



Patti Palacios - Founder/President



Sustainability Corner

Ahead of its May trade show May 23-25, the IMEX Group has published its first verified [Sustainability Report](#) for IMEX Frankfurt. The IMEX Group has tracked and published the environmental performance of its American show, IMEX America, since 2012 but the new report, represents a significant achievement for its German counterpart and an important milestone in IMEX's Pathway to Net Zero.

As an appropriate segue, the results of this [comprehensive survey](#) of meeting pros with tips for sourcing environmentally-friendly destinations will be especially interesting to those of you with clients for whom adherence to sustainable policies is a goal. (Page 64)

GS Round-up

Welcome to the GS Round-up, an industry news resource that we'll update regularly on our website - so check back often. We'll take stories and news we hope you find useful and engaging that provide ideas, insights, and glimpses into what is happening in the industry.

We're busy here at GlobauxSource, and we're grateful to existing and new clients who are fueling that activity. By the time you read this we will be hosting our 2023 Partner Summit in Tulum Mexico. Supported by our supplier partners, our Platinum Sponsors include Hilton Tulum Riviera Maya All-Inclusive, Amstar DMS and Mexico Giveaways. Just us and 80+ customers and suppliers May 15 - 17, 2023 to celebrate successes and make valuable connections for the future. The Hilton Tulum Riviera Maya is the subject of our destination spotlight in this issue – it will give you an idea of how Hilton is raising the bar on its all-inclusive properties.

If you're hoping hotel rates might be coming down, this report tells us that's not likely for 2023 or 24 or? In a February 9 earnings call, Hilton chief Christopher Nassetta made it clear that guest-room prices for all customer segments will remain stubbornly high for the foreseeable future. And for planners looking at budgets (and who amongst us doesn't have to look at budgets?) the increasing service fees on F&B are also a concern. Top rates that used to be 22% have now soared to 28% and increasingly fees are being added to AV and room rental. You can read some thoughts and tips [here](#).

And by coincidence, according to the new Northstar/Cvent Meetings Industry [PULSE Survey](#), half of meeting and event planners are experiencing increased demand for properties that can deliver all elements of their events, including guest rooms, meeting space, F&B, A/V, and entertainment. In a difficult [negotiating environment](#), organizers appreciate one point of contact for easier budgeting, booking, billing and more, while participants appreciate an easier agenda and the freedom to choose how they spend their leisure time.

Incentive travel is booming, apparently! By all indicators, incentive travel is not just back on track; it's well on the way to reaching pre-pandemic levels. Three times as many planners were actively booking new programs in Q4 2022, compared with Q4 2021, according to the latest [Northstar/Cvent Incentive PULSE Survey](#).

Sustainability Corner, (continued)

If I only knew more...

Active participation in sustainability efforts is a choice that can seem overwhelming, and as with any choice, you need access to information to make an informed decision. The right decision. A decision that fits the personality and goals of your company.

There is a bright spot on the hotel side! Donating food is now easier thanks to the Food Donation Improvement Act, signed into Federal law in January 2023. It expands the protections of the 1996 [Bill Emerson Good Samaritan Food Donation Act](#) and gives greater liability protections for event organizers who donate surplus food and grocery products. More details [here](#).

If you organize international programs, be aware that [passport renewal](#) is currently taking up to eleven weeks, with delays likely to increase. In January, the State Department tweeted it was “experiencing record passport demand for this time of year, often receiving more than 500,000 new passport applications each week. Just a reminder, most countries ask for a minimum of six months validity beyond the date of travel from the US, although there are agreements in place with some countries to waive this requirement.

In the airline world, Delta has worked hard since the pandemic to improve efficiency and upgrade processes for its Delta Edge Meetings program. Additionally, it’s been developing an enhanced meetings platform, and customer are eligible for incentives for meetings with 50 or more attendees traveling on Delta or codeshare flights. Espresso martinis and dessert cart are also currently headlining Delta’s [food & beverage refresh](#), so if you have the chance to experience that, let us know. Definitely sounds delicious!

There is some potential good news about the fees we all encounter while traveling. U.S. presidents don't usually wade into the minutiae of airline seat selection, yet that's exactly what President Joe Biden did during his State of the Union Address earlier this year, spending nearly two minutes of the speech decrying "junk fees" such as those airlines can charge families who want to sit together when flying. Airlines and hotels have started to provide greater transparency about add-ons and fees, and government action on 'junk fee' legislation could take that further and simplify travel pricing. More on this from our friends at [Northstar](#).



Global Meetings Industry Day, held March 30, sent out a clear message that #MeetingsMatter, and without this sector, our progress in so many vital areas would be stalled. When we convene

in-person, we advance understanding in critical fields and strengthen connections between people—long-term benefits that simply can’t be replicated in a virtual setting.

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Have a listen!

Sometimes you just want to relax and listen, and we hear you!

We are excited to launch a quarterly podcast series hosted by our very own long-time podcaster, Wayne Wallgren! Join us for compelling stories about client relationships and the results we've achieved through our collaboration.

In this first episode, we invite you to sit back, relax and listen as Patti Palacios, our Founder, President and CEO, discusses the first ten years at GlobauxSource and a sneak peek into what the next ten will bring.

And don't forget to check back for our latest podcast.

Click on the image above or this link to hear what Patti has to say:

<https://directory.libsyn.com/episode/index/id/26078208>

This year's activation saw record engagement, with 45 million impressions worldwide on social media and 70 events held in 35 countries. For additional highlights and industry spotlights, take a look at the [GMID 2023 Recap Deck](#). It's impressive! Global Meetings Industry Day 2024 will take place April 11.

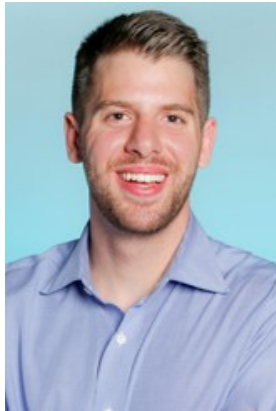
Other things too look for in this newsletter include a link to our [Podcast, Relationships & Results - The Podcast](#), our Associate, [Partner](#) and Destination Spotlight, plus access to sustainability information you can use, and a calendar of upcoming shows and events..

That's a wrap for us! Thanks for taking the time to read our inaugural news round-up.

Let us know if you find this useful, have ideas for other topics, or just want to comment. You can reach us at GSnews@globauxsource.com.

All best wishes,

Patti



GS PARTNER SPOTLIGHT

About Nolan...

From -

- Born in Montreal but moved to Richmond, Virginia where I was raised. Dual citizen!

Nolan Lazarus

Director of Sales,
Worldwide Accounts
Hilton Worldwide
Sales

What brought you to the hospitality industry?

- When I went to school at George Mason University, I was so overwhelmed on which path to take when looking at a career. I took a course that assisted in helping you narrow down and find a major to study. I thought all hope was lost until I stumbled upon a fairly new program, Tourism and Event Management. I love traveling and going to events so I thought why not! During my time at University, I started working at the hotel on campus and that is where I truly fell in love. I worked almost every position, from concierge to front desk to server to host to banquet captain! I couldn't imagine doing anything else.

[Continue...](#)



GS Resort/Destination SPOTLIGHT

Tulum - A popular, lively destination located on the Caribbean coastline of Mexico's Yucatan Peninsula; is known for stunning white sandy beaches, lagoons and caverns, in addition to excellent shopping, restaurants, and adventure amid natural beauty. And as the home to two unparalleled resorts offering a mix of world-class hospitality and local charm.

The **Hilton Tulum Riviera Maya**, an all-inclusive resort, is the latest addition to the hotel's rapidly expanding portfolio in prime beachfront destinations.

Accommodations and connecting pathways are designed to reflect the local nature and culture, with rooms offering private balconies with nature or ocean views. Suites provide spacious living and dining areas, with generous-sized bathrooms and rainfall showers.

[Continue...](#)

Places you might see us!

Events & Conferences 2023

May

10-13 [SITE TX Technology & Innovation Summit](#) Los Cabos, MX

15-17 [GlobauxSource Partner Summit](#) Tulum, MX

23-25 [IMEX Frankfurt](#) Frankfurt, Germany

June

5-8 [IRF Education Invitational](#) Las Vegas, NV

13-15 [MPI WEC](#) Riviera Maya, Mexico

25-28 [PCMA EduCon](#) Montreal, Canada

July

25-27 [Cvent Connect](#) Las Vegas, NV

August

6-8 [CEMA Summit](#) Salt Lake City, UT

16-19 [SITE Classic](#) Punta de Mita, MX

October

17-19 [IMEX America](#) Las Vegas, NV

November

28-30 [IBTM World](#) Barcelona, Spain
