

Notes from NTA January 31-February 3, 2016

Perfect Match: Both the Supplier (BVB) and Operator (Tour Operator) reached out to schedule appointments with one another.

Supplier Request: BVB requested to have the appointment.

Operator Request: The Tour Operator requested to have the appointment.

Direct Request: After the initial requesting is finished, Direct Request is opened up to both Suppliers and Operators who need to fill appointment slots.

Impromptu: I did not have an appointment happening, so they stopped by my table to talk.

Lead: Lead from other DMOs seated near me.

Paul Vieira, Product Manager (will be working more closely with Cuba) Sandra Pais, Product Manager (taking over New England)

Collette

180 Middle Street, Pawtucket, RI 02860

401.642.4714 // collette.com

pvieira@collette.com

spais@collette.com

Supplier Request

Currently doing an Islands of New England Tour (includes Martha's Vineyard, Nantucket and incorporates history, nature, traditional food, etc.). Are looking to develop a New England Charm Tour in 2017/2018 which will include summer theatre, history, traditional food, etc. They are looking for barns, rustic elegance, farm-to-table experiences and will be coming from Providence, RI (and plan to circle through our region and into VT). Groups of 38-45, they don't want to "break the bank". We talked about The Orchards Hotel, The Williams Inn, Downtown Williamstown, and the Apple Barn.

Debbie Robertson

Sunrise Tours

1819 Lynch Street, Saint Louis, MO 63118

314.771.8304 // travelsunrise.com

debbie@travelsunrise.com

Supplier Request

Currently doing an Upstate NY and VT Tour as well as a New England Fall Adventure Tour. Their bread and butter is Senior Tours. Want to find something closely off 90 so they're able to hop into the Berkshires and hop out quickly (spend less than a day but may be interested in an overnight). We talked about the Norman Rockwell Museum, Berkshire Museum, Berkshire Botanical Garden, Arrowhead, Tanglewood, Hilton Garden Inn, Hotel on North, downtown Lenox, downtown Stockbridge, city of Pittsfield.

Teresa Paolini, President, Product & Operations

Northeast Unlimited Tours

PO Box 1056, Sandwich, MA 02563

774.413.5251 // northeastunlimitedtours.com and newenglandtours.com

teresa@northeastunlimitedtours.com

Supplier Request

Currently touring in Cape Cod, Boston, Pioneer Valley, Bennington, etc. They are responsible for the entire New England region. They're looking specifically for a dinner place in Great Barrington (she's heard all of the good foodie news coming out of this town). We also talked about Arrowhead, The Mount, The Clark, Williamstown, the Williams Inn, Williams College Museum of Art, The Orchards, and Smith College Museum of Art. Teresa loves Northampton and would love to incorporate the Berkshires and Northampton into the same tour.

Erin Hempel, Buyer for Meals and Attractions

Holiday Vacations

PO Box 87, Eau Claire, WI 54702

715.834.8554 // holidayvacations.net

ehempel@holidayvacations.net

Perfect Match

Currently visiting Stockbridge, Norman Rockwell Museum, and Hancock Shaker Village. Looking specifically for Great Barrington and Pittsfield. 40-50 people need to be able to dine together (they never split the group up). They are already going to Aegean Breeze but want to switch it up a bit. Looking for restaurants and hotels. We talked about Zucchini's restaurant in Pittsfield and Haflinger Haus in Adams (she thought it would be too far, but is a unique place and authentic food). We talked about Hotel on North (onsite dining options), ENSO, Hilton Garden Inn (onsite dining options) and Cranwell (onsite dining options).

Michelle Hundt Tupman, Director of Tour Operations

Great Canadian Holidays

353 Manitou Drive, Kitchener, ON N2C 1L5 Canada

519.896.8687 // greatcanadianholidays.com

michelle@greatcanadianholidays.com

Perfect Match

They put together packages for Mystery Tours. These tours always cover multiple days. We talked about the Best Western Plus in Pittsfield, Hampton Inn & Suites, Hilton Garden Inn, Hotel on North, downtown Pittsfield, village of Lenox, the Yankee Inn, 1896 House, Ventfort Hall, The Mount, and the Edna St. Vincent Millay House.

Jim Marini, Director of Sales

Andrew Channell, Director of Product

Jarret Kettinger, Assistant Product Manager

Yankee Leisure Group, Inc. : Yankee Holidays/Amtrak Vacations

500 Cummings Center, Suite 3100, Beverly, MA 01915

978.867.1122 // ylginc.com

jim.marini@ylginc.com

andrew.channell@ylginc.com

jarret.kettinger@ylginc.com

Supplier Request

FITs are huge for them. (FITs are Foreign Independent Travelers). We talked about Jacob's Pillow Dance Festival, The Clark, and the Berkshire Scenic Railway. Jim is very familiar with the Berkshires.

Bob Scheeler, Group Travel Specialist

Kelly Tours, Inc.

2788 US Hwy 80 W, Savannah, GA 31408

912.964.2010 // kellytours.com

bsheeler@kellytours.com

Supplier Request

Already doing tours in Vermont, Saratoga Springs, etc. Could viably pop down for 1/2 day in the Berkshires and go to MASS MoCA.

Roger Gervais, President

RCG Tours, Inc.

2020 boulevard Laurier, Quebec, G1T 1B6

418.682.6702 // rcgtours.ca

roger-gervais@rcgtours.ca

Supplier Request

Celebrating his 30th anniversary of his company. Tours in Montreal and Quebec so he is willing to come south to the Berkshires through VT or through NY. We talked about how easy it is to travel south down through VT (VT is huge for him) to get to the Berkshires. We walked about Williamstown and then the ease of traveling south through the Berkshires. Brought up unique museums like the Frelinghuysen Morris House and Studio. He's a very put-together fellow with cufflinks, custom button down pressed shirt, and his initials embroidered on all of his clothing.

Daniela Goldberg, Operations Manager

Twin Travel Concepts

917.575.6600 // twintravelconcepts.com

daniela@twintravelconcepts.com and nick@twintravelconcepts.com

Perfect Match

Very familiar with the Berkshires. Twin Travel Concepts has been a BVB Member and 1Berkshire Tourism Client for many years. Looking to build an itinerary for the Fall and looking at the Red Lion Inn, Norman Rockwell Museum, Hancock Shaker Village and Chesterwood. We talked about Naumkeag, Shakespeare & Company in Lenox, and the Barrington Stage Company.

Jacinthe "Jaz" Roy, Product Manager for North America

Gate 1 Travel

455 Maryland Drive, Fort Washington, PA 19034

800.682.3333 // gate1travel.com
jroy@gate1travel.com

Perfect Match

No longer touring through Pittsfield as it wasn't a big seller. So, I told her about the new hotels we have and our cultural in the city. Looking to move the tour more north and setting their sights on Williamstown. They are already going to the Norman Rockwell Museum and Stockbridge in the morning, so they would have time for The Clark.

Catrina Scheiblein, Vice President of Operations

Sherri Guiborat, Vice President of Sales

Tim Patrick, Director of Product Development

1225 Warren Avenue, PO Box 490, Downers Grove, IL 60515

630.435.8239 // mayflowertours.com

catrina@mayflowertours.com

sherri@mayflowertours.com

patrick@mayflowertours.com

Perfect Match

They currently do a New England Fall Foliage tour and visit VT. They can viably pop down into the Berkshires from VT even just for a bit. We talk about how the foliage peaks in VT before it peaks in MA.

Judith Gervais, Vice President, Group Division

Suburban Tours

1250 Mineral Spring Avenue, North Providence, RI 02904

800.431.3004 // suburbantours.com

judy@suburbantours.com

Supplier Request

Their bread and butter is Student Travel. We talked about Berkshire East and Zoar Outdoor of which she made note. We talked about Ramblewild, Shakespeare & Company, Barrington Stage Company, The Clark, Arrowhead, and Berkshire HorseWorks.

Ed Sturup, President

Tour Trends

PO Box 772, Plymouth, Ma 02362

508.224.4499 // tourtrends.com

tourtrends@hotmai.com

Perfect Match

Ed lives on the Cape and we first talked about how the Marconi Maritime Center Museum in Chatham. That lead us into talking about the history of our region. He currently has a Berkshire Cottage Tour (a tour that is 3 weeks long and starts in San Francisco). We talked about The Mount and Chesterwood and those are already on his itinerary. Needs more information on Naumkeag as he had never heard of it before.

Fraser Neave, Director of Product Development

Wells Gray Tours
250 Landsdowne Street, Kamloops, BC V2C 1X7
250.374.0831 // wellsgraytours.com
fraser@wellsgraytours.com

Supplier Request

"Easy, affordable, and life enriching" is their motto which fits perfectly with the Berkshires. He wants to develop itineraries that explore more of the State since they are predominantly on the Cape and in Boston. Looking to build itineraries for 2017/2018. We talked about the history of our region, the Gilded Age mansions, 2nd homes of wealthy families. Points of interest covered were a familiarizing sweep of Great Barrington, Pittsfield, Stockbridge, and Williamstown. They liked the idea of Tanglewood to create a Boston - Berkshires tie. They are looking for overnights at large hotels and big cultural offerings. We talked about the Seven Hills Inn, the Kemble Inn, and Lenox in general. We talked about the Norman Rockwell Museum and The Clark. We talked about our high-season May - October but that we are a yearround travel destination in a rural setting with cultural options that are close together.

Rita Gilbert, Owner

Adventure Travels
340 Main Street, Suite L, Greenwood, SC 29646
864.344.7636 // adventuretravelssc.com
rcgilbert02@hotmail.com

Perfect Match

First-timer. Not familiar with the Berkshires. Is currently developing a tour up to Hildene. We talked about The Mount, gardens, The Clark, Tanglewood, Norman Rockwell Museum, Arrowhead and Shakespeare & Company. Talked about apple cider taste and tours.

Christen Eliason

The Group Tour Company
1110 Vermont Avenue NW. Suite C12, Washington DC 20005
202.955.5667 // grouptourcompany.com
christen@grouptourcompany.com

Perfect Match

Covered Chesterwood, Susan B. Anthony Museum, Arrowhead, and The Mount. He also made note of Naumkeag.

Julie Kozikowski, President

Destinations Unlimited, Inc.
PO Box 281, Plymouth, Ct 06782
860.621.9178 // destinationsunlimitedinc.travel
julie@megahits.com

Perfect Match

Knows the area well. Is looking specifically for dining options in Lee and Stockbridge. We talked about 51 Park Restaurant and the Red Lion Inn's dining options. We also talked about Arizona Pizza in Pittsfield.

Barbara & Richard Siegel, Tour Owners/Operators

Silver Wheels Travel Tours

23 Overhill Road, Asbury Park, NH 07712

732.496.1878 // silverwheelstraveltours.com

silverwheels54@aol.com

Perfect Match

Senior tours are huge for them. Their itineraries include historic places, nice dinners, and overnights with at least 20 rooms. We talked about the Norman Rockwell Museum, Berkshire Botanical Garden, and the Berkshire International Film Festival.

Bob and Joy Marx, Vice President

Landmark Tours

208 College Highway, Suite 19, Southwick MA 01077

413.569.1500 // lmtours.com

jmarx@lmtours.com

Perfect Match

Talked about the Red Lion Inn, Norman Rockwell Museum, Tanglewood, Chesterwood, The Mount, Naumkeag. Need dining options and we talked about the Cork & Hearth, 51 Park Restaurant, and ENSO. They made note of the Eclipse Mill Gallery and liked the idea of spending time in North Adams, going to MASS MoCA and eating at the Gramercy Bistro.

Cindy Hu

China Visit Tour USA Inc.

1979 Marcus Avenue, Suite 210, Lake Success NY 11042

416.640.0235 // chinavisittour.com

cindy@chinavisittour.com

Supplier Request

Very interested in MASS MoCA. Wants to drive through and visit a few places along the way as they are currently building tours from Niagara Falls to Boston. May contact me to create a mini-FAM Tour or to get tickets to visit MASS MoCA.

Ted Nelson, President

Hospitality Tours

259 Pleasant Bay Road, East Harwich, MA 02645

774.237.7363 // hospitality-tours.com

ted@hospitality-tours.com

Perfect Match

Works with Bank Clubs and Heritage Clubs and offer customized tours. Lamented that his website was very out of date. Currently, they pass through the Berkshires with stops at the Norman Rockwell Museum, the Red Lion Inn and The Clark. Figured they could stay overnight in Sturbridge and pass through the Berkshires and add Naumkeag and Chesterwood to his itinerary.

Susan Sarsfield, Operations Manager

Wolfe Adventures & Tours
163 High Street, Newburyport, MA 01950
978.255.1645 // wolfetours.com
susan@wolfetours.com

Perfect Match

Her logo is of Tessa, her dog that passed away last Summer. Their bread and butter are Student Tours. She builds hands-on itineraries for students. We talked about Ramblewild, Berkshire East, Zoar Outdoor and Berkshire HorseWorks.

Despina

Aurora Tours
586.883.0480 // aurora.com.mk/en
holyland@aurora.com.mk and dasi@aurora.com.mk

Impromptu

Her manager graduated from a school in Boston so we exchanged information. Her big selling point is a tour of The Holy Land that leaves out of Detroit. For \$2800 per person you get 12 days touring around on a Catholic Pilgrimage that is all-inclusive.

Roger Pennyman, Owner/Operator

Pennyman Tours
3383 Lantern View Lane, Scottdale GA 30079
404.499.1000 // pennymantours.com
penntour@bellsouth.net

Lead

Most interested in building College Tours. Pennyman expressed interest in Springfield, Western Mass, and the Basketball Hall of Fame.

Nan Delwiche, Director of Operations

Country Travel Discoveries
13500 Watertown Plank Road, Suite 107, Elm Grove, WI 53122
262.923.8123 // countrytraveldiscoveries.com
nan.delwiche@countrytraveldiscoveries.com

Lead

Interested in Stockbridge and will be most likely travelling from Boston.