

TRAVEL CENTRES CONFERENCE 2025

2025

VISION

How reviewing the past  
can help us to visualise  
the future

TravelCentres<sup>\*</sup>  
Your one stop travel shop

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Your one stop travel shop

# 20:20

**VISION** **Travel Centres**  
Conference 2025

**JOINT HEADLINE SPONSORS**

Celebrity **X** Cruises®



**ROYAL CARIBBEAN**

*2025 represents the 20th anniversary of the founding of Travel Centres. Little did we know that in such a relatively short space of time, we would grow from very humble beginnings working from a desk in our spare room to become Ireland's largest Travel agency consortium.*

As we celebrate our 20th year in business, we thought that it would be a good idea to look back over the previous 20 years of trading to remind ourselves of the various challenges that we had faced and triumphed over in the hope that they might inform our insights into what we think the next 20 years may hold for our industry in general and Travel Centres and its members in particular.

The Danish theoretical physicist, Neils Bohr<sup>1</sup>, famously said '*Prediction is very difficult, especially when it is about the future!*' We couldn't agree more with those sentiments but that doesn't mean that we shouldn't at least make a concerted effort to second guess what may lie in store for our profession in the years to come so that we can try and prepare for those challenges and acquire the skillsets necessary to tackle those threats head-on.

After all, as an industry we have been successfully reinventing ourselves for as long as I can remember in facing up to challenges from the Internet, Icelandic volcanoes, bird flu, the introduction of VAT on travel, Covid and currently the increasing adoption of AI.

And it has ever been thus. If we go back to the early days of the automotive industry, Henry Ford famously said that if he had asked people what they wanted, they would have said faster horses, proving — as if proof was needed — that consumers often don't know what they want! And Henry Ford wasn't alone: Steve Jobs had a reputation for, amongst other things, his stance against customer input. "It's really hard to design products by focus groups. A lot of times, people don't know what they want until you show it to them".

What we do know is that we cannot, as an industry, continue to work the way we've been doing for the past 30 or more years. The battle for online customers has been largely fought and lost to the big OTAs who have the scale, the technology and the deep pockets to market themselves effectively to the budget-conscious consumer. Your future as an independent travel agent lies in moving up the food chain by catering increasingly to clients who value your expertise; are cash-rich but time-poor and value the curated advice and bespoke services that you can provide them. By growing your sales of high commission products and leveraging the benefits technology you stand a fighting chance of succeeding in an increasingly commoditised world.

*As management guru Peter Drucker<sup>2</sup> wisely opined:*  
***'The best way to predict your future is to create it.'***

1. Niels Bohr won the 1922 Nobel prize for foundational contributions to understanding atomic structure and quantum theory
2. American economist, author and management consultant

## JOINT HEADLINE SPONSORS

# Sponsors

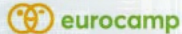
Celebrity **X** Cruises®



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.



Complimentary Travel Insurance Policies\*



Saturday Gala Dinner Wines



Friday Evening Entertainment



Friday Owner/Manager Dinner Wines



Keynote Speaker



Saturday Pre-Dinner Drinks



Friday Owners/Managers Dinner



Gala Dinner Entertainment



360-Video Platform



Gala Dinner photo booth



Friday Pre-Dinner Drinks



Saturday Refreshment Breaks

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## GALA DINNER SPOT PRIZES



2 x economy roundtrip tickets to Canada, the USA, Mexico, Central America, Caribbean or South America



Roundtrip for car plus up to 4 persons in 4-berth shower & toilet from Rosslare to Bilbao



\$1,000 voucher towards travel to the USA,



2 x economy roundtrip tickets to Dubai



2 x economy roundtrip tickets to Abu Dhabi,



2 x economy roundtrip tickets to Istanbul,



2 x economy roundtrip tickets to Bergen in Norway

# Conference PROGRAMME

## Friday 7<sup>th</sup> November

### TIME

### CONTENT

**14.00 - 15.00**

**Your Modern Travel Agency - AI with a Human Touch - Sean Fahy**

- Brief intro to what AI tools are and how to use them responsibly
- Talking to AI - How to structure prompts for the best results
- Custom automations - How to set up your own custom bots with ease for repetitive tasks (quoting, proposals etc.)
- Retaining the human touch
- Participant Q&A

**15.00 - 16.30**

**1st Closed Session**

**16.30 - 16.45**

**Refreshment Break**

**16.45 - 18.00**

**2nd Closed Session**

**18.00 - 19.45**

**At your Leisure**

**19.45 - 20.30**

**Pre-Dinner Drinks — Sponsored by Sunway**

**20.30 - 22.30**

**Owners/Managers Dinner — Sponsored by MSC Cruises**  
**Dinner Wines — Sponsored by Hertz**  
**After-Dinner Entertainment — Sponsored by Sun Transfers**

## Saturday 8<sup>th</sup> November

Moderator — Eoghan Corry

TIME	CONTENT	SPEAKER
8.30 – 9.30	Registration	
9.30 – 9.34	Conference officially opened by ITAA President	Tom Randles President of the ITAA
9.35 – 9.55	<i><b>“Not just another awards ceremony:</b> How TTG’s Top 50 Travel Agencies programme generates valuable market data and supports agents who are striving to improve...</i>	<b>Pippa Jacks</b> Audience & Content Director, TTG
9.56 – 10.00	Sponsor Presentation by MSC Cruises	Suzanne Rowe, MSC Cruises
10.02 – 10.42	Package Holiday Litigation- the Litigator's Perspective	John Sheehy (Partner) & Eimear Gray (Senior Associate) DAC Beachcroft, Dublin
10.44 – 11.04	Refreshment Break — Sponsored by Tui	
11.05 – 11.45	Surviving the High Street	Sandra Corkin, Founder Oasis Travel
11.47 – 11.55	Joint Headline Sponsor Presentation	Jennifer Callister, Royal Caribbean Valerie Murphy, Celebrity Cruises
11.56 – 12.46	<b>Boarding Passes for All: Goal Setting That Fuels Transformation'</b> For our final session before lunch, join High Performance speaker Gerry Duffy as he shares powerful Goal Setting Strategies designed to help you achieve your goals. These strategies have helped Gerry run 32 marathons in 32 days (yes you did read that correctly!) and build a speaking business which has seen him work with over 1,000 companies and organisations across the World.  In this session you'll play a game, do some thinking and understand a simple process to clear your 2026 goals for take-off.	<b>Gerry Duffy</b> , Keynote Speaker, Elite Athlete & Performance Coach
12.47 – 12.52	Closing Words	Adam Weatherley, ISME

## Saturday Afternoon & Evening

TIME	CONTENT
12.55 - 13.55	Lunch
14.00 - 15.45	Speed-Dating — Part 1
15.45 - 16.00	Afternoon Refreshment Break - <i>Sponsored by Tui</i>
16.00 - 17.45	Speed-Dating — Part 2
17.45 - 18.45	At Your Leisure
18.45-19.30	Pre-Dinner Drinks - <i>Sponsored by Melia Hotels</i>
19.30 - 22.45	Gala Dinner & Awards
22.45 - 23.00	Prize Draw
23.00 - 01.00	Live Band
01.00 - 03.00	Disco

# 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 2025 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 2025, your efforts throughout the year will still be recognised — hopefully urging you and your colleagues on to try that little bit harder in 2026 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. 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

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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 5.45 p.m. when the supplier workshop finishes.

## PUNCTUALITY

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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

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Please note that the afternoon session that takes place on Friday afternoon between 15.00 and 18.00 is closed to trade press and suppliers but all are welcome to attend all presentations on the Saturday morning.

## SPONSORS PRESENTATIONS

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There are no such thing as a free lunch 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. 4-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 years' event will be delivered by the following: Suzanne Rowe for MSC Cruises; Val Murphy for Celebrity Cruises and Jennifer Callister for Royal Caribbean. 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 bring this year's conference to life on social media by sharing your experience and tagging the Travel Centres accounts in your posts, stories and reels. Our official conference hashtag is **#TravelCConf**.

We'll be keeping a close eye on activity across the weekend and rewarding creativity, consistency and standout storytelling. To thank you for getting involved, we'll be awarding:

- > **Two €50 prizes for the best daily social posts shared on Friday and Saturday**
- > **One €150 prize for the best overall post shared after the conference.**

Remember to tag Travel Centres and **#TravelCConf** so we don't miss your content! Prize winners will be announced following the event to give us time to properly review all entries and capture the full experience, 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 needs 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.



## GALA BALL ENTERTAINMENT

# An ABBA Tribute Experience Like No Other

A world of sequins and timeless pop perfection — The Bjorn Identity® is an international smash hit show, paying tribute to the world's most iconic pop band: ABBA!

Celebrated for their unrivalled attention to detail, this acclaimed production offers an electrifying 'ABBA in Concert' experience that's as close as it gets to the real thing... short of a trip to Sweden of course!

From uncanny vocals and dazzling stage presence to Benny's legendary spinning white Yamaha piano — even real-life couples mirroring ABBA's original line-up — The Bjorn Identity brings authenticity, passion, and a good dose of nostalgia to every live performance.

Firmly established since 2011 as Ireland's No.1 ABBA tribute band, they've played to sold-out crowds in top venues like the Ulster Hall, Grand Opera House Belfast, and Millennium Forum Derry. Their dazzling journey has taken them across Europe, captivating fans in Germany, Austria, Italy, Greece, and Belgium.



# THE BJÖRN IDENTITY®





## A TRIBUTE TO ABBA

Whether you're reliving the magic or discovering it for the first time, The Bjorn Identity invites you to take a musical voyage that goes On and On and On.

### Follow the band:

 @thebjornidentityabbatribute  
 @thebjornidentityabbatributeuk

 @thebjornidentity1  
 thebjornidentity.co.uk

# Advisory Board

The advisory board comprises eight 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](http://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***

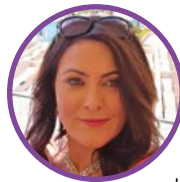
Dympna began her career in travel, handwriting tickets and making reservations over the phone. Despite the long hours and crazy inquiries, she was bitten by the travel bug, and her career path lead her from Ballincollig Travel to Budget Travel, and finally to Lee Travel in 2010. Over the years, working 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.



### **TOM BRITTON**

#### ***Marble City Travel Kilkenny***

With a strategic vision, Tom leads a dynamic team specialising in cruise, growing long-haul destinations, and the United States. Marble City Travel are proud members of CLIA, with each member of the team holding Master Status. Tom's agency emphasises dedicated customer service, which is recognised by Kilkenny Chamber of Commerce as overall business of the year and TTG Top Agency in Ireland – twice – with a core team which has been in place for almost 15 years and now approaching 20 team members. When not making the tea for MCT team members, Tom nurtures his passion for triathlon – having competed at the pinnacle of triathlon in the Ironman World Championship in Kona, Hawaii, reflecting the same disciplined approach Tom brings to his entrepreneurial journey in the travel industry. Tom is also a keen aviator, holding an ICAO Private Pilots Licence.



### **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, Tullamore***

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.



### **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.



### **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.



### **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.



# Speakers



**EOGHAN CORRY —  
MODERATOR**

*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 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.



**SEAN FAHEY**

*Founder and Director, Fahey Media*

Seán Fahey is the Founder and Director of Fahey Media, a marketing and communications agency based in Dublin. With over a decade of experience spanning journalism, digital content strategy, and marketing, Seán specialises in helping businesses grow through impactful storytelling and authentic online engagement. He has worked across sectors including construction, retail, technology, and the non-profit space, delivering campaigns that drive visibility, credibility, and results. Before founding Fahey Media, he held senior roles at Gibney Communications and the Irish Daily Star, leading digital strategy and managing high-profile accounts. In 2025, he launched AI Training Solutions, a sister company focused on practical AI education for business owners and organisations.

Seán is known for making digital communication accessible, offering hands-on consultancy, training, and content creation services. His mission is to empower clients to communicate with clarity, creativity, and purpose in a fast-changing digital world.



### **PIPPA JACKS**

***Content & Audience  
Director, TTG Media***

Pippa did a work experience placement at TTG magazine in 2006 – and never left. She joined the team as features

writer, later becoming features editor, and taking the helm as editor of the 70-year-old trade publication between 2013 and 2017. As Content and Audience director, she now brings almost 20 years' experience in the travel trade to ensuring that TTG Media's award-winning content and events are in absolute alignment with travel agents' evolving needs – including the hugely successful TTG Top 50 Travel Agencies programme and all-new Top 20 Luxury Travel Agencies list. Her personal passion for sustainability helps drive the company's mission to champion travel agents in building a Smarter, Better, Fairer travel industry, which in 2023 saw TTG Media become one of the UK's first B2B media brands to gain B Corp Certification.



### **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.



### **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.



### **SANDRA CORKIN**

#### ***Founder and Executive Director of Oasis Travel***

Sandra Corkin is the founder and Executive Director of Oasis Travel, Northern Ireland's largest locally owned independent travel agency group. She opened the first Oasis Travel branch in Lisburn in 1984 at the age of 21, growing the business to eight thriving retail offices, a luxury Portfolio division and a team of more than 60. Renowned for her customer-focused approach and industry leadership, Sandra has guided

Oasis through four decades of change, championing luxury and cruise travel. Her entrepreneurial vision and dedication have earned multiple award recognitions, including the TTG 2025 Contribution to Travel Award.



### **GERRY DUFFY**

Gerry Duffy is a dynamic speaker in the area of High Performance. With 15 years of delivering keynotes and workshops across Ireland, Europe, and the USA, Gerry has inspired

teams in industries like construction, finance, food, hospitality, pharma, technology, travel and more. His engaging style fosters connection, encouraging audiences to take forward the ideas and concepts he shares.

A personal interest in High Performance has seen him complete events such as running 32 marathons in 32 days and completing ten iron-distance triathlons in 10 days. His proudest achievement, ironically, is overcoming a fear of Public Speaking. These successes serve as powerful metaphors for possibility, commitment and resilience. Gerry integrates key experiences and lessons learned into his talks, emphasising how determination leads to transformative outcomes. He shares practical, straightforward tools/ ideas that audiences can implement immediately.

## 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 2024



*"Thanks again for another UNBELIEVABLE year, what a great few days we had!"*



*"Thank you for such an amazing weekend again, I honestly don't know how you guys pull it off every year without a hitch!!"*



*"Just wanted to say a big thank you for such a fantastic weekend."*





*"The Travel Centres conference was a huge success. The Saturday sessions and the workshop during the day were the best yet."*





*"Thank you for organising the conference, I thoroughly enjoyed it and found it very positive and the future looks bright for travel."*





*"Thank you so much for a fabulous day & night on Saturday. Its great to be a member of Travel Centres — you are the best!"*



*"Thank you guys, I think its fair to say everyone absolutely loved it."*



*"As usual you knocked it out of the park."*



# **Hertz**

**Hertz. Let's Go!**

**Car hire you can trust**

Your dedicated in country car hire team, providing you with Global service.

We will ensure your customers really do get the very best car hire has to offer.

So don't just book car hire, book Hertz Car Hire.

**[www.hertz-gsa.ie](http://www.hertz-gsa.ie)**



# 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.



2025

# Exhibitor Listing

**Abercrombie & Kent****Accident & General****Aer Lingus****Air Canada****Air France/Delta/KLM****AmaWaterways****APT/Travel Marvel****Avalon Waterways****Bedsonline****Blue Insurance****Bookabed****Bradley International****Airport****Caribtours****Celebrity Cruises****Cox & Kings****CV Villas****Discover Travel****Dolphin Dynamics****Do Something Different****Egypt Air****Emirates****Etihad****Eurocamp****Expedia TAAP****Flexible Autos****Hablo****Hertz****Iberostar****Las Vegas Convention &****Visitors Authority****Major Travel****MSC Cruises****Princess Cruises****Ratehawk****Riviera Travel****Royal Caribbean****Stuba****Sunway Travel****Teldar Travel****Travel Corporation****Travel Department****Travel Focus****Tui****Turkish Airlines****United Airlines****Visit Portugal****Viva Cruises****Worldwide Insurance**

PREVIOUS

# Conference Themes

2025	20:20 Vision: How reviewing the past can help us to visualise the future
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

Sean Fahey, Fahey Media  
 Pippa Jacks, TTG Media  
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 John McGuire, Author & TV Personality  
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