



Programme

Morning

9.15 am	Registration	Morning Tea Served
9.50 am		Seated
10.00 am	Alison Mau, MC	Welcome
10.15 am	Adrian Littlewood, Auckland Airport <i>Chief Executive</i>	Introduction Airport Overview
10.30 am	Norris Carter, Auckland Airport <i>GM Aeronautical Commercial</i>	Growing Travel Markets
11.15 am	Stephen Hamilton, Horwath HTL <i>Director</i>	<ul style="list-style-type: none"> • Tourism Industry Insights • Investment and Development • Tailoring Experiences
11.35 am	Sonya Rossiter, Accor Hotels <i>Director of Sales, Marketing & Distribution New Zealand & South Pacific</i>	
11.55 am	Ryan Ingram, Real Journeys <i>Director of Sales</i>	
12.15 pm		Lunch Served

Afternoon

1.00 pm	Panel Discussion International Travel Industry Experts	<p>What tourists look for in New Zealand: Perceptions and insights into why people are considering travelling to New Zealand and where the opportunities are for growth</p>
	Australia Gary Paterson, <i>General Manager Global Sales & Marketing</i> The AOT Group - part of the Helloworld Group	
	United States Ian Swain, <i>Director</i> Swain Destinations Leading US provider of customised vacation experiences around the globe	
	China Kate Deng, <i>Director</i> Kate Travel Leading tour retailer for independent tourists from China	
	India Amod Thatte, <i>Head of Product and Innovation</i> SOTC Prominent Indian outbound tour operator	
1.30pm	Questions to the panel from the floor	
1.45pm	Bruce Thomasen, Skyline, <i>General Manager</i>	Product Development
2.00 pm	Jeroen Jongejans, Dive Tutukaka, <i>Director</i>	Operator Case Studies: Adapting to meet changes in demand and visitor profile
2.15 pm	Tim Cossar, Te Puia, <i>Chief Executive Officer</i>	
2.30 pm	Mark Froad, Auckland Airport, <i>International Market Development Manager</i>	Auckland Airport Product Development Grants
2.45 pm	Norris Carter, Auckland Airport <i>GM Aeronautical Commercial</i>	Air New Zealand Flights Prize Draw Summary of the Day
3.00 pm		Programme Concludes