

From the creators of :



FUTURE TRAVEL EXPERIENCE



CHECK-IN // BAGGAGE // SECURITY // **2011**
IMMIGRATION // BOARDING // ARRIVALS

The Westin Bayshore, Vancouver, September 7-9, 2011

Hosted by :



Official Partner :



THE GLOBAL FORUM FOCUSED ON ENHANCING THE PASSENGER EXPERIENCE

Leading organisations already confirmed to speak include:



www.FutureTravelExperience.com



FROM THE CREATORS OF disCUSS, CHECK-IN AND CHECK-IN ASIA

This is the latest chapter in the development of this event, which first began back in 2006 with Las Vegas McCarran International Airport and IBM. Initially called disCUSS, it was a response to a surge of industry interest in Common Use Self-Service (CUSS) kiosks which enabled passengers to check-in for multiple airlines through a single kiosk.

disCUSS was a big success, but even by the time we staged that event it was clear we were in the middle of a check-in revolution, and a number of other new processes such as internet check-in, mobile and offsite were changing the landscape forever. In response to these market changes, we renamed the event Check-In and in partnership with IATA have since staged four highly successful events in North America, plus a regional meeting with Malaysia Airports in Kuala Lumpur for the Asia-Pacific region.

Each event has attracted hundreds of attendees and the leading suppliers in the field as exhibitors. The Check-In show always focused on the areas where our audience was innovating and every year it was more apparent that our content had moved way beyond solving the queues and frustrations at the check-in area, and onto almost every other touch-point throughout the travel continuum. It was clear to us we needed to rebrand again to reflect the change of focus by our audience.



THE FORUM AT WHICH THE WORLD'S TRAVEL FACILITATORS GATHER TO LAUNCH THEIR FUTURE INITIATIVES AND VIEW THE VERY LATEST CONCEPTS FROM VENDORS IN THE FIELD

FUTURE TRAVEL EXPERIENCE

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2011

This unique forum for travel industry stakeholders will focus on the end-to-end travel process from the passenger point of view, from the moment of booking through to the collection of baggage at their arrival destination, and assess how every aspect of the passenger experience on the ground can be improved.

Hosted by Vancouver Airport Authority at the spectacular Westin Bayshore Hotel and Convention Centre, Vancouver, September 7-9, the event promises to deliver the outstanding conference programme (including IATA StB workshop) and exhibition of leading technologies and services that our delegates have come to expect from us, plus a range of exciting new additions.

Hosted by :



Official Partner : Platinum sponsor :



ARINC



YVR, AIR CANADA AND WESTJET THROW THEIR SUPPORT BEHIND FUTURE TRAVEL EXPERIENCE 2011

From left to right: Patrice Ouellette, Director of Customer Service Platforms, Air Canada; Dale Tinevez, Vice President – Guest Services, WestJet; Kevin Molloy, Vice President Simplified Passenger Travel, Vancouver Airport Authority; and Daniel Coleman, Founder and Event Director of the Check-In shows, took to the stage together in Las Vegas at Check-In 2010 to officially announce the new name and location for the show.



NEW INITIATIVES FOR 2011

GROUNDBREAKING LAUNCHES

Exclusive announcements from travel industry stakeholders on their latest plans to improve the passenger experience to generate enhanced media interest.

GALA EVENING

Vancouver Airport Authority will stage a memorable Gala Evening at a unique location.

FUTURE TRAVEL EXPERIENCE AWARDS

Celebrating outstanding efforts of organisations which have gone the extra mile to improve the passenger experience.

CITY TOUR

Vancouver Airport Authority will facilitate a city tour so delegates can ensure they see the memorable city of Vancouver during their visit.

AIRPORT TOUR

Vancouver Airport Authority will also facilitate an airport tour for delegates so all interested parties can see the airport's forward-thinking initiatives in practice.

BIGGER EXHIBITION

Delegates will experience a substantially enhanced exhibition which will see Future Travel Experience 2011 proudly stage the largest showcase of equipment and services in this field in the world.

BROADER ATTENDANCE

Expect to meet delegates from all sectors of the transport industry.



IATA StB WORKSHOP

The forum will be complemented once more by a free IATA Simplifying the Business (StB) workshop, where IATA's specialists and guest speakers will lead in-depth technical sessions in an interactive environment on the Fast Travel programme, which covers check-in, bags ready-to-go (bag registration), document scanning, flight re-booking, self-boarding and bag recovery (lost bag registration).



2010 TESTIMONIALS

A.E. 'CHIP' HOUK,
MANAGER AIRPORT
SYSTEMS, DELTA:



"The conference was excellent with very engaging speaker panels. I was particularly interested in the sessions on mobile technologies. The overall event is fantastic because it brings vendors together with customers. I highly recommend it."

MARC MICHEL,
GENERAL MANAGER –
SERVICES &
SOLUTIONS, BCS:



"The Check-In show is the epicentre of the self-service revolution. We have been speaking with various airlines here. As a vendor, it's a great opportunity to get up to speed with developments worldwide."

RONALD KENNEDY,
PROJECT PLANNER,
AVIATION PLANNING,
SEATTLE-TACOMA
INTERNATIONAL AIRPORT:



"This event is an opportunity to get a sense of what the new technologies are and how we can implement them into our airport. We are currently looking at new technologies that can help us make efficient use of space in the airport. The Air New Zealand presentation on the role of self-service in the airport was one of the most interesting I've seen and I'm excited to go back and download many of the presentations. New technologies will affect how we plan airports in the future. I really like the fact that the event is expanding next year to reflect the total passenger travel experience of the future."

CRYSTAL DITCH,
TRADE SHOW/EVENTS
COORDINATOR BRAND
MANAGEMENT &
COMMUNICATIONS, ARINC:



"This is a very targeted show for us. All of the customers we needed to see are here. It is very important and beneficial to us to participate here each year. All of our current customers are here and the right people – the decision-makers – are here."

JUSTIN TAUBMAN,
PROJECT MANAGER OF
PASSENGER
INNOVATION, TSA:



"The conference sessions have been incredibly stimulating. I particularly enjoyed the focus on IATA's Fast Travel initiative. The networking aspect of the event has brought everyone closer together. During the Happy Hour and coffee breaks everyone has been talking about the subjects raised in the conference sessions. The event is undoubtedly a great networking opportunity for people in the industry. It is one of the few opportunities where vendors, airlines, airports and government are in the same room together, talking about the future of the industry."

JARED MILLER,
MANAGING DIRECTOR
SELF-SERVICE & EMERGING
TECHNOLOGY, UNITED:



"As in all previous years, the event has provided a tremendous dialogue between industry stakeholders. It has been exciting to watch the show grow with new airports, airlines and vendors bringing new ideas to improve the travel experience. I am certainly looking forward to the Future Travel Experience event in Vancouver next year. The conference presentations have been thought-provoking and the dialogue with the audience after each session is testament to that. It's nice to see presentations that are very much forward-thinking."

MIKE CHEW,
DIRECTOR AIRPORT SERVICES
& RESERVATIONS, PRODUCTS
& SERVICES, STAR ALLIANCE:



"It is a very well-organised conference and the presentations have been very informative. I agree with the name change to Future Travel Experience, which is very timely and more relevant to the industry and the way it's moving."

ROB CHAN,
PRACTICE LEADER E-ACCESS
SOLUTIONS, CUSTOMER
FACING SOLUTIONS, IBM:



"This show is a great opportunity to meet not only with our existing clients, but new ones as well."

CONFERENCE

“INNOVATION TO ENHANCE THE PASSENGER EXPERIENCE ON THE GROUND”

Future Travel Experience 2011 will provide a unique forum for travel industry stakeholders to learn how passenger and baggage processing practices will evolve in the long-term and what impact this will have on systems, facilities and business strategies. In order for the passenger experience to be improved it is clear that as an industry, and individually, we must innovate with new practices and ideas. Through our theme we will champion the latest thinking and concepts that truly have the passenger experience in mind.



To be part of this exciting exhibition contact :

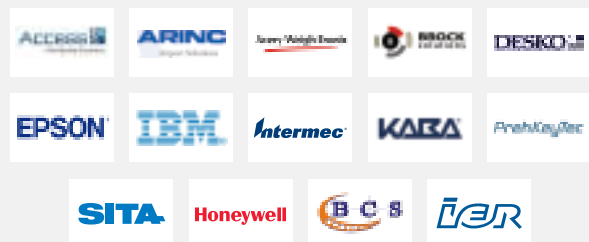
BEN WHIBLEY
+ 44 1293 783851

or by email at : ben@pps-publications.com

EXHIBITION

Viewing demonstrations of the latest technologies and services related to the passenger experience is a key requirement to understanding the latest developments in this subject area, which is why Future Travel Experience 2011 will have a large vendor exhibition showcasing the latest systems, components and services on the market.

CONFIRMED EXHIBITORS



CORRECT AS OF 18/02/2011

COME AND SEE VANCOUVER - ONE OF THE WORLD'S LEADING REFERENCE SITES FOR SIMPLIFYING PASSENGER TRAVEL

Located just 15 kilometres from downtown Vancouver, Vancouver International Airport (YVR) connects British Columbia to the world. Canada's second-busiest airport, it has long been at the forefront of simplifying passenger travel and one of the world's leading reference sites in this field. Our delegates will get to see all these initiatives in action when attending Future Travel Experience 2011.



The airport's modern, technologically advanced facilities reflect British Columbia's natural beauty and history, and are complemented by a wide range of shops and services, a commitment to innovation in passenger travel, and an ideal location on the Great Circle Routes to be a key North American gateway to Asia. 67 airlines serve YVR, connecting people and businesses to 119 destinations in Canada, the US and around the world. Vancouver Airport Authority is committed to creating an airport that British Columbia can be proud of: a premier global gateway, local economic generator and community contributor.

Vancouver Airport Authority has long been at the forefront of simplifying passenger travel through the use of safe, secure technologies and back in 2002, YVR became the first airport globally to introduce the self-serve check-in solution using common-use kiosks.

Other programmes pioneered at YVR include NEXUS, an expedited trusted traveller border entry programme, developed in collaboration with Canada Border Services Agency (CBSA) and US Customs and Border Protection (USCBP), which allows members to clear the border quickly and safely through the use of secure iris recognition kiosks.

In 2003, the Airport Authority introduced the popular onboard cruise ship check-in programme, which allows eligible passengers to check-in, receive boarding passes and process baggage onboard a returning cruise ship, simplifying the airport departure experience and ensuring that the passengers' bags are transported directly to their final destination.

Another option offered to cruise ship passengers since 2005 is YVR's US Direct programme, which shaves up to two hours off the average passenger processing time.

In 2009, Vancouver Airport Authority introduced common-use baggage drops in the US departures area. Passengers simply check-in, and then place their checked baggage on any one of four conveyor belts. A customer service agent then checks the passenger's boarding pass against their bag tag using a custom-built technology solution that not only speeds up the process for passengers but also meets US departing passenger requirements.

Most recently the Airport Authority revolutionised domestic self-serve check-in by adding a self-bag-tagging function for its two domestic airlines in 2010.



SEPTEMBER 7-9, 2011 THE WESTIN BAYSHORE, VANCOUVER, SEPTEMBER 7-9, 2011 THE WESTIN BAYSHORE

VANCOUVER AND THE WESTIN BAYSHORE



Vancouver, Canada is one of the world's premier meeting and convention destinations and a top delegate draw. Incredible mountains, sparkling ocean and a cosmopolitan flair make it perfect for work or play. Exceptional cuisine, first-class hotels and outstanding facilities, including an award-winning expanded convention centre, are just some of the things that will make the Vancouver experience unforgettable for delegates.

The Westin Bayshore, Vancouver, offers guests the best of both worlds: the activities and cultural events of Vancouver, as well as a relaxing resort experience. This unique duality is just one of the features that allowed The Westin Bayshore, Vancouver to be named on Condé Nast Traveler's Gold List in 2002. Enjoy views of the coastline, distant mountains, and Stanley Park.



FREE LUXURY ACCOMMODATION

REGISTRATION FEES

Price	\$US	€	£
1 Delegate.....	\$1900.....	€1550.....	£1350
2 Delegates.....	\$3400.....	€2775.....	£2410
3 Delegates.....	\$4800.....	€3920.....	£3400
4 Delegates.....	\$6000.....	€4895.....	£4255

Press free of charge / Speaker free of charge
Includes two nights accommodation at the Westin Bayshore.
Registration fees increase from June 6th 2011.

www.FutureTravelExperience.com