



• Memorial for air crash victims TOP NEWS/A3



A young girl lays a stuffed toy yesterday at a memorial to the victims of the plane crash at Rostovon-Don airport. A **FlyDubai Boeing** jet crashed early on Saturday as it attempted to land in bad weather in southern Russia. killing all 62 people on board in the latest air disaster to hit the country. Investigators were yesterday probing the causes of the crash, as emergency workers at the site wrapped up the salvage operation. The victims of the crash had nine different nationalities, with 45 of them coming from Russia. An investigation has been launched to determine the exact cause of the tragedy. — AFP

CHINA PROMISES TWO-WAY REFORM

Planning chief says foreign firms will get equal treatment as key sectors continue to open

CHINA'S top planning official yesterday reassured foreign companies that they remain welcome in its slower but more sustainable economy.

Speaking to an audience that included executives of top global companies at a government-organized conference in Beijing, Xu Shaoshi, chairman of the National Reform and Development Commission, pledged to "promote two-way opening up and liberalization."

He promised foreign companies equal treatment with local firms as China carries out a sweeping overhaul aimed at promoting self-sustaining growth based on domestic consumption and making state companies that dominate a range of industries more competitive and efficient.

"We are ready to share these growth opportunities with you," he said.

The China Development

Forum 2016 is being closely watched by global companies because it comes at the start of the nation's latest five-year development plan that runs through 2020.

Executives are eager to learn details of how the government might carry out pledges to make the economy more competitive, open more industries to private and possibly foreign competitors, and to shrink bloated, money-losing industries including coal, steel and cement.

The guest list for the weekend conference at a government guesthouse in the Chinese capital included executives of United States, European and Asian banks, manufacturers, Internet and other companies. The new five-year plan prom-

The new five-year plan promises to give the private sector a bigger economic role.

Xu did not announce any new initiatives, but vowed to make "markets more open, more efficient and more sustainable." He also promised to reduce "regional and industrial monopolies," a reference to repeated pledges to cut back the dominance of state companies in industries including banking, energy and telecoms that some experts complain are a "drag on the economy."

Last year's economic growth dropped to a 25-year low of 6.9 percent and forecasters including the International Monetary Fund have said it will fall further. This year's official target is 6.5 to 7 percent, but the IMF and others have said it is more likely to be about 6.3 percent.

China wants to promote new growth drivers and encourage innovation in areas such as clean energy, medical technology and artificial intelligence, Xu said.

He also promised to "lower the threshold" for entrepreneurs to get into promising new fields. *(AP/AFP)*

Historic transition

The 13th Five-Year Plan will help China achieve more inclusive and sustainable growth, IMF Managing Director Christine Lagarde told the China Development Forum yesterday.

China is going through "a historic transition" that is "good for China and good for the world," she said.

It needs to strike a balance between shifting to a slower but more sustainable pace of growth, and advancing structural reforms, she said.

She said she is hopeful about the government encouraging modernization and entrepreneurship, which "will generate new drivers of growth."

(Xinhua)

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Turkey suicide bomber 'had links to IS'

A2 PAGE TWO

Index

Top News	A3
Metro	A4-A5
Nation	A6
Opinion	A7
World	A8-A9
Business	A10-A11
Hangzhou Spec	ial A12
What's On	A13
Comics/Games	A14
<u>Sports</u>	A15-A16
MICE	B1-B12



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Movie distributor guilty of box office fraud

accepted" the punishment. "The company sol-

emnly pledges to learn from the experience

and comply with the rules," the LA Times

inevitable in a young industry, but box office

fraud has become so serious that it is harm-

ing Chinese cinema," said Zhang Hongsen,

by cinemas and distributors cheating to in-

flate box office figures, through means such

as taking a film's earnings into another's count or claiming ticket sales for screenings

far above that auditorium's capacity. Some

cinemas have even been known to sell hand-

While distributors fork out money to buy

thousands of tickets, the bulk-buying may

boost the movie's profile enough to become

a talking-point and attract a bigger audi-

ence. Several cinemas, however, have been

accused of attempting to avoid sharing box

"A successful screening market is the foun-

dation for our film industry. In China, box

office is crucial to the income of film produc-

ers," Zhang said, vowing measures to halt

China's movie industry has been blighted

"These kinds of issues could be considered

quoted it as saying.

written tickets.

office earnings.

such misconduct.

the head of the film bureau.

CHINA'S film authorities have suspended the license of a distributor that inflated box office figures for the martial arts movie "Ip Man 3.

The third installment of the franchise starring Donnie Yen opened in China's mainland on March 4 and soon attracted allegations of fraud from moviegoers and industry observers after it reportedly earned more than 500 million yuan (US\$77.3 million) in just four days.

The movie's distributor Dayinmu, or Beijing Max Screen, later admitted to having bought 56 million yuan's worth of tickets.

"The conspirators fabricated more than 7,600 screenings of the film that they claimed generated 32 million yuan in ticket sales," said a statement issued by the film bureau under the State Administration of Press, Publication, Radio, Film and Television.

The bureau ordered Max Screen to suspend distribution for a month while it "rectifies all malpractices" and gave formal warnings to three electronic ticket-selling groups involved in the fraud.

A total of 73 cinemas were also given warn-

ings for their part in the incident. They will be named and shamed on the website of the China Association of Film Distributors and Cinemas.

Max Screen said it had "studied and fully

METRO



Blooming Wonderful

Nearly 230,000 people flock to Gucun Park on the opening weekend of the annual Cherry Blossom Festival. The total for yesterday alone tops 159,000 as crowds descend on the home of 12,000 trees. A5

WHAT'S NEWS

NATION

Wife Stands Trial

A woman, who is accused of killing the husband she alleges abused her for years, goes on trial. Prosecutors claim the woman stabbed him more than 40 times as he slept. A6

WORLD **13 Students Killed**

A bus crash in Spain leaves 13 students dead and 44 injured. Officials say the vehicle was carrying foreign students enrolled at Barcelona University under an exchange program. A9

SPORTS

Rosberg Roars

Nico Rosberg wins F1's season-opening Australian Grand Prix after a bungled tire strategy denies Sebastian Vettel and Fernando Alonso survives a spectacular crash. A15

MICE

No Problem, Sir

In the world's best hotels, concierges are as indispensable as a choice of cushions. Keeping guests happy, no matter what their requests, demands a vast set of skills, flexible thinking, and great connections. B1

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suspension for box office fraud last year.

Earlier this year, authorities launched a campaign targeting box office misconduct, unlicensed copying and recording of films as well as poor screening quality.

"Filmmaking and screening are two wings of one bird and they have to rely on each other. Only a regulated and healthy market can give birth to quality films," Zhang said.

The producers of China's briefly highestgrossing movie, a live action and animated fantasy "Monster Hunt," admitted last year to buying tickets worth 40 million yuan, which it said was for free screenings for senior citizens and others.

Soon after the release of "Ip Man 3," which also stars former boxer Mike Tyson, media reports said its distributor had bought discount tickets in bulk from various cinema chains, which then scheduled "ghost screenings' after midnight at expensive rates.

In January, the State Administration of Press, Publication, Radio, Film and Television said it was developing an app to help moviegoers to report fake tickets as part of a crackdown against box office fraud.

After earning a record 44 billion yuan in 2015, China's cinemas made history again in February when their monthly takings surpassed those of their counterparts in the US. (Xinhua/Shanghai Daily)



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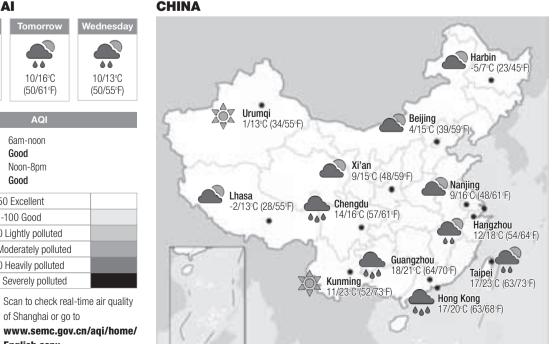
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	Berlin	3/8	37.4/46.4	Showers
)	Chicago	4/16	39.2/60.8	Cloudy
	Frankfurt	1/10	33.8/50	Cloudy
	Geneva	2/13	35.6/55.4	Sunny
	Islamabad	24/32	75.2/89.6	Thunder
, Г	Istanbul	10/17	50/62.6	Cloudy
	Jakarta	25/30	77/86	Thunder
)	London	3/13	37.4/55.4	Cloudy
	Los Angeles	12/21	53.6/69.8	Cloudy
	Madrid	1/16	33.8/60.8	Cloudy
	Manila	23/34	73.4/93.2	Sunny
	Moscow	-9/-1	15.8/30.2	Showers
)	Delhi	17/32	62.6/89.6	Sunny
)	New York	8/13	46.4/55.4	Sunny
	Paris	3/12	37.4/53.6	Cloudy
	San Francisco	11/16	51.8/60.8	Showers
)	Seoul	3/14	37.4/57.2	Cloudy
	Singapore	26/32	78.8/89.6	Thunder
	Sydney	15/22	59/71.6	Showers
)	Tokyo	6/16	42.8/60.8	Sunny
	Toronto	2/7	35.6/44.6	Showers
	Washington	9/16	48.2/60.8	Sunny

Dozens of cinemas received punishments ranging from warnings to business



Workers from the Emergencies Ministry survey the crash site of a Boeing 737-800 Flight FZ981 operated by budget airline FlyDubai, at the airport in Rostov-On-Don yesterday. - Reuters

Experts examine black boxes from crashed FlyDubai flight

AVIATION experts yesterday began examining the black boxes from the FlyDubai flight that crashed amid high winds at an airport in southern Russia but said the cockpit voice and data recorders were badly damaged.

FlyDubai's Boeing 737-800 from Dubai nosedived and exploded in a fireball before dawn Saturday after trying to land for a second time in strong winds in the Russian city of Rostov-on-Don. The carrier confirmed all 62 people on the plane were killed. Most of the passengers were Russian. Several planes had trouble

landing at the airport at the time of the crash.

Sergei Zaiko, deputy chairman of the Inter-State Aviation Committee, told Russia's Channel One that experts were looking at the data recorders, which were delivered to Moscow yesterday. However, the committee that investigates plane crashes in much of the former Soviet Union said it had been badly damaged and it was not immediately clear what, if any, data could be retrieved. The black boxes were being viewed by experts from Russia, the United Arab Emirates, France and the United States, since the US-made Boeing plane had French-made engines.

At Rostov-on-Don, hundreds of people yesterday flocked to the airport, the region's largest, to lay flowers and leave candles and toys in memory of the dead.

Closed-circuit TV footage showed the plane going down at a steep angle and exploding. The powerful explosion left a big crater in the runway and pulverized the plane and passengers' remains.

The airport remained closed yesterday. Transport Minister Maxim Sokolov told reporters that emergency teams had finished combing the area and authorities were waiting for investigators to let repair teams onto runway. He expects the airport to open early today.

FlvDubai's Chief Executive Ghaith al-Ghaith said yesterday the plane had enough fuel to maintain its holding pattern,

which reportedly went on for two hours. He expressed confidence in Russian authorities and said the carrier intends to resume flights to the airport once it reopens.

He said the airport was open on Saturday despite the high winds and was "good enough to operate" at the time of the accident, and that it was up to Russian authorities to make that determination.

Some of the crash victims were from rebel-held areas in eastern Ukraine where fighting between Russian-backed separatists and Ukrainian government troops has killed more than 9,100 people in nearly two years. The war has turned the region's main airport of Donetsk into a wasteland, and many locals have been using the airport in Rostov-on-Don, across the border.

Authorities in Donetsk said yesterday that two residents were killed in the crash, while a family of three from the rebelcontrolled Sverdlovsk in Ukraine was among the victims.

(AP)

Turkey identifies suicide bomber, says linked to IS

TURKEY'S interior minister vesterday identified the suicide bomber who killed himself and four foreign tourists in Istanbul as a militant with links to the Islamic State (IS) group.

Minister Efkan Ala said the bomber was Turkish citizen Mehmet Ozturk, who was born in 1992 in Gaziantep province, which borders Syria. He said Ozturk was not on any list of wanted suspects and five other people were detained as part of the investigation.

Saturday's explosion killed five people, including Ozturk, and wounded dozens of others. Among the fatalities were two American-Israelis, another Israeli and an Iranian. The attack targeted Istanbul's pedestrian Istiklal Street, which is lined with shops and cafes in an area that also has government offices and foreign missions.

"The identity of the terrorist who carried out this reprehensible attack has been determined ... The findings obtained show that the terrorist is linked to the Daesh terror organization," the minister said, using an alternative acronym for IS.

Turkey has endured six suicide bombing attacks in less than a year. It faces many security threats including from ultra-left radicals, Kurdish rebels demanding greater autonomy who currently are locked in battle with security forces, as well as IS.

Turkey is also a partner in the United States-led coalition against IS and its air bases are used to launch bombing runs against the group in Syria.

Two attacks this year hit the capital Ankara. An off-shoot of the banned Kurdistan Workers' Union claimed the February 17 car bombing that killed 29 people and the March 13 suicide

bombing that killed 37 people. On January 12, an attack that Turkish authorities blamed on IS claimed the lives of a dozen German tourists visiting Istanbul's historic sites.

Ala said Turkey is determined to press ahead with its fight against terror groups but admitted it was difficult to prevent suicide attacks.

"We are working so that they do not happen," he said.

Well-wishers yesterday placed carnations and candles at the scene of the attack, with one placard reading: "We are on the streets, we are not afraid of you."

Israel's government yesterday warned against travel to Turkey after three of its citizens were killed in the Istanbul suicide bombing the previous day.

The country's anti-terrorism office raised its threat assessment and "recommends avoiding visits to Turkey," it said in a statement.

"Yesterday's deadly attack in Istanbul, in which a group of Israeli tourists was hit, underscores the threat against tourist targets throughout Turkey."

Tens of thousands of Israelis visit nearby Turkey each year despite strained diplomatic ties between the two countries.

Besides the three killed, another 10 Israelis were wounded, foreign ministry spokesman Emmanuel Nahshon said.

Five lightly wounded Israelis were flown home overnight, medics said yesterday. The five others with more serious injuries and the bodies of those killed were returned by Israel's military yesterday afternoon.

The three Israelis killed were part of a group of Israeli tourists on a culinary-themed trip to Turkey, Israeli media reported. (AP/AFP)

Paris terror suspect planned to 'restart something'

Abdeslam was planning to "re- a new network of people around start something" from Brussels, him in Brussels," he said. Belgium' said yesterday.

Foreign Minister Didier Reynders said Abdeslam, who woke up behind bars yesterday after spending his first night in jail on charges of "terrorist murder" for his role in orchestrating the worst-ever terror assault on French soil, "was ready to restart something from Brussels, and it's maybe the reality."

Authorities are taking the claim seriously because "we found a lot of weapons, heavy weapons in the first

Abdeslam, who was caught after being shot in the leg during a police raid on Friday in Brussels, told interrogators he had planned to blow himself up at the Stade de France stadium in Paris but had backed out at the last minute.

The 26-year-old spent four months as Europe's most wanted man for his role in organizing the November 13 gun and suicide attacks in Paris, which killed 130 people.

A day after he was caught,

PARIS attacks fugitive Salah investigations, and we have seen Abdeslam was charged with terrorist murder and participating in a terror group before being taken to a maximum security prison in Bruges.

> He is being held in the prison's "individual and special safety" wing, which was built for those who pose an escape risk or have particular behavioral problems.

> Although he was cooperating with the authorities, he would fight plans to transfer him to France, his lawyer Sven Mary said.

> Mary promised to fight arduously to defend Abdeslam and said he would file a complaint

against French prosecutors planned to do the same before today for violating the confidentiality of an ongoing investigation.

"Reading out Abdeslam's deposition during a press conference is a violation" of the law, he was quoted as saying by Le Soir newspaper yesterday.

Paris prosecutor Francois Molins on Saturday told reporters that Abdeslam had played a "central role" in planning the November attacks.

His brother Brahim blew himself up in a restaurant in the east of the French capital, and Molins said Abdeslam had

changing his mind.

French President Francois Hollande said shortly after Abdesla's arrest in Brussels on Friday that he wanted to see him transferred to France as quickly as possible to face prosecution.

French Interior Minister Bernard Cazeneuve said it dealt a "major blow" to IS operating in Europe, though warned that the threat level remained "extremely high." France was deploying extra police to its borders to step up controls following discussions with Interpol, he said. (AP/AFP)

A4 METRO

Teachers attracted to suburban schools

Yang Meiping

SUBURBAN schools in Shanghai, which are widely thought to be inferior to those in the downtown area and are therefore less popular, used to face serious staff recruitment challenges because of low salaries.

But many schools say the situation has been improving in recent years as educational authorities have been trying entice teachers with better pay and the cost of living in the downtown area has soared, making the suburbs more attractive.

Many suburban schools were unrepresented at a job fair for teachers yesterday because they have already recruited enough teachers.

"Fewer suburban schools than in the past attended this spring. They reported that they have almost finished this year's recruitment," said Zhu Hongmei, vice director of the Shanghai Educational Human Resource Exchange and Service Center, the organizer of the fair.

The center organizes two job fairs a year exclusively for teacher recruitment — one in October and one in March. Most recruitment is centered on the October fair, Zhu said. Only schools that failed to fill all their positions in October show up for the March fair.

Schools in outer suburbs like Jinshan, Jiading, Qingpu, Fengxian and Baoshan used to take the majority of the booths at the job fairs as they got the short end of the stick where teacher recruitment was concerned. They were considered inferior to downtown schools, offering lower pay and dimmer career prospects.

But yesterday only one third of the 400 booths were booked by suburban schools, and no schools in Jinshan District made an appearance.

One of the schools that didn't attend the fair was Xilin Middle School in Jinshan.

Vice Principal Wang Wenhui said the school had already achieved its target to recruit six teachers this year. The school, established in 2005 with 20 classes and 67 teachers, now has 45 classes and 150 teachers.

"Jinshan is one of the least developed districts in Shanghai," Wang said. "Public transport to here used to be inconvenient, and our salaries were not competitive with downtown schools. So we were treated as the choice of last resort. Many applicants changed their minds before signing contracts, so we needed to look for new ones until the end of school year."

One of the few advantages a school like Xilin had to offer was employment that did not require a teacher to have *hukou*, or a Shanghai residence permit, he said.

That edge cut both ways. "Some teachers left us and headed for downtown schools once they got *hukou*

and enough teaching experience," Wang said. "We were just a staging area."

Shanghai has about 155,900 teachers citywide. That compares with 142,900



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We have the luxury now of being able to pick from high-quality candidates, rather than having to be picked by them.

Yu Anmin

Education researcher

teachers in 2009, when the municipal government reformed the salary system, greatly reducing the gap between downtown and suburban schools. Now all salaries must be approved by the district governments, with richer areas not allowed to add too much cream to the top.

"We used to go to universities both inside and outside Shanghai to solicit applicants, but now we don't have to do that or rely on job fairs," Wang said. "Applicants seek us out."

Salaries aside, soaring living costs in downtown districts have also made outlying areas more attractive.

"In Jinshan, houses sell for about 10,000 yuan (US\$1,545) per square meter, compared with 10 times that in the city center," Wang said.

Yu Mengru, a music teacher at Xilin, said she finds living in Jinshan less stressful than in downtown areas. She got a job at the school in 2011 after graduating from university.

"I'm from Jiangxi Province and was not eligible to apply for work in downtown schools because I didn't have a Shanghai *hukou*," she told Shanghai Daily. "But after working here all these years, I have come to like Jinshan. I may earn a bit less than I would in a downtown school, but my lifestyle is more relaxing and my living costs cheaper."

In fact, she's thinking of settling permanently in Jinshan, where she also gives music lessons.

"It's not as backward as some people think," she said. "I am often invited by local organizations to give musical performances, and parents are willing to pay for extra artistic training for their children."

Wang said the hemorrhage of teachers has been largely staunched in the last three years and Xilin has already successfully recruited six teachers this year to handle the vacancies left by retired teachers and the need for expanding one more class for six graders in fall.

"No teacher has left our school to go to a school downtown," he said. "We have lost only one or two teachers due to family reasons."

Other outlying districts report a similar change of fortune.

In Minhang, which is closer to downtown than Jinshan but still used to be considered the back of beyond, the district has been recruiting hundreds of teachers every year as more schools open to handle a rapidly increasing population.

"We have the luxury now of being able to pick from high-quality applicants, rather than having to be picked by them," said Yu Anmin, an education researcher and former principal of Minhang High School. "The establishment of new schools, including extension campuses of prestigious schools from the city center, has helped."

Some suburban districts offer graduates from top universities living allowances and housing subsidies to sweeten teacher recruitment.

Baoshan, for example, gives a 2,000 yuan per month housing subsidy for teachers from out-of-town.

Wang said the current situation is a plus for Shanghai's overall quality of education.

"Teachers can now devote their attention to teaching and not to looking for better jobs," he said.

Child sleep habits study

Echo Yang

CHINA'S first dedicated research center for studying children's sleep habits has opened at the Shanghai Children's Medical Center.

According to the center's first study, which involved 300 babies from birth to age three, far too many Shanghai babies sleep poorly, mainly because their parents fail to adopt the right nocturnal habits in the early days of development.

Babies should be able to sleep right through the night after they are 6 months old, but only 10.2 percent of the babies monitored were able to do so, according to the study.

The number rose to 11 percent and 12.9 percent respectively when they were 9 months and 1 year old, the report showed.

"The key reason for babies lacking good sleep habits is that their parents fail to adopt the right methods for encouraging their children to go to sleep," said Jiang Fan, leader of the research group. "Only five to 10 percent of the babies failed to sleep through the night for health reasons."

Most Chinese mothers soothe babies to sleep by breastfeeding them, giving them pacifiers, or holding them in their arms. About 92 percent of the babies were encouraged to fall asleep in these ways when they were 6 months old, but that fell to 84 percent and 78.5 percent when they were 9 months and 1 year old.

"When parents were helping babies to sleep using these methods, they were actually cultivating the habit of depending on external conditions to fall into deep sleep," she explained.

"For example, babies who fell asleep with nipples or pacifiers in their mouths woke up during the night 80 percent more than those sleeping naturally."

Jiang pointed out that Chinese parents' preference for co-sleeping with their babies also increases dependence on external help, adding that watching TV also contributed to the problem.

METRO A5

Runner has heart attack at finish line

Ma Yue

A 36-YEAR-OLD runner had a heart attack after crossing the finish line at the inaugural Shanghai Songjiang Half Marathon yesterday morning. The man was reported to be in stable condition after receiving medical treatment.

The runner, who was not identified, collapsed after completing the 21-km route at 10:15am in Songjiang University Town.

In last November's Shanghai International Marathon, a 26year-old runner also suffered cardiac problems and was attended by doctors who were running in the race.

Doctors said such incidents happen when athletes compete without adequate training.

Songjiang Half Marathon and the 12-km health run, which started at the Happy Valley Amusement Park at 8am, attracted 10,000 runners.

According to the organizers, 96 percent of the participants completed their races.

Cherry blossoms draw 230,000

Zhang Ningning

NEARLY 230,000 visitors flocked to Gucun Park during the first weekend of the annual Cherry Blossom Festival, which started on Friday.

With more than 12,000 cherry blossom trees, Gucun Park in Baoshan District has long been a popular place to enjoy the blossoms.

On Saturday, 70,302 people visited the park, and that figure rose to 159,002 yesterday.

With the surge in visitor numbers, more damage is being done than usual.

"We were sorry to see some visitors breaking branches or stepping on the flowers," said park director Zhang Zhong. "You can almost see a small road appearing in the tulip nursery.

"We hope visitors can help us to maintain the beautiful view for other visitors."

Some visitors felt the large crowds detracted from their enjoyment of the park. "I was overwhelmed by the crowd even before I entered,"

a netizen, identified as "FlengineV2", said on Weibo. "A



Visitors admire Gucun Park's 12,000 cherry blossom trees yesterday. — Zhang Long

woman standing next to me said it's like the Spring Festival travel rush. The wave of people flooded everywhere." The peak cherry blossom

season in Shanghai ends on Friday. But the festival runs until April 15. Meanwhile, Daning Linshi Park in Jing'an District had more than 90,000 visitors yesterday for its tulip exhibition, Shanghai Television Station said. Other parks in the city,

including Shanghai Botanical Garden and the Peach Garden in the Pudong New Area, are also expected to see visitor traffic rise next weekend, as more flower exhibitions are being launched.

Lung cancer prevention forum

Cai Wenjun

EVERY day in Shanghai nearly two dozen people are diagnosed with lung cancer, which accounts for one quarter of all cancer deaths in the city, medical experts told a forum over the weekend.

Lung cancer is also the top cancer in the country, with 600,000 new patients every year, a figure that is expected to grow to 1 million by 2025, experts said.

The increase is attributable to the growing elderly population, smoking and air pollution.

"The key for lung cancer prevention and control is to stop smoking and avoid second-hand smoking and getting regular health checkups for early detection," said Dr Wang Qun from Zhongshan Hospital. "About 80 percent of lung cancer cases are found in the middle and late stages, missing the best time for surgery."

Lung cancer is divided into smallcell lung cancer, which accounts for 15 percent of cases, and non-smallcell lung cancer, which accounts for 85 percent.

Extensive research is being conducted in China that scientists hope will lead to more effective treatments.

A new drug targeting non-smallcell lung cancer patients is under clinical trial in both China and the US, experts told the Queenstown Molecular Biology Meetings in Shanghai over the weekend.

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Online disease diagnosis

THE nation's first e-system for skin disease diagnosis and treatment was launched yesterday by Shanghai Skin Disease Hospital.

By installing a smart-phone application, patients can talk to a doctor, get an electronic prescription, pay bills and request the home delivery of medicine. Skin diseases are ideally suited for online diagnosis and treatment because doctors can see the symptoms, said the hospital, adding that in about 90 percent of cases, online service delivery is as effective as face-to-face. "Trial of the system found each skin disease patient can save over 100 minutes compared with a hospital visit," said Dr Tan Jiangping, hospital vice president.

Counterfeit masks seized

THE city's quality watchdog confiscated more than 1,000 counterfeit masks that carried "CM Mask" and "3M" trademarks in a crackdown in a market on Zhenbei Road yesterday morning, Shanghai Television Station said. The vendors will face penalties and an investigation will be launched, said officials.

Cloudy and wet tomorrow

THE week will get off to a cloudy start with a collision of warm and cold fronts bringing showers tomorrow and Wednesday, and temperatures ranging from 9 to 16 degrees Celsius. The rain is likely to taper off on Wednesday but the grey skies will remain.



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A6 NATION

• 5 killed as truck explodes on highway



Firefighters douse a truck that exploded on Saturday night on a highway in central China's Hunan Province. Five people were killed and 20 others were injured when the vehicle, which is believed to have been carrying flammable materials, blew up about 8:40pm while it was traveling on the highway near the city of Yueyang. The blast caused four other vehicles to catch fire, while a further seven were damaged. Four of the people injured are said to be in a critical condition. An investigation into the cause of the blast is under way. — Xinhua

Tibetans find new jobs as fungus fades

THE growing rarity of a caterpillar fungus has meant some Tibetans in west China have lost a former steady source of income.

According to local folklore, the fungus, which is found only at high-altitude known and whose Chinese name translates as "winter-worm summergrass," helps fight cancer and boosts the immune system.

Once a cash cow for some Tibetans, over-exploitation has meant that the fungus is now hard to find. Tsering Drolma from Aba County in southwest China's Sichuan Province recently took a job at a mushroom farm near her home. Her husband is learning to build greenhouses at the same farm.

The fungus had been a major source of income for the couple. May and June were the best season, when they earned 40,000 yuan (US\$6,200). Now she earns 140 yuan a day.

In Tsering Drolma's neighborhood, farms have been built to create jobs.

"We have more choices other than looking for the 'grass' in the mountaine," she said

the mountains," she said. The new jobs pay less, but they bring stability and a yearround income.

"I'd like a stable job so I can settle down," said Yeshe, 39, now a farm driver.

Mushrooms grown on the high plateau area are and highly prized.

"Our mushrooms ripen later than those from lower altitude farms, so we can guarantee they are sold at a premium," said Li Bo, an ccountant at the Minxing Mushroom Co.

The company has hired 140 people and has plans to expand. It provides spores and training for farmers who want to set up their own business.

In order to protect the plateau and help farmers increase their earnings, the Aba government has plans for businesses in highaltitude vegetable farming, yak and Tibetan pig raising. More than 60 farms are planned to open this year.

(Xinhua)

Wife tried over death of 'abusive' spouse

A WOMAN accused of killing the husband she alleges abused her for years, went on trial for manslaughter on Friday in southwest China's Yunnan Province.

The defendant, surnamed Zhang, is alleged to have admitted to killing her husband in his sleep last April.

Prosecutors claimed she hit the unnamed man in the face with a hammer before stabbing him more than 40 times.

"I just wanted revenge for all the violence I suffered over the

years. I felt I could no longer live unless he died," she said in court.

No verdict was reached. The trial, at the Intermedi-

ate People's Court in Chuxiong Prefecture, drew a large audience including judges and procurators from the Supreme People's Court, social workers and law students.

Chen Min, a researcher with the China Institute of Applied Law, appeared as an expert witness for the defendant, and testified to Zhang's years of suffering and psychological state.

The presence of an expert witness in a Chinese court for a domestic violence case is a sign of legal progress, particularly since the national anti-domestic violence law took effect on March 1.

SPC judge Song Ying said expert witnesses can fill gaps in judges' knowledge.

Such people have a major role to play in lawsuits that involve

domestic violence and sexual assault, the judge said. (Xinhua)

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Pollution in north

Light to moderate air pollution will continue to affect northern China over the coming days. Smog will hit parts of Xinjiang, Inner Mongolia, Qinghai and Gansu through tomorrow, forecasters said. It suggested people avoid outdoor activities. A cold front from tomorrow night will help shift the smog.

More yellow fever

THE Beijing Commission of Health and Family Planning on Saturday announced two more imported yellow fever cases, just days after the nation's first imported case was confirmed in the capital. Both cases involve men aged 44 who had returned to Beijing after spending time in Angola. One of the two is from southeast China's Fujian Province and the other from southwest China's Sichuan Province.

Saving languages

THE first stages of fieldwork for a project to help preserve China's ethnic minority languages and dialects has been completed, the Ministry of Education said. Specialists worked at 81 sites in ethnic minority regions and 53 sites with different Chinese dialects to help preserve the languages by collecting and documenting their use. The project is also designed to streamline the current multimedia database of Chinese languages.

Online porn targeted

THE National Office Against Pornographic and Illegal Publications said yesterday it is tightening its monitoring of video websites in a bid to combat pornography. People and companies that break the law will face criminal prosecution, the authority said in a statement.

Police officer shot dead while on patrol in Yunnan

AN armed police officer in southwest China's Yunnan Province was shot dead earlier this month while on patrol.

No one has been apprehended, but police said they think the killing was drug related.

Yang Jungang, chief of the border patrol team of Jiangcheng County, which borders Vietnam and Laos, was shot dead on March 7 while on patrol in the rural Kangping Township. While making their rounds in the Kangping Township, Yang and his colleagues spotted three men acting suspiciously. When the officers approached them, the three fled the scene on foot.

At the same time, a fourth, unseen, person began firing at the police. Yang was shot in the chest and abdomen. The four suspects have yet to be identified and are still on the run. Yang survived a shooting last July while working undercover trying to infiltrate a gang of drugs traffickers, according to his college Mao Zhiguo. "He got lucky that time, but

this time he wasn't prepared for it," he said.

The rapid rise in gun crime, especially related to drugs cases, has meant police officers are becoming increasingly at risk.

In the past five years, "at

least" six officers have died, while 95 others have been injured, according to the Border Patrol Brigade of the Yunnan police.

Last year, the brigade tackled about 2,000 drug cases, detained 2,000 suspects and seized 9 tons of narcotics.

"At least" 13 drug crimes involved the use of guns, said Li Yong, its chief of staff.

"Suspects often react violently,

using weapons like knives and guns, putting lives in danger," he said.

The brigade is exploring new way to keep its officers safe, he said.

Yunnan has some of the highest drug-related crime in China due to it being a local production base and its proximity to the opium-growing region of neighboring countries.

OPINION A7



Woodpecker at work

China's indigenous robots have yet to overcome core technical deficiencies in chips, sensors and decelerators. The breakthroughs are long in coming.

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China should take active role in robotics

Ni Tao

WHEN human wisdom is put to the test against artificial intelligence and found lacking, many interpret the situation in apocalyptic terms.

That's what we've been seeing ever since AlphaGo, a Google-powered computer program, scored a series of victories over South Korean Go master Lee Sedol.

Many a media outlet ran stories under such sensational headlines as "Does the news (of Lee's defeat) signal a coming era of robot dominance over man?" and "What if AlphaGo were used by evil forces against us?"

Amid the latest round of scare mongering, many professional Go players (mostly Chinese, who are perhaps upset that they were not invited to take on AlphaGo themselves) have been debating about where their South Korean counterpart went wrong.

Since I know next to nothing about Go, I'll refrain from kibitzing about Lee's tactics.

My real interest in the recent AlphaGo-Lee face-off lies in its parallels with the similarly astonishing 1996 and 1997 duels between chess master Garry Kasparov and DeepBlue, the chess-playing computer developed by IBM. The duels ended in a face-saving tie as Kasparov chalked up a win and a loss.

Back then, IT experts predicted that it would be at least another century before

a computer could beat a human opponent at Go. But, as it turned out, a mere 19 years was enough.

I'm less dumbfounded though at Lee's loss to AlphaGo. The reasons are straightforward: In the last two decades, the data-processing capacity of computers and other elements of AI have improved at a phenomenal speed, whereas human intelligence remains more or less the same.

Many are slow to come to terms with the long, long way AI has come between the Deepblue shock and the AlphaGo moment.

Skeptics of AI often reassure us by repeating the same old rhetoric: that no matter how amazingly "smart" they are, all computer programs are designed by people and thus perform tasks they are programmed to. Machines don't "think" like people. Nor will they deviate from human commands.

Among those casting doubt though on these comforting words is AI guru Martin Ford. As a leading expert on robots, a Silicon Valley entrepreneur and the author of the 2015 book "Rise of the Robots," Ford believes that over the next 10 to 20 years, automation in the form of robots, smart software and machine learning is going to invade all aspects of human life.

"It's going to start impacting jobs at all skill levels. It's not just going to be about low-wage people who don't have lots of education. It's really starting to impact also professional jobs," he was quoted as saying in a March 2 interview with Knowledge@Wharton, a publication affiliated with Wharton School.

If Ford is to be believed, then in the future scenarios involving humans competing with robots, or perhaps rebelling against machine oppression, might not exist only in science fiction.

Boon to factory owners

Hyperbole aside, a healthy dose of worry and circumspection can't hurt.

Proponents of robotics often say that unlike humans, machines make few mistakes, they don't tire of monotonous work and they don't slack off. Such attributes make them an ideal alternative to us fickle humans, who as a species can all too easily succumb to error, boredom and fatigue.

This may be a boon to factory owners in Chinese manufacturing hubs like Dongguan that suffer from periodic shortages of labor, and where there is a surging demand for affordable robots to replace unskilled, uncommitted and "unreliable" labor.

Policymakers, however, are left in a predicament. Like leading AI powerhouses such as the US, Japan and Germany, China is a big patron of its nascent robotic industry. But few countries will perhaps experience the consequences of their support of AI on as large a scale as China. After all, its migrants will likely be the first to bear the brunt of an AI onslaught. This is why neo-Luddites want to see the robot technology champions cut down to size. In today's fast-changing environment, it makes no sense to either glorify or dismiss AI. Instead, a more relevant question that AlphaGo provoked is: why are these sophisticated robots made only in the West?

In a recent interview with Shanghai Daily, Cao Qixin, a professor and AI expert at Shanghai Jiao Tong University, explained that China can rival other countries in the number of robots produced every year, yet not in quality. Its domestic market for high-end robots is up for grabs by companies like Yaskawa, Fanuc and ABB.

China's indigenous robots have yet to overcome core technical deficiencies in chips, sensors and decelerators. The breakthroughs are long in coming.

Showing me around what is supposedly a visionary unmanned factory floor consisting only of robots, Cao pointed to a modest-looking robot bought 10 years ago and lamented that such a machine is still beyond the capacity of Chinese companies.

I'm hopeful that one day, robots from China will be able to perform feats once thought impossible. Right now, instead of worrying about our possible enslavement by robots, it's perhaps more inspiring to wait for China's own AlphaGo moment.

Managing water resources requires global effort

Prince El Hassan bin Talal and Sundeep Waslekar

FOREIGN VIEWS

THIS year's World Water Day, on March 22, provides an opportunity to highlight what in many countries has become a grim reality: The availability of fresh water is increasingly a defining strategic factor in regional and global affairs. Unless water resources are managed with extraordinary care, the consequences could be devastating.

Last year, the United Nations World Water Development Report once again highlighted how the growing gap between supply and demand could create conflict. The World Economic Forum has ranked water crises as the most worrying global threat, more dangerous than terrorist attacks or financial meltdowns, and more likely to occur than the use of weapons of mass destruction. And research by the Strategic Foresight Group has shown the importance of wise management: Countries engaged in the joint stewardship of water resources are exceedingly unlikely to go to war.

The Middle East serves as a tragic example of what can happen when regional cooperation is lacking. Iraq, Syria and Turkey have fought over every cubic meter of the Tigris and Euphrates rivers. All have lost as a result. Non-state actors control important parts of the two river basins.

The bitterest part of the tragedy is that it could have been avoided. In 2010, at the West Asia-North Africa Forum in Amman, we proposed the creation of circles of cooperation, which would have institutionalized collaboration among Iraq, Jordan, Lebanon, Syria and Turkey on water and environmental issues. A similar arrangement would have helped manage environmental resources shared by Jordan, Israel and Palestine.

If a supranational organization had

been created, it could have introduced joint strategies to manage drought, coordinate crop patterns, develop common standards to monitor river flows, and implement investment plans to create livelihoods and develop water-treatment technologies.

Other regions have done exactly that. Countries sharing rivers in Africa, Southeast Asia and Latin America have recognized that national interests and regional stability can be mutually reinforcing if human needs are given priority over chauvinism.

Last fall, the international community adopted the UN's Sustainable Development Goals (SDGs), which promise to ensure availability and sustainable management of water and sanitation for all. Part of this pledge is a commitment to "expand international cooperation."

Those in charge of implementing this commitment must bear in mind that water cooperation is not merely about signing treaties and holding meetings. It also entails jointly planning infrastructure projects, managing floods and droughts, developing an integrated strategy to combat climate change, ensuring the quality of water courses, and holding regular summits to negotiate tradeoffs between water and other public goods.

The international community should encourage countries to embrace such cooperation by creating financial instruments that make concessional and preferential funds available.

World Water Day is the ideal occasion to launch a new agenda for water wisdom. But every day must be a day when we work together to manage one of the planet's most important resources.

Prince El Hassan bin Talal is a distinguished member of the Global High Level Panel on Water and Peace. Sundeep Waslekar is President of Strategic Foresight Group. Copyright: Project Syndicate, 2016.

A8 WORLD

UN staffers exit after Morocco's demand

DOZENS of United Nations international staffers pulled out of their Western Sahara mission yesterday after Morocco demanded they leave because of remarks by UN Secretary-General Ban Kimoon about the disputed territory.

Last week Morocco ordered the UN to withdraw 84 international civilian personnel from its peacekeeping mission in Western Sahara, MINURSO. It said this was a response to Ban's "unacceptable" remarks.

Rabat accused Ban earlier this month of no longer being neutral in the Western Sahara dispute when he used the word "occupation" to describe its annexation of the region in 1975, when Morocco took over from colonial power Spain.

The UN said it had three days to remove the 84 civilian staff from Western Sahara.

The controversy over Ban's comments is Morocco's worst dispute with the UN since 1991, when the UN brokered a ceasefire to end a war over the Western Sahara and established the mission.

MAP state news agency said a "significant number" of UN staffers had left Laayoune airport on UN aircraft and commercial flights to Las Palmas in Spain.

A Moroccan official source said 73 UN staffers had left, 10 would leave in the afternoon and one would remain for now. The source added the 84th staff member would stay for now because she is pregnant.

The mission now has 242 military personnel, 84 international civilian staff, 157 national staff and 12 volunteers.

(Reuters)



A man holds a sign as he takes part in a protest against Republican presidential front-runner Donald Trump in New York on Saturday. — AFP

Trump protesters close highway, and rally in NYC

DEMONSTRATORS have briefly shut down an Arizona highway leading to a campaign rally for Donald Trump while protesters rallied outside of Trump Tower in Manhattan to voice their opposition to the front-runner for the Republican presidential nomination.

Television news footage of the demonstration on Saturday outside Phoenix showed dozens of protesters blocking traffic while holding signs that read "Dump Trump" and "Shut Down Trump.'

The demonstrators eventually started marching down the highway. Later, some were seen nearing the rally at Fountain Hills, Arizona, before Trump arrived.

Three people were arrested, according to police in Maricopa County, where Joe Arpaio, a wellknown critic of US immigration policy and an ardent Trump backer. serves as sheriff.

Video posted on news website Arizona Central's Facebook page showed a truck driving through a large group of protesters. Officers from the county police department worked to clear demonstrators from the motorist's path.

A woman is seen crying and shouting for officers to take responsibility to stop the vehicle, while a deputy sheriff shrugs at the suggestion. Later at a rally in Tucson,

Arizona, Trump said the protests were "disgraceful," and thanked police.

"They arrested three people and everybody else left... They left!" Trump said to roaring cheers from the audience.

"I love our police, but we should do a little bit more of that, you'd have a lot less protesters, you'd have a lot less agitators," said Trump, who

is favored to win his party's nomination for the November 8 presidential election.

Several demonstrations also broke out during the later rally, prompting police to escort out a number of people.

Footage of the Tucson rally shows an attendee punching and kicking one demonstrator who is being escorted out. The clip also shows police removing the attacker.

Trump has come under fire from rivals for fueling unrest with his rhetoric. This week, he warned of riots if Republicans denied him the nomination at the party's convention.

In Trump's home city of New York, about 1,000 demonstrators marched from Central Park to Trump Tower, the billionaire developer's signature building on Fifth Avenue, carrying placards denouncing Trump. (Reuters) **IDS** blasts Cameron over cuts to benefits

A TOP British eurosceptic minister who quit over welfare cuts launched a damaging attack on Prime Minister David Cameron yesterday, exposing tensions within his government ahead of June's referendum on European Union membership.

In his first interview since resigning Friday, Iain Duncan Smith accused Cameron of trying to reduce Britain's budget gap by cutting benefits that were unfairly hurting poorer voters while protecting older, richer ones.

Duncan Smith, who last month became one of the most prominent Conservatives to say he would campaign against Cameron for Britain to leave the EU on June 23, denied his shock resignation was about Europe.

But he admitted Cameron and his finance minister and close ally George Osborne had stopped listening to him.

"This is not some secondary attempt to attack the prime minister or about Europe," Duncan Smith said in a BBC TV interview, adding he quit because he was "losing that ability to influence events from the inside".

The resignation of Duncan Smith — an ex-Conservative leader often referred to simply as IDS - is perhaps the biggest blow Cameron has suffered since being reelected last year.

It comes three months before the EU membership referendum which opinion polls say will be closely fought.

In his resignation letter, he questioned whether Cameron was honoring his slogan that Britons were "all in this together," despite deep austerity cuts.

(AFP)

Great Barrier Reef suffers 'severe' coral bleaching

AUSTRALIA said yesterday condition, but as we head a "severe regional bleach- of tropical cyclones are Great Barrier Reef had become "severe," the highest alert level, as sea temperatures warm.

Australian Environment Minister Greg Hunt said while the bleaching at this stage was not as severe as in 1998 and 2002, also El Nino-related events, "it is, however, in the northern parts a cause for concern".

"The reef is 2,300 kilometers long and the bottom three-quarters is in strong

coral bleaching occurring north, it becomes increas- ing", allowed them to step predicted to increase in in the World Heritage-listed ingly prone to bleaching," up surveys to understand the future," Hunt said in a Hunt said after an aerial tour of some of the affected areas yesterday, the Australian Broadcasting Corporation said.

"Essentially what you could see was patches of coral bleaching as you approached Lizard Island (located in the Barrier Reef)."

The Great Barrier Reef Marine Park Authority said the highest response level, which it described as what was happening.

Hunt said the government would fund a survey of 40 sites in the reef area, which had been investigated in 2012, in September to assess the health of corals and potential recovery options.

"This information is particularly important for the future understanding of the reef given that the frequency of coral bleaching events and the severity

statement.

Bleaching is a phenomenon that turns corals white or fades their colors, threatening biodiversity, tourism and fishing.

It occurs when reef symbiosis — the mutually beneficial relationship between two organisms that inhabit corals - is disrupted by a rise in ocean warming, although there can also be other causes. (AFP)

No logging at protected Tasmanian forest

Australia yesterday said there would be no logging in the World Heritage-listed Tasmanian Wilderness, following advice in a report submitted to UN's cultural body UNESCO.

One of the last expanses of temperate wilderness in the world, the forest in Tasmania covers nearly 20 percent of the southern island state. The federal government in 2014 controver-

sially tried but failed to have UNESCO revoke World Heritage status for parts of the wilderness to allow more access to loggers.

It was the first time a developed country had asked for a delisting.

EU deal to close migration route

THEY waved, cheered and smiled, elated to have made it to Europe at dawn yesterday in a packed rubber motorboat.

The 50 or so refugees and migrants were among the first to arrive on the Greek island of Lesbos on day one of an EU deal with Turkey designed to close the route by which a million people crossed the Aegean Sea to Greece in 2015.

Exhausted but relieved, the new arrivals wrapped their wet feet in blankets as volunteers handed out dry clothes.

Three boats arrive within an hour in darkness early yesterday morning. Two men were pulled unconscious from one of the boats amid the screams of fellow passengers and were later pronounced dead.

Twelve boats had arrived on the shoreline near the airport by 6am, a police official said. A government account put the number of arrivals across Greece in the past 24 hours at 875 people.

Under the European Union deal with Turkey, all migrants and refugees, including Syrians, who cross to Greece illegally by sea from March 20 will be sent back to Turkey once they are registered and their asylum claims have been processed. That is expected to take effect from April 4, by which time Greece must have in place a fast-track process for assessing asylum claims.

The EU has pledged to help Greece set up a task force of some 4,000 staff, including judges, interpreters, border guards and others to manage each case individually.

In return, the EU will take in thousands of Syrian refugees directly from Turkey and reward it with more money, early visafree travel and progress in its EU membership negotiations. Among the early morning arrivals on the seaweed strewn beach on the south of Lesbos was Syrian Hussein Ali Muhammad, whose studies were interrupted after the war began. He said he wanted to go to Denmark to continue university. Asked if he was aware of the European decision, he said: "I know that. I hope I complete my studies here (in Europe), just this. I don't want money."

Authorities in Lesbos began removing refugees and migrants from the island on Saturday to make space for new arrivals. The island has a capacity to host 3,500 people at a place set up to register arrivals.

(Reuters)

Genocide suspect returned to Rwanda

TOP level Rwandan genocide suspect Ladislas Ntaganzwa was flown from Kinshasa to Kigali yesterday to face trial three months after his arrest in the Democratic Republic of Congo.

The 53-year-old former mayor is to be tried on nine counts of genocide, crimes against humanity and violating the Geneva Conventions during the 1994 genocide in which around 800,000 people were killed, mostly ethnic Tutsis.

"We are very happy to see this effected," said Jean-Bosco Siboyintore, head of Rwanda's Genocide Fugitive Tracking Unit as the suspect landed yesterday afternoon and was taken into Rwandan police custody.

"We have been long waiting for it and we are happy that the Mechanism for International Criminal Tribunal have so far delivered him from DRC."

Siboyintore said arrangements for the trial were under way.

Ntaganzwa was arrested in Congo in December and was transferred into UN custody earlier yesterday ahead of his extradition to Rwanda.

"Ladislas Ntaganzwa, who is accused of participating in genocide in Rwanda, has been in our hands since December 2015. We have decided to hand him over to the UNMICT," said Congolese Justice Minister Alexis Thambwe Mwamba.

Until his arrest, Ntaganzwa was one of nine top fugitive Rwandan genocide suspects, accused of killing thousands of people and organising mass rapes in 1994.

(AFP)

• Palm Sunday



Cardinal Gianfranco Ravasi (front right) holds palm branches at the start of the Palm Sunday mass led by Pope Francis at Saint Peter's Square at the Vatican yesterday. The ceremony is a landmark in the Roman Catholic calendar, marking the triumphant return of Christ to Jerusalem the week before his death, when a cheering crowd greeted him waving palm leaves. – Reuters

Exchange program bus crash kills 13, injures 44 in Spain

THIRTEEN people were killed and 44 injured yesterday when a bus carrying foreign exchange students crashed in northeastern Spain, local authorities said.

All the dead were female, according to a regional government source who requested anonymity.

The students were on a European exchange programme in Catalonia and were from 16 different countries including Britain, Ukraine, Switzerland, Sweden, Japan and New Zealand, said regional government official Jordi Jane.

The casualties' nationalities was not immediately known, said Jane, revising down an earlier death toll of 14. The accident occurred just before 6am near the small town of Freginals, about 150 kilometres south of Barcelona as the bus was returning from a hugely popular traditional festival in the eastern city of Valencia.

The driver "hit the railing on the right and swerved to the left so violently that the bus veered onto the other side of the highway," Jane said.

The bus then hit a car coming in the opposite direction, injuring two people inside, he added.

A photographer at the scene said many fire trucks were on site, as were three hearses and a heavy-lift crane.

The car's front was smashed in, and the bus was lying on its

side after the accident. The bus was carrying 57 people in all, including the driver.

Spain's national radio station RNE spoke to the son of the owner of the company that chartered the bus, who said his father was driving another bus in front of the one that crashed — one of a total of five vehicles ferrying students back from Valencia.

Officials said in a statement that an initial probe revealed that "the bus driver tested negative for drugs and alcohol."

The accident is one of the deadliest in Spain in recent years. In November 2014, 14 were people killed and 41 injured in a bus accident.

Big 'duck' strikes a chord with Brazilians

IF any symbol captures the anger of rich and upper-middle class Brazilians who have taken to the streets to protest against President Dilma Rousseff, it might be a giant, inflatable yellow duck.

The 12-meter-high duck presides over Sao Paulo's Avenida Paulista, Brazil's economic nexus. It has landed on the esplanade in the capital Brasilia, while its ducklings swam in the reflecting pool outside Congress.

The duck and its brood have also hit the sands of Copacabana Beach, a prime place to see and be seen in Rio de Janeiro.

Brazil's business leaders have adopted the duck to fight against what they describe as the economic quackery of Rousseff, a leftist who is facing growing pressure to quit and struggling to pull the economy out of its deepest recession in 25 years.

"Enough of paying the duck," said Paulo Skaf, president of the Federation of Industries of the State of Sao Paulo, in a video earlier this month urging Brazilians to demonstrate against Rousseff's government.

"To pay the duck" in Brazilian Portuguese means to unfairly pay for someone else's mistakes.

The term's origin is unclear but the saying is common enough for the federation to employ it against what it sees as the failures of Rousseff's administration.

Since she took office in 2011, Brazil's economy has gone from being one of the world's fastest-growing major economies to one of its worst performers, contracting by 3.8 percent in 2015, as the commodities boom ended and a wide-ranging corruption scandal hit investor confidence.

Last year, when Rousseff proposed a new levy to help compensate plummeting tax revenues, the Sao Paulo federation inflated the giant duck in the capital Brasilia while its counterpart in Rio took it to Copacabana.

Now, the duck has taken up residence in Sao Paulo outside the federation building, striking a colorful note on the somber Avenida Paulista, which has hosted the biggest demonstrations supporting the ouster of Rousseff, who could face impeachment.

The marches have underscored growing tensions between classes in what remains one of the world's most economically stratified societies.

A10 BUSINESS

Iraq exports 1st cargo of natural gas in history

ENERGY

IRAQ yesterday exported the first shipment of natural gas in its history, a key move for the OPEC member struggling to feed a cash-strapped economy amid a costly fight against the Islamic State group.

The move revives a longsought ambition by Iraq to be a gas exporter, thanks to a joint venture with Anglo-Dutch Royal Dutch Shell PLC and Japan's Mitsubishi Corp. Iraq first planned to begin exporting gas in the late 1970s, but that timeline was delayed by the Iraq-Iran war when Iraqi export ports were bombed.

A Panama-flagged gas carrier sailed yesterday from Iraq's southern port of Umm Qasr on the Persian Gulf with a cargo of about 10,000 standard cubic feet of gas in the form of condensates, Oil Ministry spokesman Assem Jihad said.

Jihad wouldn't reveal how much the cargo was worth or the buyer, but he added that the next cargo will be shipped by the end of this month.

In November 2011, Iraq signed a US\$17 billion deal to form a joint venture to gather, process and market gas from three oil fields in the oil-rich province of Basra. The fields are the 17.8 billion-barrel Rumaila, the 4.1 billion barrel Zubair field and the 8.6 billion barrel West Qurna Stage 1.

In the 25-year joint venture, called the Basra Gas Company, Iraq holds a 51-percent stake and Royal Dutch Shell has 44 percent, with the remaining 5 percent for Mitsubishi.

According the International Energy Agency, Iraq has estimated natural gas reserves of 112 trillion cubic meters, making it the 11th largest in the world.

The inauguration of Iraq's gas industry is meant to boost the coffers of a government badly in need of cash to fund ongoing military operations against IS extremists, who control key areas of northern and western Iraq, including the second-largest city, Mosul.

Iraq holds the world's fourth largest oil reserves, some 143.1 billion barrels, and oil revenues make up nearly 95 percent of its budget.

Like other oil-reliant countries, Iraq's economy has been severely hit by plummeting oil prices since 2014, plunging the nation into an acute financial crisis despite record crude oil export levels. The crisis has forced Prime Minister Haidar al-Abadi's government to introduce austerity measures by eliminating government posts, merging some ministries, halting spending on construction projects and imposing new taxes to pay for civil servants and fund the military.

According to Oil Ministry figures, Iraq exported an average of 3.225 million barrels a day in February, far below levels planned for this year's budget. Last month exports grossed about US\$2.2 billion, based on an average price of about US\$23 per barrel.

Iraq's 2016 budget is based on an expected price of US\$45 per barrel with a daily export capacity of 3.6 million. As a result, the nearly 106 trillion Iraqi dinar (US\$89.7 billion) budget has a deficit of over 24 trillion dinars.

(AP)



A crane lifts a key component of China's first fourth-generation nuclear energy system before installing it in Huaneng Shidao Bay nuclear power plant in Shandong Province. — Xinhua

Nuke plant gets core part

ENERGY

A KEY component of China's first fourth-generation nuclear energy system was installed in a plant in Shandong Province yesterday.

The pressure vessel of a hightemperature gas-cooled reactor (HTGR) was installed at the Huaneng Shidao Bay nuclear power plant.

The cylindrical vessel, 25 meters high and weighing 610 tons, is the biggest, heaviest and most complicated pressure

vessel for a nuclear reactor, according to a statement from Huaneng Shandong Shidao Bay Nuclear Power Co, the plant's builder and operator.

In line with the fourth-generation concept, the reactor can shut down safely in the event of an emergency without causing a reactor core meltdown or large leak of radioactive material.

With a designed capacity of 200 megawatts, the reactor will start generating power by the end of 2017.

(Xinhua)

Ex-Vale head dies in Brazil plane crash

MINING

ROGER Agnelli, the Brazilian banker who turned Vale SA into the world's No. 1 iron ore producer, died on Saturday in a plane crash, a source close to aviation authorities told Reuters. He was 56.

Agnelli, his wife and two children were among seven killed when his Comp Air 9 turboprop monoplane slammed into two homes around 3:20pm local time, minutes after taking off from an airport in northern São Paulo, said the source, who asked not to be named due to the sensitive nature of the information. Emergency services said the pilot and six passengers were killed in the crash. Aviation authorities confirmed Agnelli was the owner of the plane but could not provide a passenger list.

Sources said Agnelli was traveling to a wedding ceremony in Rio de Janeiro with his wife Andréia, son João, daughter Anna Carolina, and their two spouses. The weather was clear at the time of the crash.

Known for his discipline and feisty nature, Agnelli clinched the top job at Vale in July 2001 after 19 years as a corporate and investment banker with Banco Bradesco SA, a major Vale shareholder.



Roger Agnelli

He instilled a culture of meritocracy that helped make Vale Brazil's No. 1 exporter. To friends and foes, the key to Agnelli's success was accurately predicting the rise of China as a major minerals consumer, a crucial wager in turning Vale, a former bloated statecontrolled firm, into a global powerhouse.

"He was a visionary that corporate Brazil will miss badly," said Lawrence Pih, who for decades ran flour mill Grupo Pacífico SA and sat on the board at the São Paulo Federation of Industries with Agnelli.

In a Harvard Business Review's ranking of the world's best-performing chief executive officers published in February 2013, Agnelli came fourth, only behind Apple Inc's Steve Jobs, Amazon.com Inc's Jeff Bezos and Samsung Group's Yun Jong-Yong.

Foxconn lowers offer for Sharp

TECHNOLOGY

TAIWAN'S Foxconn is lowering an offer for loss-making Japanese electronics maker Sharp Corp from an initial plan of 489 billion yen (US\$4.4 billion), the Yomiuri newspaper reported yesterday.

The reason behind the move to lower the offer is that Foxconn appears to be concerned about financial risks of potential liabilities at Sharp and its business outlook, according to Yomiuri. The newspaper did not say how much Foxconn, formally known as Hon Hai Precision Industry Co, will lower the offer to.

A Sharp spokesman declined to comment on the report.

Sharp late last month said it would issue around US\$4.4 billion worth of new shares to give Foxconn a two-thirds stake in a deal the Taiwanese company backed out of at the last minute. Foxconn's total investment was set to total nearly US\$6 billion, according to a source.

Foxconn is seeking guidance from Sharp on its latest quarterly performance as part of its efforts to finalize the planned acquisition, a person familiar with the matter said.

(Reuters)

Auto sales lift Fuyao's net profit

AVIATION

FUYAO Glass Industry Group Co, one of Asia's largest automobile glass producers, saw net profit surge 17.37 percent in 2015 amid robust auto sales in China.

Its net earnings hit 2.6 billion yuan (US\$402 million). the firm said in a statement filed with the Shanghai Stock Exchange yesterday.

Its revenue rose 4.99 percent from a year earlier to 13.57 billion yuan.

Earnings per share were 1.1 yuan, down 0.9 percent from a year ago, it said.

China's vehicle output has risen from 18.26 million units in 2010 to 24.5 million units in 2015.

Over 30 million vehicles are set to be sold in China in 2020, nearly double the number forecast in the US, estimates from IHS showed. (Xinhua)

BUSINESS A11

New models boost Apple's lineup

TECHNOLOGY

NEW iPhone and iPad models likely to be unveiled today are aimed at helping Apple keep momentum in the fast-evolving mobile device market.

The media gathering at the company's intimate Town Hall auditorium in Silicon Valley will also give Apple a chance to restate its case for fighting a US government demand that it break into an attacker's iPhone.

Apple is widely expected to release a small-screen iPhone to encourage replacement of the 5S and 5C models, which have four-inch displays. The new device is to be called the iPhone SE or 5SE, reports said.

This would help Apple in a traditionally slow season before the likely upgrades to the largescreen iPhone 6 family later this year.

But in keeping with its practice, Apple has been tight-lipped about what it will reveal.

A message on copies of the invitations posted online simply states "Let us loop you in," prompting some to speculate that new bands for the Apple Watch would be among the announcements.

A four-inch screen iPhone which boasts improvements under the hood could help spur replacements.

Such an iPhone would be "an incremental positive" for Apple, ensuring that lovers of the company's smaller smartphones don't switch to rival devices powered by Android software, RBC Capital Markets said in a note to investors.

RBC projected that sales of a new handset would amount to between 10 million and 15 million annually, giving Apple fans an option for upgrading before an iPhone 7



A New York City police officer stands across the street from the Apple Store on 5th Avenue in New York in this file photo. New iPhone and iPad models likely to be unveiled today are aimed at helping Apple keep momentum in the fast-evolving mobile device market. — Reuters

debuts late in the year.

The new iPhone will likely be priced to shore up the lowend of Apple's line but not to compete in the budget-priced smartphone market, according to analysts.

"I am not expecting a ton of surprises," Creative Strategies analyst Ben Bajarin said of what Apple has in store today.

"The biggest news will be pricing for the newer iPhone."

If Apple lowers the price for the new device — existing bigscreen iPhones start at around US\$650 — it may be able to expand to new segments of consumers.

"I suspect this is far more about boosting off-season sales than it is about introducing a new iPhone at a dramatically lower price point, for example, for emerging markets," said Jan Dawson of Jackdaw Research in a blog post.

But Dawson said the new handset could be priced as low as US\$450 without subsidy to help Apple make inroads in new markets.

This would enable Apple to sell refurbished iPhones at US\$250 to US\$350, according to Dawson and "suddenly allows the iPhone to hit price points it's never been able to hit before, which in turn could make it more viable in markets like India."

Reports have also said Apple is poised to introduce a new iPad tailored for use by businesses. The media event takes place a day before a federal judge in Southern California hears arguments in the encryption dispute.

"I do expect to hear a little bit from them because it is so central, not just to Apple," Current Analysis research director Avi Greengart said.

"Encryption is pretty much the entire digital economy. There is an argument to be made that Apple is out in front and taking the heat for a crucial, industry-wide issue."

The new iPad may have keyboard and Apple Pencil stylus features that make it more attractive for getting work done. Apple has been trying to ignite sales of its tablets, which declined in the final quarter of last year. (AFP)

Witnesses in iPhone encryption case ready

THE US government and Apple Inc will be able to cross-examine the other's witnesses in a court hearing this week on whether the technology company must help federal investigators unlock an encrypted iPhone tied to one of the San Bernardino killers, Apple said.

The hearing, set for tomorrow, is the latest development in a showdown between Apple and the government that has become a lightning rod in the national debate over digital privacy and what kind of data on phones and personal devices should be accessible to law enforcement.

All the witnesses have given written declarations in the legal briefs already filed in the case, said an Apple lawyer who spoke to reporters on Friday, on condition of anonymity.

The lawyer said Apple would make Chief Privacy Engineer Erik Neuenschwander and Global Law Enforcement Manager Lisa Olle available for cross-examination.

Neuenschwander's declaration in part says that Apple would need to create a new operating system to bypass its own security and challenges a government claim that the company creates individual software for different phones.

Olle's declaration says creating the new operating system would be burdensome for Apple and would spark more requests from law enforcement.

(Reuters)

Starwood inks 1st US-Cuba hotel deals ince 1959

HOTELS

STARWOOD Hotels & Resorts Worldwide on Saturday became the first US hotel company to sign a deal with Cuba since the 1959 revolution, announcing a multimillion-dollar investment a day before US President Barack Obama was due to visit Havana.

Starwood will manage and market two properties in Havana and signed a letter of intent to operate a third.

Such deals would normally be prohibited under the US economic embargo of Cuba, but Starwood received special permission from the US Treasury Department last week.

Jorge Giannattasio, chief of Latin American operations, said the deals included a "multimillion-dollar investment to bring the hotels up to our standards," making Starwood the first US company to commit major money to Cuba since Fidel Castro and his bearded rebels overthrew a pro-American government on January 1, 1959.

Castro quickly nationalized the tourism industry and made the Habana Hilton the new government headquarters for months.

Cuba's tourism industry has boomed since the December 2014 rapprochement with the United States. International visitors rose 17 percent to a record 3.5 million in 2015, including a 77 percent rise in American visitors to 161,000.

Cuba expects a similar rise in American visitors this year when scheduled airline service will resume despite a continued ban on tourism. Americans are allowed to travel to Cuba for 12 authorized purposes.

"The amount of travelers will skyrocket with direct flights," Giannattasio said.

Obama relaxed restrictions further this week. Americans no longer need special permission to travel, or use guides, but must self-police their activities and keep records for five years. Obama has called for Congress to do away with the 54-year-old embargo but has been opposed by the leadership of the Republican majority.

Starwood will operate the militaryowned Gaviota 5th Avenue Hotel under its Four Points Sheraton brand, and the state-owned Gran Caribe Inglaterra Hotel under its Luxury Collection brand.

The deal could help Obama use his historic trip to showcase what he sees as the benefits of Washington's diplomatic opening with the former Cold War foe after decades of hostility.

But Starwood, subject to a takeover battle, may not be American for long.

China's Anbang Insurance Group Co made a US\$13-billion cash offer for Starwood on Friday, beating by nearly 15 percent a previous cash and stock offer by Marriott International Inc. Marriott has until March 28 to make a counteroffer.

Airbnb gets special permit for Cuba

The Obama administration has given San Francisco-based online lodging service Airbnb a special license allowing travelers from around the world to book stays in private homes in Cuba.

Airbnb was the first major US company to enter Cuba after Presidents Barack Obama and Raul Castro declared detente on December 17, 2014. The firm handles listing, booking and payments for people looking to stay in private homes instead of hotels. Cuba is its fastest-growing market, with about 4,000 homes added over the last year.

Airbnb had only been allowed to let US travelers use its services in Cuba under a limited Obama administration exception to a US trade embargo. That limit has been lifted, boosting the number of people likely to use the service in Cuba.

A12 HANGZHOU SPECIAL

www.hicenter.cn

WEST LAKE EXPO / CULTURE / TOURISM / BUSINESS

Noise ban for exams

HANGZHOU will ban noisy construction work, the use of loudspeakers, ship sirens and the honks of vehicle as well as firecrackers during the days when students sit for examinations.

From April 9 to 11, June 7 to 9 and June 18 to 19. the noise ban will be strictly enforced in areas around the examination grounds, from 30 minutes before the exams start until the exams are over.

The new measure is to ensure students sitting for college entrance exams, middle school and high school graduation exams, and English listening tests will have a quiet and peaceful environment to do the test.

Construction sites will be ordered to suspend night work from June 1 to June 9 and from June 13 to June 19. People can call 12369 or 110 to make a complaint.

Logistics improved

ALIBABA'S logistics affiliate Cainiao Network aims to further expand its network of service points to cover more than 1,700 domestic colleges by the end of this year to better cater to students shopping online.

Courier delivery staff will drop the packages from online shopping sites such as Alibaba's retail platforms Taobao and Tmall as well as third-party e-commerce sites at Cainiao Network's service points for students to pick them up later by using their personal identification cards and a verification code sent to their mobile phones.

About 1 million packages are delivered daily on average to Cainiao Network's current service points, and that figure is expected to double by the end of this year. There are now service points in 1,200 colleges nationwide, and they have served more than 15 million students.

Railway stops in city

THE almost 300-kilometer railway that will link Hangzhou and Huangshan, a tourist city at the foot of the Yellow Mountain in neighboring Anhui Province, will have six stations in Hangzhou area.

The Hanghuang High-Speed Railway will run 185 kilometers across the city and its outlying districts and have six

Shanghai Daily

stations named Hangzhou East, Hangzhou South, Fuyang, Tonglu, Jiande East and Chun'an.

now been released from the hospital. - Xinhua

The railway will have four stations in Anhui, named Sanyang, Jixi North, Shexian North and Huangshan North. After it starts service in 2018, Hangzhou travelers can reach the Yellow Mountain in 90 minutes. The new rail will also help boost economic development along the route.

The 33.8-billion-yuan (US\$5.8 billion) high-speed rail will shorten trips from Shanghai, Ningbo and Nanjing to the Yellow Mountain, Qiandao Lake and Fuchun River.

Hangzhou Railway Investment Group, Hangzhou Xiaoshan Transport Investment Group and four other companies formed a consortium to manage the railway and will pool 2.7 billion yuan as capital funds.

Quality complaints

months of treatment and all kinds of struggles and difficulties, the baby has grown to over 2.5 kilograms. The baby has

SEVENTY percent of consumer complaints in 2015 were about product quality and 30 percent about services, the Hangzhou market watchdog, which received the complaints, said.

Clothes and shoes, food, household products, electronic products, and home appliances topped the quality complaints. Retail services, catering and hotel services, property management, product repair services and telecoms services topped the service complaints.

Complaints from online shoppers increased sharply last year.

The Hangzhou Price Bureau reminded drivers to avoid paying high parking fees in the West Lake Scenic Area. Parking is free for the first 15 minutes, but costs 10 yuan for the first hour and 5

yuan for every half hour afterwards.

THE 2016 Hangzhou Tea Culture Expo will open on March 25 with a focus on

Hangzhou, the producer of Longjing

The expo organizer hopes to promote Chinese tea culture overseas by releasing the micro film "Tea and Love," opening teahouses in foreign cities, and holding tea-making contests. A number of tea-tasting parties will also be held during the expo, which will end in May.

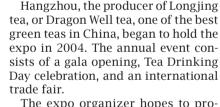
Find your Shanghai Daily at following hotels, cafes and restaurants in Hangzhou:

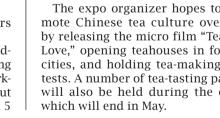
Do you have a suggestion? We welcome suggestions from our readers. Please send your idea to editor@shanghaidaily.com. Hyatt Regency Hangzhou

- JW Marriott Hotel Hangzhou Sofitel Westlake Hangzhou
- Landison Plaza Hotel Hangzhou
- The Dragon Hangzhou
- Oakwood Residence Hangzhou
- Shangri-La Hotel, Hangzhou
- Zhejiang Narada Grand Hotel
- Grand Metropark Hotels Hangzhou
- Ramada Plaza Hangzhou Haihua
- Culture Plaza Hotel Zhejiang
- Four Seasons Hotel Hangzhou
- at West Lake
- Crowne Plaza Hangzhou Xanadu Banyan Tree Hangzhou
- · Courtyard by Marriott Hangzhou Wulin
- Sheraton Hangzhou Wetland Park Resort.

Tea expo opens







Wyndham Grand Plaza Royale West

Guoda Store, Intime Store, Hyatt

Store, Xi Hu Tian Di Store, Hubin

Butterfly Laguna Southeast Asian

Wine Chapter, Xihu Cystal Jade

Subscription hotline:

Restaurant and Bar, VaBene, Tea and

Garden Restaurant, Jamaica Coffee

Shop, West Lake Yunshui Restaurant, Segafredo Zanetti Espresso, Costa

Coffee, Xi Hu Tian Di Gift Shop, Yong

Lake Hangzhou

Store, Shihan Store

Starbucks

Xi Hu Tian Di

Jing Lou

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WHAT'S ON A13

A http://www.iDEALShanghai.com/whats-on

GO

Our Specials

'The Tempest'

TNT Theater from the UK will stage Shakespeare's classic play "The Tempest" in Shanghai. The play, which is believed to have been written in 1610, is set on a remote island where Prospero, who was originally the Duke of Milan, plots to restore his daughter Miranda to her rightful place using magic and illusion. He conjures up a storm, the eponymous tempest, to lure his usurping brother Antonio and the complicit King Alonso of Naples to the island. The exiled father and daughter are joined by a colorful cast of supernatural beings in their pursuit of justice. Date: April 30-May 2, 2pm, 7:30pm

Tickets: 120-380 yuan Tel: 5292-0164 Venue: Lyceum Theater Address: 57 Maoming Rd S. 茂名南路57号

'Beyond Time'

This dance drama investigates the relationship between "man" and "universe." In this performance, sacred dance movement, originally rooted from ancient religious dance discovered by Armenian thinker George Gurdjieff, is featured and it encodes certain meanings, such as the movement of the planets in the solar system. The drum playing in the show departs from the traditional styles by having the performers carry the drums on their backs and use their bodies to convey the sounds, creating rhythm with physical tempo. The whole performance uses imaging technology to construct a more distinct three-dimensional and multi-layered stage as well as a virtual 4D space through the use of projection and mirrored floors. Light is projected to create a contrast between "substance" and "void," bringing the audience and performers to enter together a "universe of time and space." Date: May 18-19, 7:15pm Phone: 5292-0164 Venue:Shanghai Culture Square Address: 36 Yongjia Rd

永嘉路36号



Film

'Zootopia'

The animated cartoon is the 55th Disney animated feature film. It tells the story of Judy Hopps, a bunny police officer who forms an unlikely partnership with a fox con artist, Nick Wilde. They must work



PICK OF THE DAY

'Eddie The Eagle'

Directed by Dexter Fletcher, the British-American biographical film revolves around Eddie "The Eagle" Edwards, a legendary British ski jumper. The film based on true events is compared to the British version of "Forrest Gump" by fans. Edwards won the hearts of sports fans around the world by making a historic showing at the 1988 Calgary Winter Olympics. A lot of people were touched by his optimism and perseverance. The film also features spectacular skiing scenes and landscapes. Starring: Taron Egerton, Hugh Jackman and Christopher Walken

Where to watch: Yonghua Cinema, Wanda Cinemas, Shanghai Film Art Center, Stellar Cinema City, Studio City Cinema, Peace Cinema, Cathay Theater, Grand Cinema

together to uncover a conspiracy. The film presents both 3D and IMAX 3D versions in town. Starring: Ginnifer Goodwin, Jason Bateman and Idris Elba

'The Rise Of A Tomboy'

Having a master's degree in mathematics, He Xiuwu has deduced a "true love formula" and firmly believes it. But after her first experimental object committed suicide, she decides to experiment on herself. After a series of accidents, she begins to live together with composer Ye Siyi. To get rid of He as soon as possible, Ye tries to help her find her Mr Right. However, they have surprising chemistry during the process. Starring: Zhao Liying, Zhang Han and Tong Fei

'The Guest'

As Zheng Kai's career is hitting stride, a mistake of his subordinate causes him to face unemployment and huge indemnity. One day, an unlicensed taxi driver takes drunk Zheng home and his nightmare begins.

Starring: Leon Lai, Geng Le and Han Chae-young

'Batman V Superman: **Dawn Of Justice'**

Following the events of "Man of Steel," Gotham City-based vigilante Batman travels to Meetropolis to preemptively combat Superman, while another threat endangers humankind. The movie will be the first live-action film to feature both Batman and Superman, as well as the first theatrical film to feature live-action portrayals of Wonder Woman, Aquaman, The Flash and Cyborg. The movie presents 2D, 3D and IMAX 3D versions. Starring: Ben Affleck, Henry Cavill and Jesse Eisenberg Release date: March 25



Where to watch: Yonghua Cinema, Wanda Cinemas, Shanghai Film Art Center, Stellar Cinema City, Studio City Cinema, Peace Cinema, Cathay Theater, Grand Cinema

Exhibition

Painting Prize Winners

"The Winning Artworks of 2010-2014 John Moores Painting Prize" is on display at M21. Established in 1957, John Moores is one of the most famous contemporary art competitions in the UK. In 2010, the College of Fine Arts at Shanghai University introduced this competition to Shanghai. This year, the prize attracted nearly 3,000 candidates with 152 paintings. An exhibition featuring the awarded paintings will be unveiled at Minsheng Art Museum on March 28. Date: Through April 3, 10am-5pm Venue: Shanghai 21st Century Minsheng Art Museum Address: 1929 Expo Ave, Pudong New Area 世博大道1929号

Performance Artist

Datong Dazhang, originally named Zhang Shengquan, was one of the most well-known performance artists in modern China since the 1980s. This is the first time that Zhang's most important pieces are on show as a complete collection. The exhibition is divided into five sections: the artist's life, paintings, mail art, performance art and manuscripts. He committed suicide 15 years ago at his home. Date: Through April 10, 11am-7pm (Closed on Mondays) Venue: Power Station of Art Address: 200 Huayuangang Rd 花园港路200号

Stage

Cello & Piano Duo

Australia-based cellist Chris Howlett and pianist and composer Vananhi will combine to stage a cello and piano duo concert in Shanghai. They will perform both classics and pop scores including "The Swan," "Hungarian Rhapsody," "Tchaikovsky Intermezzo from The Nutcracker" and "I Want It That Way." Representative scores of Beyond and Faye Wong will also be presented. Date: April 8, 7:30pm Tickets: 80-380 yuan

Tel: 6854-1234 Venue: Shanghai Oriental Art Center

Address: 425 Dingxiang Rd 浦东新区丁香路425号

Piano Recital

South Korean conductor and pianist Myung-Whun Chung will give a piano recital in Shanghai. The programs include Debussy's "Clair de Lune," Schumann's "Arabeske for piano in C major, Op. 18," Schubert's "Impromptu in G-flat major, D899/3," and Tchaikovsky's "October: Autumn Song from The Seasons, Op. 37b." Chung, born in Seoul, is recognized as one of the three leading conductors in Asia together with Ozawa Seiji from Japan and Zubin Mehta from India. He has conducted almost all the world's leading orchestras like the Berlin and Vienna Philharmonics, the Chicago Symphony Orchestra and the New York Philharmonic. Date: May 7, 8pm Tickets: 180-300 yuan Tel: 5292-0164 Venue: Shanghai Symphony Hall Address: 1380 Fuxing Rd M.

复兴中路1380号



8am Talk to Lei 8:30am Travel Front 9am Culture Matters 10am High Drama 11:45am A Fistful of Kung Fu 12pm Pop Big Shot 12:10pm City Beat 12:45pm You Are the Chef 1pm The Funniest Home Video 1:30pm Real Fun 2:30pm High Docu 3:30pm ICS Show 4:30pm Fun Club 5pm On the Red Carpet 5:30pm Docu View 6pm The Funniest Home Video 6:30pm You Are the Chef 6:45pm Pop Big Shot 7pm Real Fun 8pm Docu View 8:30pm Talk to Lei 9pm Shanghai Live 9:45pm A Fistful of Kung Fu 10pm High Drama



7:15am Trapped 9am Vinvl 10am Togetherness 10:30am Togetherness 11:00am Jupiter Ascending 1:05pm Dracula Untold 2:35pm The Skeleton Twins 4pm The Judge 6:15pm Hollywood on Set 641 6:40pm Barnyard



Starring: Taraji Henson, Idris Elba and Leslie Bibb When the farmer's away, all the animals play, sing and dance. Eventually, though, someone has to step in and run things, a responsibility that ends up going to Otis, a carefree cow. 8:10pm A Million Ways to Die in the West 10pm Vinyl 11pm Girls 11:30pm Togetherness



8:10am Hollywood on Set 640 8:35am Executive Decision Starring: Kurt Russell, Halle Berry and Steven Seagal When terrorists seize control of an airliner, an intelligence analyst accompanies a commando unit for a midair boarding operation. 10:40am Draft Day 12:35pm 3 Days to Kill 2:25pm Solo 4pm Batman Unlimited: Animal Instincts 5:15pm Batman: Under the Red Hood 6:30pm Hollywood on Set 640 7pm Space Station 76

8:25pm Legacy 10pm Skin Trade

A14 COMICS/GAMES

alternatives.

is best for you. Let go of negativity

and make a leap toward positive

Don't let excessive spending lead

to your financial demise. Determine

what you really need and what you

don't. Make subtle changes that

will set you up for a brighter future.

Convenience and comfort should

Speak up and protect your interests.

Show emotion and let others know

exactly where they stand. Offer

incentives, but make it clear that

nothing you offer will be free. Love

will motivate you to reach a lifelong

SAGITTARIUS (Nov 22-Dec 21)

before you share your thoughts and

Concentrate on what you can do to

improve your surroundings and your

don't believe everything you hear.

health. Don't overindulge.

CAPRICORN (Dec 22-Jan 19)

Check out an unusual opportunity.

You will have a chance to invest in

something that intrigues you, but

consider the consequences first.

Joint ventures will not allow you to

You become annoyed easily and

may irritate others as well. Think

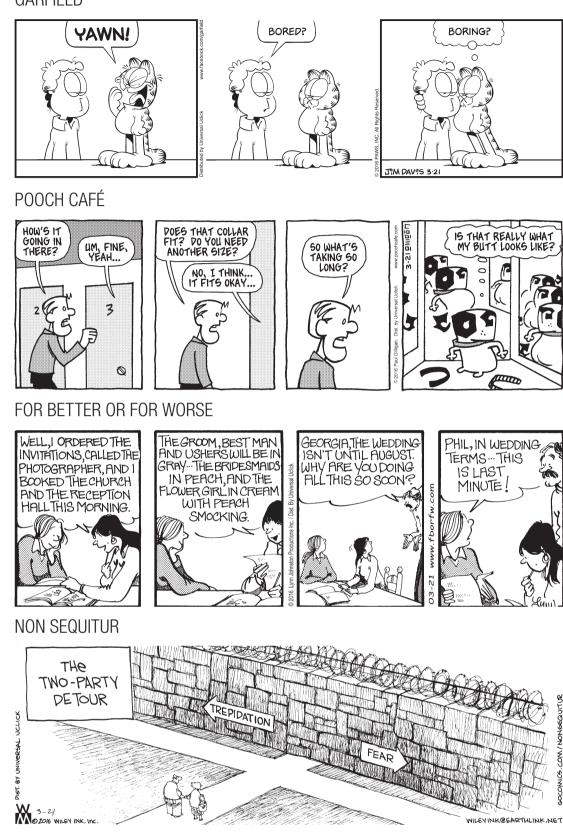
LIBRA (Sep 23-Oct 22)

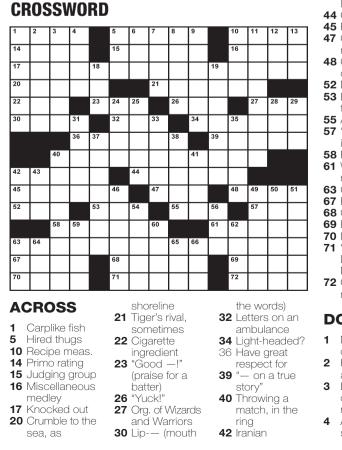
be your objectives. ***

goal. ****

SCORPIO (Oct 23-Nov 21)

GARFIELD





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61 What cats and rats do? 63 Give up 67 Flue dirt 68 Guided trips

- 69 Bulb measure 70 Identifies 71 "Forest and Dove" painter Max
- 72 Caustic materials

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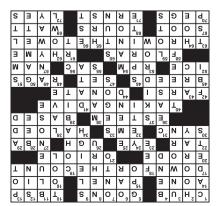
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 - - org. 43 Rainbow, e.g. 46 Elfish one
 - 49 "As I was saying ..
 - 50 Reproductive cell 51 Runs a blast furnace

Puzzle answer



HOROSCOPES

Happy Birthday: Finish what you start. Consider your alternatives and figure out your best plan of attack to reach your chosen destination. Make a point to get along with your peers and anyone who can boost your chances of getting ahead. An opportunity to learn something new, expand your awareness or update your appearance should be put into play. Your numbers are 1, 7, 11, 28, 34, 42, 46.

ARIES (Mar 21-Apr 19)

Someone will confuse you with his or her actions. Stay grounded and look at every possibility before you make an assumption. It's better to be safe than sorry. Focus on personal progress. Make your health a priority. ***

TAURUS (Apr 20-May 20)

Spend time with the people who make you laugh. Love is on the rise and will lead to a better personal situation. Initiate positive changes by cutting costs and lowering stress. Join forces with someone you respect.

GEMINI (May 21-Jun 20)

Make upgrades to improve your work or personal life. Constant change can get tiring, but it will also allow you to obtain a more diverse picture of the possibilities that exist. **

CANCER (Jun 21-Jul 22)

You will receive if you give. Offer suggestions to people who share your concerns, and let your creativity shine through when dealing with domestic situations. Romance is encouraged and will have a positive impact on your personal life. ****

LEO (Jul 23-Aug 22)

If you feel restless, make a change that will spark your interest and allow you to show off your talents. Make your pursuits fun and you will create a vessel for others to contribute to. Let your charisma take over. ***

VIRGO (Aug 23-Sep 22)

Express your feelings and your personal plans. You need to find out where you stand so that you can make a move. Recognize what

- 54 Bruce Wayne's
 - home, for one

56 Old PC display

- part 59 Land parcels
- 60 Take aback
- sluggers (Abbr.)
- suffix?

control the outcome. Romance will improve your personal situation. ***** AQUARIUS (Jan 20-Feb 18) Make changes that will affect your income and your vocational

direction. Be true to yourself and follow the path that you feel can bring you the greatest satisfaction and highest return. Dig in and focus on your success and future expansion. ***

PISCES (Feb 19-Mar 20)

Partnerships should be your priority. Whether dealing with someone personally or professionally, check out what you both have to offer and how you can fine-tune your relationship to achieve the most. Romance is highlighted.

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SUDOKIJ

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- 63 Little sister of 10-Across 64 Unharden a
- 66 Fish story



SPORTS A15

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Chawrasia claims 3rd Euro Tour title at Indian Open GOLF

SSP Chawrasia staved off the challenge of compatriot Anirban Lahiri and South Korean Wang Jeung-hun to end a run of second-place finishes by winning his home Indian Open for his third European Tour title yesterday.

Chawrasia had finished second at the Asian Tour co-sanctioned event four times, including a playoff defeat to Lahiri last year. Yet the 37-year-old, who won the 2008 Indian Masters and the Panasonic Open India on the Asian Tour two years ago at the Delhi Golf Club, held his nerve for a final-round 1-under-par 71 to claim victory by two shots, finishing with a four-day total of 15 under while South Korean Wang and Lahiri finished on 13 under. The win allowed Chawrasia to reclaim his European Tour playing privileges, which he lost last season after finishing 113th in the Race to Dubai.

Brem captures GS crown

ALPINE SKIING

EVA-MARIA Brem clinched the final crystal globe of the season at the World Cup finals in St Moritz, Switzerland, yesterday, edging Viktoria Rebensburg by just two points for the women's giant slalom title.

The Austrian was fastest on the first run with Rebensburg back in eighth position, but the German specialist produced a storming second leg to charge up into the lead. Brem was left needing to stay in the top five to win the title and she just managed that with a fourth-place finish. Rebensburg won in a total time of 2 minutes 26.15 seconds, with France's Taina Barioz second at 00.46 and overall World Cup winner Lara Gut third at 00.76. Mikaela Shiffrin of the United States crashed on the opening run.



Star Sports

9:50pm Cricket, ICC World Twenty20, Australia vs Bangladesh (Super 10)



The wreckage of the Formula One car of McLaren driver Fernando Alonso sits alongside the Haas car of Esteban Gutierrez at the Australian Grand Prix in Melbourne yesterday. — Reuters

Rosberg wins opener as Alonso survives crash

MOTOR RACING

NICO Rosberg beat Lewis Hamilton in yet another Mercedes 1-2 finish at the Australian Grand Prix yesterday, but the predictable result disguised what was an exciting Formula One season opener, punctuated by a frightening accident that suspended the race.

The red flags came out after a high-speed collision between McLaren's Fernando Alonso and Esteban Gutierrez of Haas about a third of the way through the race. While in the pits awaiting a restart, Mercedes made a call that proved decisive — the team switched to the hardest available tire, enabling the silver cars to run to the finish, while early leader Sebastian Vettel's Ferrari was fitted with the soft rubber, and he had to pit again, dropping him to third. "It's the perfect start,"

Rosberg said. "The strategy was crucial today. It was the tire choice after the red flag. I was glad to see they (Ferrari) were on the super-soft (compound) and happy that I could keep up on the medium."

Daniel Ricciardo of Red Bull was fourth, falling just short in his bid to become the first Australian on the podium at his home race in Melbourne.

Williams driver Felipe Massa was fifth and Romain Grosjean sixth to give American team Haas an impressive points finish in its first race. An emotional Grosjean told the team over the radio that "this is a win, unbelievable".

The crash between Alonso and Gutierrez occurred when the Spaniard's McLaren clipped the rear left tire of Gutierrez, who was breaking to make the corner at Turn 3. The McLaren was launched into the concrete barrier and flipped over twice.

The car was a crumpled wreck but Alonso was able to climb out, and though clearly sore as he limped away, he shook hands with Gutierrez, who had walked over quickly to see if he was injured. The race was stopped for 22 minutes before resuming.

Force India's Nico Hulkenberg finished seventh and Valtteri Bottas of Williams was eighth. The Toro Rosso pair of Carlos Sainz Jr and Max Verstappen finished ninth and 10th after the frustrated Dutchman collided with his teammate with four laps to go in a misjudged attempt to overtake him.

Rosberg's 15th F1 victory was also his fourth straight after the German won the final three races of last season. (AP)



Mercedes' Nico Rosberg poses on the podium after winning the Australian Grand Prix in Melbourne yesterday. — Reuters

Local fans get F1 treat

Ma Yue

ORGANIZERS of the Chinese Grand Prix are offering local fans a chance to sit behind the wheel of a Formula One car and drive on the Shanghai International Circuit in suburban Jiading District.

According to Shanghai Juss Event, four fans will be given the chance to sit in the cabin of an Arrows 2000 race car, which was designed by Mike Coughlan and can reach a top speed of more than 300 kilometers per hour. Those who have sat behind the wheels of Arrows 2000 include Spaniard Pedro de la Rosa and Dutch driver Jos Verstappen.

After undergoing professional training from European driving teaching company "Gentlemen Drivers & Partners Ltd", the four chosen fans will be allowed to drive the race car on the circuit after the Chinese GP which falls on April 17.

The first of the four lucky ones was a local fan, surnamed Zhu, who won a go-kart race during a fans carnival held at the circuit yesterday. The other three spots will be assigned randomly to fans who take part in online Q&A activities held by the organizers. The Q&A activities are accessible through the Chinese GP's official WeChat account.

Spurs beat Warriors to stay perfect at home

BASKETBALL

LAMARCUS Aldridge had 26 points and 13 rebounds as the San Antonio Spurs beat the Golden State Warriors 87-79 on Saturday night to remain perfect at home this season and extend their dominance over the defending NBA champions on their own court to 33 straight regularseason games.

Kawhi Leonard added 18 points and 14 rebounds for San Antonio, which has won 44 straight at home in the regular season, tied for the second-longest streak in National Basketball Association history. Golden State has the longest regular-season home winning streak at 50 games and counting.

The Spurs held Warriors superstar

Stephen Curry to 14 points while limiting him to 1-for-12 shooting on 3-pointers.

"Tonight we executed well on the defensive end, but offensively I didn't allow us to get comfortable," Curry said. "I've got to play a lot better, manage the game a lot better, especially if certain shots that I normally make aren't falling."

Curry connected on just four of 18 shots. "He missed some shots he normally makes, but he also had to take some tough ones," Warriors coach Steve Kerr said.

San Antonio (59-10) moved within three games of Golden State (62-7) for the league's top seed with two games remaining between the two teams. Golden State can still set the singleseason NBA record with 73 victories if it closes the season 11-2. "They're a great team, they're the bar in the NBA and it just felt good to win tonight," Aldridge said.

Tim Duncan played just eight minutes, scoring just one point while coming off the bench for the third time in 1,383 regular-season games.

The Warriors were without Australian center Andrew Bogut, forcing Kerr to start Draymond Green alongside Harrison Barnes and Brandon Rush.

Elsewhere, it was: Nuggets 101, Hornets 93; Thunder 115, Pacers 111; Pistons 115, Nets 103; Wizards 99, Knicks 89; Heat 122, Cavaliers 101; Hawks 109, Rockets 97; Bulls 92, Jazz 85; and Grizzlies 113, Clippers 102. (Agencies)

• Dong jumps to glory



Dong Bin celebrates winning the gold medal in the men's triple jump at the IAAF world indoor athletics championships in Portland, Oregon, on Saturday. Dong became only the third Chinese to win a world indoors gold after sprint hurdler Liu Xiang in 2008 and shot putter Sui Xinmei in 1991. —Reuters

SPORTS 616 Mane hits brace as Southampton rally stuns Reds

SOCCER

SOUTHAMPTON staged a remarkable recovery from 0-2 down with Sadio Mane scoring twice to damage Liverpool's hopes of moving into top-four contention in the Premier League yesterday.

Philippe Coutinho's curling shot past Fraser Forster gave Liverpool the lead after 17 minutes and the Reds doubled their advantage four minutes later when Daniel Sturridge finished off a swift counter-attack.

Liverpool was well worth its lead but hosts Southampton were a different proposition after the break. Mane had a penalty saved by Simon Mignolet in the 49th minute but he made amends with a close-range finish just past the hour mark. Graziano Pelle equalized with a powerful 20-meter strike seven minutes from time and Mane snatched the points three minutes later with a precise low finish to move Southampton into 7th place on 47 points, three more than Liverpool.

It meant that Liverpool failed to put pressure on Manchester City and Manchester United, who were facing off at the Etihad Stadium later in the day.

City currently occupies the fourth and final Champions League berth, a point above West Ham United and four points above both Manchester United and Southampton.

The day's other game sees second-place Tottenham Hotspur host Bournemouth, with Mauricio Pochettino's side bidding to



Saido Mane scores Southampton's third goal, the winner, against Liverpool during their Premier League match at St Mary's Stadium in Southampton yesterday. The Saints won 3-2. — Reuters

cut leader Leicester City's advantage back to five points.

Also yesterday, Aleksandar Mitrovic headed a late equalizer to end Newcastle's miserable losing run against fiercest neighbor and rival Sunderland but the 1-1 draw still leaves both teams deep in the relegation mire.

The Serb soared at the far post to nod Georginio Wijnaldum's

79th-minute chipped cross back into the opposite corner just as the fans at St James' Park were preparing for a 7th straight loss at the hands of the Black Cats.

Sunderland had gone ahead a minute before halftime when Jermain Defoe volleyed in his 12th goal of the season and it had held out under plenty of Newcastle second-half pressure. Described as one of the most important of the 156 Tyne-Wear derbies with relegation this season expected to cost 100 million pounds (US\$144.79 million), the draw pleased neither Sunderland manager Sam Allardyce nor his old sparring partner, Newcastle's new boss Rafa Benitez, with both sides still left in the drop zone. (Agencies)

LONGENIS APRIL 29- May 1 上海浪琴环球马术冠军语

Win FEEF family ticket package to Longines Global Champions Tour!

Shanghai Daily is looking to reward 1D exceptional youngsters with free tickets (one day) to the Longines Global Champions

A How to become a candidate: Email us a picture of your child with a brief introduction that showcases his/her bravery, intelligence, kindness or other merits.

A How to win:

Winners will be chosen by a two-week-long online vote. 10 winners, based on the final voting result and their stories, will each be given a family ticket package (worth 1,470 yuan).

A Note:

- · Candidates shall be between 6 and 16 years old.
- Introduction can be either in Chinese or English, but should be no more than 300 words.
- Email us all materials including the picture, introduction, name, age and contact information of his/her parents to events@shanghaidaily.com

Online voting will be launched at the end of March.

Shanghai Daily

United mum on Jose deal

MANCHESTER United would not comment yesterday on reports that Jose Mourinho signed a pre-contract in February to take over as manager in place of Louis van Gaal at the end of the season.

A club official said the Red Devils would be making no response to the story in Spanish newspaper El Pais which cited sources close to former Chelsea manager Mourinho.

The Portuguese, who also managed Real Madrid and Inter Milan, has been persistently linked in the media with the Old Trafford job since departing Stamford Bridge for the second time in December.

United, which is sixth in the Premier League, was facing fourth-placed Manchester City yesterday needing a result to boost its chances of qualifying for the UEFA Champions League.

Under the terms of the agreement, the El Pais report said, United would have to pay Mourinho 5 million pounds (US\$7.24 million) if it did not offer him a full contract by May 1 and another 10 million pounds if it failed to give him the job by June 1.

Van Gaal signed a three-year contract in May 2014 but is not expected to see out the deal with fans unhappy with the style of play and poor results.

The report, citing a source with links to the company run by Mourinho's agent Jorge Mendes, said United wanted a flexible deal because of a split in the Old Trafford board on whether the 53-yearold was the right choice for the club. (*Reuters*)

(Reulers)

2 dead in Casablanca fan brawl

TWO people were killed and 54 injured in Morocco's largest city on Saturday when rival fans of its Raja de Casablanca club brawled after a home game.

The running battles, in which fans threw flares and ripped up parts of the Mohammed V stadium, came despite a 2-1 victory over Chabab Rif Al Hoceima of Al Hoceima in northern Morocco.

Footage on Moroccan media showed the fans — dressed in the club's green colors — charging at each other. It was unclear how the clashes had erupted.

The country's DGSN security service said in a statement that 31 people were arrested after the match for involvement in "acts of vandalism". Ten people had been arrested prior to the game.

Raja, the second ranking soccer team in the North African country after rival Wydad Casablanca, was sanctioned yesterday morning by the Royal Federation of Moroccan Football, which said it "deplored" the violence.

Raja and its supporters have previously been sanctioned, along with Wydad and its fans, for repeated bouts of violence during and after matches that have left dozens injured.

The team will not be allowed an audience for its next five games, and must pay a fine of 100,000 Moroccan dirhams (US\$10,370).

Rival supporters often clash during Moroccan football matches.

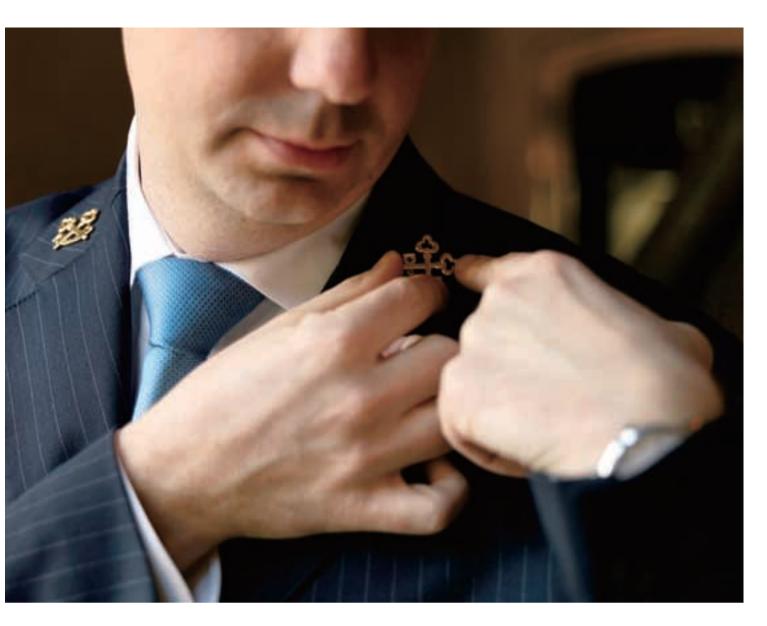
A year ago a man died in the central city of Khouribga during clashes between fans of the local club and Raja. In 2013 more than 200 people were arrested after clashes broke out in Casablanca between fans of Raja and FAR Rabat.



Monday 21 March 2016



- Meetings
- Incentives
- Conferences
- Exhibitions



How keepers of keys get everything done

Ruby Gao

t the world's top hotels, they are as indispensable as a choice of cushions. Concierges hold a key position in hotels, working a demanding job that's all about pleasing guests, no matter how out-of-the-ordinary their wishes are. To do so, a concierge needs a vast set of skills, flexible thinking, and great connections. It's a hectic, high-pressure job, and one that stands out from other professionals in the hospitality industry.

But it's also one of those jobs few people ever think about — that was, at least, until the 2014 movie "The Grand Budapest Hotel" came out. The film, written and directed by Wes Anderson, narrates the adventures of legendary concierge Gustave H. at a time of war and turmoil. In the movie, Gustave takes pride in fulfilling every guest's wish — even the rather lewd ones.

But in reality, a concierge needs to know his boundaries as well as those of the law, says Billy Yin, chief concierge of the Four Seasons Hotel Shanghai.

"It's a position in a hotel that meets all the needs of the guests within the law," Yin said.

Johnny Yuan, concierge manager at the Pudong Shangri-La, East Shanghai, said that he once politely declined to help a guest arrange the services of a sex worker.

After he denied the request, the guest drew international comparisons.

"He (the guest) said many concierges in South America have handed him prostitute brochures," Yuan said.

But cases like that are exceptions to the rule. Mostly, guests simply ask for help when it comes to everyday arrangements. The top four services guests request are booking tickets for events, making dining reservations, creating a travel itinerary, and posting mail.

That's a far stretch from the Middle Age origins of the job, when the word "concierge," meaning "keeper of the keys" in French, was used to describe the man in charge of the keys to each and every single room of a castle. It wasn't until 1929 that the "concierge" was introduced to the travel industry, with the establishment of The Society of The Golden Keys in Paris.

Today, concierges might not have to carry heavy keys around the cold hallways of castles, but there are other challenges they face. Fast, widely accessible Internet and service apps are threatening to make the profession obsolete.

CONTINUES ON B2



B2 MICE

Going above and beyond at the city's top hotels

FROM B1

"Guests can use Uber to book a car to pick them up at the airport, dianping.com to make a restaurant reservation and various apps to buy tickets. To some extent, these new technologies make us feel like we are losing our place," said the Four Season's Yin.

Yuan from the Pudong Shangri-La said that he tries to see the recent developments in a positive light as the rise of mobile technology forces them to raise their services to a higher level.

"For example, we can get a table at a restaurant guests cannot book; send a parcel that most delivery companies decline to send (like art pieces); and book tickets that aren't available on the Internet," said Yuan.

With his extensive network, Titian Ji, chief concierge at Hyatt on the Bund, has managed to get a table for lunch at Lao Jishi, a local restaurant where reservations need to be placed about a week in advance, or a shortnotice spot at Ultra Violet, a restaurant that serves only 10 guests per day, where reservations need to be placed at least three months in advance.

That's where "The Grand Budapest Hotel" stays true to reality. A concierge is capable of getting things others can't get, mostly due to their own network and the sharing of sources among each other.

Concierge in China

Compared with Europe, the history of the concierge in China is rather short, starting from the 1980s, when the first international five-star hotels opened.

Despite its short history, Shanghai today has one of the highest numbers of concierges awarded a golden key, a coveted concierge qualification of excellence issued by The Golden Key Association.

According to Yuan, there are around 200 domestically certified golden keys and 50 internationally certified in China. To achieve that, candidates need at least five years' experience in a five-star hotel and, most importantly, impeccable knowledge of their profession.

"As a golden key keeper, you need to know not only a restaurant's cuisine style but also its signature dishes and chef's background; not only the name of an art show but also its director's and actors' profile; not only the match calendar of ATP Shanghai Masters but the complete and latest list of contestants," said Yuan from Pudong Shangri-La.

For the most part, the concierges deal with international guests — about 70 percent of those requiring a concierge who used to be from abroad, Yin said. But that's slowly changing, at least at the Hyatt on the Bund, concierge Ji added.

"During the recent two years, the proportion of my Chinese guests rose to 50 percent," Ji said.

There's a distinct difference between the requests made by international and Chinese guests, the professionals agreed. Most Chinese guests, they said, already know which restaurant they want to go to, and which show they want to see. International guests, however, ask open-ended questions.

"For example 'which restaurant do you recommend and why?" Yin said.

Another difference is that Chinese guests will directly ask about the average price of a restaurant while international customers generally focus on cuisine style and ambience, according to Yin and Ji.

Shanghai Daily has interviewed four of the city's most experienced and talented golden key keepers. From saving a guest's life to finding an ancestral grave, they are sharing their best kept secrets, success stories and most memorable moments.



Age: 36

Title: Chief concierge at the Hyatt on the Bund, golden key keeper

Years of concierge service: 17

Q: What inspired you to become a concierge?

A: After my graduating from school with a degree in hotel management, I hoped to find a job filled with challenges rather than going by the book.

Q: What's the most impressive memory in your career life?

A: In 2011, my guest, who's the grandson of Yang Hucheng (a Chinese general who played an important role during the Chinese



Age: 44

Title: Assistant concierge manager at the Portman Ritz-Carlton Shanghai, golden key keeper

Years of concierge service: 24

Q: What inspired you to become a concierge?

A: I started my career in the 1990s, when there were few five-star hotels in Shanghai. The concierge at the Portman was globally known. There was an international magazine at that time saying "if you have any problem in Shanghai, go to the concierge desk at the Portman hotel."

Q: How much does experience matter in your job?

A: I can understand a guest's request even he/she cannot express it clearly.

Q: Are there any secrets of your job that others may not know?

A: There are many hidden experts in the concierge world. For example, after handling so many requests for buying Chinese antiques, some



Civil War) came to my counter and asked for help in finding his grandpa's grave. I managed to narrow down the search area to a small village in Ningbo City, Zhejiang Province but failed to find the gravestone. He then went to Ningbo, where he fulfilled his wish. After going back to the United States, he sent me an envelop with coins he collected from over 10 countries to express his gratitude.

Q: How much does experience

matter in your job?

A: An experienced concierge not only knows the name of a restaurant or a pub, but the story behind it, from its chef to founder. When I recommend the pub Linx to my Hong Kong guest, I will highlight that Nicholas Tse (a Hong Kong singer and actor) is its co-owner.

Q: Any embarrassing moments in your career life?

A: I was sexually harassed by my guests.



concierges in Shanghai can discern the fakes from the genuine ones, almost like archeologists.

Q: What was your most impressive working experience?

A: One story happened in 1993, when there's no Internet to easily get information. A guest from Israel, whose family was among the tens of thousands of Jews who fled Nazi persecution and found refuge in Shanghai, came to my counter. He said that he hoped to visit his family's former residence in Shanghai. He had to check out the next day, and he said his health condition wouldn't allow him to visit Shanghai again.

That meant I only had 24 hours to find the place. I recalled that I watched a documentary film talking about Jewish refugees in Shanghai by the Shanghai TV Station. I contacted the TV station, and managed to find Ohel Moshe Synagogue on Changyang Road.

Another story happened in 1996. An American guest came to my counter around 3pm and told me that he just flew into Shanghai but his luggage was delayed, and his medicine was on the check-in luggage. It was specifically made for his condition, but I managed to get the formula of his medicine and bought a similar medicine.

Q: How does your job benefit your life?

A: I once took care of a guest, a finance professional, considerately. He gave me a recommendation for a stock to express his gratitude, which helped me dig my first gold.

I once served an American guest and became his friend. He planned my travel itinerary during my stay in the US.

MICE B3



Age: 38

Title: Concierge manager at the Pudong Shangri-La Hotel, East Shanghai, internally certified golden key keeper

Years of concierge service: 16

Q: What inspired you to become a

concierge? A: I graduated from college with a degree in hotel management. I originally intended to work at the reception desk, but there was no vacancy. Then I chose to become a concierge and was impressed by my boss, an experienced concierge who can overcome all obstacles.

Q: Is there any general misunderstanding of your job?

A: People always think we do our jobs for tips, which is not true. But we do receive commendatory letters with US\$100 and more. Let me share a small story about how I once changed a guest's perception of China. One day, a Japanese American came to my counter and said "I feel disappointed about China. I had a qipao (traditional Chinese costume) tailor-made at a boutique shop but the size didn't fit. I asked the shop to make alterations but they were so rude and hung up the phone." I called the shop and realized that it's a misunderstanding due to the language barrier. I accompanied the guest to the shop but found that it was impossible to deliver the altered *qipao* to the hotel before the guest was scheduled to leave. Then I invited the tailor to the hotel to use the hotel's sewing machine for alternation. I received her commendatory letter in a few days and felt proud of myself.

Q: Who was your most impressive guest? A: Those guests growing old along with me. There's a frequent guest who used to stay at our hotel for one month every year.



When we met, he always said "Johnny, you are still working here!" Then I didn't see him for years, but his son came and told me his father passed away and he inherited the family business.

Q: Any embarrassing moments in your career life?

A: I once recommended Whompoa Club (a Chinese restaurant at Three on the Bund) to my guests since the restaurant had good reputation among diners. But my guests came back and told me that they weren't satisfied with the food. I didn't note that restaurant's chef had changed.

Q: How does your job benefit your life?

A: I was once a timid and silent person. The job made me more open and I now feel comfortable with communications.





Billy Yin

Age: 40

Title: Chief concierge of the Four Seasons Hotel Shanghai, golden key keeper

Years of concierge service: 20



Q: What inspired you to become a concierge?

A: I became a concierge by accident. I was a doorman at the very beginning and transferred to the concierge desk when there was a job vacancy.

Q: How much does experience matter in your job?

A: An experienced concierge knows how to offer services beyond a guest's expectation. For example, a guest asks a concierge to arrange an airport drop-off early tomorrow morning. A young concierge simply replies "yes" while a more experienced concierge will ask "which terminal? Do you need a morning call and in-room breakfast?"

Q: What's the most impressive memory in your career life?

A: Years ago, a guest called around 11pm when I was on night shift. He said he forgot bringing his leather shoes but had to attend a formal ribbon-cutting ceremony the next morning at nine. I tried to buy him a new pair but all the department stores in Shanghai open after 10am. I realized that my uniform shoes might help. I asked him his shoes size but he didn't know because all his shoes are tailor-made. Then I ran to the hotel's store house, found uniform shoes ranging from size 38 to 42 and let him try until the shoes fit. The guest, who I later learned was Richard Li (son of Li Ka-shing, Asia's richest man) was thankful for my help and asked for my name card.

Q: How do you keep yourself competitive?

A: I read the newspaper and watch TV news every day to keep my information updated. It's unprofessional if you suggest your guest to go to Caoxi Road by tube when the tube station is closed or recommend a heritage site when it is undergoing repairs.

Q: How does your concierge network work?

A: We have an association named "Concierge Society," where we help each other and share information and sources. For example, Saudi Prince Al-Waleed bin Talai once stayed in Peninsula Hotel Shanghai, and asked their concierge to buy some of his favorite Chinese snacks (some of them are only available in Guangzhou) within 48 hours. With the help of a concierge at the Four Seasons Hotel Guangzhou, he got it done.

B4 MICE

Robots and other technologies revolutionize hotels

Ruby Gao

he physical and digital world are overlapping wherever we look, and hotels, too, are following the trend in a bid to offer their guests the best services possible. But amid all the technological buzz, some neglect the personal, human touch that is so vital to the hospitality industry.

Without a doubt, mobile technology can enhance the efficiency of hotel services. Earlier this month, Marriott International announced that it would become the first global hospitality company to offer Apple Pay check-in and out. The introduction this summer in the United States will include The Ritz-Carlton, Renaissance and Marriott brands. When guests check in, they can swipe their iPhone or Apple watch near a reader at the front desk to have their payment information captured. The process takes less than a minute, multiple times faster than the traditional check-in, which takes at least five minutes.

"Approximately 75 percent of our guests travel with one or more mobile devices, and the rate is even higher among the 26- to 35-year-olds — a group that will make up a much larger proportion of our guests over the next three years," said George Corbin,



A guest has a try on the Samsung Gear VR headset, which produces 360-degree videos for over a quarter of Shangri-La's 94 hotels and resorts.

senior vice president of Marriott Digital.

JW Marriott Hotel Shanghai Tomorrow Square and Hyatt on the Bund have confirmed that they are now preparing to launch Apple Pay check-ins. "We started accepting Alipay last year, which is used by many local

customers but has restriction on foreign cards," said Silvio Rosenberger, the general manager of JW Marriott Hotel Shanghai Tomorrow Square.

Besides increasing the efficiency, new technologies make the hospitality service more transparent. Guests staying at one of Hilton Worldwide's 4,000

properties can choose which room they want to stay in by looking at a list of available rooms on floor maps via their mobile devices. The service hasn't been introduced in Hilton hotels in China vet.

An internal online survey from last year showed that 84 percent of more than 1,000 travelers wanted to be able to choose their own room, Geraldine Capline, senior vice president and global head of digital at Hilton Worldwide, told USA Today in an interview.

"We are giving our guests the ability to do just that by enabling them to select not just their room type, but the exact location in the hotel, all the way down to their room number," Capline said in the interview.

Latest technology can also break down geographical barriers. Shangri-La Hotels and Resorts recently launched virtual reality experiences to help their marketing efforts. Travel advisors, meeting planners and corporate guests, no matter where they are, can wear a Samsung Gear VR headset, which produces 360-degree videos for over a quarter of its 94 hotels and resorts, from the rooftop of Jokhang Temple in Lhasa to the ballroom in Hong Kong. They don't need to travel for venue inspection any more.

"Virtual reality is a revolutionary technology and the perfect platform to

Fairmont Peace Hotel, a legendary place with amazing Bund views to meet

ONE of the Far East's most legendary hotels, the 87-year-old Fairmont Peace Hotel Shanghai offers beautiful, historic setting for events that will cast a special spell. During its famously decadent 1920s and 1930s heyday, the Peace Hotel's tea dances, costume parties, grand balls and concerts attracted socialites and the international jet setters. On more than one occasion, it made newspaper headlines.

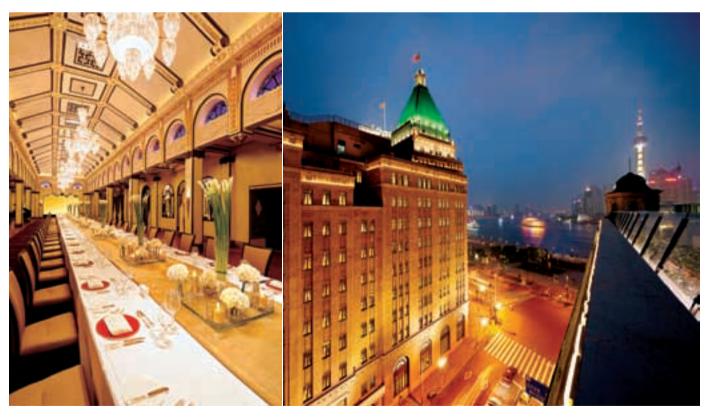
After a three-year renovation, Fairmont Peace Hotel is ready to once again take its spot as one of Shanghai's top meeting spots for the global elite.

Located in the heart of Shanghai, at the center of the iconic Bund, the hotel's MICE offerings include the latest high-tech equipment, experienced event specialists and creative catering options.

From product launches to private executive retreats, the hotel's meeting and event facilities offer character and style.

The Peace Hall is adorned with Art Deco details, like Lalique glass chandeliers and a 6.5-meter-high ceiling. The original sprung white maple dance floor shines in a new light, making the Peace Hall a stunning venue for banquets and receptions for up to 300 people. Famous leaders of States and presidents such as Ronald Reagan and Bill Clinton have graced many famous events held in our iconic Peace Hall.

The exclusive Roof Top, with panoramic views of Pudong and Shanghai, offers the most stunning outdoor locations in the city for



The 87-year-old Fairmont Peace Hotel Shanghai offers beautiful, historic setting for events that will cast a special spell.

parties of up to 800 people. Once a special room for Victor Sas-Heaven on the 11th floor embraces

soon's private wining-and-dining, Nine sweeping views across the stunning skyline of Pudong and the magnificence of the Huangpu River, while the England and Scotland Rooms — two of the most exclusive private dining venues in the city — are discreetly nestled

on the rooftop of the building. Located on the mezzanine level are the function rooms Chun Shen and Thames. The 215- and 110-squaremeter meeting spaces are flooded with natural light, offer a compelling view of the Bund and the skyline of Pudong, and have been immaculately designed to complement the Art Deco style of the hotel.

No matter which location you choose, highly trained event specialists attend to all the guests' needs. Impeccable hospitality and classic design ensure that every event - whether business or pleasure — is nothing short of memorable.

Address: 20 Nanjing Rd E. Tel: 6138-6888 www.fairmont.com/peacehotel

Shanghai Daily Monday 21 March 2016

immerse our customers. Seeing really is believing," said Edward Malinowski, chief information officer at Shangri-La International Hotel Management.

Liberating the staff

Relay, 91 kilograms in weight and 91 centimeters high, is a robot butler made by California-based company Savioke to free hotel staff from menial tasks. It can listen and talk through a touch screen, receives orders from the front desk and asks guests for feedback. Relay can navigate the hotel's property, including taking the elevator. Relay and its "brothers and sisters" are now widely used in Starwood and InterContinental hotel groups.

In Weird Hotel, Japan, an Englishspeaking receptionist is a robot that looks like a dinosaur. The dinosaur checks in guests and takes their luggage to their rooms. Hideo Sawada, who runs the hotel, says that robots are more efficient.

Robots are also a way to ease the shortage in human resources many hotels are struggling with, some experts say.

"Hiring talented staff members is becoming increasingly difficult in Asia, so hoteliers are looking toward technology innovations to help increase productivity," said Alexi Khajavi, executive vice president of Questex Hospitality Group.

But others disagree.

"Technology should always facilitate stronger relationships and add value as opposed to replacing the human touch.



Marriott International offers Apple Pay check-in and out.

Our team, who delivers 'hospitality from the heart' cannot be replaced by technology. Done well, technology only enhances our colleagues' ability to deliver on our promise," said Malinowski from Shangri-La International Hotel Management.

Putting people first

"It depends on the hotel brand and its target customers. Most of the guests staying in five-star hotels in Asia Pacific expect face-to-face communication. Luxury hotels use technology to offer guests more options rather than saving cost," JW Marriott's Rosenberger said, adding that he observed that many guests choose to talk to the receptionist after they are done with their mobile check-in.

"We live in a digital age, the pace of



Relay, a robot butler made by Savioke, frees hotel staff from menial tasks.

technology innovation is relentless," said Shangri-La's Malinowski.

However, he said that he sees technology as a helpful tool. The ultimate purpose is to better serve guests, he emphasizes.

Malinowski anticipates that the next technology innovation in hospitality will be centered on "delivering greater personalization and recognition to our guests." Rosenberger doesn't want to see technology prevail over the human spirit.

"I saw some frequent guests just looking down at their phones when they pass the lobby and not caring about hotel's ambience and staff's warm greeting. How to keep a balance between service efficiency and leading customers to fully enjoy hospitality is a big challenge today," he said.



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MICE B5

B6 MICE

Growth in hotel investments pushes forward

Staff Reporters

2 016 is expected to be another strong year for hotel investment with transaction volumes around the globe projected to hit US\$70 billion, according to latest forecasts by JLL's Hotels & Hospitality Group.

The forecast follows a robust 2015, which marked the second-highest year on record for hotel transactions. With global transactions topping US\$85 billion, 2015 saw a number of records: The volume of single-asset transactions, at US\$47 billion, was the highest ever. Cities such as New York and Hong Kong saw their highest annual transaction volume level. Blackstone's purchase of Strategic Hotels & Resorts in late 2015 marked the largest portfolio transaction in eight years. And the proportion of cross-border purchases reached a new high, signifying the ever-growing dynamism and globalization of the sector.

• Volumes across the Americas to notch US\$37 billion

The Americas region is forecast to see transactions totalling US\$37 billion. As in recent years, the US is expected to be the single most liquid country in terms of transaction volume. Activity across the board is slated

to soften by 20 percent in 2016. In the US, investors are re-trading assets purchased earlier in the recovery cycle and momentum is further fuelled by the weight of private equity raising funds and pursuing large single assets and portfolios. With historically low cap rates in primary markets, robust activity is expected to be seen in secondary regions, such as the Midwest. Given their lower share prices, real estate investment trusts (REITs) are expected to be net sellers, with dispositions often accretive in that they can buy back shares at discounted prices. Additional privatizations of REITs are also expected to be seen, given that in many cases the entity as a whole is trading for less than the individual asset values.

With REITs less active buyers, offshore investors stand to become the second-largest buyer type after private equity. The ownership composition of hotels remains fragmented and there is opportunity for fewer larger owners to own more stock.

The industry will likely head into a cycle where hotels will transact more like office buildings, with investors trading in and out on a consistent basis. Given the healthy macro-economic environment in the US, capital will continue to flow in a normalized asset trading environment.

• Single-asset transactions in Europe's secondary markets

Europe, the Middle East and Africa (EMEA) will continue their stride with a projected US\$25 billion in hotel trades in 2016, a decrease of 15 percent from 2015.

Sales will be driven by single-asset transactions, with an increasing share in secondary markets. Given the culling of portfolios and prime single-asset properties coming to market this year, single-asset transactions are expected to rise 35 percent. The relative weakness of the euro against the US dollar will help inbound tourism, notwithstanding some reticence among travelers given recent terrorist acts.

To find yield, investors will look beyond the mainstay markets, with provincial UK, secondary German cities, major cities and resort markets in Spain, Italy and Portugal receiving more attention.

On the buy-side, private equity and sovereign wealth funds will be active, and Chinese mainland investors will continue to purchase hotels. Sellers will include investment funds and private equity investors who made early-cycle buys. Europe is expected to remain the largest destination for offshore capital in 2016, as it is the recipient of inflows from US-based private equity funds, Middle Eastern investors and capital from Asia.

• Japan and Australia to be the standout in Asia Pacific

On the back of the strongest years for the Asia Pacific, the region is slated to see transaction volume of US\$8.5 billion, a decline of between 5 and 10 percent from 2015. Japan, which saw its second-highest amount of transactions ever last year, will continue to see a strong bench of domestic investors in addition to interest from US private equity funds. Moreover, there are also early trends of Chinese investors evaluating purchases in secondary Japanese locations.

Australia will remain active as well, in particular with regard to portfolios. Given the large number of prime single assets having traded to long-term holders of late, the amount of product on the market will be lower. Chinese mainland has started to see in excess of US\$1 billion in hotel trades annually, and this level is set to continue if not increase in 2016.

The tightly-held hotel stock in Singapore leads to deals being few and far between. Investors will take more of a wait-and-see approach in Hong Kong, which saw its highest year for deals ever in 2015, with hotel performance largely having peaked. Pockets of liquidity will also be seen across Southeast Asia and the Indian Ocean.

India's hotel landscape is changing — from being development-driven to becoming more transaction-based. Improved hotel operating performance is providing the impetus for acquisition and consolidation in some markets.

• More M&A and consolidation to be expected

Hotel companies made headlines in 2015 announcing purchases of competitors. Many of these large deals, such as Marriott International's merger with Starwood Hotels & Resorts, are expected to be completed in 2016 and more consolidation is on deck.

Even with the mergers and acquisitions announced in 2015, the lodging industry remains considerably more fragmented than other large consumer industries in terms of the market share controlled by the top brands. More consolidation among operators and real estate owners alike is expected this year, whether it be portfolio optimizations or public-to-private trades.

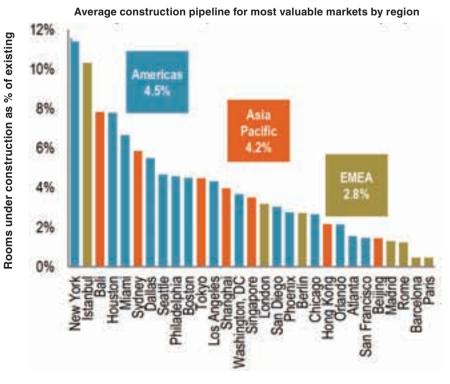


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Source: JLL's Hotels & Hospitality Group

MICE B7

Pudong Shangri-La paradise for MICE travelers



Pumpkin-themed coffee break

Gao Ceng

udong Shangri-La, East Shanghai stands out in the local MICE (meetings, incentives, conferences and exhibitions) market thanks to its large and flexible meeting spaces, experienced service staff, talented international culinary team and forward-thinking management.

According to Peter Clarke, area manager and the hotel's general manager, 2016 is shaping up to be a banner year for MICE business.

Just last month, in fact, the hotel hosted the G20 Finance Ministers and Central Bank Governors Meeting. In the coming months, the hotel is looking forward to hosting an array of other high-profile events.

"We saw 10 percent growth in our MICE business in 2015, and are expecting 30 to 35 percent growth this year," said Clarke.

MICE is becoming an increasingly important aspect of the local hotel market. At Pudong Shangri-La, East Shanghai, 30 percent of guests last year were taking part in MICE functions. Clarke sees many big companies, after attempting to hold meetings in cities like Beijing and Bangkok, choosing to come back to Shanghai thanks to its well-developed infrastructure and maturing hospitality industry.

"Disney Land will open soon, which will attract more event planners ... My experience in the US shows that a theme-park opening will stimulate long-term growth in local hospitality," said Clarke.

With one of the largest combined meeting spaces in the city — at some 8,000 square meters — Pudong Shangri-La, East Shanghai is well positioned to benefit from the boom. With meeting rooms of various sizes and functions, the hotel promises the perfect space for any event. For big events, there's the Grand Ballroom, with its 6.8-meter-high ceilings and space for 1,500 guests; as well as the China Hall, with 7.9-meter ceilings and room for 1,700 guests.

Top-notch talent

"Meeting rooms are both spacious and flexible, and can be freely separated according to an event planner's



request," the general manager added.

The hotel has 952 rooms and is conveniently located along the Huangpu River in the heart of Shanghai's Lujiazui financial district. Guests can reach the Hongqiao International Airport within 40 minutes, and the Pudong International Airport within 45 minutes.

The hotel's experienced staff are ready to assist guests and make their stay more convenient and comfortable. Around one-quarter of all staff have been with the hotel for a decade or more, making them well-equipped to handle unforeseen situations.

After meetings and during coffee breaks, the hotel's international culinary team offers distinctive menus to refresh guests.

"Our standard is to present banquet food with restaurant quality," said Clarke, who described the hotel's culinary team as both highly-organized and attentive to detail. Those who want to venture beyond banquet food can enjoy the hotel's nine restaurants, which offer Chinese, Japanese, European, Malaysian and Indian flavors.

To enhance MICE guests' experience and ensure their privacy, the hotel recently opened a new dining and lounge venue, The Exchange Bar & Grill, in the basement of its River Wing. The 630-square-meter venue includes six private rooms, with names like the Wall Street Room and The Credit Room in reference to the surrounding financial district. The Victorian-themed bar offers a wide selection of craft beers, including the Exchange Lager, a private brew created just for the bar. There's also a menu of pub favorites, including grilled meats, craft burgers and desserts.

According to Clarke, the space was originally conceived as a temporary area where attendees at one





A new dining and lounge venue, The Exchange Bar & Grill

particularly large event could interact and socialize. The warm response toward this venue though convinced them to make it permanent.

Looking toward the future

Clarke observes that event planners are now concerned with more than just food and facilities.

"Integrating CSR (corporate social responsibility) values and environmental issues into meeting planning is a new hot topic," said the general manager.

To stay ahead of the curve, the hotel now invites its MICE guests to take part in a charity program organized in cooperation with Fudan University Children's Hospital to help children diagnosed with leukemia.

Pudong Shangri-La, East Shanghai offers various environmentally friendly services and programs. To conserve water, guests can put "do not wash me today" card on their beds and in their bathrooms. Its restaurants use farm-to-table ingredients and remind guests to respect the environment.

B8 MICE

Booming MICE sector in Shanghai and Hainan

Hosting corporate meetings, conferences and other events is vital for the hotel industry. We've spoken to the general managers of two of China's top hotels to see how the market is developing, and how they are keeping the competition in check.



Jürgen Sterkau General manager of the JW Marriott Hotel Shanghai Changfeng Park



Ugur Talayhan General manager of the Raffles Hainan

Q: How would you assess Shanghai and Hainan's current MICE market?

Jürgen Sterkau: It's evident — Shanghai's MICE market is booming quickly since Shanghai continues to invest in infrastructure and centric meeting facilities. It has become increasingly attractive as a meeting destination. Shanghai is connected to the rest of China and the world, and its infrastructure is expanding. It also attracts even more tourism and MICE opportunities to the city. Meanwhile, the world's largest exhibition center, the National Exhibition and Convention Center (Shanghai), will greatly improve our positioning to secure more MICE business and push demand for the Puxi area, in particular the Hongqiao area.

Ugur Talayhan: The MICE market in Shanghai is thriving, and certainly for Hainan it is one of the biggest feeder markets. With such a diverse range of industries and many headquarters being located there, the outlook looks very good indeed.

Q: Shanghai/Hainan is a hot MICE battlefield, so what makes your hotel competitive, and what makes it stand out? Are there any challenges you encounter in maintaining a long-term solid growth?

Jürgen Sterkau: Excellent location is the key benefit the hotel offers guests. JW Marriott Hotel Shanghai Changfeng Park is next door to the International Sourcing Center and the top hotel closest to the National Exhibition and Convention Center (Shanghai). The hotel is easily accessible, located just a 15-minute drive from the Hongqiao Integrated Transportation Hub, which houses the Hongqiao International Airport, Hongqiao Railway Station and Bus Station. Meanwhile, the hotel was rebranded to JW Marriott in 2015, which instills more confidence with international buyers and exhibitors. From the standpoint of hardware, the JW Marriott Hotel Shanghai

Changfeng Park is an ideal MICE hotel. It offers more than 1,500 square meters of multi-function event space featuring state-of-the-art technologies and facilities. Venues include a 770-square-meter grand ballroom and 13 individual function rooms equipped with wireless high-speed Internet access and an LED wall. The spacious guest rooms are equipped for business travelers with ergonomic chairs, high-speed Internet and a full-sized desk. In addition, the 31st floor executive lounge, boasting panoramic views of Changfeng Park, works quite well for informal business meetings.

Shanghai remains a very attractive and popular MICE destination. Obviously, the lack of talent has already become a challenge at the moment, not only the hospitality talents, but the meeting organizers. While competition is increasing within the Shanghai hotel industry, I believe many excellent opportunities remain, which improved the overall quality of MICE in the city.

Ugur Talayhan: Here in Hainan it is also a "hot battlefield" for MICE business with virtually all of the major hotel brands being represented. I would argue it is even more competitive than city destinations. Raffles Hainan is fortunate to be located in the very private setting of Clearwater Bay, which also boasts one of the finest beaches in China and only the third "singing" beach in the world. We are also ideally situated between a world-class golf course and one of the largest marinas in the country which gives companies more options for event ideas. In addition to a grand ballroom and seven individual meeting rooms, the resort also features 10 distinctive outdoor function venues for memorable functions and dining experiences. We are also close to some of the major scenic spots on the island, and there are numerous team-building possibilities both in the nearby area and within the 16 hectares of the resort itself.

Q: Are there any new projects your hotel will launch this year to attract business travelers and enlarge your share of the MICE market?

Jürgen Sterkau: First of all, Marriott launched two innovative new concepts for meetings. Meetings Imagined — a complementary meetings service app and website — gained a high profile as an engaging new concept inspiring MICE professionals with refreshing ideas for creative occasions of all sizes, highlighting Marriott as the number one choice for MICE events in China.

For the hotel side, the nearby International Sourcing Center and brand-new National Exhibition and Convention Center (Shanghai) offers high potential to grow MICE segment. Furthermore, its proximity to Hongqiao hub and easy access to the highway to Pudong International Airport and Hongqiao Railway Station offer advantage especially for domestic business travelers. Last but not least, it will open the first LEGOLAND Discovery Center at Parkside Plaza, Shanghai in the second quarter of 2016, which is just next door to our hotel. It will also bring more visitors and traffic, and consequently more business opportunities and revenue.

Ugur Talayhan: The resort is working on quite a number of different concepts and offerings. This year we are working much more closely with the Clearwater Bay marina next door in terms of catering to offer our clients the opportunity to hold meetings and functions on some of the largest luxury yachts in the world. We are also working on new dining and catering concepts with our culinary team, and our recreation team is introducing new content for teambuilding activities to fully utilize all of the beautiful and unique venues and facilities at the resort.

Q: Do you consider MICE business an important engine of future revenue or profit growth? How do you expect the overall MICE market in China to expand over the next couple of years and how do you anticipate it to impact your own business?

Jürgen Sterkau: MICE business is and always will be an important engine for this hotel's growth and revenue. We can see the MICE revenue of our hotel has increased 30 percent on a year-over-year basis. Our strategies are definitely centered on MICE. That said, from the guest rooms to the expansive dining and meeting space options, everything at this hotel was designed with meeting planners in mind.

Shanghai is going to continue to develop in terms of infrastructure and facilities to become increasingly attractive as a meeting destination. Hongqiao area will be the main focus for MICE destination in Shanghai due to the two convention centers. We're looking forward to bringing more large scale conventions to the city, which will benefit MICE business.

Ugur Talayhan: MICE business is of course extremely important for our resort and it will only get more and more competitive in Hainan and throughout the country with many big hotel brands scheduled to open in the coming months and years. I am pleased that we have developed a fantastic relationship with the MICE clients and organizers who have chosen Raffles Hainan in the past and I think that these relationships coupled with our growing reputation in the market for delivering successful and memorable events will hold us in good stead for the future.

MICE B9

City's best event hotels offer space in abundance

Pudong Shangri-La, East Shanghai With 7,000sqm of versatile indoor and outdoor event space, it has the largest hotel banquet and meeting venue in Shanghai. The Grand Collection comprises two pillar-free ballrooms, the Grand Ballroom and China Hall, which can accommodate 1,500 and 1,700 guests respectively for cocktail receptions. Address: 33 Fucheng Rd, Shanghai Tel: (021) 6882-8888

Fairmont Peace Hotel

Located on the mezzanine level, the hotel has new function rooms and meeting spaces that are flooded with natural light and offer a compelling view of the Bund and the Pudong skyline. The roof terrace is the ideal space for exclusive occasions from creative events to corporate launches. Address: 20 Nanjing Rd E., Shanghai

Tel: (021) 6321-6888

Renaissance Shanghai Yangtze Hotel The hotel has 2,000sqm of flexible space within which a recently renovated ballroom of 670sgm and a new ballroom of 730sgm are located. The hotel also has 13 function rooms adaptable to various events, occasions, and annual parties. Address: 2099 Yan'an Rd, Shanghai

Tel: (021) 6275-0000

JW Marriott Hotel Shanghai Tomorrow Square

The hotel has 18 function rooms with a



1,512sqm banquet and conference area. The hotel also has a 600sqm pillar-less ballroom divisible into three sections, 14 additional meeting rooms, a 175sqm junior ballroom and the highest library in the world on the 60th floor. Address: 399 Nanjing Rd W., Shanghai

Tel: (021) 5359-4969

Pullman Shanghai South

The hotel has a 1,300sqm pillar-less grand ballroom, which can accommodate up to 1,200 guests. The hotel also has seven function rooms, as well as a super-sized 2.5m by 6.6m lift designed especially for auto shows and large exhibitions. Address: 1 Pubei Rd, Shanghai

Tel: (021) 2426-8888

Shanghai Marriott Hotel Parkview It is the only hotel in Shanghai's city center with two full-sized pillar-less ballrooms. The hotel has a total of 2,800sqm of meeting space, including a 1,400sqm grand ballroom and another 1,000sqm ballroom, and also five flexible function rooms that can accommodate special occasions, conferences, meetings, weddings and other events. Address: 333 Guanghong Rd W., Shanghai Tel: (021) 3669-8888

Shanghai Marriott Hotel City Centre It offers 720 guest rooms and more than 2,000sqm of meetings and events space

across a single level. The 870sqm grand ballroom features a high-resolution 9m by 5m LED screen, the largest of its kind in Shanghai. Address: 555 Xizang Rd M., Shanghai Tel: (021) 2312-9888

Hyatt Regency Chongming

The Campus is a 1,440sqm learning and social center with contemporary and dynamic settings, and it comprises a lecture hall, three classrooms, the Cafeteria and six song and games rooms. The hotel also features a 630sqm ballroom that extends toward a walled garden, five classically styled salons and boardrooms and a 3.200sqm lawn that can cater to large events and weddings. Address: 799 Lanhai Rd, Shanghai Tel: (021) 6703-1234

JW Marriott Hotel Shanghai Changfeng Park

It has more than 1,500sqm of prime functional meeting space, including 13 private rooms. The grand ballroom features over 770sqm divisible into three private function rooms, with a capacity of 700 guests. Address: 158 Daduhe Rd, Shanghai Tel: (021) 2215-6666

Waldorf Astoria Shanghai on the Bund

The hotel is the celebrated destination for the city's spectacular wedding and elegant high society events. The ballroom's backdrop is the signature waterfront promenade. There are



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B10 **MICE**

the Diplomats Hall and Council Hall, as well as eight boardrooms providing the same renowned true Waldorf service for all occasions. Address: 2 Zhongshan Rd E., Shanghai Tel: (021) 6322-9988

Hilton Shanghai Hongqiao

The largest ballroom in Puxi area measures 1,706sqm with a 6.7-meter-high ceiling. The magnificent Yuan Yi Grand Ballroom can accommodate over 1,000 people. There are six meeting rooms and a boardroom. Address: 1116 Hongsong Rd E., Shanghai Tel: (021) 3323-6666

Kerry Hotel Pudong, Shanghai The hotel offers the largest and most flexible portfolio of meeting and banqueting space in Shanghai, spanning over 7,300sqm, including a 2,300sqm pillar-free Grand Shanghai Ballroom. Address: 1388 Huamu Rd, Shanghai

Tel: (021) 6169-8888

The Langham, Shanghai, Xintiandi

It offers 357 guest rooms and over 2,000sqm of dedicated meeting and event space across two levels. It can customize meeting spaces to meet every need. Address: 99 Madang Rd, Shanghai Tel: (021) 2330-2288

Andaz Xintiandi, Shanghai

The hotel features 307 spacious rooms and suites and 11 different event venues, from meeting studios that can seat 14 to 16 guests to a ballroom that can seat 300 guests. The special Andaz Garden Studio on Level 5 features four event rooms and a spectacular glass pavilion surrounded by water — an ideal wedding chapel or redcarpet event space — and two organically shaped outdoor terraces. Address: 88 Songshan Rd, Shanghai Tel: (021) 2310-1234

Renaissance Shanghai Zhongshan Park Hotel

The hotel offers one of the largest unobstructed grand ballrooms in Puxi comprising of 1,250sqm. Equipped three high-tech LED screens provide guests with a fantastic visual and auditory experience. Address: 1018 Changning Rd, Shanghai Tel: (021) 6115-8888

Shanghai Marriott Hotel Hongqiao

With 1,900sqm of function space, a 745sqm Grand Ballroom accommodates up to 700 guests, and a 282sqm Executive Ballroom accommodates up to 220 guests. Every ballroom can be divided into three sections. Six additional multipurpose function and meeting rooms cover 600sqm. Address: 2270 Hongqiao Rd, Shanghai Tel: (021) 6237-6000

Shanghai Marriott Hotel Luwan

It offers more than 1,600sqm of meeting and function space with one pillar-less grand ballroom and additional 10 versatile meeting rooms to cater to every business need. The Grand Ballroom is able to accommodate up to 380 guests for a sit-down banquet, and it is adjunctive to a pre-function area providing the ideal venue for event registration, cocktails and coffee breaks. Address: 99 Jiangbin Rd, Shanghai Tel: (021) 5318-8888

Renaissance Shanghai Pudong Hotel It has 1,500sqm of banqueting space,

including a 545sqm ballroom and 10 function rooms — all complete with the latest audio-visual technology. Address: 100 Changliu Rd, Shanghai Tel: (021) 3871-4888

Shanghai Marriott Hotel Pudong East

The meeting facilities feature a magnificent 655sqm grand ballroom and additional 1,050sqm of state-of-the-art event space separated into 10 meeting rooms. The 10 separate meeting rooms have a dedicated social zone and meeting zone for coffee breaks, receptions and informal meetings. Address: 15 Xinjinqiao Rd, Shanghai Tel: (021) 6036-8888

Renaissance Shanghai Yu Garden Hotel

With 1,020sqm of five banquet and meeting spaces, the hotel has state-of-the-art audio visuals facilities and services. The unique venues also include a 400sqm rooftop terrace on 23rd floor, with stunning views of Yuyuan Garden and modern Pudong skyline, which can host 50-200 pax event or themed party with tailor-made F&B and banquet services.

Address: 159 Henan Rd S., Shanghai Tel: (021) 2321-8888

Grand Hyatt Shanghai

It has 555 elegant rooms with a breathtaking view, 11 restaurants and bars, 24-hour Club Oasis and a total of 19 diverse event venues. The hotel's extensive event and conference facilities include Grand Ballroom and Crystal Ballroom, which respectively can seat up to 1,200 and 800 people. It also has 13 event venues equipped with the latest state-of-theart multimedia and video conferencing.

Address: 88 Shiji Ave, Shanghai Tel: (021) 5049-1234

Tel: (021) 5049-1234 Jumeirah Himalayas Hotel Shanghai

The Himalayas Center has recently unveiled its new facility of DaGuan Theater. Adjoining to the Grand Ballroom, the new DaGuan Theater can accommodate 1,200 spectators with a space area of 1,100sqm. Address: 1108 Meihua Rd, Shanghai Tel: (021) 3858-0888

Jing An Shangri-La, West Shanghai

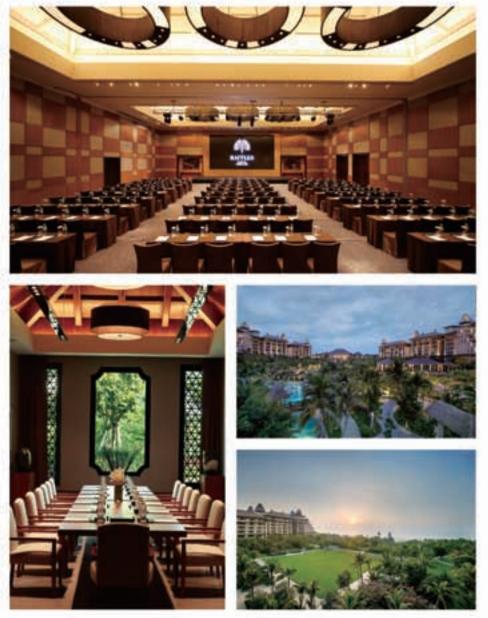
In the heart of the affluent Jing'an central business district, the 508-room hotel will be the focal point of the integrated Jing An Kerry Centre. The hotel provides 4,465sqm of meeting and conference space, including a 1,740sqm grand ballroom. Address: 1218 Yan'an Rd M., Shanghai Tel: (021) 2203-8888

Mandarin Oriental Pudong, Shanghai

It offers 1,928sqm of state-of-the-art meetings and events venues. All venues are accessed via a grand hallway and feature unique, spacious breakout areas. The pillarfree 625sqm Grand Ballroom can host up to 500 guests. Eight multifunctional meeting rooms ranging in size from 25sqm to 105sqm are named after precious gemstones. Address: 111 Pudong Rd S., Shanghai Tel: (021) 2082-9888

Sheraton Shanghai Waigaoqiao

It is strategically situated in the Waigaoqiao Free Trade Zone. The hotel is also one of the closest international hotels to Shanghai Disneyland. It features over 2,600sqm of flexible meeting space, including a 8.6meter-high, pillar-less ballroom spanning



Raffles Hainan offers unparalleled service and excellent facilities in a tropical paradise

Offering unparalleled luxury and refinement on Hainan Island, Raffles Hainan is surrounded by landscaped tropical gardens overlooking the sparkling waters of Clearwater Bay. An oasis of luxury for the discerning traveller, the resort boasts one of the finest beaches by the South China Sea.

The resort features 299 guest rooms and 32 villas with design elements inspired by elements from the art of Balinese and Hainan ethnic hill tribes, which blend seamlessly with cutting-edge technology and world-class hospitality. Most of the guest rooms, starting from 80 sqm, offer breathtaking panoramic views across the sparkling South China Sea, while the villas feature landscaped gardens and pools.

The resort features almost 2,000 sq. m. of distinctive indoor event venues that include 7 function rooms and a grand ballroom that can accommodate up to 500 people. Additionally, there are over 10 outdoor venues including pool side, lawn and beachfront locations. The resort's professional events team can organize custom made themed events and will ensure smooth proceedings from beginning to end.

Signature events

When booking a group of at least 50 guests at CNY 480 net per person, Raffles Hainan offers the below benefits.

- Use of main meeting room for day time (9pm 6pm)
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- Maximum of two sets of microphone in one function space
- Two flipcharts and markers, one whiteboard with markers and conference writing paper with pencils, bottled mineral water and mints

Tel: +86 (898) 8338 9888 Email: hainan@raffles.com 1,000sqm and six spacious function

rooms. Address: 28 Jilong Rd, Shanghai

Tel: (021) 3121-9999

Hyatt on the Bund

It has a sprawling 1,864sqm of meeting space, with the capacity to cater to 1,092 people. There are two ballrooms with outdoor terraces that have a capacity of 900 and 400 respectively (theater-style). Located on the ground floor, access to the Grand Ballroom and the Bund Ballroom is easy and both have direct connection to the outdoor terrace, a circular Glasshouse with an outdoor courtyard, and nine multi-purpose multi-sized function rooms.

Address: 199 Huangpu Rd, Shanghai Tel: (021) 6393-1234

Sheraton Shanghai Pudong Hotel & Residences

The hotel offers 1,517sqm of nine elegantly decorated meeting rooms and a range of equipment available upon request. The 1,020sqm ballroom can be divided into three sections. Address: 38 Pujian Rd, Shanghai Tel: (021) 5089-9999

Grand Kempinski Hotel Shanghai

Grand Kempinski Hotel Shanghai has a total of 1,850sqm of floor space for meetings, conferences and events, including the pillarless Grand Ballroom which can accommodate up to 800 guests. The hotel also features the Huangpu Auditorium, which is over 160sqm and has a 3.4-meter ceiling that can accommodate up to 120 guests. Address: 1288 Lujiazuihuan Rd, Shanghai Tel: (021) 3867-8888

InterContinental Shanghai Expo The hotel offers a spacious Grand Ballroom, VISTA Ballroom and Terrace Ballroom with an outdoor area. They are all equipped with state-of-the-art technology and have natural light with specially designed breakout areas. Additional heritage listed 1930s villas and nine function rooms are available. Address: 1188 Xueye Rd, Shanghai Tel: (021) 3858-1188

Banyan Tree Shanghai On The Bund Positioned on the banks of Huangpu River in Shanghai's iconic Bund area, with four function rooms that can be configured to accommodate 10 to 90 guests and a grand ballroom hosting 45 to 130 revellers, the hotel is tailor-made for a magnificent banquet or a swanky soiree. Address: 19 Gongping Rd, Shanghai Tel: (021) 2509-1188

Sofitel Shanghai Sheshan Oriental

Sparkling lagoons and elegant Mediterranean architecture serve as the perfect picturesque backdrop to your event. It has 3,500sqm of meeting and function facilities, with a pillar-less 1,200sqm grand ballroom and a variety of creative outdoor spaces. Address: 3888 Sichen Rd, Shanghai Tel: (021) 3761-8888

Grand Millennium Shanghai Hongqiao

It has 369 guest rooms, which are no less than 40sqm. The hotel is a 10-minute drive from Hongqiao International Airport and Hongqiao Railway Station and a six-minute walk from Metro Line 10 Shuicheng Road Station. It offers more than 2,000sqm of flexible space, including a pillar-less ballroom, multi-function hall, garden ballroom and nine function rooms. Address: 2588 Yan'an Rd W., Shanghai Tel: (021) 6208-5888

Sofitel Shanghai Hyland

The hotel offers 383 guestrooms and suites that includes sophisticated Club Sofitel rooms. Shanghai meetings and events find a home in 1,102sqm of function spaces, including a pillarless Grand Ballroom, seven meeting rooms and an outdoor terrace perfect for cocktail receptions.

Address: 505 Nanjing Rd, Shanghai Tel: (021) 6351-5888

The Qube, Pudong

Located in the Shanghai Disneyland and Pudong transportation hub area, The Qube, Pudong has a 710sqm pillar-less grand ballroom on the third floor, with 7-meter-high ceiling, which can accommodate maximum 700 guests. The hotel also has six function rooms catering to 10 to 100 guests. Address: 5500 Chuansha Rd, Shanghai Tel: (021) 6187-1888

InterContinental Shanghai Pudong

The hotel has 16 meeting rooms. The 756sqm Tomson Grand Ballroom features elegant crystal lights with a capacity of 40 tables' banquet-style, supported by elegant New Asia Ballroom with capacity of 280 persons and 16 multi-sized breakout rooms. Address: 777 Zhangyang Rd, Shanghai Tel: (021) 5835-6666

Sheraton Shanghai Hongqiao Hotel

With over 1,99sqm of dedicated event space, 600 rooms and suites furnished with Sheraton Sweet Sleepers Beds, six premium restaurants and bars including the multiple award-winning Giovanni's and Emerald Garden, this is where inspiring events and exciting connections are created. Address: 5 Zunyi Rd N., Shanghai Tel: (021) 6275-8888

Crowne Plaza Shanghai Harbour City

It has a 1,050sqm pillar-free Grand Ballroom and nine separate function rooms. Beer garden, outdoor swimming pool and 100,000sqm of green fields are available to provide event venue options of every kind. Address: No. 1 South Island, Harbour City, Shanghai Tel: (021) 2033-9999

Grand Hyatt Chengdu

It has more than 3,000sqm of event space. Palais, a 712sqm ballroom, features high ceilings and dazzling angled mirror panel. It also offers nine separate Residences, stylish residential-style meeting spaces measuring between 81 and 511sqm, seven of which feature separate living rooms and two with direct access to open kitchens. Address: Chicony Square, 8 Chunxi Rd S., Chengdu Tel: (028) 6666-1234

Millennium Harbourview Hotel Xiamen

It is easily accessible from the airport, exhibition center and Xiamen's major business centers and office buildings. The hotel has 352 guestrooms. Spanning over 1,000sqm, the hotel's range of ballrooms, function rooms, association rooms in classroom and theater style cater to a whole host of events. Address: 12-8 Zhenhai Rd, Xiamen Tel: (0592) 202-3333

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B12 **MICE**

MICE CALENDAR!

SHANGHAI



ShanghaiMart

Address: 2299 Yan'an Road W. Tel: 6236-0000 Website: www.shanghaimart.com

 2016 Shanghai International Finance Fair Date: April 8-10 Venue: 1F

• 2016 Shanghai Medicine and Health **Products Fair** Date: April 16-17 Venue: 1F, 3F

• SEARS Buying Trip 2016 Date: April 19-May 9 Venue: 3F

 Shopko Buyers Fair Date: April 20-22 Venue: 3F, W

• DOLLER'S PAGEANT 2016 Date: May 7 Venue: 1F

 2016 Baby and Mother Care Festival (Spring) Date: May 11-15 Venue: 1F

• 2016 Shanghai International Kids Education and Products Exhibition Date: May 20-22 Venue: 1F



• 2016 13th Shanghai International Shoes and Leather Boxes Exhibition Date: May 27-29 Venue: 1F

 Sylvawood International Exhibition Date: June 25-29 Venue: 1F

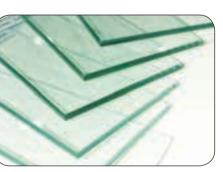


Address: 2345 Longyang Road Tel: 2890-6888 Website: www.sniec.net

• Expo Build China 2016 Date: March 29-April 1 Venue: E1-E3

 Hotelex Shanghai 2016 Date: March 29-April 1 Venue: W1-W5/N1-N5/E4-E7





 China Glass 2016 Date: April 11-14 Venue: W1-W5/E1-E2

 China CNC Machine Tool Fair 2016 Date: April 11-15 Venue: N1-N5/E3-E7

 Shanghai International Printing Industry Expo Date: April 17-19 Venue: E1-E2

 China International Occupational Safety & Health Goods Expo Date: April 17-19 Venue: W1-W5

 Chinaplas 2016 Date: April 25-28 Venue: W1-W5/E1-E7/N1-N5

• IE expo 2016 Date: May 5-7 Venue: N1-N5/E7

 SIAL CHINA Date: May 5-7 Venue: W1-W5/E1-E4

 China Packtech & Foodtech Date: May 5-7 Venue: E5-E6

 International CES Asia Date: May 11-13 Venue: N1-N4

 Bakery China 2016 Date: May 11-14 Venue: W1-W5/E1-E7/N5

• C-Star 2016 Date: May 17-20 Venue: N4-N5

 Shanghai Hair & Beauty Festival Date: May 18-20 Venue: W1-W5/E1-E7/N1-N3

• SNEC International Solar and PV Conference & Exhibition Date: May 24-26 Venue: W1-W5/E1-E7/N1-N2

• E-Power Expo 2016 Date: May 24-26 Venue: N3-N5

• 2016 Shanghai International Data Center Technology and Equipment Exhibition Date: May 24-26 Venue: N3

• Kitchen & Bath China 2016 Date: June 1-4 Venue: W1-W5/E1-E7/N1-N5

 China International Exhibition of Senior Care - Rehabilitation Medicine and Healthcare/CHINA AID 2016 Date: June 8-10 Venue: W3-W5

 Asian Attractions Expo 2016 Date: June 14-16 Venue: N1-N3

 China International Aviation Services **Trade Fair** Date: June 14-16 Venue: N4

• transport logistic China Date: June 14-16 Venue: E1-E3



Address: 66 Caobao Road Tel: 6484-2500 Website: www.ebexhibition.com

• 2016 China (Shanghai) International **Bean Products Processing Technology** and Equipments Exhibition Date: April 14-16 Venue: W1, 2



 Shanghai International Agriculture Ecological Environment Protection Fair Date: April 20-22 Venue: W1

 2016 Shanghai Tattoo Art Festival Date: April 22-24 Venue: W3

• 2016 Shanghai Nutrition and Health, Organic Food Fair Date: May 6-8 Venue: W2

• 9th China Geosynthetics Equipment Exhibition Date: May 11-13 Venue: W2



Address: 168 Yinggang Road E. Tel: 6270-0066 Website: www.cecsh.com

 API China/PharmPack/Sinophex Date: April 18-20

• CMEF/ICMD Date: April 17-20

 Pharmchina Date: April 18-20

• Natural Health & Nutrition Expo Date: April 18-20

 China Cycle 2016 Date: May 6-9 Venue: 1H/2H/3H/4.1H/4.2H/NH



 World Elevator & Escalator Expo 2016 Date: May 10-13 Venue: 5.1H/6.1H/5.2H/6.2H/7.2H

 AquaChina Date: June 15-17 Venue: 5.1H/5.2H/6.2H

 EcoTech Date: June 15-17 Venue: 5.1H/7.2H