

# Welcome to Las Vegas and 2021 Virtuoso Travel Week

Your in-person guide to this week's one-on-one meetings, exciting events, and highlights you won't want to miss.

Virtuoso Travel Week in Las Vegas is finally a reality and we couldn't be happier to welcome you here. Our network is based on the power of human connection, and we hope you're as excited as we are to be together in person again. There's much to celebrate, much to learn, and still much work to be done as our industry recovers. As we connect with old friends and meet new ones, let's use this week to imagine what can be, together.

This quick reference guide can help you make the most of this week. For more assistance and information, go to the Virtuoso Events website ([virtuosoevents.com](http://virtuosoevents.com)) or stop by one of the three Virtuoso information desks in Bellagio and Aria.

Clockwise from top: Bellagio fountains, appointment tracks, and Virtuoso Chairman and CEO Matthew D. Upchurch.



## NEW THIS YEAR

Partners will remain seated during appointments as members move to different tables. It's important to note that appointments are mandatory, so a registered attendee from your company must be present during all morning sessions.



Like our new look? Request a member or partner logo by emailing [help@virtuosoevents.com](mailto:help@virtuosoevents.com).

## WEEKLONG EVENTS

### APPOINTMENTS

The hallmark of Virtuoso Travel Week, appointments are where the magic happens as partners and members connect to create dream itineraries for travelers. Access your assigned appointment schedule on the Virtuoso Events website ([virtuosoevents.com](http://virtuosoevents.com)) by clicking on My Events, or stop by one of the appointment schedule printing desks, located in Bellagio.

### Locations

*Bellagio – Raphael: Track D*  
*Bellagio – Tower Ballroom: Tracks A-D*  
*Bellagio – Bellagio Ballroom: Tracks E-G*

### Schedule

Monday – Thursday:  
8:00 – 9:30 AM, 10:00 – 11:30 AM



### VIRTUOSO COMMUNITY GLOBETROTTING

Community Globetrotting is an exclusive opportunity for Community partners to create an interactive experience to educate advisors on their products and destinations within the segments of Adventure, Cruise, Culinary, Family and Celebration, Ultraluxe, and Wellness travel. In contrast to the daily appointments during Virtuoso Travel Week, this event fosters hands-on learning and interaction, from cooking demonstrations to interactive quizzes, that allow partners to showcase their community focus. Based on network feedback, Community Globetrotting will be a part of the whole week with two sessions each afternoon.

### Location

*Aria – Ironwood Ballrooms*

### Schedule

Monday – Thursday:  
Session I: 1:30 – 3:00 PM  
Session II: 3:15 – 4:45 PM

### ADVISOR TIP

Your schedule is printed on the back of your Virtuoso Travel Week badge, including the starting booth for each session.



Community Globetrotting features 10-minute, interactive sessions where partners share their latest company news with advisors.

### PROFESSIONAL DEVELOPMENT

Each live professional development session at Virtuoso Travel Week is intended to help you envision your future, discover growth possibilities, and spark ideas to build an even stronger business as our industry reinvents itself. Visit [virtuosoevents.com](http://virtuosoevents.com) for a full listing of courses.

### LEARN MORE

*How Can Luxury Travel & Climate Change Coexist?*  
Check the Professional Development listings for this and other interesting topics.

### Location

*Aria – Starvine 1-5*

### Schedule

Monday – Wednesday:  
1:30 – 2:30 PM, 2:45 – 3:45 PM,  
4:00 – 5:00 PM  
Thursday:  
1:30 – 2:30 PM

### VIRTUOSO PRODUCT DESIGN LAB

Discover innovative technology prototypes, try hands-on product testing and demos, and learn about new ways to meet network and client needs. Virtuoso Product Design team members will be available to answer questions. In the morning, the space is available as a lounge to charge your electronic devices and host one-on-one meetings.

### PRO TIP

Ask about Virtuoso Wanderlist®. See the agenda for training opportunities.

### Location

*Aria – Senna Boardroom*

### Schedule

Monday – Thursday:  
9:00 AM – 12:00 PM  
(By appointment only)  
1:00 – 5:00 PM  
(Hosted by the Virtuoso Product Design team)

## HELPFUL INFORMATION

### REGISTRATION

#### Badge Assistance & Printing

*Near Bellagio Tower and Spa Tower*  
Sunday: 8:30 AM – 7:00 PM  
Monday – Tuesday: 6:00 AM – 5:00 PM

#### Conference Bag Pick-Up

*Bellagio Donatello 2-3*  
Sunday: 8:30 AM – 5:00 PM  
Monday – Tuesday: 6:00 AM – 5:00 PM

#### Registration & Information Desks

*Near Bellagio Tower and Spa Tower*  
Sunday: 8:30 AM – 5:00 PM  
Monday – Thursday: 6:00 AM – 5:00 PM

#### *Aria – Desk 3B, Level 3 West*

Monday – Thursday: 12:30 – 5:00 PM

### PARTICIPANT MEALS

#### Location

*Bellagio – Grand Ballroom*

#### Schedule

Monday – Thursday:  
Breakfast: 6:45 – 7:40 AM  
Lunch: 11:30 AM – 1:15 PM

### TRAVEL BETWEEN HOTELS

It's approximately a 20-minute walk between Aria and Bellagio. Virtuoso offers complimentary shuttle service between hotels, departing every ten minutes. The shuttle takes approximately five minutes.

#### Shuttle Pick-Up & Drop-Off Locations

*Bellagio: Between the Tower and Raphael Ballrooms*  
*Aria: Patio on Level 1 of Aria West*

#### Shuttle Schedule

Sunday: 9:00 AM – 7:00 PM  
Monday: 6:00 AM – 5:30 PM  
Tuesday: 6:00 AM – 5:30 PM  
Wednesday: 6:00 AM – 5:30 PM  
Thursday: 6:00 AM – 10:30 PM

Join us for a fun evening at Allegiant Stadium.



### MEET WITH PREFERRED PARTNERS

Looking to connect with preferred partners on a more strategic level? Plan for additional time together in

### IMPORTANT

These meetings do not replace your morning assigned appointments. Your company must be present during all morning sessions.

the afternoons with Anytime meetings or with select partners in the Cruise Café or Preferred Partner Lounges. By appointment only in MyEvents.

### Locations

*Cruise Café:*  
*Vdara - Rafael 1-3 and Vinoly Ballroom*  
*Preferred Partner Lounges:*  
*Aria - Juniper 1-3*

### Schedule

Monday – Friday:  
8:00 AM – 5:00 PM

### #VIRTUOSOTRAVEL

Stay in-the-know and engage in the Virtuoso Travel Week social conversation. Tag your best photos, videos, and comments by following and tagging #VirtuosoTravel.

### ATTENDEE HEADSHOTS

Make an impression that lasts longer than a Zoom call. Stop by for an updated profile photo (no appointment necessary).

### Location

*Bellagio – Spa Tower Hallway*

### Schedule

Sunday: 12:00 – 4:00 PM  
Monday – Thursday: 7:00 AM – 5:00 PM

## FIND IT AT VIRTUOSOEVENTS.COM

### Full Agenda

Find the most updated schedule for Virtuoso Travel Week 2021 under the tab for [Virtuoso Travel Week > 2021 > Agenda](#).

### MyEvents

Access your appointment schedule, set up meetings, and see who is attending Virtuoso Travel Week 2021. Click the toolbox icon in the upper righthand corner.

### Professional Development

Find more information about speakers and sessions under the tab for [Virtuoso Travel Week > 2021 > Professional Development](#).

### Safety Updates

Alerts for last-minute changes due to COVID-19 will be available in MyEvents.

## PARTICIPANTS LIST



Scan this code for a list of Virtuoso Travel Week 2021 attendees. Find a dynamic list at [virtuosoevents.com](http://virtuosoevents.com).



## HIGHLIGHTS

### SUNDAY, AUGUST 8

**AGENCY MANAGEMENT MEETING**  
1:30 - 2:40 PM  
*Bellagio - Grand Ballroom*  
Agency owners and managers are invited to join us for important updates on strategic direction, products and programs, industry trends, and how to make the most of your Virtuoso membership. *Sponsored by Abercrombie & Kent and Viking Cruises.*

**GLOBAL PARTNER UPDATE**  
3:00 - 4:00 PM  
*Bellagio - Grand Ballroom*  
Calling all Virtuoso preferred partners: Find out what's happening across the network and learn about new programs on the horizon, designed to help you promote your portfolio and maximize your business investments.

**VIRTUOSO OPENING CEREMONY**  
5:00 - 6:30 PM  
*Bellagio - Grand Ballroom*  
Get ready to imagine what can be. Our keynote is acclaimed author, organizational psychologist, and TED speaker Adam Grant. Plus, there will be a livestreamed Q&A session with Adam and Virtuoso CEO Matthew Upchurch. You'll hear from Jessica Hall Upchurch, Virtuoso Vice-Chair and Sustainability Strategist, and from several Virtuosos finding success in the sustainable travel space. Finally, Matthew will explore the powerful opportunities ahead as we reimagine the network in a world of flux, position ourselves to serve today's travelers, and anticipate future consumer demands. *Sponsored by One&Only Resorts and Silversea Cruises.*

**WELCOME RECEPTION**  
6:30 - 8:30 PM  
*Bellagio - Bellagio Ballroom*  
This spectacular Vegas-style welcome cocktail reception never disappoints. Reconnect with friends and colleagues and toast the week ahead. *Hosted by Bellagio Las Vegas.*

### MONDAY, AUGUST 9

**OWNER/MANAGER Q&A WITH MATTHEW UPCHURCH**  
5:00 - 6:00 PM  
*Aria - Starvine 3-5*  
Join CEO Matthew Upchurch for this discussion with agency owners and managers to talk about key issues facing the industry and your agency, as well as exchange ideas and insights about the road to recovery. Hosted by Amanda Klimak, Global Member Advisory Board Chairman.

### TUESDAY, AUGUST 10

**TUESDAY NIGHT LIGHTS AT ALLEGIANT STADIUM**  
6:30 - 10:00 PM  
Tonight we make our way to the new, state-of-the-art Allegiant Stadium for a Virtuoso evening like no other. Be sure to wear your comfy shoes (yes, you read that correctly) and enjoy food, networking, and a little friendly competition complete with prizes. Attire: casual, comfortable. *Sponsored by Royal Caribbean International, Celebrity Cruises, and Silversea Cruises.*

**Shuttle Transfer To Allegiant Stadium:**  
6:15 - 6:30 PM  
Shuttles depart from Bellagio in the Shuttle Area (located on the conference floor by Tower Ballroom). Shuttles depart from Aria in the circle drive between Aria and Vdara hotels.

### WEDNESDAY, AUGUST 11

**PREFERRED PARTNER Q&A WITH MATTHEW UPCHURCH**  
5:00 - 6:00 PM  
*Aria - Starvine 3-5*  
Virtuoso partners are invited to join CEO Matthew Upchurch to discuss challenges facing the industry and overcoming barriers in the year ahead. Hosted by Beth Butzlaff, Virtuoso Vice President, Global Partnerships, this is an opportunity to talk about timely topics relevant to the success of your business.

### OPENING CEREMONY

## MEET OUR KEYNOTE SPEAKER



Adam Grant has been The Wharton School's top-rated professor for seven straight years. As an organizational psychologist, he studies how we can find motivation and meaning, and lead more generous and creative lives. He has been recognized as one of the world's 10 most influential management thinkers, Fortune's 40 under 40, and Oprah's Super Soul 100.

### THURSDAY, AUGUST 12

**A GALA CELEBRATION OF VIRTUOSO LUMINARIES, LEGENDS, AND LEADERS**  
6:30 - 10:00 PM  
*Bellagio - Grand Ballroom*  
Before we step into the future, we're taking a moment to honor those who inspired us during this challenging time facing the industry and overcoming barriers in the year ahead. Hosted by Virtuoso Travel Week with an elegant and inspirational Virtuoso Gala Dinner. Attire: cocktail. *Sponsored by Norwegian Cruise Line and SH Hotels & Resorts.*

## THANK YOU TO OUR SPONSORS

### HOST HOTELS



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# IMAGINE

WHAT CAN BE

2021 VIRTUOSO  
TRAVEL WEEK  
AUGUST 8-13