales Executive Council and The Travel Institute. He currently represents IBM on the Sustainability Working Committee for the World Travel & Tourism Council (WTTC), and also serves on the Thought Leadership Committee for Global Hotel Network.

Mr. Land holds bachelor's degrees in Computer Science and Accounting, and completed his masters of business administration at Oklahoma State University. He also completed the global leadership program at The Wharton School of Business. He currently resides in the New York City area in the United States.



PATRICIA MAHER, MBA
CHIEF EXECUTIVE OFFICER
GRENADA TOURISM AUTHORITY

Patricia Maher is a senior executive with twenty-five (25) years of general management experience in the service industries including tourism and telecommunications. She has a successful track record in an international environment. Ms. Maher studied in Ireland, trained in Germany and has worked extensively in several Caribbean markets. After completing an MBA specializing in Finance with Manchester Business School, Ms. Maher spent seven (7) years working in the Caribbean's tourism sector as General Manager for Go Caribic Tours and Destination Manager for the German LTU Group of Companies. There, she honed her marketing and sales skills while representing a large island destination at World Travel Market, ITB Berlin and CHTA's Caribbean Travel Marketplace, as well as negotiating contracts with tour operators and hosting travel agents.

Her passion for technology also brought her into the telecommunications sector where she worked with the Digicel Group, first as a Regional Manager in Jamaica, then as Country Manager in Grenada, St. Vincent & the Grenadines and Dominica for 15 years. Her professional experiences have honed her critical judgement and prioritization skills and the ability to deliver world-class customer experiences.

Ms. Maher was appointed Chief Executive Officer of the Grenada Tourism Authority on 19th December 2016. Her role as CEO of the GTA includes the delivery of sustainable tourism and economic growth from key regional and international markets, and the development and execution of effective marketing strategies to increase the value of tourism in Grenada.



GRAHAM MCKENZIE
PUBLISHER
TRAVELMOLE

Graham McKenzie has over 30 years' experience in the travel industry, with a career built on developing and driving new businesses. He is a graduate from the London School of Economics.

As founder of Integra, a developer of destination systems, he led the company through major international and domestic growth. Integra was deployed at most of the major UK leisure destinations as well as many overseas. In 1997 he was instrumental in making a trade sale of the company and moved to the USA where he led the growth of Bond International Software Inc. for over four years. Graham was a full board member of Bond who, during his tenure floated on the UK London stock Exchange.

In 2002 he returned to the United Kingdom where he co-founded the Omni Tourism group, owners of Travelmole.com. The company is one of the world's largest b2b travel trade news resource, sending out over 500,000 email newswires each working day.

Graham is a non-executive director of Responsibletravel.com, Designate.com and acts as a consultant to many tourism and travel businesses.

HON. CLARICE MODESTE-CURWEN

MINISTER OF TOURISM AND CIVIL AVIATION
GRENADA



Dr. Clarice Modeste-Curwen began her career as a qualified teacher, teaching science at the Waltham Junior Secondary School.

After seven years of service at that institution, Dr. Modeste-Curwen traveled to Cuba where she studied medicine at the University of Havana. She graduated in 1986. Upon returning to Grenada she practiced medicine at the General Hospital in various areas, including that of registrar of the ophthalmology division.

As a Medical Practitioner, Dr. Modeste-Curwen was particularly interested in patient education and prevention of blindness for which her work was recognized by the Caribbean Council for the Blind.

In late 1998 Dr. Modeste-Curwen was appointed Senator and Junior Minister of Health.

In 1999 Dr. Modeste-Curwen contested the Parliamentary Election for the constituency of St. Mark and has represented the Constituency from then to the present.

Dr. Modeste-Curwen has held several portfolios over the years serving as Minister for Health and Social Security, Communications and Works, Tourism, Civil Aviation, Culture and the performing Arts.

In December 2014, Dr. Modeste-Curwen was appointed as Foreign Minister of Grenada, a position she held until June, 2016.

In July, 2016 Dr. Modeste-Curwen was again appointed as Minister for Tourism, and Civil Aviation. Culture was added to her portfolio in September of 2017. Minister is championing Sustainable Tourism and is leading the charge to ban the importation of Styrofoam and plastic in Grenada.



JASON T. NICHOLS
LEAD BRAND PARTNER
LINQIA

Jason T. Nichols is Lead Brand Partner for Linqia, the first performance-based influencer marketing platform, where he is responsible for establishing and growing relationships with Linqia customers across a variety of industries including CPG, Retail, and Travel. Linqia works with over 250 leading brands and agencies including Atlantis Paradise Island, Carlson Hotels, McDonald's, NBC, Nestle, Square, Visit Newport Beach and Walmart. Prior to Linqia, Mr. Nichols worked as an Account Executive at Google and spent two years on the US brand building team at Unilever.

He holds an MBA from New York University Stern School of Business and a BA in Psychology and Women & Gender Studies from Washington University in St. Louis.



SHADEL NYACK COMPTON
OWNER AND MANAGING DIRECTOR
BELMONT ESTATE

Ms. Shadel Nyack Compton is the Owner and Managing Director of Belmont Estate, a fully functional historic plantation and premiere attraction in Grenada. In this role she is the visionary that transformed Belmont Estate from a floundering farm to an organization with a unique business model merging history, commerce, organic agriculture, tourism, environmental, community responsibility into a single viable enterprise. An attorney by profession, she holds a Juris Doctor and Masters in International Law from Georgetown University in Washington DC, USA, and a Masters in Agribusiness from Kansas State University, in Manhattan, Kansas, USA.

She has served as the Chair of the Grenada Board of Tourism, the Deputy Chair of the Grenada Tourism Authority, and as the President of the Grenada Organic Cocoa Farmers' Co-operative Society Ltd. She is presently the President of the Indo-Grenadian Heritage Foundation, Director of the Grenada Organic Agriculture Movement and the Management Director of the Belmont Foundation the philanthropic arm of Belmont Estate that focuses on children's education, elderly care, emergency relief and community development.

Ms. Nyack Compton has been recognized many times in the areas of entrepreneurship, environmental stewardship, organic agriculture and community outreach. She was named Businesswoman of the Year by the Grenada Chamber of Industry and Commerce in 2013, and 2017 and became the first Grenadian and first woman to receive the Anthony N Sabga Award for Excellence in Entrepreneurship. She lives on the island of Grenada where she maintains a solo law practice while her emphasis is on rebuilding Belmont Estate as a flagship for sustainable farming and tourism, offering exceptional services, and developing single-sourced high quality valued added products from the raw produce to the finished product

STEPHANIE OSWALD-LANGLAIS
FOUNDING EDITOR/TRAVEL CORRESPONDENT
TRAVEL GIRL MAGAZINE/WGNO/ABC NEW ORLEANS



Emmy Award-winning journalist and television personality, Stephanie Oswald-Langlois is one of the country's premier travel and lifestyle experts. She's known as the "Travel Girl" — a CNN nickname that transferred to the print and digital magazine she co-founded in 2003: *Travelgirl Magazine*.

As editor-in-chief, Stephanie is also the on-air face of the Travelgirl brand, promoting ways to bring the joys of travel into everyday living for women around the world. She is also a reporter for the ABC affiliate in New Orleans (WGNO), covering travel and culture for the station's signature program, "News With a Twist."

She hosted the popular television series "All-Girl Getaways" on FLN (Fine Living Network) — the show generated more buzz than any program in the network's history when it launched in 2008.

As the anchor of "CNN Travel Now," Ms. Oswald-Langlois spent more than a decade as a globetrotting producer, correspondent and show host for CNN and CNN International.

She was the first extreme weather web correspondent for The Weather Channel, covering hurricanes alongside Jim Cantore.

This native New Yorker has lived in Boston, Paris, Atlanta and Strasbourg, but she loves New Orleans where she now lives with her husband and four children.

HON. ALEXANDRA OTWAY-NOEL, MP
MEMBER OF PARLIAMENT
GOVERNMENT OF GRENADA



Alexandra Otway was born in Toronto, Canada to William and Carin Otway. She attended Westmoreland School and St. Joseph's Convent in Grenada, graduating in 1990, well known for her exemplary debating skills. In 1990, she relocated to Canada to pursue tertiary studies in Advertising and Marketing.

Upon successful completion of her higher education she joined the tourism industry working for Fiesta Holidays in Toronto where she was quickly recognized for her skills in sales promotion and marketing. She then moved on to become the Director of Sales in Canada for the Issa Group of Hotels in Jamaica and set an impressive record competing with Sandals, a formidable player in the Tourism sector.

Ms. Otway-Noel is well travelled. Her global links remain strong with Tourist boards, Tourism industry professionals and dignitaries. In 1997, she returned to Grenada where she took up a position for one year with LaSOURCE Hotel as their onsite Sales and Marketing Manager. The following year, she took over her family's business comprising of

Office Buildings and a Travel and Tour Company. After a number of successful years and accomplishments in business, including being the agent for Caribbean Star, bringing Air Canada to Grenada and holding the post of Consultant to the Grenada Board of Tourism on its operations in Canada, she sold that company.

She held the post of Director on the Board of Directors of the Grenada Airports Authority for 3 years and then assumed the role as Chairman becoming the first female to achieve this appointment.

She has worked with various foundations and charitable organizations including the Grenada National Coalition for the rights of the child. She was recognized as one of the Caribbean Canadian Emerging Leaders by the CCELD presided upon by Princess Anne. Her charitable organization which was formed 3 years ago has been hosting a feeding program for children in rural areas in the summer and, just recently, she participated in a drive in Canada with Friends and colleagues to send aid to victims of Hurricane Irma.

Alexandra Otway Noel has consulted with many investors and has assisted in closing many major deals for the benefit of Grenada. She contested the General Elections in 2013 as the NNP candidate for the Constituency of South St. George, the constituency with the largest number of registered voters and she received the second highest ratio of votes of all the candidates that were contesting the 2013 General Election bringing the seat back to the NNP. She has been an outspoken and provocative political figure who has been successfully serving her term and continues to be a hardworking and dedicated parliamentary representative for the people of South St. George and the Nation of Grenada, Carriacou and Petite Martinique.

Alexandra Otway Noel has held two substantive posts in the Government of Grenada's Cabinet, firstly as the Minister of Tourism, Civil Aviation and Culture and finally as the Minister for Implementation of Grenada, Carriacou and Petite Martinique.



MAT PROBASCO
FREELANCE JOURNALIST

*M*at Probasco is a New York-based journalist specializing in travel, food, drink, and a little of everything else. He is regularly featured in *Cruise Industry News* and *Edible Bronx*.

Mr. Probasco's Caribbean career started in Tortola for the *BVI Beacon* newspaper, where he was production manager, photo editor, sports editor, layout and design editor, and ad designer. He was later the Associated Press Virgin Islands reporter with the assignment to "find stories in the Virgin Islands that interest people who don't live there." At the same time he co-managed the boutique Galleon House Bed and Breakfast in Charlotte Amalie, St. Thomas.

In recent years he's edited a Chinese-language magazine in New York and taught English in Hong Kong public schools (both without benefit of knowing Chinese), created marketing strategies for a medical company, and helped launch a city-specific retail app.

Originally from the Pacific Northwest, Mr. Probasco has a degree in journalism from The Evergreen State College. He lives in Manhattan where – in his free time – he paints, designs and sews clothing for his own label, appears in and consults for independent films and TV shows, writes and publishes deeply-unpopular music, and produces works of fiction. His first stage play, *The Pond*, is scheduled for an off-off-Broadway debut in February 2018.

DR. JUSTIN RAM

**DIRECTOR, ECONOMICS
CARIBBEAN DEVELOPMENT BANK**



Justin Ram is Director of Economics at the Caribbean Development Bank. He has over twenty years of professional experience.

He has previously worked with WorleyParsons, Jacobs Engineering, Thomson Financial (Thomson/Reuters), United Kingdom's (UK) Government's Department for Transport and with the Mayor of London/Greater London Authority. Dr. Ram also taught at the London School of Economics and Political Science and was Lecturer in Economics at the University of the West Indies (UWI). He has also worked as a consultant on many projects in Central Asia, Africa, Europe, Latin America and the Caribbean and with the World Bank, United Nations and the International Labour Organization.

Dr. Ram earned a PhD from the London School of Economics and Political Science (LSE), he also holds a M.Sc. in Economics from University College London (UCL), B.Sc. in Economics from UWI and a Post Graduate Certificate in sustainable development from the University of California, Berkeley.

JERRY RAPPAPORT

**OWNER/MANAGER
LA SAGESSE NATURE CENTRE**



A native New Yorker as well as being a former record label executive and Grammy award winning record producer, Jerry Rappaport is one of the owners of La Sagesse Nature Center, the island's first sustainable tourism project.

Founded in 1987, La Sagesse Nature Center is located on La Sagesse beach and features a boutique hotel with 12 rooms, a restaurant and a beach bar. The surrounding area has nature trails, thick mangroves, a salt-pond bird sanctuary and a palm-tree lined beach. La Sagesse prides itself on community involvement and having a low environmental impact. From the beginning La Sagesse made a conscious effort to be part of and support the surrounding community. They hire all their staff from the local community and buy fish and produce from local fishermen and farmers. The nature center also works to protect endangered species like the leatherback turtle.

Mr. Rappaport has been the President of the Grenada Hotel and Tourism Association for the past 4 years as well as being a member of the Board of Directors of the Grenada Tourism Authority.



JULIE REIFER-JONES

CHIEF EXECUTIVE OFFICER
LIAT (1974) LIMITED



HUGH RILEY

SECRETARY GENERAL AND CHIEF EXECUTIVE OFFICER
CARIBBEAN TOURISM ORGANIZATION

As the chief executive officer, Hugh Riley oversees the CTO's offices in Barbados, North America, the UK and Europe and leads the organization's initiatives to strengthen relations with the tourism industry's key strategic partners; these include hotels, airlines, cruise lines and all categories of retailers and wholesale packagers of the Caribbean's tourism products.

His responsibility is to deliver the CTO's mission as the Caribbean's tourism development agency, providing specialized services and technical support to thirty-three governments and a variety of private sector members in the areas of marketing, human resource development, communication, research and statistics, events planning and execution, information technology and sustainable tourism development.



J. ELIZABETH RILEY

DEPUTY EXECUTIVE DIRECTOR
CARIBBEAN DISASTER EMERGENCY MANAGEMENT AGENCY — CDEMA

Elizabeth Riley has fifteen (15) years experience in the fields of disaster management, environmental management and teaching. Since 2001, she has been attached to the Caribbean Disaster Emergency Management Agency (CDEMA) and currently holds the post of Deputy Executive Director. At CDEMA she has overall responsibility for the technical programming of the Agency and guides the overall Comprehensive Disaster Management (CDM) process at the Agency. Prior to this, Ms. Riley has worked as an Environmental Officer with responsibility for the Sustainable Development Unit at the Ministry of Physical Development and Environment (formerly Ministry of Environment, Energy and Natural Resources) in Barba-

dos. She has also worked in the field of renewable energy and was attached to the Center for Resource Management and Environmental Studies (CERMES), University of the West Indies.

Ms. Riley has contributed to a number of technical environmental studies and policy papers during her tenure at the University of the West Indies and the Ministry of Physical Development and Environment and has written, presented and published technical papers in disaster management whilst attached to CDÉMA.

Ms. Riley holds a B.A. (Hons) in Geography from the University of West Indies, and a M.A (Econ) in Environment and Development from the University of Manchester in the, United Kingdom.

TRAVIS ROBINSON
PARLIAMENTARY SECRETARY
BAHAMAS MINISTRY OF TOURISM



As a 22 year-old, Travis L. Robinson is the President and founder of The Rising Star Organization, which is an elite male mentorship organization designed to train, empower and equip young boys who are student leaders to become world changers. He is completing a Bachelor of Science Degree in Tourism Management at The University of The Bahamas and served as the Senate Speaker and Senator for the Culinary Hospitality Management Institute; now currently serving as Presidential Advisor. Having completed a course for Young Political Leaders Worldwide, Travis serves as an Ambassador for the International Visitor Leadership Program for The United States Embassy in Nassau, Bahamas.

He is a former Head Boy of C.R. Walker Senior High School, T.A. Thompson Junior High School, and Stephen Dillet Primary in Nassau, Bahamas. Travis served as the 2013-2014 Junior Minister of Tourism for The Commonwealth of The Bahamas. He is the youngest Bahamian to sit as youth speaker for the Ministry of Youth, Sports, and Culture's Youth in Parliament sessions 2012; also serving for two consecutive terms as youth Honourable Member for the constituency of Bains and Grants Town.

Travis has received the Minister of National Security Award for serving as Battalion Commander for the Royal Bahamas Defence Force Rangers Program for three consecutive years; and the 2014 National Gentlemen of The Year Award from the Gentlemen's Club of The Bahamas and The Commonwealth of The Bahamas Youth in Leadership Award from the Ministry of Youth, Sports, and Culture. Travis is certified by the Ministry of Youth, Sports, and Culture in Youth Leadership and Development and enjoys working with young people. He is part of the 15th Nassau, Bahamas Battalion of Boys Brigade, where he serves as staff sergeant receiving the National Chairman's Awards and many others.

He is the fifth of six children. He was born to Samuel and Maxine Robinson and guided by the hands of his adopted mother, Ianne Seymour-Bain. Travis was born and raised in Bains and Grants Town and hopes that all of his undertakings will encourage more young people to follow their dreams and to be the change they want to see in their communities. His favourite valuable nugget is, "Do not down-grade your dreams to match your reality, upgrade your faith to match your destiny."

On May 10th, 2017 Travis Robinson was elected as the Member of Parliament for the constituency of Bains and Grants Town. At the age of 22, he now serves as the youngest elected Member of Parliament in the history of The Bahamas. On May 22nd, 2017 he was appointed Parliamentary Secretary for The Ministry of Tourism and Aviation. He has branded himself as a #YouthfulSolution, he is the Hon. Travis L. Robinson.



PHIL SAYE
OWNER/DIRECTOR
DIVE GRENADA

Phil Saye has been running Grenada's oldest established Dive Shop since 2004. He has been proactive within the tourism sector working with both the private and public sector both to find new and innovative ways to improve the scuba diving product here in Grenada. He has been an executive member of the Grenada Scuba Diving Association since 2006; working as President, Treasurer and currently Vice President.

Mr. Saye has worked closely with sculptor Jason de Caires Taylor in establishing the world's first unique 'Underwater Sculpture Park' in Grenada. Since its conception, he has worked tirelessly with stakeholders to ensure the 'Sculpture Park' is maintained and developed to ensure that the product stays 'fresh'.

In 2011 Mr. Saye joined a group of selected 'stakeholders' that became the 'management board' for Grenada's first 'Marine Protected Area'. According to Mr. Saye, MPAs are essential for every Caribbean Island to ensure sustainability of their fish biomass and biodiversity, creation of livelihoods and the protection of the coral reefs.

In 2013 Mr. Saye embarked on his own philanthropic quest to create Grenada's first 'Artificial Reef' known as the 'Grand Anse Artificial Reef Project' (GAARP). On receiving appropriate permissions from Government, he pledged EC\$100k over the next 10 years to make sure the project was adequately funded. The 'Pyramid' structures are made from concrete construction blocks. The objective was to provide viable artificial structures for marine life to inhabit as well being an educational tool for the school children of Grenada to learn about Marine Conservation. The project to date has been an overwhelming success and has received global attention for its simplicity and efficacy.

In 2016 Mr. Saye joined a stakeholders group which included the Ministry of Tourism, Grenada Tourism Authority and the private sector to proactively proceed with the sinking of two more ships. This would enhance the 'Scuba Diving Product' in Grenada with more shipwrecks for our divers to explore as well creating artificial reefs.



CHRIS SPRING
PRINCIPAL
CHINA NI HAO, LLC

Chris Spring is one of the founders of China Ni Hao, LLC, which provides destinations, airports, hotels, etc. with the necessary tools to attract Chinese visitors and ensure they have the best experiences throughout their stay. Since China is the fastest growing travel sector in the U.S., China Ni Hao brings together a very experienced team of experts in inbound Chinese travel to North America, including the founder and chairman of the largest tour operator, who, with their partners, will bring nearly 800,000 Chinese visitors to the U.S. during 2017.

Previously, Mr. Spring was the founder and president of Spring O'Brien (now owned by MMGY, the largest independent travel-focused agency in the United States. Spring O'Brien focused on tourism marketing communications in the

U.S., with headquarters in New York, a second office in New Jersey and a third in London. It was one of the first agencies to focus on the travel category, developing a strong reputation for creating integrated promotional programs to destinations focused on the U.S. market. Mr. Spring represented over 30 countries and many regions including the China National Tourist Office, Singapore Tourism, Hong Kong Tourist Board, European Travel Commission and Caribbean destinations such as the Cayman Islands, St. Vincent & the Grenadines.

Mr. Spring was born in England but has lived in New York for over 30 years. He spent the first part of his career in London working for major advertising agencies including Saatchi & Saatchi and IWT.

MARTY ST. GEORGE

**EXECUTIVE VICE PRESIDENT, COMMERCIAL AND PLANNING
JETBLUE**



Marty St. George leads JetBlue's airline planning and commercial teams including marketing, e-commerce, sales, revenue management, product, network planning and partnerships, loyalty, operational planning, as well as JetBlue Getaways, its vacation packaging subsidiary. He also teaches innovation classes at JetBlue University in Orlando, Florida.

Mr. St. George joined JetBlue in 2006 as leader of the network strategy and partnership team. In his eleven years at JetBlue, he has experienced record profits, occasional losses, ice storms, and new airplane types, all while growing JetBlue to more than 100 cities in North, Central and South America. Regardless, he is most proud of the fact that JetBlue continues to be one of the most-awarded airlines in the world with countless product and service accolades under its belt.

Prior to joining JetBlue, Mr. St. George held various marketing, network and strategy positions at both United Airlines and US Airways. He is a native of Boston and has a degree in Civil Engineering from the Massachusetts Institute of Technology (MIT).

SHAWN F. SULLIVAN

**AIRBNB
PUBLIC POLICY LEAD FOR CENTRAL AMERICA AND THE CARIBBEAN**



Shawn Sullivan joined Airbnb in 2016 and serves as the public policy lead for Central America and the Caribbean. He represents the company's interests before governments, regulatory agencies and other stakeholders on issues related to taxes, regulations and other matters. Prior to joining Airbnb, Mr. Sullivan worked as an international government relations consultant based in Washington D.C. and as the Latin America regional director for an international non-profit organization. He spent more than a decade serving as an American diplomat in Latin America, Africa and the Balkans.

Mr. Sullivan holds an MA from the University of New Mexico and a BA from the University of Massachusetts at Amherst. He is fluent in Spanish and Portuguese.



KAROLIN TROUBETZKOY

**EXECUTIVE DIRECTOR, MARKETING AND OPERATIONS
ANSE CHASTANET AND JADE MOUNTAIN RESORTS,
SAINT LUCIA.**

Karolin Troubetzkoy is the Executive Director, Marketing and Operations of Anse Chastanet and Jade Mountain Resorts in Saint Lucia, spearheading the marketing and day to day operations of these award winning resorts since 1984.

Since 2010, Mrs. Troubetzkoy has been the President of the Saint Lucia Hotel and Tourism Association (SLHTA) and has been instrumental in the successful launch of a Saint Lucia Tourism Enhancement Fund (TEF).

Mrs. Troubetzkoy is a Director of the Saint Lucia Tourist Board (SLTB) since 2010, and since 2014, she is the Chairperson of the destination's Marketing Committee. She is the President (Term June 2016-2018) of the Caribbean Hotel and Tourism Association (CHTA).

Mrs. Troubetzkoy chaired the CHTA Advocacy Committee for the region from 2012-2014 and is the current Chairperson of CAST (Caribbean Alliance of Sustainable Tourism), a CHTA initiative. She was the recipient of the Saint Lucia Hotelier of the Year Award in 2006. In 2012, Mrs. Troubetzkoy received the prestigious Caribbean Hotelier of the Year Award from the Caribbean Hotel and Tourism Association. She is a citizen of Saint Lucia.



JOSH COURTNEY

**Founder
VODA Brands Group**

Josh Courtney, A veteran Producer for over 23 years with expertise ranging from Television, Film and Advertising to technical workflow integration. Mr. Courtney has designed, implemented and managed some of the most successful studios in the country.

Currently Mr. Courtney is a partner and co-owner of ONNA a vertically integrated entertainment company producing Feature Film, Television and Branded Content. He is also the founder of SkyVR a leading Virtual Reality company.

Starting his career in broadcast at ESPN, he has enjoyed stints working with some of the nations leading brands and has earned numerous awards. Recently Mr. Courtney has been Producing and 2nd Unit Directing on several Feature films including The Recall, Humanity Bureau and several upcoming theatrical features.

In 2004 Mr. Courtney founded VODA Brands Group, the top 20 studios in the country. VODA became a national outlet for Networks, Studios, Agencies and Brands, developing industry leading content over the last 12 years. Mr. Courtney has long been considered a pioneer and industry insider in the digital workflow and cinema space starting with the early days of digital all the way through the transition to digital cinema. Mr. Courtney is currently consulting to several of the largest Studios and Cinema technology companies to usher in the next wave of entertainment technology.



CARIBBEAN

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CARIBBEAN WEEK CANADA

November 10-17, 2017

TORONTO

CARIBBEAN BALL — FRIDAY, NOVEMBER 10

Join us for the Caribbean Ball Featuring a Silent Auction & Entertainment—Net Proceeds to Support CTO Charities including the CTO Foundation and CTO Relief Fund.

CONSUMER SHOW — FREE EVENT SATURDAY, NOVEMBER 11

Featuring Entertainment, Themed Areas, Presentations, and Food Demonstrations

CARIBBEAN DIASPORA FORUM — SUNDAY, NOVEMBER 12

MEDIA EVENTS — MONDAY, NOVEMBER 13

Press Conference, Media Marketplace & Interviews, Media & Industry Awards Luncheon

TRADE EVENTS—TUESDAY, NOVEMBER 14

Educating Travel Agents about the Caribbean featuring Selling the Romantic Caribbean and Selling Adventure Travel & other Niche Markets

MONTREAL

TRADE EVENT—THURSDAY, NOVEMBER 16

Trade Show and Dinner

MEDIA EVENTS—FRIDAY, NOVEMBER 17

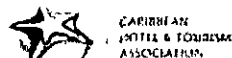
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CARIBBEAN DEVELOPMENT BANK SUPPORTS CARIBBEAN TOURISM ORGANIZATION'S SERVICE AND BUSINESS EXCELLENCE PROGRAMME

~ Regional lending institution to provide over US\$223,000 to fund Hospitality Assured certification programme in ten borrowing member countries ~

BRIDGETOWN, Barbados, (25 July, 2017) - The Caribbean Tourism Organization (CTO)'s continued efforts at promoting service and business excellence in the region's tourism and hospitality sector has received a financial boost from the regional financial institution that focuses on harmonious economic growth and development in the Caribbean.

The Caribbean Development Bank (CDB), through its Caribbean Technological Consultancy Services (CTCS) Network is providing US\$223,312 in support of the two key components of the Hospitality Assured (HA) Caribbean certification programme managed by the CTO as part of its product development and service quality thrust.

The funds will be used to engage business advisors and assessors to help strengthen the business performance and overall competitiveness of tourism-related micro, small and medium-sized enterprises (MSMEs) in ten CDB borrowing member countries through the HA programme.

"Our region needs to boost its reputation for service and business excellence and pay attention to the overall visitor experience. The Hospitality Assured framework provides the tool to drive this effort," said Bonita Morgan, the CTO's director of resource mobilization and development, and the CTO official with overall responsibility for the HA programme.

"We are thankful to the CDB, through the CTCS Network, for supporting this effort to help Caribbean tourism businesses shore up their competitiveness."

“For several Caribbean economies, tourism is an engine of growth, and MSMEs have the potential to make significant contributions to the sector. CDB is pleased to be supporting CTO in delivering the HA Caribbean certification programme, and deeply value the role it plays in helping regional MSMEs deliver an even higher quality product and experience in an increasingly competitive global tourism market,” said Darran Newman, acting division chief, technical cooperation division, CDB.

Over the next year 30 businesses in the ten countries – Anguilla, Belize, the British Virgin Islands, Guyana, Jamaica, Montserrat, Saint Lucia, St. Kitts & Nevis, St. Vincent & the Grenadines, and Turks & Caicos Islands will receive technical assistance as well as assessment services through the CDB funding.

The regional lending institution’s support for HA dates back to 2014 when, through the United Kingdom Department for International Development’s Caribbean Aid for Trade and Regional Integration Trust Fund, managed by the Bank, it provided funding support for six businesses in Grenada to participate in the certification programme.

Last year, CDB, through the CTCS network, provided financial support to conduct a week-long business advisors training workshop organized by the CTO to equip 15 business advisors to provide technical assistance to tourism-related businesses participating in the HA certification programme.

CTCS is managed within CDB’s Technical Cooperation Division and operated in cooperation with regional and national institutions, laboratories, industrial enterprises, and consultants. It comprises a network of institutions and experts, and has as its primary aim, transferring knowledge, skills and technology to improve managerial and operational efficiency and competitiveness of MSMEs through the provision of technical assistance.

Hospitality Assured is a certification programme promoting service and business excellence in tourism and hospitality companies. It is owned by the Institute of Hospitality in the United Kingdom, and managed by the Caribbean Tourism Organization in the region.

- ENDS-

About the Caribbean Tourism Organization

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finest countries and territories including Dutch, English, French and Spanish, as well as a myriad of private sector allied members. The CTO's vision is to position the Caribbean as the most desirable, year round, warm weather destination, and its purpose is Leading Sustainable Tourism - One Sea, One Voice, One Caribbean.

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For more information on the Caribbean Tourism Organization please visit

www.OneCaribbean.org. Get the latest CTO updates on Twitter at

<http://www.twitter.com/ctotourism>. Connect with CTO on Facebook at

<http://www.facebook.com/CaribbeanTourismOrganization>. Follow CTO on Instagram at

<https://www.instagram.com/ctotourism/>

About the Caribbean Development Bank

The Caribbean Development Bank is a regional financial institution established in 1970 for the purpose of contributing to the harmonious economic growth and development of its Borrowing Member Countries (BMCs). In addition to the 19 BMCs, CDB's membership includes four regional non-borrowing members – Brazil, Colombia, Mexico and Venezuela and five non-regional, non-borrowing members; i.e., Canada, China, Germany, Italy, and the United Kingdom. CDB's total assets as at December 31, 2015 are USD2.7 billion (bn). These include USD1.4bn of Ordinary Capital Resources and USD1.3bn of Special Funds. The Bank is rated Aa1 Stable with Moody's, AA+ Stable with Fitch Ratings and AA+ with Standard and Poor's. Read more at caribank.org.



CARIBBEAN
HOTEL & TOURISM
ASSOCIATION

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**CARIBBEAN LEADERS AGREE TO FAST TRACK ADOPTION, IMPLEMENTATION OF MEASURES TO
EASE CARIBBEAN TRAVEL, STIMULATE TOURISM**

One-stop security regime, harmonized visa policies, single domestic space receive support of heads of government

BRIDGETOWN, Barbados, (31 July, 2017) - The Caribbean Tourism Organization (CTO) and the Caribbean Hotel and Tourism Association (CHTA) are encouraged by the support of Caribbean Community (CARICOM) leaders for initiatives to facilitate travel and stimulate economic growth through tourism.

The CTO, with the support of the Caribbean Hotel and Tourism Association, presented a number of short, medium and long-term proposals to the regional leaders at their recent summit in Grenada, aimed at positioning the Caribbean as a thriving world-class tourism, and bolstering the region's economic strength and stability.

In the presentation entitled **Tourism in the Region: Building a Caribbean Tourism Development and Marketing Initiative**, the region's tourism leaders recommended advancing research to better assess tourism's economic impact and the region's competitiveness. They also discussed removing travel barriers, stimulating travel to and within the Caribbean, supporting the development of Caribbean talent through a coordinated approach to tourism-related education and training, and strengthening the creative industries and economic linkages to tourism.

Marketing and public relations of the Caribbean brand and creating a public-private sector entity financed and managed collaboratively also received consideration at the meeting.

The heads of government have said the proposed initiatives were fully aligned with CARICOM's own strategic plan and were also in furtherance of the strategic plan for tourism services.

The leaders have also said they recognised the opportunities presented by the recommended strategies, including a strong focus on marketing, aimed at stimulating sustainable growth in tourism.

In a communique issued after the summit, the leaders said they had agreed to support various public-private sector initiatives, broaden engagement with Caribbean countries, companies and multilateral organizations to support a regional tourism marketing and development initiative and adopt and implement travel facilitation measures to stimulate economic growth.

"Heads of Government agreed that the establishment of a single airspace should be pursued and mandated the Secretariat to work with Caribbean Aviation Safety and Security Oversight System (CASSOS) and relevant agencies to define a roadmap and identify the necessary resources for its implementation," the communique reads.

However, the heads of government said they recognised the need for the administrative strengthening of the legal, operational and institutional framework as well as the appropriate resourcing of the CASSOS to enable it to discharge its mandate as an effective and efficient regional safety oversight organisation.

The CTO and CHTA have long lobbied for the removal of the hurdles that make it difficult to travel to, and through, the region, arguing the removal of many of the restrictions would encourage greater regional and international travel and stimulate economic growth.

Among its recommendations is a new multilateral air services agreement, which the leaders said "only required resolution of very few matters".

Therefore, they mandated the CARICOM secretariat to work with member countries "to enable signature at the next inter-sessional meeting" in February 2018.

- ENDS -

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**CARIBBEAN TOURISM ORGANIZATION ANNOUNCES WINNERS OF CARIBBEAN
PRIMARY SCHOOLS TOURISM WRITING COMPETITION**

*~ Awards will be presented at Climate Smart Sustainable Tourism Forum taking place from 6-8
September in St. Kitts ~*

BRIDGETOWN, Barbados, (2 August, 2017) - Four Caribbean primary school students ranging in age from 8-12, will be honoured for excellence in tourism writing at next month's **Climate Smart Sustainable Tourism Forum** in St. Kitts.

The four - Kassie Haley-Shai of St. Augustine Roman Catholic School in Montserrat, Ariah Khobie Diamante Darroux of Convent Preparatory School in Dominica (both in the 8-10 category), Jhe'auti Belyca Craigg of Belmont Government School in St. Vincent and the Grenadines and Gabriella Lewis of Atwell's Educational Institute in Trinidad and Tobago (10-12 category) - emerged winners among 44 participants from 26 schools who participated in the Caribbean Tourism Organization (CTO)'s Caribbean Primary Schools Tourism Writing Competition.

The contest, held as part of activities for International Year of Sustainable Tourism for Development and the CTO's Year of Adventure, was organised to enhance primary school students' awareness of tourism and its value and contribution to the region's social and economic development. It was also meant to challenge the students to think of creative ways to make tourism more sustainable.

"I am very pleased with the level of interest exhibited in this initiative, as evidenced by the diversity of participating schools," said Amanda Charles, the CTO's sustainable tourism development specialist, whose department spearheads the **Climate Smart Sustainable Tourism Forum**.

"The submissions were all of a high calibre, with the students displaying depth and creativity in their compositions. It is clear that even at the primary school level students are aware of the importance of tourism to the region, can speak eloquently about tourism in their countries and have some insight into the opportunities and challenges associated with tourism development."

The students in the 8-10 category were asked to write about what sustainable tourism meant to them or how visitors and locals should act towards each other to promote peace, while those in the 10-12 category were challenged to conceptualise and describe a new adventure tour or to suggest ways that the CTO can help make tourism in the Caribbean more sustainable. The students in both categories were also given the option of writing on whether they felt tourism does indeed contribute to making the Caribbean region a better place, or to identify an adventure tourism activity in their countries and deliver a sales pitch to encourage tourists to experience that activity.

Themed, **Good for Us, Better for All**, the 6-8 September **Climate Smart Sustainable Tourism Forum** is being held in observance of International Year of Sustainable Tourism for Development and will bring together local, regional, and international representatives from public and private sector tourism entities, as well as development agencies that offer programming in sustainable tourism, for three days of interactive engagements.

Major elements will include best practice sharing and strategic consultations for a CTO climate adaptation project funded by the Caribbean Development Bank, in order to strengthen holistic destination management approaches in the Caribbean. The programme will also include experiential field visits, a meeting of CTO's Sustainable Tourism Technical Committee, and winning presentations from CTO's Primary School Tourism Writing Competition. The event culminates with the presentation ceremony for CTO's 2017 Sustainable Tourism Awards which recognise regional sustainability champions.

Organising partners include the CTO, the St. Kitts Ministry of Tourism, the St. Kitts Sustainable Destination Council, and Sustainable Travel International.

The winner of the 2014 CTO/Travel Mole Sustainable Tourism Award in Destination Stewardship, St Kitts is one of the first destinations in the world to be accepted as an early adopter of the Global Sustainable Tourism Council's criteria for destinations. It also is a founding member

of the Sustainable Destination Alliance of the Americas, an initiative by the CTO, the Organization of American States, Sustainable Travel International and Royal Caribbean Cruises Limited to promote sustainable destination management in the Caribbean and Central America.

Its many initiatives include the establishment of the Heart of St. Kitts Foundation and Sustainability Charter, which helps businesses understand how their operations contribute to destination-wide sustainability, and to support community projects that make St. Kitts a more sustainable place to live and experience.

- ENDS -

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**CARIBBEAN TOURISM ORGANIZATION CALLS FOR UNITED STATES/CARIBBEAN
STRATEGIC ALLIANCE IN FURTHERANCE OF
U.S.-CARIBBEAN STRATEGIC ENGAGEMENT ACT**

***Mechanism Incorporating Caribbean's Tourism Working Group with Entities Tasked with Implementing
the Act Will Be A Winning Formula, Says CTO Secretary General***

NEW YORK, NY (Aug. 18, 2017) - The Caribbean Tourism Organization (CTO) has called for a formal partnership between the region's tourism sector and those responsible for implementing the United States-Caribbean Strategic Engagement Act, known as H.R. 2939.

The Act, which was passed in the United States Congress on Dec. 13, 2016 and signed into law by then U.S. President Barack Obama three days later, mandates a new long-term strategy to strengthen ties between Washington, D.C. and the Caribbean region. It is designed to increase the security, prosperity and well-being of the people of the United States and the Caribbean.

Addressing the importance of the Act to Caribbean tourism at a recent meeting in Washington, D.C., CTO Secretary General Hugh Riley referenced a tourism working group established by Caribbean Community (CARICOM) heads of government at their meeting in Guyana in February, to guide the development and marketing of Caribbean tourism.

This, Riley said, appears to align with the U.S. government's strategy for the Caribbean on many areas related to sustainable development, and a mechanism that incorporates the Caribbean's tourism working group with the entities tasked with implementing H.R.4939 would be a winning formula for both the U.S. and the Caribbean.

"What an accomplishment it would be for all of us and for the architects of H.R. 4939 if we could report back to our region's prime ministers and presidents when we meet with them in February, that there is now a working partnership between the region's tourism working group and the U.S.

Caribbean Strategic Alliance. Our recommendation is that together, we waste no time in making that partnership a reality. Without doubt, shoring up the Caribbean's main economic driver is the surest way to protect the third border of the United States," Riley said.

His remarks were delivered during a panel focused on "building sustainable economies" as part of an event staged by the Caribbean-Central American Action (CCAA) titled: "Caribbean 2020 Implementing H.R. 4939 from Vision to Engagement."

Select members of the U.S. Congress addressed the audience of Caribbean Diaspora, diplomats and public sector policy makers including the co-author of the legislation, Congressman Eliot Engel (D-NY), Ranking Member, The House Foreign Affairs Committee; Congressman Jeff Duncan (R-SC), Chairman, The Subcommittee on the Western Hemisphere; Congresswoman Sheila Jackson Lee (D-TX), Ranking Member, The Subcommittee on Crime, Terrorism, Homeland Security, and Investigations; and Congresswoman Stacey Plaskett (D-VI), Ranking Member, The Subcommittee on the Interior, Energy, and Environment.

The Caribbean region is considered the United States' "third border," characterized by common interests and societal ties that yield daily, tangible benefits for U.S. citizens. The U.S. is the Caribbean's primary trading partner, representing a vibrant economic partnership that, in 2016, saw a \$4.6 billion trade surplus for the United States, 14 million U.S. tourist visits, and 11,042 Caribbean students studying in the U.S.

CCAA organized the half-day event to move discussions along between the U.S. and key stakeholders involved with the Caribbean region. The meeting began with a discussion of the Act followed by a panel about "The Security Agenda" featuring discussions on the need for stronger regional cooperation and public-private partnerships to advance citizen security. The second panel, "The Prosperity Agenda" focused on the outlook for regional investment, building sustainable economies, and finance and trade options. The final panel "The Well-Being Agenda," dedicated its discussions to the health, education and future of the Caribbean."

During his presentation, Riley called for a balanced approach to the development of strategies and policies that are designed to spur tourism growth while protecting the resource base on which tourism depends.

He advocated for a sector-specific tourism approach that would provide the greatest effectiveness and long-term sustainability which would be carried out with partnerships between the CTO and the Caribbean Hotel & Tourism Association (CHTA).

ENDS

About the Caribbean Tourism Organization

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**CTO, CARIBBEAN AMERICAN CHAMBER OF COMMERCE & INDUSTRY (CACCI) CREATE
COOPERATION STRATEGY FOR DIASPORA FOR 2017-18;
FORMALIZE RECIPROCAL MEMBERSHIPS IN EACH ORGANIZATION**

NEW YORK, NY (Aug. 21, 2017) - The Caribbean Tourism Organization (CTO) and the Caribbean American Chamber of Commerce and Industry (CACCI) recently formalized a cooperation strategy between the two organizations to strengthen the role of the Caribbean Diaspora while sharing resources and creating sustainability for the people and the region.

"CACCI believes that now is indeed the time for serious, positive action. We stand ready to support the regional integration process and will continue to respond positively to the Caribbean Tourism Organization (CTO), CARICOM, and OECS heads of government for assistance requested," Dr. Roy A. Hastick Sr., the president and chief executive officer of CACCI said in reference to the Caribbean Community and sub-regional grouping, the Organization of Eastern Caribbean States, as he introduced Hugh Riley, the secretary general of the CTO, to the member delegates.



Dr. Roy A. Hastick Sr., president and chief executive officer of CACCI

Dr. Hastick continued, "This is an excellent opportunity to reaffirm our commitment to continue to work with you and your team, and continue the collaboration on which to build an even more unified and stronger Caribbean Community."

In his remarks CACCI Board Chairman Mr. Edmund Sadio made mention of the longstanding relationship between CACCI and the CTO and the important role of CACCI's founder in being an unofficial ambassador for the Caribbean Diaspora.

"As the tourism development agency for the Caribbean, the CTO recognizes the role of the Caribbean Diaspora in contributing to the tourism success of our member-countries, generating investment, stimulating a wide range of commercial activity, injecting significant amounts of foreign exchange, and influencing decisions at the highest levels of the public and private sectors," said Riley. "CACCI has been an influential force in building valuable business relationships between the Caribbean Diaspora and the decision-makers of New York City and New York State. Our communities continue to benefit from Dr. Hastick's credo that business networking works."

As part of the meeting, CTO and CACCI finalized arrangements for reciprocal membership, making each organization a member of the other with the two leaders formalizing the process by an exchange of documents and membership insignia.

The next steps are to begin implementing elements of the cooperation strategy for 2017-18, including investment prospects for the Caribbean, educational opportunities for Caribbean students, and CACCI's involvement in Caribbean Week New York 2018 scheduled for June, which has been designated as National Caribbean-American Heritage Month in the U.S.

- ENDS -

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**ACTOR, DIRECTOR, TRAVEL WRITER ANDREW MCCARTHY TO KEYNOTE
CLIMATE SMART SUSTAINABLE TOURISM FORUM**

National Geographic Traveler Partners with CTO on Event Scheduled Sept. 6-8 in St. Kitts

BRIDGETOWN, Barbados (Aug. 22, 2017) - The Caribbean Tourism Organization (CTO), the region's tourism development agency, has partnered with *National Geographic Traveler* to invite **Andrew McCarthy**, the magazine's editor-at-large and actor, director and award-winning travel writer, to deliver the keynote address at the **Climate Smart Sustainable Tourism Forum**, taking place Sept. 6 - 8 at the Ocean Terrace Inn in St. Kitts.

"We are grateful that our relationship with *National Geographic Traveler* has created the opportunity for Andrew McCarthy to address attendees at the Climate Smart Sustainable Tourism Forum," said Hugh Riley, secretary general of the CTO. "Mr. McCarthy has extensive knowledge of the Caribbean, having travelled and written about the many of our member countries. We look forward to his insight on this valuable topic impacting our region," added Riley.

In addition to his role as editor-at-large at *National Geographic Traveler*, McCarthy has written for *The New York Times*, *The Wall Street Journal*, *The Los Angeles Times*, *The Atlantic*, *Travel + Leisure*, *AFAR*, *Men's Journal*, *Bon Appetit*, and many others. He has received six Lowell Thomas awards, and been named Travel Journalist of the Year by The Society of American Travel Writers. His travel memoir, *The Longest Way Home*, became a *New York Times* Best Seller, and the *Financial Times of London* named it one of the Best Books of 2012.



McCarthy made his professional acting debut at 19 while attending New York University as a theatre major. He has since appeared in dozens of films, including *The Spiderwick Chronicles* and *The Joy Luck Club*; as well as such iconic movies as *Pretty in Pink*, *St. Elmo's Fire*, *Less Than Zero*, and cult favorites *Weekend At Bernie's* and *Mannequin*. He has starred on Broadway and on television, appearing on numerous shows. He is also a highly-regarded television director, having worked on *The Blacklist*, *Orange is the New Black*, *Alpha House*, *Black Box*, *Gossip Girl* and *White Collar*, among others. McCarthy was known as a member of the 1980s "Brat Pack" of young actors that included Anthony Michael Hall, Rob Lowe, Demi Moore, Molly Ringwald and Ally Sheedy.

Themed **Good for Us, Better for All**, the Climate Smart Sustainable Tourism Forum is an officially listed activity for the "International Year of Sustainable Tourism for Development." In partnership with member country St. Kitts, the Forum will provide a tangible opportunity to meet, share best practices, network, and stimulate positive change that yields a sustainable Caribbean tourism industry. The event will bring together local, regional, and international representatives from public and private sector tourism entities, as well as development agencies that offer programming in sustainable tourism.

Major elements will include best practice sharing and strategic consultations for a CTO climate adaptation project funded by the Caribbean Development Bank, in order to strengthen holistic destination management approaches in the Caribbean.

The Climate Smart Sustainable Tourism Forum will also feature experiential field visits, a meeting of CTO's Sustainable Tourism Technical Committee, and winning presentations from CTO's Primary School Tourism Writing Competition. The event culminates with the presentation ceremony for CTO's 2017 Sustainable Tourism Awards which recognize regional sustainability champions.

Organizing partners include the CTO, the St. Kitts Ministry of Tourism, the St. Kitts Sustainable Destination Council, and Sustainable Travel International.

For event details, and to register, visit <http://www.onecaribbean.org/events-calendar/cto-2017-calendar/csstf-2017/>.

For sponsorship opportunities, please contact Amanda Charles at acharles@caribtourism.com or Kennedy Pemberton at pembertonk@caribtourism.com.

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About National Geographic Partners LLC

National Geographic Partners LLC (NGP), a joint venture between National Geographic and 21st Century Fox, is committed to bringing the world premium science, adventure and exploration content across an unrivaled portfolio of media assets. NGP combines the global National Geographic television channels (National Geographic Channel, Nat Geo WILD, Nat Geo MUNDO, Nat Geo PEOPLE) with National Geographic's media and consumer-oriented assets, including National Geographic magazines; National Geographic studios; related digital and social media platforms; books; maps; children's media; and ancillary activities that include travel, global experiences and events, archival sales, licensing and e-commerce businesses. Furthering knowledge and understanding of our world has been the core purpose of National Geographic for 129 years, and now we are committed to going deeper, pushing boundaries, going further for our consumers ... and reaching over 730 million people around the world in 172 countries and 43 languages every month as we do it. NGP returns 27 percent of our proceeds to the nonprofit National Geographic Society to fund work in the areas of science, exploration, conservation and education. For more information visit natgeotv.com or nationalgeographic.com, or find us on [Facebook](#), [Twitter](#), [Instagram](#), [Google+](#).

About St. Kitts

Since the adoption of Tourism as the primary economic driver of the island in 2005, St. Kitts has been a regional leader in Sustainable Tourism development and destination management. The first of two Caribbean adopters of the Global Sustainable Tourism Council (GSTC) Early Adopter Program for Sustainable Destinations, St. Kitts has implemented a range of holistic and progressive initiatives that address environmental, economic and sociocultural sustainability. The winner of the 2014 CTO/Travel Mole Sustainable Tourism Award in Destination Stewardship, St Kitts is also a founding member of the Sustainable Destination Alliance of the Americas. Groundbreaking programs such as The Heart of St. Kitts Foundation and Sustainability Charter are helping St. Kitts remain a vibrant, sustainable destination to live in and visit for years to come. St. Kitts serves as a model of excellence in destination-driven sustainable tourism development, that can be applied to other destinations in the Caribbean and beyond.

With its intoxicating natural beauty, sunny skies, warm waters, and sandy beaches, St. Kitts is one of the most seductive spots in the Caribbean. Located in the northern Leeward Islands, it offers a diverse tourism product developed from the destination's natural beauty, cultural heritage and rich history. The island's stunning variety of tourism attractions include hiking through the tropical rainforest, riding the scenic railway that connects the island's former sugar plantations, visiting the Caribelle Batik factory, and touring Brimstone Hill Fortress National Park, which is an UNESCO World Heritage Site. Among the more traditional vacation pastimes available are watersports, golf, shopping, tennis, dining, gaming at St. Kitts' exclusive casino or simply relaxing on the beach. For more information about St. Kitts, visit www.stkittstourism.kn.

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HURRICANE IRMA – UPDATE 1

BRIDGETOWN, Barbados (7 Sept, 2017) – Hurricane Irma has had a major impact on a number of Caribbean countries in the northern Leeward Islands and the northern Caribbean and continues to threaten several more.

Following is an update regarding Irma's impact as well as steps being taken by countries still in the hurricane's projected path:

Antigua and Barbuda

Antigua was spared Irma's brunt, but it passed over the island of Barbuda. Antigua's V.C. Bird International Airport reopened in the afternoon of 6 September to flights into and out of the country.

The government reported no loss of life on Antigua and the local population and all visitors to the island are safe. Most residential, business and hotel properties in Antigua remain largely unscathed and already the main roads have been cleared of debris.

However, Barbuda suffered extensive damage, with prime minister Gaston Browne reporting one death and damage to infrastructure, downed utility poles and cell towers.

Anguilla

A complete assessment is still underway, however, the latest assessment reports indicate that critical infrastructure, such as the hospital, airport, fire station, police station, government buildings and

utilities received moderate to severe damage. Repair and road clearance crews are working diligently in efforts to restore conditions to pre-Irma status, and as the clean-up begins the full extent of the damage is being revealed.

The government is reporting there was one confirmed fatality.

The British government has deployed three humanitarian aid experts from the UK to assist with needs assessments and coordination.

The British naval ship Royal Fleet Auxiliary Mounts Bay has arrived on island, with 40 Royal Marines and Army engineers on board. The ship carries a range of equipment to support humanitarian responses including vehicles, tents and facilities to purify water. Hundreds of troops and the Royal Navy flagship HMS Ocean to its overseas islands.

The Islands of The Bahamas

As Hurricane Irma make its way towards The Islands of The Bahamas, the Bahamas Ministry of Tourism reported that the Lynden Pindling International Airport in New Providence, as well as airports in Inagua, Ragged Island, Acklins, Crooked Island, Mayaguna, Long Island, Rum Cay, Exuma & the Cays, San Salvador, Cat Island and Eleuthera are closing at sunset on Thursday, Sept. 7.

On Friday, Sept. 8, the following airports will close at varying times throughout the day: Andros, Congo Town & Mangrove Cay (11 a.m. closure); Grand Bahama (noon closure); Andros, Fresh Creek and San Andros (4 p.m. closure); The Abacos, Berry Islands and Bimini (sunset closure).

British Virgin Islands

The British Virgin Islands took a direct hit from Hurricane Irma. The full extent of the damage is still being determined, but cars, trees, homes and boats have reportedly been destroyed.

The tourist board is reporting that most communications remain down, including mobile phone service and internet access.

The Government has begun to coordinate humanitarian relief efforts and an initial clean-up operation. The British government is sending hundreds of troops and the Royal Navy flagship HMS Ocean to its overseas islands affected by Hurricane Irma.

Cuba

The Cuban civil defense agency is preparing people on the northern coast of Cuba's eastern provinces. Santiago province has opened 125 evacuation centres that can hold 38,000 people. Civil Defense representative Odesa Fuentes said the centres will remain open for the duration of the storm's passage on Friday, Sept. 8.

Dominican Republic

It has been reported that Irma's strong winds and torrential rains affected the Dominican Republic on Thursday, Sept. 7, damaging homes on the north coast of the country. There are no immediate reports of deaths and information is still being gathered.

Haiti

The Haitian government called for all institutions, public and private, including banks and stores, to be shut down from noon on Sept. 7 until further notice. President Jovenel Moïse said his cabinet spent a week preparing for the hurricane and the police are working with local officials to evacuate people from the most vulnerable areas.

Puerto Rico

On Thursday morning, Sept. 7, Puerto Rico Gov. Ricardo Rossello reported that more than one million people in the country are without power and that crews are investigating and until they know the extent of the damage, "it will be difficult to estimate how long the power outage will last." Rossello added that ports on the island are still closed, and it's unclear when commercial flights will resume.

St. Kitts

The eye of Hurricane Irma passed to the north of St. Kitts & Nevis and the Federation sustained minimal damage overall. Hotels are reporting no structural damage and all visitors are safe and accounted for. St. Kitts' Robert L. Bradshaw International Airport reopened today at noon.

The St. Kitts Tourism Authority is reporting that the islands' tourism providers are in the process of reopening, and hotels are returning to business as usual. Restaurants, attractions and shops, including the popular retail outlets at Port Zante are now open, with The Carnival Fascination confirmed to visit St. Kitts tomorrow as planned.

Nevis

The Vance W. Amory International Airport is open. Electricity has been restored across the island and hotels are reporting minimal structural damage, with beach and debris clean-up under way.

The Four Seasons Resort Nevis reports that the resort is in fine shape and all areas are generally dry. Hermitage Inn, too, is reporting just general debris and no structural damage. The Great House and cottages at Nisbet Plantation Beach Club are in excellent condition however there was damage to the Sea Breeze Beach Bar, the decking and the beach.

St. Barthelemy

It has been reported that St. Barth's was heavily impacted by Hurricane Irma which destroyed government buildings and badly damaged private homes and resorts including The Eden Rock Hotel. There is flooding throughout the destination. The French government is sending people and supplies to the country to assist with recovery efforts.

St. Maarten (Dutch) / St. Martin (French)

It has been reported that much of the dual-island nation has suffered significant damage, with hotels, government offices, homes and smaller buildings badly damaged on both the Dutch and French sides of the island.

Princess Juliana International Airport suffered extensive damage to the roof and building, but the authorities are working on clearing the runway.

Damage is reported to the dock and seafront areas.

Speaking of the former Dutch Colony of St. Maarten, Dutch Prime Minister Mark Rutte said there is "widescale destruction of infrastructure, houses and businesses. There is no power, gasoline or running water."

Sonesta Hotels has reported major damage to all three of its resorts and Oyster Bay Beach Resort has also reported extensive damage. All guests are safe and are currently in on-property 'safe areas' at the resorts. All further reservations from now through the end of 2017 will be cancelled.

The Westin Dawn Beach also suffered significant damage, so too the Beach Plaza, while Hotel Mercure suffered some damage.

Both the French and Dutch governments are sending people to the country along with supplies and vital aid.

Four people have been confirmed dead and 50 injured in St. Martin while one death is confirmed in St. Maarten.

United States Virgin Islands

The U.S. Virgin Islands governor Kenneth Mapp reported Hurricane Irma significantly damaged St. Thomas and St. John. Fire and police stations collapsed and the main hospital in St. Thomas sustained heavy damage. Authorities are distributing emergency food and water, and other supplies, and evacuating hospital patients to Puerto Rico and elsewhere. A curfew remains in effect, including about 5,000 tourists.

In St. Thomas, Windward Passage will be closed for six months due to Hurricane Irma, while Sugar Bay Resort & Spa sustained significant property damage, forcing its closure through December 31, 2017.

On St. Croix, the Buccaneer remains open for business, but reports that there may be some limitation of services over the next few days.

Turks and Caicos Islands

A hurricane warning is in effect for the Turks & Caicos Islands and residents have been advised to complete all preparations and evacuations in potential flood zones.

The CTO and CHTA are actively monitoring the hurricane and will continue to share updates from member countries in the CTO Storm Watch Centre on www.onecaribbean.org as well as on CHTA's website www.caribbeanhotelandtourism.com

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**CARIBBEAN TOURISM ORGANIZATION LAUNCHES
RELIEF FUND TO ASSIST WITH HURRICANE AID EFFORTS**

BRIDGETOWN, Barbados (8 Sept, 2017) - The Caribbean Tourism Organization (CTO) has activated its "CTO Relief Fund" through GoFundMe to help families and countries rebuild after hurricanes, particularly in the wake of the massive category 5 Hurricane Irma, which has impacted a number of member countries.

All of the money raised through the CTO's Relief Fund will be sent directly to CTO-member destinations affected by the catastrophic storm, which hit some countries with winds up to 185 mph.

"The damage caused by the force of Hurricane Irma is an important example of why we must do whatever is possible to provide financial relief to those who need it most. It's through this fund that the CTO channels monetary assistance to our impacted member states," CTO secretary general Hugh Riley said. "The CTO appreciates all donations to assist in the recovery efforts in these countries."

For more information on CTO's Relief Fund or to make a donation, visit www.gofundme.com/hurricane-relief-fund-cto.

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HURRICANE IRMA – UPDATE 2

BRIDGETOWN, Barbados (9 Sept, 2017) – Assessments are still coming in from the impact of Hurricane Irma on a number of Caribbean countries in the northern Leeward Islands and the northern Caribbean with warnings and watches still in place for a few countries in Irma's path.

Additionally, due to the projected path of Hurricane Jose, a category 4 storm, tropical storm and hurricane watches and warnings have been issued for some countries in the northern Leeward Islands.

Following is an update regarding Irma's impact as well as steps being taken by countries still in Irma's path. Reports from CHTA-member hotels have been included where available and details regarding Jose's projected track are listed.

Antigua and Barbuda

Antigua was not impacted by Hurricane Irma with electricity being resorted to the Capital St. John's and most parts of the island. The V.C. Bird International Airport opened for all flights on Thursday, 7 September.

On the other hand, Barbuda with its approximately 1,800 residents was severely impacted by the hurricane which passed directly over the small island, resulting in one fatality. The prime minister, Gaston Browne said 90 per cent of homes were destroyed. Barbuda's hotel infrastructure was also damaged, but with less than 100 hotel rooms the overall effect on tourism as a whole is minimal.

With Hurricane Jose threatening, the prime minister issued a mandatory evacuation order for Barbuda on Friday 8 September, the very day the first of three Amerijet cargo planes, with over 120, 000 pounds of hurricane relief for the island arrived on Antigua.

The Government of Venezuela has also made two aircraft available to transport goods for Barbuda as well as a medical team of 20 doctors and nurses experienced in disasters.

N.B. In the most recent update on Hurricane Jose issued at 11 a.m. Eastern Caribbean Time (15:00 GMT) by the National Hurricane Centre in the US, the tropical storm watch for Antigua, the British Virgin Islands, St. Thomas and St. John had been discontinued. A hurricane warning remained in effect for Sint Maarten, St. Martin and St. Barthelemy, and a tropical storm warning remained in effect for Anguilla, Barbuda, Saba and St. Eustatius.

Updates from individual hotels on Antigua are as follows:

- **Curtain Bluff:** Property emerged from the tail of the storm without any damage. Most importantly, all staff and their families are unharmed. The clean up of the property has begun and communications will soon be restored.
- **Cocos Hotel:** No long term damages
- **Galley Bay:** Guests are doing just fine and are safe. Operational updates will be available in the coming days
- **Hermitage Bay:** A little waterlogged from the swells which came up but other than that all is well.
- **Jumby Bay Island:** Members of the Jumby Bay Island team have assessed the island discovered no structural damage to any of the resort or homes. A landscaping clean-up will be needed, however. Jumby Bay Island is currently closed as part of its annual maintenance programme and therefore no guests were on the island when Hurricane Irma passed. Jumby Bay Island did have a skeleton team of facility and security staff present throughout the storm. The reopening remains on schedule for 9 October, 2017.
- **Keyonna Beach Resort:** No long term damage.
- **Pineapple Beach Club:** Guests are safe. Operational updates in the coming days.
- **St. James Club:** Guests are safe. Operational updates in the coming days.
- **Verandah:** Guests are safe. Operational updates in the coming days

Anguilla

The Caribbean Disaster Emergency Management Agency is reporting the airport runway and most roads leading to the airport have been cleared of debris. The agency is also reporting that 90 per cent of government buildings and business structures were damaged as well as 90 per cent of the electricity infrastructure. There is also significant damage to the main water supply.

The British government has deployed three humanitarian aid experts from the UK to assist with needs assessments and coordination.

The British naval ship Royal Fleet Auxiliary Mounts Bay has arrived in the territory, with 40 Royal Marines and Army engineers on board. The ship carries a range of equipment to support humanitarian responses including vehicles, tents and facilities to purify water. Hundreds of troops and the Royal Navy flagship HMS Ocean to its overseas islands.

Quintessence Hotel which had been expected to reopen 1 November suffered damage during Hurricane Irma, so those plans have been delayed.

The Islands of The Bahamas

The all clear has been given for Nassau, New Providence the most populous island, and popular destination within the country. The all clear for the central and southeastern Bahamas was issued earlier today.

At this time only Grand Bahama, Bimini, and Andros remain under a hurricane warning as Hurricane Irma moves away from the islands-nation.

The Lynden Pindling International Airport in Nassau sustained no damage from Hurricane Irma and will resume operations tomorrow Sunday, 10 September at 5:00 a.m.

The travelling public is encouraged to contact their respective airlines for flight information using the listing of all airlines and their contacts found on LPIA's website at www.nassaulpia.com.

All other airports throughout The Islands of The Bahamas remain closed, but operations will resume as soon as the National Emergency Management Agency gives the "all clear" and the airports have been assessed and cleared for opening.

Cruise ports of entry throughout The Bahamas will also be assessed for clearance to re-open. Cruise reservation holders should check directly with their cruise providers for updates on departures and itineraries.

British Virgin Islands

The destruction caused by Hurricane Irma in the British Virgin Islands has been devastating, according to a statement from Sharon Flax-Brutus, the director of tourism. With cell phone towers down and power outages, communication to, from and within, the territory has been difficult, impacting the ability to fully assess the damage. The destination has lost entire structures and many homes are without roofs, or have been diminished to merely foundations.

The Government has begun to coordinate humanitarian relief efforts and an initial clean-up operation. The UK government is sending Royal Navy flagship HMS Ocean to offer relief and support.

Updates from individual hotels in the British Virgin Islands are as follows:

- **Bitter End Yacht Club:** the hotel was on its annual closure during the storm. The crew on the ground is safe.
- **Peter Island Resort & Spa:** Guests and on-island staff are safe.
- **Rosewood Little Dix Bay:** Rosewood Little Dix Bay is currently closed for renovation and therefore no guests were present at the resort and the management team was relocated prior to the storm.
- **Scrub Island:** All guests and associates are safe.

Cuba

Hurricane Irma is passing along the northern coast of Cuba, where thousands of tourists were evacuated from low-lying cays off the coast.

Dominican Republic

Punta Cana International Airport has resumed normal operations following the passage of Hurricane Irma after the storm passed off Punta Cana's coast. The area's hotel sector is reporting no major damage. Damaged homes and flooded streets in Cabarete and Sosua have been reported.

Haiti

Reports indicate that damage and flooding is minor in Haiti but warnings for possible flooding are still in effect.

Puerto Rico

The Puerto Rico Tourism Company (PRTC) is reporting that major tourism infrastructure and attractions are operational and the island can continue to welcome new visitors. The PRTC said while there have been power outages, many hotels, as well as essential services such as hospitals, have generators and are operational. The majority of hotels throughout mainland Puerto Rico are ready to welcome new guests. Attractions such as parks and beaches are currently being assessed to ensure a committed focus on quick clean up in the coming days.

Flights to and from Luis Muñoz Marín International Airport have resumed. Puerto Rico's port is operational and should be receiving cruises by September 9.

Updates from individual hotels in Puerto Rico are as follows:

- **Condado Plaza Hilton:** Minor damage

- **El Conquistador Resort:** Operational and working on getting all amenities back to normal. The clean-up of the areas in under way and some minor damage is being attended to. Las Casitas Village will reopen when electricity is restored.
- **El San Juan Hotel:** The team and property are safe. The hotel has received minimal damage and all efforts are being made to re-open as soon as the power is restored.
- **Hotel El Convento:** All guests, associates and clients are safe. There was no significant damage to the hotel and operations are resuming, including Patio del Nispero & Alegria Patio Bar.
- **InterContinental San Juan:** Business as usual.
- **Rincon Beach:** Open for business
- **San Juan Water Beach Club Hotel:** The hotel sustained no damage, have full power, and is open for business.

St. Kitts and Nevis

St. Kitts & Nevis sustained minimal damage overall and both St. Kitts' Robert L. Bradshaw International Airport and Nevis' Vance W. Amory International Airport have reopened.

Hotels in St. Kitts reported no structural damage while Nevis' hotel updates include:

- **Four Seasons Resort Nevis** is reporting the resort is in fine shape and all areas are generally dry
- **Hermitage Inn** reported general debris and no structural damage
- **The Great House and Cottages at Nisbett Plantation Beach Club** are in excellent condition. However, there was damage to the Sea Breeze Beach Bar, the decking and the beach.

St. Barthelemy

It has been reported that St. Barth's was heavily impacted by Hurricane Irma which destroyed government buildings and badly damaged private homes and resorts including the **Eden Rock Hotel**. There is flooding throughout the destination. The French government is sending people and supplies to the country to assist with recovery efforts.

St. Maarten (Dutch) / St. Martin (French)

The recovery effort continues. Director of tourism for Dutch St. Maarten Rolando Brison is reporting that Sun Wing has evacuated some visitors to Montreal, Canada, while other guests have also been evacuated. The Princess Juliana International Airport has been receiving flights that are bringing in relief supplies, and evacuating guests. No passengers, including media, are being allowed in at the moment due to a shortage of staff to man the airport.

However, the airport has been closed, pending the passage of Hurricane Jose, which is now projected to pass away from the Franco-Dutch island. In a best case scenario, he said, the airport can reopen on Sunday 10 September for the resumption of relief flights.

Updates from St. Maarten / St. Martin hotels are as follows:

- **Beach Plaza:** Badly damaged
- **Hotel Mercure:** Damaged
- **Oyster Bay Beach Resort:** Significant damage
- **Riu Palace St. Martin:** The infrastructure is severely affected, but hotel has confirmed that all the guests and employees are fine and there is sufficient water and food for all guests and employees.
- **Sonesta:** All guests and staff of Sonesta Maho Beach Resort Casino & Spa, Sonesta Ocean Point Resort and Sonesta Great Bay Beach Resort & Casino are safe and unharmed. Resort damage is severe. Guests are currently in on-property 'safe areas' at the resorts. All further reservations from now through the end of 2017 have been cancelled. Guests are in comfortable conditions and are provided with security, food, and water.
- Sonesta Sint Maarten resorts can confirm that Jonathan Falwell, who was an in-house guest of Sonesta Ocean Point Resort contacted Samaritan's Purse, a nondenominational evangelical United States-based Christian organization providing spiritual and physical aid to hurting people around the world, to provide a DC-8 with supplies and a Disaster Assistance Response Team (DART) on Friday, 8 September 2017. Twenty-seven guests, of Sonesta Sint Maarten Resorts, including the elderly, anyone with a medical condition, women and children, were evacuated on that aircraft. In addition, 25 guests of Sonesta Great Bay Beach Resort were evacuated on a United States C130 military aircraft on Friday, 8 September at sundown.
- Further evacuations of guests of Sonesta Great Bay and Sonesta Maho Beach Resort are being planned for today, Saturday, 9 September via a commercial aircraft. This plane is expected to depart for Punta Cana, Dominican Republic. A vessel from the Dutch marines has also docked in St. Maarten to facilitate the arrival of flights in from Curacao, meaning there are more troops and supplies on the ground in Sint Maarten.
- **Westin Dawn Beach:** Suffered significant damage.

Both the French and Dutch governments are sending people to the country along with supplies and vital aid.

St. Eustatius

A few roofs lost, some downed trees, but the island suffered minimal damage by Hurricane Irma. The airport and seaport are both operational, and telephone, internet, electricity and water are also back up.

Turks and Caicos Islands

Governor Dr. John Freeman and Premier Sharlene Cartwright-Robinson given the all-clear. They have said in a joint statement that assessment of the damage is continuing.

The director of Tourism Ramon Andrews reported that Turks and Caicos Islands experienced flooding, some structural damage, roofs that have been blown off, downed trees, no loss of life and all visitors are safe.

Many roads have been flooded and power lines and transformers are down, according to the emergency management agency.

Providenciales International Airport (PLS) is currently closed.

Updates from individual properties in the Turks & Caicos Islands are as follows:

- **Alexandra Resort, Blue Haven Resort and Beach House:** All guests and staff of the three resorts are reported safe and unharmed, and are remaining on property pending further instructions from the authorities on the conditions of roads, electricity and the status of the airport. The resorts have sufficient supplies, food and water to care for all guests in the interim. The resorts sustained some wind and water damage due to the storm, and will be closed for arrivals for 30 days through 8 October.
- **Beaches Turks & Caicos Resort Villages & Spa:** All guests are safe - no power or water yet
- **Gansevoort Turks & Caicos, A Wymara Resort:** All guests are safe, power off and water is temporarily off, phones are out but cell and internet are working
- **La Vista Azul:** All guests are safe - no power or water yet
- **Ocean Club Resorts:** All guests are safe - no power or water yet
- **Ports of Call Resort:** All guests are safe - no power or water yet
- **The Regent Grand:** All staff and guests are safe
- **Sands at Grace Bay:** All is well
- **Seven Stars Resort:** All guests are safe - no power or water yet
- **The Shore Club:** All staff and guests are safe

- **Villa Del Mar:** All guests are safe, power & water off

United States Virgin Islands (St. Croix, St. John and St. Thomas)

The U.S. Virgin Islands Department of Tourism has advised that full assessment on the impact of Hurricane Irma is under way and while St. Croix is getting back to business, visitors are being encouraged not to visit St. Thomas and St. John.

According to commissioner of tourism Beverly Nicholson-Doty, "The island of St. Croix did not receive the full brunt of the storm, and St. Croix's Henry E. Rohlsen Airport received its first commercial flight" a JetBlue flight from San Juan, Puerto Rico on Friday 8 September.

She reported that communication is still limited, there is significant damage to infrastructure in St. Thomas and St. John, and the Cyril E. King Airport on St. Thomas will not be open for commercial traffic before Jose passes the area this weekend.

To ensure everyone's safety, the postponement of all scheduled visits to St. Thomas and St. John is being recommended.

The storm has resulted in four casualties to date on the island of St. Thomas.

The following updates have been shared by individual properties in the U.S. Virgin Islands:

- **The Buccaneer (St. Croix):** Open for business. Facilities are in good shape, but there may be some limitation of services over the next few days.
- **Caneel Bay (St. John):** Complete power outage at the resort.
- **Westin St. John Resort Villas (St. John):** All associates, owners and guests are safe. The resort and the surrounding areas experienced some damage and overall impact is being assessed.
- **Bluebeard's Castle Resort (St. Thomas):** Everyone who was onsite is safe. The property has sustained major damage, which is currently being assessed.
- **Point Pleasant Resort (St. Thomas):** Everyone at the resort is safe, but without power and cell phone service. The team is currently assessing damage, and will share new information when available.
- **Secret Harbour Beach Resort (St. Thomas):** All guests and staff are safe. There is no major structural damage to the buildings. The generator is still working.
- **Sugar Bay Resort & Spa (St. Thomas):** All guests and team members are safe. The damage is being assessed and updated information will be provided when available.
- **Windward Passage (St. Thomas):** Will be closed for six months.

The CTO and CHTA will continue to share updates from member countries in the CTO Storm Watch Centre on <http://www.onecaribbean.org/cto-storm-watch-centre/> as well as on CHTA's website <http://www.caribbeanhotelandtourism.com/knowledge-center/hurricane-center/>.

CTO has activated its CTO Relief Fund through GoFundMe to help families and countries rebuild after hurricanes, with monies raised being sent directly to CTO-member destinations affected by the catastrophic storm. For more information on CTO's Relief Fund or to make a donation, visit www.gofundme.com/hurricane-relief-fund-cto.

Donations through CHTA's Caribbean Tourism Recovery Fund can be made via <http://www.tourismcares.org/caribbean>.

About the Caribbean Tourism Organization

The Caribbean Tourism Organization (CTO), with headquarters in Barbados and offices in New York and London, is the Caribbean's tourism development agency comprising membership of the region's finest countries and territories including Dutch, English, French and Spanish, as well as a myriad of private sector allied members. The CTO's vision is to position the Caribbean as the most desirable, year round, warm weather destination, and its purpose is Leading Sustainable Tourism - One Sea, One Voice, One Caribbean.

Among the benefits to its members the organization provides specialized support and technical assistance in sustainable tourism development, marketing, communications, advocacy, human resource development, event planning & execution and research & information technology.

In addition the CTO, in partnership with the Caribbean Hotel & Tourism Association, jointly and equally owns the Caribbean Tourism Development Company, a marketing and business development entity dedicated to promoting the Caribbean brand worldwide.

The CTO's Headquarters is located at Baobab Tower, Warrens, St. Michael, Barbados BB 22026;

Tel: (246) 427-5242; Fax: (246) 429-3065; E-mail: CTObarbados@caribtourism.com;

The CTO's New York office is located at 80 Broad St., Suite 3302, New York, NY 10004, USA:

Tel: (212) 635-9530; Fax: (212) 635-9511; E-mail: CTOny@caribtourism.com;

The CTO's London office is located at The Quadrant, Richmond, Surrey TW9 1BP, England. Tel: 011 44 208 948 0057; Fax: 011 44 208 948 0067; E-mail: CTOlondon@caribtourism.com.

For more information on the Caribbean Tourism Organization, please visit www.OneCaribbean.org. Get the latest updates and connect with CTO via [Facebook](#), [Twitter](#), [Instagram](#) and [LinkedIn](#).

For further information about the Caribbean Hotel and Tourism Association visit www.caribbeanhotelandtourism.com.



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HURRICANE IRMA – UPDATE 3

BRIDGETOWN, Barbados (11 Sept, 2017) – The Caribbean Tourism Organization (CTO) and the Caribbean Hotel and Tourism Association (CHTA) continue to receive updates from their members in the northern Leeward Islands and the northern Caribbean following the passage of Hurricane Irma.

Following is an update regarding Irma's impact on Caribbean destinations, as well as reports from CHTA-member hotels.

Antigua and Barbuda

Antigua was not impacted minimally by Hurricane Irma with electricity being restored to the capital, St. John's and most parts of the island. The V.C. Bird International Airport opened for all flights on Thursday, 7 September.

On the other hand, Barbuda, with its approximately 1,800 residents, was severely impacted by the hurricane which passed directly over the small island, resulting in one fatality. The prime minister, Gaston Browne said 90 per cent of homes were destroyed. Barbuda's hotel infrastructure was also damaged, but with less than 100 hotel rooms the overall effect on tourism as a whole is minimal.

Updates from individual hotels on Antigua are as follows:

- **Curtain Bluff:** The property emerged from the storm without any damage, and all staff and their families are unharmed. The clean up of the property has begun and communications will soon be restored.
- **Cocos Hotel:** No long term damage.

- **Galley Bay:** Guests are safe. An in-depth assessment of the property will take place on September 21.
- **Hermitage Bay:** A little waterlogged from the swells, otherwise all is well.
- **Jumby Bay Island:** There is no structural damage to any of the resort or homes. A landscaping clean-up will be needed, however. Jumby Bay Island is currently closed as part of its annual maintenance programme and therefore no guests were on the island when Hurricane Irma passed. The reopening remains on schedule for 9 October, 2017.
- **Keyonna Beach Resort:** No long term damage.
- **Pineapple Beach Club:** Guests are safe. Scheduled to welcome guests starting 14 September.
- **St. James Club:** Guests are safe. Scheduled to welcome guests starting 14 September.
- **Verandah:** Guests are safe. Will reopen as scheduled on 14 October after renovations.

Anguilla

Anguillians are breathing a sigh of relief as Hurricane Jose largely bypassed the island, which was under a tropical storm watch on Saturday, 9 September. Islanders are moving swiftly to rebuild. The Clayton J. Lloyd International Airport (AXA) is now open from sunrise to sunset for charters and emergency flights. The Road Bay Port at Sandy Ground has also reopened and can now receive cargo.

The governor and chief minister are continuing to assess the damage, identify priorities, and coordinate the response through the National Emergency Operations Centre. Aid from the United Kingdom in the form of food, water, medical supplies and technical support has begun to arrive on the island. Community volunteers are fully engaged in the massive clean-up campaign, with centres for the collection of debris from the storm established in key areas around the island.

Many properties are still conducting assessments, but following is a brief update from select stakeholders on island. Additional property updates will be issued as they are made available.

Anguilla Resort Hotels

Carimar Beach Club Management and staff are safe and Carimar is standing strong. The garden looks a little worse for the wear and a few doors and windows were damaged. The clean-up has begun and management will advise of the reopening date, now that Jose has passed.

CeBlue Villas & Beach Resort - Staff are safe and the resort had no guests as it was already closed for the season. The villas and resort buildings held up well against the hurricane and they are all structurally sound. The resort has begun the clean up process, and looks forward to welcoming guests for the season.

Fountain Anguilla The Fountain buildings and grounds are structurally intact. A few of the units suffered some damage from debris. Assessment and clean up are under way and the resort is expected to open for the season.

CuisinArt Golf Resort & Spa and The Reef by CuisinArt This property was significantly affected, and engineers are currently assessing the full extent of the damage. The ownership and management have said they are steadfastly committed to restoring, rebuilding and reopening, as

well as doing everything possible to help and support their employees through this most difficult time.

Malliouhana, an Auberge Resort Upon preliminary review there appears to be no major structural damage to the resort. The team is now assessing the extent of the clean up required and will advise on their proposed reopening date.

Quintessence Boutique Resort The property sustained a fair amount of damage, but nothing that can't be repaired. However, the proposed 1 November opening will be delayed.

Zemi Beach House Zemi Beach had closed to guests in advance of the hurricane. The property held strong during the storm and will be able to welcome guests k before long, although the timing is still uncertain.

Anguilla Villas

Neveah Villa This property suffered only cosmetic damage. A clean up of the grounds is under way.

Sunset Homes Properties Spyglass Hill will be ready for reopening on 1 November; Little Butterfly survived intact.

Bird of Paradise Bird of Paradise was designed to withstand r 200 mph winds. There was no structural damage to the buildings or to the roof, nor was there any damage to the contents of the villa.

Anguilla Restaurants

Blanchards received moderate damage and Blanchards Beach Shack is in great shape, requiring just a little clean-up. The owners expect to be able to open both restaurants as soon as the major resorts are open.

daVida Restaurant & Bayside The main restaurant is still intact. However, the canape on the second floor of the loft was lost. The Bar at the Bayside is still intact, but the dining area will be rebuilt. The staff are all safe.

Garveys, Pumphouse and Mango's were devastated, while Dune Preserve, Elvis' Beach Bar, Dolce Vita and Ripples also suffered severe damage. Jacala, Geräud's Patisserie and Grands Vins de France all survived. Johnno's, Dads, and Picante are still standing, but will require some repairs.

The Islands of The Bahamas

The Lynden Pindling International Airport in Nassau is open and international flights are beginning to return to The Bahamas. The remaining airports will resume operations once they have been assessed and cleared for opening by aviation officials.

Additionally, the Port of Nassau reopened on Sunday, 10 September. However, no vessels are expected to arrive until Wednesday, 13 September. All other ports remain closed at this time. Cruise reservation holders should check directly with their cruise provider for updates on departures and itineraries.

There are currently no reports of severe damage to the tourism product throughout the islands.

Below is information on hotel status at this time. Reservation holders should contact properties directly for complete information.

Nassau and Paradise Island

- Atlantis, Paradise Island – open
- Sandals Royal Bahamian – open
- Warwick Paradise Island – Bahamas – open
- Breezes Resort & Spa – Bahamas - Open
- Baha Mar Resort and Casino – open Tuesday, 12 September
- Melia Nassau Beach Resort – open Wednesday, 13 September

The Exumas

- Sandals Emerald Bay – open

British Virgin Islands

The destruction caused by Hurricane Irma in the British Virgin Islands has been devastating, according to a statement from Sharon Flax-Brutus, the director of tourism. With cell phone towers down and power outages, communication to, from and within, the territory has been difficult, impacting the ability to fully assess the damage. The destination has lost entire structures and many homes are without roofs, or have been diminished to mere foundations.

The Government has begun to coordinate humanitarian relief efforts and an initial clean-up operation. The United Kingdom government has sent relief and support.

Updates from individual hotels in the British Virgin Islands are as follows:

- **Anegada Reef:** Anegada is fine.
- **Bitter End Yacht Club:** The hotel was not operational due to annual closure.
- **Guana Island:** Closed at the time All guests and on-island staff are safe .
- **Rosewood Little Dix Bay:** Rosewood Little Dix Bay is currently closed for renovation and therefore no guests were present at the resort.
- **Scrub Island:** All guests and associates are safe.
- **Sugar Mill Hotel:** The hotel has suffered some damage but so far it appears manageable. The restaurant is expected to open as planned on 12 October, 2017 and 14 October for the hotel.

Cuba

Hurricane Irma passed over the northern portion of Cuba. It has been reported that Havana has experienced major flooding, power has been knocked and widespread wind damage has impacted the area. Ten people have died in Cuba, according to state television reports issued on 11 September.

Dominican Republic

Punta Cana International Airport has resumed normal operations following the passage of Hurricane Irma. The area's hotel sector is reporting no major damage. Damaged homes and flooded streets in Cabarete and Sosua have been reported.

Barceló Resorts: Barceló Hotel Group confirmed that all of the brand's resorts in the Dominican Republic are fully operational.

Viva Wyndham Playa Dorada: The hotel is open and operating.

Haiti

Haiti was relatively unscathed. All services remain in operation and the country continues to welcome visitors. Travellers are advised to contact their local travel or booking agent for detailed arrangements about their bookings.

Moulin Sur Mer has advised it was not affected by Hurricane Irma.

Puerto Rico

The Puerto Rico Tourism Company (PRTC) is reporting that major tourism infrastructure and attractions are operational and the island can continue to welcome new visitors. The PRTC said while there have been power outages, many hotels, as well as essential services such as hospitals, have generators and are operational. The majority of hotels throughout mainland Puerto Rico are ready to welcome new guests. Attractions such as parks and beaches are currently being assessed to ensure a committed focus on quick clean up in the coming days.

Flights to and from Luis Muñoz Marín International Airport have resumed. Puerto Rico's port is operational and started receiving ships on 9 September.

Updates from individual hotels in Puerto Rico are as follows:

- **Condado Plaza Hilton:** Minor damage.
- **El Conquistador Resort:** El Conquistador Resort is operational. Las Casitas Village will reopen when electricity is restored.
- **El San Juan Hotel:** The hotel received minimal damage and will reopen as soon as power is restored.
- **Hotel El Convento:** The hotel escaped damage. Operations were due to resume on 11 September.
- **Hyatt House San Juan:** The hotel is open and operating.
- **Hyatt Place Bayamon:** Open and operating.
- **Hyatt Place Manati:** Open and operating.
- **Hyatt Place San Juan City Center:** Open and operating.
- **Hyatt Residence Club Dorado:** Open and operating.
- **InterContinental San Juan:** Business as usual.
- **Rincon Beach:** Open for business.
- **San Juan Water Beach Club Hotel:** Sustained no damage, have full power, and open for business.
- **Wyndham Garden at Palmas del Mar:** Open and operating.
- **Wyndham Grand Rio Mar:** Sustained minimal damage and is currently open.

St. Kitts and Nevis

St. Kitts & Nevis sustained minimal damage overall and both St. Kitts' Robert L. Bradshaw International Airport and Nevis' Vance W. Amory International Airport have reopened.

Hotels in St. Kitts reported no structural damage while Nevis' hotel updates include:

- **Four Seasons Resort Nevis** - The resort is in fine shape.
- **Hermitage Inn** General debris, but no structural damage
- **The Great House and Cottages at Nisbett Plantation Beach Club** in excellent condition. However, there was damage to the Sea Breeze Beach Bar, the decking and the beach.

St. Barthelemy

It has been reported that St. Barth's was heavily impacted by Hurricane Irma which destroyed government buildings and badly damaged private homes. The French government has sent people and supplies to the country to assist with recovery efforts.

St. Maarten (Dutch) / St. Martin (French)

The recovery effort continues. Director of tourism for Dutch St. Maarten Rolando Brison is reporting that Sun Wing has evacuated some visitors to Montreal, Canada, while other guests have also been evacuated. The Princess Juliana International Airport has been receiving flights that are bringing in relief supplies, and evacuating guests. No passengers, including media, are being allowed in at the moment due to a shortage of staff to man the airport. The airport reopened on Sunday 10 September for relief flights after the passage of Hurricane Jose in the region.

Updates from St. Maarten / St. Martin hotels are as follows:

- **Beach Plaza:** Badly damaged
- **Belair Beach Hotel:** Sustained damage and it will take time to repair. Phone service and internet down.
- **Esmeralda Resort:** Hotel 70 per cent destroyed.
- **Hotel Mercure:** Damaged
- **La Vista Hotel:** The Beach building is relatively in decent shape. The roof tiles came off but the roof itself is still there. Some water damage and missing doors and windows.
- **Oyster Bay Beach Resort:** Significant damage.
- **Princess Heights:** Minor damage.
- **Riu Palace St. Martin:** Infrastructures severely affected. All guests and employees are fine.
- **Summit Resort Hotel:** Due to extensive damages, the Summit Resort will remain closed.
- **Westin Dawn Beach:** Suffered significant damage.
- **Sonesta:** Resort damage is severe. All further reservations from now through the end of 2017 have been cancelled.

Both the French and Dutch governments have sent people to the country along with supplies and vital aid.

St. Eustatius

Director of Tourism Charles Lindo says St. Eustatius was spared the worst by Hurricane Irma. Telephone, electricity and internet are back up and both the airport and seaport are open.

Turks and Caicos Islands

The Turks and Caicos Islands Airports Authority (TCIAA) has announced the reopening of the Providenciales International Airport (PLS) for scheduled flights as of 11 a.m. on Monday, 11 September

The department of disaster management and emergencies is currently conducting assessments throughout the islands. Initial reports indicate localized flooding, and damage to roofs and some property but no reports of loss of life. fe.

Several of the hotel properties were scheduled for annual closure PRIOR to Irma; some properties have now elected to remain closed, to assess any damage to their properties and looking to reopen by the beginning to middle of October 2017.

Updates from individual properties in the Turks & Caicos Islands are as follows:

CURRENTLY OPEN

The Palms Resort
Shore Club
Seven Stars

CLOSED One to Two Weeks

Windsong
The Regent Grand
Villa Community

CLOSED FOR TWO Months as of 1 September, 2017

Property
Gansevoort TCI
West Bay Club
Somerset
Point Grace
Royal West Indies
Club Med
Beaches TCI
Parrot Cay (scheduled closer August 26th to November 18th, 2017)

CLOSED FOR ONE Month

The Alexandra Resort
Beach House TCI
Blue Haven
La Vele
Seven Stars
Tuscany
The Sands

United States Virgin Islands (St. Croix, St. John and St. Thomas)

The Virgin Islands Port Authority's Executive Director, David Mapp, provided the following updates regarding the airports and seaports in the US Virgin Islands.

The Henry E. Rohlsen Airport on St. Croix is open and fully operational. American Airlines is expected to resume flights to HERA tomorrow, 12 September. The Cyril E. King Airport on St. Thomas received extensive damage during Hurricane Irma. CEKA is only open to emergency relief

flights. VIPA is currently conducting assessments and cleanup, with a tentative date of 16 September, 2017 to resume daily commercial flights to St. Thomas.

All seaports on St. Croix are open and fully operational. There is currently no seaplane service available. VIPA will announce when service resumes. All seaports in the St. Thomas/St. John district are open. However, service between Cruz Bay, St. John and Red Hook, St. Thomas is limited to daylight hours only.

The following updates have been shared by individual properties in the U.S. Virgin Islands:

St. Croix

- **The Buccaneer:** Open for business. Facilities are in good shape, but there may be some limitation of services over the next few days.
- **Club Comanche Hotel St. Croix:** Open and accepting guests as of Friday, 8 September
- **Hotel Caravelle:** The hotel is open and accepting guests.
- **Hotel on the Cay:** The resort will be accepting guests beginning Tuesday, 12 September

St. John

- **Caneel Bay:** Complete power outage at the resort. Team assessing the damage.
- **Westin St. John Resort Villas:** The resort and the surrounding areas experienced some damage and overall impact is being assessed.

St. Thomas

- **Bluebeard's Castle Resort:** Sustained major damage, .
- **Marriott Frenchman's Reef:** Those planning to visit the hotel should check the news for the most current information. The resort is waiving hotel cancellation and change fees for specific arrival dates. Customers should call 1-800-228-9290 (US) for more information about their reservations. Those in countries outside of the United States seeking information about their reservations should call the Marriott toll-free number in their country.
- **Margaritaville Vacation Club:** Recovery efforts to begin
- **Point Pleasant Resort:** Currently assessing damage, and will share new information when available.
- **Ritz-Carlton, St. Thomas:** Those planning to visit the hotel should check the news for the most current information and amend their travel plans accordingly. The resort is waiving hotel cancellation and change fees for specific arrival dates. Customers should call 1-800-228-9290 (US) for more information about their reservations. Those in countries outside of the United States seeking information about their reservations should call the Marriott toll-free number in their country.
- **Secret Harbour Beach Resort:** No major structural damage to the buildings. The generator is still working.
- **Sugar Bay Resort & Spa:** The damage is being assessed and an update will be provided when available.
- **Windward Passage:** Will close for six months.

The CTO and CHTA will continue to share updates from member countries in the CTO Storm Watch Centre on <http://www.onecaribbean.org/cto-storm-watch-centre/> as well as on CHTA's website <http://www.caribbeanhotelandtourism.com/knowledge-center/hurricane-center/>.

CTO has activated its CTO Relief Fund through GoFundMe to help families and countries rebuild after hurricanes, with monies raised being sent directly to CTO-member destinations affected by the catastrophic storm. For more information on CTO's Relief Fund or to make a donation, visit www.gofundme.com/hurricane-relief-fund-cto.

Donations through CHTA's Caribbean Tourism Recovery Fund can be made via <http://www.tourismcares.org/caribbean>.

About the Caribbean Tourism Organization

The Caribbean Tourism Organization (CTO), with headquarters in Barbados and offices in New York and London, is the Caribbean's tourism development agency comprising membership of the region's finest countries and territories including Dutch, English, French and Spanish, as well as a myriad of private sector allied members. The CTO's vision is to position the Caribbean as the most desirable, year round, warm weather destination, and its purpose is Leading Sustainable Tourism - One Sea, One Voice, One Caribbean.

Among the benefits to its members the organization provides specialized support and technical assistance in sustainable tourism development, marketing, communications, advocacy, human resource development, event planning & execution and research & information technology.

In addition the CTO, in partnership with the Caribbean Hotel & Tourism Association, jointly and equally owns the Caribbean Tourism Development Company, a marketing and business development entity dedicated to promoting the Caribbean brand worldwide.

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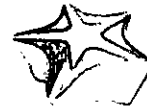
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HURRICANE IRMA – UPDATE 4

BRIDGETOWN, Barbados (13 Sept, 2017) – The Caribbean Tourism Organization (CTO) and the Caribbean Hotel and Tourism Association (CHTA) continue to provide updates from their members in the northern Leeward Islands and the northern Caribbean following the impact Hurricane Irma.

Relief efforts are underway in a handful of the countries and both CTO and CHTA have set-up funds to assist in the efforts. CTO's Relief Fund helps families and countries rebuild after hurricanes. For more information on CTO's Relief Fund or to make a donation, visit www.gofundme.com/hurricane-relief-fund-cto. Donations through CHTA's Caribbean Tourism Recovery Fund can be made via <http://www.tourismcares.org/caribbean>.

Following is an update regarding Irma's impact on Caribbean destinations, as well as reports from CHTA-member hotels.

Anguilla

The Clayton J. Lloyd International Airport (AXA) is open from sunrise to sunset for charters and emergency flights. The Road Bay Port at Sandy Ground is open to receive cargo.

Aid from the United Kingdom in the form of food, water, medical supplies and technical support has been arriving.

Many properties are still conducting assessments, but following is an update from select stakeholders.

Anguilla Resort Hotels

Carimar Beach Club The clean-up has begun and management will advise of the reopening date.

CeBlue Villas & Beach Resort - Resort had no guests during the hurricane as it was already closed for the season. The villas and resort buildings held up well against the hurricane and they are all structurally sound. The resort has begun the clean up process, and looks forward to welcoming guests for the season.

Fountain Anguilla The Fountain buildings and grounds are structurally intact. A few of the units suffered some damage from debris. Assessment and clean up are under way and the resort is expected to open for the season.

CuisinArt Golf Resort & Spa and The Reef by CuisinArt This property was significantly affected, and engineers are currently assessing the full extent of the damage. The ownership and management have said they are steadfastly committed to restoring, rebuilding and reopening, as well as doing everything possible to help and support their employees through this most difficult time.

Malliouhana, an Auberge Resort Upon preliminary review there appears to be no major structural damage to the resort. The team is now assessing the extent of the clean up required and will advise on their proposed reopening date.

Quintessence Boutique Resort The property sustained a fair amount of damage and the proposed 1 November opening will be delayed.

Zemi Beach House Zemi Beach had closed to guests in advance of the hurricane. The property held strong during the storm and will be able to welcome guests before long.

Anguilla Villas

Neveah Villa This property suffered only cosmetic damage. A clean up of the grounds is under way.

Sunset Homes Properties Spyglass Hill will be ready for reopening on 1 November; Little Butterfly survived intact.

Bird of Paradise Bird of Paradise was designed to withstand 200 mph winds. There was no structural damage to the buildings or to the roof, nor was there any damage to the contents of the villa.

Anguilla Restaurants

Blanchards received moderate damage and Blanchards Beach Shack is in great shape, requiring just a little clean-up. The owners expect to be able to open both restaurants as soon as the major resorts are open.

daVida Restaurant & Bayside The main restaurant is still intact. However, the canape on the second floor of the loft was lost. The Bar at the Bayside is still intact, but the dining area will be rebuilt.

Garveys, Pumphouse and Mango's were devastated, while Dune Preserve, Elvis' Beach Bar, Dolce Vita and Ripples also suffered severe damage. Jacala, Geraud's Patisserie and Grands Vins de France all survived. Johnno's, Dads, and Picante are still standing, but will require some repairs.

Antigua and Barbuda

Antigua was impacted minimally and the V.C. Bird International Airport has been open since 7 September.

On the other hand, Barbuda, with its approximately 1,800 residents, was severely impacted by the hurricane which passed directly over the small island. The prime minister, Gaston Browne said 90 percent of homes were destroyed. Barbuda's hotel infrastructure was also damaged, but with less than 100 hotel rooms the overall effect on tourism as a whole is minimal.

Updates from individual hotels on Antigua are as follows:

- **Carlisle Bay:** Resort was closed and did not sustain any significant damage. Will reopen as previously planned on 15 October.
- **Curtain Bluff:** Sustained no damage and is still scheduled to reopen on 28 October as previously planned following a six-month closure for a renovation.
- **Cocos Hotel:** No long term damage
- **Galley Bay:** An in-depth assessment of the property will take place on 21 September
- **Hermitage Bay:** All is well
- **Jumby Bay Island:** There is no structural damage to any of the resort or homes. Jumby Bay Island is currently closed as part of its annual maintenance programme with reopening on schedule for 9 October, 2017.
- **Keyonna Beach Resort:** No long term damage.
- **Pineapple Beach Club:** Scheduled to welcome guests starting 14 September.
- **Sandals Grande Antigua:** Sustained superficial damage but a complete assessment will take place as soon as possible. Due to the impact of Irma and the timing of the previously announced closure for resort maintenance, the resort will remain closed and will reopen on 20 December.
- **St. James Club:** Scheduled to welcome guests starting 14 September.
- **Verandah:** Will reopen as scheduled on 14 October after renovations.

The Islands of The Bahamas

The Bahamas is getting back to business as airports are open in Nassau, Grand Bahama Island and on nearly all Out Islands; international flights resume, including service to some Florida airports; and ports have reopened allowing cruise ships to begin to return.

Parts of the southern islands were more heavily impacted with damage ranging from cosmetic to severe structural damage. Assessment of Ragged Island continues, but other islands, such as Acklins Island, Crooked Island, Inagua and Mayaguana are mostly cleared. Full assessments throughout The Islands of The Bahamas began Monday, and will continue throughout the week.

Bahamasair resumed service into the United States on 12 September, at the following airports: Ft. Lauderdale/Hollywood International Airport; Orlando International Airport; Miami International Airport.

While airlines are operating international flights out of Grand Bahama International Airport, U.S. customs and border pre-clearance is currently unavailable and will be reinstated at a later date.

Out Islands International service has resumed from Exuma International Airport in The Exumas and Marsh Harbour Airport in The Abacos.

The majority of hotel and resorts throughout The Islands of The Bahamas are operating as usual or are expected to reopen on their regularly scheduled dates. Reservation holders are encouraged to contact their respective hotels for more information.

Nassau and Paradise Island hotels received no damage. While many remained open, others are resuming normal operation:

- **Atlantis, Paradise Island and Warwick Paradise Island- Bahamas** remained open during the storm and continue to welcome guests.
- **Sandals Royal Bahamian** – open
- **Breezes Resort & Spa** – Bahamas - Open
- **Baha Mar Resort and Casino** resumed full hotel, casino and retail operations on 12 September.
- **Melia Nassau Beach Resort** is open and resumed full operations on Wednesday, 13 September
- **One & Only Ocean Club** on Paradise Island began welcoming guests as of Wednesday, 13 September.

The Exumas

- **Sandals Emerald Bay** – open

Grand Bahama Island hotels began resuming operations on Wednesday, 13 September.

The Bahamas Ministry of Tourism and Aviation will be releasing updates on islands, hotels and services on Bahamas.com/storms.

British Virgin Islands

As the Government of the British Virgin Islands continues to assess the significant damage sustained during Hurricane Irma, all travellers in need of assistance are encouraged to consult with the BVI Tourist Board office. The priority in the coming days is to ensure that all remaining visitors are safely transported out of the territory.

- **Virgin Gorda:** The tourist board office is located at Virgin Gorda Yacht Harbour. Current hours of operation are 10 a.m. to 2 p.m. Please be reminded that a curfew remains in effect on Virgin Gorda from 6 p.m. to 9 a.m.
- **Tortola:** The tourist board office on Tortola is not currently in operation. While work is being undertaken to get the tourist board office back up and running, those who require assistance on Tortola should visit the National Emergency Operations Centre (NEOC) which is operating out of Peebles Hospital in Road Town.

At these two centres, staff will provide assistance in coordinating departures from the islands. On 11 September, the team on the ground helped American visitors board a ferry to St. Thomas for transportation to Miami via Royal Caribbean and Norwegian cruise ships.

If you are concerned about the wellbeing of a relative or loved one who was in the territory at the time of the storm, please contact bviddmirma@gmail.com. This email account is monitored by the staff of the BVI Department of Disaster Management and will assist with all inquiries. As the country works to restore communications including mobile phone and internet service, this is the most efficient channel to seek information about those remaining in the territory.

Updates from individual hotels in the British Virgin Islands are as follows:

- **Anegada Reef:** Anegada is fine.
- **Bitter End Yacht Club:** The hotel was not operational due to annual closure.
- **Guana Island:** Closed at the time. All guests and on-island staff are safe.
- **Rosewood Little Dix Bay:** Rosewood Little Dix Bay is currently closed for renovation and therefore no guests were present at the resort.
- **Scrub Island:** Part of the Autograph Collection, is closed until further notice.
- **Sugar Mill Hotel:** The hotel has suffered some damage but so far it appears manageable. The restaurant is expected to open as planned on 12 October, 2017 and 14 October for the hotel.

Dominican Republic

Reports indicate the following about hotels in the country:

- **AMResorts** experienced no damage to any properties in the country and all are fully operational
- **Nickelodeon Hotels & Resorts Punta Cana** is fully operational and welcoming guests.
- **Riu Hotels**, which has six hotels in Punta Cana is reporting all Riu hotels in Punta Cana are operating normal services. Two Riu hotels in Puerto Plata have not suffered any significant damage and are fully operational.
- **Barceló Resorts:** Barceló Hotel Group confirmed that all of the brand's resorts in the Dominican Republic are fully operational.
- **Viva Wyndham Playa Dorada:** The hotel is open and operating.

Haiti

Haiti was relatively unscathed. All services remain in operation and the country continues to welcome visitors. Travellers are advised to contact their local travel or booking agent for detailed arrangements about their bookings.

Haiti's **Moulin Sur Mer** has advised it was not affected by Hurricane Irma.

Montserrat

Montserrat reports it has emerged unscathed following the passage of Hurricane Irma. All services continue to operate as normal and the island continues to welcome visitors.

Travellers have been advised to contact their travel agents and tour operators for arrangements and those with travel from Antigua to Montserrat should contact the Tourism Division, Office of the Premier on 664-491 4702/3.

Puerto Rico

Puerto Rico's tourism infrastructure has allowed the island to resume regular operations of hotels, sites and attractions beginning this week. The island is continuing to welcome travellers with

planned vacations in September and beyond, and has also become a transient hub for travellers across the Caribbean.

The Puerto Rico Tourism Company reports that nearly all hotels are operational and are receiving guests.

Marriott hotels including San Juan Marriott, Sheraton Puerto Rico Hotel and AC Hotel by Marriott welcomed approximately 700 guests from St. Thomas, St. Maarten and St. John.

- Wyndham Grand Rio Mar in Rio Grande, has welcomed approximately 300 guests from St. Thomas. Additionally, crew from the St. Thomas air traffic control centre are staying on the property.
- The staff members of FEMA are staying at the InterContinental San Juan

El Conquistador Resort, The Meliá Coco Beach, Hotel El Convento and all Marriott and Hilton properties on the island, among others, are also in full operation, taking reservations for future travellers, and welcoming new guests.

While some power outages are present throughout the island, most of the island has power and the majority of the hotels, as well as essential services on the island such as hospitals and supermarkets, have electric service and are fully operational.

Visitors with questions about travel to Puerto Rico can call the PRTC hotline at 877.976.2400 or call their hotels directly for more information.

Updates from individual hotels in Puerto Rico are as follows:

- **Condado Plaza Hilton:** Minor damage.
- **El Conquistador Resort:** El Conquistador Resort is operational.
- **El San Juan Hotel:** The hotel received minimal damage
- **Hotel El Convento:** The hotel escaped damage and resumed operations on 11 September.
- **Hyatt House San Juan:** The hotel is open and operating.
- **Hyatt Place Bayamon:** Open and operating.
- **Hyatt Place Manati:** Open and operating.
- **Hyatt Place San Juan City Center:** Open and operating.
- **Hyatt Residence Club Dorado:** Open and operating.
- **InterContinental San Juan:** Business as usual.
- **Rincon Beach:** Open for business.
- **Royal Isabel, A Destination Hotel** – Open and accepting guests
- **San Juan Water Beach Club Hotel:** Sustained no damage, have full power, and open for business.
- **Wyndham Garden at Palmas del Mar:** Open and operating.
- **Wyndham Grand Rio Mar:** Sustained minimal damage and is currently open.

St. Maarten (Dutch) / St. Martin (French)

The recovery effort continues in the Franco-Dutch island.

Updates from St. Maarten / St. Martin hotels are as follows:

- **Beach Plaza:** Badly damaged

- **Belair Beach Hotel:** Sustained damage and it will take time to repair. Phone service and internet down.
- **Esmeralda Resort:** Hotel 70 per cent destroyed.
- **Hotel Mercure :** Damaged
- **La Playa Orient Bay:** Severely damaged. The hotel was undergoing a renovation project prior to Irma and due to the impact of the storm the reopening of the hotel is postponed until further notice.
- **La Samanna –** assessing damage but will remain closed for the remainder of the year.
- **La Vista Hotel:** The Beach building is relatively in decent shape. The roof tiles came off but the roof itself is still there. Some water damage and missing doors and windows.
- **Oyster Bay Beach Resort:** Significant damage.
- **Princess Heights:** Minor damage.
- **Riu Palace St. Martin:** Infrastructures severely affected.
- **Summit Resort Hotel:** Due to extensive damage, the Summit Resort will remain closed.
- **Westin Dawn Beach:** Suffered significant damage. As of 11 September, Marriott International has advised the resort is closed until further notice.
- **Sonesta:** All guests who were in-house during the hurricane have now been evacuated. Resort damage is severe. All further reservations from now through the end of 2017 have been cancelled.

Both the French and Dutch governments have sent people to the country along with supplies and vital aid.

Turks and Caicos Islands

Providenciales International Airport (PLS) reopened for scheduled flights on, Monday, 11 September

Several of the hotel properties were scheduled for annual closure prior to Irma; some properties have now elected to remain closed, to assess any damage to their properties and looking to reopen by the beginning to middle of October 2017.

- **Club Med Turkoise:** has been working with the airlines to transport guests home on the first available flights with all guests expected to be home by the end of the week. A full assessment of the resort has not been made and while the island's infrastructure is being restored, the resort is delaying arrival of new guests through 30 September, 2017.
- **Beaches Turks and Caicos** in a statement said the resort will begin accepting guests on 14 December.
- **Alexandra Resort, Blue Haven Resort and Beach House:** The resorts sustained some wind and water damage due to the storm, and will be closed for arrivals through 8 October.
- **Gansevoort Turks & Caicos –** accepting guests starting 1 November
- **The Palms Resort, The Shore Club on Long Bay Beach and Seven Stars Resort & Spa -** open

United States Virgin Islands (St. Croix, St. John and St. Thomas)

Royal Caribbean's Majesty of the Seas arrived in the Charlotte Amalie harbor on 12 September and was expected to depart Wednesday, 13 September at 6 p.m., taking residents and visitors to San Juan port. The American Red Cross and the Government of Puerto Rico are coordinating support on

the ground in San Juan and are helping to rebook flights for passengers who will be arriving on Majesty of the Seas.

Norwegian Sky departed on Sept. 12 and is scheduled to arrive at the Port of Miami on Thursday afternoon.

The Virgin Islands Port Authority's Executive Director, David Mapp advised the Henry E. Rohlsen Airport on St. Croix is open and fully operational with American Airlines flights resuming yesterday, 12 September. The Cyril E. King Airport on St. Thomas received extensive damage. CEKA is only open to emergency relief flights. VIPA is currently conducting assessments and cleanup, with a tentative date of 16 September, 2017 to resume daily commercial flights to St. Thomas.

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- **Caneel Bay:** Complete power outage at the resort. Team assessing the damage.
- **Westin St. John Resort Villas:** The resort and the surrounding areas experienced some damage. As of 11 September, Marriott International has advised the resort is closed until further notice.

St. Thomas

- **Bluebeard's Castle Resort:** Sustained major damage
- **Bolongo Bay Beach Resort:** According to its Facebook page, the resort anticipates welcoming guests on 12 November.
- **Frenchman's Reef & Morning Star Marriott Beach Resort,** As of 11 September, Marriott International has advised the resort is closed until further notice. Those planning to visit the hotel should check the news for the most current information. The resort is waiving hotel cancellation and change fees for specific arrival dates. Customers should call 1-800-228-9290 (US) for more information about their reservations. Those in countries outside of the United States seeking information about their reservations should call the Marriott toll-free number in their country.
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- **Secret Harbour Beach Resort:** No major structural damage to the buildings. The generator is still working.
- **Sugar Bay Resort & Spa:** The damage is being assessed and an update will be provided when available.
- **Windward Passage:** Will close for six months.

Delta Airlines has provided the following updates regarding its service in the region:

Station	Flights Suspended	Flights to Resume
St. Maarten (SXM)	Canceled all flights beginning Wed. Sept. 6	Restart TBD (pending infrastructure assessment)
St. Thomas (STT)	Canceled all flights beginning Wed. Sept. 6	Delta humanitarian flight. Commercial flights to resume Wed. Sept. 13 (pending infrastructure assessment, government approval)
San Juan (SJU)	Canceled all flights beginning Thurs. Sept. 7	Restarted operations Fri., Sept. 8
Punta Cana (PUJ)	No Impact	No Impact
Santiago (STI)	Canceled all flights beginning Wed. Sept. 6	Restarted operations Fri., Sept. 8
Port-au-Prince (PAP)	No impact	No impact
Providenciales (PLS)	Canceled all flights beginning Wed. Sept. 6	Flights to resume as scheduled, Wed. Sept. 13
Nassau (NAS)	Canceled all flights beginning Fri. Sept. 8	Flights resumed Mon. Sept. 11, no further impact
Georgetown/Exuma (GGT)	Will cancel beginning Sat., Sept. 9	Flights to resume as scheduled, Wed., Sept. 13
Marsh Harbor (MHH)	Will cancel beginning Sat., Sept. 9	Flights to resume as scheduled, Sat. Sept. 16
Freeport (FPO)	Will cancel beginning Sat., Sept. 9	Flights to resume as scheduled, Sat., Sept. 16
Havana (HAV)	Canceled flights Sun. Sept. 10	Flights to resume Tues. Sept. 12

JetBlue has advised the following regarding flights:

- **San Juan, Puerto Rico** – operations resumed on Sept. 7
- **Aguadilla, Puerto Rico** - operations resumed on Sept. 8
- **Mercedita, Puerto Rico** – operations resumed on Sept. 8

- **St. Croix, U.S. Virgin Islands** - operations resumed on Sept. 8
- **Antigua** - operations resumed on Sept. 10
- **Nassau** - operations resumed on Sept. 11
- **Havana** - operations resumed on Sept. 13

Following are pending infrastructure assessments:

- **St. Thomas, U.S. Virgin Islands**
- **St. Maarten**
- **Turks & Caicos**
- **Camaguey, Cuba**
- **Santa Clara, Cuba**
- **Holguin, Cuba**

The CTO and CHTA share updates from member countries via www.caribbeantravel.com.

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HURRICANE IRMA – UPDATE 5

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Relief efforts are underway in a handful of the countries and both CTO and CHTA have set-up funds to assist in the efforts. CTO's Relief Fund helps families and countries rebuild after hurricanes. For more information on CTO's Relief Fund or to make a donation, visit www.gofundme.com/hurricane-relief-fund-cto. Donations through CHTA's Caribbean Tourism Recovery Fund can be made via <http://www.tourismcares.org/caribbean>.

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Aid from the United Kingdom in the form of food, water, medical supplies and technical support has been arriving.

Many properties are still conducting assessments, but following is an update from select stakeholders.

Anguilla Resort Hotels

Belmond Cap Juluca: according to a statement on their website, Belmond Cap Juluca will be undergoing renovations as previously disclosed and based on assessment at this time, does not anticipate that it will open before 15 November 2018.

Carimar Beach Club The clean-up has begun and management will advise of the reopening date.

CeBlue Villas & Beach Resort - Resort had no guests during the hurricane as it was already closed for the season. The villas and resort buildings held up well against the hurricane and they are all structurally sound. The resort has begun the clean up process, and looks forward to welcoming guests for the season.

Fountain Anguilla The Fountain buildings and grounds are structurally intact. A few of the units suffered some damage from debris. Assessment and clean up are under way and the resort is expected to open for the season.

CuisinArt Golf Resort & Spa and The Reef by CuisinArt This property was significantly affected, and engineers are currently assessing the full extent of the damage. The ownership and management have said they are steadfastly committed to restoring, rebuilding and reopening, as well as doing everything possible to help and support their employees through this most difficult time.

Malliouhana, an Auberge Resort Upon preliminary review there appears to be no major structural damage to the resort. The team is now assessing the extent of the clean up required and will advise on their proposed reopening date.

Quintessence Boutique Resort The property sustained a fair amount of damage and the proposed 1 November opening will be delayed.

Zemi Beach House Zemi Beach had closed to guests in advance of the hurricane. The property held strong during the storm and will be able to welcome guests before long.

Anguilla Villas

Neveah Villa This property suffered only cosmetic damage. A clean up of the grounds is under way.

Sunset Homes Properties Spyglass Hill will be ready for reopening on 1 November; Little Butterfly survived intact.

Bird of Paradise Bird of Paradise was designed to withstand 200 mph winds. There was no structural damage to the buildings or to the roof, nor was there any damage to the contents of the villa.

Anguilla Restaurants

Blanchards received moderate damage and Blanchards Beach Shack is in great shape, requiring just a little clean-up. The owners expect to be able to open both restaurants as soon as the major resorts are open.

daVida Restaurant & Bayside The main restaurant is still intact. However, the canape on the second floor of the loft was lost. The Bar at the Bayside is still intact, but the dining area will be rebuilt.

Garveys, Pumphouse and Mango's were devastated, while Dune Preserve, Elvis' Beach Bar, Dolce Vita and Ripples also suffered severe damage. Jacala, Geraud's Patisserie and Grands Vins de France all survived. Johnno's, Dads, and Picante are still standing, but will require some repairs.

Antigua and Barbuda

Antigua is reporting it is open for business with excursions, tour operators, restaurants and hotels welcoming visitors.

Restaurants and bars have re-opened including popular beach establishments such as Beach Limers, Coconut Grove, Sheer Rocks, Turners, Darkwood Beach Bar and Restaurant, Trappas, Le Bistro, and the over 150 dining options to choose from in Antigua.

Close to 2,000 of the country's hotel room stock will be available by the end of October for the start of the peak winter season following traditional summer upgrades and renovations throughout resorts. Some of these resorts include Cocobay, Jumby Bay, Curtain Bluff, Carlisle Bay, Hawksbill by Rex Resorts, Heritage Quay Hotel, St. James's Club, The Inn at English Harbor, and Nonsuch Bay. The first properties opening post-upgrades are Pineapple Beach Club and Blue Waters Resort and Spa on 14 September and 21 September respectively. Hotels and resorts that are open year-round are happily welcoming and hosting visitors to Antigua.

Barbuda, with its approximately 1,800 residents, was severely impacted by the hurricane which passed directly over the small island. The prime minister, Gaston Browne said 90 percent of homes were destroyed. Barbuda's hotel infrastructure was also damaged, but with less than 100 hotel rooms the overall effect on tourism as a whole is minimal.

Updates from individual hotels on Antigua are as follows:

- **Blue Waters Resort and Spa:** Resort was closed for upgrades and is reopened on 14 September.
- **Carlisle Bay:** Resort was closed for season. Will reopen as previously planned on 15 October.
- **Cocobay Resort:** Open for business
- **Copper and Lumber Store Hotel:** Open for business.
- **Cocos Hotel:** No long term damage
- **Curtain Bluff:** Sustained no damage and is still scheduled to reopen on 28 October as previously planned following a six-month closure for a renovation.
- **Galley Bay:** An in-depth assessment of the property will take place on 21 September
- **Hermitage Bay:** All is well
- **Jumby Bay Island:** Jumby Bay Island is currently closed as part of its annual maintenance programme with reopening on schedule for 9 October.
- **Keyonna Beach Resort:** No long term damage.
- **Ocean Point Resort and Spa:** Open for business
- **Pineapple Beach Club:** Started welcoming guests 14 September.

- **Sandals Grande Antigua:** The resort will reopen on 17 December after closing for its previously announced resort maintenance project.
- **Siboney Beach Club:** Back to business as usual
- **South Point Antigua:** Currently closed for annual maintenance. Will reopen as planned on 28 October.
- **St. James Club:** Started welcoming guests 14 September.
- **Tradewinds Hotel:** Some damages. Most services have resumed.
- **Verandah:** Will reopen as scheduled on 14 October after renovations.

The Islands of The Bahamas

The Bahamas is getting back to business as airports are open in Nassau, Grand Bahama Island and on nearly all Out Islands; international flights resume, including service to some Florida airports; and ports have reopened allowing cruise ships to begin to return.

Parts of the southern islands were more heavily impacted with damage ranging from cosmetic to severe structural damage. Assessment of Ragged Island continues, but other islands, such as Acklins Island, Crooked Island, Inagua and Mayaguana are mostly cleared.

Bahamasair resumed service into the United States on 12 September, at the following airports: Ft. Lauderdale/Hollywood International Airport; Orlando International Airport; Miami International Airport.

While airlines are operating international flights out of Grand Bahama International Airport, U.S. customs and border pre-clearance is currently unavailable and will be reinstated at a later date.

Out Islands International service has resumed from Exuma International Airport in The Exumas and Marsh Harbour Airport in The Abacos.

The majority of hotels and resorts throughout The Islands of The Bahamas are operating as usual or are expected to reopen on their regularly scheduled dates. Reservation holders are encouraged to contact their respective hotels for more information.

Nassau and Paradise Island hotels received no damage. While many remained open, others are resuming normal operation:

- **Atlantis, Paradise Island and Warwick Paradise Island- Bahamas** remained open during the storm and continue to welcome guests.
- **Sandals Royal Bahamian** – open
- **Breezes Resort & Spa** - Open
- **Baha Mar Resort and Casino** resumed full hotel, casino and retail operations on 12 September.
- **Melia Nassau Beach Resort** is open and resumed full operations on 13 September
- **One & Only Ocean Club** on Paradise Island began welcoming guests as of 13 September.

The Exumas

- **Sandals Emerald Bay** – open

Bimini

- **Resorts World Bimini** will reopen 27 September

Grand Bahama Island hotels began resuming operations on 13 September.

- **Viva Wyndham Fortuna Beach:** Open for business

The Bahamas Ministry of Tourism and Aviation will be releasing updates on islands, hotels and services on Bahamas.com/storms.

British Virgin Islands

In a statement Governor Augustus Jaspert highlighted security, relief and restoration of services to the British Virgin Islands. He said ports were opened to receive food and supplies. He is hoping to open the airport to commercial flights very soon. The full statement is available via <http://bit.ly/2xBYH3F>.

If you are concerned about the wellbeing of a relative or loved one who was in the territory at the time of the storm, please contact bviddmirma@gmail.com. This email account is monitored by the staff of the BVI Department of Disaster Management and will assist with all inquiries. As the country works to restore communications including mobile phone and internet service, this is the most efficient channel to seek information about those remaining in the territory.

Updates from individual hotels in the British Virgin Islands are as follows:

- **Anegada Reef:** Anegada is fine.
- **Bitter End Yacht Club:** The hotel was not operational due to annual closure. Sustained significant damage, according to reports.
- **Guana Island:** Closed at the time.
- **Long Bay Beach Resort and Villas:** The resort is currently closed and suffered extensive damage with assessments being made.
- **Nanny Cay Resort and Marina:** The Marina is reporting that partial power has been restored, and the Water Plant has been fixed.
- **Oil Nut Bay:** The team staying at the resort is safe and secure. The extent of the damage is unknown at this point, and will take time to assess.
- **Peter Island Resort & Spa:** all guests and on-island staff are safe.
- **Rosewood Little Dix Bay:** was previously closed for renovation and now assessing the impact of the storm on the resort.
- **Scrub Island Resort, Spa and Marina, Autograph Collection,** is closed until further notice. Those planning to visit the hotel should check the news for the most current information. The resort is waiving hotel cancellation and change fees for specific arrival dates. Customers should call 1-877-890-7444 (US) for more information about their reservations. Those in countries outside of the United States seeking information about their reservations should call the Marriott toll-free number in their country.
- **Sugar Mill Hotel:** The hotel has suffered some damage but so far it appears manageable. The restaurant is expected to open as planned on 12 October, 2017 and 14 October for the hotel.

Dominican Republic

Reports indicate the following about hotels in the country:

- **AlSol Hotels & Resorts:** All properties under the AlSol Hotels & Resorts umbrella – Sanctuary Cap Cana by AlSol, AlSol Tiara Cap Cana, AlSol Del Mar and AlSol Luxury Village - are open for business, operating as normal.
- **AMResorts** experienced no damage to any properties in the country and all are fully operational
- **Barceló Resorts:** Barceló Hotel Group confirmed that all of the brand's resorts in the Dominican Republic are fully operational.
- **Nickelodeon Hotels & Resorts Punta Cana** is fully operational and welcoming guests.
- **Paradisus Punta Cana:** Open for business
- **Riu Hotels**, which has six hotels in Punta Cana is reporting all Riu hotels in Punta Cana are operating normal services. Two Riu hotels in Puerto Plata have not suffered any significant damage and are fully operational.
- **Sheraton Santo Domingo Hotel:** Open for business.
- **Viva Wyndham Playa Dorada:** The hotel is open and operating.

Guadeloupe

La Toubana Hotel has reported it is reopening at the end of October.

Martinique

Tourism Commissioner Karine Mousseau has advised that the country was not impacted by Hurricane Irma and is providing logistical and humanitarian support. On 11 September, two ships from the Martinique customs division took food and water to Saint Martin. A unit of 39 Martinique firefighters was dispatched on 13 September to assist local efforts--ongoing search and rescue, home safety evaluations and road clearing. The island's population is also participating in a solidarity initiative set up by the Prefecture of Martinique to gather all the individual offers of assistance, from room and board to those left homeless to financial help.

Puerto Rico

Puerto Rico's tourism infrastructure has allowed the island to resume regular operations of hotels, sites and attractions beginning this week. The island is continuing to welcome travellers with planned vacations in September and beyond, and has also become a transient hub for travellers across the Caribbean.

The Puerto Rico Tourism Company reports that nearly all hotels are operational and are receiving guests.

Marriott properties including San Juan Marriott, Sheraton Puerto Rico Hotel and AC Hotel by Marriott welcomed approximately 700 guests from St. Thomas, St. Maarten and St. John.

- Wyndham Grand Rio Mar in Rio Grande, has welcomed approximately 300 guests from St. Thomas. Additionally, crew members from the St. Thomas air traffic control centre are staying on the property.
- The staff members of FEMA are staying at the InterContinental San Juan

El Conquistador Resort, The Meliá Coco Beach, Hotel El Convento and all Marriott and Hilton properties on the island, among others, are also in full operation, taking reservations for future travellers, and welcoming new guests.

Visitors with questions about travel to Puerto Rico can call the PRTC hotline at 877.976.2400 or call their hotels directly for more information.

Updates from individual hotels in Puerto Rico are as follows:

- **Bahia Beach Resort and Golf Club:** Open for business
- **Caribe Hilton:** Open for business.
- **Condado Plaza Hilton:** Minor damage
- **El Canario by the Lagoon:** Open for Business
- **El Conquistador Resort:** El Conquistador Resort is operational.
- **El San Juan Hotel:** The hotel received minimal damage
- **Hotel El Convento:** Open for Business
- **Hotel Miramar:** Open for Business
- **Hyatt House San Juan:** Open and operating.
- **Hyatt Place Bayamon:** Open and operating.
- **Hyatt Place Manati:** Open and operating.
- **Hyatt Place San Juan City Center:** Open and operating.
- **Hyatt Residence Club Dorado:** Open and operating.
- **InterContinental San Juan:** Business as usual.
- **Rincon Beach:** Open for business.
- **Royal Isabel, A Destination Hotel –** Open and accepting guests
- **San Juan Water Beach Club Hotel:** Sustained no damage, have full power, and open for business.
- **Wyndham Garden at Palmas del Mar:** Open and operating.
- **Wyndham Grand Rio Mar:** Sustained minimal damage and is currently open.

St. Barthelemy

It has been reported that St. Barth's Gustav III airport has reopened for commercial operations and is accepting flights from carriers such as Air Antilles (out of Guadeloupe) and Tradewind Aviation (out of San Juan).

Electricity has been restored in Gustavia and St. Jean and the island's water production is back to normal levels.

French president Emmanuel Macron visited the country on Wednesday to assess the damage and bring supplies.

Updates from individual hotels:

- **Cheval Blanc St-Barth Isle De France:** Closed for annual renovation. Expected to open 20 October
- **Le Guanahani:** Will provide updates on reopening date and rebuilding efforts next week.
- **Le Sereno:** Le Sereno has sustained flooding and some damage due to the strong seas and winds, but all the buildings stood strong.

St. Kitts

American Airlines' daily non-stop flights to St. Kitts' Robert L. Bradshaw International Airport from Miami have resumed on 15 September, and the Saturday JFK non-stop service resumes on

Saturday 16 September. Seaborne Airlines' daily non-stop flights to St. Kitts from San Juan also resumes on 16 September. All hotels and resorts are fully operational and the Park Hyatt St. Kitts remains on schedule to debut November 1.

Cruise lines have resumed scheduled port calls to St. Kitts, with passengers from The Carnival Fascination enjoying the island's various attractions and activities last Friday. Over the course of the next week, a total of four vessels are scheduled to dock at Port Zante, including Royal Caribbean's Allure of the Seas on September 21. With the arrival of the Carnival Magic on September 20, St. Kitts expects to welcome its one millionth passenger this year. A historic first for the island, the occasion also raises St. Kitts to marquee port status.

St. Martin (French)

The president of the Collectivité of Saint-Martin, Mr. Daniel Gibbs made the following remarks about the situation since the passage of Hurricane Irma:

"Phase 1 of the post-hurricane organization consisted of managing the urgency in terms of taking care of the wounded, sick or distressed, but also the tourists by organizing the evacuation from the island. The second task was the security of the territory by the massive arrival of French military and police forces. The first phase is accomplished and the security of the territory is under control.

The Collectivité of Saint Martin is now working with its partners on Phase 2 on the post-hurricane organization which consists of:

- Cleaning up debris, bulky items and waste transported by the hurricane
- Distribution of water, food and materials to the population
- Rehabilitation of water, sanitation and electricity networks.

Most of the tourists have departed the country. A group of experts are expected to arrive and evaluate the hotels, residences and guest houses to help in the rebuilding of the tourism infrastructures.

The meeting with French President Emmanuel Macron on Tuesday, 12 September, gave an opportunity to President Gibbs to explain the urgent needs of the community, particularly in terms of reconstruction of the territory, helping the population and businesses to restart a normal life, through accompanying measures that will be defined within the partnership established between the State and the Collectivité.

Phase 3 has already been the subject of in-depth work by the president and his teams with two major objectives:

- An effortless support of Saint Martiners and a rapid and sustainable reconstruction and development of the territory in order for Saint-Martin to regain a rapid economic activity.

President Gibbs and his team will do everything in their power to restore the territory's attractiveness and warmly thanks all the tourism partners and operators around the world who are supporting us in this difficult time and are still willing to assist us in promoting the destination in order for Saint-Martin to become again one of the most appreciated destinations in the Caribbean region."

St. Maarten and St. Martin Hotels

- **Beach Plaza:** Badly damaged
 - **Belair Beach Hotel:** Sustained damage and it will take time to repair. Phone service and internet down.
 - **Belmond La Samanna** – According to a statement on its website, Belmond La Samanna has assessed the damages and at this time does not anticipate opening until at least April 2018.
 - **Esmeralda Resort:** Hotel 70 per cent destroyed
 - **Grand Case Beach Club:** Grand Case Beach Club suffered significant damage that will take some time to repair and rebuild, possibly up to a year to have the hotel back to normal.
 - **Hotel Mercure :** Damaged
 - **La Playa Orient Bay:** Severely damaged. The hotel was undergoing renovation prior to Irma and due to the impact of the storm the reopening is postponed until further notice.
 - **La Vista Hotel:** The Beach building is relatively in decent shape. The roof tiles came off but the roof itself is still there. Some water damage and missing doors and windows.
 - **Oyster Bay Beach Resort:** Significant damage.
 - **Princess Heights:** Minor damage.
 - **Riu Palace St. Martin:** Infrastructures severely affected.
 - **Sea Palace Resort:** Damage to the hotel was extensive. They anticipate the hotel will remain closed to visitors for several months.
 - **Sonesta:** All guests who were in-house during the hurricane have now been evacuated. Resort damage is severe. All further reservations from now through the end of 2017 have been cancelled.
 - **Summit Resort Hotel:** Due to extensive damage, the Summit Resort will remain closed.
 - **Westin Dawn Beach:** Suffered significant damage. Marriott International has advised the resort is closed until further notice.

Turks and Caicos Islands

Providenciales International Airport (PLS) reopened for scheduled flights on, Monday, 11 September

Several of the hotel properties were scheduled for annual closure prior to Irma; some properties have now elected to remain closed, to assess any damage to their properties and looking to reopen by the beginning to middle of October 2017.

- **Amanyara:** Opening 1 October 1
- **Beach Enclave:** Plan to reopen 18 November
- **Beaches Turks and Caicos** Accepting guests on 14 December.
- **Club Med Turkoise:** A full assessment of the resort has not been made and while the island's infrastructure is being restored, the resort is delaying arrival of new guests through 30 September, 2017.
- **Alexandra Resort, Blue Haven Resort and Beach House:** The resorts sustained some wind and water damage due to the storm, and will be closed for arrivals through 8 October.
- **COMO Parrot Cay Resort:** Opening 19 November
- **Gansevoort Turks & Caicos, A Wymara Resort** – accepting guests starting 1 November
- **Grace Bay Club:** Opening 1 October

- **La Vista Azul:** No power or water yet
- **Meridian Club:** Opening 1 November
- **Ocean Club Resorts:** Opening 12 October
- **Point Grace:** Opening 20 October
- **The Palms Resort, The Shore Club on Long Bay Beach and The Sands** – sustained no major structural damage only extensive landscaping and some water damage. The resorts are closed to allow repair and clean up. The Palms and Sands will reopen 23 September and The Shore Club will reopen 30 September.
- **Seven Stars Resort & Spa** – open
- **Regent Grand:** Initial assessments show the resort to be structurally intact and in need of cosmetic repairs. Pending final damage assessments.
- **Royal West Indies:** Opening 6 October
- **Sibonne Boutique Hotel:** Opening 3 October
- **Somerset on Grace Bay:** Assessments are still being made
- **Tuscany/Venetian:** Opening 1 October
- **Villa Del Mar:** Opening 1 October
- **West Bay Club:** Opening 1 October
- **Windsong:** Opening 24 September

United States Virgin Islands (St. Croix, St. John and St. Thomas)

The Virgin Islands Port Authority's Executive Director, David Mapp advised the Henry E. Rohlsen Airport on St. Croix is open and fully operational with American Airlines flights resuming on 12 September. All seaports on St. Croix are open and fully operational.

Mapp said on Friday 15 September that commercial flights will resume at the Cyril E. King Airport on St. Thomas once the Transportation Security Administration (TSA) is fully functional. Damage to the roof is preventing TSA from operating its equipment and repairs were hampered further by today's heavy rains.

Local officials will meet with TSA and the airlines Sunday in order to determine when normal operations will resume, he said.

Humanitarian and military flights are scheduled for this weekend. Scheduled charter flights from major airlines are expected to begin Monday.

Those with travel reservations are advised to contact their airline for updates on schedule changes. Effective the night of September 13: The curfew on St. Thomas and St. John has been reduced to 6:00 p.m. to 10:00 a.m.

The USVI department of tourism is requesting the postponement of all scheduled visits to St. Thomas and St. John.

New York Governor Andrew M. Cuomo toured hurricane-ravaged areas of St. Thomas on 15 September and announced at a news conference afterward that his state is providing support with 100 National Guard troops, 30 state troopers, humvees and a vehicle called a "gator", which can access areas difficult to reach.

The following updates have been shared by individual properties in the U.S. Virgin Islands:

St. Croix

- **The Buccaneer:** Open for business. Facilities are in good shape, but there may be some limitation of services over the next few days.
- **Club Comanche Hotel St. Croix:** Open for business
- **Divi Carina Bay:** Open for business
- **Frederiksted Hotel:** Open for business
- **Hotel Caravelle:** The hotel is open and accepting guests.
- **Hotel on the Cay:** Open for business
- **Renaissance Carambola:** Open for business
- **Sand Castle on the Beach Hotel:** Open for business
- **Sugar Beach Condo Resort:** Open for business
- **Tamarind Reef Resort:** Open for business

St. John

- **Caneel Bay:** Will be closed for the remainder of 2017 and further updates for 2018 will become available in due course.
- **Estate Lindholm:** Anticipates a 1 November reopening
- **Westin St. John Resort Villas:** The resort and the surrounding areas experienced some damage. Marriott International has advised the resort is closed until further notice. Those planning to visit the hotel should check the news for the most current information. The resort is waiving hotel cancellation and change fees for specific arrival dates. Customers should call 1-800-228-9290 (US) for more information about their reservations. Those in countries outside of the United States seeking information about their reservations should call the Marriott toll-free number in their country.

St. Thomas

- **Bluebeard's Castle Resort:** Sustained major damage
- **Bolongo Bay Beach Resort:** Currently looking to reopen second or third week of December as the resort is housing people in need and a multitude of workers trying to help the island.
- **Frenchman's Reef & Morning Star Marriott Beach Resort,** Marriott International has advised the resort is closed until further notice. Those planning to visit the hotel should check the news for the most current information. The resort is waiving hotel cancellation and change fees for specific arrival dates. Customers should call 1-800-228-9290 (US) for more information about their reservations. Those in countries outside of the United States seeking information about their reservations should call the Marriott toll-free number in their country.
- **Margaritaville Vacation Club:** Club Wyndham Reservations advises that all four St. Thomas resorts will be closed until 10 October, including Margaritaville Vacation Club, Bluebeard's Beach Club, WorldMark St. Thomas and Elysian Beach Resort.
- **Point Pleasant Resort:** Some resort buildings sustained damage but most of the villas are ready for occupancy. The larger issue, however, is that the resort and a large portion of the island are without power and water. At this time, all reservations due to arrive through 15 October are cancelled. Depending on when utilities are restored, this may be altered.
- **Ritz-Carlton, St. Thomas:** Marriott International has advised the resort is closed until further notice. Those planning to visit the hotel should check the news for the most current

information and amend their travel plans accordingly. The resort is waiving hotel cancellation and change fees for specific arrival dates. Customers should call 1-800-228-9290 (US) for more information about their reservations. Those in countries outside of the United States seeking information about their reservations should call the Marriott toll-free number in their country.

- **Secret Harbour Beach Resort:** No major structural damage to the buildings. The generator is still working.
- **Sugar Bay Resort & Spa:** The damage is being assessed and an update will be provided when available.
- **Windward Passage:** Will close for six months.

Delta Airlines has provided the following updates regarding its service in the region:

Station	Flights Suspended	Flights to Resume
St. Maarten (SXM)	Canceled all flights beginning Wed. Sept. 6	Restart TBD (pending infrastructure assessment).
St. Thomas (STT)	Canceled all flights beginning Wed. Sept. 6	Delta humanitarian flight. Commercial flights to resume Wed. Sept. 13 (pending infrastructure assessment, government approval)
San Juan (SJU)	Canceled all flights beginning Thurs. Sept. 7	Restarted operations Fri., Sept. 8
Punta Cana (PUJ)	No Impact	No Impact
Santiago (STI)	Canceled all flights beginning Wed. Sept. 6	Restarted operations Fri., Sept. 8
Port-au-Prince (PAP)	No impact	No impact
Providenciales (PLS)	Canceled all flights beginning Wed. Sept. 6	Flights to resume as scheduled, Wed. Sept. 13
Nassau (NAS)	Canceled all flights beginning Fri. Sept. 8	Flights resumed Mon. Sept. 11, no further impact
Georgetown/Exuma (GGT)	Will cancel beginning Sat., Sept. 9	Flights to resume as scheduled, Wed., Sept. 13
Marsh Harbor (MHH)	Will cancel beginning Sat., Sept. 9	Flights to resume as scheduled, Sat. Sept. 16
Freeport (FPO)	Will cancel beginning Sat., Sept. 9	Flights to resume as scheduled, Sat., Sept. 16
Havana (HAV)	Canceled flights Sun. Sept. 10	Flights to resume Tues. Sept. 12

JetBlue has advised the following regarding flights:

- **San Juan, Puerto Rico** – operations resumed on Sept. 7
- **Aguadilla, Puerto Rico** - operations resumed on Sept. 8
- **Mercedita, Puerto Rico** – operations resumed on Sept. 8

- **St. Croix, U.S. Virgin Islands** - operations resumed on Sept. 8
- **Antigua** - operations resumed on Sept. 10
- **Nassau** - operations resumed on Sept. 11
- **Havana** – operations resumed on Sept. 13

Following are pending infrastructure assessments:

- **St. Thomas, U.S. Virgin Islands**
- **St. Maarten**
- **Türks & Caicos**
- **Camaguey, Cuba**
- **Santa Clara, Cuba**
- **Holguin, Cuba**

The CTO and CHTA share updates from member countries via www.caribbeantravel.com.

About the Caribbean Tourism Organization

The Caribbean Tourism Organization (CTO), with headquarters in Barbados and offices in New York and London, is the Caribbean's tourism development agency comprising membership of the region's finest countries and territories including Dutch, English, French and Spanish, as well as a myriad of private sector allied members. The CTO's vision is to position the Caribbean as the most desirable, year round, warm weather destination, and its purpose is Leading Sustainable Tourism - One Sea, One Voice, One Caribbean.

Among the benefits to its members the organization provides specialized support and technical assistance in sustainable tourism development, marketing, communications, advocacy, human resource development, event planning & execution and research & information technology.

In addition the CTO, in partnership with the Caribbean Hotel & Tourism Association, jointly and equally owns the Caribbean Tourism Development Company, a marketing and business development entity dedicated to promoting the Caribbean brand worldwide.

The CTO's Headquarters is located at Baobab Tower, Warrens, St. Michael, Barbados BB 22026; Tel: (246) 427-5242; Fax: (246) 429-3065; E-mail: CTObarbados@caribtourism.com;

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For more information on the Caribbean Tourism Organization, please visit www.OneCaribbean.org. Get the latest updates and connect with CTO via [Facebook](#), [Twitter](#), [Instagram](#) and [LinkedIn](#).

For further information about the Caribbean Hotel and Tourism Association visit www.caribbeanhotelandtourism.com.



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HURRICANE MARIA UPDATE 1

BRIDGETOWN, Barbados (21 Sept, 2017) – The Caribbean Tourism Organization (CTO) has received the following updates from member countries regarding the passage of Hurricane Maria, currently a category 3 hurricane in the northern Caribbean.

Dominica

A clearer picture is beginning to emerge of Hurricane Maria's devastation of Dominica. Yesterday evening (20 September), the principal to Prime Minister Roosevelt Skerrit shared photographs – including the first of the prime minister since the storm (meaning the images are genuine and can be used). Images can be accessed via <http://bit.ly/2fkfxgl>.

Prime Minister Roosevelt Skerrit posted on his Facebook page that Canefield Airport is open and the largest aircraft that can land is the Twin Otter until 15 minutes after sunset.

The prime minister confirmed 15 dead so far.

Nevis

The following Nevis hotels have provided updates:

- **Montpelier Plantation & Beach** received no damage from Hurricanes Irma and Maria and will reopen on 8 October.
- **Nisbet Plantation Beach Club** the staff is safe and will reopen its doors to guests on 4 October. Guests with reservations through 3 October are being contacted to reschedule visits. Vegetation impacted by wind and rain, no structural damage to the buildings but the beach bar did sustain damage.

Puerto Rico

The Luis Muñoz Marín International Airport has been receiving military and rescue flights today. Very limited commercial flights will be arriving to the island tomorrow, Friday, Sept. 22nd – specifically five American Airlines flights (from Miami and Philadelphia). Delta and JetBlue are considering resumption of limited service on Saturday.

U.S. Virgin Islands (St. Croix, St. John and St. Thomas)

Speaking to reporters Thursday evening, Governor Kenneth E. Mapp called for a united community effort to help rebuild the Territory following Wednesday morning's arrival of Hurricane Maria, which significantly impacted St. Croix and worsened conditions in the hurricane-affected district of St. Thomas-St. John, which includes Water Island.

Based on the Governor's aerial flyover of St. Croix earlier in the day, the western and southwestern portion of the island received the greatest damage from Maria's forceful winds and water. Much of the island's power distribution has been compromised.

The Governor reported that the Virgin Islands Port Authority believes the Ann E. Abramson Marine Facility pier in Frederiksted, St. Croix's deep water, cruise ship facility, withstood the barrage of wind and storm surge. The condition of the island's Henry E. Rohlsen Airport is still being assessed, but the runway has been cleared.

Governor Juan F. Luis Hospital and Medical Center in St. Croix has been breached, and efforts are underway to evacuate all patients from the facility to the U.S. mainland. Persons with special needs in shelters will be similarly evacuated. Approximately 600 individuals are currently being housed in shelters across the Territory.

The Department of Tourism continues to encourage travellers to postpone trips to the islands at this time as it further evaluates the damage caused by the hurricanes and coordinates evacuation efforts.

Communication throughout the Territory is limited, and the Department of Tourism is in the process of collecting information from tourism stakeholders.

To assist with the recovery and reconstruction of the U.S. Virgin Islands, please visit www.usvirecovery.org.

Updates from hotels in the U.S. Virgin Islands are as follows:

St. Croix

- **Divi Carina Bay Beach Resort & Casino** guests and staff are safe, the power never went out at the resort, but the grounds did sustain some damage from Hurricane Maria's heavy rain and wind. Currently assessing the situation to determine next steps in the recovery process.
- **Caravelle Hotel & Casino** received ground floor flooding and some damage, which is currently being assessed. The hotel is operational as no rooms were flooded. No online bookings are available at this time, so travelers must call the hotel. The hotel will be accommodating relief workers shortly and will provide an update when it will be accepting additional guests.
- **Hotel on the Cay** survived Hurricane Maria will be accommodating first responders and Air National Guard who are assisting the island's recovery. Guests are asked to check back for reservations beyond the next 30 days.
- **The Buccaneer** has been spared major damage. Guests and staff are safe.
- **Sand Castle On The Beach** most of the structures suffered only minor damage and cleanup is underway. No accepting reservations until essential services are restored.

St. John (Reflects updates from Irma and Maria)

- **Caneel Bay:** Will be closed for the remainder of 2017 and further updates for 2018 will become available in due course.
- **Estate Lindholm:** Anticipates a 1 November reopening based on Hurricane Irma's impact
- **Westin St. John** had minimal impact from Hurricane Maria. Still cleaning up from Hurricane Irma. As previously report, Marriott International has advised the resort is closed until further notice. The resort is waiving hotel cancellation and change fees for specific arrival dates. Customers should call 1-800-228-9290 (US) for more information about their reservations. Those in countries outside of the United States seeking information about their reservations should call the Marriott toll-free number in their country.

St. Thomas (Reflects updates from Irma and Maria)

- **Point Pleasant Resort:** Following the passage of Maria, the staff is safe but the resort sustained some damage. The resort and a large portion of the island are still without power and water. Suggest guests cancel all reservations due to arrive through 15 November.
- **Sugar Bay Resort & Spa:** As of 18 September, the resort is closed and an opening date has not been set.
- **Windward Passage:** As of 18 September, the resort is closed until further notice
- **Margaritaville Vacation Club:** Club Wyndham Reservations advises that all four St. Thomas resorts will be closed until 10 October, including Margaritaville Vacation Club, Bluebeard's Beach Club, WorldMark St. Thomas and Elysian Beach Resort.
- **Ritz-Carlton, St. Thomas:** Marriott International has advised the resort is closed until further notice. Those planning to visit the hotel should check the news for the most current information and amend their travel plans accordingly. The resort is waiving hotel cancellation and change fees for specific arrival dates. Customers should call 1-800-228-9290 (US) for more information about their reservations. Those in countries outside of the United States seeking information about their reservations should call the Marriott toll-free number in their country.
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- **Bolongo Bay Beach Resort:** Currently looking to reopen second or third week of December as the resort is housing people in need and a multitude of workers trying to help the island.

CTO has activated its CTO Relief Fund (a 501 (c) 3) through GoFundMe to help families and countries rebuild after hurricanes, with monies raised being sent directly to CTO-member destinations affected by the catastrophic storm. For more information on CTO's Relief Fund or to make a donation, visit www.gofundme.com/hurricane-relief-fund-cto.

The latest location, projected path of Hurricane Maria and warnings/watches can be viewed on the [National Hurricane Center](#).

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CARIBBEAN



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HURRICANE MARIA UPDATE 2

BRIDGETOWN, Barbados (23 Sept, 2017) – The Caribbean Tourism Organization (CTO) and the Caribbean Hotel and Tourism Association (CHTA) have received the following updates from member countries and hotels regarding the impact of Hurricane Maria.

British Virgin Islands

The British Virgin Islands did not take a direct hit from Maria although the territory did experience high wind and rain. The BVI Tourist Board and government officials are still completing their full assessments.

For those who wish to support the critical rebuilding efforts following the devastation of Hurricane Irma earlier this month, please visit: <http://pledgeling.us/bvi> or text "BVI" to 707070.

- **Nanny Cay Resort & Marina** some additional (minimal) damage to the property and boats. Maria's approach slowed the rebuilding process, but it accelerated the removal of debris from the property. Work continues to stabilize the infrastructure, creating new office space, fixing roofs, getting IT, including Internet access, fully operational, etc.

Dominica

The air and sea ports are functional post Hurricane Maria. The Eastern Caribbean Civil Aviation Authority has cleared the Douglas Charles Airport for operation. The Canefield Airport is open although the tower has been impacted. Traffic Management is therefore operated by hand-held radio. The Woodbridge Bay Seaport is open to receive cargo and ferry boats.

The prime minister, Roosevelt Skerri has indicated that he received the assurance of his Canadian counterpart Justin Trudeau that the Canadian Frigate St. John's will arrive Dominica "around Sunday to assist with initial assessment and support".

Dominican Republic

It has been reported that Hurricane Maria has flooded some parts of the northern Dominican Republic as it brought a lot of rain and high winds. Operations resumed at Punta Cana International Airport yesterday.

- **Iberostar Hotels and Resorts** has reported that all six hotel in the country (Punta Cana and Bavaro) are fully operational, did not suffer damage and have returned to normal operations.

Guadeloupe

The archipelago was spared a direct hit by **Hurricane Maria**, however the five islands experienced strong winds and heavy rain, especially in the south of Basse Terre, Les Saintes, and Marie Galante. Occasional flooding occurred in localized areas of Pointe-à-Pitre, Grande Terre.

There was no infrastructural damage, but there were two deaths.

Guadeloupe's Pole Caraibe Airport suffered only minimal damage and is 100 per cent operational with air traffic resuming.

"Hotels are up-and-running and suffered only minor damage," said, Daniel Arnoux, CEO of the Des Hotels et Des Iles Group.

Martinique

Martinique was spared a direct hit by Hurricane Maria on 18 September. The following hotels have provided updates:

- **La Suite Villa** - no damage and it is business as usual.
- **Le Courbaril Village** - no damage

Montserrat

Montserrat was spared by Hurricane Maria, although a few properties lost roofs and shingles. Some electrical poles are down, however the Montserrat Utilities Limited is working to restore power to the entire island, with electricity already restored to more than 90 per cent. Air services have been fully restored and the ferry service was due to recommence last evening, 22 September. Montserrat remains open for business.

Puerto Rico

Jose Izquierdo, executive director of the Puerto Rico Tourism Company, stated: "The safety and security of everyone on the island, including all of our visitors, is our biggest priority in the aftermath of Hurricane Maria.

We're working closely with other state and federal government agencies and collaborating with our industry partners to identify immediate needs across the island.

We are confident that Puerto Rico will quickly recover and the resiliency and strength of our people will get us through the days ahead.

We came together not long ago to help our Caribbean neighbors post-Irma, and it is this generosity, the hospitality of our people, and the beauty of our island that are at the essence of the Puerto Rican spirit and what will get us through these challenging times.”

Recent travel updates:

- The Luis Muñoz Marín International Airport is now open to commercial flight traffic.
- A few airlines are already operating limited schedules. Most are looking to resume operations today, 23 September.
- Cruise ports remain closed at this time.

All travellers should contact their airlines and accommodations directly for specific information.

Travellers who are thinking of visiting Puerto Rico should visit www.seepuertorico.com for updated travel information.”

The following hotels have provided updates on their status:

- **El Canario By The Lagoon** suffered no damage. However, there is no power or water, which means the resort is closed until services are restored.
- **Hotel Miramar** continues to take care of guests
- **Hilton Hotels** issued a statement indicating assessments are being made with focus on the guests and team members. Hilton properties on Puerto Rico are no longer taking new reservations through 30 September. The Condado Plaza Hilton, El San Juan Hotel, Curio Collection by Hilton and Embassy Suites by Hilton Dorado del Mar Beach Resort are currently closed. Hilton properties in Puerto Rico, the Dominican Republic and the Bahamas are waiving cancellation fees for travellers with reservations arriving through 30 September. Guests are asked to call 1-800-Hiltons for information.
- **Dorado Beach, A Ritz-Carlton Reserve** is currently closed due to Hurricane Maria.. Cancellation and change fees are being waived for specific arrival dates. Travellers are asked to call 1-800-228-9290 for more information about their reservations.
- **Hyatt Hotels** - Hotel operations and communications at Hyatt hotels in Puerto Rico have been impacted by Hurricane Maria, and therefore, Hyatt hotels in Puerto Rico have currently suspended normal hotel operations and are not accepting reservations for stays prior to 15 October at Hyatt Place and Hyatt House hotels and 22 October at Hyatt Hacienda del Mar. Hyatt hotels in Puerto Rico will waive all cancellation fees and refund all pre-paid reservations for stays during this period.
- **La Concha Hotel, A Renaissance Resort** is focusing on fixing damage to public areas. In the meantime, the reservations systems are temporarily closed for certain dates in order to prepare to welcome guests again.
- **Olive Boutique Hotel** guests and staff members are safe. Olive did not suffer any structural damage and is using its generator and water reserve
- **The Ritz-Carlton, San Juan Hotel, Spa & Casino** is currently closed. The hotel is waiving cancellation and change fees for specific arrival dates and suggests customers call 1-800-228-9290 for more information about their reservations.

- **The St. Regis Bahia Beach Resort, Puerto Rico** is currently closed. The hotel is waiving cancellation and change fees for specific arrival dates and suggests customers call 1-888-625-4988 for more information about their reservations.
- **W Retreat & Spa - Vieques Island** is currently closed. The hotel is waiving cancellation and change fees for specific arrival dates and suggests customers call 1-888-625-4988 for more information about their reservations.
- **Wyndham Grand Rio Mar Puerto Rico Golf & Beach Resort** is currently assessing the storm's impact and will remain closed until further notice. The resort is relaxing cancellation policies so guests with future reservations may cancel or rebook for a later date without penalty. Updates will be provided via <http://www.wyndhamriomar.com/hurricane-maria-updates.aspx>.

St. Kitts & Nevis

St. Kitts is reporting that initial assessments have been completed and the island is resuming normal operations, as it was fortunate to escape major damage from the passage of Hurricane Maria.

All hotels in St. Kitts are fully operational and those properties that do not engage in regular seasonal closures are open and servicing guests. St. Kitts' Robert L. Bradshaw International Airport (SKB) reopened and began welcoming flights on 20 September. The Port Zante cruise pier did not sustain damage and St. Kitts is scheduled to welcome two vessels today (23 September) – Carnival Cruise Line's Carnival Fascination and Royal Caribbean's Adventure of the Seas. Park Hyatt remains on track to debut in November.

The following properties have provided updates:

- **Four Seasons Resort Nevis** reports power has been restored throughout the resort and phone lines are working.
- **Montpelier Plantation & Beach** received no damage from Hurricane Irma or Maria and will reopen on 8 October.
- **Mount Nevis Hotel & Beach Club** received no damage and it is business as usual.
- **Nisbet Plantation Beach Club** will reopen its doors to guests on 4 October. Guests with reservations through 3 October are being contacted to reschedule visits. Vegetation impacted by wind and rain, no structural damage to the buildings but the beach bar did sustain damage.
- **Ocean Terrace Inn** has no property damage and remains open and operating for guests."

U.S. Virgin Islands (St. Croix, St. John and St. Thomas)

Governor of the U.S. Virgin Islands Kenneth E. Mapp has announced that commercial flights at Cyril E. King International Airport are expected to resume on a limited basis towards the middle or end of next week.

Officials are preparing the St. Thomas airport for humanitarian or mercy flights. Additional work is still required at Henry E. Rohlsen Airport on St. Croix, and the government is working with cruise partners to transport some residents to Florida towards the end of next week.

Governor Mapp and Commissioner of Tourism Beverly Nicholson-Doty will meet with members of the business community in both U.S. Virgin Islands districts next week to discuss the readiness of the territory to welcome visiting cruise passengers in 30 days.

The curfew currently in place in the St. Thomas-St. John district has been reduced by one hour, and will be enforced from 6 p.m. to 9 a.m. daily. The four-hour suspension (between noon and 4 p.m.) of St. Croix's 24-hour curfew will be repeated on today, September 23, allowing residents to perform essential tasks such as refueling or picking up supplies from distribution centres or businesses that are open during that time.

The Department of Tourism continues to encourage travellers to postpone trips to the islands at this time.

To assist with the recovery and reconstruction of the U.S. Virgin Islands, please visit www.usvirecovery.org.

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American Airlines

American Airlines was due to resume partial operations to San Juan, Puerto Rico yesterday, 22 September, with five roundtrip flights, including four roundtrips from/to Miami and one roundtrip from/to Philadelphia.

The planes will also deliver supplies and transport additional American team members who are travelling to the island for the resumption of operations at SJU.

Operations remain suspended to Providenciales, Turks and Caicos Islands; St. Croix, and St. Thomas, U.S. Virgin Islands and St. Maarten.

American has also issued a travel alert, which allows customers whose travel plans are impacted by Hurricane Maria to rebook without change fees. Visit aa.com/travelalerts for details.

British Airways

British Airways reports that all services are returning to normal and does not anticipate any further disruption. British Airways flies to Bermuda, Nassau, Providenciales, Grand Cayman, Antigua, Punta Cana, Cancun, St Kitts, St Lucia, Grenada, Barbados and Tobago and Trinidad

Delta has issued a travel waiver for flights to the Dominican Republic and Puerto Rico through 30 September and must be reissued on or before 7 October. Flights to Turks and Caicos Islands through 31 October must be reissued on or before the end of ticket eligibility, with rebooked travel to begin no later than 31 October 2018. Info [here](#).

Southwest Airlines has issued a waiver on flights through 30 September to San Juan and Punta Cana. Info [here](#).

United Airlines is waiving the change fee and any difference in fare on new flights departing through 7 October. Rescheduled travel must be completed within one year from the date when the ticket was issued. Info [here](#).

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**RECOVERY AND REBUILD TO BE FOCUS OF SPECIAL SESSION AT
THE STATE OF THE TOURISM INDUSTRY CONFERENCE**

~ Three-hour session on Thursday 12 October is designed to explore and examine the issues and key recommendations to be considered as the Caribbean rebuilds after Hurricanes Irma and Maria

BRIDGETOWN, Barbados, (25 September, 2017) – In the wake of the catastrophic impact of Hurricanes Irma and Maria on some member countries, the Caribbean Tourism Organization (CTO) is adding a special session to the upcoming State of the Tourism Industry Conference (SOTIC) in Grenada, that will focus on how to recover and rebuild after a major disaster.

The three-hour session on Thursday 12 October is designed to explore and examine the issues and key recommendations to be considered as the Caribbean rebuilds after the monstrous category five storms, in particular, or other natural disasters it might face in the future.

It will focus on the economic cost of the disasters, including potential impact on gross domestic product, employment, the cost to rebuild and recovery time.

Delegates will hear from leading experts in disaster preparedness and mitigation, recovery, airport development and maintenance, airlines, telecommunications and travel, as well as representatives of the hotel sector and member countries that have experienced, and recovered from, major catastrophes.

“This is the time when not only do we have to focus on the state of the industry as we know it today, but because of the really strong hurricanes that have affected our region this year we have to focus a great deal of attention as well on our economic recovery as an entire region and how to rebuild with the resilience and structural integrity to protect ourselves in the future,” the CTO’s secretary general Hugh Riley said.

Following the session a report will be produced to guide governments and stakeholders on how to move forward in this difficult time.

The State of the Tourism Industry Conference, which has as its theme, **Supercharging the Caribbean Brand: Meeting the Needs of the New Explorers**, is being organised by the CTO in collaboration with the Grenada Tourism Authority and Grenada's ministry of tourism, and will be held from 10-13 October at the Radisson Grenada Beach Resort. The conference will be preceded by business meetings on 9 and 10 October.

Key conference sessions include Infusing Dynamism in Caribbean Tourism, Who are the New Explorers, Business Models that Rock, Turning Our Waters Into Goldmines - Investing in the Blue Economy, Active Engagement: Riding the Technological Wave, and Spicing Up the Caribbean Brand.

The highly anticipated tourism youth congress and a Stakeholders Speak Out session are also part of the programme.

For further details on the conference, including how to register, please visit

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**SUPER BOWL WINNER DORSEY LEVENS TO KEYNOTE CTO STATE OF THE
TOURISM INDUSTRY CONFERENCE**

*~ The American footballer will discuss how to beat the odds and become a champion when he
addresses the 10-13 October conference in #PureGrenada ~*



(BRIDGETOWN, Barbados) 26 September, 2017 – A man who overcame adversity – and the odds – to lead his team to the championship in American football, will share some of the secrets on what it takes to get up and succeed after being knocked down, when he addresses the Caribbean Tourism Organization (CTO)'s State of the Tourism Industry Conference (SOTIC) in Grenada next month.

Super Bowl winner Dorsey Levin will keynote the 10-13 October event, described by secretary general Hugh Riley as likely to be the most important conference ever organised by the CTO.

"I will focus on rapid rebound and will also touch on how to take control of life without excuses and how to navigate successfully through stressful situations and keep moving forward. I would like nothing more than to motivate and inspire delegates to get back on track after the damage caused by the hurricanes," Levens said.

Speaking on the conference theme, **Supercharging the Brand: Meeting the Needs of the New Explorers**, the Super Bowl champion will address subjects such as breaking through the pain, what it takes to win against all odds, the true value of teamwork, tackling fierce competition, what it takes to get up after being knocked down, and the will to be number one.

"Mr. Levens has demonstrated throughout his career how to rebound from adversity and win against all odds," Mr. Riley said. "Our members will welcome him as our keynoter for his sheer determination and valuable insights into what it takes to emerge stronger from the challenges that we face on the way to becoming winners."

In both his collegiate and professional life as an athlete, Mr. Levens developed a reputation for defeating the odds. He set a school record as a running back after sitting out a year due to a knee injury, and despite being considered a marginal pick – he was chosen 149th overall in the 1994 National Football League draft – he would go on to lead his Green Bay Packers to its first championship in 29 years in 1996.

Levens' current entertainment roles and accomplishments include writing and serving as executive producer for *Bell Rung*, an insightful documentary focused on bringing to light the long-term effects and life-altering health issues suffered by many former professional football players, and co-writing and serving as the executive producer of *Stripped*, a hit stage play. Recently he has appeared in Tyler Perry's hit stage play *Madea On The Run*, Tyler Perry's sitcom *For Better Or Worse*, and British comedy *Gridiron UK*. Film credits also include *We Are Marshall* and *Three Can Play That Game*.

Mr. Levens has recently joined The Empowerhouse Group as senior sports consultant, presenting The BioCode System, described by the group as an innovative coaching programme that provides simple yet powerful tools to develop stronger, more confident leaders and empowers the way leaders work and live.

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CARIBBEAN



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HOTEL & TOURISM
ASSOCIATION

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POST HURRICANES CARIBBEAN UPDATE #1

BRIDGETOWN, Barbados (30 Sept, 2017) – The Caribbean Tourism Organization (CTO) and the Caribbean Hotel and Tourism Association (CHTA) continue to receive updates from member countries and hotels regarding the recovery and rebuilding efforts following the impact of Hurricanes Irma and Maria in the northern Caribbean and Leeward Islands.

The CTO Relief Fund (a 501 c3) helps families and countries rebuild after hurricanes, with monies raised being sent directly to CTO-member destinations affected by the hurricanes. To make a donation, visit www.gofundme.com/hurricane-relief-fund-cto.

Donations through CHTA's Caribbean Tourism Recovery Fund can be made via <http://www.tourismcares.org/caribbean>.

Anguilla

The government has announced that recovery from Hurricane Irma is proceeding at an extraordinary pace. Phone and internet communications have been restored to most parts of the island. Roads and beaches have been cleared, there are no longer queues at petrol stations, and grocery stores are well provisioned. Many local restaurants have reopened, along with a number of hotels that are housing relief workers and UK government officials. Significant progress is also being made on the restoration of the electricity grid; power lines to many villages on the central line through Crocus Hill and The Valley have been restored in the three weeks following Irma.

Chief Minister, Victor Banks, has announced that plans are in place for the expansion of the Clayton J. Lloyd International Airport (AXA) and the reconstruction of the Blowing Point ferry terminal.

The British government has indicated that in short order they will be responding to the need to expand the airport. A team from the British Corps of Royal Engineers will oversee the project to extend the runway by 600 feet from its current 5,400 feet. The airport will remain open to private and commercial aircraft during this planned expansion period.

In the aftermath of Hurricane Irma, the terminal at Blowing Point will be demolished. Architectural plans have already been commissioned for the design and construction of the new facility. Construction is expected to begin shortly, at which point a more detailed timeline will be provided.

Seaborne Airlines has also announced the resumption of service between Anguilla and San Juan beginning today, 30 September, departing San Juan at 12:10pm to arrive in Anguilla at 1:15pm and departing Anguilla at 1:45pm to arrive in San Juan at 2:50pm

N.B. Seaborne Airlines also announced on its Facebook page that it will resume service today, 30 September to Antigua, St. Kitts and Nevis, and to St Thomas on 2 October.

Anguilla latest hotel updates

- **Carimar Beach Club:** Grand re-opening is planned for 21 December.
- **CuisinArt Golf Resort & Spa:** As assessment continues, it is anticipated the resort will remain closed for restoration through the summer of 2018.
- **Four Seasons Resort & Residences Anguilla:** will not reopen before the end of 2017.
- **Frangipani Beach Resort:** annual opening date has been pushed back to December 2017

British Virgin Islands

The British Virgin Islands Tourist Board remains focused on rebuilding a stronger territory and tourism product and officials on the ground are continuing their full assessment of the tourism industry, and will share updates as they become available.

As of 29 September, there are several charter operators that have announced they will be operating during the winter 2017/2018 season including:

- The Moorings: December 2017
- Marine Max Vacations: December 2017
- Festiva Sailing: December 2017
- Horizon Yacht Charters: January 2018

“Through the BVI Ports Authority, we are on a fast track towards the restoration of Tortola Pier Park’s cruise and shopping facility with a targeted date of reopening at least 50 per cent of retail and food and beverage stores by 1 November,” Mark Vanterpool, the minister of communications and works said.

A majority of the hotels in the territory are currently closed and will share updates after more extensive assessments in the coming weeks.

Nearby Cyril E. King Airport (STT) in St Thomas reopened on 28 September, and BVI ferry companies (Road Town Fast Ferry and Native Son) have resumed operations between the islands allowing BVI Islanders, residents and work permit holders to return to the country.

For those who wish to support the critical rebuilding efforts following the hurricanes' devastation, please visit: <http://pledging.us/bvi> or text "BVI" to 707070 to donate to the BVI Recovery Fund.

Dominica

The ferry company L'Express Des Iles has resumed service between Dominica and Saint Lucia. While there is no service today, 30 September, beginning tomorrow there will be daily service through to Friday 6 October, although there will be return service only tomorrow 1 October and Friday 6 October. On the remaining days, service will be one way only, either from or to Dominica.

The government has announced that Calls may fax and telephone landline services are back up in the northern town of Portsmouth, and that the main Princess Margaret Hospital continues to function, along with most of the major type 3 healthcare centres on island. However, it says only some of the wards are currently functional and occupied, water and electricity have been partially restored and only emergency/life-saving surgical procedures are being performed..

Latest hotel updates:

- **Fort Young Hotel:** Closed. No word yet on a possible reopening date.
- **Secret Bay Dominica:** Damage assessments are under way and an update is expected soon on restoration of grounds and structures.
- **Rosalie Bay Resort - A nature and Wellness Resort -** Once communication is restored, updates will be provided as they become available.

Cuba

Minister of tourism Manuel Marrero Cruz is quoted by the official Granma newspaper as saying Cuba will be ready for the high tourist season without a trace of Hurricane Irma. The minister met with 160 tour operators last week at Varadero's Plaza América convention centre.

He said power, water, and communications were restored in 100 per cent of the country's tourist resorts, including the northern Santa María, Coco and Guillermo keys, and that tourism facilities in the territories of Guantánamo, Santiago de Cuba, Granma, Cienfuegos, Mayabeque, Artemisa, and Pinar del Río, did not suffer any damage, and have been operating without any difficulties.

He described the damage suffered by facilities in Sancti Spiritus, especially in the north, Las Tunas, the northern coast of the province of Holguín, and Camagüey, as minor, while the damage in Havana and Varadero as minimal.

According to Granma, the minister said of the 18 hotels located on Cayo Coco and Cayo Guillermo, the latter of which suffered less damage, 14 will be fully recovered by 1 November, while the local airport will also be fully operational, and in better condition than before the hurricane struck. The remaining four hotel facilities will be completely restored to reopen their doors by 15 November.

The minister explained that all extra-hotel activities in Cayo Coco will be restored and back in operation between 15 and 20 October, including its marina, dolphinarium, glass tower, and beach huts, and that hotels on Cayo Santa María are expected to be fully operational by 15 November.

Of the 52 hotels in the country's main tourist destination of Varadero, all except five are open, and the minister said: "By 30 October, there will not be a trace of the hurricane in Varadero."

He reported a 50 per cent drop in arrivals in September due to the hurricane, but through 22 September, the country had received 3.6 million tourists, 24 per cent higher than the corresponding period last year.

Puerto Rico

The Puerto Rico Tourism Company (PRTC) said it continues to work with state and federal government agencies and is collaborating with industry partners to assess the impact of Hurricane Maria.

The resumption of normal flight operations at Luis Muñoz Marín International Airport (SJU) is being delayed for safety reasons due to radar functionality limitations impacting the number of arrivals and departures. The airport is operational again but on a limited schedule from 7 a.m. to 5 p.m. until further notice. There are approximately twelve commercial flights scheduled daily. International flights have not yet been authorized. Airport authorities are working closely with the Federal Aviation Administration (FAA) to resolve this situation while ensuring safe operations.

The following airports are operational and offering limited service:

- Rafael Hernández Airport (Aguadilla)
- Mercedita Airport (Ponce)
- José Aponte de la Torre Airport (Ceiba)
- Fernando Luis Ribas Dominicci Airport (Isla Grande)
- Antonio Rivera Rodríguez Airport (Vieques)

Travellers should contact airlines directly for the most up-to-date information specific to each traveller's circumstances.

The following ports are open with restrictions (daylight transit only):

- Guayanilla
- Tallaboa
- Salinas
- San Juan Harbor
- Fajardo
- Culebra
- Vieques
- Guayama

The following hotels are closed, therefore they are not taking new reservations until further notice. Contact the hotel directly for rebooking.

- Dorado Beach, a Ritz-Carlton Reserve
- W Retreat & Spa in Vieques
- Gran Meliá

- Coral by the Sea Hotel
- Wyndham Grand Rio Mar Beach Resort & Spa (planning to reopen at the end of the year)
- Royal Isabela

The following hotels are open, but are not taking new reservations prior to 15 October:

- Hyatt Place San Juan
- Hyatt House San Juan
- Verdanza Hotel

The following hotels are open, but are not taking new reservations prior to 22 October:

- Hyatt Hacienda del Mar (Dorado)
- Hotel El Convento
- Sheraton Puerto Rico Hotel & Casino
- Condado Vanderbilt Hotel
- AC Hotel by Marriott San Juan Condado
- La Concha Resort
- InterContinental San Juan in Isla Verde
- San Juan Marriott Resort & Stellaris Casino
- The Wave Hotel
- Holiday Inn Express San Juan Condado Hotel by IHG
- Canario Boutique Hotel
- Coral Princess Hotel
- At Wind Chimes Boutique Hotel
- Best Western Condado Palm Inn & Suites
- Comfort Inn San Juan
- Hotel Miramar
- Hotel Villa Montaña & Spa

The following hotels are not accepting existing or new reservations through 31 October:

- Caribe Hilton
- The Condado Plaza Hilton
- Embassy Suites by Hilton Dorado del Mar Beach Resort
- Embassy Suites by Hilton San Juan Hotel & Casino
- Hilton Ponce Golf & Casino Resort
- Hampton Inn & Suites San Juan
- El San Juan Hotel, Curio Collection by Hilton
- DoubleTree by Hilton Hotel San Juan

- El Conquistador, a Waldorf Astoria Resort (no longer accepting existing or new reservations through 31 December)

PRTC has a travellers' support center which is accessible by calling 787-522-5960 or [Live Chat](#).

Donations can be made via www.unitedforpuertorico.com. Updates can be viewed via www.seepuertorico.com.

St. Barthelemy:

Latest hotel updates:

- **Eden Roc** has advised that due to the damage caused by Hurricane Irma, the hotel's reopening, planned for October after its annual closure, is postponed until further notice.
- **Hotel Christopher St Barth**: currently closed with no reopening date set.
- **Hotel Le Toiny**: currently closed with no reopening date set.
- **Le Guanahani**: currently closed with a reopening set for Summer 2018.

St. Maarten (Dutch)

Minister of Aviation Mellissa Arrindell-Doncher told *The Daily Herald* this week that the management of Princess Juliana International Airport was still carrying out in-depth assessments of the internal and external facilities, the majority of which suffered heavy to severe damage. The minister estimated the airport would not be back at full operation capacity "in all its glory" for another 35 weeks, but would be able to function optimally much sooner than that.

The entire airport perimeter fencing was destroyed and all four jet bridges sustained substantial structural damage. The swing cabs were blown off all four bridges and all metal entrance doors attached between the bridges and the terminal building were blown in.

All runway and taxiway lights and precision approach path indicators were destroyed. The shoulders and a section of the runway were under water due.

The majority of the roof was destroyed in the terminal building exposing the terminal to outdoor elements with water found on all four levels of the terminal.

There is no official date for the resumption of commercial flights into St. Maarten, according to the minister.

Latest hotel updates:

- **Royal Islander Club**: Hotel and insurance adjusters are assessing the full extent of the damage. Royal Islander Club La Plage and La Terrasse will be closed through the end of 2017.
- **Coral Beach Club / Oyster Bay Beach Resort**: Oyster Bay Beach Resort and the sister property Coral Beach Club are currently closed until the completion of repairs
- **Sonesta Resorts**: Suffered significant damage from Hurricane Irma. Started to process refunds for 2017 reservations with refunds issued progressively based on the date of travel. Refunds will continue through 31 March, 2018.
- **Westin St. Maarten Dawn Beach**: currently closed.

St. Martin (French)

- **Alamanda Resort**: Will reopen for Autumn 2018
- **Belmond La Samanna**: does not anticipate opening until at least April 2018.
- **La Playa - Orient Bay**: currently closed

Turks & Caicos Islands

The Turks and Caicos Islands (TCI) is making a strong and speedy recovery following the passage of Hurricane Irma. Hurricane Maria did little to delay the rebuilding, and additional damage was minimal across most of the TCI's eight inhabited islands.

Providenciales, which is the most developed of the islands and where 90% of the population lives, is on a steady path to complete restoration in the coming days, with additional islands in the archipelago close behind.

Currently, water and power have been restored in Providenciales, North & Middle Caicos and South Caicos with needs being addressed on other islands. All roads on these islands have been cleared and as of 23 September, Providenciales International Airport and Grand Turk International airport were back to full operation and all flights in and out have resumed.

Many hotels and resorts are already welcoming guests, including Seven Stars, The Atrium, Caribbean Paradise Inn, Grace Bay Suites, The Sands and Somerset and Windsong.

Additional hotels have set opening dates that run now through the end of the year as follows:

- 30 September 30: The Shore Club, The Palms, Regent Grand, Grace Bay Club
- 1 October: West Bay Club, Villa Del Mar, The Venetian, The Tuscany, Reef Residences
- 5 October 5: Gansevoort
- 12 October: Ocean Club West
- 16 October: Coral Gardens
- 20 October: Amanya
- 1 November: Blue Haven, Beach House, Royal West Indies, Meridian Club
- 15 November: Alexandra Resort
- 20 November: Ocean Club
- 25 November: Ports of Call
- 30 November: Club Med
- TBD November: Point Grace
- 14 December: Beaches
- TBD December: Sail Rock

Shops and restaurants are also largely open and welcoming local guests and visitors through their doors.

U.S. Virgin Islands (St. Croix, St. John and St. Thomas)

Governor Kenneth E. Mapp reported that St. Thomas' Cyril E. King Airport opened to commercial flights as planned on Thursday, with both American Airlines and Delta Air Lines operating services to the mainland United States.

The restoration of power, he added, was "inching its way forward", while the Federal Emergency Management Agency, working with local counterparts, was progressing with its provision of water to homes.

The governor said cruise ships would like to return to St. Thomas and St. Croix as soon as 15 October, but that late October is a more realistic target. A formal announcement from the cruise lines and the U.S. Virgin Islands Government is expected next week.

Several businesses that serve cruise ship passengers are prepared to welcome visitors. Pash Daswani, President of the India Association, stated that association members who own Charlotte Amalie businesses are fully operational.

Commissioner Beverly Nicholson-Doty said the cruise lines have requested a status report on beaches and other attractions in the U.S. Virgin Islands, and that representatives would soon visit to assess sites in the territory so they can start scheduling cruise calls.

The West Indian Company Limited (WICO), which manages St. Thomas' main cruise pier, was largely undamaged by the storm, according to WICO CEO Clifford Graham.

The official website to donate to the U.S. Virgin Islands recovery effort is usvirecovery.org. Department of Tourism updates are available via www.usviupdate.com.

Latest hotel information is as follows:

- **Divi Carina Bay Beach Resort & Casino:** The resort will be closed until the end of the year. Please contact the resort via email at EC@divicarina.com for reservations booked directly on the website or by phone.
- **Renaissance St. Croix Carambola Beach Resort & Spa:** The resort is closed until further notice. Marriott International has established a resource line for those looking for information about guests and associates who may have been impacted by the hurricane and for information regarding existing reservations. The number is (866) 211-4610. For those calling outside the U.S. and Canada, the number is +1 402-390-3265. The resource line is staffed from 7:00 a.m. to 10:00 p.m. (ET).
- **Sand Castle On The Beach:** Cannot accept reservations until essential services are restored.
- **Sugar Bay Resort Club & Resort:** currently closed.
- **The Ritz-Carlton, St. Thomas:** The resort is currently closed. It is waiving hotel cancellation and change fees for specific arrival dates and customers should call 1-800-228-9290 for more information about their reservations. Those in countries outside of the United States seeking information about their reservations should call the Marriott toll-free number in their country.
- **The Westin St. John:** will remain closed throughout 2017.
- **Margaritaville St. Thomas:** closed until 10 October
- **Bluebeard's Castle Resort:** closed until 10 October
- **Elysian Beach Resort:** closed until 10 October
- **World Mark St. Thomas - Elysian Beach Resort:** closed until 10 October
- **Cottages by the Sea:** Accepting reservations after 1 October
- **Bolongo Bay Beach Resort:** Anticipates reopening second to third week of December
- **Caneel Bay:** closed for the remainder of 2017. Further updates for 2018 will become available in due course.
- **The Palms At Pelican Cove:** currently closed and assessing damage
- **The Buccaneer:** guests who are scheduled to arrive before November are advised to reschedule or cancel with no hotel penalty.
- **Club Comanche Hotel:** reopened 26 September
- **Estate Lindholm:** Will reopen 1 December

- **Gallows Point Resort:** Plans to be open for guests by Thanksgiving and fully operational by Christmas Eve. Guests who previously booked reservations during this time may reschedule or cancel their trip without penalty before 15 December.
- **Emerald Beach Resort:** not taking hotel guests until mid-November
- **Frenchman's Reef & Morning Star Marriott Beach Resort:** currently closed. Hotel cancellation and change fees for specific arrival dates will be waived. Customers should call 1-800-228-9290 for more information about their reservations. Those in countries outside of the United States seeking information about their reservations should call the Marriott toll-free number in their country.
- **Lindbergh Bay Hotel and Villas:** currently being assessed.
- **Point Pleasant Resort:** Not accepting reservations for arrival through 15 November.
- **Secret Harbour Beach Resort:** closed and not taking reservations at this time. An update will be provided 10 October.
- **Windward Passage:** closed until further notice.

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For further information about the Caribbean Hotel and Tourism Association visit www.caribbeanhotelandtourism.com.



FOR IMMEDIATE RELEASE

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IBM TO PRESENT AT REGION'S PREMIER TOURISM INDUSTRY GATHERING
~ The technology company's global industry leader will be part of a panel that focuses on how the rapid rise of technology is pushing the travel industry to be more creative in engaging visitors and enhancing the experience ~

BRIDGETOWN, Barbados (2 October, 2017) – The American multinational technology company IBM will present at the Caribbean Tourism Organization (CTO)'s State of the Tourism Industry Conference (SOTIC) which opens in Grenada next week.

IBM's global industry leader responsible for hospitality and travel related services, Greg Land, will be part of a panel which explores ways in which the Caribbean can use technology creatively to enhance the visitor experience and successfully sell destinations.

As part of his presentation Mr. Land will focus on Watson, IBM's artificial intelligence (AI) platform, and how Caribbean destinations and businesses can utilise AI in decision making and to engage visitors.

The session, entitled, **Active Engagement: Riding the Technological Wave**, will also include presentations by Amrita Gurney, the head of marketing at CrowdRiff, a Canadian visual marketing platform used by tourism brands, and Oliver Gale, the founder of Bitt, a Barbados-based financial company that uses blockchain technology for online money transfers using any form of currency.

This session runs from 9:00 a.m. to 10:15 a.m. on Friday 13 October, the final day of the conference, which will have Super Bowl winner Dorsey Levin as the keynote speaker.

"I will focus on rapid rebound and will also touch on how to take control of life without excuses and how to navigate successfully through stressful situations and keep moving forward. I

would like nothing more than to motivate and inspire delegates to get back on track after the damage caused by the hurricanes," Levens said.

The conference has as its theme, **Supercharging the Brand: Meeting the Needs of the New Explorers**, and in the wake of the catastrophic impact of Hurricanes Irma and Maria on some member countries, the CTO is adding a special session to the SOTIC programme that will focus on how to recover and rebuild after a major disaster.

The four-hour session on Thursday 12 October is designed to explore and examine the issues and key recommendations to be considered as the Caribbean rebuilds after the monstrous category five storms, in particular, or other natural disasters it might face in the future.

It will focus on the economic cost of the disasters, including potential impact on gross domestic product, employment, the cost to rebuild and recovery time.

The State of the Tourism Industry Conference is being organised by the CTO in collaboration with the Grenada Tourism Authority and Grenada's ministry of tourism, and will be held from 10-13 October at the Radisson Grenada Beach Resort. The conference will be preceded by business meetings on 9 and 10 October.

Other key conference sessions include Infusing Dynamism in Caribbean Tourism, Who are the New Explorers, Business Models that Rock, Turning Our Waters Into Goldmines - Investing in the Blue Economy, and Spicing Up the Caribbean Brand.

The highly anticipated tourism youth congress and a Stakeholders Speak Out session are also part of the programme.

For further details on the conference, including how to register, please visit <http://sotic.onecaribbean.org/>.

- ENDS -

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**C&W BUSINESS JOINS FORCES WITH THE
REGION'S PREMIER TOURISM CONFERENCE**

*~ The region's leading business solutions provider comes on as a gold sponsor of the State of the
Tourism Industry Conference in Grenada. ~*

BRIDGETOWN, Barbados (9 October, 2017) – C&W Business, part of the Cable & Wireless Communications Group (C&W), a Liberty Global Company, joins forces the region's premier tourism gathering, the State of the Tourism Industry Conference (#SOTIC2017).

C&W Business has come on as gold sponsor of the event organised by the Caribbean Tourism Organization (CTO) in #PureGrenada from 10-13 October.

The CTO's secretary general Hugh Riley said with technology influencing travel now more than ever before, it was fitting that the telecommunications company would throw its support behind the conference at this time.

"Technology has become an integral part of travel and plays an important role in decision-making as people make travel plans. Whether it's virtual reality or social media, or simply facilitating communication between the traveller and family and friends back home, there is little that influences travel today as much as technology does," Mr. Riley said.

"The CTO is proud to welcome C&W Business as a gold sponsor for our State of the Tourism Industry Conference in Grenada. This year's conference is one of our most important yet as many of our members and faithful partners are recovering from two of the most destructive hurricanes ever to affect our region. There has hardly ever been a time when examining the state of Caribbean tourism and plotting its future was more urgent than right now and it is fitting that C&W Business should join us in this journey."

In addition to hosting the luncheon of the CTO ministers, commissioners and directors of tourism, during the conference C&W Business will participate in the panel discussion focused on the steps to rebuild tourism, as well as showcase its comprehensive portfolio of solutions that enable hospitality organisations of any size to achieve their goal.

“Most of our markets depend on tourism to drive their economies,” Garry Sinclair, President of C&W Caribbean said, “as such we invest in world-leading business solutions technology that enables the hotel and tourism sector to provide products and services that are on par with international standards, meets customers’ changing life-style needs and enhances their visitor experience. This ultimately attracts more business to the region.”

SOTIC, which has as its theme **Supercharging the Caribbean Brand: Meeting the Needs of the New Explorers**, is the preeminent educational forum for Caribbean hospitality and tourism professionals. This year’s conference is being organised by the CTO in collaboration with the Grenada Tourism Authority and Grenada’s ministry of tourism, and will be held from 10-13 October at the Radisson Grenada Beach Resort. The conference will be preceded by business meetings on 9 and 10 October.

Key conference sessions include Infusing Dynamism in Caribbean Tourism, Who are the New Explorers, Business Models that Rock, Turning Our Waters Into Goldmines - Investing in the Blue Economy, and Spicing Up the Caribbean Brand.

The highly anticipated tourism youth congress and a Stakeholders Speak Out session are also part of the programme.

For further details on the conference, including how to register, please visit <http://sotic.onecaribbean.org/>.

Other SOTIC LIAT, JetBlue, Radisson Grenada Beach Resort, Caribbean Hotel & Tourism Association, Silver Sands Grenada, Grenada Airports Authority, Grenada Hotel & Tourism Association, Kimpton Kawana Bay, St. George’s University, Caribbean Airlines, British Airways, Netherlands Insurance, Spice Island Beach Resort, Grenlec, National Lottery Authority, Port Louis Grenada, FLOW, Mt. Cinnamon, Le Phare Bleu, Sandals La Source, Coyaba, Bryden & Minors, Real Value, Waggy T Rentals, Belmont Estate, Prickly Bay Marina, Clarkes Court, the Marketing & National Importing Board, Grenada Marine, the Grenada Industrial Development Corporation, River Antoine, Huggins, Independence Agencies, Grenada Breweries and Glenelg.

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Among the benefits to its members the organization provides specialized support and technical assistance in sustainable tourism development, marketing, communications, advocacy, human resource development, event planning & execution and research & information technology.

In addition the CTO, in partnership with the Caribbean Hotel & Tourism Association, jointly and equally owns the Caribbean Tourism Development Company, a marketing and business development entity dedicated to promoting the Caribbean brand worldwide.

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For more information on the Caribbean Tourism Organization please visit www.OneCaribbean.org. Get the latest CTO updates on Twitter at <http://www.twitter.com/ctotourism>. Connect with CTO on Facebook at <http://www.facebook.com/CaribbeanTourismOrganization>. Follow CTO on Instagram at <https://www.instagram.com/ctotourism/>.



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POST HURRICANES CARIBBEAN UPDATE #2- 6 NOVEMBER, 2017

LONDON, UK (6 Nov., 2017) – As member countries of the Caribbean Tourism Organization (CTO) affected by the recent hurricanes Irma and Maria reopen for business, the CTO presents this update, which includes data provided by our partner, OAG, the leading air travel data provider based in the UK, the state of readiness in the member countries and planned events in the coming months, as provided by the member destinations.

The CTO Relief Fund (a 501 c3) helps families and countries rebuild after hurricanes, with monies raised being sent directly to CTO-member destinations affected by the hurricanes. To make a donation, visit www.gofundme.com/hurricane-relief-fund-cto.

Donations through CHTA's Caribbean Tourism Recovery Fund can be made via <http://www.tourismcares.org/caribbean>.

The Impact of Hurricanes Irma and Maria (and Harvey) on Airlines Servicing the Caribbean

Impact on Caribbean Aviation

Data based on schedules that were provided to OAG by the airlines showed that in October the overall frequency (flights) contracted by 6.7 per cent and seat capacity by 4.1 per cent.

Seven out the top ten destinations in terms of frequency recorded decreases ranging between 1.6 per cent in the Dominican Republic and 25.1 per cent in Puerto Rico. Among the worst hit destinations, the frequency of flights to Puerto Rico decreased by 25.1 per cent, Dominica by 13.7 per cent, St. Maarten by 12 per cent, the British Virgin Islands by 11.2 per cent, Anguilla by 6.3 per cent and

the US Virgin Islands by 5.6 per cent. Some destinations which were impacted minimally by the storms also experienced losses, with flights to St. Kitts & Nevis falling by 34.3 per cent, Montserrat by 21.5 per cent and the Turks & Caicos Islands by -8.1 per cent.

The capacity to all of these destinations was consequently adversely affected with St. Maarten experiencing a near 50 per cent falloff and St. Kitts & Nevis and Montserrat having one third fewer seats available than in the corresponding month.

On the other hand, Cuba's capacity grew by 10 per cent despite the changes to the schedule. The new services from the United States were a major influence on this performance.

Among the regional-based airlines, Caribbean Airlines and LIAT are the largest suppliers of capacity to the region and both registered declines, with LIAT recording a 21.3 per cent fall and Caribbean Airlines down by 9.5 per cent.

JetBlue's increasing dominance among overseas carriers and its expansion in the region continued, as it recorded a 2.8 per cent rise in frequency and a corresponding 5.6 per cent growth in capacity. For American Airlines, the second largest supplier of service to the region, there were 10.6 per cent fewer flights and the available capacity declined by 8.5 per cent.

It should be noted, however, that the air capacity in the region for the first nine months of 2017 increased by approximately five per cent when compared to the same period of 2016.

Performance of Major Carriers

Below is a list of airlines presently serving the Caribbean region that were impacted in the third quarter (Q3) of 2017 as a direct result of the damage caused by hurricanes Irma and Maria in September.

It must be noted that some airlines were also impacted by Hurricane Harvey in the United States. Projections by these airlines and economists is that the impact will be seen in the fall in pre-tax revenue for the rest of 2017, as some destinations served will not be fully operational. The worst impacted destinations are Anguilla, Barbuda, The British Virgin Islands, Dominica, Puerto Rico and the United States Virgin Islands.

America Airlines

American Airlines reported losses of US\$75 million in Q3 due to hurricanes Harvey, Irma and Maria. AA had to close thirty of the stations and had the most cancellations of any of the top six airlines serving the Caribbean. Eight thousand flights were cancelled due to bad weather according to AA chairman and CEO Doug Parker.

United Airlines

United reported US\$185 million in pre-tax losses for Q3. It closed its hub in Houston, Texas for four days due to Hurricane Harvey. United did not report the total number of cancelled flights.

Southwest Airlines

Southwest reported a loss of US\$100 million in revenue and cancelled five thousand flights due to Harvey and Irma, as well as the earthquakes in Mexico in September.

Spirit Airline

Spirit reported losses of US\$40 million in revenue due to the three hurricanes. The carrier cancelled 1,650 flights. Note that during this time Spirit also had some pilot disputes.

Delta Airlines

Delta reported losses of US\$120 million due to Hurricane Irma and the related cancellation and disruptions.

JetBlue Airways

JetBlue reported losses of US\$44 million in revenue, having had to cancel 2,500 flights in Q3. The airline is predicting an overall loss of between US\$70 and US\$90 million in Q4 as a result of the after effect of the hurricanes, according to president and CEO Robin Hayes.

JetBlue has also redeployed capacity from Puerto Rico to other leisure destinations in its programme, and projects that by the end of 2018 it will return to the full Puerto Rico flight schedule. The airline has increased service to Florida and the Southern Caribbean.

KLM Royal Dutch Airlines

While not revealing specific revenue losses and cancellations, KLM has advised that it resumed flights to Princess Juliana International Airport in St Maarten as of 29 October, with two flights a week, down from four flights a week pre- Hurricane Irma. These two flights now include stopovers in Curacao. KLM is also adding three extra flights a week to Curacao's already seven flights a week.

LIAT

LIAT reports that it expects to end 2017 with a loss of US\$13.25 million due to the hurricanes. It anticipates a US\$4.6 million loss between October and December 2017.

According to Prime Minister Dr. Ralph Gonsalves of St. Vincent & the Grenadines, the chairman of LIAT's shareholder governments, 408 flights were cancelled between June and September, compared to 67 for the same period last year. This was as a direct result of the closure of airports in Dominica, St. Maarten, the BVI and Puerto Rico. These markets account for 30 per cent of total LIAT flights and 34 per cent of total revenue. LIAT anticipates that it will take nine to 12 months for market recovery.

Impact on Visitor Arrivals to the Caribbean

The available arrivals data from Caribbean destinations is limited at this time as the October numbers are not yet in and only nine destinations have so far reported tourist arrival data for September. Therefore, it is still too early to provide accurate numbers.

However, with several of the key cruise destinations, including Puerto Rico, St. Maarten and the US Virgin Islands recovering from the impact of the hurricanes, cruise lines made changes to their itineraries to include alternative regional ports which remained open.

These reDeployments have benefited countries such as Curacao, which registered a 138.3 per cent rise in cruise passenger arrivals in September, Jamaica (54.1 per cent), the Cayman Islands and Grenada.

Intention to travel

Many destinations have been promoting that "the best way to help the Caribbean, is to visit the Caribbean", which seems to resonate with travellers.

More recently, interviews were conducted with a few travel professionals and their sentiments are the same.

Passengers booked on Caribbean cruises are looking forward to their holidays. Some are interested in seeing the devastation, but all are interested in helping out in various ways like making more purchases in local shops or taking shore excursions.

Post Hurricane Recovery

Virtually all of the affected countries are reporting that they are open again for business, although not at full capacity, with everyone of them planning some sort of event either later this year or early next year.

Anguilla

Anguilla is reporting that just over 30 per cent of room stock will be available for the festive season, in a product mix of villas, charming escapes and vacation/holiday apartment rentals, and anticipates that 70 per cent of rooms on the island will be available by April 2018.

The Reef by CuisinArt will open from 1 April 2018, CuisinArt Golf Resort and Spa is targeting the summer 2018; and the Belmond Cap Juluca, which closed at the end of August for a 14-month multi-million dollar renovation, is on schedule to open for November 2018.

The Anguilla Tourist Board (ATB) has created a website, www.Irma.IvisitAnguilla.com, where the information can be found on property and restaurant openings, restoration of services and attractions as well as relief efforts.

The ATB reports that traditionally hotels in Anguilla close in September and October for renovation and refurbishing, and reopen in November for the season. Therefore, at this point, closures are primarily due to damage from Hurricane Irma.

Most local restaurants have reopened, with approximately 70 per cent ready for the Christmas and New Year, but some attraction operators are taking a bit longer to recover.

However, the ATB states that the beaches are in fantastic shape, so swimming, snorkelling, diving and glass bottom boat rides, are all available; the championship golf course at CuisinArt will reopen in December and the Anguilla Tennis Academy will open to host the Anguilla Cup from 15 -20 January, 2018, with a juniors and seniors tournament, tennis clinics, a tennis camp, and pro exhibition match.

Regarding the overall damage assessment cost, the ATB states: "Anguilla was damaged but not destroyed by Hurricane Irma. Our flat terrain and the fact that many of our buildings have concrete foundations also helped to mitigate the impact of the storm. As a British overseas territory the

British government has committed funds to help us rebuild. The government is still conducting its assessment, so a final figure has not yet been determined.”

The Clayton J Lloyd Intl Airport (AXA) opened within a week of Irma’s passage, while Princess Juliana International Airport in St. Maarten (SXM), a major transit hub for Anguilla, opened on 10 October, albeit with limited facilities. Puerto Rico’s Luis Munoz Marín Airport, also a major gateway for Anguilla, is also open.

Anguilla and St Maarten airports are open during daylight hours. Seaborne Airlines, Anguilla Air Services, Trans Anguilla Airways, Air Sunshine, Tradewind Aviation and Caribbean Helicopters are all operating scheduled and charter flights to San Juan, St. Maarten, Antigua and St. Kitts.

While Anguilla does not have a cruise port, and the Blowing Point ferry terminal has been demolished to make way for new construction, ferry services are operating to and from Anguilla to the Dutch side of St. Maarten through Funtime Charters, Calypso Charters, GB Express and Gotcha Sea Tours. The ferry from Anguilla to Marigot on French St Martin reopened on Saturday 4 November. Visitors and residents are processed through customs and immigration at the police station at Blowing Point.

Approximately 40 per cent of the local power company, ANGEC’s infrastructure has been restored, and crews are working round the clock with a plan to cover 70 per cent of the island, including Sandy Ground, Island Harbour, East End and Blowing Point, by Christmas.

Water has been restored to households and businesses in Anguilla. Operations at the Water Corporation of Anguilla have returned to normality and all lines of access to public water are open.

According to the ATB, thanks to the resilience and industriousness of the Anguillian people, things are pretty much back to normal. Phone and internet services have been restored, schools are open, gas stations, groceries and pharmacies are all open and are well stocked. The major inconvenience remains the lack of power, but generators are gradually filling the gap.

The Bahamas

Hotels are on normal schedules throughout the islands of The Bahamas , and all islands are open for business.

Aside from those islands, commercial flights continue to service all the main tourism destinations and the beaches, attractions and hotels are operating normally.

On the 280 hotels in New Providence, Grand Bahamas and the Family Islands, approximately 97 per cent are open, with the remaining three per cent closed due to hurricane damage. These include Falcon Crest Apartments, Silvertail Fishing Lodge & Resort and Ponderosa Bar & Restaurant (Hotel) in Ragged Island, Crooked Island Lodge (formerly Pitts Town Landing) in Crooked Island, Chester’s Bonefish Lodge, Airport Inn and Nai’s Guest House in Acklins and Blue Water Resort in New Providence.

In addition, the following hotels closed due to seasonal closing:

- Coral Sands (Re-opening November 18, 2017)

- The Dunmore (Re-opening November 15, 2017)
- The Landing (Re-opening November 4, 2017)
- The Pink Sands (No confirmed reopening date)
- The Rock House (Re-opening November 16, 2017)
- Romora Bay (Re-opened on October 27, 2017)
- Runaway Hill (No confirmed reopening date d)

Dominica

Accommodation

The following properties are opened to welcome visitors:

- Atlantique View Resort
- Caribbean Seaview Apartments
- Classique International Guest House
- Coffeewater Cottages
- Hibiscus Valley Inn
- Picard Family Guest House
- Pointe Baptiste Guest House
- Portsmouth Beach Hotel
- Rejens Hotel
- Rosalie Forest Eco Lodge
- St. James Guest House
- Suite Pepper Cottage
- Sunset Bay Club
- Tamarind Tree Hotel.

Access

Air Antilles, Air Sunshine, LIAT, Seaborne Airlines, WINAIR, and Trans Island Air have all announced resumption of services to Douglas Charles Airport. Costal Air Transport and Express Carrier have also resumed regular services to Canefield Airport. L'Express des Iles fast ferry service is operating daily between Dominica, Guadeloupe, Martinique, and St. Lucia. Travellers interested in visiting the destination should inquire with their travel agent or on the websites of the various carriers.

Dive Sites

The Dominica Watersports Association has reported 35 per cent damage to reefs at 10 dive sites. All dive operators are closed, however some are expected to reopen in January 2018. Once operations resume, the number of dives per-site will be reduced to limit any negative impact on the fragile underwater ecosystem.

Waitukubuli National Trail

All 14 segments of the Waitukubuli National Trail remain closed. Assessments of the damage to the trail are currently being undertaken.

Puerto Rico

According to the Puerto Rico Tourism Company (PRTC), 72 per cent of hotels are open and operating (108 out of 149 endorsed hotels), especially those in the San Juan area, and are taking new reservations.

The PRTC adds that 35 hotels are reported closed as a result of damage from Hurricane Maria, with many of them working on reopening shortly and are currently accepting future reservations. Some also may be only open to first responders at this time. The PRTC is advising that for property specific information, visitors should contact the hotels directly.

More than 450 restaurants, including franchises, are open for business, including restaurants in the Condado, Old San Juan and Santurce areas, 27 tour operators and 16 major car rental companies with 61 dealers throughout the island, are open for business.

The PRTC is also reporting that 66 per cent of casinos are open, 38 per cent are open 24 hours.

Iconic attractions currently open include:

- Boqueron town, Cabo Rojo
- La Paguera town, Lajas
- Schoenstatt Church, Cabo Rojo
- Old Ponce Firehouse Museum, Ponce
- Serralles Castle, Ponce
- The Watchman Cross, Ponce
- Vieques Boardwalk
- La Esperanza Town Boardwalk, Vieques
- Carabali Rainforest Adventure Park, Luquillo
- Niuyorican Café, Viejo San Juan
- Hacienda Munoz Coffee Plantation, San Lorenzo
- Ponce Museum of Art, Ponce
- Rainforest Zip Line, Rio Grande
- Las Cascadas Water Park, Aguadilla
- Punta Borinquen Golf Club, Aguadilla
- Cabo Rojo Convention Center, Cabo Rojo
- Bioluminescent Bay, Lajas
- Mayaguez Mall, Mayaguez
- Mayaguez Boardwalk, Mayaguez
- Mosquito Bay, Vieques
- Hacienda 8A, Las Piedras
- Cueva Ventana, Arecibo
- Casa Bacardi Tours

One an assessment of hurricane damage, the PRTC said: "It is too soon to tell what the economic impact may be. But, our confidence at the Puerto Rico Tourism Company (PRTC) continues to grow as we work together with partners to make great progress. Recent efforts allow us to more quickly to reactivate tourism on the island. Major decisions by different partners of the tourism industry are proof of their confidence in Puerto Rico as a major hub in the Caribbean. We hope that all this, coupled with the fact that our capital of San Juan was recently showcased as one of Lonely

Planet's "Best in Travel" Top 10 Cities for 2018, reinvigorates travellers, as much as it does us, that we're ready to welcome visitors with open arms. "

Luis Muñoz Marín Airport (SJU) is open and receiving commercial flights. Airlines currently operating to and from SJU include:

- American Airlines
- Air Centur
- Air Sunshine
- Allegiant
- Air Flamenco
- Condor
- Copa Airlines
- Cape Air
- Delta
- Frontier
- Iberia
- JetBlue
- LIAT
- Pawa Dominicana
- Seaborne
- Southwest
- Spirit
- Sun Country Airlines (Charters)
- United
- Vieques Air Link
- Volaris

The airport is fully operational and airlines are resuming normal operations with approximately 70 flights per day, while the San Juan Port is open with 34 cruise shore excursions fully operational. Six thousand cruise passengers embarked from San Juan on October 28.

Royal Caribbean's Adventure of the Seas returned to San Juan as homeport on 7 October, and announced last week that its Freedom of the Seas will add San Juan as a port of call starting 30 November.

Carnival Cruise Line announced that Carnival Fascination will resume transit stops in San Juan starting 30 November, while Viking Ocean Cruises' Viking Sea made its first-ever call to San Juan on 26 October. The ship will be making both homeport and transit stops. It welcomed 750 passengers, almost 500 of which enjoyed shore excursions before spending the night on the ship to begin their trip across the Caribbean. Celebrity Summit from Celebrity Cruises arrived in San Juan on 28 October, bringing 1,540 passengers, and departed on its Caribbean itinerary with 1,800. It was due to return to San Juan on 4 November.

According to status.pr, the government website that provides post-hurricane updates, 36.9 per cent of Puerto Rico Power Authority (PPPA) customers have electricity. However, for those that do not, they may have power through generators. The website also states that 83.11 per cent of the water

company, PRASA customers have running water, with running water in 91 per cent of San Juan and some form of water distribution in all 78 municipalities

Regarding the level of normality, the PRTC states: "After a challenging aftershock following Hurricane Maria, our confidence at the Puerto Rico Tourism Company (PRTC) continues to grow as we work together with partners to make great progress and rebuild. This is seen in San Juan, specifically, which has become the centre of the island's efforts to rebuild. With 100 per cent of AMA (Metropolitan Bus Authority) bus transportation, 100 per cent of ports operating and 91 per cent water running in the metro area, both first responders and locals alike frequent the capital when seeking a sense of normality. On the Island, almost 90 per cent of supermarkets are open, there are approximately 84 per cent of gas stations operational, more than 100 hotels taking guests and more than 450 restaurants for visitors and locals to enjoy. The presence of visitors means businesses have visitors to attend to, whether that be tour guides offering excursions, souvenir shops selling trinkets, restaurants serving our delicious food, or taxis taking visitors to and from. We are feeling very good about our continued progress."

The United States Virgin Islands

The USVI department of tourism states that many hotels and villas on St. Croix are currently open for visitors, including The Buccaneer, which started welcoming leisure guests on 1 November. Others will be renovated and reopened later this year and in 2018.

The hurricanes' impact on St. Thomas/St. John was more significant, and while several hotels and villas are currently open for visitors, and many are currently housing relief workers, others will be renovated and reopened in early 2018. Hotels needing more extensive renovations are expected to reopen in the latter part of 2018 and in early 2019. There are approximately 4,500 traditional hotel rooms and another 4,000+ Airbnb, VRBO and timeshare units in the USVI.

Restaurants and shops in the Main Street and Havensight Mall areas of St. Thomas are open, as are restaurants and shops in downtown Christiansted, St. Croix. More restaurants and shops are reopening daily as power restoration spreads throughout the Territory.

Meantime, many attractions, including beaches such as Magens Bay and Smith Bay Park, are open and ready for business in St. Thomas. Other popular attractions that are open include Buck Island Sail and Snorkel Catamaran, Abi's Beach Bar, CastawayTours and Coral World in St. Thomas, and in St. Croix, Buccaneer Golf Course, SkyDive Virgin Islands and the Casino at Hotel Caravelle. Point Udall, located at the eastern end of St. Croix, was not impacted by the hurricanes.

Both Henry E. Rohlsen Airport on St. Croix and Cyril E. King Airport on St. Thomas have been open for several weeks and are accepting daily commercial flights, with service available from American Airlines, Delta Air Lines, JetBlue Airways and Spirit Airlines. Scheduled service varies daily.

All cruise ports are open. These include the West Indian Company Limited (WICO) Havensight facility and the Virgin Islands Port Authority's (VIPA) Crown Bay Center dock, both in St. Thomas, and Ann E. Abramson Pier in Frederiksted, St. Croix. More than two dozen cruise ship calls are scheduled for the month of November.

As of October 30, 2017, 62 per cent of St. Thomas, 81 per cent of St. Croix and 86 per cent of St. John was without power. There are more than 500 linemen in the territory working on restoration, and power is expected to be restored to 90 per cent of the Territory by the end of 2017.

However, water is available throughout the Territory. The Virgin Islands Water and Power Authority (WAPA) has issued a precautionary "boil water" notice for potable water customers. Most homes have cisterns, so residents without potable water through WAPA still have access via cisterns.

The department of tourism reports that progress is being made daily to restore the territory to normality. Virgin Islanders have responded to this crisis with remarkable spirit and fortitude, and are seeing the fruits of their collective efforts each day.

Governor Kenneth E. Mapp has stated that the cost to rebuild the territory's infrastructure is estimated at US\$5.5 billion dollars. This figure does not include the cost to repair damage to private properties including homes, hotels, restaurants, attractions and activities.

Events and activities

As a sign that they are open for business, the affected countries are planning a series of events and activities in the coming months. For a full list of these events, including in countries not impacted by the hurricanes but are encouraging tourists that the best way to help the Caribbean is to visit the Caribbean, please visit www.onecaribbean.org.

The Anguilla Cup(15- 20 January, 2018)

The 2nd Annual Anguilla International Tennis Federation (ITF) championships takes place at the Anguilla Tennis Academy; the event is part of the ITF Caribbean circuit. The event comprises a junior under 18 ITF championship, an under 14 tournament, a tennis camp, tennis clinic and pro exhibition match. For more information and registration visit www.anguillacup.com

Moonsplash (15-18 March, 2018)

Annual and eagerly awaited concert takes place at the Dune Preserve on Rendezvous Bay, timed to coincide with the first full moon before Easter. The concerts are hosted by Anguilla's very own Bankie Banx, featuring internationally-acclaimed and regional recording artistes from around the world.

Festival del Mar (30 March - 1 April)

The annual seafood festival takes place on the Easter weekend. Boat racing, crab races, swimming competition, a culinary cook-off and live music are just a few of the many attractions on this fun-filled weekend.

British Virgin Islands

BVI Charter Yacht Society Boat Show (7-10 November, 2017)

This annual exhibition will be held at Nanny Cay Marina. The show will feature 30-35 luxury yachts.

"Our water is still brilliantly blue, the anchorages are still beautiful and near one another, and the tradewinds will be blowing," Charter Yacht Society chairman Rùth Ross said.

For more information and to register, see [here](#).

Anegada Lobster Festival (25-26 November, 2017)

The BVI is thrilled to announce the return of the highly anticipated Anegada Lobster Festival. An epicurean's delight, this annual event will celebrate the BVI's fresh, delectable seafood offerings exclusively available on the island of Anegada. More information can be found [here](#).

Foxy's Old Years Night (31 December, 2017)

Among the BVI's most iconic and beloved beach bars, Foxy's will host its treasured New Year's celebration, Old Years Night. Be part of the biggest weekend party in the Caribbean! Eat, drink and be merry with non-stop entertainment, and bask in the community's unbreakable spirit as we look forward to new beginnings in 2018.

47th Annual BVI Spring Regatta (26 March – 1 April 1, 2018)

We will be racing again! The BVI will welcome sailors to Nanny Cay for this classic annual event, including the new 165 nautical mile Full Moon Race on March 27. Visiting yachtsmen will truly make an important contribution toward the region's tourism and economic recovery. Register [here](#)!

Dominica

Mas Domnik - The Real Mas (12 & 13 Feb, 2018)

The most original of all carnivals showcases the rich culture and heritage of the island. This pre-Lenten festival envelopes people of all ages equally with competitions like the Princess Show, Teenage Pageant, Junior Monarch, Bouyon jams, National Queen Pageant and the Calypso Monarch. The season climaxes on 12 and 13 February when the streets come alive with festivity, celebration and fun. This revelry is an inviting display of colour and creativity set off by the sweet sounds of Calypso and infectious rhythms of Bouyon, which originated in Dominica.

Contact: Dominica Festivals Committee via email at tourism@dominica.dm or call +767-448-4833.

St. Martin (French)

This is St. Martin's programme of activities for Caribbean Tourism Month observed every November.

Portrait and Poetry (5 November)

The arts and culture departments of both the French St. Martin and Dutch Sint Maarten, with the collaboration of the French tourist office, announce the upcoming event entitled, "Portrait and Poetry Corner" where the work and talents of local artists will be displayed through their paintings, poetry and music.

This free event takes place from 1p.m. to 5 p.m. on 5 November at the Marigot Waterfront and the theme is based on Hurricane Irma.

1, 2, TREE for Saint Martin (7 November)

The French tourist office in collaboration with the arts and culture department, the department of environmental affairs and the district councils, is working on a project to familiar replant fruit trees, flowers and medicinal plants.

The message conveyed through this project is to not forget the environment during the reconstruction of the island, and also to encourage people to replant their gardens.

Therefore, on Caribbean Tourism Day, a symbolic gesture of planting a tree in the garden of the Collectivity will be carried out by the presidents of the Collectivity and the Tourist Office.

Pre St Martin's Day (10 November)

A small festive village will be set up in the district of French Quarter to kick off St Martin's Day Celebration. Various activities, including dancing, will be part of the programme.

St Martin's Day Celebration (11 November)

The programme of activities for St Martin's Day, also known as French Quarter's Fete, includes traditional activities, music, cultural heritage and local dishes. November 11th is also known as "French Quarter's Fete"

6 Villages, 6 Flavors, 1 St Martin (26 November)

Christmas has always been an impactful cultural celebration in St Martin. This year the tourist office will work closely with the cultural department and the district councils to organize the festivities.

The Christmas celebration will begin with the launching of the first Christmas village in front of and in the garden of the Collectivity. It will be a moment of sharing and exchanging, highlighted by a display of traditional Christmas dishes and goodies which will be on sale.

Throughout the day local bands such as Jolly Boys, Rhythm Boys, Bottle Neck Crew, Boulogne Combo and the Gospel Group will showcase their talent.

During the month of December, the different districts will host the Christmas village festivities. Each district will portray its originality.

SXM Smile Again Event (29 November)

At the end of our 2017 Caribbean Tourism Month celebration, students who follow tourism classes will spell out SXM Smile Again with their bodies.

About the Caribbean Tourism Organization

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For more information on the Caribbean Tourism Organization, please visit www.OneCaribbean.org. Get the latest updates and connect with CTO via [Facebook](#), [Twitter](#), [Instagram](#) and [LinkedIn](#).

For further information about the Caribbean Hotel and Tourism Association visit www.caribbeanhotelandtourism.com.



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**CTO ANNOUNCES FINALISTS FOR TRAVEL MEDIA AWARDS
COMPETITION FOR CANADA**

*~ Journalists to be honoured during Caribbean Week Canada in Toronto and Montreal
from 10-17 November ~*

TORONTO, Canada (7 Nov, 2017) – The Caribbean Tourism Organization (CTO) has announced the finalists for its annual travel media awards competition for the Canadian market. Journalists in and around Toronto will be recognized during the Saint Lucia sponsored Caribbean Tourism Industry & Media Awards Luncheon on Monday, 13 November, 2017, from 1 - 3 p.m. at the Double Tree Hilton, Downtown Toronto, while those in and around Montreal will be awarded at a similar event from 12:30 – 2:p.m. on Friday 17 November at the InterContinental Hotel.

The awards luncheon honours industry leaders and top Caribbean stories when accolades are presented in the major media and Caribbean tourism market in show of appreciation for their contribution to the development of the tourism product.

Following are the Caribbean Media Awards finalists for each category:

“Been There, Wrote That” Award

Best Feature Article in a Canada-based Consumer Magazine

Journalist: Robert Osbourne

Article: From Cayman with Love

Publication: Dive Traveller

Journalist: Josephine Matyas

Article: Fantasy Islands

Publication: Doctor's Review

Journalist: Jacob Richler

Article: Cayman Cookout- Where America's Celebrity Chefs Go to Play

Publication: Canada's 100 Best

I Couldn't Have Written It Better Myself

Best Feature Article in a Canada-based Consumer Newspaper

Journalist: Michele Petersen

Article: Spotlight on Nevis: The Broadway Musical "Hamilton" Shines Attention on this Luxe Caribbean Hideaway

Publication: The Montrealer

Journalist: Errol Nazareth

Article: Anguilla Not a Typical Touristy Caribbean Island – And, It Doesn't Want To Be

Publication: Toronto Sun

Journalist: Josephine Matyas

Article: Activities, Seclusion Abound in Dominica

Publication: Toronto Star

Inner Circle King/Queen

Best Feature Article in a Canada-based Trade Publication

Journalist: Iлона Kauremszky

Article: From the Bahamas with Love

Publication: Travel Industry Today

Journalist: Ann Ruppenstein

Article: You'll Never Be Blue in Colorful CURAÇAO

Publication: Travel Courier

Not Lost in Translation

Best Feature by a Canada-based Journalist in Foreign Media

Journalist: Mark Stevens

Article: Seven Great Reasons to Visit Antigua & Barbuda

Publication: Caribbean Business and Travel

Journalist: Melanie Reffes

Article: Secrets in Paradise: The Best Caribbean Beaches You've Never Heard Of

Publication: USA Today

Journalist: Michele Peterson

Article: The Best Places to Eat on the Caribbean Island of Nevis

Publication: A Taste for Travel

Oh Snap!

Best Photograph in Conjunction with a Feature Article

Photographer: Sarah Staples

Article: Havana: Then, Now & Its American Future

Publication: Just Luxe

Photographer: Sharon Matthews-Stevens

Article: Islands at the Edge

Publication: All at Sea

Photographer: Robert Osbourne

Article: From Cayman with Love

Publication: Dive Traveller

Virtual Visitor Award

Best Online feature

Writer: Jason Ruta

Article: Five Fabulous things about Curacao

Publication: Out TV

Writer: Doreen Pengracs

Article: Visiting the Grenada Chocolate Festival

Publication: Chocolator.net

Writer: Josephine Matyas

Article: Dominica Lets Visits Stay Active or Chill Out

Publication: thestar.com

In addition, an award will be presented for the best blog posting in 2016, the winner having been decided by public vote.

The Caribbean Week in Canada media awards are judged by a team of public relations and journalism experts.

Organized by the Caribbean Tourism Organization (CTO), Caribbean Week Canada 2017 will combine business sessions and consumer-oriented events with Caribbean-inspired food, lively entertainment and networking opportunities. The week will kick-off in Toronto on 10 November, 2017 with CTO's Caribbean Ball, which is being held in support of CTO's charities. All proceeds will be donated to the CTO Relief Fund, which assists CTO member countries in the wake of disasters, as well as the CTO Foundation, which provides tourism scholarships.

The Caribbean Week Canada 2017 agenda includes:

Toronto, Canada

- ***Caribbean Ball: Friday, 10 November, 2017, 6 – midnight., Mandarin Ballroom, Doubletree Hilton, Downtown Toronto***
- ***Cooking Demonstrations/Themed Areas (Consumer Event): Saturday 11 and Sunday 12 November, 2017, 11 – 6 p.m., Improve Canada***

- **CTO Press Conference:** *Monday, 13 November, 2017, 9 – 10 a.m., Mandarin B, Doubletree Hilton, Downtown Toronto*
- **Media Marketplace:** *Monday, 13 November, 2017, 10:30 – 12:30 p.m., Victoria Ballroom, Doubletree Hilton, Downtown Toronto*
- **Caribbean Tourism Industry & Media Awards Luncheon:** *Monday, 13 November, 2017, 1 – 3 p.m., Mandarin A, Doubletree Hilton, Downtown Toronto*
- **Trade Show and Educational Forum for Travel Agents:** *Tuesday, 14 November, 2017, 8 – noon., Improve Canada*
- **Tourism Industry Panel Discussion:** *Tuesday, 14 November, 2017, 12:30 – 3:30 p.m., Improve Canada*

Montreal, Canada

- **Trade Show and Educational Forum for Travel Agents:** *Thursday 16 November, 2017, 5:30 – 9 p.m. InterContinental Hotel*
- **Media Marketplace:** *Friday, 17 November, 2017, 10:30 – 12:30 p.m., InterContinental Hotel*
- **Media Awards Luncheon with National Tourist Offices:** *Friday 17 November, 2017, 12:30 – 2 p.m., InterContinental Hotel*

For more information on any of the Caribbean Week Canada events contact the Caribbean Tourism Organization at 905-857-1986 or visit canada.caribbeanweek.com.

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FREELANCE JOURNALIST ROBERT OSBORNE WINS TOP PRIZE AT CTO TRAVEL MEDIA AWARDS IN CANADA

~ Osborne cops Best of the Best award along with award for best feature in a consumer magazine at CTO awards luncheon at Doubletree Hilton Toronto Downtown ~



CTO Travel Media Award winners with CTO secretary general Hugh Riley (left) and Saint Lucia's minister of tourism Dominic Fedee (right). Missing from photo are Robert Osborne, Michele Petersen and Sarah Staples. Ms Staples will accept her award at the CTO's media awards luncheon in Montreal on Friday.

TORONTO, ON, 13 November, 2017 – A story about diving in the Cayman Islands has copped freelance journalist Robert Osborne the top award at the Caribbean Tourism Organization (CTO)'s Caribbean Travel Media Awards programme.

The article, **From Cayman With Love**, which appeared in Diver Magazine, captures Osborne's experiences ten years after he had first visited the CTO member country.

It earned the experienced writer the Best of the Best award at today's awards luncheon sponsored by Saint Lucia, at the Doubletree Hilton Toronto Downtown, part of the programme for Caribbean Week Canada organized by the CTO.

"A well-crafted travel story by a keen observer can entice, inspire, and literally transport the reader to the destination. Robert Osborne achieved that feat with his entry, **From Cayman With Love**. He returned to the Cayman Islands after 10 years to revisit some of his favourite dive sites and vividly shared his memories and his discoveries while taking his readers on a series of adventures under the water and on land," said chief judge Tim Doyle, a Toronto-based writer, editor and media executive who helped drive the digital transformation of many of Canada's major newsrooms, and who teaches journalism in the School of Communications, Media and Design at Centennial College where he co-ordinates undergraduate and postgraduate journalism programmes.

Osborne was one of seven travel writers and photographers awarded today for their coverage of the Caribbean.

The winners of this year's Caribbean Travel Media awards are as follows:

Been There, Wrote That – Best Feature Article In A Consumer Magazine

Robert Osborne – From Cayman With Love – Diver Magazine

I Couldn't Have Written Better Myself – Best Feature In A Consumer Newspaper

Michele Petersen - Spotlight on Nevis: The Broadway Musical "Hamilton" Shines Attention on this Luxe Caribbean Hideaway - The Montrealer

Inner Circle King/Queen– Best Feature Article In A Trade Publication

Ann Ruppenstein - You'll Never Be Blue in Colorful CURAÇAO - Travel Courier

Virtual Visitor Award – Best Online Feature

Josephine Matyas – Dominica lets visitors stay active or chill out - thestar.com

Not Lost in Translation Award - Best Feature by a Canadian Journalist that appeared in Foreign Media.

Mark Stevens - Seven Great Reasons to Visit Antigua & Barbuda - Caribbean Business and Travel

Oh Snap!– Best Photograph accompanying a feature

Sarah Staples - Havana: Then, Now & Its American Future - Luxe Magazine

Oh My Word, I Blogged! (Best Blog Post)

Reanna Khan - Ortinola Great House: Your source for Cocoa Goodness - Never See Come Sea... This winner of this award was determined by voters in an online poll.

They Like Me, They Really Like Me – Best of the Best

Robert Osborne – From Cayman With Love – Diver Magazine

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**GRENADA BORN SOCIAL JUSTICE ADVOCATE JEAN AUGUSTINE HONOURED
WITH CARIBBEAN TOURISM ORGANIZATION'S HIGHEST AWARD**
*~ The retired teacher and Canadian politician was presented with the CTO Lifetime Achievement
Award at glitzy event in Toronto ~*



**Above: Jean Augustine (right) receives CTO Lifetime Achievement Award from CTO
secretary general Hugh Riley (centre) while close friend Rita Cox (right) looks on.**
**Below: Chef Raymond Chung (right) of Doubletree Hilton Downtown Toronto presents cash
donation to CTO secretary general Hugh Riley**



**TORONTO, ON, 13 November, 2017 – The Caribbean Tourism Organization (CTO) has
bestowed its most prestigious honour on social advocate Jean Augustine.**

The Grenada-born retired Canadian school teacher and politician was given the CTO Lifetime Achievement Award - the first person ever to be given this award in Canada - at a glitzy Caribbean Ball in Toronto on Friday evening.

"For your many years of passionate involvement in civic and diaspora activities, your extensive advocacy for education and social justice, your dedication to the development of the Caribbean and your leadership in investing in our youth by the establishment of the chair in education, community and Diaspora at York University; for these and other outstanding achievements which are symbols of your commitment to our youth, the African Caribbean community and all citizens, we honour you," the citation said.

Ms. Augustine was a trailblazing politician and social activist, having worked her way from a nanny when she first arrived here in 1960, to become the most powerful black woman in the Canadian parliament.

She was the first black woman elected to the Canadian parliament and the first black cabinet minister, acting as Prime Minister Jean Chrétien's trusted voice on committees and at international meetings and in Parliament when he was absent from the house of commons.

During her acceptance speech, the Ms. Augustine described how she once persuaded the Canadian prime minister to meet Caribbean leaders in the region instead of having them travel to Canada. That meeting was held in her country of birth, Grenada. She also described her battle to get the government to ease visa restrictions on Caribbean nationals, a battle she said she lost.

Prior to serving in parliament, Ms. Augustine was a school teacher and during her career in the teaching service she was an activist in Toronto's Caribbean communities, volunteering with grassroots organizations to strengthen immigrant and women's rights and to combat violence against women, drug abuse and poverty. In 1967, she served on the committee that helped organise the first Caribana festival, and in the mid-1990s she played a crucial role in establishing Black History Month in Canada.

"The Caribbean Tourism Organization's Lifetime Achievement Award honours individuals who have made an outstanding contribution to society and who, by their example, have inspired at least one generation. Ms. Augustine's achievements have far exceeded those criteria," the CTO said.

Ms. Augustine promised to place the award in a fitting location where it can be seen and appreciated by members of the public.

The honouree was introduced by her close friend Dr. Rita Cox, who shared compelling stories of Ms. Augustine's advocacy on behalf of the region and her dedication to teaching.

The event was addressed by Ontario's minister of education Mitzie Hunter, while minister of tourism, culture and sport Eleanor McMahon, who was unable attend, sent a message of welcome in which she described Caribbean Week Canada as "a wonderful way to celebrate our vibrant Caribbean-Canadian culture, which is such an important part of many communities in Ontario".

"I invite everyone to take advantage of the opportunity to network and discover new and exciting ways to strengthen tourism ties between Ontario and the Caribbean. I would like to thank the Caribbean Tourism Organization, its partners and volunteers for their commitment to a sustainable tourism industry that contributes to the well-being of the people of the Caribbean," she stated.

The Caribbean Ball, which was held at the Doubletree Hilton Downtown Toronto, was a fundraiser for the CTO's hurricane relief fund and the CTO Foundation, the organisation's scholarship programme which provides scholarships and grants to Caribbean nationals pursuing studies in tourism and hospitality.

During the event, the hotel's wait staff presented over \$1,000 to the CTO's secretary general Hugh Riley, monies collected through their own fundraising efforts to help Caribbean countries that had been affected by hurricanes Irma and Maria.

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**THE CARIBBEAN TOURISM ORGANIZATION DECLARES 2018 THE YEAR OF
WELLNESS AND REJUVENATION IN THE CARIBBEAN**

*~ CTO member countries and the private sector are encouraged to organise events and activities
around the theme to appeal to consumers, travel agents and tour operators ~*



CTO secretary general Hugh Riley addresses media at yesterday's news conference

TORONTO, ON, 14 November, 2017 – The Caribbean Tourism Organization (CTO) has declared 2018 the Year of Wellness and Rejuvenation in the Caribbean.

The CTO's secretary general Hugh Riley announced the theme for next year at a news conference here on Monday 13 November, as part of the programme for Caribbean Week Canada 2017.

With wellness and rejuvenation being important aspects of the Caribbean tourism product offering, the CTO is encouraging member countries and private sector partners to plan and organise

events and activities around the theme that will appeal to consumers, travel agents and tour operators.

“For those who focus on renewing body and spirit, the options are virtually endless; from beachfront workouts and yoga retreats, to wellness resorts and spa treatments, the notion of being rejuvenated in the Caribbean is one more reason to let us pamper you in 2018,” the secretary general said.

“The region’s diverse tropical landscape with mountain ranges, valleys and volcanoes, provide excellent opportunities for a variety of ages and physical abilities. Individual trekking, group hiking, health walks, fun-runs, marathons and a range of water-based health-related activities are held throughout the year in our CTO member-countries.”

The global wellness sector is a \$3.72 trillion industry, according to the Global Wellness Institute, a Miami, Florida-based non-profit-making organisation that provides global research and insight into the wellness industry.

The 2018 Caribbean Year of Wellness and Rejuvenation will be promoted through social media and traditional media channels and will create opportunities for travellers and holiday planners to share their experiences and ideas of how to welcome visitors to the region for wellness and rejuvenation.

Through the campaign, CTO, its member countries and private sector partners will highlight the Caribbean as the leading choice for wellness and rejuvenation.

At the briefing, Mr. Riley also announced that the Canadian market was a strong performer during the first half of 2017, with arrivals up by 6.4 per cent over the corresponding period last year, and is expected to continue to register growth this year despite the hurricanes which impacted about 25 per cent of CTO member countries.

“The Conference Board of Canada is predicting that decent capacity and relative value will support growth and expects a transfer of demand from affected destinations to unaffected countries, with the overall impact likely to be minimal,” he said.

In addition, the Conference Board of Canada predicts that Caribbean air lift from Canada will be stable, with capacity up by double digits to about a dozen Caribbean countries through to July, while several others showed strong growth of between five per cent and ten per cent.

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**NEW YEAR MESSAGE FROM HUGH RILEY
SECRETARY GENERAL CARIBBEAN TOURISM ORGANIZATION**

Bridgetown, Barbados (28 Dec 2017) - This has been a challenging year for Caribbean tourism. While the first half of the year saw exciting growth in both tourism infrastructure and tourist arrivals over the previous year, in September we were hit hard by a series of unusual hurricanes that not only destroyed property, but also took the lives of many of our citizens. We must never forget the souls we lost along the way.

Physically, we will recover. Our Caribbean people are a resilient population. We will put the bricks and mortar back together and the hotels and vegetation will rise again and shine in the brilliant sunlight.

We take this time, a season of celebration and joy and the promise of a new beginning, to both reflect on the preceding year and look forward to tomorrow. And we will take the time to give thanks.

Travellers coming to the countries that were impacted by the storms will now see various stages of the rebuild/recover effort. Some are already fully up to speed and ready for the winter; others, only partially so. Our affected islands respect the safety and security of guests and staff and are therefore being frank and open about their state of readiness.

As tourism is the main economic driver for most of the Caribbean, we place enormous emphasis on delivering value and a superb visitor experience. In the hurricane-affected islands guests in 2018 and beyond will expect to see a product that is rebuilt stronger, better and even more attractive than before. That's the plan, however long it takes to deliver.

We are thankful that the vast majority of the Caribbean never got touched by the hurricanes, so those islands have continued to welcome visitors every day. For them it's business as usual. We are grateful to the travel professionals, the many visitors and our citizens themselves who continue to share images of the Caribbean today. Those pictures tell a thousand realities.

We want to use this time to thank our member countries that were quick to come to the aid of others not so fortunate. We want to thank our partners, the Caribbean Hotel & Tourism Association, the airlines, cruise lines and the hotels across the region that have worked and are still working to bring the Caribbean back to normal operations. We want to thank our marketing and sales partners, the tour operators, wholesalers and travel agents from around the world who have stood by the region and continue to promote and sell our destinations. And we want to thank the media that have, for the most part, painted a proper picture of our region that is clearly open for business. Through it all, we are also eternally grateful to our visitors and to the Caribbean Diaspora who stand shoulder to shoulder with our region in times of need.

Even as we prepare to greet a New Year let us take a moment to look back on a few of the successes of 2017.

Recently we embarked on a strategy to substantially enhance the Caribbean's engagement in Canada, to develop business in non-traditional areas and work closely with our members' representatives for maximum impact. New travel agent training and certification, increased use of targeted social media, enhanced deployment of the CTO's data analysis tools, and more focused engagement with the Caribbean Diaspora were all components of the 2017 strategy for Canada. The Canadian market was a strong performer for most of 2017, with arrivals up by 6.4 percent. We can now look forward to more expansion of that market in 2018.

We also continued to focus on our two primary markets, the United States and Europe, with the UK, in particular, taking a central role. These markets were more robust in 2017 and we trust this will continue in 2018.

We realized too, that intra-Caribbean tourism, which has also been on the rise, would need our continuous attention, especially under the current circumstances where the task of educating the travelling public and removing the barriers to intra-Caribbean travel will continue to be a challenge.

At the start of the year we declared 2017 the Year of Adventure in the Caribbean and we capitalized on this in multiple promotions with member countries and industry partners. The Caribbean Year of Adventure linked directly with the United Nations Year of Sustainable Tourism for Development and allowed us to pair adventure with sustainability.

The year culminated with the World Tourism Organization holding its Global Conference on Jobs and Inclusive Growth, in Jamaica, followed by the CTO's partnership with the Caribbean Development Bank to host the Climate Smart Sustainable Tourism Forum in St. Kitts.

For the New Year the CTO has declared 2018 The Year of Rejuvenation in the Caribbean. With wellness and rejuvenation being important aspects of the Caribbean tourism product, we are encouraging our member countries and private sector partners to plan and organise events and activities around that theme.

For travellers who focus on renewing body and spirit, the options are virtually endless; from beachfront workouts and yoga retreats, to wellness resorts and spa treatments, the notion of being rejuvenated in the Caribbean is one more reason to let us pamper you in 2018.

The 2018 Caribbean Year of Rejuvenation will be promoted through social media and traditional media channels and will create opportunities for locals, travellers and holiday/vacation planners to share their ideas on how to capture the Caribbean's huge capacity for wellness and rejuvenation. It will be a time of rebirth for us and for those who come to share the joy of a Caribbean vacation experience.

We look forward to 2018 with optimism and excitement.

On behalf of our CTO Chairman, The Hon. Dionisio D'Aguilar, Bahamas Minister of Tourism, the CTO Council of Ministers and Commissioners of Tourism, the Board of Directors, Members and Staff of the CTO, I thank you for your continued support of our region, and I wish you and yours a safe, peaceful and prosperous New Year.

###

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