

2027 ACI-NA/AAAE Airport Customer Experience Symposium



 March 9 – 11, 2027

 Asheville, NC

THE **VOICE** OF AIRPORTS®

2027 ACI-NA/AAAE AIRPORT CUSTOMER EXPERIENCE SYMPOSIUM AGENDA

All sessions and events will take place at the Renaissance Asheville Downtown Hotel.

Updated: July 13, 2026 // Subject to Change

TUESDAY, MARCH 9, 2027

9:00 AM – 12:00 PM	ACI-NA Marketing, Communications and Customer Experience Committee Steering Group Meeting
1:00 PM – 2:00 PM	CAC Canadian Communications Committee Meeting
2:30 PM – 6:30 PM	Check-In / Registration
2:30 PM – 4:00 PM	Welcome to #AirportCX: Intro Session
4:00 PM – 5:00 PM	ACI-NA Customer Experience Working Group Meeting
5:30 PM – 6:30 PM	Welcome Reception

WEDNESDAY, MARCH 10, 2027

7:30 AM – 4:30 AM	Check-In / Registration
7:30 AM – 8:30 AM	Networking Breakfast
8:30 AM – 8:45 AM	Welcome Remarks
8:45 AM – 9:30 AM	Opening Keynote Address

9:40 AM – 10:30 AM	Educational Session
10:30 AM – 11:00 AM	Morning Networking Break
11:00 AM – 11:50 AM	Educational Session
11:50 AM – 1:15 PM	Networking Lunch & Shop 'til You Drop
1:15 PM – 2:05 PM	Educational Session
2:05 PM – 2:35 PM	Afternoon Networking Break
2:35 PM – 3:30 PM	Educational Session
3:40 PM – 4:30 PM	Educational Session
6:00 PM – 8:00 PM	Host Airport Event

THURSDAY, MARCH 11, 2027

7:30 AM – 3:00 PM	Check-In / Registration
8:00 AM – 9:00 AM	Networking Breakfast
9:00 AM – 9:50 AM	Educational Session
10:00 AM – 10:30 AM	Educational Session
10:30 AM – 11:00 AM	Morning Networking Break
11:00 AM – 12:00 PM	Educational Session
12:00 PM – 1:15 PM	Networking Lunch
1:15 PM – 2:05 PM	Educational Session
2:05 PM – 2:35 PM	Afternoon Networking Break
2:35 PM – 3:25 PM	Educational Session
3:30 PM	Symposium Adjournment