

Intermediary Futures



The Conference

What does the future hold for agents, operators, wholesalers and other intermediaries?

As the dotcom era gathered pace in the 1990s, many commentators were preaching the gospel of disintermediation. With the advent of the web, here was a technology that would allow travel principals - such as hotels, airlines, attractions - to reach out across the world to gather their customers. The introduction of online bookings and payments only strengthened that belief.

As it turns out, the reality has not been so black and white. Whilst principals have, indeed, been the beneficiaries of more direct business via online channels, intermediaries are still with us.

Agency chains may have shrunk but newer online travel agents have taken up some of the slack. Tour operators have found the online world to be a lucrative channel. A new genre of wholesalers utilising XML messaging have grown-up to feed the industry. Bedbanks and flight aggregators now have a vital role to play.

However, industry developments have become so fast moving that the only certainty is the uncertainty about what the future holds. With this in mind, TTI has decided that its Autumn Conference should focus on Intermediary Futures. The conference will probe the subject from various aspects: looking at the wider marketplace and how it may evolve, examining the technology, hearing from new companies about their business models, learning from principals about what they need from intermediary relationships.

If you have any interest in Intermediary Futures, this is a must attend conference. Come along and hear from a group of expert speakers that will tell you what the future holds.

Venue:

Strand Palace Hotel, 372 Strand, London, WC2R 0JJ

nearest undergrounds: Charing Cross & Covent Garden

The Speakers

Stuart Jackson

Group Business Development & Distribution Director
Monarch Group

Neil Davies, Head of Commercial & Revenue Management
Bourne Leisure

John Ames, IT Director
JacTravel

Lennert de Jong, Director of Distribution
CitizenM Hotels

Julia Lo Bue-Said, Managing Director
Advantage Travel Centres

Nena Chaletzos, CEO Founder
luxtripper.co.uk

Erica Chang, Regional Director UK
HomeAway

Roberto da Re, CEO
Dolphin Dynamics

Tom Jenkins, Executive Director
European Tour Operators Association

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TTI shareholders:



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09:30 Registration and Coffee

10:00 Welcome & TTI Update, Peter Dennis, Chairman, TTI

Moving with the Times

The marketplace in which tour operators and travel agents find themselves has been changing drastically across the years. Long-standing businesses have had to move with the times in order to stay ahead of the game. In this session, you will hear from two leading lights of the travel industry about the evolving marketplace and their thoughts on the future.

10:10 The Evolving Marketplace

Stuart Jackson, Group Business Development & Distribution Director, Monarch Group

10:30 The Future of Travel Agents and TMCs

Julia Lo Bue-Said, Managing Director, Advantage Travel Centres

10:50 Panel Session

11:10 Coffee Break

Intermediary Technology

More so than at any other time in the past, intermediaries look to their technology to provide them with a competitive edge and enable them to run their businesses efficiently. Two speakers will give their views on where intermediary technology is heading and how it has enabled wholesaler businesses to efficiently address the marketplace.

11:40 Technology - Where Next?

Roberto da Re, CEO, Dolphin Dynamics

12:00 Wholesalers & Electronic Markets

John Ames, IT Director, JacTravel

12:20 Panel Session

12:40 Introducing HSMIAI Europe

TTI has a new association relationship with the European arm of HSMIAI (Hospitality Sales & Marketing Association International). This session will introduce the association and what it offers its members.

Ally Dombey, Representative, HSMIAI

12:50 Lunch

The Principal View

With travel principals such as hotel chains and airlines able to use online channels to reach their customers, why do they choose to work with intermediaries? What are the revenue management implications? How does technology help intermediary relationships? Hear the views of speakers from two authoritative principal organisations.

13:50 Working with Intermediaries

Lennert de Jong, Director of Distribution, CitizenM Hotels

14:10 Intermediaries and Revenue Management

Neil Davies, Head of Commercial & Revenue Management
Bourne Leisure

14:30 Panel Session

14:50 Coffee Break

New Businesses and New Business Models

New intermediary businesses continue to be launched. New business models are being introduced into the marketplace. Both demonstrate that the role of the intermediary is ever-evolving. In this session, you will hear two case studies about the launch of a new online travel brand and the peer to peer business model of a well established infomediary.

15:20 Launching a New OTA

Nena Chaletzos, CEO Founder, luxtripper.co.uk

15:40 Growing a Peer to Peer Business

Erica Chang, Regional Director UK, HomeAway

16:00 Panel Session

16:20 The Challenging Environment

Intermediaries operate in an environment of changing legislation, evolving holiday preferences, new markets and ever advancing technological development. The Executive Director of the European Tour Operators Association will give his views on this challenging environment, what tour operators and other intermediaries need to be doing to survive and thrive.

Tom Jenkins, Executive Director
European Tour Operators Association

16:50 Chairman's Summary, Peter Dennis, Chairman, TTI

17:00 Close

Moderator: Paul Richer,
Genesys - The Travel Technology Consultancy

Registration

TTI members - 2 free delegates (Additional TTI member delegates and Unicorn licence holders £50 + VAT)

AAC / ABTA / ABTOF / AITO / BETA / ETOA / GTMC / HSMIAI / IFITT / OpenTravel / RMAPI / members £195 + VAT

Others £295 + VAT

Register online at www.tti.org/conference To contact TTI, email admin@tti.org or call 0871 244 0747