

2022 Fall National Conference

Know Before You Go





Expedia Cruises is excited to welcome you to Vancouver and aboard the Holland America Koningsdam for our Fall 2022 National Conference. We can't wait to celebrate our 35th anniversary with all of you!

Please find details in this guide for our conference, the pre-cruise workshops, and tips from the locals on some great things to do in Vancouver. If you have additional questions, email us at egstrategievents@expediagroup.com.

Conference Registration:

There are two opportunities to pick up your badge and registration items

- Sunday, October 23, 11am-5pm – Vancouver Convention Centre West, 2nd Floor
- Monday, October 24, 12pm-4pm – Stuyvesant Room, Deck 1 Mid

If you can, we ask you to please pick up your items on Sunday to facilitate boarding for the Expedia Cruises corporate team.

Photo Sharing:

Be part of the memories and share your Expedia Cruises National Conference photos with everyone via the PhotoCircle app. You can join using the link below to share photos, comment, and download the pictures for your memories!

<http://join.photocircleapp.com/CZV5GTX552> (note: this is an ad supported, free app)

Attire:

Show your Expedia Cruises pride by wearing your branded polo shirts along with the corporate team (*not required*):

- Sunday – Blue
- Monday – White
- Tuesday – Red
- Wednesday – White
- Thursday – Blue (the conference polo will be delivered Wednesday)
- Friday – Blue

Also, don't forget to pack your PINK and ORANGE for our onboard events!

Vancouver Cruise Terminal Location:

- Canada Place Cruise Ship Terminal
- 999 Canada Pl, Vancouver, BC V6C 6E4

Holland America Check In:

Be sure to check in online with [Holland America](#) to update your information, complete the health assessment 72 hours prior to departure, and download your boarding pass and luggage tags

Event App



Download the event app to get involved. Q&A, polling, agenda, speaker and attendee details and announcements will all be shared via the EventMobi attendee app.

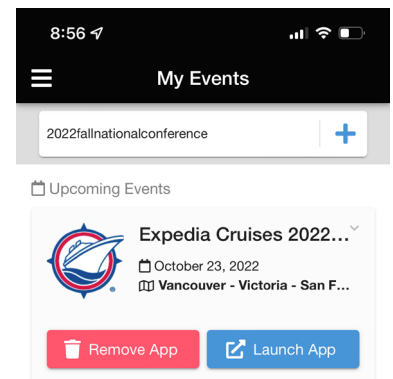
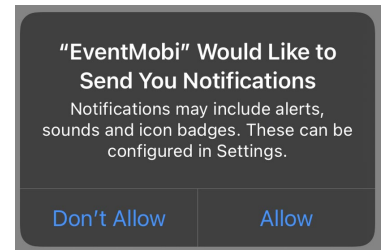
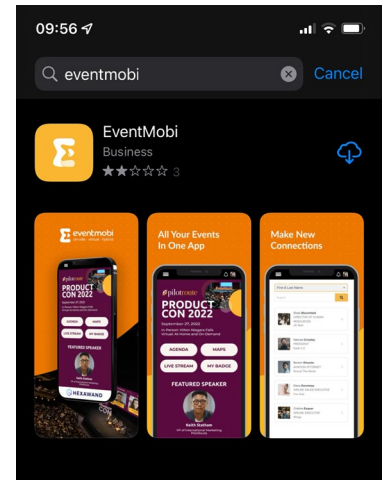
To Download:

1. Open your mobile app store and install EventMobi
2. Ensure you select 'Allow' for notifications
3. In the 'My Events' section, type **2022FallNationalConference** (all one word) and click add
4. The Expedia Cruises 2022 Fall National Conference should be added to your list of events, click 'Launch App'
5. Login using the email you registered with (*referenced in the know before you go email*)
6. If this is your first time using EventMobi, you will be prompted to create a password
7. On first login to the National Conference event, you will be prompted to update your profile. Please enter your photo, job title and any other information you would like other attendees to see about you

Any questions regarding accessing the mobile app, please email egstrategicevents@expediagroup.com.

Please note we are still uploading data into the app, so you may see changes to your agenda throughout the week, but rest assured everything will be uploaded and updated by the end of the week.

Also, the app will default to your local time zone, so times may differ from the printed agenda until you arrive in Vancouver, when it will update to local time.





Event App

Find your agenda:

To access your personal agenda, click the icon on the homepage or open the EventMobi app menu by clicking the three bars in the top left corner and click Personal Agenda. From here, you can see which sessions you have been assigned to and the locations.

Maps:

We have uploaded some maps of the Cruise Terminals we will be visiting, the Vancouver Convention Center space where workshops will be held, as well as maps of the dining room for Supply Partner Meetings and BSRs. You can access these from the app homepage.

Attendees:

You can find and communicate with other conference attendees on the app. You can either search or sort the list by name, title, or company. When you click on an attendee's profile, you can see more details or send them a message. Be sure to complete your profile and upload your photo so that everyone can get to know you.

Speakers & Sponsors:

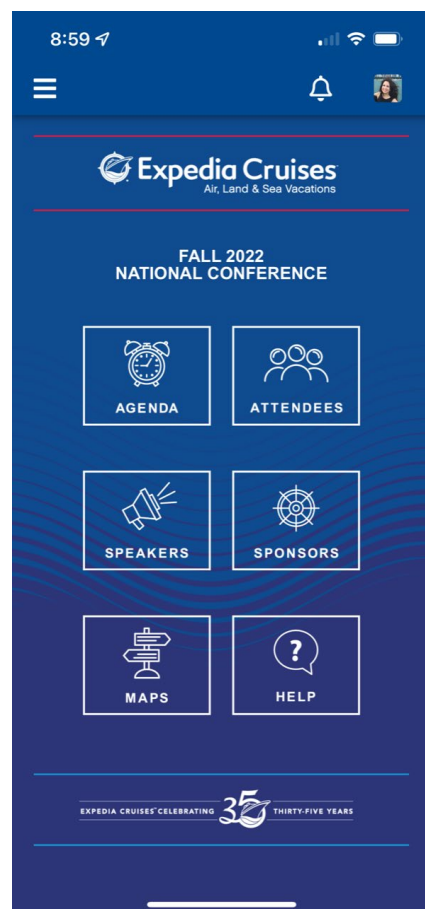
All our speakers are featured along with what sessions you can find them in. You can also find information for all our sponsors, including which contacts are in attendance for that brand. Thank you to our speakers and sponsors!

Announcements & Notifications:

Be sure your push notifications are on, as we will be sending any messages, reminders, and alerts throughout the week.

Help & Event Information:

Here you can find our contact information to reach the Expedia Events team, as well as additional details and resources such as the Expedia Cruises events website, the Holland America Koningsdam page with details for the ship, and more.



Land Based Workshops



Location:

- Vancouver Convention Centre West
- 1055 Canada Pl, Vancouver, BC V6C 3G3
- Enter the West building from the Burrard Street entrance, head up the escalators, and we will be in the 2nd Floor Foyer

Agenda:

11:00am – 1:00pm	Registration	2 nd Floor Foyer
1:00pm – 2:15pm	Workshop 1	Room 211
2:15pm – 2:30pm	Break	2 nd Floor Foyer
2:30pm – 3:45pm	Workshop 2	Room 211 / Room 212
3:45pm – 4:00pm	Break	2 nd Floor Foyer
4:00pm – 5:15pm	Workshop 3	Room 211 / Room 212

The event app will include your assigned session and location. Topics include:

- Marketing Promotions and Fundamentals
- Maximizing Supply Partner Relationships
- Mastering Marketing Tools to Drive RSVPs

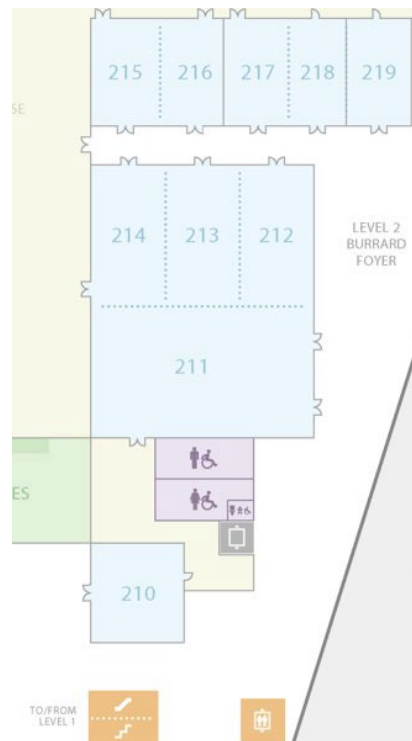
Please bring your FULLY CHARGED laptop as you will be required to access marketing tools in one workshop.

Snacks/coffee/tea will be provided during the breaks. We also encourage you to bring a water bottle as we will have refilling stations around the workshop area.

WiFi:

WiFi will be available in the conference space using the following credentials

- ID: Expedia Cruises 2022
Password: ecfall2022



Onboard Agenda & Details



Agenda:

You will have a personalized agenda in your app, but below is a high-level overview

Monday, October 24 – Vancouver, BC

- 12pm : General boarding begins (*refer to your boarding pass for your designated boarding time*)
- 12pm – 4pm : Registration (*for anyone who didn't pick up items Sunday*)
- 2:30pm : Supply Partner Welcome Meeting
- 3pm – 4:30pm : New Franchisee Meet & Greet
- 5pm – 6pm : Opening General Session
- 6:30pm – 7:30pm : Welcome Cocktail Reception
- 8pm – 9:30pm : Dining

Tuesday, October 25 – Victoria, BC (AM)

- 9am – 11am : Onboard Learning Sessions (*advance sign up required*)
- 1pm – 5pm : General Session
- 6:30pm – 7:30pm : Cocktails & Connections (*invite only*)
- 8pm – 9:30pm : Dining

Wednesday, October 26 – At Sea

- 8am – 8:30am : Walk for a Cure
- 9am – 12pm : Supply Partner Roundtables & Meetings
- 1:30pm – 4pm : Business Solutions Roundtables
- 4:30pm – 6:30pm : Onboard Learning Sessions (*advance sign up required*)
- 8pm – 9:30pm : Dining
- 9:30pm – 11pm : Holland America Orange Party

Thursday, October 27 – San Francisco, CA (all day)

- 9am – 9:30am : Group Photo (wear your blue polo shirt delivered Wednesday)
- 8pm – 9:30pm : Dining

Friday, October 28 – At Sea

- 8:30am – Noon : General Session
- 1:30pm – 3pm : General Session
- 6:30pm – 7:30pm : Farewell 35th Anniversary Cocktail Reception
- 8pm – 9:30pm : Dining

Saturday, October 29 – San Diego, CA

- Disembarkation

Onboard Agenda & Details



Supply Partner Meetings & Roundtables:

There are two opportunities to meet with our amazing supply partners on Wednesday morning.

- Roundtables – take advantage of dedicated time with supply partners to strengthen your relationships and learn how to grow your business
- 1:1 Meetings – face time with your supply partner contacts as well as the Expedia Group corporate team to discuss 2023 strategy and supply

If you didn't get signed up in advance, don't worry! Be sure to stop by and there will be plenty of opportunities to hop in and meet with supply partners. A dining room map of tables will be available in the mobile app.

Business Solutions Roundtables:

Join your peers to discuss topics facing your business and brainstorm solutions. We also have topics for CSMs. Your assigned topic rotation will be available in the app.

Topics:

- Operational excellence: What processes have you automated or outsourced?
- Local recruitment: what's working for you?
- What Partner Central reports are you using and why?
- What marketing levers are you using to drive promotional sales?
- What are you doing to create a strong sales culture?
- How are you building your all-inclusive resort/tours business?
- What are you doing to successfully onboard Vacation Consultants? (CSM)
- How are you coaching challenging Vacation Consultants? (CSM)
- What processes have you simplified and automated to help Vacation Consultants sell? (CSM)

Supply Partner Roundtables + Meetings	
9:00am - 9:15am	Roundtable time 1
9:15am - 9:20am	Rotate
9:20am - 9:35am	Roundtable time 2
9:35am - 9:40am	Rotate
9:40am - 9:55am	Roundtable time 3
9:55am - 10:15am	Break/Rotate
10:15am - 10:30am	1:1 time 1
10:30am - 10:35am	Rotate
10:35am-10:50am	1:1 time 2
10:50am-10:55am	Rotate
10:55am-11:10am	1:1 Time 3
11:10am-11:15am	Rotate
11:15am-11:30am	1:1 time 4
11:30am-11:35am	Rotate
11:35am - 11:50am	1:1 time 5

BSR Timing	
1:30-1:50	BSR 1
1:50-1:55	Rotate
1:55-2:15	BSR 2
2:15-2:20	Rotate
2:20-2:40	BSR 3
2:40-2:45	Rotate
2:45-3:05	BSR 4
3:05-3:10	Rotate
3:10-3:30	BSR 5
3:30-3:35	Rotate
3:35-3:55	BSR 6

Party Pack



The Party Pack is here to bring the FUN to your National Conference experience!

Fundraising & Walk for the Cure:

We are once again supporting the ongoing fight against Breast Cancer which has touched many lives both within our organization family and others. Don't forget to **pack your pink** for our Walk for the Cure.

\$100 Visa gift cards are up for grabs for Best Individual Costume and Best Team!



Please help us exceed our fundraising goals by supporting our chosen charities:

- CAN – [Breast Cancer Society of Canada](#)
- US – [Breast Cancer Research Foundation](#)

Donate online before and during National Conference for the chance to WIN!

- Contemporary & Premium Prizes - \$20 for 5 tickets
- Deluxe, Luxury, & River Prizes - \$50 for 5 tickets

Many thanks to our supply partners for donating these amazing prizes!

Holland America Orange Party:

Pack your best **orange outfits and accessories** to show off on the dance floor and represent Expedia Cruises as we give a nod to Holland America's Dutch heritage, a la King's Day. We will meet up on the Music Walk on Wednesday after dinner!

Secret Sailor Challenge:

Two franchises have been secretly selected to be recognized as **Captain Expedia and Sailor Stroopwafel**. We need your help to find them onboard.

While you are out and about socializing with your peers, simply ask (*in low, hushed tones*) if they are either Captain Expedia or Sailor Stroopwafel. If they are and they haven't told anyone else, you are a winner! **Keep it top secret** so that we can keep the hunt going during conference. On Friday we will reveal their true identities and finders.

Join us in socializing onboard, having FUN and earning some Expedia Cruises swag!

Welcome to Vancouver!



Welcome to the hometown of Expedia Cruises, we are so glad you are here!

The Vancouver locals have shared some of their favorite things to do, places to see, and most importantly, where to eat in Vancouver!

Things to Do and See:

- Van Dusen Gardens
- Stanley Park – walk or bike the sea wall
- Capilano Suspension Bridge
- Shop on Robson Street (*north of Burrard St*)
- Take in the sunset in English Bay
- Rent a boat and check out False Creek
- Check out the beaches: English Bay, Kitsilano, Jericho
- Take the Aquabus through False Creek – you can hop on/off
- Gastown Ghost Walking Tour – perfect for spooky season!

Places to Eat Near Downtown:

- Medina Café (*amazing waffles*)
- Forage
- Tap & Barrel Waterfront
- Miku (*multiple people recommended this sushi restaurant*)
- Fanny Bay Oysters (*if you love local fresh seafood*)
- Jinya (*for ramen*)
- Black and Blue Steakhouse
- Joe Fortes Steak & Seafood
- Steam Whistle
- Flying Pig

- Taco Fino Gastown
- Brass Fish Tavern
- Chewies
- Water Street Café
- Nuba
- Nightengale
- Botanist
- Rodneys (*great oysters and seafood*)
- Urban Winery (*wine flights and meals*)

Places to Eat Around Vancouver:

- Espana in English Bay (*tapas*)
- Rodney's Oyster Bar
- SandBar Patio (*top pick for experience*)
- Cactus Club English Bay (*wonderful sunset view*)
- Homer Street Café
- Chambar
- St Lawrence
- CinCin
- Minami (*sister restaurant of Miku mentioned above*)
- Savio Volpe (*staple for great Italian food*)
- Check out the craft brewery scene in East Vancouver and North Vancouver

Day 0 - Sunday, October 23 Shirt - Blue	Day 1 - Monday, October 24 Shirt - White	Day 2 - Tuesday, October 25 Shirt - Red	Day 3 - Wednesday, October 26 Shirt - White	Day 4 - Thursday, October 27 Cont. Shirt - Blue	Day 5 - Friday, October 28 Shirt - Blue
7:00 AM					
7:15 AM			Wall for a Cure Sports Court Deck 11 Alt		
7:30 AM					
7:45 AM					
8:00 AM					
8:15 AM					
8:30 AM					
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9:00 AM		Back office Learning Session Hall Moon (8 II) (advance sign-up reqd)	Supply Partner Meetings Dining Room - Upper Level Deck 3 Alt		
9:15 AM					
9:30 AM					
9:45 AM					
10:00 AM					
10:15 AM					
10:30 AM					
10:45 AM		Port Day - Victoria, BC 8am-2pm			
11:00 AM					
11:15 AM					
11:30 AM					
11:45 AM					
12:00 PM					
12:15 PM					
12:30 PM					
12:45 PM					
1:00 PM	Registration Vancouver Convention Centre West 2nd Floor Foyer				
1:15 PM			Lunch Break		Lunch Break
1:30 PM	Workshop: Marketing Promotions & Fundamentals VCC 211		Business Solutions Roundtables Dining Room - Upper Level Deck 3 Alt		
1:45 PM					
2:00 PM					
2:15 PM	BREAK/ROTATE				
2:30 PM	Workshop: Maximizing Supply Partner Relationships VCC 211				
2:45 PM					
3:00 PM					
3:15 PM	Workshop: Maximizing Marketing Tools to Drive RSWPs VCC 212-214				
3:30 PM					
3:45 PM	BREAK/ROTATE				
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4:15 PM	Workshop: Maximizing Supply Partner Marketing Tools to Drive RSWPs VCC 212-214				
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