



TravelCentres
CONFERENCE 2024

The
Difference
is
you

The art of
effective selling

THE ART OF Effective Selling

One of the insights that we gained during covid was the realisation that our politicians knew next to nothing about how our industry works so here's another wake-up call for all you travel professionals out there — neither do most consumers!














How do I know this? In a deeply researched survey that Expedia conducted recently, they found that consumers visit an average of 277 separate websites before they finally make a booking! Surely, they wouldn't be wasting all that valuable time if they thought that by utilising a travel agent, such equally effective research would be conducted on their behalf at little or no cost to them. So who's to blame for this disconnect? The answer is, we are. We make too many false assumptions about what consumers understand about the services that we provide. And in case you haven't been paying attention, big changes are coming down the line for traditional 'bricks & mortar' travel agents. For starters, there's the increasing adoption of AI, particularly with the big OTA's that will increasingly 'humanize' the chatbot experience, removing yet another pain point for consumers who book online.

Ryanair are reconsidering entering the package holiday market whilst On the Beach recently joined Love Holidays in targeting the Irish consumer. All these combined developments mean that the days of traditional beach-based package holidays representing the 'bread & butter' of the Irish travel trade are truly numbered. Your future lies in you moving up the value chain and seeking out customers who are cash-rich but time-poor. The kinds of consumers who value quality and expertise and are prepared to pay for it. You enjoy higher commissions, more repeat business, increased referral rates and lower levels of complaints. And the key to this future success? Learn how to sell effectively!

Always at your service!

Noelene

Sponsors

	Complimentary Travel Insurance Policies
	Joint Sponsorship of conference refreshments & 2 x economy tickets to Canada, USA, Mexico, Central & South America or Caribbean on Air Canada Network*
	Gala Pre-Dinner Drinks Reception
	2 x economy class tickets to Abu Dhabi
	Friday Dinner Wines
	Saturday Lunch
	Friday Owners/Managers Dinner
	Gala Dinner Entertainment
	360-Video Platform
	Friday pre-dinner drinks, after dinner entertainment + 2 tickets to Lapland
	Gala dinner wines + €1,000 holiday voucher
	2 x economy class tickets to Istanbul
	Joint Sponsorship of conference refreshments and 2 x economy tickets ex DUB/SNN to Newark (Liberty) International Airport*.

Expedia TAAP are sponsoring the Friday Dinner Cupcakes
*Certain restrictions/blackouts/validities may apply. Only travel agents are eligible.

JOINT HEADLINE SPONSORS



ACKNOWLEDGEMENTS

Events such as this depend on the generous sponsorship that underpins much of the content featured over the course of the conference weekend programme. Although all our suppliers have contributed to the central funding that covers much of the main running costs, these suppliers in particular have dug deep into their pockets in order to show their appreciation for the business that you, our members, generate for them year-round. It is therefore only right and fitting that we should acknowledge them here.

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Conference PROGRAMME

FRIDAY, NOVEMBER 8TH

14.00 — 16.30	Owners forum (closed session)
16.30 — 17.00	Introduction to Pax2Pay, followed by Q & A
17.00 — 17.30	'Liability and Insurance Law — a Litigator's perspective' with with John Sheehy & Eimear Gray, DAC Beachcroft
17.30 — 19.00	At Your Leisure
19.00 — 19.45	Pre-Dinner Drinks Reception sponsored by Sunway
19.45 — 22.30*	Owners/Managers Dinner sponsored by MSC Cruises
22.30 — Late	Piano bar Entertainment sponsored by Sunway

SATURDAY, NOVEMBER 9TH

08.30 — 09.30	Conference Registration
09.30 — 09.35	Conference officially opened by Angela Walsh, President, I.T.A.A
09.35 — 09.40	Conference starts with opening remarks from moderator, Eoghan Corry
09.50 — 10.15	Jo Linehan, editor, Climate Supplement of Sunday Times on 'An Introduction to Sustainable Travel'
10.15 — 10.18	Sponsor Presentation by Suzanne Rowe, MSC Cruises

10.18 — 10.28	Russell Meara, Hablo
10.28 — 10.54	Andy Harmer, MD Europe, CLIA 'The Next Generation of Cruise Opportunities'
10.54 — 11.00	Joint sponsor presentation by Bláithín O'Donnell (Air Canada) & Aoife Gregg (UnitedAirlines)
11.00 — 11.15	Refreshment Break sponsored by Air Canada & United Airlines
11.15 — 11.50	Gary Murphy, AmaWaterways 'Travel Centres & AmaWaterways — We are the Difference'
11.50 — 11.59	Joint sponsor presentation by Val Murphy (Celebrity Cruises), Jennifer Callister (Royal Caribbean) and Amanda Middler, Silversea Cruises
12.00 — 12.55	Alf Dunbar, 'You are the Difference — Steps to Successful Selling'
12.55 — 13.00	Adam Weatherley, Learning & Development Manager, ISME
13.00 — 13.45	Lunch — supported by ISME
13.45 — 15.45	Speed-dating workshops — Part 1
15.45 — 16.00	Afternoon refreshment Break — Jointly sponsored by Air Canada & United Airlines
16.00 — 17.30	Speed-dating workshops — part 2. NB: Individual sponsor table spot prizes will be announced at the end of the session via WhatsApp Group
17.30 — 19.30	At your leisure
19.30 — 20.30	Pre-dinner drinks reception, sponsored by Bedsonline
20.30 — 23.00	Gala Dinner and Annual Awards
23.00 — 01.00	Dancing to Brass & Co.
01.00 — 03.00	Disco

*Because Ireland will be playing the All Blacks on the Friday evening, we will be displaying the match onscreen in the function room with the sound turned down as many will want to watch it. Dress code for the Friday dinner is casual. Dress code for Saturday night dinner is formal wear.

Table Plans GALA DINNER

Blank table plans for the Gala Dinner will be displayed on notice boards in the main function room throughout the day on Saturday. Please fill in your name on one of these table plans no later than 15.45 as the completed or partially completed table plans will be collected at 16.00. If your agency has five or more staff attending, a table plan with your name details will already have been pre-populated.



Awards

Each year we try to fine-tune the awards process to make it as equitable as possible for all members and 2024 is no different.

We've replaced the old two-tier system of large and small agents with two new ones: Best Overall Sales and Most Improved Sales. This means that even smaller agents have the opportunity to stand at the winners podium, even though they may not generate the most sales for a given supplier. Please note however that not all suppliers may necessarily be recognising agent efforts under both criteria. As in previous years, three nominees are selected in all categories so even if your agency does not win in 2024, your efforts throughout the year will still be recognised — hopefully urging you and your colleagues on to try that little bit harder in 2025 so that you capture the silverware next time around.

Please also note that not all preferred suppliers elect to sponsor award categories as such sponsorship is voluntary and is at each supplier's discretion.

In addition to the award categories referred to above, which are voted on by individual suppliers, we also have our 'Best Use of Social Media' award, which is determined by an analysis by our social media experts at Vitamin.ie. This year, we've decided to call the award 'Best Social Media Presence'. Our final and most prestigious agent award is for 'Agent of the Year' which is based on an amalgam of votes cast by all preferred suppliers. The final two awards of the night are based on votes cast by the Travel Centres agent community itself. These are 'Supplier Representative of the Year' and 'Supplier of the Year'.



Supplier 'Speed Dating' Workshop

The cornerstone of the conference each year is the speed-dating workshop that takes place on the Saturday afternoon.

The challenge each year is trying to ensure that all conference delegates fully engage with their supplier partners throughout the day so that, ideally, all agents visit all suppliers in equal measure. What tends to happen is that some agents only end up visiting those suppliers that they already do business with, thus defeating the whole point of learning about new preferred suppliers that have been added to the portfolio.

As there are more suppliers in attendance than there will be available speed-dating slots in which to visit them all, agency staff are encouraged to split up across the room so that, collectively, they get to meet more suppliers/exhibitors within the allocated time. Each agent will be provided with a passport when registering in the morning and each passport will contain details of all exhibitors participating in the room, listed in alphabetical order.



The order of exhibitors/suppliers within the room will, however, be completely random. All passports must be personalized by writing in your full name and agency in the spaces provided on the front. Passports must be surrendered at the end of the afternoon by placing them in the boxes provided as these will be used to choose some additional, random winners of some great prizes that will be raffled off during the gala dinner.

General Information

CHECK IN

Please note that check in at the hotel is not before 15.00 hrs so if you are arriving on Saturday, please proceed directly to registration and either leave your luggage in the car (if using own transport) or leave in the care of the porter (if arriving via public transport). All luggage will be kept in a secure location until such time as you are in a position to check-in later — i.e. after 5.30 p.m. when the supplier workshop finishes.

PUNCTUALITY

As we are working to extremely tight schedules, it is important that every agent delegate and exhibitor observe the times allocated for each event throughout the conference weekend such as closed sessions, workshop segments, presentations and meals etc. This will ensure the smooth running of the event and a better overall conference experience for all concerned.

CLOSED FORUM

Please note that the afternoon session that takes place on Friday afternoon between 14.00 and 17.30 is closed to trade press, suppliers and front counter staff but all are welcome to attend all presentations on the Saturday morning.

SPONSORS PRESENTATIONS

There are no such things as free lunches and so it is with the Travel Centres annual conference. We are indebted to all our sponsors whose financial support helps us to stage our event each year so it is only right and fitting that they be provided with the opportunity to pitch their respective value propositions to delegates. These pitch opportunities are afforded to key sponsors by means of a series of short (i.e. 3-minute) commercial presentations from the main stage on the Saturday morning and serve as intermission breaks between the various programme speakers. The sponsored presentations at this year's event will be delivered by the following: Suzanne Rowe for MSC Cruises; Blaithin O'Donnell for Air Canada; Aoife Gregg for United Airlines; Val Murphy for Celebrity Cruises; Jennifer Callister for Royal Caribbean and Amanda Middler for Silversea Cruises. A short presentation will also be delivered by Adam Weatherley who is Learning & Development Manager for ISME, the association for Irish SMEs.

SUGGESTIONS

A lot of thought and planning goes into arranging each year's conference but we're always receptive to new suggestions as to how we can improve on the delegate experience and make the content of these events more relevant to your business. Ideas on a postcard please. (*Better still — just email them!*)

TESTIMONIALS

Some of your colleagues will be absent from this year's event and for a variety of reasons. If you enjoy yourself this weekend, then we'd like to hear from you so we can share your comments/observations with those who perhaps take a little bit more convincing that such events are both relevant and worthwhile.

CONFERENCE HASHTAG#

Help us promote this year's conference through social media by sharing your experience and tagging the Travel Centres accounts in your posts, stories and video reels. Our official conference hashtag is **#TravelCConf**. We will be monitoring all communications, and the most engaging post, story or video reel will receive a rather nice thank you of €250 — courtesy of Travel Centres! Remember to tag Travel Centres so that we see your posts! Details of the lucky winner won't be announced until the week following the conference, to allow us to properly evaluate the merits of all posts and to capture the entire conference — not just the gala dinner and awards!





DRESS CODE

Dress code for Friday afternoon and Saturday morning & afternoon sessions is business attire. Friday night is casual while for this year's gala dinner, we expect you to make a bit of an effort and dress up — gowns and glamour for the girls and black tie for the boys!

DIETARY REQUIREMENTS

On the registration form that everyone fills out, you will have been asked for details of any special dietary requirements. Please note that whilst these details are forwarded on to the hotel on your behalf so that the kitchen is aware of them, when catering for each meal, serving staff have no way of knowing where persons with such special dietary are seated in the room so it is important that you ensure that the person taking your meal order is made aware of your dietary requirements in order to avoid any problems.

SHARE YOUR PHOTOS!



Each year our delegates take hundreds of great photos. This year, we're making it super-easy to share them! Simply scan this QR code and publish your conference photos to our shared gallery for all to see and enjoy!

WHATSAPP GROUP



To make it easy for all our delegates to stay up to date with conference announcements, prize winners and breaking news, we have a dedicated WhatsApp Group. Scan here to join.

CONFERENCE WEBPAGE

As the conference progresses, we'll be regularly publishing news and announcements to our dedicated conference website here: travelcentres.ie/conference

& BRASS CO.

Back by popular demand, our musical entertainment at our gala dinner this year are the irrepressible Brass & Co, one of Ireland's most impressive event

ensembles! Their genre-spanning repertoire guarantees to get even our most reserved guests up on to the dancefloor. Their lineup of virtuoso musicians perform every number with infectious energy and presence. You just can't beat a punchy horn section to really inject the wow factor into your favourite tunes.



Advisory Board

The advisory board comprises seven member agents who, between them, represent the interests of the general membership and who, in conjunction with the management team, define the policies and supplier preferences of the group. The board positions are voluntary, so board members donate freely of their time and expertise throughout the year in order to help drive the collective agenda of members. The board meets periodically throughout the year. The advisory board currently consists of the following members:



JEFF COLLINS
Best4travel group

Jeff began his travel career in the early 90's, when he worked for Delta airlines for 10 years —based mainly at Dublin airport. From there, he progressed to senior positions within both American holidays and needahotel.com . In 2005, Jeff, together with his father Jim, established www.globehotels.com. In 2010, Jeff established the Best4travel group which now boasts 11 retail shops, a home working division and an online team . The company currently employs close to 60 staff and is ample proof that people still need travel professionals to arrange their travel requirements.



DYMPNA CROWLEY
Lee Travel, Cork

Dympna began her career in travel, handwriting tickets and making reservations over the phone. Despite the long hours and crazy inquiries, she was bitten by the travel bug, and her career path lead her from Ballincollig Travel to Budget Travel, and finally to Lee Travel in 2010. Over the years, working with Lee Travel, she joined the Ballincollig Business Association, and attended a multitude of travel related workshops and networking meetings. As time moved on, she also took on extra responsibilities at work, and was delighted to be appointed CEO of Lee Travel in February 2021. Keeping up or ahead of the ongoing challenges in travel means no two days are ever the same, but the trips and the people you meet along the way makes it all worthwhile.



ANDREW LYNCH

Travel Advisors, Ratoath

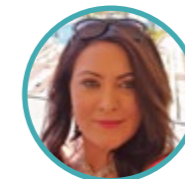
Andrew opened his own agency in 2012. Travel Advisors is an award winning agency that offers a professional and personal travel service. Andrew has over 28 years' experience within the Travel Industry and has worked for well-established travel companies over the years, gaining his wealth of knowledge. He enjoys travelling with his family and friends and has a big passion for sport.



JOHN BARRETT

Magic Vacations, Kinsale

A Marketing & French graduate, John started his career with EuroDisney back in April 1992. Magic Vacations are an award winning agency based in Kinsale and employ 8 people. An early adapter of Digital media, they launched their highly successful MVTV travel series in 2020. John loves to discover new destinations and is very passionate about travel.



KAREN THORNTON

KT Travel, Dundalk

Karen has worked in the travel industry for over 28 years. She opened up KT Travel in 2005 and since day one has gone from strength to strength. Karen has excellent knowledge and experience and has a huge passion for travel and always looking for new angles to develop the business. Karen is focused on worldwide trends in travel and leisure and is constantly searching for innovative methods to market the company. Karen has a policy of never standing still and every year their destinations and properties on offer are reviewed and updated. Karen is so proud of all their achievements as an award winning, Irish owned Travel Agency. She looks forward to what the future brings.



JOE CONNOLLY

Cloud 9 Travel, Mullingar

Joe first entered the world of travel in 2005 after studying travel & tourism in GMIT, where he instantly fell in love with everything travel related. After a number of years Joe decided to go back to education and took a break from travel. He went on to work in radio advertising & marketing, but through his own travels, his flame for the travel world was reignited. In his spare time Joe is heavily involved in charity work and is currently the Chairperson of ACT (Accessible Counselling Tullamore) a charity very close to his heart.



MARK CLIFFORD

O'Hanrahan Travel, Monaghan

Mark is Managing Director of multi award winning O'Hanrahan Travel in Monaghan Town having previously worked in Eugene Magee Travel, Dublin and Centre Travel, Dundalk. O'Hanrahan Travel is one of Ireland's first travel agencies, established in 1925, and Mark & his team have driven the company from 1993 to where it is today. Employing a staff of ten, a mix of both business & leisure from both Northern & Southern Ireland presents its own unique challenges for this border agency. Mark has served previously on ITAA Retail Council, ITAA Board and is delighted to rejoin the Travel Centres Advisory board.

Speakers



EOGHAN CORRY

Editor, Air & Travel Magazine

Eoghan Corry has four decades of experience in the front line of news, sports and business journalism and is the author of more than 40 books. He is the recipient of lifetime achievement awards in journalism and from the Irish travel industry, was formerly a sportswriter of the year and sports editor of the Sunday Tribune, was literary editor of the Irish Press, and was awarded honorary Colonel of Kentucky and the freedom of Baltimore City in the USA. He provides news and analysis on the travel and aviation industry for broadcast media in Ireland and abroad.



RUSSELL MEARA

Managing Director, Hablo

Russell has worked in the travel industry for over 25 years, having starting his working life as a professional footballer at Southampton Football Club in the early 90's. His industry journey started as a sales agent at Canadian Affair in 1997 and he has climbed the ranks and held senior management positions within the sales, marketing and product departments for some of the UK's leading

tour operators, before moving across to represent some of the largest destinations around the world at the travel & tourism communications agency, Hills Balfour. He co-founded Hablo in September 2020 with the mission to create a digital home for the travel industry, connecting us all directly for the very first time.



JO LINEHAN

Editor of the Sunday Times (Ireland)

CLIMATE Supplement

Jo Linehan is the Editor of the Sunday Times Ireland CLIMATE supplement and contributes as a sustainability columnist to The Sunday Times Ireland Home magazine and Irish Country Magazine. With over a decade of experience working as a lifestyle journalist, she has contributed as a travel writer for IMAGE Magazine, CARA Magazine, Forbes, and The Sunday Times. Jo was also a travel writer for The Irish Times Weekend Magazine from 2017-2021. She has collaborated as a content creator for several travel destinations and organisations, including recent collaborations with The River Lee Hotel Cork and Fáilte Ireland. A passionate advocate for the Irish travel and lifestyle sectors, and with an MSC in Management for Sustainable Development from DCU, Jo uses her writing and content creation platforms to help bridge the gap between industry and ESG (Environmental Social Governance). Find out more about Jo and her work at jolinehan.com



ALF DUNBAR

Key Note Speaker and Mindset Coach

Originally from Aberdeen in Scotland Alf is the creator and founder of the highly successful customer service and selling coaching program “You Are The Difference”, which is currently being used by a wide range of retail and business organisations around the world. Alf is a practitioner not a theorist. His coaching methods are based on the real world with real people. His unique and enthusiastic communication skills inspire people, which in turn enhance their individual performance. With over 12 years practical retail experience and 25 years as a top key note speaker and mindset coach he has personally coached thousands of people from a wide variety of retailing, and service backgrounds helping them to achieve exceptional results. website: www.yatd.co.uk



GARY MURPHY

Co-owner and board member, AmaWaterways

Gary Murphy’s experience in the travel industry spans more than 30 years. After completing his Business Degree at California State University, Northridge, Murphy’s early business experience involved positions with IBM, Group Voyagers in Europe and Brendan Vacations, before becoming Vice President of Marketing and sales for startup airline Miami Air International. After five successful years with Miami Air, Murphy returned to one of the country’s leading tour operators, Brendan Vacations, where he served as Vice President of Marketing and Sales, and in 2000, took over the role of President. In 2002, AmaWaterways was co-founded by Murphy’s father Jimmy, as well as Rudi Schreiner and Kristin Karst. From the beginning, Brendan Vacations supported the successful launch of AmaWaterways by generating 50% of its business. After the sale of Brendan Vacations in 2006, Murphy left Brendan in 2009 to become Vice President of National Accounts for AmaWaterways. Two years later, he was appointed to Vice President of Sales. The following year, Murphy was recognized by Virtuoso as their Cruise Ambassador of the Year. He continued to grow with AmaWaterways becoming Senior Vice President of Sales in 2019. In 2022, Murphy stepped down from his senior vice president role to focus on industry relations, development of the UK market and opening of a new commercial office for the Australian market.



TONY HART

Chief Strategy Officer, Pax2Pay

Tony has worked across the FinTech and Travel sectors over the last 25 years in companies such as Ixaris, eNett and Opodo. Tony brings with him a wealth of experience and expertise within both the travel industry and travel payments space. He started his travel industry career in the 90’s, initially working for well known UK leisure OTA’s and homeworking agencies, selling holidays and flights via Teletext. This was followed by a period of 6 years within the corporate travel space. He’s spent the last 10 years within B2B travel payments, joining Pax2pay in September 2020. Pax2pay are a travel industry specialist focussed on B2B payment solutions, As part of the Paxport Group they are able to offer a unique insight and solutions to the challenges faced by travel businesses across the EEA and UK.



EIMEAR GRAY

Senior Associate DAC Beachcroft

Eimear is a Senior Associate and has worked for more than 5 years with DAC Beachcroft Dublin. She is dual-qualified as a solicitor in Ireland and the UK. She has extensive experience in both jurisdictions where she has worked for several litigation practices and for insurers directly. She works exclusively in defending litigated personal injury claims with primary focus on cross border travel claims and counter fraud.



JOHN SHEEHY, PARTNER, DAC BEACHCROFT

In 2009, he qualified as a solicitor and joined DAC Beachcroft in 2013. He specialises in litigation and dispute resolution and in particular in the area of defence personal injury litigation. He has extensive experience acting for a range of international and domestic insurers, along with self-insured parties in the defence of personal injuries claims from inception through to completion. John deals with a wide variety of claims to include employer’s liability, public liability, products liability, defamation, road traffic accidents and fatal injury claims. Prior to training as a solicitor, John worked in the insurance industry as a personal injuries claims handler. He trained as a solicitor with a commercial law firm where he worked primarily in the areas of litigation and contentious employment. Having qualified as a solicitor, and before joining the Dublin Office, John gained a number of years’ experience with another Dublin practice where he acted for a multi-national insurer defending a portfolio of insurance claims in all Courts in Ireland.

ENTERTAINMENT

Cary Posavitz

Cary has been performing professionally since the age of 17 in a variety of shows and venues all over the world. He spent four years performing in Riverdance. In the US, Cary starred in 'Joseph and the Amazing Technicolour Dreamcoat, had lead roles in Cruisin' '57 for Dick Clark Productions, The Magnificent Gospel Showcase for Sky Television and has been a featured entertainer for Regency, Radisson and Celebrity Cruise Lines. Cary has also performed with Celtic Women for their PBS Television Special.



TRAVEL CENTRES

Conference 2023



Thanks a million for a fantastic conference as usual! The closed session on Friday was really good. Entertainment as always was fabulous don't know how you do it every year!



Thank you so much for an incredible conference. Your welcome and warmth evident from the beginning and hugely appreciated.



Yet another resounding success! Thank you so much for all your hard work and attention to detail – I really enjoyed the weekend.

“Best conference I have ever been to. I had an absolute ball!!”



What an absolutely FANTASTIC event, it really was superb and great credit is due to yourself and Bernie.



Thanks for a fab weekend as always it was brilliant !



Local Visitor

ATTRACTIONS

Lawlor's of Naas is a 4-star town centre hotel offering a warm welcome since 1913. Located in the centre of Naas town in County Kildare, Lawlor's is known far and wide for over 100 years as offering visitors the best of Irish hospitality. We are delighted to present our selection of must-visit attractions and activities to enhance your stay with us.



Immerse yourself in nature at the **Irish National Stud & Gardens**. Explore the rich history of Irish horse breeding and take a leisurely wander through the stunning gardens, where vibrant flowers and tranquil landscapes offer a picture-perfect setting.

Step back in time at **Russborough House**, a magnificent mansion surrounded by immaculate parklands. Marvel at the grandeur of the architecture, delve into the estate's fascinating history, and enjoy a peaceful stroll through the serene gardens.

Indulge in a shopping spree at **Kildare Village**, a luxury outlet shopping destination showcasing top fashion and lifestyle brands. With exclusive discounts available for hotel guests and a charming setting, it's a shopping paradise not to be missed. Discover the artistry of Irish craftsmanship at Newbridge Silverware. Explore a range of exquisite jewellery, homeware, and gifts, and learn about the heritage of this iconic brand through interactive exhibitions. Their Christmas store is a must-visit, and if time allows, the factory tour should be on your itinerary.

Enjoy stress-free shopping in **Naas town centre** with a selection of local boutiques just a short stroll from the hotel's front door, including Nicola Ross, Aria Boutique, Fabucci Footwear, House of Logo, Whelan's Menswear, and more.

As a special treat, VIP shopping discount cards are available for hotel guests visiting **Kildare Village and Newbridge Silverware**. Additionally, enjoy an exclusive 10% discount at selected partner boutiques in Naas town. Be sure to pick up your pack from hotel reception.

2024

Exhibitor Listing

Accident & General

Aer Lingus

Air Canada

Air France/Delta/KLM

Ama Waterways

APT/Travel Marvel

Bedsonline

Blue Insurance

Bookabed/TBO

Breakaway Tours

Celebrity Cruises

Crystal Ski

Discover Travel

Dolphin Dynamics

Etihad Airways

Expedia TAAP

Flexible Autos

Hablo

Hertz

Iberostar

Jet Blue

Las Vegas Convention &

Visitors Authority

Msc Cruises

New York City Tourism

Princess Cruises

Riviera Travel

Royal Caribbean

Silversea Cruises

Stuba

Sunway

The Travel Corporation

Travel Focus

Tui

Turkish Airlines

Worldwide Insurance

PREVIOUS

Conference Themes

2024	The Difference is You!
2023	Seeing the wood for the trees – an economists perspective
2022	The Future of Work (Why your people strategy will be the most important part of your business strategy)
2021	No conference
2020	No conference
2019	Travel Agent 2.0 – Rebooting the high street travel experience
2018	SWOT: Strengths, Weaknesses, Opportunities, Threats
2017	Getting Back to Basics
2016	Communication: Evolution or Revolution
2015	Back to the Future
2014	Navigating the Future
2013	How to keep your finger on the pulse of what's critical – both in your business and your life!

Speakers Over The Years

Alf Dunbar, You are the Difference

Tony Hart, Pax2Pay

John Sheehy, DAC Beachcroft

Gary Murphy, AmaWaterways

Carole Smith, Syneo

Pat Kennedy, eConcepts

Michael Collins, Travel Media

Niall Strickland, Business Coach

Dr Mark Rowe, Lifestyle Medicine

Sinead Reilly, Travelport

Brian Mallarkey, AO UK Ltd.

Federica Galeotti, Tui

Sharon Fleming,

Thompson Travel

Rosemary Meleady,

The Wedding Planner

John McGuire, Author & TV Personality

John McEwan, ABTA Chairman

Dermot O'Brien,

Dermot O'Brien & Associates

Hugh Jones, Sytorus

Gavin Fox, Fox Marketing

Ben Bouldin, Royal Caribbean

Brian Whelan, Airhelp

Anne Masterson,

Dublin Business School

Dave Pope, Status 4

Niamh Waters, Travel Media

Alan Masterson, TravTab

Stuart Byron, Royal Caribbean

Michael English,

Celebrity Cruises

Leila McCabe, Tui

Katie Noviss,

Holland America Line

Stephen Sands, Riviera Travel

Peter Shanks, Silversea

Steve Williams, MSC Cruises

Stephen Winter, Ponant Cruises

Declan O'Connell,

Performance Coach

Charlie Tuxworth, Innovate XL

Mr Dermott Jewell, Consumers

Association of Ireland

Juan Bueso,

European Consumer Centre

Grainne Kelly, Bubblebum

Russell Beck,

Leadership Development

Andy Harmer, CLIA

Gerry Duffy, Motivational

speaker and elite athlete

John Coburn, Praxis Now

Jilly McCullagh, Vat2Solutions

Andy Cummins, CJV Digital

Matt Sheridan,

Garda Fraud Bureau

Garry Barone, Smartbox

Sheona Gilsean, Central Statistics Office

Clive Howard, E-Waterways

Sonia Aste, Barclaycard

Fergus O'Connell, Deloitte

Anne Marie Graham, Healthforce

Don O'Sullivan,

School of Marketing, UCC

Dan O'Brien, Economist

Russell Meara, Hablo

Jo Linehan, Editor, Sunday Times

(Ireland) Climate supplement

Clare de Bono, Amadeus



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TravelCentres*
Your one stop travel shop

The Difference is **you**

TRAVEL CENTRES
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