

PAPAYO!

The Quarterly Newsletter of the SVG Hotel & Tourism Association

JANUARY-MARCH, 2023

VOL. 10 ISSUE 1

Our President Speaks



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While most of us are perhaps almost breathing a sigh of relief, hoping that the trials and tribulations of 2020, 2021 and 2022 are behind us, COVID-19, the war in Ukraine, and the devastating effects of Climate Change continue to remind us that there are still many challenges. As we continue to move forward with confidence, commitment and diligence, we cannot afford to act as if we are in control of these “evils”.



As President of the SVG Hotel and Tourism Association, first let me apologize for the absence of the 4th Quarter 2022 issue of **PAPAYO!** This was due to circumstances completely beyond our control. I would like to give the assurance that during 2023 we will continue to carefully plan, and work assiduously with our many partners in protecting and growing the SVG tourism sector. And in so doing, we recognize that we will be contributing to the continued growth and development of our country and its people. At the same time we will be seeking to strengthen our own organization. However, such plans require the full support and cooperation of our membership. We will be presenting very soon to the general body our draft work programme for the year moving forward. We urge you all to offer your comments and suggestions as we seek to provide everyone with a programme that is inclusive and beneficial to all. We continue to advocate for safe, timed public transportation and for the development of training programs to support and meet the fast increasing demands for trained and committed personnel.

Please accept my very best wishes that 2023 brings you peace, health and happiness.

A PEACEFUL AND SUCCESSFUL 2023 FROM THE ST VINCENT AND THE GRENADINES HOTEL & TOURISM ASSOCIATION

THE GLOBAL CODE OF ETHICS FOR TOURISM

[Article 6]

Obligations of stakeholders in tourism development

1. Tourism professionals have an obligation to provide tourists with objective and honest information on their places of destination and on the conditions of travel, hospitality and stays; they should ensure that the contractual clauses proposed to their customers are readily understandable as to the nature, price and quality of the services they commit themselves to providing and the financial compensation payable by them in the event of a unilateral breach of contract on their part;
2. Tourism professionals, insofar as it depends on them, should show concern, in co-operation with the public authorities, for the security and safety, accident prevention, health protection and food safety of those who seek their services; likewise, they should ensure the existence of suitable systems of insurance and assistance; they should accept the reporting obligations prescribed by national regulations and pay fair compensation in the event of failure to observe their contractual obligations
3. Tourism professionals, so far as this depends on them, should contribute to the cultural and spiritual fulfilment of tourists and allow them, during their travels, to practise their religions;
4. The public authorities of the generating States and the host countries, in cooperation with the professionals concerned and their associations, should ensure that the necessary mechanisms are in place for the repatriation of tourists in the event of the bankruptcy of the enterprise that organized their travel;
5. Governments have the right – and the duty - especially in a crisis, to inform their nationals of the difficult circumstances, or even the dangers they may encounter during their travels abroad; it is their responsibility however to issue such information without prejudicing in an unjustified or exaggerated manner the tourism industry of the host countries and the interests of their own operators; the contents of travel advisories should therefore be discussed beforehand with the authorities of the host countries and the professionals concerned; recommendations formulated should be strictly proportionate to the gravity of the situations encountered and confined to the geographical areas where the insecurity has arisen; such advisories should be qualified or cancelled as soon as a return to normality permits;
6. The press, and particularly the specialized travel press and the other media, including modern means of electronic communication, should issue honest and balanced information on events and situations that could influence the flow of tourists; they should also provide accurate and reliable information to the consumers of tourism services; the new communication and electronic commerce technologies should also be developed and used for this purpose; as is the case for the media, they should not in any way promote sex tourism;



United Nations SUSTAINABLE DEVELOPMENT GOALS

4 – 7

S **SDG 4 – Ensure inclusive and equitable quality education and promote lifelong learning for all**

Tourism has the potential to promote inclusiveness. A skillful workforce is crucial for tourism to prosper. The tourism sector provides opportunities for direct and indirect jobs for youth, women, and those with special needs, who should benefit through educational means, Professional development and training; Partnerships for education Diversity management; Education for culture and heritage; In-kind donations for education; On-going staff training, information, facilities; Host community involvement.

SDG 5 – Achieve gender equality and empower all women and girls

Tourism can empower women, particularly through the provision of direct jobs and income-generation from MMEs in tourism and hospitality related enterprises. Tourism can be a tool for women to become fully engaged and lead in every aspect of society. Diversity management; Awareness campaigns and in-kind donations towards fight against sex tourism and human rights; Non-discrimination values in staff recruitment and training.

SDG 6 - Ensure availability and sustainable management of water and sanitation for all

Tourism investment requirement for providing utilities can play a critical role in achieving water access and security, as well as hygiene and sanitation for all. The efficient use of water in tourism, pollution control and technology efficiency can be key to safeguarding our most precious resource. New equipment and technologies; Prevention programs for security and health; Standards and certifications; Community involvement.

SDG 7 – Ensure access to affordable, reliable, sustainable and modern energy for all

As a sector, which is energy intensive, tourism can accelerate the shift towards increased renewable energy shares in the global energy mix. By promoting investments in clean energy sources, tourism can help to reduce green house gases, mitigate climate change and contribute to access of energy for all. New equipment and technologies; Prevention programs for security and health; Standards and certifications; Community involvement.

The annual Mustique Blues Festival was held in SVG, 25th January to 8th February 2023



Recognizing Excellence

On December 3rd, 2022 the **SVG Hotel & Tourism Association** publicly recognized and paid tribute to a number of individuals and companies in the SVG tourism industry. This important event formed part of the Ministry of Tourism and the SVG Tourism Authority's Annual Awards & Cocktails. On that date the event took place at Mangoz Bar & Restaurant, and it is with great pleasure that **PAPAYO!** shares these precious moments with our reading audience.



Bartender of the Year
Hudson Webb, Sunset Shores Hotel
Sponsor: East Caribbean Group of Companies



Chef of the Year
Shenece Ince, Young Island Resort (Right)
Sponsor: East Caribbean Group of Companies



Front Office Person of the Year
Ve Ann Telemaque, Sail Grenadines (Right)
Sponsor: St Vincent Cooperative Bank Ltd



Gardener of the Year
Newton George, Grenadines House
(Right)
Sponsor: QuickCash Corporation



Housekeeper of the Year
Sara Hendrickson, Mariners Hotel
(Right)
Sponsor: Coreas Distribution Ltd



Island Ambassador of the Year
Colin George, Fantasea Tours (Right)
Sponsor: GECCU



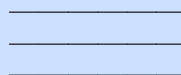
Room Attendant of the Year
Audronica Small, Young Island Resort
(Right)
Sponsor: St Vincent Brewery Ltd



Supervisor of the Year
Crystal Findlay-Andrews, Mariners Hotel
(Right)
Sponsor: Sagicor Life Inc



Waitress of the Year
Kamale Greaves, Young Island Resort
(Right)
Sponsor: East Caribbean Group of
Companies



Recognizing Excellence



Yacht Operator of the Year
Horizons Yacht Charters
Sponsor: QuickCash Corporation



Hotelier of the Year
Kim Halbich, Paradise Beach Hotel
Sponsor: Massy Stores (SVG) Ltd



Dive Operator of the Year
Serenity Dive (Right)
Sponsor: St Vincent Brewery Ltd

The St. Vincent and the Grenadines Hotel and
Tourism Association would like to sincerely thank



Ministry of Tourism, Civil Aviation, Sustainable Development & Culture Awards 2022



Ministry of Agriculture, Forestry, Fisheries, Rural Transformation, Industry & Labour – Vincy Tourism Day Winner (Right)



La Pompe (Bus Stop), Bequia Community Clean-Up & Beautification (Right)



Owia Heritage Organization Most Outstanding Community Group (Right) Minister of Tourism (left)



Barrouallie Tourism & Heritage Organization Most Improved Tourism Site (Right)

Other Ministry of Tourism Awards....

- Natasha Morris - Outstanding Immigration Officer of the Year
- Barrouallie Government School—Vincy Tourism Day Winner (School)
- Dominique Valley, Union Island—Community Clean-Up & Beautification



SVG Tourism Authority Awards 2022



Burcasa Bed & Breakfast (Center & Right)
Most Compliant Accommodation
(St Vincent)



Fiona Chewitt-Primus (Right)
Most Outstanding Tour Guide (Tours)
(St Vincent)



Foreign Tours (Right)
Most Compliant Tour Operator



Keyron Lewis (Right)
Most Outstanding in Training
(Taxi)



Jerry Lewis (Right)
Most Outstanding in
Training (Tour Guides)



Marlon Joseph (Right)
Employee of the Year
(SVGTA) CEO Tourism
Authority (left)

Other Tourism Authority Awards...

- Bay Tree Villa - Most Compliant Accommodation (The Grenadines)
- Kingsley DeFreitas - Most Compliant Taxi Operator (St Vincent)
- Brendon Bynoe - Most Compliant Taxi Operator (The Grenadines)
- Myron James - Most Outstanding Tour Guide (Tours) (The Grenadines)



Cocktails & Celebrations

Special Appreciation Award - Presented to Jean-Marc Saily (right) on behalf of Wind & Sea



Special Appreciation Award - Presented to Kim Halbich (right) on behalf of Fantasea Tours



Bianca Porter (left) and Nichole Hazell Gun-Munro (right) Directors, SVG Hotel & Tourism Association



Annille Beache, Education Officer, Ministry of Tourism (right) and Dr. Resa Noel-McBarnett (left), Permanent Secretary, Ministry of Tourism, Civil Aviation, Sustainable Development and Culture

In Loving Memory



Angela Browne (nee Gonsalves)

An early pioneer in the tourism and hospitality industry in Saint Vincent and the Grenadines, Angela and Compton King, at that time, managed the prestigious Sunset Shores Hotel. Mrs. Browne contributed in many ways to the development of tourism and served on the Airport Restaurant Committee for many years when it was run by the SVGHTA.



George Whitney

Trinidadian by birth and a Vincentian by adoption. George established "The Village Apartments" Bequia, with his wife Val prior to his retirement from Bottlers (St Vincent) Ltd. George fully embraced the Hospitality and Tourism sector, becoming a member and then a director on the board of the SVGHTA.

Our weekly "**What's On**" publication in St. Vincent was George's brainchild.

Christian Gonsalves

Established the Sunset Shores Beach Hotel along with his siblings in the early seventies. He was the Chairman on the board of Directors for many years until he became ill. He was a visionary and pioneer in his field and set the standard for hotel development in St. Vincent and the Grenadines.

May their souls Rest In Peace...

TAKING CARE OF OURSELVES & OUR EMPLOYEES

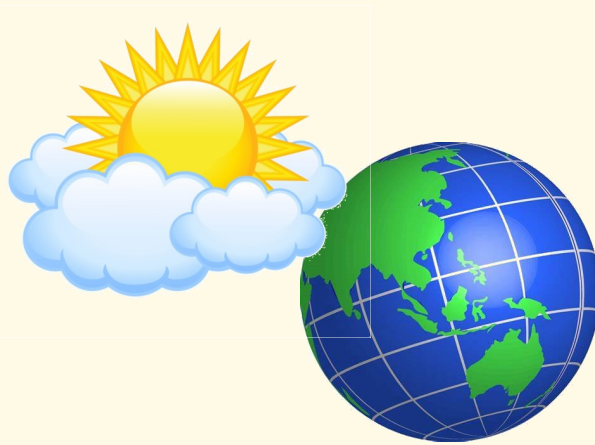
SVGHTA'S GROUP LIFE & HEALTH INSURANCE

The St. Vincent and the Grenadines Hotel and Tourism Association Inc. (SVGHTA) launched a Group Life & Health plan for members of the hospitality industry. The association thought with life's uncertainties it was necessary to have such a programme.

The Group plan took effect from November 1st, 2022 and is being administered by Lynch Caribbean Brokers (SVG) and Sagikor Life the insurer of choice. The group comprises three tiers— Earth, Sky and Sun, and persons up to age 59 years can enroll through their respective companies.

Health benefits covered by the plan include, but are not limited to:

- **Consultation Fees**
- **Air & Ground Ambulance Expenses**
- **Nursing Care**
- **Physiotherapy**
- **Prescription Medication**
- **Chemotherapy**
- **Maternity**
- **Diagnostic Procedures**
- **Preventative**
- **Surgical Procedures**
- **Hospital Expenses**
- **Orthodontia**
- **Vision**
- **Dental**



Summary of Tiers:

- **Earth**
 - Active Employees under age 65 (Lifetime Maximum for Health) \$ 200,000
 - Active Employees age 65 & over & Retirees (Lifetime Maximum for Health) \$ 100,000
 - Group Life flat benefit \$10,000
- **Sky**
 - Active Employees under age 65 (Lifetime Maximum for Health) \$ 1,000,000
 - Active Employees age 65 & over & Retirees (Lifetime Maximum for Health) \$ 200,000
 - Group Life flat benefit \$50,000
- **Sun**
 - Active Employees under age 65 (Lifetime Maximum for Health) \$ 1,000,000
 - Active Employees age 65 & over & Retirees (Lifetime Maximum for Health) \$ 300,000
 - Group Life flat benefit \$100,000

This plan also signals the importance of having such a benefit as companies can now offer their members not only compensation but also a benefit of necessity to show commitment to their employees' wellbeing along with attracting and retaining the highest caliber of talent.

Additional information on the plan can be obtained from Lynch Caribbean Brokers (SVG) at 784-453-3300 or by emailing svghta@lynchcaribbeanbrokers.com

Thank You!

“Great things in business are never done by one person. They’re done by a team of people.” (Steve Jobs.) It is in recognition of this truism that the SVGHTA takes this opportunity to first thank all of our sponsors who so readily agreed to be involved in our Recognition of Excellence 2022 event.

- Coreas Distribution Ltd (Housekeeper of the Year)
- East Caribbean Group Of Companies (Bartender; Chef; Waitress)
- GECCU (Island Ambassador)
- Massy Stores (SVG) Ltd (Hotelier of the Year)
- QuickCash Corporation (Yacht Operator; Gardener)
- Sagicor Life Inc (Supervisor of the Year)
- St Vincent Brewery Ltd (Dive Operator; Room Attendant)
- St Vincent Cooperative Bank Ltd (Front Desk Person of the Year)

The St Vincent & the Grenadines Hotel & Tourism Association owes you all a debt of gratitude.



Throughout the year, the SVGHTA has called on a number of entities for support. On very few occasions have we been turned away. To all of you, we say a heartfelt thank you, and we look forward to the maintenance of good relations in 2023 and beyond.

- Beachcombers Hotel
- Flow
- Frangipani Hotel
- French Verandah
- Grenadine House
- Hillside Apartments
- Hotel Alexandrina
- Mariners Hotel
- Ministry of Health, Wellness & the Environment
- Ministry of Tourism, Civil Aviation, Sustainable Development & Culture
- Paradise Beach Hotel
- Serenity Dive
- Tourism Authority
- Young Island Resort

SEND YOUR COMMENTS & SUGGESTIONS TO:
svghotels@vincysurf.com

January—March 2023

SVG HOTEL & TOURISM ASSOCIATION

The St. Vincent & the Grenadines Hotel and Tourism Association is a non-profit organization registered under the Companies Act of St. Vincent and the Grenadines. It was first established in 1968 as the St. Vincent Hotel Association but was expanded in 1999 to encompass the entire tourism sector, hence its present designation. The main areas of focus of the Association are Training and Human Resource Development, Advocacy, Product Development, and Marketing and Promotion.

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