



2025 ACI-NA/AAAE AIRPORT CUSTOMER EXPERIENCE SYMPOSIUM

March 3 – 5, 2025 // Halifax, NS

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All sessions and events will take place at the Halifax Marriott Harbourfront Hotel.

Updated: November 6, 2024

MONDAY, MARCH 3, 2025

- 9:00 AM - 12:00 PM **ACI-NA Marketing, Communications and Customer Experience Committee Steering Group Meeting**
Open to all ACI-NA member attendees
- 2:00 PM - 6:30 PM **Registration**
- 2:30 PM - 4:00 PM **Welcome to #AirportCX: Newcomers Session**
- 4:00 PM - 5:00 PM **ACI-NA Customer Experience Working Group Meeting**
Open to all ACI-NA member attendees
- 5:30 PM – 6:30 PM **Welcome Reception**

TUESDAY, MARCH 4, 2025

- 7:30 AM - 4:30 PM **Registration**
- 7:30 AM -8:30 AM **Networking Breakfast**
- 8:30 AM - 8:45 AM **Welcome Remarks**
- 8:45 AM - 9:30 AM **Educational Session**
- 9:40 AM - 10:30 AM **Educational Session**
- 10:30 AM - 11:00 AM **Networking Break**
- 11:00 AM - 11:50 AM **Educational Session**
- 11:50 AM - 1:15 PM **Networking Lunch & Shop till You Drop**
- 1:15 PM - 2:05 PM **Educational Session**
- 2:05 PM - 2:35 PM **Networking Break**
- 2:35 PM - 3:30 PM **Educational Session**
- 3:40 PM – 4:30 PM **Educational Session**
- 7:00 PM - 9:00 PM **Host Airport Event**

WEDNESDAY, MARCH 5, 2025

- 8:00 AM - 2:30 PM **Registration**
- 8:00 AM - 9:00 AM **Networking Breakfast**
- 9:00 AM - 9:50 AM **Educational Session**

10:00 AM - 10:50 AM **Educational Session**
10:50 AM - 11:20 AM **Networking Break**
11:20 AM - 12:10 PM **Educational Session**
12:10 PM - 1:15 PM **Networking Lunch**
1:15 PM - 2:05 PM **Educational Session**
2:05 PM - 2:35 PM **Networking Break**
2:35 PM - 3:25 PM **Educational Session**
3:30 PM **Symposium Adjournment**

THURSDAY, MARCH 6, 2025

9:00 AM - 12:00 PM **Tentative Airport Tour**