



“Vision 2020 – Global changes and the Future of Travel Agencies”

6th – 8th November 2014
Hotel Sheraton Zagreb
Zagreb, Croatia

DRAFT PROGRAM

All events of the Summit are held at the Sheraton Hotel, unless otherwise stated.

November 6, 2014 (Thursday)	
Time	Description
...	Arrival of participants
12:00 – 18:00	Registration Location: Grandballroom Foyer (ground floor)
18:30 – 19:00	Signature of UNWTO Global Code of Ethics for Tourism Location: Grandballroom (ground floor) Dress code: Business attire
19:00 – 19:45	Opening Ceremony Speakers: Mr. Boris Žgomba, President of UHPA and Vice President of ECTAA Mr. Taleb D. Rifai, Secretary General UNWTO Mr. Jayson Breck Westbury, Chair WTAAA Representative of the City of Zagreb Mr. Darko Lorencin, Minister, Ministry of Tourism of the Republic of Croatia Location: Grandballroom (ground floor) Dress code: Business attire
20:00 - ...	Welcome cocktail – Sponsored by Amadeus IT Group Dinner Location: Piano Bar/Fontana Restaurant Dress code: Business attire



November 7, 2014 (Friday)

Time	Description
8:00 – 8:45	Late registration Location: Grandballroom Foyer (ground floor)
9:00 – 10:30	1st Working session – Topic: The freedom of Travel – Balancing security needs with freedom of travel Chair: Mr. Pedro Ortún, Director, European Commission, DG Enterprise and Industry, Dir E – Service Industries Key note speaker: Taleb Rifai, Secretary General, UNWTO Panellists: Mr. Boris Žgomba, President, UHPA Mr. Jayson Breck Westbury, Chair, WTAAA Mr. Devinder Ohri, President, NATAS Location: Grandballroom (ground floor) Dress code: Business casual
10:30 – 11:00	Coffee Break – Sponsored by Zagreb County Tourist Board Location: Grandballroom Foyer (ground floor)
11:00 – 12:15	2nd Working session – Part 1 Topic: Tourism & Travel Distribution – The Travel Agent’s Perspective Chair: Mr. Željko Trezner, Director, UHPA Keynote speaker: Mr. Lars Thykier, President, ECTAA Panellists: Mr. Christoph Klenner, Secretary General, ETTSA Mr. John Pittman, Senior Vice President, Industry Affairs & Marketing, ASTA Location: Grandballroom (ground floor) Dress code: Business Casual
12:15 – 13:30	2nd Working session – Part 2 Topic: Sustainable Tourism – The Travel Agent’s Perspective Chair: Mr. Željko Trezner, Director, UHPA Keynote speaker: Mr. Naut Kusters, Director, ECEAT-Projects Panellists: Mr. Frank Oostdam, President, ANVR Mr. Rahmat Hamzah, President, MATTA Location: Grandballroom (ground floor) Dress code: Business Casual
13:30 – 14:45	Lunch - Sponsored by Split-Dalmatia County Tourist Board Location: Fontana Restaurant (ground floor)
14:45 – 16:00	2nd Working session – Part 3 Topic: Tourism & Travel Distribution – The Travel Agent’s Perspective – Open Discussion Chair: Mr. Željko Trezner, Director UHPA



		Location: Grandballroom (ground floor) Dress code: Business Casual
16:00 – 17:00	Networking Coffee Break	Location: Grandballroom Foyer (ground floor)
19:00	Meeting in the lobby	
19:15	Departure from Sheraton	
19:30 - ...	Welcome Cocktail & Gala dinner	Location: Smaragd Hall, Esplanade Hotel Dress code: Gentlemen Dark Suit; Ladies Cocktail Dress

November 8, 2014 (Saturday)		
Time	Description	
9:30 – 11:00	3rd Working session Topic: International Tourism and the future of air transport Chair: Mr. Michel de Blust, Secretary General, ECTAA Keynote speaker: Mr. Rafael Schwartzman, Regional Vice President, Europe IATA Panellists: Mr. Krešimir Kučko, President & CEO, Croatia Airlines Mr. Otto de Vries, CEO ASATA Location: Grandballroom (ground floor) Dress code: Business casual	
11:00 – 11:30	Coffee Break	
11:30 – 12:30	Destination Croatia: Presentations by The Croatian National Tourist Board & The Zagreb Tourist Board Location: Grandballroom (ground floor) Dress code: Business casual	
12:30 – 13:00	Closing Ceremony Location: Grandballroom (ground floor) Dress code: Business casual	
13:00 – 13:30	Presentation: Euskadi, the Basque Country - Host destination of the 3rd Summit, Mrs. Madariaga Aberasturi Madariaga Aberasturi, General Manager Basquetour-Agencia Vasca de Turismo. Location: Grandballroom (ground floor) Dress code: Business casual	
13:30 – 14:45	Lunch Location: Fontana Restaurant (ground floor)	



16:30 - ...

Social Program
“Experience Zagreb” – Walking Tour

19:00

Dinner in local restaurant

Dressing code: Informal (warm clothes are recommended)