Pushing Borders Out

A Key Ingredient to New Capacity in Tourism Development

Solomon Wong
Executive Vice President
InterVISTAS Consulting
Pushing Borders Out
A Key Ingredient to New Capacity in Tourism Development

Solomon Wong
Executive Vice President
InterVISTAS Consulting
Part I
Overview of Issues and Opportunities
The Opportunity

Forecasted Average Annual Rates of Growth (to 2031)

- Asia Pacific: 4.8%
- North America: 5.4%
- Latin America: 5.1%
- Europe: 3.8%

Source: Boeing Current Market Outlook, 2012, Page 5
Role of Connecting Flights
Multiple Visa Requirements

Dual or triple requirements for connections
Visas Not Aligned to Growth Markets

Few Markets for Hassle-Free Travel for Chinese
Visa processes can be too complex.
Tourists will choose other options

- Stay at home
- Travel to other countries
- Stay in-country
- Save money to buy car

Stay at home

Stay in-country

Travel to other countries

Save money to buy car
Part II
New technologies applied to travel facilitation (airport controls and visa issuance)
Financial Services as Inspiration

- Teller model of service to 1970s
- Growth of business & long line-ups 1970s to 1980s
- Innovation & Technology 1980s to Present
Minimize Paper Handling

Photo credit: Rapid Travel Chai
Minimize Paper: Photo Cheque

Photograph Check Front

Make sure the entire check is inside the blue box and touch the camera icon when you are ready. Your iPhone will take the picture when the phone is steady.
Automated Border Clearance

Photo credit: Vancouver Airport Authority
Electronic Travel Authority

What you need to know about applying for an ETA online

What is an ETA?
An Electronic Travel Authority (ETA) provides authorisation to travel to and enter Australia and is electronically linked to your passport.

It is for short-term stays for tourism or business visitor activities. Business visitor activities do not include work. If you want to do short-term, highly specialised, non-ongoing work in Australia, you can apply for a Temporary Work (Short Stay Activity) visa (Subclass 408).

Applying online

How to apply

ETA Conditions

More information

ETA Contact Information

How much does this service cost?

AUD $20
Electronic Travel Authority

• Developed in the 1990s
  – Australian implementation
  – Companion to electronic visas

• Rapid expansion
  – Recent implementations (United States)
  – Upcoming programs (Canada)

• Relevance to tourism
  – Benefits: fast, inexpensive, integrated with check-in
  – Challenges: confusion with e-Visa, limitation to certain countries
Biometrics & e-Passport Integration
Global Trusted Traveler

Hassle free border passage at 37 airports

Through FLUX you can book and manage your fast border passage programs in one place:
Part III
Vision 2020 for “pushing borders out”
FLIGHT BOOKING

SHANGHAI AIRLINES

FLIGHT 388
TO SAN JOSE SJO
VIA HOUSTON IAH
Juan Santamaría
Intercontinental

¥2,500  买
2 AT THE AIRPORT PUDONG
SECURITY SCREENING
Thank you!

Solomon Wong
InterVISTAS Consulting
solomon@intervistas.com

Visit us at unwto.org

http://tinyurl.com/visaideas
Thank you!

name
title

@unwto.org

Visit us at unwto.org

http://tinyurl.com/visaideas