

***Luxury Travel Mart Almaty
on the 26th of September 2014
at The Ritz-Carlton, Almaty***

***(Esentai Tower, 77/7 Al-Farabi Avenue, Almaty, 050040, Kazakhstan,
telephone: +7 727 332-8888)***

PROGRAM OF THE EVENT:

Registration desk will be located in the foyer of the Grand Ballroom Hall.

10:00 – 14:20 Morning session.

Individual pre-scheduled appointments with top-buyers. Each appointment will last 10 minutes according to the following scheme (5 minutes added for moving from one exhibitor to the next):

10:00 – 10:10 / 10:15 – 10:25 / 10:30 – 10:40 / 10:45 – 10:55 /

11:00 – 11:10 / 11:15 – 11:25 / 11:30 – 11:40 / 11:45 – 11:55

11:55 – 12:10 – coffee break

12:10 – 12:20 / 12:25 – 12:35 / 12:40 – 12:50 / 12:55 – 13:05 /

13:10 – 13:20 / 13:25 – 13:35 / 13:40 – 13:50 / 13:55 – 14:05 / 14:10 – 14:20

A bell will ring at the end/start of each appointment.

Place: Grand Ballroom Hall.

14:30 – 15:30 After-session networking and buffet-reception.

Place: Foyer of the Grand Ballroom Hall.

15:30 – 18:00

Non pre-scheduled appointments with hosted buyers and major key accounts from Almaty. Buyers will be seated, and exhibitors will move around. Each appointment – 5 minutes (50 hosted buyers). Please see the details below for more information.

Place: Grand Ballroom Hall.

18:30 – 00:00 Evening reception.

Workshop and cocktail reception for travel agents, corporate clients and journalists in a relaxed atmosphere.

Place: Grand Ballroom Hall.

All events are available only to pre-registered visitors.

Non-participating hoteliers, DMC companies and other hospitality providers will not be permitted to attend the Luxury Travel Mart Almaty as visitors.

We kindly ask you NOT TO INVITE any of your colleagues from other hotels, cruise companies, DMCs, etc as there might be a conflict of interests with other exhibitors.

Thank you for your understanding.

Detailed schedule:

09:00-09:30 – Registration of exhibitors. Please contact the registration desk, which will be located in the foyer of the Grand Ballroom Hall; you will be provided with a badge and information pack.

After the registration, please proceed to the hall where your table is assigned. Please check your table allocation for the morning session on the floor plan.

Set-up for the morning session of the Luxury Travel Mart. The set-up for the morning session is “classroom” format, you will have a table with a sign with your company/hotel name on it, and 2 chairs on each side. Power supply will be available at each table (for your laptop presentations). Wi-Fi connection is available through the hotel, free of charge.

Please note that wall or standing posters are not allowed; you can only use the space on your table.

In case of any damage done to the hotel by sticking posters to the wall, you'll be asked to pay the cost of repairs.

09:30 – 10:30 – Arrival of buyers for the morning session, registration.

10:00 – 14:20 – Individual appointments as scheduled (schedule can be printed from your personal cabinet at www.luxurytravelmart.ru and it will also be provided on the day of the event). Please note that all appointments are scheduled for 10 minutes maximum – please keep an eye on the time otherwise buyers will be late for their next appointment. A guest list will be provided on the day of the event on flash card.

Complementary soft beverages, coffee and tea will be available during the morning session on request; please ask the waiters or our staff if you need anything.

After the morning session please leave your boxes and packages clearly labeled, standing on your table, we'll move them to your table at the evening session. Please clearly indicate your boxes or packages with the stickers that will be placed on your table. All brochures must be placed in boxes – our staff won't collect individual brochures from the tables. **Please ensure that there are no valuables left behind** – we cannot take any responsibility for lost or stolen items.

14:30 – 15:30 – After session networking and buffet-reception. During this time you will have the opportunity for an informal chat with buyers. Place: Foyer of the Grand Ballroom Hall.

15:30 – 18:00 – Appointments with hosted buyers. Place: Ballroom Hall. Buyers will be seated, exhibitors will move from one buyer to another, without pre-scheduled appointments. 5 minutes strictly for each appointment; at the end of each appointment a bell will ring. Please respect other exhibitors and move forward to the next buyer immediately after the bell.

Please note that if you are sharing space with another hotel or colleague, you must attend all meetings with the hosted buyers together, no separate appointments are allowed in this case.

18:00 – Set-up for the evening session of the Luxury Travel Mart. Please check your table allocation for the evening session on the floor plan. **Please make sure to start set-up at 18:00 exactly as guests for the evening session usually arrive earlier.**

18:30 – Luxury Travel Mart workshop / cocktail reception (food and alcohol drinks will be served from 19:30), for owners and managers of travel agencies, tour operators, corporate travel managers and the press. The more relaxed atmosphere of the evening session will give your company an opportunity to increase its contacts, creating the possibility for future cooperation. A guest list will be provided on the day of the event on flash card.

For the evening session the tables will be placed along the walls of the foyer of the Grand Ballroom Hall, you will stand in front of your table (which is approximately 60 cm long). Again, a sign with your company/hotel name will be provided.

There will be no power supply at the evening session, so please make sure that the batteries of your laptop are fully charged. **Please note that it is not allowed to use any kind of posters or individual stands at the workshop due to the limited space.**

19:30 – Workshop ends and Celebration of Toursim Day starts (organised together with Kazakhstan Tourism Association).

00:00 - End of the event.

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FREQUENTLY ASKED QUESTIONS:

Q: How many people are allowed to participate from each exhibitor?

A: Two. Due to the set up of the event it is not possible to fit three or more at the table (2 chairs for exhibitors and 2 chairs for buyers at each table).

Q: Where and when will I get my badge?

A: On the day of the event, at the Luxury Travel Mart reception desk, after 9:00.

Q: Do I need an interpreter for the event?

A: Most of the agents speak English, however - we'll have 10 interpreters at the event who will be happy to assist you if there are any communication problems.

Q: How many brochures do I need to bring for the event?

A: 100-140 copies

Q: Do I need to bring or send give-aways for the event?

A: Yes, please do, they are always appreciated. Please keep in mind that mainly top managers and directors participate in the morning session.

Q: Can I send brochures in advance to the Intercontinental?

A: No, as the Ukrainian and Kazakh customs services are very strict – please bring all brochures with you as luggage. In Kazakhstan you may order a Fast-Track service, which more or less guarantees that you won't have problems at customs.

Q: What's the dress code for the event?

A: Business.

Q: Can I invite my colleagues/friends from other hotels or DMC?

A: No, as non-participating travel services providers are not allowed at the event due to possible conflicts of interest with other paying exhibitors. Security won't admit any non-participating hotels, DMC, etc (except for airlines).

Q: Can I invite my partners and clients from travel companies in the CIS?

A: Yes, please do. They should register online at www.luxurytravelmart.ru
Only registered guests are allowed to visit Luxury Travel Mart.

Q: When will I get a list of the visitors?

A: On the date of the event, on CD-rom. Also you will be able to see the visitors on your personal web- page of LTM. Please note that no hard copies (printed versions) of exhibitors info pack will be distributed.

Q: Can I use a laptop for presentations?

A: Yes. For the morning session a power socket will be connected to all tables. However, for the evening session, please make sure that your battery is full as a limited number of power sockets will be available. Please make sure that you have an adaptor (can be bought at any airport worldwide). Wi-Fi is available throughout both venues.

Q: Can I use a banner in front of my table or behind it?

A: No, as it might disturb other exhibitors. You may use and decorate only the space on your table, but no bulky and tall banners please, and it's strictly forbidden to stick anything on the walls of the hotel. If you do so, any charges for repairs will be invoiced to you.

Q: Can I get another place instead of the one allocated on the floor plan?

A: No, as the floor plan has been made in accordance with your registration and payment dates.

Q: Is there a chance that I will have a no-show for the appointments?

A: Yes, as the buyers are in their home city and we can't fine them for no-shows (except for hosted buyers).

Q: Can I smoke at the event?

A: No, all conference rooms will be non-smoking. Both venues are completely non-smoking by law, so smoking is permitted only outside the hotels.