



TIME	PRELIMINARY PROGRAMME
09:00 - 09:05	Opening by MC <ul style="list-style-type: none">Valérie Cesarine
09:05 - 09:20	Welcome Remarks by the Authorities <ul style="list-style-type: none">Préfet de MartiniquePrésident de la Collectivité de Martinique
09:20 - 09:30	Welcome Remarks – SAMAC <ul style="list-style-type: none">Nathalie Sebastien, Martinique Airport
09:30 - 09:40	Welcome Remarks - ACI LAC <ul style="list-style-type: none">Rafael Echevarne, Director General, ACI-LAC
09:40 - 10:10	Enhancing passenger experience with ACI World's ASQ Programme <ul style="list-style-type: none">Valerie Vanderhacgen, ASQ
10:10 - 10:35	Enhancing customer experience to boost non-aeronautical revenues <ul style="list-style-type: none">Rafael Echevarne, ACI-LAC
10:35 - 11:00	Networking Coffee
11:00 - 12:00	Airport commercial offer and its influence on Passenger Experience <ul style="list-style-type: none">Ronaldo Herrera, Morpho Travel ExperienceItalo Ruso, W Premium LoungesCharles Larcher, AMPIKelly Dingoer, BVIAAYannis Benzoubair, SAMSIC
12:00 - 12:45	Hotel infrastructure and destination positioning <ul style="list-style-type: none">Eliseo Llamazares, KPMGJoanna Fridy, AATTEnguerrand Fabre, Groupe Fabre
12:45 - 13:05	Improving air connectivity: the role of airports <ul style="list-style-type: none">Jaume Adrover, CEO, GPA
13:05 - 13:20	Sectus - Where innovation meets efficiency & design <ul style="list-style-type: none">Philippe Lajeunesse, General Manager, Sectus Technologies
13:20 - 14:20	Lunch
14:20 - 14:40	Increasing connectivity in the Caribbean and LAC region, a potential source of passenger traffic growth <ul style="list-style-type: none">Marcelo García, Chief Aviation Regulation & Policy, NACO



14:40 - 15:25

Panel: Enhancing passenger experience with technology

- Moderator: Valerie Vanderhacgen, ACI World
- Stephane H. Marcoux, Collins
- Uriel Torres, SITA
- Alex Gerdts, Embross

15:25 - 16:00

Closing Panel: How airports in the region are integrating CX
in their strategy and operations

- Marcelo García, NACO
- Amy Charles, SLASPA
- Samuel Johnson, Dominica Airport
- Nathalie Sebastien, Martinique Airport