



“Follow the Customer Journey”

26&27th of September 2013, Thermae 2000 Valkenburg, The Netherlands www.thermae.nl

Share knowledge, learn from the best and become the best.....

Please fill out the following details to confirm you will be present at the event.

Company Name: -----
Industry*: -----
Contact Name (s): -----
Position: -----
Address: -----
Postcode: -----
Country:-----
Telephone: -----
Email: -----
Website: -----

- Destination Spa
- Day Spa
- Medi-Spa
- Hotel Spa
- Media

As a silver member I will be present at the event in Thermae 2000 26 & 27th of September.

The event is including one night from 26 till 27th of September at the Hotel of Thermae 2000

I would like to book an overnight stay the evening before the event from 25 till 26th of September (Special event price: € 119,- instead of € 199, including breakfast and use of wellness)

I would like to book an extra overnight stay the evening after the event from 27th till the 28th (Special event price: € 159,- instead of € 229, including breakfast and use of wellness)

Name:.....

Signature:.....

Date:.....

Program

Program

Thursday, 26 September

You will be surprised by key-note speakers, not necessarily out of the wellness industry, who will contribute to our knowledge on operation efficiency in combination with topping guests expectation best practices.

11:00-12.30 Arrival and check-in

12.30 Welcome lunch and Get together

13.15 phd. Emile van Hulsteren

14.15 Presentation Online Review Management

14.45 Break

15.15 "The sharing part" (part 1) Sharing & discussing KPI's.

16.15 Mindfulness

17.00 Camiel Eurlings, CEO KLM

17.45 Reception and time to refresh

19:30 Dinner @Restaurant Pure at the top of the Cauberg (Valkenburg). Turning table system

Friday, 27 September

"Meet the Secrets"

You will be subjected to the Customer Journey in Thermae 2000 and have one -to-one Business Meetings at the same time.

08.00 Breakfast @ Tiffany's

09:30 One-to-One Sharing Best Practices (as a part of the Customer Journey)

10:45 Coffee Break

11:00 One-to-One Sharing Best Practices

12:30 Lunch

13:45 One-to-One Sharing Best Practices

15:00 Coffee Break

16:00 One-to-One Sharing Best Practices

16:30 "The sharing part" (part2)

17:00 Fotoshoot, Conclusions & Farewell Drink

18:00 End of event

To register for this event become a partner or member from ISWKC.

Name:.....

Signature:.....

Date:.....