CONNECTS 1-to-1 Meetings with Established Partners (NEW by popular demand!)

3:00pm - 5:00pm  **All Attendees**  
**Ticketed Event**  
**CC Ballroom E,F,G,H,I,J**

New by popular request to provide travel planners to have extended in-depth time with their current partners. Meet one-on-one in pre-scheduled 20 minute meetings with established business partners or cruise the Bazaar for on the spot meetings.
Mentor Meet and Greet: Newcomers Connect
6:00pm - 6:30pm  **Newcomers and Mentors Only**  
*MH Tennessee River Room*

A session designed for newcomers only! Learning the ropes is made easier when you have a mentor. Be sure to attend Mentor Meet & Greet if you are a newcomer! Longstanding ETC members will help you navigate the conference collateral, agenda, on-site events, and share advice and suggestions before the conference excitement begins. In a roundtable setting, colleague mentors will share their valuable experience, help you manage your time and maximize your conference and community first-time experience. Each table will be labeled as to constituency group and have an assigned seasoned table mentor. So if you don't have a mentor that was pre-assigned by your request in advance of the Conference, or your assigned mentor is unable to attend this session, you will still be able to get your questions answered by the seasoned tabletop mentors on site. Before entering the room check out your tabletop assigned number to locate your seat at one of the roundtables.

International Bazaar Grand Opening & Libations Venue
7:45pm - 10:00pm  **All Attendees**  
*CC Ballroom E,F,G,H,I,J*

Libations evening in the Bazaar has become the signature start to conference socializing – and a very hospitable, casual and fun way to meet new colleagues. Attendees rave about this first of many gatherings in the Bazaar as a great way to settle in and get ready for the next three days of the conference. Delegates stroll through the Bazaar, enjoy convivial conversations, make last minute CONNECTS meetings, all the while sampling hosted food, libations and desserts from around the globe. A list this individual libation hosts and their tabletop numbers is provided on site for easy navigation. **New for 2020!** Given delegate requests to extend the time at this popular venue, more extensive food options will be featured at libation table host tables in lieu of an opening dinner venue. All Libation hosts will feature a libation and a food selection at their display tables.

Tuesday February 4th 2020

Global Dining Luncheon
12:00pm - 12:45pm  **All Attendees**  

A great way to expand your knowledge and possibilities for travel offerings! Grab your deli lunch in the foyer (if you pre-purchased a lunch ticket), head for the country roundtable of your choosing, and pull up a seat for Q&A in a relaxed, informal - and definitely not sales focused - format. **LEARN MORE** Designed to expose you to deeper knowledge of a destination and opening opportunities for reaching new destinations or operating a program from a new perspective, these roundtable conversations are for delegates interested in learning more about a specific destination from colleagues who actually live there. Seating is on a first come, first served basis. If your destination table of choice is filled, check out the other global destination roundtables that have available seats. A list of destination tables will be posted before entering the room. *This no host, 30-minute lunch is followed by the featured BOLD Talk luncheon presentation.*
CONNECTS: Pre-Scheduled 8 minute Meetings with New Partners

3:00pm - 5:30pm  All Attendees  CC Ballroom E,F,G,H,I,J

CONNECTS provides scheduled time exclusively for community members from all corners of the globe to convene, connect and collaborate. All delegates are requested to be present in the International Bazaar during CONNECTS. Destination, Operator, and Supplier representatives will be available at their desktop displays to ensure the opportunity for productive exchanges even if pre-conference appointments were not pre-set. Meetings held outside the International Bazaar during the official CONNECTS times serve to undermine the value and effectiveness of CONNECTS scheduling as well as facilitation of informal ad hoc connections. CONNECTS meetings were requested in advance of the conference via the online ETC CONNECTS process and on-site during the Libations Tables in the International Bazaar on February 3rd. Meetings are convened at the tabletop displays of the individual who initially requested the meeting. However, if a Travel Planner requested the meeting and then the meeting was convened at the tabletop of the DOS individual who confirmed the beginning and end times of each meeting will be announced over the PA system in the International Bazaar. All delegates are respectively asked to ensure their presence on time for their confirmed meetings as scheduled. No shows are not professional nor respectful of the individuals with whom meetings were scheduled. If you don’t have a meeting scheduled during any of the time slots prior, take advantage of perusing the Bazaar and meeting with other colleagues at their table tops who also may be free at this time. Please respect the professional courtesy of not interrupting ongoing scheduled meetings.

International Bazaar: Speakers' Coaching Corner

3:00pm - 4:00pm  All Attendees  CC Ballroom E,F,G,H,I,J

Bold Talk and guest presenters are available for one-on-one or small group Q&A. Advance signups during CONNECTS time online ensure that you get to benefit from this invaluable opportunity for gratis consulting. If you do not sign up in advance drop by the coaching corner to see if a presenter may be free. Please respect the professional courtesy of being on time for your coaching meeting.

Free time in the International Bazaar

5:30pm - 6:00pm  All Attendees  CC Ballroom E,F,G,H,I,J

The International Bazaar is key place to meet face-to-face with all delegates and to peruse the tabletop displays of the Conference Sponsoring Partners, U.S. Tour Operators, Foreign-Based Tour Operators, Suppliers and Destinations from around the world representing the following regions: Middle East/Africa, Australia/South Pacific, Europe, Asia and North and South America. Navigate the International Bazaar effectively using your BiZ Passport with a Bazaar map and listing of the display locations of all individual companies in alphabetical order.

Wednesday February 5th 2020

DOS CONNECTS: Pre-scheduled 1-to-1 Meetings: Operators, Suppliers and Destinations only

10:00am - 12:00pm  Destination, Operator, Supplier (DOS) Only  CC Ballroom E,F,G,H,I,J
CONNECTS: Pre-Scheduled 15 minute Meetings with Established & New Business Partners
3:00pm - 5:30pm  All Attendees  CC Ballroom E,F,G,H,I,J

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International Bazaar: Speakers' Coaching Corner
3:00pm - 4:00pm  All Attendees  CC Ballroom E,F,G,H,I,J

Bold Talk and guest presenters are available for one-on-one or small group Q&A. Advance signups during CONNECTS time online ensure that you get to benefit from this invaluable opportunity for gratis consulting. If you do not sign up in advance drop by the coaching corner to see if a presenter may be free. Please respect the professional courtesy of being on time for your coaching meeting.

Free time in the International Bazaar
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Thursday February 6th 2020
Conference Reflection: Co-creating an Action Plan

Go home with a plan! Take the time to say “Now what?” before you are bombarded back at the office. This built-in time for reflection with travel planner colleagues will allow you to distill and share how to apply new or tried and true strategies to enhance programs, marketing, and engagement tracking. Come prepared with your top three “Wow, I gotta DO that!” moments, and co-create a preliminary action plan. After the conference, re-pick your top three (in case they changed) from the plan and vow (or at least try valiantly) to improve your program from the tactical to the strategic and in whatever time frame you can handle.