

DELIVERING BUSINESS ESSENTIALS TO NTA MEMBERS

AUGUST/SEPTEMBER 2020

Courier

Top spots for travel

PAGE 14

EXPERT ADVICE FOR GROUP LEADERS

PAGE 8

MUSEUMS REVIVE AND RETELL

PAGE 21

SILVER LININGS

PAGE 52

Colorado National Monument



A woman in colonial attire, including a tricorn hat and a blue and white dress with a yellow skirt, is driving a yellow horse-drawn carriage. The carriage is pulled by a brown horse. In the background is a large, two-story brick building with many windows and a chimney. The sky is blue.

World's Largest OUTDOOR LIVING HISTORY Museum

DISCOUNTS AVAILABLE FOR GROUPS OF 15 OR MORE

Your group can experience all Colonial Williamsburg has to offer with an experience designed to fit the requirements of day-trippers, groups on tight schedules, or those who want a structured experience. Stay at one of our official Colonial Williamsburg hotels and you will have a choice of premium, deluxe, or value accommodations, all just a short stroll to the Historic Area. Plus, you will enjoy Exclusive Guest Benefits—reduced pricing for admission tickets to the Historic Area and museums, preferred reservations, and more.

Choose from a **half-day, one-day, three-days, or annual ticket package**.

You may choose to have a Customized Guided Tour or explore on your own with our Self-Guided Tour option.

Colonial Williamsburg

Book your group trip today: call **1-800-228-8878**, email groupsales@cwfb.org, visit colonialwilliamsburg.org/groupstours

FEATURES



14

Here's where groups go

As groups gear up to get back on the road, *Courier's* Bob Rouse takes you on a journey to six great places across North America where travelers can enjoy a range of experiences.



18

City Spotlight:

Washington, D.C.

Between its noteworthy neighborhoods, magnificent museums, and locations loved by locals, the U.S. capital city is much more than monuments.



21

Museums

Courier's Kendall Fletcher examines a new museum and two others that have re-opened their doors amid the pandemic—from their unique exhibitions to their health and safety developments. Info for all NTA-member museums can be found in the guide that follows.

COMPASS

28 Great Lakes

Illinois | Indiana | Michigan | Minnesota | Ohio | Wisconsin

31 Coastal California

34 South Pacific

Australia | Guam | Hawaii | New Zealand

36 Central Europe

Croatia | Lithuania | Poland | Slovakia

38 Asia and India

DEPARTMENTS

4 From the Editor

6 Voices of Leadership

Business

7 InBrief

vTREX, it's what's for 2020

ITMI, WFTA to be part of vTREX

NTA asks for U.S. mask mandate

8 Lead on

NTA tour operators offer post-COVID advice and encouragement for their partners: Group leaders

11 Loyalty has its privileges

Association members can earn points that translate into getting additional benefits and rewards through the NTA Loyalty Program.

12 Discovering Civil War history and the *USS Monitor*

Dive into a fascinating feature on a famous ironclad at one of the 14 U.S. national marine sanctuaries.

13 Consumer trends in a post-COVID world

MaCher's chief researcher, Rochelle Turner, gives readers a peek at what lies ahead when the pandemic passes.

Resources

39 Tour Operator and Travel Agent Guide

Community

50 Meet the Members

Rainforest Cruises

50 Introducing ...

LU Send – Liberty University

Woodford County Tourist Commission

52 AfterWords

"Silver linings" sparkle in spite of stalled travel, and NTA members share the lemonade they've made from COVID lemons.



31

NTA President

Catherine Prather, CTP catherine.prather@ntastaff.com

Editorial

Editor in Chief Bob Rouse, CTP bob.rouse@ntaservicesinc.com

Managing Editor Pat Henderson pat.henderson@ntaservicesinc.com

Writer Kendall Fletcher kendall.fletcher@ntaservicesinc.com

Contributors Catherine Prather, Shannon Ricles, Rochelle Turner

Graphic Design Jeff Quire

Advertising

President, NTA Services Kami Risk, CTP kami.risk@ntaservicesinc.com

Director of Sales and Key Accounts Beth Engel, CTP beth.engel@ntaservicesinc.com

Account Executive Gina Rutledge gina.rutledge@ntaservicesinc.com

Senior Manager, Marketing Ashley Fish ashley.fish@ntaservicesinc.com

PLANNING AHEAD

To view the 2020 editorial calendar, visit NTAonline.com/advertising. NTA members can submit tour product information or editorial queries to bob.rouse@ntaservicesinc.com. And for advertising information, contact Kendall Fletcher at +1.859.264.6559 or kendall@ntaservicesinc.com.

► OCTOBER/NOVEMBER ISSUE

DESTINATIONS

America's Historic East

Maryland, Pennsylvania, Virginia, Washington, D.C.

New England

Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont

South Central U.S.

Kentucky, Tennessee, West Virginia

Atlantic Canada

New Brunswick, Newfoundland and Labrador, Nova Scotia, Prince Edward Island

Egypt, Israel, and Jordan

City Spotlight: Colorado Springs

SPECIAL COVERAGE

Travel Exchange 2020

Music Destinations and Attractions

Guide: Theaters and Broadway Shows

DEADLINES

Space: Aug. 7 | Material: Aug. 17

► DECEMBER/JANUARY ISSUE

DESTINATIONS

Midwest U.S.

Arkansas, Iowa, Kansas, Missouri, Nebraska, Oklahoma

West U.S.

Alaska, California, Nevada, Oregon, Washington

Western Europe

Belgium, England, France, Ireland, Netherlands, Portugal, Scotland, Spain

City Spotlight: Ottawa

SPECIAL COVERAGE

Faith-based Travel

Preview to Contact Memphis

Guide: Casinos & Gaming

DEADLINES

Space: Oct. 23 | Material: Nov. 2

AD INDEX

★ New advertisers

A Closer Look Tours16
acloserlooktours.com

Aon Affinity Insurance Services Back Cover
berkely.com

Cochise County Tourism Council 7
explorecochise.com

Colonial Williamsburg Foundation Inside Front Cover
colonialwilliamsburg.com/groupstours

CroisiEurope America39
croisieuropeamericacruises.com

Delta Air Lines Inside Back Cover
delta.com

Fredericksburg Regional Tourism Partnership 9
visitfred.com

Graceland & Guest House at Graceland10
graceland.com

Great Tour Experiences39
greattourexpériences.com.au

Hagley Museum and Library24
hagley.org

History Colorado24
historycolorado.org

★ **Louisiana Office of Tourism**14
louisianatravel.com

Meet AC 3
touratlanticcity.com

Norwegian Cruise Line 5
ncl.com

Ronald Reagan Presidential Library and Museum17
reaganlibrary.com

Smithsonian's National Air and Space Museum24
airandspace.si.edu

Springfield Convention & Visitors Bureau29
visitspringfieldillinois.com

★ **Star Destinations**39
stardestinations.com

Tour Colorado15
tourcolorado.org



PUBLISHED BY NTA SERVICES, INC. Email: kami.risk@ntaservicesinc.com

COURIER (USPS 602270, ISSN 0279-4489) (Vol. 47, Issue 6) published eight times a year by NTA Services, Inc., 101 Prosperous Place, Suite 190, Lexington, KY 40509. Periodicals Postage Paid at Lexington, Kentucky, and additional mailing offices. Subscription rate is \$60 per year.

POSTMASTER: Send address changes to *Courier*, 101 Prosperous Place, Suite 190, Lexington, KY 40509.

COURIER is the official licensed publication of NTA, an international trade association of the packaged travel industry. Copyright© 2020, NTA Services, Inc. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any way or by any means, electrical, mechanical, photocopying, recording or otherwise, without written permission of *Courier*, except for quotations made for purposes of a review. All inquiries should be sent to *Courier* magazine, 101 Prosperous Place, Suite 190, Lexington, KY 40509, +1.859.264.6559. Additional subscriptions can be purchased by calling +1.859.264.6559. Printed in USA.

Advertising rates are available upon request. For a change of address, subscribers may notify *Courier* directly, by email or letter.

COURIER'S MISSION STATEMENT

Courier aims to facilitate member-to-member partnering by spotlighting member product and destinations worldwide, to provide information on current industry trends and issues, and to inform members about NTA initiatives, events, and benefits.

SEARCHABLE!



NTAcourier.com

REDISCOVER ATLANTIC CITY

The Story Continues

Entertainment and excitement await in Atlantic City, including our world-famous Boardwalk, the ultimate in tax-free shopping, award-winning dining, live entertainment, and great attractions, like the Absecon Lighthouse, the tallest lighthouse in New Jersey. Experience an exciting getaway and create a lifetime of memories in Atlantic City.

Atlantic City Expert Heather Colache is available at 609-318-6097 or hcolache@meetac.com to make sure you enjoy Atlantic City as it was meant to be experienced. Call today to book your Atlantic City Experience.



Meet AC received funding through a grant from the New Jersey Department of State, Division of Travel and Tourism.



TourAtlanticCity.com


Bob Rouse

Editor in Chief
101 Prosperous Place, Suite 190
Lexington, KY 40509 USA
+1.859.264.6548
bob.rouse@ntaservicesinc.com

WELL that was fun.

In the days before we completed this issue of *Courier*—time I normally reserve for fast writing—I got caught up in something profoundly positive and fun. That's rare for 2020.

When I read that the Toronto Blue Jays were looking for a place to play their home games in the COVID-shortened Major League Baseball season (Canada's border is closed to U.S. travelers, including visiting teams), I emailed several of the Jays' front-office staff with a simple proposal: Come to my Kentucky hometown and play ball.

It was a lark, of course. Midway, a town of 1,800, has fantastic restaurants and is surrounded by gorgeous horse farms and aromatic bourbon distilleries ... but no hotels. And the new ball field at Midway University doesn't even have bleachers yet. And I was honest about all of that when I stepped to the plate and sent my email. That was on a Monday afternoon.

A few hours later, the team's director of fan services called to tell me that my far-fetched suggestion was a welcome

diversion during a stressful time. I had made it to first base. My new friend wanted to share my email with a reporter, and Shi Davidi called the next day to interview me.

His story (sptsnt.ca/39rjc3e) led to a Wednesday appearance on CTV, Canada's most-watched TV news outlet (bit.ly/3hswiQc). Thursday had me on a Toronto radio station and in local online stories (bit.ly/2WRYaFT). On Friday we completed this issue.

And it's a bit different. In true 2020 form, we've pivoted away from print and are offering August/September as an e-pub. We'll post individual stories on NTAcourier.com in the days and weeks to come, assuring a widespread audience.

They're worth reading now, though. Kendall Fletcher offers keen observations about several NTA-member museums in "To revive and retell" (starting on page 21). Pat Henderson shines our City Spotlight on neighborhoods, museums, and members in Washington, D.C. (p. 18). And Kendall and Pat take you around the world in destination coverage, from the Great Lakes to the Great Barrier Reef, starting on page 28.

As *Courier* pivots, so does the travel industry. Read how tour operators expect to continue working with group leaders when travel resumes (p. 8), and learn what one expert predicts in "Consumer trends in a post-COVID world" (p. 13).

We pivot and we wait. Yet as we work from home during the chaos of COVID, we find a few positives. See "Silver linings" (p. 52) for uplifting words from your colleagues.

So about those Blue Jays who uplifted from Toronto: As we complete this issue on Friday, the MLB team is still searching for a spot to land. I'm 99.9% certain it won't be Midway. But that leaves a 0.1% chance. And in 2020, nothing is certain ... which means anything is possible.

That's my silver lining.

Read on,

August/September *Courier* Destination Index

Australia 34	Michigan 29
California 23, 31–33	Minnesota 30
Colorado 15	New Zealand 35
Croatia 36	Newfoundland 17
Delaware 24	Ohio 30
Guam 35	Poland 36
Hawaii 34	Slovakia 37
Illinois 29	South Carolina 17
India 38	Tennessee 21–22
Indiana 28	Utah 16
Japan 38	Virginia 19, 24
Lithuania 37	Washington, D.C. 18–20
Louisiana 14, 22–23	Wisconsin 28
Maryland 16	

On the cover:
Colorado National Monument
features sheer canyons and
sandstone rock formations.
Photo by Tour Colorado



NORWEGIAN'S PEACE OF MIND™

SAIL SAFE | FLEXIBLE BOOKING

Dear Tour Operators,

I hope that you and your loved ones have stayed safe and well during the pandemic, and I thank you for the countless letters and emails of support I have personally received over the past few months. Many of you have kindly asked about the welfare of our ship-based crew and our office-based employees while others are daydreaming along with us about a return to the seas.

Your eagerness to set sail with us again has come across loud and clear as has your interest in learning more about how the cruise experience will change once we resume operations.

Please know that during our cruise line's more than 53-year history, the safety, health and well-being of our guests, crew members and the communities we visit have been and continue to be our #1 priority—both on board and on shore. Before we all recognized the magnitude of the global pandemic, we put in place some of the most stringent health and safety measures across the industry. And as we prepare to return to operations, it is important now more than ever to further develop our health and safety protocols.

Accordingly, we have spent the past months working with experts in their respective fields, world-leading safety vendors and our internal safety and medical teams, to ensure your safety so that you can explore the world with the ultimate Peace of Mind™. We continue to work closely with the U.S. Centers for Disease Control and Prevention (CDC) and are developing even more stringent protocols to meet and exceed their standards once those have been finalized.

We are excited to share recent enhancements to our health and safety standards that are extraordinarily robust—far too detailed to fully list in a letter. It is our belief that when taken as a whole, these protocols will allow a vacation with Norwegian Cruise Line to be among the safest vacation options available. For those interested in reading through the details, and we encourage you to do so. Please click on the links below that detail our 6 key areas of focus:



ENHANCED SCREENING PROTOCOLS



RESPONSIBLE SOCIAL DISTANCING



ALL-NEW AIR FILTRATION



ENHANCED MEDICAL RESOURCES



INCREASED SANITATION MEASURES



EXTENDED SHIP TO SHORE SAFETY

Moving forward, we expect to implement additional safety measures as we continue working with the CDC, global health organizations and domestic and international government agencies.

As I mentioned earlier, your health and safety are our top priority. We commit to taking every precaution to protect you, placing the highest value on your well-being over profits so you can continue to explore the world with those you love, safely.

We would love your feedback on these new protocols as well as other measures that would provide you additional Peace of Mind, so please send your thoughts to peaceofmind@ncl.com. I look forward to your suggestions!

We appreciate your support and look forward to welcoming you back on board soon to explore the world in comfort and safety. Together, we'll return to our favorite place—the ocean. In the meantime, stay safe and be well.

Sincerely,

Harry Sommer,
President & CEO, Norwegian Cruise Line





Catherine Prather, CTP
President
101 Prosperous Place, Suite 190
Lexington, KY 40509 USA
+1.859.264.6545
catherine.prather@ntastaff.com

I KNOW YOU CAN RELATE when I say this: There are days I want to go back to sleep and wake up only when this madness has stopped. The lives lost. The careers ended. The businesses closed. The seemingly never-ending uncertainty.

But then there's always that spark of hope, that ray of positivity, that recharge of energy. And it typically comes from you, dear NTA member.

You send emails, make posts, or give us calls to share your thanks for what NTA is doing to help you navigate these uncharted waters. Through your simple acts of gratitude, I am recharged to get going, to plunge deeper, and to keep trying to do the best I can.

I also am inspired and motivated by your resiliency and by your ability to pivot.

Yes, *pivot*. It's one of my new favorite words, and I'm certain I'll wear it out. (In fact, my co-workers may feel I've already worn out its welcome.) Yet, it is exactly what we all have been doing—and must continue to do—in order to survive and thrive.

We don't know what travel will look like when the coronavirus dust settles, and really, the only certainty is that our landscape will be very, very different. Every day is a new day in terms of Battle COVID, so pivot we must.

I've heard of staunch multi-day tour companies treading into the waters of one-day outings. There are operators who only sell cruises or package international travel, and they are now turning their eyes closer to home with itineraries within their communities. Attractions are adapting their experiences for mask-wearing, physically

distanced visitors. Destinations are gearing their messages to exploring nature and being active—even when they've rarely spotlighted those attributes before.

You're using technology to keep clients inspired, you're "simply reaching out" instead of selling, you're sending baskets of local treats to remind travelers of what they are missing, and you're offering boxed lunches on your rooftop terrace because you can no longer have catered meals in your facility.

You are pivoting with every new regulation, obstacle, and twist along this winding road.

My hope is that you connect with your fellow NTA colleagues so they are aware of these amazing pivots. Use Engage to communicate what you're doing. Keep your websites current with this new information and product offerings, noting who the contacts are, and if you are closed, how someone can get information when you do reopen.

And perhaps most important, think about your DMO as your first responder.* Tour suppliers, make your DMO aware of what's going on so they have the most current information for tour operators. And operators, you can head to your DMO partners for everything you need.

We should come together now like no other time. We need to be patient with one another, we need flexibility, and we need to collaborate on that next pivot.

Be safe and be well,

*Shout out to Todd Stallbaumer with Oklahoma Tourism for "Your DMO as your first responder."

NTA BOARD OF DIRECTORS

Executive Committee

Chair

Jim Warren, CTP
Anderson Vacations
jwarren@andersonvacations.ca

Vice Chair

Chase Poffenberger
Academic Travel Abroad
cpoffenberger@academic-travel.com

Secretary

Debra Asberry
Women Traveling Together
debra@women-traveling.com

Immediate Past Chair

Paul Larsen
Ed-Ventures
pcl@ed-ventures.com

DMO Director

Kelly Dean
Ottawa Tourism
kdean@ottawatourism.ca

Tour Supplier Director

Cory Mace
North Central Group
cmace@ncghotels.com

Directors

Dawn Burns
Deadwood CVB
dawn@deadwood.org

Jorge Cazenave, CTP
Cazenave Argentina
jorge@cazenaveargentina.com

Angela Harness, CTP
Tanger Outlets
angela.harness@tangeroutlets.com

Fraser Neave, CTP
Wells Gray Tours
fraser@wellsgraytours.com

Nish Patel
Mayflower Cruises and Tours
nish@mayflowercruisesandtours.com

Monique van Dijk-Seppola
Scandinavia Tours
monique@scandinaviatours.no

Jerry Varner, CTP
Making Memories Tours
jerry@makingmemoriestours.com

Christina Werner, CTP
Custom Holidays
christina@customholidaysonline.com

Director at Large

Michelle Pino
Northeast Unlimited Tours
michelle@northeastunlimitedtours.com

BY BOB ROUSE

vTREX, it's what's for 2020

WHERE THERE'S A WILL, there's a way.

And for National Tour Association members, there's a will to connect, but with many budgets cut to the bone, business travel has been all but eliminated. There's still a way, though, in 2020: The association's signature event, Travel Exchange, will be conducted entirely online.

Instead of gathering this November in Reno, Nevada, the NTA community will get together on laptops, desktops, and mobile devices from Nov. 17 to 19. The virtual Travel Exchange, dubbed vTREX, will be a combination of one-on-one and small group appointments, and a mix of seminars and sessions.

"During the three-day show, members can meet with each other in a condensed appointment schedule and in live seminars and roundtables, says Dawn Pettus, CTP, NTA vice president for events. "We've built in a number of community-building events, too. Along with general sessions to start



each day and happy hours to end them, we'll have some fun with afternoon breaks and check-in moments from NTA leaders."

NTA President Catherine Prather, CTP, who will host the event along with 2020 NTA Chair Jim Warren, adds, "With registration fees less than half of our regular show and with no expenses for travel, we expect to see our regular delegates and pick up some new attendees, too."

The event also will welcome travel professionals whose engagement in the NTA community was interrupted by COVID-related job loss.

To get details on pricing and the schedule—and to register for vTREX—go to NTAtravelexchange.com.

ITMI, WFTA to be part of vTREX

NTA will continue its collaboration with the International Tour Management Institute and the World Food Travel Association. During a special pre-vTREX session, NTA members will be able to meet with ITMI-certified tour directors about open positions they have with their organizations. WFTA will hold its first FoodTreX North America Nov. 12–13, and NTA members can attend the virtual show at a reduced price.

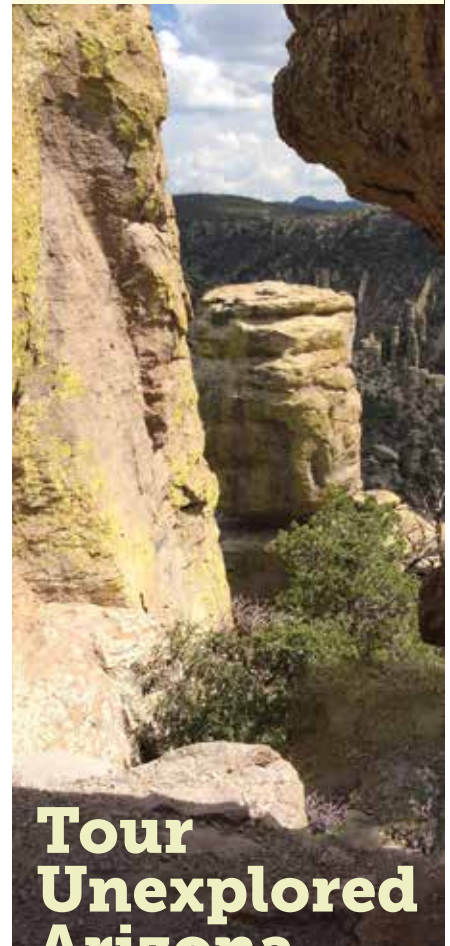
NTA asks for U.S. mask mandate

In a July letter to Dr. Robert Redfield, director of the Centers for Disease Control and Prevention, and his colleagues on the White House Coronavirus Task Force, NTA President Catherine Prather, CTP, asked for a federal mask mandate in the United States.

In her letter, Prather outlined the economic devastation that COVID-19 has caused the travel and tourism industry. She pointed out that Redfield and other

public health experts' findings indicate that the use of face coverings can help contain the spread of the disease.

"Unfortunately, we have yet to see coordinated federal leadership on a mandate for face masks," Prather wrote. "We believe a federal mandate regarding face masks would be an important, commonsense step that would not only protect more American lives, but would also speed economic recovery, especially for our industry." ☞



Tour Unexplored Arizona

Cochise County, with mile-high, hip towns and breath-taking scenery is an undiscovered jewel!

Explore wide-open spaces and quaint nooks, plus world-class attractions and big-city cuisine.

Tour Arizona's two largest wine regions, galleries and shops, and National parks and monuments.

*Discover affordable,
friendly
Cochise County.*

EXPLORECOCHISE.COM

NTA tour operators have post-COVID advice, encouragement for their partners: Group leaders

THE SHORT ROAD AHEAD for the travel industry is pot-holed with COVID closures and protocols. But around the corner, when the disease is under control, tour operators and group leaders can plan with confidence ... and they'll look to each other for help.

"Group leaders need to remain strong and hopeful. Travel will come back once our clients understand how much hotels, restaurants, motorcoach companies, and attractions are doing to keep them safe," says Cathy Greteman, CTP, president of Star Destinations. "When group leaders choose a tour operator that focuses on providing the best travel experiences in a safe and measured environment, they will come away with a successful series of tours they can be proud to offer."

Courier asked five veteran NTA tour operators about working with group leaders in the months and years ahead.



PAT HENDERSON

Group leaders can gather like-minded travelers—such as these trekkers at Mount Norquay in Banff, Alberta—for tour operator-led adventures.



Brent Dalrymple
Sunrise Tours
St. Louis, Missouri
brent@travelsunrise.com



Taunya Wolfe Finn, CTP
Wolfe Adventures & Tours
Newburyport, Massachusetts
taunya@wolfetours.com



Cathy Greteman, CTP
Star Destinations
Carroll, Iowa
cathyg@stardestinations.com



Paul Larsen
Ed-Ventures
Rochester, Minnesota
pcl@ed-ventures.com



Justin Osbon
Image Tours
Grand Rapids, Michigan
justin@imagetours.com

Courier: How do group leaders fit into your business model?

Larsen: Group leaders come in many flavors, and as an operator of custom tours, we work with all types of group leaders. They can be teachers, faith leaders, music directors, bank club leaders, business leaders, a traveler who initiates trips with their friends, an activity director at a senior center, a book club leader, a wine connoisseur, or a travel agent who recruits groups.

Osbon: We are a wholesaler, and they fit very well within our model of selling our tours through travel agents, operators, and group leaders.

Greteman: We are primarily a wholesale custom group-tour company. We see group leaders playing a very important role for travelers who are like-minded, come from the same area, and like to travel with friends. Group leaders bring these people together, choose the tour and the tour components, and organize the participants. It is a win-win for us.

Courier: How did you connect with your group leaders?

Wolfe Finn: We connect in person—visiting them or at trade shows—or via personal emails and phone calls. We love working with our group leaders and helping them get their groups on the road.

Greteman: The best way for us to find group leaders is by word of mouth. Our outstanding customer service and ease of working together brings group leaders to us, especially if they have other jobs or are new to gathering groups. We attend trade shows and markets to introduce ourselves, but most often we rely on references. We always welcome group leaders to call us and have a conversation about the future of group travel.

Larsen: With faith leaders, it is often a matter of going to where they are, such as coffee shops, conferences, or social activities in the community. Print promotions work, too, but that takes more financial investment than a cup of coffee—and a

lot more time to develop the relationship. As Ed-Ventures' reputation grew, referrals became a big part of the picture as well. Teachers will respond to local events hosted for them, and letting them know they are appreciated is a good way to start. Websites and social media can be effective, but building a relationship is what brings long-term results.

Courier: What's your idea of a perfect group leader?

Osbon: The perfect group leader keeps their group informed and works with the tour operator to ensure the clients have a trip of a lifetime. They are organized and well-informed, and they understand the trip is for their clients.

Dalrymple: A perfect group leader is clear and decisive with me about the travel package in which the group is interested. They are also clear about the process by which a tour package will be chosen, letting me know if we are in competition with other operators and

when a decision will be made. Finally, a perfect group leader makes a strong effort to market the package to their travelers through mailings, newsletters, and emails.

Post-COVID, the role of the group leader will be much the same, with one exception: They will be needed to reassure the traveler that it is time to take off again.

—Paul Larsen, Ed-Ventures

Wolfe Finn: Our current group leaders care about their groups and the experiences they have. A great leader's groups would follow them to the end of the earth and not even think twice! Trust is huge.

Larsen: A perfect group leader is a partner who understands the importance of their role as well as the expertise of the tour operator. They love to travel and

relate to people. They have a purpose for their travel, and they have a group of people who trust them and like to travel with them.

Greteman: The best group leaders are enthusiastic and passionate about sharing new and exciting destinations and experiences with their club, their membership, or their clients. They are more concerned about choosing destinations that appeal to their travelers rather than themselves. They are organized, timely, and communicative.

Courier: What can group leaders be doing now, while travel is on hold?

Dalrymple: In the time of COVID, they should maintain communication with their travelers so when the pandemic passes, they can quickly deliver a viable group. Don't let travelers forget about the travel group!

Greteman: We are encouraging our group leaders to stay in touch with their



See a show, explore authentic historic attractions, arts, wineries, breweries, the great outdoors and award-winning dining. The perfect getaway is here, and ready when you are.
visitfred.com

Fredericksburg
TIMELESS.
SPOTSYLVANIA STAFFORD

travelers. We also suggest that they survey their travelers to see how far they will be comfortable traveling in the coming months. Will they only want to travel by motorcoach? Will they fly domestically or internationally? This also helps to discover what destinations are at the top of their bucket list.

Osbon: They can be doing research to see where their travelers want to go, learn about the destinations, determine which tour operators specialize in those places, and start a dialog with those operators. Then when it is safe to travel again, everyone can hit the ground running.

Larsen: They can go on some day trips—and really get creative. Visit the local German brewery to see if someone might someday have an Oktoberfest trip to Germany on their bucket list. Go to a museum or take a cruise on one of the Great Lakes. Host a virtual party with a local guide from overseas. The possibilities are endless.

Courier: What will the role of group leaders look like after COVID concerns pass?

Wolfe Finn: Group leaders are going to continue to be someone their students, parents, and adult travelers seek out to make sure they can trust the tour company, the itinerary, and their overall experience. Travelers will want to know their health and safety concerns are being taken seriously, and group leaders can work with their tour operator to make sure everyone is on the same page with appropriate precautions being taken by all the sites, transportation companies, hotels, and guides.

Larsen: The role of the group leader will be much the same with one exception: They will be needed to reassure the traveler that it is time to take off again. They will be helpful in the education process and can help speed the recovery along. Every group leader we talk to and educate will reach a much larger pool of people who trust them, and those travelers will be reassured.

Greteman: We have encouraged our group leaders to not worry about filling the bus. For a number of years, we have based our tours on smaller group sizes, and this is exactly what the post-COVID environment will look like, at least in the near future. Communication is key, and travelers trust their group leaders to make the best choices for them in the travel providers that they work with. Teamwork will get us all through this.

Osbon: Travelers will look to group leaders for guidance, and when the leaders are ready, they will rally the troops and start filling tours. They will be the Pied Piper that tour operators enjoy working with.

Larsen is confident that travel experts will get through the uncertain times of travel's recovery. "It is important for all parts of the industry to work together in any way we can," he says. "We in the travel and tourism industry will have a significant role to play in bringing the world and its people back together." 🌀

**Come Home to
GRACELAND**

Come home to the place where Elvis Presley's dreams came true. 120 acres dedicated to the life and career of an American legend, the King of Rock 'n' Roll. See the gold records, the jeweled jumpsuits, the classic cars and all-new immersive exhibits that let you experience Elvis like never before.

Graceland
THE HOME OF ELVIS PRESLEY

Memphis, TN • 800-238-2010 • Graceland.com/groups

The NTA Loyalty Program keeps you pointed toward success

BY PAT HENDERSON

AT THE BEGINNING of 2019, your association launched the NTA Loyalty Program as a way for you to get more involved and, in the process, earn rewards.

“The goal for the NTA Loyalty Program is to give members a fresh way to engage with the association,” says NTA Senior Manager of Member Engagement Jennifer Royse, CTP. “In the second year we hope participation will grow as members realize they can earn points in a variety of ways—ranging from attending events and volunteering to being a sponsor or an advertiser—that translate into getting additional benefits.”

See the boxes below to learn more on how your company can earn points and to see specifics on the levels and rewards. The point count starts afresh on Jan. 1 of each year.

For more information on the program, email Jen at jennifer.royse@ntastaff.com.

How are points earned?

Here is the list of the categories in which member companies can earn points, along with the values for each. Some of the categories are based on individual actions, and those count toward the organizational total.

NOTE: A company only earns one set of points per category even if they have multiple employees that qualify for individual points.

Attend vTREX	5 points
Register for Contact	5
Fully participate in NTA Leadership	3
Earn your CTP	3
Refer a new member	3
Renew membership by Dec. 31	3
Contribute to NTA's advocacy efforts	3
Register for vTREX by early-bird deadline	2
Be a speaker at an NTA event	2
Purchase a print ad	2
Purchase a digital ad	2
Sponsor at vTREX	2
Sponsor at Contact	2
Update company profile at ntaonline.com	2
Participate in discussion at Engage	2
Use NTA logo on company website/collateral	1

Current standings

Even amid COVID-19, members are earning points toward one of the four reward levels. Here is a look at the top 10 as of June 30.

COMPANY	POINTS
CroisiEurope America	14
Explore St. Louis	14
A Closer Look Tours	13
Brilliant Edventures	13
Norwegian Cruise Line	13
Ed-Ventures	12
Friendly Excursions	12
Main Street Experiences	10
Sports Travel and Tours	10
The Wyoming Office of Tourism	10

Reward levels

As the year goes along, companies can earn points in hopes of reaching one of four levels: Trailblazer (the highest level), Adventurer, Explorer, and Pathfinder. The specific rewards for each category are listed below.

LEVEL (points required)	REWARDS
Trailblazer (36 or more)	25 percent off one of four things * Recognition at Travel Exchange/vTREX Mention in a <i>Courier</i> article Mention in NTA's <i>Tuesday</i> newsletter
Adventurer (32–35)	20 percent off one of four things * Mention in a <i>Courier</i> article Mention in NTA's <i>Tuesday</i> newsletter
Explorer (28–31)	15 percent off one of four things * Mention in NTA's <i>Tuesday</i> newsletter
Pathfinder (24–27)	10 percent off one of four things *
<p>* A member company can choose to use its percent off discount for one of the following four things:</p> <ul style="list-style-type: none"> • NTA membership • Travel Exchange registration • A digital advertisement • A sponsored content article at NTAcourier.com 	

Discovering Civil War History and the *USS Monitor*

BY SHANNON RICLES

ON MARCH 9, 1862, the *USS Monitor* and the Confederate ironclad, *CSS Virginia* (originally the *USS Merrimac*), fought to a draw in the Battle of Hampton Roads. The historic clash of ironclads changed naval warfare and shipbuilding forever.

Sadly, on New Year's Eve 1862, the *Monitor* sank off the coast of Cape Hatteras, North Carolina, taking the lives of 16 crew members with it. In 1973, a team of scientists found the shipwreck, and in 1975 it became the United States' first national marine sanctuary.

To explore this history, travelers begin their journey at the Mariners' Museum and Park in Newport News, Virginia. As the primary visitor center for the National Oceanic and Atmospheric Administration's Monitor National Marine Sanctuary, the museum sits in an urban oasis surrounded by the Noland Trail and 550 acres of natural park and lake.

Guests will find 90,000 square feet of exhibition galleries, including the award-winning USS Monitor Center. These galleries offer lessons about the Civil War, the battle, the crew, and how the *Monitor* saved the Union.

A state-of-the-art conservation lab houses 210 tons of artifacts from the



In the Battle of Hampton Roads off the Virginia coast, the ships were evenly matched, with each one's armor stronger than its opponent's firepower.

J.O. DAVIDSON, COURTESY OF U.S. NAVAL HISTORY AND HERITAGE COMMAND

ironclad that were recovered from the sanctuary, and visitors can watch conservators at work in the lab and see the turret, Dahlgren guns and carriages, and the steam engine. (Admission is \$1.)

The next stop is Monitor-Merrimac Overlook Park in Newport News. This tucked-away gem includes a beach, fishing pier, and interpretive signs. It's not difficult to visualize the battle that took place just offshore, where the *Monitor* and *Virginia* (*Merrimac*) fought for over four hours. The park is free and open seven days a week from sunrise to sunset.

Another interesting site in Hampton Roads is the Fort Monroe National Monument. During the Civil War, Fort Monroe was a defensive stronghold at the entrance of the Chesapeake Bay, and it was there that the *Monitor* arrived on March 8, 1862. Early the next morning, iron met iron in the first battle between ironclads.

With free admissions, visitors can walk the beaches, climb the fortress, visit the Case Mate Museum, and learn more about the battle.

History, naval, and military buffs who wish to learn more about the *Monitor*'s legacy can venture south to the Outer Banks of North Carolina. In Manteo on Roanoke Island, the North Carolina Aquarium holds the Ironclad Exhibit, which includes a one-third scale model of the *Monitor* shipwreck, lying in a 306,000-gallon tank that depicts the vast marine diversity off the coast.

Driving south down Highway 12 towards Hatteras Island takes visitors through the National Park Service's Cape Hatteras National Seashore. At the Cape Hatteras Light Station, they can learn how the *Monitor* encountered a storm when it rounded the cape and also how it lost its final battle, sinking 230 feet below the surface.

The last stop is a short distance south: the Graveyard of the Atlantic Museum. The attraction features fascinating maritime stories of the many ships—including the *Monitor*—that met their demise in the turbulent seas just off the coast. Admission is free. 📍

Shannon Ricles is education and outreach coordinator for the Monitor National Marine Sanctuary. For more information, visit monitor.noaa.gov.



MARINERS' MUSEUM AND PARK

At the Mariners' Museum and Park in Newport News, Virginia, visitors walk up a few stairs to look inside the conservation lab.

Consumer trends in a post-COVID world

BY ROCHELLE TURNER



COVID-19 has shaken our society to its core, transforming behaviors and turning lives and businesses upside down.

For most of us in the Western world, we have

never had such restrictions placed on our actions. Through the immense difficulties of staying locked down, there have been positives, though, like having cleaner air, spending less money, and building stronger links with our families and local communities.

Forced into new ways of working and learning online, we have also developed new habits and have reconsidered issues that we are prepared to stand for in the future. Rather than simply replicating past behaviors, we can embrace beneficial new habits in a post-COVID world.

Prior to the pandemic, a number of new consumer trends were rising. For some time, people had already been moving their purchases to companies with greater purpose, and many were calling out poor practices that did not benefit the environment or align with changing social values. Trends in online shopping and working from home were steadily growing, driven by a need for convenience and enabled by innovations in high-speed technology.

Getting back to traveling

We have greatly missed travel and vacations, but the headlines about the continued spread of the virus and announcements of job losses have scared and scarred us. It has become clear that certain people have been disproportionately affected and there are deep structural divisions in societies, and many feel out of control and unsure and anxious as to the right ways to behave or to plan for the future.

When travel returns, the companies that understand the attitudes and values that drive underlying consumer trends

will have a stronger chance at thriving in the post-COVID world.

Four trends to act upon

Considered consumption The appearance and spread of this deadly disease are likely to have been a direct outcome of our drive for ever-greater economic growth and individual gain at the expense of community, climate, and biodiversity ([nyti.ms/2Cen8aP](https://www.nytimes.com/2020/02/26/business/economy/covid-19-economy.html)). Thrifting and upcycling have had huge growth, and we are seeing a backlash on status-flaunting and ostentatious luxury.

- Brands can help consumers feel more in control over their money by focusing on reliability, trust, and value.
- Increased price sensitivity means that providing reasons for consumers to trust a brand is more important than ever.

Companies that understand the attitudes and values that drive underlying consumer trends will have a stronger chance at thriving in the post-COVID world.

Kindness and community In the response to the pandemic, certain people have had to put themselves at great risk in order to help others. Valuing and showing gratitude to these front-line workers, supporting neighbors and communities, and buying goods and services locally have been major shifts in the months just passed.

- Consumers will be looking for real evidence of how the travel industry can create greater personalization, safety, sustainability, and benefit to their experiences.
- Wearing masks and social distancing do not sit naturally with hospitality, so ingenuity will be needed to help ensure these practices do not take away from the travel experience.

Fairness, honesty, and transparency The shift of business toward purpose is accelerating, and consumers expect companies to step up. Americans say they will remember both the missteps and the good turns that businesses made during the pandemic long after it is over (bit.ly/2OiVnRr).

- For businesses, proving social purpose is now more important than ever.
- Social media has made all companies wide open to live scrutiny and critique, and companies must show through their actions that they are human and genuine.

Reset not rebound COVID-19 has brought a renewed focus on the need for greater preparedness and resilience. This is being met through engagement with digital technology, financial planning, valuing wellness and mental health, and ensuring that our surroundings are clean, safe, and secure.

- Customers have extremely high expectations for hygiene and flexibility. Safety is the top priority, and companies need to work hard to assuage concerns. Good design, low touch, and organized processes involving digital technologies are key to this.
- The growing focus on the holistic approach to wellness encourages opportunities for future travel experiences and collaborations.

This is a tough time for people who run a business. Those who can put their organization's core values into action, take the time to understand their customers, invest in their employees, and do right by their wider stakeholders are positioning themselves to come out far stronger—and much more resilient—for the months and years to come. ☺

Rochelle Turner is the head of research and insight for MaCher (macher.com), a sustainable design and manufacturing firm that provides information and advice about changing habits that can help reduce waste in the world. Reach her at rturner@macher.com.



Here's where groups go ... with good reason

When concerns about the COVID pandemic ease, travelers will be eager to hit the road (or the swamp) again—and every destination's hotels, restaurants, activities, and attractions will be equally eager to welcome them. Here are six NTA-member destinations, each with a collection of distinctive and diverse things to see and do.

Louisiana

louisianatravel.com | NTA contact: Marie Stagg | mstagg@crt.la.gov

Top spots for groups

- **National WWII Museum** in New Orleans features immersive exhibits, multimedia experiences, and an expansive collection of artifacts and first-person oral histories. See more on page 22. (nationalww2museum.org)
- Festival International in **Lafayette** is a five-day celebration of culture through music, food, art, and performance that takes place each year at the end of April. Celebrating its 35th year in 2021, this event is the largest international music and arts festival in the United States. (lafayettettravel.com)
- Built in 1913 as a private home, the Biedenharn Museum & Gardens in Monroe offers three unique experiences for the price of one. The tour features the historical Coca-Cola Museum, a Bible museum, and the ELSong Botanical Gardens.
- Take the Bayou Rum Distillery Tour in Lacassine and learn how the liquor is made from locally sourced Louisiana sugarcane.
- LSU's Rural Life Museum and Windrush Gardens in Baton Rouge offers a large collection of artifacts and architecture from cultures of 18th- and 19th-century rural Louisianans.

- Atchafalaya National Heritage Area showcases the unique environment and culture of 14 Louisiana parishes, including the rich and mysterious landscapes.

Pleasant surprises

"You are treated like family when you visit Louisiana. We love to share our food, music, culture, and stories with everyone," says Marie Stagg of the Louisiana Office of Tourism. "Visitors see and feel our genuine friendliness and hospitality everywhere they travel."

Health measures

Visitors are encouraged to check with specific destinations for updates on any restrictions. The state of Louisiana is following guidelines outlined by the White House and CDC regarding protocols for the reopening of attractions, restaurants, bars, and hotels.

What do you say to travel planners new to your destination?

"Louisiana offers one of the most memorable and unique experiences you will find, like traveling to a foreign country without leaving the United States," Stagg says. "It comes from our heritage of African, Caribbean, Spanish, French, German, Irish, and Italian influences. Louisiana isn't for spectators ... it's for participants who want to feed their souls."

Colorado

tourcolorado.org | NTA contact: Julianne Fredrick, CTP
tourcolorado@gmail.com

Top spots for groups

The adventures in Colorado are endless, according to Julianne Fredrick, CTP, executive director of Tour Colorado. "We have eight scenic railroads*, four national parks, eight national monuments, 26 scenic byways, and 41 state parks. Groups can witness the beauty of Colorado from a train or motorcoach, and by car or foot."

*including these NTA members:

Durango & Silverton Narrow Gauge Railroad, Cumbres & Toltec Scenic Railroad, and Georgetown Loop Railroad

Pleasant surprises

"Guests will be pleasantly surprised by our sincere, warm Colorado welcome and the rich history of our state," Fredrick says.

Health measures

"Colorado's open spaces and fresh air are just what we all need right now," Fredrick says. "Please do remember to drink more water than normal, as you most likely will be at a higher altitude than you are accustomed to."



EVAN SEMON

The Victorian buildings in Larimer Square, home to the first saloons and businesses in Denver, have been transformed into shops, wine bars, and highly acclaimed, chef-owned restaurants.

What do you say to travel planners new to your destination?

"Most groups use an itinerary that blends our natural parks with our cities' attractions and dining. They can do everything in Colorado," says Fredrick. "During the COVID concern, we're seeing more hub-and-spoke tours so that people can limit their hotel stays to just one room, and then venture out from there every day for the adventures, beauty, and fresh air of Colorado."



GRAND JUNCTION CVB

Trail Ridge in Rocky Mountain National Park

Salt Lake City, Utah

visitsaltlake.com

NTA contact: Michael Mack | mmack@visitsaltlake.com

Top spots for groups

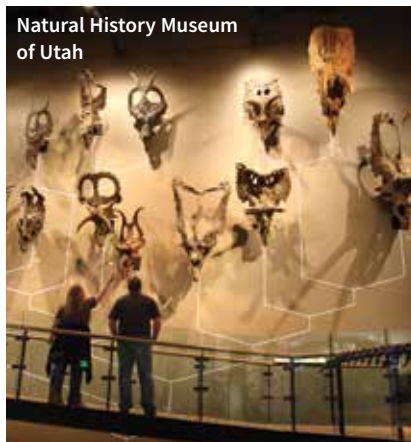
Red Butte Garden, the Natural History Museum of Utah, FamilySearch at Temple Square (familysearch.org), City Creek Center, and the Great Salt Lake.

Pleasant surprises

"Great local cuisine, dozens of independent breweries and boutique distilleries, clean smelling air, beautiful rugged mountains, and a fit and youthful populace," says Michael Mack, director of strategic partnerships at Visit Salt Lake.

What do you say to travel planners new to your destination?

"Salt Lake City is an old pro at accommodating and welcoming group tours," Mack says. "Reasonably priced, well-situated hotel rooms are available in the city center. While Salt Lake has the same issues as most major cities, it is a very walkable and friendly city."



NHMU/TOM SMART

Baltimore, Maryland

baltimore.org

NTA contact: Eric Masterton | emasterton@baltimore.org

Top spots for groups

The National Aquarium (aqua.org/groups), Fort McHenry National Monument and Historic Shrine, the American Visionary Art Museum, Reginald F. Lewis Museum of Maryland African American History and Culture, and Fleet Week.



JASON VARNEY

Pleasant surprises

"Visitors enjoy the walkability of Baltimore," says Eric Masterton of Visit Baltimore. "It's full of picturesque bay views, diverse cultural attractions, and an incredible dining scene, including fresh local seafood."

What do you say to travel planners new to your destination?

"Visitors to Baltimore are charmed by the architecture, the waterfront location, the historical relevance to the founding of America, and the diversity of our arts and culture," Masterton says. "From world-class luxury hotels to quaint family-owned bed and breakfasts, expansive green spaces, and world-famous attractions, Baltimore really surprises people."



Experience MÉXICO

Available for direct booking, co-sale, and specialty branding.

**YUCATÁN PENINSULA | COPPER CANYON | COLONIAL CITIES
MONARCH BUTTERFLIES | MEXICO CITY | BAJA WHALES & WINE**

**Call or reserve today!
877.938.0951**

 acloserlooktours.com [@acloserlooktours](https://www.facebook.com/acloserlooktours) [@acloserlooktours](https://www.instagram.com/acloserlooktours)

Charleston, South Carolina

charlestoncvb.com

NTA contact: Jennifer A. Cecil | jcecil@explorecharelston.com

Top spots for groups

The Charleston Tea Garden, Patriots Point Naval and Maritime Museum (patriotspoint.org), Fort Sumter National Monument, and *The Schooner Pride*.

Pleasant surprises

"Hospitality is our way of life," says Jennifer Cecil of Explore Charleston. "I think people will be pleasantly surprised at how friendly everyone is. You will not meet a stranger in Charleston, and you'll leave with new best friends!"

What do you say to travel planners new to your destination?

"We partner well with our friends in Myrtle Beach and Savannah, and we are a destination you can visit year-round," Cecil says. "It may sound cliché, but there is something for every age and interest. And seriously, don't forget the food!"

Fresh-grilled seafood



BRENNAN WESLEY

St. John's, Newfoundland

destinationstjohns.com

NTA contact: Paul Buggé | pbugge@destinationstjohns.com

Top experiences for groups

Sea kayaking, snorkeling with the whales, hiking the East Coast Trail, enjoying the George Street Entertainment District, and visiting Quidi Vidi Village.

St. John's jellybean-colored houses



NEWFOUNDLAND AND LABRADOR TOURISM

Pleasant surprises

"Newfoundland and Labrador is Canada's youngest province, but it's home to St. John's, one of the oldest cities in North America," says Paul Buggé of Destination St. John's. "Ours is a vibrant and colorful city, close to nature and full of wide-open green spaces."

What do you say to travel planners new to your destination?

"National Geographic has named St. John's as the top coastal destination in the world," Buggé says. "Also, St. John's has more than 3,500 hotel rooms in the center city, all within 10 minutes of downtown." 📍

THE RONALD REAGAN

★★★★ PRESIDENTIAL LIBRARY & MUSEUM ★★★★★



One of California's most beautiful and unique destinations!

For information on *FBI From Al Capone to Al-Qaeda* & other special exhibits
visit ReaganLibrary.com/Events



Tour Through Air Force One 27000

View a Full Scale Replica of the Oval Office

Touch an Authentic Piece of the Berlin Wall

40 Presidential Drive • Simi Valley, CA 93065 • ReaganLibrary.com



Washington, D.C.: Neighborly and natural

BY PAT HENDERSON

Lincoln Theatre on U Street

WHAT MAKES a big city compelling? While there are likely as many ways to answer that question as there are responders, common thoughts would be interesting history, intriguing attractions, natural beauty, great restaurants, funky shops, and friendly locals.

All of those descriptors apply to Washington, D.C., but the U.S. capital city's most fascinating asset may be its vibrant group of neighborhoods.

"DC is full of dynamic neighborhoods, architecture, and history for groups of any kind," says Elliott L. Ferguson II, president and CEO of Destination DC. "We're always focused on making sure when groups are in the city, they're not just on the National Mall, but they're also enjoying our neighborhoods."

While there are many compelling, eclectic areas across the city worth a visit, this article offers a sampling of the following five: Capitol Riverfront, Ivy City, Shaw, Anacostia, and The Southwest & The Wharf.

Capitol Riverfront and Ivy City

Home to the new stadium of the World Champion Washington Nationals, the Capitol Riverfront neighborhood is a hot spot for outdoor recreation. In addition to the baseball park, the area south of the U.S. Capitol near the Anacostia River includes The Yards Park and Canal Park.

With a history that's tied to the nearby Washington Naval Yards, Yards Park has a harbor area that is the launch point for kayak tours and rentals for excursions on the river. Canal Park has a number of unique sculptures and popular seasonal

offerings such as a bustling farmer's market and a winter ice rink.

"It's amazing to see how the city is redeveloping the neighborhoods along the Anacostia River, like Yards Park at Capitol Riverfront," says Ferguson. "And the National Arboretum has some of the best-kept nature preserves in the city."

The 446-acre arboretum is one of the highlights of Ivy City, an area located northeast of the National Mall. As they roam the natural landscape, travelers can see elaborate gardens, water features, and monuments, including the famous National



The National Capital Columns
at the National Arboretum

For more information, reach out to Destination DC's Lindsay Hill at lindsay.hill@destinationdc.com or go to washington.org.



Paddling the Potomac in Anacostia

Capitol Columns. The National Bonsai and Penjing Museum also is on the grounds.

Ivy City, a former industrial area, has seen its warehouses transformed into vibrant public spaces. The culinary scene is noteworthy, as it includes Michelin-star restaurants and a group of craft distilleries.

Shaw and Anacostia

Two Washington, D.C., neighborhoods—Shaw and Anacostia—have strong ties to the city's Black history. The Shaw, located east of the U Street corridor, is renowned for its historical row houses that date back to the 1800s and entertainment venues that helped it earn the moniker of the Black Broadway. The Lincoln Theatre and the Howard Theatre—both still in operation today—have made their mark across the past century by bringing a who's who of Black performers to their stages. The southern part of the Shaw is a favorite for shoppers.

Anacostia was home to noted abolitionist Frederick Douglass, and his residence, Cedar Hill, offers a look at the statesman's life and legacy. Another of the neighborhood's gems is the Anacostia Community Museum, which focuses on urban life and local Black culture.

The area also is a haven for walkers and bikers. Its Riverwalk Trail is just

one of the places where locals and visitors alike can stay active. And, if groups want to spend a few hours volunteering to help preserve the area's ecosystem, they can link up with Anacostia Riverkeepers or the Anacostia Watershed Society.



Recreation Pier at The Wharf

WASHINGTON.ORG

The Southwest & The Wharf

Two names and one exciting place, The Southwest & The Wharf has undergone a major facelift in recent years. The Wharf, a \$2 billion redevelopment a few blocks south of the National Mall that debuted its first phase in 2017, is a mix of restaurants and bars, retail spots, and concert venues.

The waterfront area draws from its roots as a 1700s shipyard where immigrant fishermen sold their catch right off their boats. A market was established in 1802, and what is now known as Municipal Market is a popular spot where people go to grab some fresh fish. The proximity to the Potomac River also makes The Southwest & The Wharf a hub for on-the-water recreation, and stand-up paddleboards and kayaks can be rented at the Wharf Boathouse.

Making museum-y memories

No trip to the U.S. capital city would be complete without a visit to a museum, and, boy, does the Washington, D.C., area have a lot of great options. The following five NTA members are great places to keep in mind as travel restarts:

Smithsonian's National Air and Space Museum

NTA contact: Holly Williamson
hwilliamson@si.edu

The Smithsonian's National Air and Space Museum shares the history of human flight and space exploration through its unparalleled collection and online resources. The museum's two locations in Washington, D.C., and Chantilly, Virginia, display some of the most important airplanes and spacecraft from U.S. history. airandspace.si.edu

International Spy Museum

NTA contact: Lori Scott
lscott@spymuseum.org

The new International Spy Museum, located just steps from the National Mall and The Wharf, draws back the curtain on this secret world. The dazzling space includes state-of-the-art galleries, the world's largest public display of authentic spy gadgets, and interactive exhibits with first-person accounts from real spies. spymuseum.org

Hillwood Estate Museum & Gardens

NTA contact: Joey Hreha
grouptours@hillwoodmuseum.org

This attraction is the 25-acre estate of philanthropist and collector Marjorie Merriweather Post. Visitors can stroll through the gardens, explore the mansion, or browse the unique exhibitions. Coming up in 2021: "The Porcelain Flowers of Vladimir Kanevsky" and "Roaring Twenties: The Life and Style of Marjorie Merriweather Post." hillwoodmuseum.org

National Law Enforcement Memorial and Museum

NTA contact: Thomas Canavan
tcanavan@nleomf.org

The museum, located at the Judiciary Square Metro station, tells the story of American law enforcement through interactive exhibits, world-class artifacts, special exhibits, and thought-provoking programs. The adjacent memorial is the only national monument that honors officers killed in the line of duty. lawenforcementmuseum.org

The Army Historical Foundation, National Museum of the United States Army

NTA contact: Pauline Bonilla
pauline.bonilla@armyhistory.org

This new museum looks forward to offering a unique way for Americans to connect with their Army and the people who serve in it. The attraction will help visitors experience the Army's history through the eyes of the American soldier. Email Pauline Bonilla for the latest updates. armyhistory.org/group-ticketing

DC-area travel pros reveal their local favorites

Choosing your best-loved Washington, D.C., place or experience is a tall order. There are hundreds, if not thousands, of options among the city's A-list museums, brilliant greenspaces, sumptuous restaurants, hidden gems, and waterfront spots. *Courier* magazine asked NTA members who live in the D.C. area to offer their favorites, and here are the responses:



Ashley Birdsell,
National Theatre
groupsales@
thenationaldc.com

One of my favorite DC things is the Kogod Courtyard at the National Portrait Gallery. It's the perfect place to sit with a book and be inside—yet outside—at the same time! The courtyard provides a welcome, quiet respite from the downtown crowds and weather.



Chris Babb,
The Group Tour Company
chris@
grouptourcompany.com

One of my favorite places to visit off the National Mall is Rock Creek Cemetery, located next to the Old Soldiers Home and Lincoln Cottage. My favorite sculpture in Washington—"Grief"—is at the gravesite of Marian Hooper Adams of the political Adams family. It is a cast bronze statue by Augustus Saint-Gaudens found on a plot designed by Stanford White; a space that offers a beautiful, peaceful place for quiet contemplation.



Lori Scott,
International Spy Museum
lscott@spymuseum.org

My favorite DC day starts with renting a kayak and enjoying a morning paddle down the Anacostia River, followed by a stroll along the DC Wharf, being certain to grab a few fresh-steamed Maryland blue crabs from the fish market. To cap the day, I'd be hitting the ballpark early and catching batting practice before settling in for a game, rooting on our 2019 World Champion Nationals, and having a hot dog and adult beverage.



Chase Poffenburger,
Academic Travel Abroad
cpoffenburger@
academic-travel.com

This is a simple one, as one of the greatest bike rides is from downtown Washington, D.C., to Mount Vernon along an 18-mile bike trail. Stopping at Gravelly Point, adjacent to National Airport, is a great thrill, as the planes' landing path is directly overhead, and you have an incredible view of takeoffs and landings.



Lori Scott with Teddy, one of the Washington Nationals' mascots



Gordon Stearns,
Tour Designs
tourdesigns@igc.org

Along with the iconic monuments and free museums, Washington boasts a wonderful set of gardens. I've enjoyed visiting the National Arboretum (northeast DC) and Botanical Garden (on the Mall). I've also loved visits to the National Cathedral gardens and the adjoining Rock Creek Park at Dunbarton Oaks. Finally, in the spring the Japanese cherry blossoms beautify several locations around the city, many of which aren't nearly as crowded as the Tidal Basin.




Lindsay Hill,
Destination DC
lindsay.hill@
destinationdc.com

Washington, D.C., is my soul city. One neighborhood that brings me joy is Eastern Market. It is a great place to walk to after visiting the U.S. Capitol and Library of Congress (another hidden treasure). The area is filled with beautiful historical row houses and the iconic market that gives it its name. On the weekend the market area is brimming with city artisans and farmers selling their wares. Don't forget a stop at Ted's Bulletin for homemade pop-tarts or at District Donut for a gourmet treat! 



"Grief" by Augustus Saint-Gaudens

CHRIS BABB



“Road to Tokyo: Pacific Theater Galleries” exhibit at the National World War II Museum

TO REVIVE AND RETELL

Museums continue missions amid hardships

BY KENDALL FLETCHER

IF THERE'S ONE THING we know to be true during uncertain times, it's this: Absence makes the heart grow fonder.

The absence of travel has made NTA members discover a deeper appreciation of what they already loved, whether it's operators leading groups to incredible places, or destinations and attractions receiving those wild-eyes adventurers.

Patrons have been absent from museums for many weeks following closures due to COVID-19. But as these attractions move to reopen, they're prioritized visitor safety by implementing health protocols while curating new and exciting exhibits and modifying their programming.

The following NTA-member museums are moving forward—their eyes set on a post-COVID world—and we're pretty fond of what they have to offer.

Man, I dig those rhythm and blues

With facility construction and exhibit fabrications winding down at the National Museum of African American Music in Nashville, the new venue will open its doors for the first time this fall. The attraction has been in development for more than 20 years.

The 56,000-square-foot museum is one of a kind, upholding a mission to educate, preserve, and celebrate more than 50 music genres and styles that were created and inspired by Black Americans. Galleries will focus on spirituals, blues, jazz, gospel, R&B, and hip hop, sharing narratives and perspectives through state-of-the-art technology as well as memorabilia, clothing, and artifacts. Exhibits will all convey how a distinct group of people used their artistry to impact American music and change the world, according to the museum's website.

One of the exhibits, titled “One Nation Under a Groove,” tells of the blending of gospel, jazz, and blues to create R&B, a sound that emerged after World War II. Soul, funk, and disco are a few of the categories of music that were born from the movement, which made quite a noise during times of cultural and political change in America.

The Wade in the Water gallery throws time back a little farther; it chronicles the history and influence of religious music—from indigenous African songs

that were kept alive during slavery to the formation of Black American spirituals and hymns. It also covers the Golden Age of Gospel—from the 1940s through the 1960s—as well as the overall influence gospel has had on secular and new religious music.

The museum also will have a research library, which will serve as a resource center for visitors to do their own studies of African American music history.

Museum staff members have looked ahead and put in place some procedures and guidelines to keep themselves and the public safe in the midst of the pandemic. They're currently operating with several people working from home, and the construction team is also working with reduced staff. They're aiming to stay on schedule with the grand opening, and in the interim, their artifact collection is safely stored away at NTA-member Country Music Hall of Fame. All youth and adult public programs have been suspended to align with closures at Metro Nashville Public Schools, but the museum is evaluating digital delivery options to maintain connection with the community.

For more information, contact Dionne Lucas as dlucas@nmaam.org or go to nmaam.org.

An experience that will live in infamy

Stretching across six acres of New Orleans' unique downtown landscape, the National World War II Museum is a trove of six pavilions with more than 250,000 artifacts and 9,000 personal accounts from veterans that piece



Exhibit at the National Museum of African American Music

together the war that changed the world.

The museum's newest permanent exhibit, "The Arsenal of Democracy," is an experience that takes visitors down the road to the war and describes how it was fought on the home front. They can walk through a 1940s-style home and learn how families dealt with food shortages, how women took on new employment, and how children and the elderly contributed through bond purchases and scrap drives when 16 million American citizens joined the military during the war.

Other galleries within the exhibit include the depiction of the American response through theater marquees and clips of propaganda movies, a reproduction of military barracks that detail the rapid training that mobilized civilians to

fight around the world, and the story of the Manhattan Project and the atomic bomb the U.S. secretly raced to create before the Nazis could.

A notable artifact that hangs above "Road to Tokyo: Pacific Theater Galleries" is a shark-faced P-40 Warhawk. The exhibit shines a light on what led the U.S. into the war in the Pacific. Displays detail the story of the attack on Pearl Harbor, the U.S.'s island-hopping strategy, and the final assaults on Japan—atomic bombs over Hiroshima and Nagasaki. Visitors also can see a replica bridge of the USS Enterprise.

An upcoming special exhibit, "Ghost Army: The Combat Artists of World War II," will be on view until Jan. 3, 2021. The U.S. Army's 23rd Headquarters Special Troops and their deception operations in Europe are highlighted through artwork, uniforms, an inflatable tank, and other items. "Elvis: Through the Years" will be on this fall in BB's Stage Door Canteen, journeying through the career of Elvis Presley. Spencer Racca will pay tribute to the King with hits like "All Shook Up," "Are You Lonesome Tonight?," and "Suspicious Minds."

Throughout the initial phase of reopening, most galleries, exhibits, and experiences will be available with controlled attendance—especially within galleries, says the museum's Emily Eagan.

"The museum will operate at reduced capacity while enacting new safety



NATIONAL WORLD WAR II MUSEUM

TOP PHOTO: NATIONAL MUSEUM OF AFRICAN AMERICAN MUSIC

measures, including advanced online ticket purchases, social distancing guidelines throughout pavilions, and enhanced sanitizing and cleaning protocols,” she says. “To help ensure public safety and avoid crowds, timed ticket purchases will be required. It is strongly recommended that visitors pre-purchase museum admission online, and tickets are now available for advanced purchase.”

Special rates are offered for groups of 10 or more for visits to the museum and BB’s Stage Door Canteen. Box lunches are also available with notice. For more information, contact Lisa Ochomogo at lisa.ochomogo@nationalww2museum.org or go to nationalww2museum.org.

Keeping history afloat

The USS *Midway* may have opened as a museum in a San Diego harbor in 2004, but its story begins in a much earlier period—back to 1945 when it made history as the first in a three-ship class of large carriers with an armored flight deck that could hold 120 planes.

The ship played important roles during the Cold War, as it was the first American carrier to operate in the

midwinter sub-Arctic as well as the first to launch a captured German V-2 rocket. The *Midway* was the longest-operating aircraft carrier of the 20th century, serving the Atlantic Fleet for 10 years and deploying to European waters seven times throughout its career. It was also the takeoff point for more than 3,000 naval air force combat missions during Operation Desert Storm.

As the sturdy ship withstood nearly a century of war and rescue missions, it’s emerging strong again as the waves of the COVID-19 pandemic wash over the world. It was built to prevail. And the museum’s marketing director Dave Koontz says that while the attraction reopened July 1, areas that don’t accommodate social distancing are off limits.

“The USS *Midway* Museum is only offering its flight deck and hangar deck to visitors,” he says. “For guests’ safety, the museum did not open confined spaces, including the Battle of Midway Theater, flight simulators and virtual reality experiences, aircraft cockpits, and any below-deck tour spaces.”

Staff members also instituted health and safety protocols for visitors,

including installations of more than 170 hand-sanitation stations, non-invasive temperature checks before boarding the ship, face cover requirements, and 6-foot physical distancing guidelines.

“Guests will see the museum’s cleaning crew constantly wiping down all high-touch surface areas and restrooms. A touchless transaction process was activated, and plexiglass contact barriers were placed at point-of-sale locations,” Koontz says. “A number of the museum’s military aircraft were relocated on the flight and hangar decks.”

As it proves difficult to keep some guest experiences dark while waiting for conditions surrounding the virus to improve, Koontz expresses his excitement for the newest addition.

“The USS *Midway* Museum is now exhibiting a full-scale model of a TBD Devastator torpedo bomber aircraft that was used in the making of the 2019 ‘Midway’ motion picture,” he says. “The Devastator is now on display on the hangar deck.”

For more information, contact Joe Wagstaff at jwagstaff@midway.org or go to midway.org.

Sunrise over the deck of the USS *Midway*



Sponsored content

Museums standing strong

Many NTA-member museums are getting their bearings amid the COVID-19 pandemic, and they're breathing new life into their offerings. As they evolve and push forward during these ever-changing times, a few things haven't changed—including their abilities to curate one-of-a-kind exhibits and share them with the world.

Here are two sponsoring attractions that are shining examples of how NTA members are withstanding the storm while continuing to create unique exhibits and programming:

Hagley Museum and Library Wilmington, Delaware

Bonnie Wirth
Group tour manager
+1.302.658.2400 (x259)
bwirth@hagley.org
hagley.org/tours

Take a journey through the DuPont Company's historic black powder yards and the first home and garden of the du Pont family in America. Experience what makes Hagley unique with demonstrations of 19th-century water-powered machinery and a black powder explosion. Explore the family home, stroll through the French garden, discover archival treasures with a Hagley historian, and enjoy lunch in a private room. Located minutes from Longwood Gardens, Winterthur, and I-95 in Wilmington, Delaware.



HAGLEY MUSEUM AND LIBRARY

Smithsonian's National Air and Space Museum Steven F. Udvar-Hazy Center

Chantilly, Virginia
Holly Williamson
Public affairs specialist
+1.202.633.2373
hwillamson@si.edu
airandspace.si.edu

"Wow!" That's what many visitors say when they enter the Steven F. Udvar-Hazy Center, one of northern Virginia's favorite museums. The Center's more than 346,000-square-foot exhibit space features thousands of iconic spacecraft and aircraft outlining the history of aviation. Artifacts include Space Shuttle *Discovery*, an Air France Concorde, the B-29 Superfortress *Enola Gay*, and the last remaining World War I-era Sopwith Camel. Please visit the museum's website for information, including its public health and safety measures.



SMITHSONIAN'S NATIONAL AIR AND SPACE MUSEUM



Trinidad History Museum



El Pueblo History Museum



Ute Indian Museum



Center for Colorado Women's History
at the Byers-Evans House Museum



History Colorado Center



Fort Garland Museum



HISTORY Colorado

Ancestral Adobe • Historic Homes • Heritage Gardens

Schedule your tour today!
719-583-0453 • h-co.org/museums



Courier's Guide to NTA-member Museums

U.S. Space & Rocket Center lobby



As travelers make their way across North America, they have plenty of attractions where they can learn more about a variety of topics. When they go to arts and science museums, history-themed attractions, and presidential libraries and homes that are members of the National Tour Association, they can enjoy dozens of unique offerings that range from behind-the-scenes tours and interactive programs to themed exhibits and special events.

Listings in this guide are based on each company's primary NTA membership designation or profile selections, and the information provided by the member contact was current as of July 8. Please check NTAonline.com for updated information on the association's museum members.

CANADA

ALBERTA

Heritage Park Historical Village

Sandy Wilde
Calgary, AB
heritagepark.ca

MANITOBA

Parks Canada

Jennifer Burnell
Winnipeg, MB
parks canada.gc.ca

ONTARIO

Canadian Museum of Nature

Lorna Sierolawski
Ottawa, ON
nature.ca

National Gallery of Canada

Hélène Donaldson
Ottawa, ON
gallery.ca

QUÉBEC

Canadian Museum of History

Stephanie Fortin
Gatineau, QC
historymuseum.ca

Québec Copper Art Studio & Museum

Albert Gilles

Palmyre Gilles
Chateau-Richer, QC
albertgilles.com

UNITED STATES

ALABAMA

U S S Alabama Battleship Memorial Park

Rhonda Davis
Mobile, AL
ussalabama.com

U.S. Space & Rocket Center

Sara Vowell
Huntsville, AL
spacecamp.com

ARIZONA

Old Tucson

Joe Camarillo
Tucson, AZ
oldtucson.com

CALIFORNIA

Academy Museum of Motion Pictures

Citlalie Gallegos
Beverly Hills, CA
academymuseum.org

California Academy of Sciences

Jun Watanabe
San Francisco, CA
calacademy.org

Hearst Castle

Jim Allen
San Simeon, CA
hearstcastle.org

The Huntington Library, Art Museum & Botanical Gardens

Jane Sandmeier
San Marino, CA
huntington.org

Intel Museum

Kelli Ambrosi
Santa Clara, CA
intel.com/museum

The Living Desert

Judy Esterbrook
Palm Desert, CA
livingdesert.org

Maritime Museum of San Diego

Theresa Amos Smullen
San Diego, CA
sdmaritime.org

Pacific Battleship Center

Jonathan Williams
San Pedro, CA
pacificbattleship.com

Richard Nixon Presidential Library and Museum

Dr. Jane Zhang
Yorba Linda, CA
nixonfoundation.org

Ronald Reagan Presidential Library and Museum

Melissa Giller
Simi Valley, CA
reaganlibrary.com

USS Midway Museum

Joe Wagstaff
San Diego, CA
midway.org

Winchester Mystery House

Nathan Emmett
San Jose, CA
winchestermysteryhouse.com

COLORADO

History Colorado

Zach Werkowitch
Pueblo, CO
historycolorado.org

CONNECTICUT

Mystic Seaport Museum

Rebecca Shea
Mystic, CT
mysticseaport.org

DELAWARE

Hagley Museum and Library

Bonnie Wirth
Wilmington, DE
hagley.org

DISTRICT OF COLUMBIA

Hillwood Estate Museum & Gardens

Joey Hreha
Washington, DC
hillwoodmuseum.org

International Spy Museum

Lori Scott
Washington, DC
spymuseum.org

National Geographic Museum

Brianna DeOrsey
Washington, DC
natgeomuseum.org

National Law Enforcement Museum

Thomas Canavan
Washington, DC
lawenforcementmuseum.org

FLORIDA

Coral Castle

Laura Maye
Miami, FL
coralcastle.com

The Dali Museum

Grace Reynolds
St. Petersburg, FL
thedali.org

Edison & Ford Winter Estates

Lisa Sbuttoni
Fort Myers, FL
edisonfordwinterestates.org

Kennedy Space Center Visitor Complex

Gabriele Bauer Cornish
Kennedy Space Center, FL
kennedyspacecenter.com

ILLINOIS

American Writers Museum

Catherine Ryan
Chicago, IL
americanwritersmuseum.org

Chicago Architecture Center

Deb Rodak
Chicago, IL
architecture.org

Museum of Science and Industry

Jeanine Gillott
Chicago, IL
msichicago.org

KENTUCKY

Ark Encounter

Eddie Lutz
Williamstown, KY
arkencounter.com

Kentucky Derby Museum

Jennifer Riddell
Louisville, KY
derbymuseum.org

LOUISIANA

The National World War II Museum

Lisa Ochomogo
New Orleans, LA
nationalww2museum.org

Oak Alley Plantation

Hillary Loeber
Vacherie, LA
oakalleyplantation.org

MASSACHUSETTS

Boston Attractions Group

Doug Hall
Boston, MA
bostonattractionsgroup.com

John F. Kennedy Presidential Library & Museum

Ian Shepherd
Boston, MA
jfklibrary.org

Plimoth Plantation, Mayflower II & Plimoth Grist Mill

Janet Young
Plymouth, MA
plimoth.org

Salem Witch Museum

Merry Ward
Salem, MA
salemwitchmuseum.com

MICHIGAN

The Henry Ford

Vickie Evans
Dearborn, MI
thehenryford.org

MISSOURI

Gateway Arch Riverfront

Amber Barbeau
St. Louis, MO
gatewayarch.com

Saint Louis Science Center

Michael Wense
St. Louis, MO
slsc.org

NEVADA

The Mob Museum

Sabine Von Henning
Las Vegas, NV
themobmuseum.org

Springs Preserve

Pietra Sardelli
Las Vegas, NV
springspreserve.org

NEW JERSEY

Old Barracks Museum

Michelle Doherty
Trenton, NJ
barracks.org

NEW YORK

American Museum of Natural History

James Cuebas
New York, NY
amnh.org

Corning Museum of Glass

Melissa Rose
Corning, NY
cmog.org/groups

National Baseball Hall of Fame & Museum

June Dolhun
Cooperstown, NY
baseballhall.org

National September 11 Memorial & Museum

Jeannette Gutierrez
New York, NY
911memorial.org

Ripley's Believe It or Not! Times Square

Benjamin Maddy
New York, NY
ripleysnewyork.com

The Strong National Museum of Play

Karen Dodson
Rochester, NY
museumofplay.org

NORTH CAROLINA

Biltmore Estate

Tim Hill
Asheville, NC
biltmore.com

NASCAR Hall of Fame

Bryan Kowert
Charlotte, NC
nascarhall.com

OHIO

Cincinnati Museum Center

Kathleen Bodenlos
Cincinnati, OH
cincymuseum.org

Rock and Roll Hall of Fame & Museum

Lydia Puccini
Cleveland, OH
rockhall.com

OKLAHOMA

Cherokee Nation Cultural Tourism

Cheryl Trask
Catoosa, OK
visitcherokeemuseum.com

OREGON

Evergreen Aviation and Space Museum & Theater

Rob Zeh
McMinnville, OR
sprucegoose.org

PENNSYLVANIA

The National Civil War Museum

Trini M. Nye
Harrisburg, PA
nationalcivilwarmuseum.org

National Constitution Center

Gina Romanelli
Philadelphia, PA
constitutioncenter.org

Philadelphia Museum of Art

Shari Feldman
Philadelphia, PA
philamuseum.org

RHODE ISLAND

Newport Mansions – The Preservation Society

Daniel Fryer
Newport, RI
newportmansions.org

SOUTH CAROLINA

Magnolia Plantation

Christine Potter
Charleston, SC
magnoliaplantation.com

Patriots Point Naval & Maritime Museum

Kevin Sutton
Mount Pleasant, SC
patriotspoint.org

SOUTH DAKOTA

Akta Lakota Museum

Dixie Thompson
Chamberlain, SD
aktalakota.org

Crazy Horse Memorial

Amanda Allcock
Custer, SD
crazyhorsememorial.org

TENNESSEE

Cheekwood Estate & Gardens

Tina Tackett
Nashville, TN
cheekwood.org

Country Music Hall of Fame & Museum

Dana Romanello
Nashville, TN
countrymusicalloffame.org

Graceland & Guest House at Graceland

Kelly Renee Woods
Memphis, TN
graceland.com

The Hermitage: Home of President Andrew Jackson

Tina Goodrow
Nashville, TN
thehermitage.com

National Museum of African American Music

Dionne Lucas
Nashville, TN
nmaam.org

TEXAS

Friends of San Felipe de Austin SHS

Toni Franklin
San Felipe, TX
thc.texas.gov/historic-sites/san-felipe-de-austin-state-historic-site

Panhandle-Plains Historical Museum

Stephanie Price
Canyon, TX
panhandleplains.org

Space Center Houston

Joelle Hardin
Houston, TX
spacecenter.org

UTAH

FamilySearch at Temple Square

Cherie Bush
Salt Lake City, UT
familysearch.org

VIRGINIA

The Army Historical Foundation, National Museum of the United States Army

Cameron Lynn
Fort Belvoir, VA
armyhistory.org

George Washington's Mount Vernon

Roxanne Hernandez
Mount Vernon, VA
mountvernon.org

Jamestown-Yorktown Foundation

Joan Heikens
Williamsburg, VA
historyisfun.org

National Museum of the Marine Corps

Amanda Webster
Triangle, VA
usmcmuseum.com

Smithsonian's National Air and Space Museum

Holly Williamson
Chantilly, VA
airandspace.si.edu

Virginia Museum of Fine Arts

Kathy Parrish
Richmond, VA
vmfa.museum

WASHINGTON

The Museum of Flight

Bethany Carrillo
Seattle, WA
museumofflight.org

Space Needle and Chihuly Garden & Glass

Nicole Smoucha
Seattle, WA
spaceneedle.com

WISCONSIN

Green Bay Packers Hall of Fame

Krissy Zegers
Green Bay, WI
packers.com

House on the Rock

Susan Donaldson
Spring Green, WI
thehouseontherock.com

Milwaukee Public Museum

Tim Malenock
Milwaukee, WI
mpm.edu

WYOMING

Buffalo Bill Center of the West

Josie Hedderman
Cody, WY
centerofthewest.org

National Museum of Wildlife Art of the United States

Jennifer Tremblay
Jackson, WY
wildlifeart.org

Great Lakes

COMPILED BY KENDALL FLETCHER

Racine is very structurally sound

The most-loved works of Wisconsin-born architect Frank Lloyd Wright can be viewed at the SC Johnson headquarters campus in Racine, just 25 miles south of Milwaukee.

Racine County sits on the lovely shores of Lake Michigan and is a little over an hour's drive from Chicago O'Hare International Airport. Its SC Johnson headquarters campus is home to the largest commercial and residential Frank Lloyd Wright architecture: the SC Johnson Administration Building and Wingspread.



SC Johnson Administration Building

Completed in 1939, the administration building includes The Great Workroom, which covers nearly a half-acre of floor space. Its 31-foot-tall, golf-tee-shaped columns have been deemed one of the most advanced structural supports in modern architecture. And Wingspread, a 14,000-square-foot private residence Wright designed, was the home of H.F. Johnson, third-generation leader of SC Johnson, and now serves as an international educational conference facility open for tours.

Also on the SC Johnson campus is the Golden Rondelle Theatre, which was constructed at the 1964-65 World's Fair in New York and moved to Racine. It houses community events as well as a shifting schedule of films.

Beyond the area's architectural tours, groups can visit the Wind Point Lighthouse, the oldest and tallest working lighthouse on Lake Michigan. It's an arduous hike up the 144 steps, but the views are rewarding: beautiful countryside and the northern shores of Racine Harbor. The original 1880s-era mineral oil lamp, with its beacon magnified by a French-imported Fresnel lens, was converted in 1964 to electricity. Tower climbs are offered the first Sundays of June, July, August, September, and October.

For more information, contact Eileen Arnold at eileen@realracine.com or go to realracine.com.

Craving caving? Southern Indiana has you covered

"Below the rolling hills, majestic forests, and winding Blue River lies a secretive network of caverns and caves just waiting to be explored at Indiana Caverns, Marengo Cave, Squire Boone Caverns, and Wyandotte Cave," says Stacy Pirtle, director of sales and visitor services with the Harrison County Indiana CVB. "Guided tours take you deep into our greatest natural treasure, where you can walk alongside underground streams, investigate captivating cave formations, discover fossils, and observe fascinating plant and animal life hundreds of feet below the earth's surface."

Discovering the below-ground beauty of the southern Indiana county includes mostly easy walks, so people of all ages have the option to go down and explore. The tours vary in length and terrain, and weather is never an issue; the caves stay 52 degrees year-round.

For something more extreme, Harrison County visitors can view the caverns from the air at Squire Boone Caverns Zipline Adventures.

"From introductory trips designed to give newbies just a taste of zip line action to whizzing down Indiana's longest zip line, we have an exciting excursion for everyone," Pirtle says.

The Bat Chaser aerial coaster at Indiana Caverns takes riders 50 feet up to the takeoff tower, then down 603 feet of twists and turns over the treetops and caverns with the option to free fall; Pirtle calls the ride a must-do. Similar to hang gliding, the Bat Chaser is the second of its kind in the U.S. and the first in the Midwest.

For more information, contact Pirtle at stacyp@thisisindiana.org or go to thisisindiana.org.



Squire Boone Caverns

HARRISON COUNTY INDIANA CVB



The flavors and fa-la-las of Frankenmuth

Deeply rooted in its German heritage, the small city of Frankenmuth has been dubbed “Michigan’s Little Bavaria,” and that is evident in its beautiful architecture, festivals, and food.

Chicken dinners are world-famous here; the city is known far and wide to serve up the best of the comfort dish: German-style golden fried chicken with mashed potatoes, buttered noodles, dressing, and fresh bread. Two iconic spots to try it out are Zehnder’s of Frankenmuth and the Bavarian Inn Restaurant.

It’s always Christmas in the city, too. Visitors can shop at Bronner’s CHRISTmas Wonderland, with thousands upon thousands of ornaments, decorated trees, and gifts. At dusk (all year long), shoppers at Bronner’s can step outside for a display of 100,000 Christmas lights stretching a half mile. A horse-drawn carriage ride stops at The Old Christmas Station, a European restaurant stocked with German ornaments, cookie cutters, and handcrafted figurines.

Frankenmuth parties year-round, too, hosting one-of-a-kind events. Although festival schedules are a bit up in the air these days, the following noteworthy events will return: German-themed Bavarian Festival and Oktoberfest; Bringin’ Back the ’80s Fest, which generates proceeds of nearly \$70,000 each year for cancer-related causes; the World Expo of Beer, Michigan’s largest beer-sampling event; and Zehnder’s Snowfest, which displays large and intricate snow sculptures and ice carvings.

For more information, email Christie Bierlein at groupsales@frankenmuth.org or go to frankenmuth.org.



CC FLICKR/DAVID WILSON; bit.ly/3gE1xcr

360 Chicago Observation Deck TILT

Oh, the places you’ll go (in Illinois)

Illinois is home to five NTA-member DMOs, each offering up unique tastes of the Prairie State.

Aurora Area CVB The region 37 miles west of Chicago is a grouping of counties where visitors can follow hiking and biking trails, paddle along the lovely Fox River, see the Victorian and Italianate architecture of the Fox River Valley, and experience a few thrills at Illinois’ largest waterpark, Raging Waves. enjoyaurora.com

Chicago Southland CVB The 62 suburbs that make up Chicago Southland are teeming with activity: arts and culture, shopping in historical downtowns, and golf courses—600 holes, actually. The area includes more than 400 square miles of “just beyond the city limits” experiences. tourchicagosouthland.com

Choose Chicago The lakeside city is known for its 77 distinctive neighborhoods and thousands of diverse restaurants. Classic Chicago experiences are found at NTA supplier members: Shedd Aquarium, 360 CHICAGO,

Chicago Architecture Center, the American Writers Museum, the Museum of Science & Industry, Broadway in Chicago, and Wendella Sightseeing Boats. choosechicago.com

Heritage Corridor CVB Miles of trails and waterways that connect suburban Chicago to Starved Rock State Park make this area west of the city a haven for outdoor adventurers. There are thousands of acres of lakes, rivers, forests, and parks to explore, and visitors can take part in activities like fishing, hunting, and hiking. heritagecorridorcvb.com

Springfield CVB The capital is the go-to for attractions that detail the life of the 16th U.S. president—from the Abraham Lincoln Presidential Museum to the Abe Lincoln Rail Splitter Statue. The city is full of other historical sites, too, like the Route 66 Twin Drive-In and the Vachel Lindsay Home. visitspringfieldillinois.com



PLAN ON
unique.






LET US HELP YOU CREATE A LEGENDARY TRIP!
Springfield Convention & Visitors Bureau
VisitSpringfieldIllinois.com | 800-545-7300

enjoy
illinois

Rivers and roads

A Minnesota adventure offers an opportunity for groups to get the true Great Lakes region experience—from beautiful state parks and quaint communities to river cruises and shopping. Explore Minnesota has compiled routes to see the best of the North Star State, and here's a closer look at a couple of those courses:

The North Shore Scenic Byway “A journey on the North Shore Scenic Byway is the perfect road trip for all seasons, but especially in the summer and fall,” says Explore Minnesota’s Jake Juliot. “Highway 61 follows the shore of Lake Superior from Duluth to the Canadian border and passes by some of Minnesota’s most memorable landmarks and parks as well as lake towns.”

- Duluth is Bob Dylan’s birthplace and a shipping hub where boats of all kinds pass through the iconic lift bridge, Juliot says.
- Split Rock Lighthouse was constructed in 1910 after a string of shipwrecks, and admission includes a tour of the lighthouse and access to surrounding trails.
- Grand Marais is a lovely harbor village nestled between Lake Superior and the Superior National Forest, where visitors can hike, mountain bike, gallery hop, and do some crafting.

The Great River Road “Minnesota has the distinct honor of being home to the headwaters of the Mississippi River at Itasca State Park. The location is the perfect place to begin or end a trip on the Great River Road, following the Mighty Mississippi as it runs through a sprawling metropolis, pristine nature, and charming river towns,” Juliot says.



Padelford Riverboats’ Sunset Dinner Cruise

VISIT SAINT PAUL

- Minneapolis and St. Paul offer a variety of paddlewheel boat cruises, from basic trips to themed cruises (think margaritas and tacos). Onshore, visitors can see NTA-member Mall of America (mallofamerica.com), the largest entertainment and shopping center in the U.S. minneapolis.org
- Wabasha is home to the National Eagle Center, offering wild eagle viewing, interactive exhibits, and cultural and historical displays. Visitors can stand within feet of bald and golden eagles with no barrier—an experience found in few other environmental interpretive centers.
- Winona is for art lovers. The small community’s Minnesota Marine Art Museum features a unique collection, with each piece having something to do with water. Artists whose works are on display include Vincent van Gogh, Claude Monet, and Georgia O’Keeffe.

For more information, contact Millie Phillip at millie.phillipp@state.mn.us or go to exploreminnesota.com.

In the know with Ohio

Ohio is a top-to-bottom group destination, and a handful of its cities and sites are detailed here by region.

Northeast

- As a site for many pioneering businesses, Akron/Summit County offers attractions in this historical thread, including the Lockheed Martin Airdock, the Hower House, and the National Museum of Psychology. visitakron-summit.org
- Ohio Amish Country in Holmes County is the place to find cultural sites, unique shopping, and eateries serving up generational recipes within the country’s largest Amish settlement.


- Cleveland is the lively home to the world’s tallest and fastest rollercoaster at Cedar Point; the Rock & Roll Hall of Fame (rockhall.com); and the “A Christmas Story” house, the Victorian home where the famous holiday film was shot. thisiscleveland.com/groups

Central

- Columbus, the capital and the state’s most populous city, has well-known attractions including the enormous Columbus Zoo & Aquarium and the new LEGOLAND Discovery Center. Live music, breweries, and the theater district offer exhilarating nightlife. experiencecolumbus.com/tours
- The Ohio Herb Center in Gahanna is a wonderland of gardening, culinary experiences, and health and wellness. Workshops include Tea Blending and Thrifty Herbal Homecare.
- Grandview Heights, just minutes from downtown Columbus, is a quieter area with several unique coffee roasters, local shops, and an innovative food scene.

Southwest

- Dayton is packed with aviation history, and some of its world-class sites are the Wright Brothers Memorial, the National Museum of the U.S. Air Force, and Carillon Historical Park. The 2021 Vectren Dayton Air Show will be July 10–11, headlined by the U.S. Air Force Thunderbirds. daytoncvb.com
- Carlisle-based Indian Creek Distillery serves up early American frontier whiskey, distilled in the same copper pot stills from almost 200 years ago.
- Golden Lamb in Lebanon is one of America’s most historical inns; it’s been a gathering place since 1803 for locals, travelers, statesmen, and presidents.

For more information, contact Chrissy Blackwell with Ohio Has It! at tours@ohiohasit.com or go to ohiohasit.com. 



DAYTON CVB

Coastal California

COMPILED BY PAT HENDERSON

Lots to love along the 'American Riviera'

Nestled between mountains and the Pacific Ocean, and surrounded by undeveloped coastline, Santa Barbara has been called "The American Riviera" for decades.

"The city's distinctive Spanish-influenced architecture and lush landscape evoke the topography and aesthetic of the European Riviera—with a carefree California spirit," says Karna Hughes, Visit Santa Barbara's director of public relations. "Santa Barbara welcomes visitors with relaxing resorts and hide-aways, outdoor escapes, world-class wineries, arts and cultural attractions, and a hyper-local food scene."

Two of the city's top attractions are the Santa Barbara County Courthouse and the Old Mission Santa Barbara.

The courthouse, which was constructed in 1929, is a castle-like structure built in the Andalusian style. As they explore the facility, travelers can see original artwork, colorful tapestries, hand-painted tiles, and thousands of other ornate details. Two notable features are the Mural Room that depicts historical scenes and the Clock Tower that offers sweeping views of the city.

The Old Mission Santa Barbara is a time capsule of California history. The rich heritage of the 10th of the state's 21 missions is detailed during a tour that goes to the church, the museum, and the gardens. As they roam the 13-acre property, visitors can see handcrafted archways and the distinctive twin bell towers, and a number of Mission-era plants and trees.

Another popular stop is Santa Barbara Harbor, which anchors the city's waterfront district. Visitors can get active by going kayaking or stand up paddleboarding. Those who want to relax can pull up a chair at a local restaurant and enjoy fresh seafood, local veggies, and a glass of the area's renowned wine.

Speaking of, Hughes calls the city's Urban Wine Trail a must-do.

"The trail includes nearly three dozen tasting rooms in the city alone, most of which are walkable and in close proximity to each other," she says. "We recommend exploring areas like the historic Presidio neighborhood and the cobblestone paths of El Presidio, which boast the tasting rooms of some of the most respected winemakers in Santa Barbara."

To learn more, reach out to Visit Santa Barbara's Jocilyn Schumacher at jocilyn@santabarbaraca.com or go to santabarbaraca.com.



Santa Barbara County Courthouse



Old Mission Santa Barbara church



Santa Barbara Harbor



Kunin Wines on the Urban Wine Trail



Potato Chip Rock

Anza-Borrego Desert State Park



JOANNE DIBONA



Cedar Creek Falls

BRAD SPIESS

7 Natural Wonders of San Diego

While San Diego's calling card may be its wide-open, sand-swept beaches, the city boasts a treasure trove of outdoor experiences away from the Pacific shores. Non-beach, outdoor options are plentiful, and many of the top spots are included on the 7 Natural Wonders of San Diego list.

"The majority of the 7 Wonders are enjoyed inland, thus providing visitors a look at a completely different side of our destination," says Benjamin Eastman, director of tourism development for the San Diego Tourism Authority. To learn more, email him at beastman@sandiego.org or go to sandiego.org.

Potato Chip Rock This Instagrammable spot, located on the east side of Lake Poway, is reached by a long hike on the Mount Woodson Trail. The giant boulders along the path also are photo-worthy.

La Jolla Underwater Park The first coastal underwater preserve on the U.S. West Coast, the park is inhabited by marine life that includes orange Garibaldi, octopus, sea turtles, and more.

San Elijo Lagoon Ecological Reserve Hikers can journey along Annie's Canyon—a true slot canyon—in the reserve, which is one of the largest remaining wetlands in San Diego.

Anza-Borrego Desert State Park The largest state park in California, Anza-Borrego is home to 12 wilderness areas. It teems with desert wildlife and, in the spring, thousands of wildflowers.

Torrey Pines State Nature Reserve The reserve, one of only two places where you can find the Torrey Pine tree, has six hiking trails with views of sandstone rock formations and the ocean.

Sunset Cliffs' Hidden Sea Cave Tucked away below an oceanfront neighborhood that is a top sunset watching spot, this fascinating cave is at the southern end of Luscomb's Point.

Cedar Creek Falls Located in the Cleveland National Forest in rural East County, this spectacular set of falls rewards those who make the 6-mile round-trip trek.

TOP PHOTO: LUIS GARCIA

A pair of notable aquariums

Two of the greater Bay Area's most iconic waterfront attractions are the Aquarium of the Bay in San Francisco's Fisherman's Wharf and the Monterey Bay Aquarium. These two marine centers offer a look at the connections between people and the fascinating ecosystems of the Pacific Ocean and the San Francisco Bay.

The Monterey Bay Aquarium (mbayaq.org) is a world-renowned museum and research and center. Its signature exhibits include the first giant kelp forest exhibit in the world, the million-gallon Open Sea tank, and pools with mesmerizing jellies and delightful sea otters. The aquarium's back deck, which overlooks the Pacific Ocean, offers abundant wildlife viewing opportunities. Coming up in March of 2022 is the debut of the "Into the Deep: Exploring Our Undiscovered Ocean" exhibit.

Located in the bustling PIER 39 complex, the Aquarium of the Bay (aquariumofthebay.org) features more than 24,000 marine and terrestrial animals, most of which are local to the San Francisco Bay. Two massive tunnels—the Nearshore Tunnel and the Sharks of Alcatraz Tunnel—are home to giant sea bass, multiple rock fish species, leopard sharks, sturgeon, and much more. During the pandemic, the attraction has offered a variety of virtual programs and digital lessons, all led by biologists and educational specialists. 🐠



Could your NTA membership be free?

NTA members receive exclusive discounts from NTA Corporate Partners* on credit card processing, insurance, shipping, office supplies, and more. Be sure to take full advantage of these Corporate Partner programs; you can save enough in discounts to cover your NTA dues! You'll find details at ntaonline.com/partners.



**Not all benefits/discounts are available for all members. These discounts are offered through NTA Corporate Partners, not NTA.*

South Pacific

COMPILED BY KENDALL FLETCHER

All aboard Australia

The newly rebranded 39 Degrees South is a Victoria-based destination management company focused on providing solutions for wholesale tour operators who are putting together programs for Australia.

CEO Nayaz Noor says the company has supplied reliable services for NTA members over the past three years for their senior groups as well as their cruise groups doing a pre-stay in Australia. The current focus for NTA operators includes Signature Experiences and Australian train journeys aboard *The Ghan* and the *Indian Pacific*.

The 2,700-mile trip offered on the *Indian Pacific* takes travelers through the majestic Blue Mountains and across the flat grounds of the Nullarbor. *The Ghan* concentrates on luxury and comfort—and includes trekking through parts of Australia not often explored by other sightseeing companies.

“There are not many tour operators in North America that offer a tour that includes *The Ghan* or the *Indian Pacific*, and we have had NTA groups on both trains,” Noor says. “This is something they can think about for the October 2021 through March 2022 period. It is the right time to put this together.”

All of 39 Degrees South’s itineraries include a Signature Experience—whether it’s visiting an iconic Australian cultural attraction, staying in a luxury lodge, discovering an aboriginal culture, or following a wine trail—and it’s something overseas visitors never forget, Noor says. The Signature Experiences



The Ghan

program is designed to promote the country’s outstanding niche tourism while delivering memorable experiences that align with travelers’ specific interests.

39 Degrees South also packages Australia and New Zealand together. For more information, contact Noor at nayaznoor@39degreessouth.com.au or go to 39degreessouth.com.au.

Help and harmonize in Hawaii

As a Honolulu-headquartered receptive operator, EMI Hawaii is a go-to company for travel services on each island and works directly with its tour operator partners’ student and adult groups.

“The Hawaiian Islands are one of the most enlightening places on earth to study history, culture, and culinary, from coffee farms to local eateries,” says the company’s Mary Jo O’Neal. “We handle all land arrangements, assisting our partners with hotels, restaurants, transportation, and local cultural experiences.”

And here are a couple of EMI Hawaii’s special focuses:

Student group at Pearl Harbor



EMI HAWAII

Student performance groups “Performances at Pearl Harbor and other historic locations around the islands introduces students to cultural experiences not found anywhere else on the earth,” O’Neal says. Pearl Harbor’s visitor center is ideal for dance, band, and choir groups, she says, as they have up to an hour to perform and can gather afterward for a moving flag-folding ceremony. EMI Hawaii also helps in creating itineraries for adult performance groups—from church choirs to alumni associations.

Hawaii Global Voluntourism The “Adopt a Beach” program allows visitors to aid in cleaning up marine debris from the beautiful beaches. “Hawaii Global Voluntourism was created to provide an opportunity for groups to make a difference in people’s lives and to give back to the Hawaiian community. *Malama* in Hawaiian means to take care of, to serve, to honor, to protect, and to care for each other,” O’Neal says. EMI Hawaii also assists in designing pre- and post-cruise itineraries to the islands.

For more information, contact O’Neal at mjoneal@emihawaii.com or go to emihawaii.com.

Zealous to get to New Zealand

The collection of wildly unique scenery, outdoor adventures, and happy-go-lucky people makes New Zealand a jewel of the South Pacific. And Great Tour Experiences, owned by Charmaine Edwards, is on the front lines of inbound travel to New Zealand, which will soon open its borders to international travelers.

"You have unlimited opportunities to experience breathtaking landscapes around almost every corner—snow-clad mountains, rolling sand hills, golden alluvial plains, green pastures. There are gushing geysers and snow-fed rivers that are trout-stocked for fly fishing, and beautiful cities and villages throughout," Edwards says.

Many of her itinerary options feature the South Island. Groups can see Christchurch, which has emerged as a modern conference and art city after the devastating earthquake nine years ago, and Edwards says it's the most beautiful city in New Zealand. Iconic attractions include the Cardboard Cathedral and the Antarctic Centre.

Groups can discover a mix of farming operations in the Canterbury Plains, an area that rises into the Southern Alps.

"You can take notice of the turquoise lakes and the pure, clean rivers, and view Aoraki Mt. Cook and Mt. Tasman," Edwards says. "We recommend you stay a night or two at the foot of Aoraki Mt. Cook."

The Mountain Machine transports passengers to the Tasman Glacier lake jetty, where Edwards says they can hop on a Mac boat, take a ride among the icebergs, and even taste the 500-year-old ice. Helicopter rides and sampling the diverse cuisines are also penciled-in experiences.

On the western side of the island, Milford Sound is a lovely

day-stop to see a remote fjord on the way to Queenstown.

Edwards describes Milford Sound's Mitre Peak as mighty, majestic, and magnificent, towering one mile straight out of the water.

"Landscapes constantly change here. It's beautiful on misty, wet days with rocky mountains, waterfalls, streams, and tussock plains. The Real Journeys cruise vessels are here to take you out on Milford Sound," she says.

Great Tour Experiences is a group destination management company that specializes in customized itineraries. For more information, contact Edwards at greattourexperiences@outlook.com or go to greattourexperiences.com.au.

Milford Sound



CC FLICKR/PEDRO SZEKELY: bit.ly/38084IL

Gone to Guam

While Tamuning-based Pacific Island Holidays ramps up its safety measures to prevent the spread of COVID-19 as it brings tourists back to Guam, the company will also offer its

same dependable services as a tour operator.

"Visitors can go city sightseeing, river cruising, kayaking, paddle boarding, and shopping. They can go to the restaurants and shows they want," says PIH's Lester Sison. "It will be a slow pace going back to normal, but we will make sure that our customers are safe."

Several of Guam's intriguing attractions are stops on a sightseeing tour of Hagatña. Visitors can see the Statue of Liberty replica in Paseo Park; the Basilica of Our Lady Mary (the first Catholic church in Guam); and the mysterious Latte Stone Park, lined with towering stone pillars dating back to A.D. 500. The Plaza de España, home to Apugan Fort, is a scenic spot with incredible views of Tumon Bay. The tour covering the main attractions is about 2.5 hours.

Visitors can also board two-seater kayaks, drift along the Talofofo River, and spot large catfish and crabs along the way. After an invigorating river adventure, kayakers can enjoy a barbecue lunch and take a walk through the ancient ruins of the Chamorro Village. The kayak tour is offered through PIH's sister company, Turtle Tours.

Sison says the government plans to reopen tourism at the end of July. To learn more, contact Pacific Island Holidays' Yasuhide Torigoe at torigoe@pihguam.com or go to pihguam.net. 📍



Latte Stone Park

ADOBE STOCK

Central Europe

COMPILED BY PAT HENDERSON

Blending culinary and luxury in Poland

For the past dozen years, Poland Culinary Vacations has provided travelers with authentic experiences in the Central European country where Malgorzata “Sarna” Rose grew up. True to its

name, the company offers highly crafted culinary-focused itineraries that take clients to every region of the nation.

“Our immersive, small-group experiences go off the beaten path into the countryside of Poland to small towns and villages,” says Rose. “[That] is my favorite thing to share with my North American travelers.”

While the food and drink take center stage on every itinerary, Rose has worked to gradually add a range of luxury components. As part of her “Five Days with Polish Wine...” series, which includes tours that go to various Polish wine regions, accommodations can include four- and five-star properties.

“Visitors to Poland have the option of spending their nights at luxury hotels in the cities or in elegant castles, palaces, or manors with world-class spa and wellness experiences in idyllic rural Polish villages,” says Rose.

She also can work with individual travelers on high-end private programs, which blend fine dining, sightseeing, and VIP experiences, or customize existing tours based on the special interests of group members.

“Poland Culinary Vacations has always specialized in small groups—minimum 6 to maximum 12 guests—and we will continue with that focus going forward,” says Rose. “We encourage families and private groups to book custom vacations with us as we resume travel with COVID-19 still around.”

To learn more, email Rose at info@polandculinary.com or go to polandculinaryvacations.com.



Cooking session in Poland

POLAND CULINARY VACATIONS

Setting sail through the scenic isles of Croatia

The summer brought good news for Katarina Line, a tour operator that uses its own fleet for small-group cruises along the Croatian coast.

“We did manage to start our operations/cruises on June 20, but on a much smaller scale—only one to two ships per week,” says Daniel Hauptfeld, marketing director for Katarina Line. “Our ships, which range from 16 to 36 maximum passengers, are also operating with strict safety and health regulations that we have set in motion, doing much more than required by health regulator instructions.”

The longtime NTA member has focused its efforts on two of its most popular itineraries—Southern Explorer and Kvarner Bay of Islands. The sparkling Adriatic Sea on Croatia’s west coast is the star of both programs.

The 7-day Kvarner Bay tour, which begins and ends in Opatija, island hops through the northern part of the Adriatic. Passengers can enjoy swimming, snorkeling, and relaxing, and take in the historical and culinary delights of the pristine islands.

From wine tasting in Korčula and strolling the walled city of Dubrovnik to more adventurous activities in Mljet and the canyons along the river Cetina, the Southern Explorer itinerary highlights coastal cities and island villages down south.

“These tours show that Croatia is still untouched,” says Hauptfeld. “The natural beauty, clear sea, and coastline with over 1,200 islands and islets are our most precious possessions.”

During the pandemic, staffers have also been reinventing Katarina Line’s series of land tours.

To learn more, email Hauptfeld at daniel@katarina-line.hr or go to katarina-line.com.



Cruising along the Croatian coast

KATARINA LINE

Discovering Baltic bliss

Thanks to ESA Baltic, travelers can discover the beauty, history, and traditions of Lithuania. While the country is still a newer destination for most people, according to the company's Agne Samkuviene, it has plenty of treasures.

"Lithuania has a very deep and rich history," says Samkuviene, who is ESA Baltic's general manager. "Guests have the possibility to explore UNESCO sites; to see centuries-old architecture featuring Gothic, Renaissance, and Baroque styles; and to get to know the ethnic communities and different cultures."

The country's capital city of Vilnius is the starting point for exploration. Its Old Town area, which dates to the Middle Ages, is a blend of the old (historical buildings and cobblestone streets) and the new (eclectic shops and restaurants).

Tours also go out into the Lithuanian countryside to virtually untouched places. Samkuviene says highlights are visiting the castle at Trakai, built in the 14th and 15th centuries on an island; the UNESCO-recognized Curonian Spit and its small fisherman villages; and the Hill of Crosses, where people from around the world have placed many type of crosses over the centuries.

"Usually tourists do not have any expectations before they come to Lithuania, but when they visit they are pleasantly surprised," says Samkuviene. "I always hear: 'Wow, your country is amazing; we didn't know', 'You guys have lots to tell and



MIGDAUGAS DAVYS

Castle at Trakai

show to the world', or 'I regret only one thing, that I didn't discover your country earlier.' That feedback from travelers helps motivate me."

ESA Baltic also offers packages including neighboring Lithuania and Estonia, and St. Petersburg, Russia, is part of some itineraries.

To learn more, reach out to Samkuviene at info@esabaltic.lt or go to esabaltic.lt/tour-services.

On the trail of Christmas markets

"Christmas markets, which are a celebration of Christmas spirit during the four weeks of Advent, originated in Europe and trace their history back to the late Middle Ages," says Marcela Lauková, CTP, managing director, Discover Slovakia Tours and Explore Eastern Europe. "A very important part of

our Christmas markets is showing our traditional hospitality through singing, dancing, drinking, and eating."

The tour operator features its native Slovakia and major cities in bordering countries on its holiday-themed packages. Travelers get to visit Prague, Vienna, and Budapest, as well as Bratislava, the Slovak capital. Depending on the schedule, Krakow, Poland, is a possible add-on.

"But, for the really local flavor, we also include some smaller towns with markets, where far fewer international visitors go," Lauková says. "Those stops, with local culture and foods, make the memories even stronger."

She says that seasonal drinks include Slovak meads; hot ciders; punch featuring local rums; and Gluhwine, a typical Austrian and German drink. A number of special holiday dishes are also featured, ranging from Austrian *lebkuchen* (gingerbread) and Hungarian *lángos* (deep-fried dough) to Polish Christmas poppy seed cake and Slovak *lokša* (potato-flour pancakes filled with sweet jams).

In addition to sampling the food and drink and enjoying the festive atmosphere, travelers get to see live Nativity scenes and towering trees with thousands of lights.

To learn more, contact Lauková at mlaukova@agritours-slovakia.com or go to exploreasterneurope.com. 📍



DISCOVER SLOVAKIA TOURS

Stall at Vienna's Christmas Market

Asia and India

COMPILED BY PAT HENDERSON



Waterfall on Hokkaido

SAMURAI TOURS

Japan, naturally

Because of its vibrant big cities and ultra-modern culture, Japan is a country whose natural beauty is often overlooked. Travelers seeking the latter can immerse themselves in pristine national parks, high-altitude lakes, and jagged mountain peaks thanks to Samurai Tours.

Founded by Mike Roberts, the company offers a number of packages that focus on the great outdoors. Two he recommends are Hokkaido Rail and Drive, and Best of Japan Alps.

As part of the 15-day Hokkaido Rail and Drive package, travelers head to Japan's northernmost major island, Hokkaido. This natural wonderland is known for its mountain ranges, virgin forests, volcanoes, and deep caldera lakes.

"Among the Japanese, Hokkaido has become synonymous with sensational food, stunning scenery, and some of the country's best mineral hot springs," says Roberts.

The two-week Alps tour features the country's mountainous central section. A number of nature-based experiences await as travelers head into the quaint villages and remote valleys that dot the inland region.

"There are many reasons travel in Japan is special," says Roberts, "but the one thing our tour members always comment on is the service and hospitality (*omotenashi* in Japanese). Once you experience *omotenashi*, you will be spoiled."

To learn more, email Roberts at mike@samuraitours.com or go to samuraitours.com.

'There is no tour like a tour to India'

To say that Vinay Sharda is proud of his native India may be an understatement.

"No matter how many tours you have done or how many countries you have visited, India will hit you like a gale-force wind—a storm of colors, diversity, sound, and smell," says Sharda. "The country is strikingly diverse, and there is absolutely no tour like a tour to India."

Sharda serves as the vice president for Indo Asia Leisure Services, a travel company that offers tours to India and other destinations in the Indian subcontinent: Sri Lanka, Nepal, Bangladesh, Bhutan, and Tibet. One of the multi-country programs he suggests for North American groups is India and Beyond, which covers the southern India state of Kerala and Sri Lanka.

"In Kerala, you will see the exquisite lagoons, wandering rivers, and astonishing nature," Sharda says. "One of the

main highlights in Sri Lanka is witnessing the Kandy Perahera, a religious festival that's been celebrated from the times when the tooth relic of Lord Buddha was brought to Sri Lanka in the fourth century."

Indo Asia has plenty of options for groups that want to focus solely on India. The northern part of the country is covered during the Highlights of Rajasthan with Pushkar Festival tour.

"You will witness exceptional architectural grandeur of royal palaces, feel the love at Taj Mahal, enjoy delicious Indian delicacies, and revel in the vibrant camel festival in Pushkar," says Sharda. "The colorful men and women, music in the air, and spirituality make Pushkar one of the most famous festivals of Rajasthan."

To learn more, email Sharda at vp@indoasiatours.com or go to indoasiatours.com. 🍀



INDO ASIA LEISURE SERVICES

Local festival in Kerala

Sponsoring Tour Operators

The following tour operator companies are supporting the National Tour Association by advertising in this issue of *Courier*.



CroisiEurope America

Michael DaCosta
365 Route 304, Suite 206
Nanuet, NY 10954
+1.845.507.4068, 800.768.7232
mdacosta@croisieurope.com or
groups@croisieurope.com
croisieuropeamericacruises.com

River cruising made easy! With over 50 river ships and barges, CroisiEurope offers the most diverse collection of small cruises in the world. Working with NTA partners, CroisiEurope provides excellent pricing with terms designed for the tour operator. River cruises are immensely popular, and they are an economical, safe, and easy way to travel through Europe, Africa, and Southeast Asia. All programs include accommodation, meals, drinks, and excursions for one price. With cruises ranging from three to 12 nights, a river cruise can be a stand-alone program or the highlight of a land program. Contact CroisiEurope for more details at 800.768.7232.



Great Tour Experiences

Charmaine Edwards
31 Darug Ave., Glenmore Park
Sydney, NSW 2745 Australia
+61.02.47330.638
greattourexperiences@outlook.com
greattourexperiences.com.au

Great Tour Experiences is your Down Under, groups-only receptive tour operator serving NTA and SYTA members. We are "Qualified Gold" New Zealand specialists selling New Zealand and Australia. We offer fully escorted adult touring services for special interests, such as leisure, gardening/historic houses, large family groups, etc. We're also student group specialists in music/performing arts, summer camp/adventure, all educational study groups, and sports and outdoor adventure. Making arrangements is our business.



Star Destinations

Cathy Greteman, CTP
1903 North U.S. Highway 71
Carroll, IA 51401-3340
+1.712.792.9793
cathyg@stardestinations.com
stardestinations.com

Since 1984, Iowa-based Star Destinations has been a family-owned and -operated group travel company with an incredible passion for worldwide travel. We have one mission: creating custom-designed travel programs with extraordinary services, enriching experiences, and unique components that satisfy travelers in groups of all sizes. From tours for alumni and public television donor networks to bank travel groups and more, our programs offer the industry's highest level of customization to fit each group's needs of purpose, quality, and value.

KEEP EXPLORING!

If you like the travel ideas you're seeing on these pages ... there's more. NTA's *Courier* magazine features new articles year-round; our writers get continual updates from travel professionals around the globe about destinations, activities, and travel trends.

And you can, too. Our website is an ever-growing collection of tour ideas, so before you pack your bag, unpack NTAcourier.com.

To get updates when new articles become available, go to NTAcourier.com and click "Sign up for *Courier* content" in the lower-right corner.





Tour Operator and Travel Agent Guide

The following pages include a list of tour operators and travel agents, all members of the National Tour Association, who work with group leaders and travel planners. Listings in this guide are based on each company's primary NTA membership designation or profile selections, and the information was current as of July 8. Please check the searches at NTAonline.com for updated contact details on these NTA-member tour companies.

ARGENTINA

Cazenave Argentina

Jorge Cazenave, CTP
San Isidro, Buenos Aires, Argentina
cazenaveargentina.com

ARMENIA

ESI DMC Armenia

Amalia Stepanyan
Yerevan, Armenia
dmcarmenia.com

AUSTRALIA

39 Degrees South

Nayaz Noor
Fountain Gate, Victoria, Australia
39degreesouth.com.au

Great Tour Experiences

Charmaine Edwards
Sydney, Australia
greattourexpériences.com.au
See Sponsoring Tour Operator listings on page 39

CANADA

ALBERTA

Anderson Vacations

Jim Warren, CTP
Calgary, AB
andersonvacations.ca

BRITISH COLUMBIA

CAL Travel & Tours

Alice Lin
Richmond, BC
calworld.com

Paramount Travel

Yvonna Camire
Surrey, BC
wegothere.ca

Rocky Mountaineer

Michael Comeau
Vancouver, BC
rockymountaineer.com

Sun Fun Tours

Shelley Thiessen
Kamloops, BC
sunfuntours.ca

Wells Gray Tours

Roland Neave, CTP
Kamloops, BC
wellsgraytours.com

MANITOBA

Frontiers North

Grant Chem
Winnipeg, MB
frontiersnorth.com

NEW BRUNSWICK

Freedom Tours

Ellen Tucker
Saint John, NB
freedomtours.com

NOVA SCOTIA

Atlantic Tours

Richard Arnold
Dartmouth, NS
atlantictours.com

ONTARIO

1000 Islands Tours & Travel

Jean B. Cutcliffe
Gananoque, ON
1000islandtours.com

Ellison Travel & Tours

Doug Ellison
Exeter, ON
ellisontravel.com

Fields Trips

Kelly Fields
Kitchener, ON
fieldstrips.ca

Great Canadian Holidays

Lorna Hundt
Kitchener, ON
greatcanadianholidays.com

ISX Canada

Sonia Cheng
Toronto, ON
isx.ca

Maple Leaf Tours

Kristine Geary
Kingston, ON
mapleleaftours.com

Niagara Falls Tours Limited Receptive Operator

David Hyde
Niagara Falls, ON
niagarafallstours.com

Zen Travel Canada

Zhongnan (Bruce) Pan
Richmond Hill, ON
zentravel.com

PRINCE EDWARD ISLAND

Target Tours

Lynn Dunphy
Charlottetown, PE
targettours.ca

QUÉBEC

Autocar Excellence, Excellence Charter

Real Boissonneault
Levis, QC
excellencecharter.com

Groupe Spiritours

Laurence Maurin
Montréal, QC
spiritours.com

R.C.G. Tours

Roger Gervais
Québec City, QC
rcgtours.ca

Voyages FQCC

Valerie Joubert
Boucherville, QC
voyagesfqcc.ca

Westcoast Connection

Jason Tanner
Montréal, QC
westcoastconnection.com

COSTA RICA

Costa Rica Travel Excellence

Carlos Blanco
San Jose, Costa Rica
travelexcellence.com

CROATIA

Katarina Line – Incoming Croatia

Katica Hauptfeld
Opatija, Croatia
katarina-line.com

Pro Sensus (dba Unlimited Croatia)

Andrea Cvitkovic
Zagreb, Croatia
unlimitedcroatia.com

ENGLAND

Explore Britain Tours

Carolyne Cree
Newark, Nottinghamshire, England
explorebritaintours.co.uk

Globetrotters Travel & Tours

Peter Craddock
Harrow, Middlesex, England
gttnt.com

Pathfinders

Justin Taylor
Gloucestershire, England
pathfinders-tours.co.uk

Select Travel Service

Matthew N. Squire
Huntingdon, England
selecttravel.com

Sovereign Tourism

Kourosh Abbassi
London, England
sovereigntourism.com

ETHIOPIA

ADAA Tour and Travel Agent

Dechasa Weyesa Tola
Addis Ababa, Ethiopia
adaatour.com

Ghion Travel and Tours

Yoseph Getnet Teshale
Addis Ababa, Ethiopia
tourghion.com

FRANCE

French Incoming

Pierre-Yves Mazeaud
Jaunay-Clan, France
french-incoming.com

Objectif France

Joël Massé
Lacenas, France
objectif-france.us

GERMANY

Appina Travel GmbH

Luis Lintner
Gauting-Munich, Germany
appina-travel.com

Terra Lu Travel & Consult GmbH

Christian Utpatel
Homburg, Germany
germany4groups.com

GREECE

Amphitriton Prisma

Constantinos Mitsiou
Dafni-Athens, Greece
amphitritongroup.com

Hellenic Travel Network

Nicos Georgakopoulos
Athens, Greece
hellenictravel.net

ICELAND

Guðmundur Jónasson Travel, Iceland

Renato Gruenenfelder
Kópavogur, Iceland
gjtravel.is

IRELAND

Abbey Ireland & UK

Colin Wynne
Dublin, Ireland
abbey.ie

Discover Ireland Tours

David O'Gorman
Cork, Ireland
discoverirelandtours.com

Enchanted Ireland Tours

Sean Fenton
Killarney, County Kerry, Ireland
enchantedireland.com

Greenlife Tours (t/a Caminoways)

Robbie Smart
Dublin, Ireland
greenlifetours.com

Hello Ireland/ Irish Coaches 32 CC Group

Holly Banks
Dublin, Ireland
irishcoaches.ie

ISRAEL

Amiel Tours

Rachel Spigelman
Or Yehuda, Israel
amiel.com

Dekel Israel Tours

Bradley Lennox
Binyamina, Israel
dekeltours.com

Diesenhau Unitours Incoming Tourism

Dov Sarid
Tel Aviv, Israel
diesenhau.com

Gemm Travel – Holy Land

Henrique Abreu
Jerusalem, Israel
gemmtravel.com

Israel Experts

Adi Aharoni
Or Yehuda, Israel
israexperts.com

NET – Near East Tourist Agency

Sami Abu-Dayyeh
Jerusalem, Israel
netours.com

Tailor Made Tours

Josephine Zinder
Tel Aviv, Israel
tailormade.co.il

ITALY

Acquaforce Italian Travel Designer

Alice Contiero
Venice, Italy
acquaforce.eu

ALLKNOWNTOURS

Murphy Andoh
Rome, Italy
allknowntours.com

Michelangelo International Travel

Aldo Caronia
Riva Del Garda, Italy
michelangelo.travel

RS Travel Development

Ruggero Scoma
Rome, Italy
rstravel.it

Steiner Touring GmbH

Mirko Steiner
Prags, BZ, Italy
steinertouring.com

JORDAN

Dakkak Tours International

Majeda Dakkak
Amman, Jordan
dakkak.com

LITHUANIA

ESA Baltic

Agne Samkuvienė
Vilnius dstr., Lithuania
esabaltic.lt/tour-services

MEXICO

Grupo Meca Mexico

Raynald Paquet
Mexico City, Mexico
grupomeca.com

NETHERLANDS

Ruijs Travel

Corné Ruijs
Lith, Netherlands
ruijstravel.com

NEW ZEALAND

Innovative Travel Company

Robyn Galloway
Christchurch, New Zealand
innovativetravel.us

NORWAY

Scandinavia Tours

Monique van Dijk-Seppola
Vågå, Norway
scandiaviatours.no

PERU

Coltur Peruana de Turismo S.A.

Mariana Watson
Lima, Peru
colturperu.com

Domiruth Travel Service

Martin Harbaum
Lima, Peru
domiruth.com

SCOTLAND

Europe Incoming Scotland

James Grieve
Lithgow, Scotland
europeincoming.co.uk

JACTravel

Matthew Lepisto
Edinburgh, Scotland
jactravel.com

SLOVAKIA

Discover Slovakia Tours

Marcela Lauková, CTP
Lucenec, Slovakia
exploreeasterneurope.com

SOUTH AFRICA

Embrace South Africa Tours

Deon Kitching
Kuil River, South Africa
embraceouthafricatours.com

SWITZERLAND

Travelwell

Marc Nordmann
Duebendorf, Switzerland
travelwell.info

TANZANIA

Pongo Safaris & Tours Limited

Scholastica B. Ponera
Dar es Salaam, Tanzania
pongosafaris.com

UNITED STATES

ALABAMA

Landmark Tour and Travel

Coleman Smith
Montgomery, AL
travellandmark.com

ALASKA

1st Alaska Tours

Maggie Dobrovolsky
Fairbanks, AK
1stalaskatours.com

Alaska Coach Tours

Erica Hedman
Juneau, AK
alaskacoachtours.com

Alaska Railroad Corporation

Heather Dudick
Anchorage, AK
alaskarailroad.com

Alaska Skylar Travel

Haiyan (Skylar) Jiang
Anchorage, AK
sialaska.com

Alaska Travel Services

Arturo Herrera
Anchorage, AK
alaskatravelservices.net

All Alaska Tours

Al Koch
Anchorage, AK
allalaskatours.com

Aurora Expeditions

Adriel Butler
Anchorage, AK
aexak.com

Juneau Food Tours

Midgi Moore
Juneau, AK
juneaufoodtours.com

Northern Alaska Tour Company

Kathy Hedges
Fairbanks, AK
northernalaska.com

Premier Alaska Tours

Karlyn Wilkie
Anchorage, AK
premieralaskatours.com

ARKANSAS

Francis Custom Tours

Mary Francis
Arkadelphia, AR
franciscustomtours.com

Friends Tours & Travel

Mitchell Jensen
Little Rock, AR
travelwithfriends.com

Trump Tours

Ralf Humbert
Bentonville, AR
agtoursusa.com

ARIZONA

A Closer Look Tours

Colin Caparros
Glendale, AZ
acloserlooktours.com

DETOURS American West

Suzanne Hagberg
Tempe, AZ
detoursamericanwest.com

Eagle Custom Tours of Alaska

Des Lester
Sedona, AZ
eaglecustomtours.com

Fantastica Italia

MariaLaura Boldini Creal
Phoenix, AZ
fantasticaitalia.com

Free Spirit Vacations

Katie Tobkin
Gilbert, AZ
freespiritvacations.com

Music Celebrations International

Kerry Young
Tempe, AZ
musiccelebrations.com

Pleasurebent Tours

Brooke Hamlett
Tucson, AZ
pleasurebenttours.com

Quality Travel Solutions

Donald Capparella
Mesa, AZ
qualitytravelsolutions.com

CALIFORNIA

Able International Holiday

Eiko Bao
San Leandro, CA
ablespace.com

ACC – American China Connection

Sonny Xiao Shang
Covina, CA
5166usa.com

America Int'l Travel Services

Misha Thompson
San Francisco, CA
usa-aits.com

American Edventures

Esther Beebe
Laguna Hills, CA
americanedventures.com

American Spring Travel

Jane Jing Huang
Diamond Bar, CA
spring-tour.com

Asia Getaway

Polly Yu
Carlsbad, CA
asiagetaway.com

Bay Magic Meetings & Tours

David Rubens
Walnut Creek, CA
baymagictours.com

BC Travel

Melody Hu
Monterey Park, CA

BHY Enterprises

Zheng Tian Pang
Alhambra, CA

Blue Connection [LA] Corp. (dba Bluetravel)

Eddy Ming Du
City of Industry, CA
bluetravelus.com

City Escape Holidays

Bo Adams
Palm Desert, CA
cityescapeholidays.com

Compass Travel

Huimin Yu
San Gabriel, CA

Ctour Holiday

Mark Ma
Monrovia, CA
ctourholiday.com

Cuba Travel Services

Michael Zuccato
Cypress, CA
cubatravelservices.com

DayTripper Tours

Karen Achtenhagen
El Cajon, CA
daytripper.com

Deer USA

Charles Lu
Baldwin Park, CA
deerusa.com

Delta Tours & Travel Services

Kitty Chung
El Monte, CA
deltatours.com

Dream Catch International

Mary Chen
Temple City, CA

DTA Bus Tour

Jianhong Zhou
Walnut, CA

E Travel

Nancy Newmeyer
El Monte, CA

Eagle Tours

Jerry Sun
El Monte, CA

EBT Travel Group

Crystal Qi
Corona, CA

Entour

Will Zhang
Diamond Bar, CA

European Tours

Chris Balciyan
Burbank, CA
europtours.com

FDS Global Consulting

Fang Duanmu
Burlingame, CA

Festival Travel & Tours

Robert White
Anaheim Hills, CA
europatoursypaquetes.com

Four Season Vacation

Bryan Chan
El Monte, CA
4seasonvacation.com

Friendly Excursions

Claudia Yost
Sunland, CA
friendlyexcursions.net

Galaxy Tour

Vicky Liu
West Covina, CA
galaxytour-usa.com

Gary Express

Lynn Li
Alhambra, CA
garyexpress.com

Global Culture International Corporation

Sonny Soohoo
Pasadena, CA
globalcultureinternational.com

Go West Tours

Stephan Forget
San Francisco, CA
gowesttours.com

Golden Bridge Holiday

Joyce Chen
El Monte, CA

Good Times Travel

Dustin Teichman
Fountain Valley, CA
goodtimestravel.com

Goway Travel

Evan Kranson
Glendale, CA
goway.com

GPA International Travel Services

Shirley Wu
San Gabriel, CA

Grand Alliance Corporation

Shu Yi Kang
San Francisco, CA

Grand Destinations

Ocean Ma
Alhambra, CA
gdmusa.com

Gray Line San Francisco, San Jose & Monterey/ Super Sightseeing

Ray Sargoni
San Francisco, CA
graylineofsanfrancisco.com

Great Reunion

Chao Sun
Pomona, CA

Great Wall Travel

Kevin Xu
Diamond Bar, CA
cctravelus.com

Hisam Travel

David Song
Alhambra, CA
hiseas.cn

HTT

Chris Huang
Covina, CA

International Student Tours

Robert Voelz
El Dorado Hills, CA
istours.com

Joy America International Travel

Gejia Liu
Temple City, CA
joyamerica.cc

Joy Travel NY

Yue Li
Alhambra, CA
joytrav.com

JS Global

Steven Shi
West Covina, CA
easytour.holiday

L.E.A.D. USA

Marie Martin
San Diego, CA
leaddiscoveryusa.com

Lion Tours USA

Daniel Shen
Temple City, CA

Lulutrip

Yinan Huang
San Jose, CA
lulutrip.com

LVX Group

Jiahao Li
El Monte, CA

M.Y. Global Group

Angel Chen
Diamond Bar, CA

Main Street Experiences

Laurie Lincoln, CTP
Lakewood, CA
mainstreetexperiences.com

Meile Commercial International
Min Ou
El Monte, CA

Meridian Guided Travel
Matthew Maturo
Fullerton, CA
meridianguidedtravel.com

Misha Tours
Misha Jovanovic
San Diego, CA
mishatours.com

Mountain Outin Tours
Rolland Graham
Mission Viejo, CA
mountainoutin.com

New Tour
Vera Niu
El Monte, CA

Olympic Express
Sarah Yin
El Monte, CA
usolympicexpress.com

Onward
Aniseh Dalju
Anaheim, CA
onwardgroups.com

Open Roads Tour & Travel Solutions
Kevin Murphy, CTP
Fair Oaks, CA
ortts.com

Original Travel Management
Rui Xue
West Covina, CA
originaltravel.agency

Premier World Discovery
Matthew Kennel
Redondo Beach, CA
premierworlddiscovery.com

Qiang & Qiang Travel
Jason Qiang Ge
West Covina, CA

RCK International
Rosemary Cai
Arcadia., CA

RV Trip
Li Zhang
Rancho Cucamonga, CA
rvtrip.org

S.H. Tours
Silvia Chuang
San Francisco, CA
shtoursinc.com

Setness Tours
Katherine Setness
Stockton, CA
setness.com

Shine Tours
Joseph Chi
West Covina, CA
shinetours.net

Sino American Link
Jingsheng Wang
Burlingame, CA

Soccer Camps International
Stephane Moreau
Palo Alto, CA
soccercampsinternational.com

Sports Empire & Authentic California Vacations
Suzanne Slavitter, CTP
Lakewood, CA
sports-empire.com

Sports Leisure Vacations
Mark Hoffmann, CTP
Sacramento, CA
sportsleisure.com

Super Vacation
Helen Koo
Monterey Park, CA
americaasia.com

SVH Tours and Travel Service
Vic Sarkisyan
Glendale, CA

Taya International
Jing Sun
Temple City, CA
tayainternational.com

TMT Travel
Amy Chen
Rosemead, CA

Tour America
Gloria Lan
Los Angeles, CA
touramerica.us.com

ToursForFun & Handcraftedvacations
Vivian Li
Arcadia, CA
handcraftedvacations.com

TPI America
Melissa Jiang
Torrance, CA
tpi-global.com

The Travel Corporation
Julius Stecker
Cypress, CA
ttc.com

Travel Gallery
Frank Fish
Pasadena, CA
travelgallery.com

Travels with Audrey
Audrey De Monte
Lompoc, CA
travelswithaudrey.com

Triple Group
Xuhong Li
Diamond Bar, CA

TRIPS
Brian Doughty
North Hollywood, CA

Vacations for Less (dba Israel Tourism Consultants)
Teresa Stauring
Los Angeles, CA
vacations4less.com

W J Global
Jeffery Chen
Diamond Bar, CA
chinatour.com

West Coast Holidays
Julia Guo
Monterey Park, CA
uswch.com

Youcheng USA
Amy Ma
El Monte, CA

Your Man Tours (dba YMT Vacations)
Alex Mistuloff
El Segundo, CA
ymtvacations.com

COLORADO

Globus Family of Brands, Globus, Cosmos, Monograms & Avalon
Pam Hoffee
Littleton, CO
globusfamily.com

Samurai Tours
Mike Roberts
Denver, CO
samuraitours.com

CONNECTICUT

Bob's Travelway Tours
Bob H. Ragaglia
Berlin, CT

Coach Tours
Colin Woodside
Brookfield, CT
coachtour.com

Destinations Unlimited
Julie Kozikowski, CTP
Plymouth, CT
destinationsunlimitedinc.travel

Friendship Tours
Brett Isaacson
Bloomfield, CT
friendshiptours.net

Getaway Tours
Blair Soucy
Terryville, CT
getawaytours.com

Riviera River Cruises
Marilyn Conroy
Fairfield, CT
rivierarivercruises.com

Tauk
Tom Armstrong
Wilton, CT
tauck.com

Tours of Distinction
Tyler Zajacz
East Windsor, CT
toursofdistinction.net

DELAWARE

4 Seasons Tours and Travel
Barbara Osman, CTP
Millsboro, DE
4seasonstoursandtravel.com

Delectable Destinations
Carol Ketelson
Dover, DE
delectabledestinations.com

Finest Journeys
Andrew Grieve
Wilmington, DE
finestjourneys.com

DISTRICT OF COLUMBIA

Academic Travel Abroad
Kate Simpson
Washington, DC
academic-travel.com

The Group Tour Company
Chris Babb
Washington, DC
grouptourcompany.com

Guide Service of Washington
Neil J. Amrine
Washington, DC
dctourguides.com

Tour Designs
Gordon Stearns
Washington, DC
tourdesignsinc.com

FLORIDA

American Tours & Travel
Jenee Masterson
Orlando, FL
bandfest.com

Big Country Tours
Regina Wycinski, CTP
Hudson, FL
bigcountrytours.com

Creative Tours Florida
Michael Mishko
Kissimmee, FL
creativetoursfl.com

Cultural Hi-Ways
Jane Rolla
Fort Lauderdale, FL
chiways.org

Elite/Goody Tours
Steve Goodman
Ft. Myers, FL
elitetours.us

Global Travel Alliance
Steve Maehl
Windermere, FL
globaltravelalliance.com

Green Light Group Tours
Corey Black
St. Augustine, FL
greenlightgrouptours.com

Tour Operator and Travel Agent Guide

Group Travel Consultants

John DeCrotie
Orlando, FL
grouptravelconsultants.com

Kompas Holidays International

Predrag Krivokapic
Fort Lauderdale, FL
kompas.net

Orient International Travel

Mei Wang
Orlando, FL
orientintltravel.com

Poland Culinary Vacations

Sarna Rose
Vero Beach, FL
polandculinaryvacations.com

Rainforest Cruises

Jeremy Clubb
Miami Beach, FL
rainforestcruises.com

Voyager Travel/Euro-American Tours

Thomas E. Barnette
Brooksville, FL
euro-american-tours.com

GEORGIA

Best Friends Travel & Tours

John Lin
Atlanta, GA
igotours.com

Brilliant Adventures

Elaine Moulder
St. Simons Island, GA
brilliantadventures.com

Tales of the South

Linda Odom
Tybee Island, GA
talesofthesouth.com

There and Back Again Adventures

Dixon Singleton
Savannah, GA
thereandbackagain.com

US China Connection

Demin Fan
Suwanee, GA
uschinaconnection.com

Wannar Travel

Haobin Li
Atlanta, GA
wannar.com

HAWAII

Asia Pacific Travel & Tours

Cindy Ke
Honolulu, HI
apptusa.com

Galaxy Tour – Honolulu

Cindy Chonghui Ke
Honolulu, HI

Hawaii Global Holiday

Hai Shi
Honolulu, HI
hawaii-global-holiday.com

Hawaii State Tours

David Lopaka Millwood
Honolulu, HI
hawaiistatetours.com

Hawaii Summer Tour Group

Peter Wei Wang
Honolulu, HI

MC&A/JTB Global Travel Service

Hidehiko Hayashi
Honolulu, HI
jtb-gts.com

Pan Pacific Enterprises Group

Kate Cui
Honolulu, HI
ppeg.net

Polynesian Adventure Tours

Terry Fischer
Honolulu, HI
polyad.com

Wasabi International Tours

Jay Geng
Kailua Kona, HI
shaqitrip.com

IDAHO

Idaho Tours

David Harmon
Boise, ID
harmontravel.com

ILLINOIS

Abercrombie & Kent USA

Keith Baron
Downers Grove, IL
abercrombiekent.com

Accenting Chicago Events & Tours

John Kvedaras
Chicago, IL
accentingchicago.com

Atgene Science International

Jian Du
Chicago, IL
atgene.com

Auto Europe Tourcrafters 1

Heather Gamage
Libertyville, IL
tourcrafters.com

Bob Rogers Travel

Todd Rogers
Naperville, IL
bobrogerstravel.com

Caravan Tours

Tom Duffy
Chicago, IL
caravan.com

Hemisphere Educational Travel Division of Hemisphere Travel

Brad Rosenbaum
Schaumburg, IL
hemisphere-travel.com

Mag Vacations International

Tao Wang
Chicago, IL
magvacations.net

Mayflower Cruises and Tours

Nish Patel
Lisle, IL
mayflowercruisesandtours.com

OmniTours: A Division of Ridgebrook Travel

Gayle Pesola
Deerfield, IL
omnitours.travel

Passport Travel & Tours

William Ball
Grayslake, IL
passporttravel-tours.com

Presley Tours

Debbie Tripp
Makanda, IL
presleytours.com

R&J Brothers International Culture Exchange

Jeff Qiu
Westmont, IL

Reformation Tours

Rowena Drinkhouse
Belleville, IL
reformationtours.com

Sports Traveler

Anbritt Stengele
Evergreen Park, IL
sportstraveler.net

Tour Services

Brian Carr
Hinsdale, IL
tourservicesinc.com

Trans World Travel

James M. Gibbs
Highland Park, IL
transworldtravel.com

Vandalia Bus Lines

Linda Jun
Caseyville, IL
vblinc.com

VBR Tours

Todd Powell
Chicago, IL
vacationsbyrail.com

INDIANA

500 Tours

Phil Campbell
Greenwood, IN
500tours.com

Good News Travels

Troy Orwig
Sullivan, IN
goodnewstravels-in.com

Grueninger Travel Group/ Ambassador

Michael Grueninger
Indianapolis, IN
ambassador.com

LeSEA Israel Tours

Vicki Smith
South Bend, IN
leseatours.com

Music Travel Consultants

Mark Harting
Indianapolis, IN
musictravel.com

Taylor Tours

Bryan Gentry
Tell City, IN
taylortourstravel.com

Travel To Remember

Robert Zehr
Indianapolis, IN
traveltoremember.net

IOWA

Cedar Valley World Travel

Angela Decker
Cedar Rapids, IA
cedarvalleyworldtravel.com

Group Dynamic

Alan Feirer
Winterset, IA

intelli.tours

Jeffrey Kirkman
Clive, IA
intelli.tours

Star Destinations

Cathy Greteman, CTP
Carroll, IA
stardestinations.com

See Sponsoring Tour Operator listings on page 39

Legacy Tour & Travel

Steve Tjossem
Decorah, IA
legacytourtravel.com

KANSAS

Caren's Charters

Caren Hall
Stilwell, KS

Kincaid Coach Lines

Carl Baker
Shawnee, KS
kincaidcoachtours.com

Prudent Tours

Hank Wiebe
Hillsboro, KS
prudenttours.com

Village Travel

Jeff Arensdorf
Wichita, KS
villagetours.net

KENTUCKY

Blue Grass Tours

Pam Upton
Lexington, KY
bluegrasstours.com

LOUISIANA

A Joy Tour

Dr. Susan Yuan
Baton Rouge, LA
joyintour.com

Trips Unlimited

Merina Sanders
Marrero, LA
tripsunlimitedinc.com

MAINE

The Maine Tour Connection

Donna Hanson
South Portland, ME
mainetour.com

MARYLAND

Gunther Charters

Sherry Jones
Hanover, MD
gunthercharters.com

HD Travel

Qi Wang
Rockville, MD

Islands in the Sun Cruises & Tours

Russell J. Rosenberry Jr.
Stevensville, MD
crus-sun.com

Women Traveling Together

Debra Asberry
Annapolis, MD
women-traveling.com

MASSACHUSETTS

A Yankee Line

Donald Dunham
Boston, MA
yankeeline.us

Berkshire Tour Company

Nancy Hickey
Stoneham, MA
berkshiretourco.com

Bloom's Bus Lines

Gerald Santos
Taunton, MA
bloombus.com

Boston Duck Tours

Bob Schwartz
Boston, MA
bostonducktours.com

BostonWise

Jade Chen
Cambridge, MA
bostonwise.com

Cape Cod Custom Tours – A Division of Hy-Line Cruises

Rene Pierre Poyant
Hyannis, MA
capecodcustomtours.com

Capital Tours

Ronald A. Cormier
Haverhill, MA

Carousel Student Tours

Joanne Van Meter
Pocasset, MA

Dista Group

Tianyu Qin
Boston, MA
distagroup.com

First Choice Tours

Maria Manouvelos-Baker
South Deerfield, MA
fctours.com

Hawthorne Tours

Helen Medler
Danvers, MA
hawthornetours.com

Heritage Group Planners – New England Tour Specialist

Alan T. Bearse
Hyannis, MA
heritagegroups.com

Hospitality Tours

Ted Nelson
East Harwich, MA
hospitality-tours.com

Landmark Tours & Cruises

Bob Marx
Southwick, MA

Marian Pilgrimages

Mattie Henry
Scituate, MA
marianusa.com

Northeast Unlimited Tours

Michelle Pino
Sandwich, MA
northeastunlimitedtours.com

Sports Travel and Tours

Jay F. Smith
Hatfield, MA
sportstravelandtours.com

Student Tours

Sally Hammett
Vineyard Haven, MA
studenttoursinc.com

Sunshine Travel

Lorraine Tse
Boston, MA
sunshineboston.com

Tour Azores

Edward Demelo
Fall River, MA
tourazores.com

Tour Trends

Gail Arndt
Plymouth, MA
tourtrends.com

The Travel Group

Michael Egan
West Springfield, MA
travelgrouptrips.com

Wanderlust Travel Tours

Hugh Barnes
Winchester, MA
wanderlustprivatetours.com

Wolfe Adventures & Tours

Taunya Wolfe Finn, CTP
Newburyport, MA
wolfetours.com

XYL INT'L Corp.

Joyce He
Malden, MA

Yankee Holidays/Amtrak Vacations

Andrew Channell
Beverly, MA
ylginc.com

MICHIGAN

Bennett Travel

Jeffrey Bennett
Hastings, MI
bennett-travel.com

Crescite Travel

John Alexander
Ann Arbor, MI
scholarlysojourns.com

Custom Holidays

Sue Biggs, CTP
Allen Park, MI
customholidaysonline.com

Explorer Tours

Mark Dickson
Battle Creek, MI
exploretours.net

Image Tours

Justin Osbon
Grand Rapids, MI
imagetours.com

Pacific Resources Development

Jason Zhang
Canton, MI

Rybicki Tours

Mike Rybicki
Novi, MI
rybickitours.com

Witte Travel & Tours

Kaitlyn Dunneback
Grand Rapids, MI
wittetravel.com/tours

MINNESOTA

Borton Overseas

Bonita B. Boisner
Minneapolis, MN
bortonoverseas.com

C.I.A.C. Travel

Melody Zhou
Minneapolis, MN
bestchinaholidays.com

Ed-Ventures

Paul Larsen
Rochester, MN
ed-ventures.com

Global Travel Design

Pamela Lohse
Minneapolis, MN
globaltraveldesign.com

Group Travel Planners

Amber Anderson
Burnsville, MN
grouptravelplanners.com

JayBee Travel

Susan Beck
Virginia, MN

Landmark Tours

Mike Lyons
Minneapolis, MN
gowithlandmark.com

R & J Tours

Mary Madison
Willmar, MN
rjtoursonline.com

Rustad Tours

Charles Rustad
Kerkhoven, MN

Southwest Tours

Connie VanderPoel, CTP
Marshall, MN
swtourandtravel.com

Sunshine Travel Co.

Dawn Krosnowski
Burnsville, MN
sunshinetravelco.com

Valley Tours

Sally Erickson
Stillwater, MN
valleytours.com

MISSISSIPPI

Barkley Travel Service

Camille Barkley
New Albany, MS
barkleytravel.com

MISSOURI

Adventure Student Travel/ Exploring America

Kara Mihalevich
Kirksville, MO
exploringamerica.com

All American Tours

David G. Burns
Ellington, MO
allamericantours.us

Cruises and Tours Worldwide

Anne Davis, CTP
St. Louis, MO
cruises-toursworldwide.com

Gatherings Plus

Randi McCormick
Hollister, MO
gatheringsplus.com

Jean Faust Tours

Jean Faust Gallagher
Sedalia, MO

Making Memories Tours

Jerry Varner
Washburn, MO
makingmemoriestours.com

Malone Clan Expeditions

Mike Malone
Jackson, MO
maloneclan.org

Ozarks Kirkwood Tour & Travel

Angie Greeno
Branson, MO
ozarkskirkwood.com

Tour Operator and Travel Agent Guide

Sunrise Tours

Kristen Dalrymple
St. Louis, MO
travelsunrise.com

NEBRASKA

Allied Tour

Susan Busskohl
Norfolk, NE
alliedtt.com

Moostash Joe Tours

Joey Spellerberg
Fremont, NE
mjtours.com

NEVADA

Chinese Host (dba National Park Express)

David Huang
Las Vegas, NV
chdestination.com

Educational Discovery Tours

Kris Partain
Reno, NV
educationaldiscoverytours.com

Fantasy and Creative Tours

Donella Filliger
Las Vegas, NV
fantasyrvtours.com

Oriental Tours

Jordan Djeu
Las Vegas, NV
orientaltoursandtravel.com

Roaming USA

Kay Zhang
Las Vegas, NV
roamingusatravel.com

Tours of Distinction

Anne McCall
Henderson, NV
toursofdistinctionlv.com

Vista International Tours

Yu Shih Han
Las Vegas, NV
vistatours.tw

WF Travel Service

Pengxiang (Peter) Gao
Las Vegas, NV
usawf.com

NEW HAMPSHIRE

Country Heritage Tours

Scott Brodsky
Amherst, NH
countryheritagetours.com

Milne Travel

Emily Martel
Manchester, NH
milnetravel.com

Terrapin Tours

Kelly Cooke
North Woodstock, NH
terrapintours.com

NEW JERSEY

All Aboard Tours & Travel

Wayne Weinzoff
Upper Saddle River, NJ
allaboardtours.com

Alternative Tours – East Coast Receptive Operator

Marian Deal Smith, CTP
Cherry Hill, NJ
alternativetoursinc.com

CIE Tours International

Kelly Hyde
Morristown, NJ
cietours.com

Educational Travel Adventures

Michael Holzer
Freehold, NJ
etadventures.com

eduSTAR Tours

Jonathan Gamza
Red Bank, NJ
edustartours.com

Festive Holidays

Ray Lloyd
Cape May Courthouse, NJ
festiveholidays.com

Good Time Tours

Trish Johnson
Hightstown, NJ

Great Escape Tours

Edward Davis, CTP
Atlantic City, NJ
great-escape-tours.net

Group Tours & Travel

Creed Hyatt
Kinelon, NJ
grouptoursandtravel.com

Junior Tours

Richard Abrams
Matawan, NJ
juniotours.com

P M L Travel & Tours

Philip Davolos
Marlton, NJ
pmltours.com

Palladin Tours

Jennifer Hopkins George, CTIS
Linwood, NJ

Short Hills Tours

Greg A. Dennis
Short Hills, NJ
shorthillstours.com

Silver Wheels Travel Tours

Barbara Siegel
Asbury Park, NJ

Sunset Tours

Millie O'Brien
Hampton, NJ
sunsettourstravel.com

Wherever Tours

Patricia Shick
Beachwood, NJ
wherevertours.com

Zag Sports

Jeremy Meccage
Pennington, NJ
zagtours.com

NEW MEXICO

Destination Southwest

Sheli Armstrong
Albuquerque, NM
destinationssouthwest.com

Sun Tours

Franklin Fine
Albuquerque, NM
suntoursus.com

NEW YORK

Academic Expeditions

Andrew Selinka
New York, NY
academicexpeditions.com

All United Int'l Travel

Yan Zhou
Flushing, NY

Amazing Destinations

Steven Meyerson
Bohemia, NY
amazingdestinationsltd.com

American Trails West/Rein

Teen Tours
Howard S. Fox
Great Neck, NY
americantrailswest.com

Best International Travel Service

Lucy Zhou
West Hempstead, NY

Bob Mann Tours

Bob Mann
New Hempstead, NY
bobmannntours.com

Century Travel International

Dongqiao Zheng
Flushing, NY

Charlie's Travel

Vivian Chen
Flushing, NY
gogogous.com

China Silk Tours

Elsa Lo
New York, NY
chinasilktours.com

Cinderella Travel

Natalie Azarov
Rego Park, NY
cinderellajourneys.com

Citi Travel

David Lin
Flushing, NY
nycititravel.com

Cloud Tours

Cally Papas
Astoria, NY
cloudtours.com

CroisiEurope America

John McGlade
Nanuet, NY
croisieuropeamericacruises.com
*See Sponsoring Tour Operator listings
on page 39*

Crown Peters Travel Service of Astoria

Gregory Alexander
Astoria, NY
crownpeters.com

Dark Blue International Travel

Peng Du
Bellerose, NY
darkblueint.com

EDU Trips

Kate Coffey
Orangeburg, NY
edutrips.com

Four Winds Tour and Travel

Veena Vohra
Jericho, NY

Galaxy Tour NY

Yiyun Ouyang
Flushing, NY

Gerber Tours

Marvin Gerber
Woodbury, NY
gerbertours.com

Hampton Jitney

Debbie Woods
Southampton, NY
hamptonjitney.com

Happy Vacations (NY)

Mike Chen
New York, NY
happyvacationsusa.com

Hello Italy Tours

Angelo D. Scropo
New York, NY
helloitalytours.com

Hua Xia Travel

Linhua Lou
Flushing, NY

Hudson River Valley Tours/ Hudson Valley Tour Planners

Ernie Bruno
Rosendale, NY
hrvtours.com

Indirec Travel Service

Fred Blumenfeld
Floral Park, NY

J & Z USA Group

Qiuna Jiang
Fresh Meadows, NY

Jupiter Legend Corporation

Maple Hou
Flushing, NY
uvbookings.net

Laurent Tours

Laurent Nahon
New York, NY
laurenttours.com

Mayi Tours

Jessie Lei
New York, NY
mayitours.com

Mega Travel

Erchao He
New York, NY
megatravel.us

Niagara Falls Universal

Xiaojie Shun
East Amherst, NY

Oriental Tour & Travel

Edward Chao
Flushing, NY
aotrip.net

PPS Travel

Siyao Tian
Flushing, NY

**Presidential Holidays/
Presidential Kosher Holidays**

Stuart Vidockler
New York, NY
passovervacations.com

Receptive Tours Group

Jerry Schwartz
New York, NY
receptivetoursgroup.com

Rendezvous Travel

Tony Rende
Bellmore, NY
rendezvous.travel

Sino Rainbow

Huashan Xu
Brooklyn, NY
sinorainbow.com.cn

STC – Skylon Travel Corp.

Sisi Zhao
Fresh Meadows, NY

Sunflower Global Holiday

Chen Jia
Flushing, NY

Suntour International

Richard Mei
New York, NY
suntour-usa.com

Teamamerica

Pasquina DeCarlo
New York, NY
teamamericany.com

The Way To Go Tours

Jerry Waldkoetter
North Tonawanda, NY

Tinma Travel & Tours

David Lo
New York, NY
eworldtours.com

Top USA Tours Corp.

Feng Li
Brooklyn, NY
topusatours.com

Tri-State Tours

Lawrence S. McCleary
Garden City Park, NY
tristatetoursnyc.com

Twin Travel Concepts

Nicholas Calderazzo, CTP
Kinderhook, NY
twintravelconcepts.com

Way World Travel Corp.

Wei Wu
Kew Garden Hills, NY

Weiyou Travel

Yitong Wu
Flushing, NY
we-trav.com

Z Travel International

Mengmeng Zhou
Flushing, NY

ZNY Travel

Kun Zhang
Flushing, NY

NORTH CAROLINA**CTN Travels**

Rick E. Pharr, CTP
Midland, NC
ctntravels.com

Nada's Italy

Nada Vergili
Charlotte, NC
nadasitaly.com

Rail Source International

Carmen Metcalf
Olin, NC
rsiworld.com

Scholastic Journeys

Brenda Steele
Cary, NC
scholasticjourneys.com

NORTH DAKOTA**Direct Travel**

Tammy Rohde
Bismarck, ND
directtravelnd.com

OHIO**20th Century Tours**

David A. Baker
Youngstown, OH
20thcenturytours.com

Buckeye Tours

Tamara Galloway
Cambridge, OH
buckeyetours.net

**Great Day Tours & Charter Bus
Service**

Allen R. Kinney
Cleveland, OH
greatdaytours.com

NuVu Traveler

Don Coffee
Hudson, OH
nuvutrans.com

Ohio Travel Treasures

Diane Sphar
Cincinnati, OH
ohiotraveltreasures.com

Prime Tours

Lisa Busch
Dublin, OH
goprime.com

Taylor Tours

Cathy S. Taylor
Toledo, OH
taylor-tours.com

Wendt Touring

David Wendt
Wintersville, OH
wendttouring.com

World of Travel

Ron Hersh
Columbus, OH
worldoftravel.com

OREGON**America's Hub World Tours**

David Penilton
Portland, OR
americashubworldtours.com

Columbia Crossroads Tours

Cynthia Billette, CTP
Beaverton, OR
columbia-crossroads.com

Educational Travel Services

Judi A. Tichenor
Milwaukie, OR
etsi.ws

OregonWest Excursions

Tony Minden
Salem, OR
orwest.com

Quest Tours & Treks

Sylvia Spaulding
Salem, OR
questtreks.com

PENNSYLVANIA**AAA East Central**

Michael Coumos
Pittsburgh, PA
aaa.com

Adventures to Tuscany

Tommy Harpster
Kunkletown, PA
adventurestotuscany.com

Culture Tour

Barbara Corson
Holland, PA
culturetourphiladelphia.com

David Tours & Travel

David Benedict
Philadelphia, PA
davidtours.travel

EPN Travel Services

Jamie Davidson
Douglassville, PA
epntravel.com

Excursions from the Square

Ellen Kay Coleman
Philadelphia, PA
squaretrips.com

Gate 1 Travel

Robin Dean
Fort Washington, PA
gate1travel.com

Grand American Tours

Nancy Magee
Morton, PA
grandamericantours.com

Hagey Tours

Shannon Bauman, CTP
Souderton, PA
hagey.com

**New York City Vacation
Packages**

Joel Cohen
Kingston, PA
nyctrip.com

North America Tour Hub

David Naczycz
Philadelphia, PA
northamericatourhub.com

OExplora

Shannon Fissel
Stewartstown, PA
oexplora.com

Pilgrim Tours & Travel

David Nyce
Morgantown, PA
pilgrimtours.com

Repine Travel

Roberta Repine
Cherry Tree, PA
repinetravel.com

Scholastica Travel

Ann Prinkey
Greensburg, PA
scholasticatravel.com

Touriffic Travel

Cindy McMenamin
Malvern, PA
touriffictravel.com

White Star Tours

Pat Donahue
Reading, PA
whitestartours.com

RHODE ISLAND**Atlantivacations Tours**

Faith Baum
Bristol, RI
atlantivacations.com

Collette

Jim Edwards
Pawtucket, RI
gocollette.com

Suburban Tours

Judith Gervais
Providence, RI
suburbantours.com

Viking Tours

Matt Oakley
Newport, RI
vikingtoursnewport.com

Tour Operator and Travel Agent Guide

SOUTH CAROLINA

Adventure Travels

Rita Gilbert
Greenwood, SC
adventuretravelssc.com

Charleston Convention & Group Services

Erin M. Mellen
Charleston, SC
destinationcharlestonsc.com

Educational Travel Consultants

Howard J. Clemens
Anderson, SC
educationaltravelconsultants.com

Good News Travels

John Tribble, CTP
Greenville, SC
goodnewstravels.com

SOUTH DAKOTA

Omanson Tour & Travel

Darrell Omanson
Sioux Falls, SD
omansontour.com

TENNESSEE

Discount Travel Alliance

Leslie Thomas
Sevierville, TN
discounttravelalliance.com

Knoxville Tours

Shirley Metcalf
Knoxville, TN
knoxvilletours.com

Tennessee Express Tours

Bill Oliver
Sevierville, TN
tnexpresstours.com

TEXAS

Adventure Caravans

Tina Poole
Livingston, TX
adventurecaravans.com

Around and About Tours

Sandra Gibson
El Paso, TX

ChinaPlus Tours

Chris C. Lee
Irving, TX
chinaplustour.com

Dan Dipert Tours & Coaches

Jessica Cree
Arlington, TX
dandipert.com

Eastwest Innovation/IOT Technology

Bingkui Lai
Houston, TX
tourscool.com

The German American Connection

Jo Ann Wolf
Brenham, TX
thegermanamericanconnection.com

Majestic Vacations

Keng Hsueh
Plano, TX
majestic-vacations.com

Motivation Global Image

Don Walton
Dallas, TX
globalimage.net

OK Tours

Ana Sarmiento
San Antonio, TX
oktours.com

Sarah Qey Travel

Sarah Qeyros
Houston, TX
sarahqeytravel.com

School Tours of America

Arthur Read
Houston, TX
schooltourofamerica.com

Tempest Tours

Martin Lisius
Arlington, TX
tempesttours.com

Trips 2 Italy

Tommaso De Poi
Houston, TX
trips2italy.com

Xenia Events

Adam McDaniel
Austin, TX
xeniaevents.com

UTAH

Eastern Travel

Brian Mei
Salt Lake City, UT
easterntour.com

Educational Tours and Travel Corporation

Todd Jones
Saint George, UT
ettours.com

HE Travel

Philip Sheldon
Salt Lake City, UT
hetravel.com

Horizon Travel Group

Leah Xiao
Midvale, UT
horizonglobaltravel.com

Mountain Tours

Joyce Huang
Salt Lake City, UT
mtn-tours.com

Southwest Adventure Tours

Jason Murray
Cedar City, UT
southwestadventuretours.com

Sunrise International

Tony Ma
Orem, UT
ussunrise.com

U.S. Day Joys

Tianyu Yu
Provo, UT
usdayjoys.com

Western Leisure

Michele Michalewicz, CTP
Midvale, UT
westernleisure.com

VIRGINIA

Julian Tours

Randy Julian
Alexandria, VA
juliantours.com

Mid-Atlantic Receptive Services

Mark L. Franchi
Stephens City, VA
takeafuntrip.com

Nations Classroom

Jay Bloxom
Richmond, VA
nationsclassroom.com

SignaTours

David Davenport
North Chesterfield, VA
travelsignatours.com

T.E. LLC

Jiao Jiao Zhang
Fairfax, VA
travelerenterprise.com

TRIPOTOUR

Mete Gurel
Alexandria, VA
tripotour.com

Washington Business Group USA

Jenny Wang
McLean, VA
usawbg.com

WorldStrides

Tim Sweeney
Charlottesville, VA
worldstrides.com

WASHINGTON

ACFEA Tour Consultants

Cassidy Massey
Edmonds, WA
acfea.com

American Student Tours

Paul Monahan
Bothell, WA
americanstudenttours.com

Blue River Travel International Corp.

Sheng O
Lynnwood, WA
bluerivertravelusa.com

Group Coordinators

Julie Saucier
Spokane, WA
groupcoordinators.com

Pengbo International

John Chi
Bellevue, WA

Tanzania Journeys

Dale Jensen
Bellingham, WA
tanzaniajourneys.com

WISCONSIN

American Christian Tours

Sabrina Carlson
Rice Lake, WI
acts-tours.com

Care Free Travel

Kathleen Nooyen, CTP
New Franken, WI
carefree-tours.com

Country Travel Discoveries

Steve Uelner
Elm Grove, WI
countrytraveldiscoveries.com

Holiday Vacations

Jace Vogler
Eau Claire, WI
holidayvacations.com

Lamers Tour & Travel

Kory Neuzerling
Milwaukee, WI
golamers.com

Milwaukee Food & City Tours

Theresa Nemetz
Wauwatosa, WI
milwaukeefoodtours.com

Students On Tour

Marge Moullette
Rice Lake, WI
2tourdc.com

WEST VIRGINIA

U.S. Tours

Robert Cline
Vienna, WV
ustours.biz

U.S. TERRITORIES

GUAM

Pacific Island Holidays

Yasuhide Torigoe
Tamuning, Guam
pihguam.net

PUERTO RICO

Vámonos Tours

Jorge Pardo
San Juan, Puerto Rico
vamonostours.com

ZAMBIA

Zamag Tours & Safaris

Daphne Lindsay
Lusaka, Zambia
zamagsafaris.com

COMMUNITY

NEWS AND UPDATES FROM THE NTA FAMILY

Working (?) from home While *Courier's* Pat Henderson doesn't have a blog and isn't on Facebook, he has been capturing his various home work spaces during COVID-19 through a series of daily photos (90 as of July 24). Here's a sampling ... welcome to Pat's neighborhood.



March 26, Entry 4



May 1, Entry 30



May 18, Entry 41



June 8, Entry 56



July 1, Entry 73



July 9, Entry 79



April 15, Entry 18

Meet the Members

Rainforest Cruises

MIAMI BEACH, FLORIDA

NTA contact: Jeremy Clubb

Office phone: 888.215.3555

Website: rainforestcruises.com

NTA member since: 2019

What can guests expect when they get on a boat with Rainforest Cruises?

In the process of customizing an experience for our guests, we go to great lengths to ensure they are on the most suitable vessel, in the most appropriate destination, and enjoying the itinerary that best matches their interests. Essentially our aim is for them to be as relaxed and excited as they can be once they step on board, safe in the knowledge that their adventure has been carefully chosen for them.

What are a couple of your most popular cruises?

The Amazon and Galapagos are our strongest destinations. Given that the sweet spot vacation length for American travelers is around 11 or 12 days, our 5-day cruise itineraries prove very popular as they give

enough time to include a visit to Machu Picchu and Cusco, the destination in South America most often included in our customizable tours. In the Galapagos, I prefer the more intimate 16-passenger catamarans, such as the *Endemic* or *Ocean Spray*. In the Peruvian Amazon, two very popular ships are the luxury *Aria* and *Delfin III* riverboats.

Tell us about any new safety protocols you've implemented in response to COVID-19.

Social distancing aboard a boat is a challenge. Some of the protocols in place include testing and temperature reading prior to boarding. Meal times can be staggered to allow for social distancing. And, splitting the groups into family units during excursions may put guests at ease and achieve a greater level of social distancing. Routine testing of all crew is also important.



What's a hobby you enjoy?

When I'm not playing tennis or doing yoga, exploring new destinations with family is my greatest passion. We're fortunate to be living in Miami Beach, which allows us to enjoy the ocean, so diving and sailing are our go-to family activities when we get the chance.

You get to pick dinner tonight, and it can be anywhere in the world. Where are you going?

I'd be torn between a Vespa street food tour in Saigon, Vietnam, or eating at one of Lima's top restaurants, such as Central or Maido.

For more information, contact Clubb at jeremy@rainforestcruises.com.

Introducing ... NTA's newest members

LU Send – Liberty University

LYNCHBURG, VIRGINIA

Educator

LU Send (Liberty University's centralized group travel/international education office) helps to craft a variety of experiential learning opportunities for students during their time at Liberty. The team at LU Send wants students, faculty, and alumni to have the opportunity to see the world, and it develops incredible global experiences for the community that integrates faith, academics, cultural intelligence, and service learning.



David Welch

Executive director

+1.434.879.6753

dmwelch@liberty.edu

liberty.edu/usend

"I am in my fourth year serving as the executive director of LU Send. I am passionate about travel because it has the power, when stewarded correctly, to inspire creativity, innovation, compassion, and empathy!"

Woodford County Tourist Commission

VERSAILLES, KENTUCKY

DMO

Known for picturesque countryside, rock-lined fences, and all things bourbon, wine, and bloodlines, Uniquely Woodford County provides an unforgettable experience of life in the Bluegrass. Visitors can visit champions like American Pharoah on one of the many nationally recognized Kentucky horse farms, and they'll also find eclectic shops and antiques, delicious restaurants, and charming accommodations with open doors and arms full of hospitality.



Emily Downey

Executive director

+1.859.753.6649

emily@reservewoodford.com

reservewoodford.com

"The place I am blessed to call home is the epicenter for bourbon, wine, and the world's best horses. This makes my job of promoting Woodford County the easiest and most enjoyable! I always say, if you have a bad day here, it's your own fault."

Beat 2020

How do you fight back in 2020?
You stay connected!

And how do travel pros connect with each other
when budgets are busted and in-person is iffy?
You PIVOT!

Practical
Innovative
Valuable
Online
Timely

PIVOT to vTREX, NTA's online Travel Exchange.

It's a virtual show, but the connections, the business,
and the education are **the real thing**.

So fight back against 2020 and grab hold of **something that's certain**.

Register today:
NTAtravelexchange.com



NOVEMBER 17-19, 2020



Silver linings

COMPILED BY BOB ROUSE

WHILE THE PANDEMIC has taken lives and stalled travel, the change in daily schedules has produced, for many, a silver lining. *Courier* asked NTA members if they took COVID's lemons and made lemonade.

What silver linings have you experienced?

My father had a saying, "Family is forever," and I always took that to mean my blood relatives. However, working with the many wonderful folks in tourism and hospitality, our partners and clients have become extended family, giving new meaning to my father's favorite line.

Julie Colson

Capital City Lake Murray Country Regional
Tourism Office
Irmo, South Carolina



I spent my free time developing a massive cactus garden, and I showed it around the world on Facebook.

Misha Jovanovic

Misha Tours
San Diego, California

I am a general handyman for a number of elderly customers-turned-friends. Due to complications following surgery back in late February, one has become bedridden. Normally I'm on the road nonstop through the months of March, April, and May, but this unexpected "vacation" from travel made me available for her daily needs. A strange blessing, perhaps, but a blessing nonetheless: She's getting the care she needs, and I have a newfound purpose.

Clayton Whitehead, CTP

Sports Leisure Vacations
Sacramento, California



I was married on Feb. 16 and followed the wedding with the honeymoon of a lifetime—just as the pandemic was hitting the U.S. My husband and I traveled to the Maldiv Islands for a blissful trip. We made it back to the U.S. just in time, right before the shutdowns began. We are so thankful that we were able to make that trip and have that experience fresh in our minds ... until we can travel once again.

Tracy Goolsby (formerly Banfield)

Tulalip Tribes/Quil Ceda Village
Tulalip, Washington

This is the first time in many years I've been able to spend a lot more time with my family. Normally this is impossible, as from spring to fall I am completely overwhelmed with the pressure of handling new quotes, bookings, and client departures. What a relief I felt this year! In a way I wish it could always be this way, but on the other hand, I am itching to get back to the everyday of the travel business. It was nice while it lasted, though, and I can't be mad at that.

Carmen Metcalf

Rail Source International
Olin, North Carolina

I wanted to get a bit tech savvy and totally out of my comfort zone. I successfully completed a certification course that covers all aspects of information technology, and then I enrolled in a short-term postgraduate program that leads to a Certificate of

Cyber Security at Deakin University in Melbourne. How out of sorts is this?

Nayaz Noor

39 Degrees South
Fountain Gate, Victoria, Australia

This pandemic has given me the opportunity to take a step back and relax—to look at my life, what I have achieved, and *why* I am still working in our family Copper Art Studio. It has given me a chance to reflect on my work, and if I want to continue, but mostly I have taken time to refocus on what's important: life and family! Amazingly, I also realized that I was able to outdo myself and get through difficult times.

Palmyre Gilles

Québec Copper Art Studio & Museum
Château-Richer, Québec

How often in our lives, pre-pandemic, would we say we don't have time for anything other than work, family, and of course, travel? The pandemic has provided an opportunity to learn, reflect, and take advantage of educational opportunities. In May, Tourism Cares launched its Meaningful Travel Platform, focusing on responsible travel, and the response has been tremendous.

Greg Takehara

Tourism Cares
Norwood, Massachusetts

Joy and I have used much of our free time to clean out and eliminate files—enough to fill four recycling barrels over a two-month span. We had what we call "bookshelf files" for every U.S. state and Canadian province and many countries in Europe, South America, and the Caribbean. We had files on groups that have been inactive for 20 years, plus trip files and NTA profile forms from the last century! Now if I can only clean up my office. Anyone need some filing cabinets?

Bob Marx, President

Landmark Tours & Cruises
Southwick, Massachusetts

OVER 5,000 TRAILS BLAZED DAILY.

Your next opportunity is a flight away. Just ask the 170 million passengers who choose to fly to one of our 327 destinations.



KEEP CLIMBING



Based on average number of Delta flights per day in the March 2016 schedule. Includes flights operated by our Delta Connection® carriers: Compass Airlines, Endeavor Air, Inc., ExpressJet Airlines, Inc., GoJet Airlines, Shuttle America, and SkyWest; Delta Shuttle® carriers: Shuttle America and Compass Airlines.



Now available online for you and your clients!

For more information about the NTA Travel Protection Plan:

Call 1.800.388.1470

Fax 516.294.0609

Email geni.priolo@aon.com

- Enroll in the NTA Travel Protection plans – Easy as 1,2,3
- Enroll anywhere anytime!
- Now available online for you and your clients!
- Add link to your website browser www.nta.aontravelprotect.com

Aon Affinity is the brand name for the brokerage and program administration operations of Affinity Insurance Services, Inc. (TX 13695); (AR 244489); in CA & MN, AIS Affinity Insurance Agency, Inc. (CA 0795465); in OK, AIS Affinity Insurance Services, Inc.; in CA, Aon Affinity Insurance Services, Inc. (CA 0G94493), Aon Direct Insurance Administrators and Berkely Insurance Agency and in NY, AIS Affinity Insurance Agency. Affinity Insurance Services is acting as a Managing General Agent as that term is defined in section 626.015(14) of the Florida Insurance Code. As an MGA we are acting on behalf of our carrier partner.