

Thursday, Oct. 11 2018 – travel day, attendees arrive.

4 to 7 PM Welcome reception and mixer Ram Bar

Friday, Oct. 12 –

7 – 8 AM Registration and Welcome Breakfast - Conference Center Limelight B

7 – 8 AM Vendors Breakfast @ Continental

8:15 AM to 9:00 AM

Welcome, conference goals and agenda - Conference Center Limelight B

15 Minute Break

9:15 - 10:00 AM Session 1

Conference Center Limelight B

Reversing the Decline: Using Smart Data to Drive Guest & Instructor Retention

Sponsored by Flaik

Case study with Killington

15 Minute Break

10:15 to 11:00 AM Session 2

Track 1: Conference Center Limelight A

Track 2: Conference Center Limelight C

“Using TRI’s Argos to Eliminate Cardholder Data and significantly Reduce PCI scope via End to End Encryption and tokenization on RTP, InTouch and Siriusware POS platforms ”

Sponsored by TRI

Case study with multiple resorts

“Outdoor Wi-Fi; Snowmass Base Village Improves Guest Experience & Engagement”

Sponsored by Extendata

Case study with Aspen Ski Co. / KSL / East-West

15 Minute Break

11:15 to 12:00 PM Session 3

Track 1: Conference Center Limelight A

Track 2: Conference Center Limelight C

“SNOWsat System – Integrating Mountain operations to gain resort wide improvements in efficiency”

Sponsored by PistenBully

Case study with Diamond Peak

“Two client case studies which highlight the fundamental success factors for technology adoption, utilization and innovation within the ski resort industry”

Sponsored by Connect InTouch

Case study with New Zealand resorts

Lunch – 12:15 to 1:15 PM Conference Center and Terrace

15 Minute Break

1:30 – 2:15 PM Session 4

Track 1: Conference Center Limelight A
“Streamlining business processes between
Disparate POS systems and DB types”

Sponsored by Fathym
Case study with Telluride Ski and Golf

Track 2: Conference Center Limelight C
“eCommerce and digital liability
releases that integrate to your POS”

Sponsored by Apenware
Case study with Jackson Hole

15 Minute Break

2:30M – 3:15 PM Session 5 Topic:

Track 1: Conference Center Limelight A

“How to prevent ticket and pass fraud
using the Axess RFID solution “

Sponsored by Axess
Case Study with multiple resorts

Track 2: Conference Center Limelight C

“An efficient and integrated snow school
as a foundation to improve guest experience”

Sponsored by Paradocs Mountain Software
Case Study with Fernie and Habitant

6 PM, attendees buy own dinner

Saturday, Oct. 13

7 to 8AM Breakfast

8:15 AM to 9:00 AM – Conference Center Limelight B

Keynote Speaker – Tim Silva

“The landscape of the ski industry is changing and we are competing against other industries, not just individual ski resorts. How can we leverage technology to win customers in the new age of pass alliances?”

15 Minute Break

9:15 AM to 10:45 AM Session 6 – Conference Center Limelight B

“Resort Industry technology partnerships and customer loyalty solutions”

Sponsored by Ski Data

Case study with Ski Bromont

15 Minute Break

11 AM to 2:00 PM

Trade Show @ Sun Valley Conference Center Limelight B

All Sponsors

2:00 to 6:00 PM your choice;

[Sun Valley Fun Pass](#) activities

and / or

60 Minute Peer Innovation Sessions (sponsored by attending resorts)

Session 1 – Custom functionality in RTP – Paul Thomson/ Mt. Hood Meadows

Session 2 – Reporting Customizations – Miah Cottrell / Tahoe Donner

Session 3 – Open, inquire on presenting at www.mountainsymposium.com

Session 4 – Open, inquire on presenting at www.mountainsymposium.com

6:30 PM Dinner at Carol’s Dollar Mountain Lodge

8 PM – 10:15 PM

Evening Group Film Preview Event

Sunday, Oct. 14

Farewell Breakfast 7-8 AM @ Conference Center Limelight B

8:15 AM – 9:00 AM

Session 7 - Conference Center Limelight B

“Document archiving and electronic workflow, streamlining redundant processes”

Sponsored by ImageNet / LaserFiche

Case Study with Telluride Ski and Golf

9:15 to 10:15 AM

Planning Committee panel wrap up and participant discussion, break out rooms available.

End of Event, see you in 2019!