



ACI AIRPORT DAY MARTINIQUE

APRIL 29, 2025 · FORT-DE-FRANCE



TIME	PRELIMINARY PROGRAMME
09:00 - 09:05	Opening by MC
09:05 - 09:20	Welcome Remarks by the Government
09:20 - 09:30	Welcome Remarks - SAMAC
09:30 - 09:40	Welcome Remarks - ACI LAC
09:40 - 10:10	Enhancing passenger experience with ACI Worlds ASQ Programme
10:10 - 10:30	Enhancing customer experience to boost non-aeronautical revenues
10:30 - 11:00	Networking Coffee
11:00 - 11:45	Airport commercial offer and its influence on Passenger Experience
11:45 - 12:30	Hotel infrastructure and destination positioning
12:30 - 12:50	Improving air connectivity: the role of airports
12:50 - 14:00	Lunch
14:00 - 14:30	Increasing connectivity in the Caribbean and LAC region, a potential source of passenger traffic growth
14:30 - 15:15	Panel: Enhancing passenger experience with technology
15:15 - 16:00	Closing Panel: How airports in the region are integrating CX in their strategy and operations