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<b>Account Name:</b>	American Airlines Japan	<b>Respond To:</b>	Philadelphia Convention & Visitors Bureau
<b>Account Address:</b>	2-4-11 25F Higashi-shinagawa, Shinagawa-ku Tokyo 140-0002 Japan	<b>Assigned Sales Rep:</b>	Jeffrey Yau
<b>Contact Name:</b>	Ryuichi Tokuda	<b>Title:</b>	International Tourism Sales Manager
<b>Phone:</b>	+81 70 3847 2556	<b>Phone:</b>	215-636-3342
<b>Fax:</b>		<b>Fax:</b>	267-479-6333
<b>Email:</b>	ryuichi.tokuda@aa.com	<b>Email:</b>	jeffrey@discoverPHL.com
<b>Website:</b>	www.aa.com		
<b>Lead Date:</b>	11/4/2019		

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**Tour Lead Requirements:**

COMPANY PROFILE: American Airlines Japan is the primary sales & planning office for American Airlines. They share the same office as Japan Airlines.

TYPE OF BUSINESS: Airline

MEETING NOTES: Jeffrey met with Tokuda-san and Nishino-san in Tokyo during the Philadelphia Orchestra Tour.

Tokuda-san explained that passenger volume to Philadelphia from Japan is up from 2018, for both American Airlines and Japan Airlines (JAL). JAL, especially, saw a 20% year-over-year (YoY) growth in 2019. The two new flights AA will launch in 2020 from Haneda Airport (HND) (to DFW & LAX) will be an advantage to attract more Japanese visitors and business travelers to the U.S. HND is a hub from a variety of other Japanese cities, funneling travelers through HND to the world. AA Japan team sees working with train companies in the future, selling both air and train tickets at the same time in Japan. Halloween and Valentine's Day are both popular in Japan. Jeffrey provided a destination update.

INFO REQUESTS:

- General destination follow up (International guide, video)
- Partnership opportunities for in-market activity

PRODUCT REQUESTED: None at this time.

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<b>Account Name:</b>	Chalet Travel & Life Co., Ltd.	<b>Respond To:</b>	Philadelphia Convention & Visitors Bureau
<b>Account Address:</b>	1-5F, 26, Eoulmadang-ro 5-gil, Mapo-gu Seoul 04047 South Korea	<b>Assigned Sales Rep:</b>	Jeffrey Yau
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<b>Fax:</b>		<b>Fax:</b>	267-479-6333
<b>Email:</b>	ssk2428@chalettravel.kr	<b>Email:</b>	jeffrey@discoverPHL.com
<b>Website:</b>	www.chalettravel.kr		
<b>Lead Date:</b>	11/4/2019		

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**Tour Lead Requirements:**

COMPANY PROFILE: Chalet Travel and Life is an FIT travel consulting company that specializes in customized FIT, family and honeymoon travel to Europe. It is now devoted to expanding into the U.S. market due to the significant growth potential. It has broadened its range of tour products to the mainland U.S.

TYPE OF BUSINESS: Tour Operator

BOOK THROUGH: Dongbu Tour

TYPES OF TRAVEL: FIT

PHL PRODUCT: None

MEETING NOTES: Jeffrey met with Ms. Shin in Seoul during the Philadelphia Orchestra tour.

Chalet has select tour product that includes the U.S. but only through the receptive tour operators and their focus is primarily the West Coast and Miami. They also produce travel books for various global destinations but does not do one for the U.S. Their clients would rather book activities on the East Coast through OTAs. Jeffrey provided a destination overview, focusing on unique options in Philadelphia.

**INFO REQUESTS:**

- General destination follow up (international guide, video)
- Updated destination images
- List of luxury hotels that are well located and have a view
- Holiday shopping options in Philadelphia

**PRODUCT REQUESTED:**

- Barnes Foundation: In-language touring options for FIT and small group
  - Philadelphia Sightseeing Tours: In-language touring options
  - Penn Museum: Ancient Alcohol Tour & unique touring options
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<b>Account Name:</b>	Club Tourism International	<b>Respond To:</b>	Philadelphia Convention & Visitors Bureau
<b>Account Address:</b>	6-3-1, Nishi-Shinjuku, Shinjuku-ku Shinjuku I-Land Wing, 15F Tokyo 160-8308 Japan	<b>Assigned Sales Rep:</b>	Jeffrey Yau
<b>Contact Name:</b>	Katsuo Aso	<b>Title:</b>	International Tourism Sales Manager
<b>Phone:</b>	+81-3-5325-8537	<b>Phone:</b>	215-636-3342
<b>Fax:</b>	+81-3-5325-8561	<b>Fax:</b>	267-479-6333
<b>Email:</b>	aso141057@kntcthd.co.jp	<b>Email:</b>	jeffrey@discoverPHL.com
<b>Website:</b>			
<b>Lead Date:</b>	11/4/2019		

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**Tour Lead Requirements:**

COMPANY PROFILE: KNT-CT Holdings Group have been appointed as the Tokyo 2020 official travel service partner. Kinki Nippon Tourist offers group tours backed by creative experience and credentials, Kinki Nippon Tourist Individual Travel offers top-class individual tours through agencies and multiple channels, and Club Tourism offers unique tours focused on specific themes. They develop unique business models and deliver value that is one step ahead.

TYPE OF BUSINESS: Tour Operator

BOOK THROUGH: G2 Travel, Tour America

TYPES OF TRAVEL: Group (Senior)

PHL PRODUCT: Various day & overnight tours that include Philadelphia from RTOs

MEETING NOTES: Jeffrey met with Ms. Oba-san and Mr. Nakagawa-san in Tokyo during the Philadelphia Orchestra tour.

Club Tourism has a very large database of clients (over 6+ million) that they correspond with via direct mail. Their clients are usually 65+ and are very loyal. They have a variety of product that includes Philadelphia.

1. General (Springtime) - flying on Japan Airlines, East Coast museum tour plus Cherry Blooms (start in Boston, overnight in NYC, then PHL for the day to see the Barnes, then to D.C.)
2. First time to America tour - 8 days, Niagara Falls (2 nights), D.C. (1 night), PHL for the day, NYC (2 nights), Amtrak to Boston (1 night)
3. Museum tour product, PHL for the day

The last tour product is a premium one on the East Coast that does not include Philadelphia. Their customers are also interested in participating in Adult ESL programs. January and March are hard sells for the East Coast but they see an option to include the Flower Show to entice their customers. Jeffrey provided an in-depth destination overview.

INFO REQUESTS:

- General destination follow up (international guide, video)
- Cherry Blossom Festival date
- List of high-end hotels, particularly The Loews Philadelphia, The Notary, and the Four Seasons
- Touring & background of Christ Church
- Touring & background of Opera Philadelphia
- Reading Terminal Market gift card program for groups
- Architecture touring through Shofuso House
- Introduction to Countryside of Philadelphia for Kennett Square mushroom options

PRODUCT REQUESTED:

- Philadelphia Flower Show: Touring, theme, and pricing
  - Longwood Gardens: Group touring & pricing
  - Philadelphia Sightseeing Tours: In-language touring options
  - Barnes Foundation: In-language touring options, special group programming
  - Eastern State Penitentiary: Group touring, Terror Behind the Walls options
  - Penn Museum: Ancient Alcohol Tour & pricing
  - Simeone Foundation Automotive Museum: Demo day schedule & Touring options
  - City Tavern: Group dining options
  - McGillin's Olde Ale House: Group dining options
  - Macy's Center City Philadelphia: Group shopping incentives
  - Philadelphia Orchestra: Group options & unique touring
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<b>Account Name:</b>	GArch Corporation	<b>Respond To:</b>	Philadelphia Convention & Visitors Bureau
<b>Account Address:</b>	8-15-10 Ginza, Chuo-ku Tokyo 104-0061 Japan	<b>Assigned Sales Rep:</b>	Jeffrey Yau
<b>Contact Name:</b>	Hikomitsu Gaman	<b>Title:</b>	International Tourism Sales Manager
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<b>Fax:</b>	+81-3-6866-8961	<b>Fax:</b>	267-479-6333
<b>Email:</b>	h.gaman@garch.jp	<b>Email:</b>	jeffrey@discoverPHL.com
<b>Website:</b>	<a href="https://garch.jp/trident-tours/">https://garch.jp/trident-tours/</a>		
<b>Lead Date:</b>	11/4/2019		

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**Tour Lead Requirements:**

COMPANY PROFILE: GArch ("Global Arches") Corporation focuses on consulting, and domestic and overseas travel via GArch Trident Tours. Overseas tours focus on technical visits, corporate trips, attending conferences, overseas experience programs, and visiting overseas World Heritage Sites.

TYPE OF BUSINESS: Tour Operator

TYPES OF TRAVEL: Group, Business

PHL PRODUCT: None

MEETING NOTES: Jeffrey met with Mr. Gaman-san in Tokyo during the Philadelphia Orchestra tour.

The company works with business groups from Japan interested in technical visits to the U.S. Gaman-san learned more about Philadelphia during the seminar. Jeffrey introduced Gaman-san to the City of Philadelphia Commerce Department.

INFO REQUESTS:

- General destination follow up (international guide, video)
- Convention Calendar

PRODUCT REQUESTED: None at this time.

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<b>Account Name:</b>	Hana Tour Service	<b>Respond To:</b>	Philadelphia Convention & Visitors Bureau
<b>Account Address:</b>	Suite 101 3053 W Olympic Blvd 213-201-5370 Los Angeles, CA 90006	<b>Assigned Sales Rep:</b>	Jeffrey Yau
<b>Contact Name:</b>	Young-Seong Ko	<b>Title:</b>	International Tourism Sales Manager
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<b>Fax:</b>		<b>Fax:</b>	267-479-6333
<b>Email:</b>	mizzko@hanatour.com	<b>Email:</b>	jeffrey@discoverPHL.com
<b>Website:</b>	http://www.hanatour.us/		
<b>Lead Date:</b>	11/4/2019		

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**Tour Lead Requirements:**

COMPANY PROFILE: Hana Tour is one of Korea's largest travel agencies, ranking No. 1 in terms of overseas travel for the past 15 years. With 1,229 brand sales agencies, 6,399 retail agencies nationwide and more than 280 affiliated agencies, it is solely responsible for 20% of the entire outbound travel share. Also, Hana Tour provides a diverse array of products covering cultural, culinary and sports themed tours.

TYPE OF BUSINESS: Wholesale, Tour Operator

BOOK THROUGH: Dongbu Tour (but will be going Direct in 2020)

TYPES OF TRAVEL: Group, FIT, Medical Tours, MICE

PHL PRODUCT: Various day & overnight tours that include Philadelphia

MEETING NOTES: Jeffrey met with Mr. Ko and Ms. Pae in Seoul during the Philadelphia Orchestra tour.

Hana Tour is opening an office in New York City in 2020 and will be basing 2 of their staff from their Seoul office there. This will mean they will start going direct, rather than sending business to Dongbu Tour. There will be a total of 5 team members in the new NYC office. There will be an increase in air service from Asiana Airlines, so there will be added interest in going to the East Coast US. They have Ivy League touring in the summer and winter seasons, with about 500 pax total per year (20-30 pax per group). They currently overnight in either NJ or Harrisburg. Hana Tour wants to try new combinations in 2020 since they only do half-day tours in Philadelphia. They typically look for 3-star hotels, under \$100/night inclusive. Jeffrey provided a destination update.

INFO REQUESTS:

- General destination follow up (international guide, video)
- Convention Calendar
- Reading Terminal Market gift card program

PRODUCT REQUESTED:

- Barnes Foundation: In-language touring options for both group & FIT
  - Philadelphia Sightseeing Tours: In-language touring options
  - Philadelphia Flower Show: Theme, pricing, group touring
  - Philadelphia Orchestra: Group touring & unique options for groups
  - Penn Museum: Campus Tour Program & in-language options
-

<b>Account Name:</b>	Hana Tour Service	<b>Respond To:</b>	Philadelphia Convention & Visitors Bureau
<b>Account Address:</b>	Suite 101 3053 W Olympic Blvd 213-201-5370 Los Angeles, CA 90006	<b>Assigned Sales Rep:</b>	Jeffrey Yau
<b>Contact Name:</b>	Soo-Kyung Jung	<b>Title:</b>	International Tourism Sales Manager
<b>Phone:</b>	+82-2-1577-1233	<b>Phone:</b>	215-636-3342
<b>Fax:</b>		<b>Fax:</b>	267-479-6333
<b>Email:</b>	jhsksw@hanatour.com	<b>Email:</b>	jeffrey@discoverPHL.com
<b>Website:</b>	http://www.hanatour.us/		
<b>Lead Date:</b>	11/4/2019		

**Tour Lead Requirements:**

**COMPANY PROFILE:** Hana Tour is one of Korea's largest travel agencies, ranking No. 1 in terms of overseas travel for the past 15 years. With 1,229 brand sales agencies, 6,399 retail agencies nationwide and more than 280 affiliated agencies, it is solely responsible for 20% of the entire outbound travel share. Also, Hana Tour provides a diverse array of products covering cultural, culinary and sports themed tours.

**TYPE OF BUSINESS:** Wholesaler, Tour Operator

**BOOK THROUGH:** Dongbu Tour (but will be going Direct in 2020)

**TYPES OF TRAVEL:** FIT, MICE

**PHL PRODUCT:** Various day & overnight tours that include Philadelphia

**MEETING NOTES:** Jeffrey met with Ms. Jung in Seoul during the Philadelphia Orchestra tour.

Ms. Jung's department handles both FIT and incentive tours. Hana Tour has a subsidiary called Mohaji that sells attraction passes. While they usually purchase product from Dongbu Tour, Ms. Jung assumes they will begin to go direct once the new NYC office opens. Their customers usually go to Boston, NYC, Washington D.C., and Chicago. They will use a combination of flights between cities, usually combining 2, 3, or 4 cities. Jeffrey provided a variety of options, such as having Philadelphia as an add-on to NYC (3 nights NYC and 2 nights PHL), or combining with NYC and Chicago for architecture. Ms. Jung sent about 22 pax to the U.S. for incentive tours, and is considering adding Philadelphia for 1 night if they win the contract for Citibank, which would be for March 2020 and go until April 2020. These incentive tours would start in Toronto, fly to D.C., Amtrak to PHL, and end in NYC, total 10 nights, 12 days. The Hana Tour team will only do hotel and air, leaving their customers to consider what to do in each city. Jeffrey provided a destination update.

**INFO REQUESTS:**

- General destination follow up (international guide, video)
- List of in-language options in Philadelphia
- Reading Terminal Market gift card program for FIT and small group
- Amtrak contact for ticketing
- Convention Calendar
- List of hotels in Philadelphia, 3-4 star

**PRODUCT REQUESTED:**

- Yard's Brewing Company: Touring options and event space pricing
- Penn Museum: Ancient Alcohol Tour options & in-language touring pricing
- Philadelphia Museum of Art: In-language touring options
- Barnes Foundation: In-language touring options for FIT
- Philly Tour Hub: Architecture touring options & pricing

<b>Account Name:</b>	Jalpak Co., Ltd	<b>Respond To:</b>	Philadelphia Convention & Visitors Bureau
<b>Account Address:</b>	PO Box 111, World Trade Ctr Annex 4-1 Hamamatsucho 2 Chome, Minatoku Tokyo 105-6190 Japan	<b>Assigned Sales Rep:</b>	Jeffrey Yau
<b>Contact Name:</b>	Kazuyuki Ito	<b>Title:</b>	International Tourism Sales Manager
<b>Phone:</b>	+81-80-4139-7700	<b>Phone:</b>	215-636-3342
<b>Fax:</b>		<b>Fax:</b>	267-479-6333
<b>Email:</b>	ito.qx4q@jal.com	<b>Email:</b>	jeffrey@discoverPHL.com
<b>Website:</b>	www.jal.co.jp		
<b>Lead Date:</b>	11/4/2019		

**Tour Lead Requirements:**

COMPANY PROFILE: JALPAK originated in 1965 as the brand name for Japan's first overseas package tours offered by Japan Airlines (JAL). JALPAK engages in a wide range of travel services, which includes the procurement, planning, and marketing of package tours, in addition to providing booking services to travel agencies. It also provides service to Japan Airlines mileage membership (JMB) which is the largest mileage membership in Japan. They produce a tour package brochure twice a year (Kamiki period and Shimoki period). JALPAK is one of the largest wholesalers of holiday package tours in the country. JALPAK has an office located in Tokyo and currently has about 600 employees. They provide services for approximately twenty thousand travelers a year to the United States.

RECEPTIVE IN PHL: Shobu

TYPE OF BUSINESS: Tour Operator

BOOK THROUGH: J-Pac Travel, America Travel Factory (ATF)

TYPES OF TRAVEL: Group

PHL PRODUCT: Ad-hoc requests that include Philadelphia

MEETING NOTES: Jeffrey met with Mr. Ito-san, Mr. Nakai-san, Mr. Nagai-san, and Ms. Ikeda-san in Tokyo during the Philadelphia Orchestra tour.

JALPAK wanted to add Philadelphia for their upcoming February 2020 Orchestra tour programming but could not because of a guide scheduling conflict. They are currently considering a fall 2020 tour that includes Philadelphia that will be confirmed by December 2019. The theme of the tour would be based on color, focusing on art, music, and food. The new itinerary could include Eastern State Penitentiary, Reading Terminal Market, and the Philadelphia Orchestra. Another tour option would be architecture focused, combining with Chicago. JALPAK will need the fall 2020 schedule for the Orchestra to proceed. The team feels there is enough things to do in Philadelphia and they are very interested in adding the city.

**INFO REQUESTS:**

- General destination follow up (international guide, video)
- Updated images with rights to use
- Reading Terminal Market gift card program
- The Mann Center schedule for the Philadelphia Orchestra

**PRODUCT REQUESTED:**

- Eastern State Penitentiary: Group touring options & pricing
- Philadelphia Orchestra: Fall 2020 schedule & group touring options
- Philadelphia Flower Show: Theme & pricing
- Mummer's Museum & Parade: Touring information, pricing, images
- Simeone Foundation Automotive Museum: Demo day schedule & Touring options
- Philly Tour Hub: Architecture touring options



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<b>Account Name:</b>	JAPATRA CO., Ltd	<b>Respond To:</b>	Philadelphia Convention & Visitors Bureau
<b>Account Address:</b>	NK-FUJI Bldg. 8F, 3-21-1, Shimoochiai, Shinjuku-ku Tokyo 161-0033 Japan	<b>Assigned Sales Rep:</b>	Jeffrey Yau
<b>Contact Name:</b>	Kento Togawa	<b>Title:</b>	International Tourism Sales Manager
<b>Phone:</b>	+81-3-6915-3651	<b>Phone:</b>	215-636-3342
<b>Fax:</b>		<b>Fax:</b>	267-479-6333
<b>Email:</b>	togawa@japatra.co.jp	<b>Email:</b>	jeffrey@discoverPHL.com
<b>Website:</b>	https://japatra.co.jp		
<b>Lead Date:</b>	11/4/2019		

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**Tour Lead Requirements:**

COMPANY PROFILE: JAPATRA is a registered travel agency that handles incentive travel. They work with a variety of Japanese corporate clients, along with education groups, overseas conferences and conventions.

TYPE OF BUSINESS: Tour Operator

TYPES OF TRAVEL: Incentive

PHL PRODUCT: None

MEETING NOTES: Jeffrey met with Mr. Togawa-san and Mr. Adachi-san in Tokyo during the Philadelphia Orchestra tour.

Their company works with incentive groups and will usually combine East Coast with South Carolina - one of their clients is Volvo. They work primarily with high-end clients. Togawa-san and Adachi-san learned more about Philadelphia during the seminar.

INFO REQUESTS:

- General destination follow up (international guide, video)
- Incentive group ideas
- Convention Calendar

PRODUCT REQUESTED: None at this time.

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<b>Account Name:</b>	JTB Corp. (Tokyo)	<b>Respond To:</b>	Philadelphia Convention & Visitors Bureau
<b>Account Address:</b>	5F JTB Bldg., 2-3-11 Higashi-Shinagawa Shinagawa-ku Tokyo 140-8602 Japan	<b>Assigned Sales Rep:</b>	Jeffrey Yau
<b>Contact Name:</b>	Aki Tanaka	<b>Title:</b>	International Tourism Sales Manager
<b>Phone:</b>	+81-3-5796-6651	<b>Phone:</b>	215-636-3342
<b>Fax:</b>		<b>Fax:</b>	267-479-6333
<b>Email:</b>	a_tanaka384@jtb.com	<b>Email:</b>	jeffrey@discoverPHL.com
<b>Website:</b>	www.jtb.co.jp		
<b>Lead Date:</b>	11/4/2019		

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**Tour Lead Requirements:**

**COMPANY PROFILE:** The JTB Group covers every aspect of travel, from sales to service at the destination. With over 1,100 offices in 38 countries, and over 27,000 employees, JTB is one of the biggest travel agencies in the world. In recent years, JTB has accelerated the establishment of new companies, joint-venture companies and M&A with local companies, in order to construct a stronger worldwide network of offices.

**RECEPTIVE IN PHL:** Tour America (NY), A Questro Inc. (NY)

**TYPE OF BUSINESS:** Wholesaler, Tour Operator

**BOOK THROUGH:** JTB USA

**TYPES OF TRAVEL:** Group, Student, MICE, FIT

**PHL PRODUCT:** Various day & overnight trips that include Philadelphia

**MEETING NOTES:** Jeffrey met with Ms. Aki Tanaka in Tokyo during the Philadelphia Orchestra Tour.

Tanaka-san is now the main contact for U.S. tour packaging (formerly Mr. Ishida-san). Ishida-san was recently transferred to Spain. The East Coast is doing well for JTB, while the West Coast is not. They are trying to focus more on escorted tours and are creating new ones to fit better with the needs of their clients. They recently expanded their 2020 high-end escorted tour on the East Coast from 9 to 11 days. That extension was in the Chicago portion but that tour does have an overnight in Philadelphia, including lunch and visit to Reading Terminal Market. Their regular clients usually choose tours that are 8-9 days in length. They also offer tour packages that are for the mid-range clients. JTB is currently working on their 2020 brochure and requires updated images. Jeffrey provided a destination update.

**INFO REQUESTS:**

- General destination follow up (international guide, video)
- New & updated destination images that have rights to be used
- Convention Calendar

**PRODUCT REQUESTED:**

- Barnes Foundation: Group touring update, pricing, exclusive & in-language touring, and any anniversary touring options
  - Penn Museum: Ancient Alcohol Tour pricing
  - Eastern State Penitentiary: Group touring options
  - Philly Tour Hub: Architecture tour options & pricing
  - City Tavern: Group dining options that include the Revolutionary Ale Series
  - Philadelphia Orchestra: Group visits & unique programming, along with 2020 schedule
  - Fashion District Philadelphia: Group shopping experiences & incentives
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<b>Account Name:</b>	JTB Corp. (Tokyo)	<b>Respond To:</b>	Philadelphia Convention & Visitors Bureau
<b>Account Address:</b>	5F JTB Bldg., 2-3-11 Higashi-Shinagawa Shinagawa-ku Tokyo 140-8602 Japan	<b>Assigned Sales Rep:</b>	Jeffrey Yau
<b>Contact Name:</b>	Kumi Hamada	<b>Title:</b>	International Tourism Sales Manager
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<b>Fax:</b>	+81-3-5796-5617	<b>Fax:</b>	267-479-6333
<b>Email:</b>	k_hamada741@jtb.com	<b>Email:</b>	jeffrey@discoverPHL.com
<b>Website:</b>	www.jtb.co.jp		
<b>Lead Date:</b>	11/4/2019		

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**Tour Lead Requirements:**

**COMPANY PROFILE:** The JTB Group covers every aspect of travel, from sales to service at the destination. With over 1,100 offices in 38 countries, and over 27,000 employees, JTB is one of the biggest travel agencies in the world. In recent years, JTB has accelerated the establishment of new companies, joint-venture companies and M&A with local companies, in order to construct a stronger worldwide network of offices.

**RECEPTIVE IN PHL:** Tour America (NY), A Questro Inc. (NY)

**TYPE OF BUSINESS:** Wholesaler, Tour Operator

**BOOK THROUGH:** JTB USA

**TYPES OF TRAVEL:** Group, MICE, Student

**PHL PRODUCT:** Various day & overnight tours that include Philadelphia

**MEETING NOTES:** Jeffrey met with Ms. Hamada-san and Mr. Hirose-san in Tokyo during the Philadelphia Orchestra tour.

Hamada-san works with corporate groups from Japan, focusing on medical and education groups. They would like to update their listing of corporate companies located in Philadelphia to assist their sales team selling in Japan.

**INFO REQUESTS:**

- Updated destination information (international guide, video)
- List of Fortune 500 Companies located in Philadelphia

**PRODUCT REQUESTED:** None at this time.

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<b>Account Name:</b>	Mitsukoshi Isetan Nikko Travel, Ltd.	<b>Respond To:</b>	Philadelphia Convention & Visitors Bureau
<b>Account Address:</b>	Mitsukoshi SD Bldg., 8F 1-2-4 Nihombashimuromachi, Chuo-ku Tokyo 103-0022 Japan	<b>Assigned Sales Rep:</b>	Jeffrey Yau
<b>Contact Name:</b>	Takaoki Tsuda	<b>Title:</b>	International Tourism Sales Manager
<b>Phone:</b>	+81-3-3276-0111	<b>Phone:</b>	215-636-3342
<b>Fax:</b>	+81-3-3274-7939	<b>Fax:</b>	267-479-6333
<b>Email:</b>	tsuda_takaoki@min-travel.co.jp	<b>Email:</b>	jeffrey@discoverPHL.com
<b>Website:</b>	www.min-travel.co.jp		
<b>Lead Date:</b>	11/4/2019		

**Tour Lead Requirements:**

**COMPANY PROFILE:** Mitsukoshi Isetan Nikko Travel is the merging of two travel agencies, which was completed in April 2019. They are a registered travel agency that is members of both JATA and IATA. They handle outbound senior (65+) travel, targeting both mid-range and high-end travelers.

**TYPE OF BUSINESS:** Tour Operator

**BOOK THROUGH:** S.Planner, Kuoni

**TYPES OF TRAVEL:** Group, High-end

**PHL PRODUCT:** Day & overnight stay options that include Philadelphia

**MEETING NOTES:** Jeffrey met with Mr. Tsuda-san in Tokyo during the Philadelphia Orchestra Tour.

Nikko Travel, a mid-tier tour operator, recently merged with Mitsukoshi, a high-end department store in Japan. They continue to work with silver travelers (65+) and their customers are usually on average 73 years old. Group sizes range from 16 to 25 pax and they are very specialized travelers, interested in art, music, and food. Europe is currently very popular. They make tours to America every year, however, their customers perceive America as just 1 country and usually only think to go once. They go to the West Coast in the Spring and the East Coast in the Fall, usually to D.C., NYC, and Boston. They did not promote any U.S. tours in 2019 because their customers perceive America as not friendly and unsafe. They usually do have a tour product that includes 1 overnight in Philadelphia, focusing on history and eating at City Tavern. Fall foliage is popular and they usually start in mid-October, with last departure at the end of October. They will decide whether to make a tour for Fall 2020 in either January or February 2020. Jeffrey provided a destination overview.

**INFO REQUESTS:**

- General destination follow up (international guide, video)
- Fall foliage options in Philadelphia
- List of cheesesteak and local food experiences in Philadelphia

**PRODUCT REQUESTED:**

- Eastern State Penitentiary: Touring options, Terror Behind the Walls programming
- Barnes Foundation: In-language experiences & touring options
- Information from partners that have high-end/exclusive experiences

<b>Account Name:</b>	Naeil Tour	<b>Respond To:</b>	Philadelphia Convention & Visitors Bureau
<b>Account Address:</b>	Naeil Tour Bldg., 43, Sejong-daero 11-gil, Jung-gu Seoul South Korea	<b>Assigned Sales Rep:</b>	Jeffrey Yau
<b>Contact Name:</b>	Youn Jin (Sally) Kim	<b>Title:</b>	International Tourism Sales Manager
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<b>Fax:</b>	+82-2-6262-5901	<b>Fax:</b>	267-479-6333
<b>Email:</b>	sally@naeiltour.co.kr	<b>Email:</b>	jeffrey@discoverPHL.com
<b>Website:</b>	www.naeiltour.co.kr		
<b>Lead Date:</b>	11/4/2019		

**Tour Lead Requirements:**

COMPANY PROFILE: Naeil Tour started in 1998 and mainly focuses on backpacking and FIT products. It provides approximately 500 different backpack products and 2,500 FIT products, dubbed "Gumggaki" ('affordable'), which have been the market leaders for the past 11 years. They have positioned themselves as one of the most powerful FIT agents with the help of 'Dolphins Travel,' a worldwide hotel real-time solution owned by the company (www.dolphinstravel.com).

TYPE OF BUSINESS: Tour Operator

BOOK THROUGH: Dongbu Tour for guided tour

TYPES OF TRAVEL: FIT, Some Group

PHL PRODUCT: None

MEETING NOTES: Jeffrey met with Ms. Kim in Seoul during the Philadelphia Orchestra Tour.

Tours to the U.S. have been stable for 2019. East Coast is considered a cold destination during the winter time so their customers choose to go to the West Coast or Canada for the northern lights. Christmas shopping is not popular. They have existing product that includes NYC, D.C. and Boston, with most of their customers wanting to do Canada along with the U.S. They sell some train travel on Amtrak. Their booking system pulls hotel inventory from Hotelbeds and Expedia. Jeffrey provided a destination overview, suggesting architecture themed touring combining NYC and Chicago and history theme combining with Boston. If there is a possibility to add Philadelphia, it will be for Spring 2020.

**INFO REQUESTS:**

- General destination follow up (international guide, video)
- Reading Terminal Market gift card program for FIT

**PRODUCT REQUESTED:**

- Philly Tour Hub: Architecture touring options
- Yard's Brewing Company: Brewery touring options
- General information from partner attractions, especially focusing on art and food

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<b>Account Name:</b> PRT Tour	<b>Respond To:</b> Philadelphia Convention & Visitors Bureau
<b>Account Address:</b> 324 Broad Avenue Ridgefield, NJ 07657	<b>Assigned Sales Rep:</b> Jeffrey Yau
<b>Contact Name:</b> Jamie Lee	<b>Title:</b> International Tourism Sales Manager
<b>Phone:</b> +82-2-739-0890	<b>Phone:</b> 215-636-3342
<b>Fax:</b>	<b>Fax:</b> 267-479-6333
<b>Email:</b> prtseoul@prttour.com	<b>Email:</b> jeffrey@discoverPHL.com
<b>Website:</b> www.prttour.com	
<b>Lead Date:</b> 11/4/2019	

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**Tour Lead Requirements:**

COMPANY PROFILE: Headquartered in New Jersey, Pureun Tour (PRT) is a specialized inbound and outbound local company. Operating since 2006, PRT manages four branches in New York, LA, Toronto and Seoul. Specialized in Korean visitor package tour programs and inbound events, it is continuously developing new Manhattan tour options.

OFFICE CONTACT NUMBERS:

Los Angeles: 213-739-2222  
New York: 718-928-3333  
Toronto: 647-686-6000  
Seoul: +82-2-739-0890

TYPE OF BUSINESS: Receptive Tour Operator

TYPES OF TRAVEL: Group, FIT, MICE

PHL PRODUCT: Various day trip options that include Philadelphia

MEETING NOTES: Jeffrey met with Ms. Ahn and Ms. Lee in Seoul during the Philadelphia Orchestra tour.

PRT Tour has package tours that include Philadelphia but just for the day, going to Independence Mall and UPenn. They do not have a specific contact at UPenn and sometimes uses student guides during the summer and winter periods, or for specific Ivy League tours. Should their groups overnight, they would be looking for hotels that can offer \$100/night inclusive or lower. Hotels can provide them with their need periods. Jeffrey provided an in-depth overview of Philadelphia.

INFO REQUESTS:

- General destination follow up (international guide, video)
- Convention Calendar
- Timing & programming for U.S. Mint
- Reading Terminal Market gift card program
- Mummers Parade timing and images

PRODUCT REQUESTED:

- Penn Museum: Campus Tour Program & Unique touring options
  - Barnes Foundation: In-language touring options for Group & FIT
  - City Tavern: Group dining options
  - Eastern State Penitentiary: Group touring options and pricing
  - Yard's Brewing Company: Touring, dining, and event options
  - Philadelphia Orchestra: Group experiences for leisure and incentive tours
  - Macy's Center City Philadelphia: Group shopping incentives & Wanamaker building tours
  - Longwood Gardens: Group touring options & pricing
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<b>Account Name:</b>	Tabikobo Co. Ltd.	<b>Respond To:</b>	Philadelphia Convention & Visitors Bureau
<b>Account Address:</b>	46F Sunshine60 Bldg, 3-1-1 Higashiikebukuro, Toshima-ku Tokyo 170-6046 Japan	<b>Assigned Sales Rep:</b>	Jeffrey Yau
<b>Contact Name:</b>	Masahiro Kishi	<b>Title:</b>	International Tourism Sales Manager
<b>Phone:</b>	+81-3-5956-4103	<b>Phone:</b>	215-636-3342
<b>Fax:</b>	+81-3-3986-1837	<b>Fax:</b>	267-479-6333
<b>Email:</b>	kishi@tabikobo.com	<b>Email:</b>	jeffrey@discoverPHL.com
<b>Website:</b>	www.tabikobo.com		
<b>Lead Date:</b>	11/4/2019		

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**Tour Lead Requirements:**

COMPANY PROFILE: Tabikobo was established in 1994 and is one of the leading online travel agencies in Japan. Its primary market is FIT customers who book tours online. The company employs over 200 staff who work between nine branch offices in Japan, and includes a number of destination specialists fully trained to offer customizable tours. Tabikobo creates their own travel products to popular destinations including the U.S. Tabikobo's Travel Concierge provides custom-made travel services to their customers. Their main revenue source is through their own-brand package tours, targeting younger generations.

TYPE OF BUSINESS: Retail, OTA

BOOK THROUGH: S.Planner, Amnet, Hotelbeds

TYPES OF TRAVEL: FIT

PHL PRODUCT: None

MEETING NOTES: Jeffrey met with Kishi-san in Tokyo during the Philadelphia Orchestra tour.

They strictly handle FIT travel and they are considered one of the fastest OTAs in Japan. They currently do not have any destination content about Philadelphia on their site. They create product around the content they have on their site. They will start selling new destinations by putting travel product up to test interest, and will quote price by reaching out to their hotel suppliers. Kishi-san views Philadelphia as a destination that fits well with how Japanese travel, it is convenient, travelers can get off the airport train and walk into the city. About 2,500 pax/year go to NYC. Their customers would combine NYC with Cancun or Orlando, for instance, 4 nights NYC and then 3 nights in Cancun. An option would be starting in Philadelphia and then do Cancun or Orlando. Travel per year to Los Angeles and Las Vegas combined would be 3,500 pax. Another option would be to pair Philadelphia as an add-on option to NYC. Destinations have an option to "office-jack" and have destination information in the retail space of their building. It would be 200K to 250K yen for 1 month. Jeffrey provided a destination overview.

INFO REQUESTS:

- General destination follow up (international guide, video)
- Sample itineraries & destination content
- List and images of various unique hotels in Philadelphia, particularly hotels in the Rittenhouse Square area, and specifically The Loews Philadelphia, The Bellevue Hotel, and POD Philly

PRODUCT REQUESTED:

- Barnes Foundation: In-language touring options
  - Eastern State Penitentiary: Touring options
  - Penn Museum: Ancient Alcohol Tour, in-language touring options & pricing
  - Simeone Foundation Automotive Museum: Demo day schedule & touring options
  - Longwood Gardens: Touring options
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<b>Account Name:</b>	Tobu Top Tours	<b>Respond To:</b>	Philadelphia Convention & Visitors Bureau
<b>Account Address:</b>	5F Tokyu Ikejiri Ohashi Bldg., 3-8-1 Higashiyama, Meguro-ku Tokyo 1530043 Japan	<b>Assigned Sales Rep:</b>	Jeffrey Yau
<b>Contact Name:</b>	Keiko Kase	<b>Title:</b>	International Tourism Sales Manager
<b>Phone:</b>	+81-3-5348-3441	<b>Phone:</b>	215-636-3342
<b>Fax:</b>		<b>Fax:</b>	267-479-6333
<b>Email:</b>	keiko_kase@tobuoptours.co.jp	<b>Email:</b>	jeffrey@discoverPHL.com
<b>Website:</b>	www.tobueoptours.co.jp		
<b>Lead Date:</b>	11/4/2019		

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**Tour Lead Requirements:**

COMPANY PROFILE: Tobu Top Tours (TTA) has more than five decades of experience and is one of the largest group operators with a wide focus of tour interests, such as education, private sector, MICE, government and municipal offices. They sent over 10,000 pax for corporate/MICE, school trips and government technical visits in 2016.

TYPE OF BUSINESS: Tour Operator

TYPES OF TRAVEL: Group leisure, MICE

PHL PRODUCT: None

MEETING NOTES: Ms. Kase-san attended the Nov. 4, 2019 Pre-Concert Orchestra Reception in Tokyo.

Ms. Kase-san works with various music groups and was very interested in the various masters programs offered in the city. She also works with silver travelers (65+) that are interested in attending Adult ESL classes during their tours to the United States.

INFO REQUESTS:

- General destination follow up (international guide, video)
- Adult ESL programs in Philadelphia

PRODUCT REQUESTED:

- Philadelphia Orchestra: Masters programs for music groups, adult & student
  - Curtis Institute: Masters programs for music groups, adult & student
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<b>Account Name:</b>	TOUR AMERICA INC.	<b>Respond To:</b>	Philadelphia Convention & Visitors Bureau
<b>Account Address:</b>	800 Wilshire Blvd., Suite 808 Los Angeles, CA 90017	<b>Assigned Sales Rep:</b>	Jeffrey Yau
<b>Contact Name:</b>	Chika Adachi	<b>Title:</b>	International Tourism Sales Manager
<b>Phone:</b>	+81-3-6256-9438	<b>Phone:</b>	215-636-3342
<b>Fax:</b>	+81-3-6800-2802	<b>Fax:</b>	267-479-6333
<b>Email:</b>	chika_a@touramerica.us.com	<b>Email:</b>	jeffrey@discoverPHL.com
<b>Website:</b>	www.touramerica.us.com		
<b>Lead Date:</b>	11/4/2019		

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**Tour Lead Requirements:**

**COMPANY PROFILE:** Tour America is a premier receptive tour operator offering leisure, business, technical visit education, incentive groups, and FIT services. They serve a wide range of Asia/Pacific markets including Japan, China, and Singapore among others. They also have a department for educational travel business, named EDUSA, which is an affiliate of Tour America. EDUSA creates an enriching educational experience through travel and culture exploration. They are a leading tour operator which handles large groups and MICE travel to the U.S.

**TYPE OF BUSINESS:** Receptive Tour Operator

**TYPES OF TRAVEL:** Group, Student, MICE

**PHL PRODUCT:** Various day & overnight tours that include Philadelphia

**MEETING NOTES:** Jeffrey met with Eiko-san and Chika-san in Tokyo during the Philadelphia Orchestra tour.

Tour America recently added Eastern State Penitentiary and a stop into Reading Terminal Market for their April 2020 tour. The seminar Eiko-san and Chika-san attended gave them new ideas for the city. They would like to learn more about the JapanPhilly 2020 events.

**INFO REQUESTS:**

- Updated destination information (international guide, video)
- JapanPhilly 2020 schedule of events & options for groups

**PRODUCT REQUESTED:** None at this time.

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<b>Account Name:</b>	World Air-Sea Service Co., Ltd.	<b>Respond To:</b>	Philadelphia Convention & Visitors Bureau
<b>Account Address:</b>	4F Hibiya-Marine Bldg 1-5-1, Yurakucho, Chiyoda-ku Tokyo 100-0006 Japan	<b>Assigned Sales Rep:</b>	Jeffrey Yau
<b>Contact Name:</b>	Hiroshi Shimodaira	<b>Title:</b>	International Tourism Sales Manager
<b>Phone:</b>	+81-3-3501-4111	<b>Phone:</b>	215-636-3342
<b>Fax:</b>		<b>Fax:</b>	267-479-6333
<b>Email:</b>	pamphlet-tyo@wastours.jp	<b>Email:</b>	jeffrey@discoverPHL.com
<b>Website:</b>	http://www.wastours.jp		
<b>Lead Date:</b>	11/4/2019		

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**Tour Lead Requirements:**

COMPANY PROFILE: World Air Service (WAS) is a mid-size tour retailer selling tours to destinations all over the world and specializes in selling to affluent senior customers. The majority of their customers are repeaters, highly loyal to WAS products. WAS produces themed tour products such as visiting world heritage sites, which always comes with a tour guide.

TYPE OF BUSINESS: Tour Operator

BOOK THROUGH: Japan Promotion (based in Miami)

TYPES OF TRAVEL: Group, Senior

PHL PRODUCT: Various day & overnight trips that include Philadelphia

MEETING NOTES: Jeffrey met with Mr. Shimodaira-san and Mr. Matsuzaki-san in Tokyo during the Philadelphia Orchestra tour.

World Air-Sea has been in the business for a while, selling primarily high-end tours. Selling travel to America has been getting harder. River cruises are popular among their customers, which prefer highly customized tours and average 10-18 pax. Hotels are sometimes handled by a land operator in the U.S., other times they go direct. They are looking to partner with larger coach companies that cover the entire U.S. and they would like to add Lancaster or a visit to the Amish with Philadelphia. They see an option with starting in Philadelphia (overnight) and then continue to D.C., Savannah, Atlanta, and then New Orleans. They would get their customers to Philadelphia to start the tour, staying overnight in Old City. In Spring, they are selling a tour that includes an overnight in Philadelphia, staying downtown and going to the Barnes and the Philadelphia Museum of Art, arriving in the late afternoon and leaving early the next morning. The group will be 16 people, all art lovers. Jeffrey provided a destination overview.

INFO REQUESTS:

- General destination follow up (international guide, video)
- Introduction to the Lancaster CVB
- Introduction to Amtrak for group ticketing

PRODUCT REQUESTED:

- Philadelphia Flower Show: Schedule, theme, and pricing
  - Longwood Gardens: Group touring & pricing
  - Philadelphia Orchestra: Custom group programming & 2020 schedule
  - Philly Tour Hub: Architecture touring
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