



67th Conference
The Westin Indianapolis
Indianapolis, Indiana
May 4-7, 2019

CONFERENCE AGENDA

SATURDAY, MAY 4, 2019

- 02:00pm-04:00pm **Exhibitor MarketPlace**
02:00pm-04:00pm **Registration**
03:00pm-04:00pm **First Time Attendee and New Member Orientation**
04:00pm-05:30pm **Meet the Members** *(formerly Roll Call)*
05:45pm-06:30pm **Group Networking Activity**
06:30pm-07:00pm **Networking**
- 07:00pm-10:00pm **Welcome Cocktails** *(Complimentary Beer and Wine)*
Sponsored by: *Sundance Vacations, Inc.*
- 07:00pm-10:00pm **Welcome Dinner and Silent/Live Auction**
Enjoy dinner while benefiting C.A.R.E.'s marketing efforts by bidding on fabulous items!
Sponsored by: *Accommodations Unlimited, AIG Travel, CondoWarehouse.com, Hawaii Time Share Exchange, Lifestyle Holidays Vacation Club, RTX-Resort Travel & Xchange, TaraNova Vacation Club, Holiday Systems International, Hopaway Holiday*

** Conference Schedule is Subject to Change*

SUNDAY, MAY 5, 2019

- 07:45am-08:45am **Breakfast**
09:00am-02:45pm **Exhibitor MarketPlace**
- 09:00am-02:30pm **General Session**
09:00am-09:05am **Conference Welcome:** *Linda Mayhugh, CMP, RRP, C.A.R.E. President*
09:05am-09:30am **Welcome to Indianapolis:** *Ian Nicolini, VP, Indianapolis Economic Development*
- 09:30am-11:00am **Keynote Session: *The 5 Best Decisions the Beatles Ever Made...and Why You Should Make Them, Too!***
Presented by: Bill Stainton, Motivational Speaker and Author
Stainton will combine music, video, and hilarious audience interaction to help you take your own team to the "top of the charts".
- 11:00am-11:30am **Networking Break**
11:30am-12:00pm **Industry Update: Global Secondary Market**
Presented by: Gregory Crist, CEO, Association of Vacation Owners
Crist will share insight with conference attendees regarding the volatile Secondary market of timeshare and suggest solutions on self-regulation.
- 12:00pm-12:15pm **Media MarketPlace**
12:15pm-01:15pm **Lunch**
Sponsored by: *Access Development Corporation, All Points Accommodations, InnTouch Travel, MHC Resort Parks*
- 01:30pm-02:30pm **Panel Discussion: *Traveling with Animals...Service Versus Emotional Support***
Presented by: Dave Heine, Timeshare Escrow and Title
Knowing and understanding the difference between Service and Emotional Support Animals has become very relevant in the travel industry. Heine will share first-hand experience in guiding attendees to a better understanding of this subject and provide takeaways to assist with many questions that hospitality providers are faced with daily.
- 02:30pm-02:45pm **Media MarketPlace**
02:45pm-05:30pm **Networking**
- 05:30pm-10:00pm **C.A.R.E.'s Spectacular Evening of Recognition at D'Amore**
Located on the 48th floor of the SalesForce Tower, D'Amore offers 360 views of the city from the highest point in the city of Indianapolis. Enjoy the views as C.A.R.E. recognizes Conference Sponsors, Pinnacle, Richard Gallardo and Rookie of the Year Award Recipients. Cocktails (Cash Bar), appetizers and dinner. Dressy casual attire.
Sponsored by: *Diamond Resorts, Bahia Mar Tower, LLC, Global Connections, Inc., Resort Management Services, RSI Vacations, Timeshare Escrow and Title*

RCI MONDAY, MAY 6, 2019

- 07:30am-08:30am **C.A.R.E. Accreditation Test**
07:45am-08:45am **Breakfast/Committee Meetings**
Ambassador, Membership, Member Benefits, IT, Speaker
- 09:00am-01:00pm **Exhibitor MarketPlace**
09:00am-01:00pm **General Session**
09:00am-10:30am **Keynote Session: Kiss Your Customer: 77 Reasons Why Sales & Services Are Just Like Dating & Relationships**
Presented by: Andy Masters, MA, CSP, Award Winning Author
With first hand travel experience and knowledge, Masters will take attendees on a journey through the highs-and-lows world of relationship-building, utilizing the clever irony between business and romance.
- 10:30am-11:00am **Old Business/New Business/Elections**
11:00am-11:30am **Networking Break**
11:30am-11:45am **Media MarketPlace**
11:45am-12:45pm **Panel Discussion: Compliance in the Year of Class Action Litigators**
Presented by: Bob Kobek, CustomerCount
Conference attendees will receive the knowledge and power to protect their companies from the serial plaintiffs and class action lawyers that are counting on you not being familiar with their tricks.
- 12:45pm-01:00pm **Closing Comments: Linda Mayhugh CMP, RRP, C.A.R.E. President**
01:00pm-02:00pm **Lunch**
Sponsored by: Southern Journeys, LLC, The Timeshare Kahuna, LLC, Eagle Crest Resort
- 02:00pm-02:30pm **Networking**
02:30pm **Depart Westin for Indianapolis International Speedway**
03:00pm-05:00pm **Kiss the Bricks and IMS Museum at Indianapolis International Speedway**
Take a lap around the Indianapolis Motor Speedway's historic 2.5-mile oval track and stop to "kiss the bricks" at the Yard of Bricks, the 36-inch strip of paving bricks from the original 1909 track surface at the start/finish line.
- 05:30pm-06:15pm **RCI Call Center Tour**
06:15pm-07:00pm **Keynote Presentation: Working Together to Create an Inclusive Culture**
Presented by: Adrian Garrett, RCI Sr. Learning & Development Specialist
- 07:30pm-09:30pm **RCI's Farewell to Indianapolis Evening Event**
Cocktails (Cash Bar), appetizers and dinner
Sponsored by: Endless Vacation Rentals

TUESDAY, MAY 7, 2019

- 09:00am-12:00pm **C.A.R.E. Gives Back**