

Danube Cruise Travel Trade Masterclass 2016

Hotel Metropol Palace, Belgrade, Serbia

The Danube Competence Centre (DCC) is organising the first Danube Cruise Travel Trade Masterclass.

The Masterclass aims at creating a credible process/platform for more inclusive Danube product development.

During this event, organised in collaboration with the European Tourism Association (ETOA), buyers, suppliers and the relevant public tourism authorities will have the chance to meet, network and discuss paths for developing a coherent Danube destination product.

Tuesday, November 15, 2016

11:00 – 11:30	Arrival, registration and tea & coffee <u>Welcome introduction</u>
11:30 – 11:45	Gordana Plamenac , Chairperson, DCC Board of Directors Renata Pindzo , Assistant Minister, Ministry of Trade, Tourism and Telecommunications, Republic of Serbia <u>ETOA Welcome Presentation</u>
11:45 – 12:30	Nick Greenfield / Linda Haydon , ETOA <i>How the Travel Trade Works: Worldwide, Europe and the Danube Region</i> <u>Speaker Presentation #1</u>
12:30 – 13:15	Fero Bakos , Product Development Manager, Tauck <i>Product Development</i> <u>Presentation</u>
13:15 – 13:30	Vuk Perovic , Acting Director, Port Governance Agency, Republic of Serbia <i>Passenger terminals in the Republic of Serbia</i>
13:30 – 14:30	Lunch break <u>Speaker Presentation #2</u>
14:30 – 15:15	Lucia Rowe , UK Director, A-Rosa Radu Comanici , Managing Director, DCR Cruise Services <i>Product Development / Operations</i> <u>Group Q&A sessions with the speakers</u> Silvia Saltafossi , Charter Department, Avalon Martin Randall , CEO, Martin Randall Travel Ltd
15:15 – 16:00	Lucia Rowe , UK Director, A-Rosa Radu Comanici , Managing Director, DCR Cruise Services Fero Bakos , Product Development Manager, Tauck Robyn Stencil , Tour Operations Product Manager/Researcher, Rick Steves' Europe
16:00 – 16:15	<u>Closing Remarks</u>
16:15 – 19:00	Networking reception
18:00 – 20:00	Belgrade Sightseeing Tour (Optional), courtesy of Tourist Organization of Belgrade; guided minibus tour

Wednesday, November 16, 2016

9:00 – 15:00

Belgrade FAM trip (Optional) - tour of Belgrade Highlights which will take you to the Royal Palace, Museum of Yugoslav history, St.Sava Cathedral, Nikola Tesla Museum followed by a short refreshment at famous Skadarlija street and ending with visit to Belgrade Fortress and Kalemegdan Park – courtesy of Tourist Organization of Belgrade.

9:00 – 20:00

Serbia FAM Trip (Optional) – whole day trip along the Danube in Serbia during which you will discover part of its layered history including Viminacium archaeological site, Smederevo and Golubac medieval fortresses - organised by National Tourism Organisation of Serbia.