14/8 - Hard Rock Hotel Panama
7:00hs – 16:00hs  Teambuilding trip - Association Executives and ICCA Members
Sponsored by: Fiexpo Latin America
20hs  Gala dinner at Casa Naga - Sponsored by: Westin Playa Bonita

15/8 - Hard Rock Hotel Panama
9:00hs    Opening ceremony
9:30hs    Keynote lecture – Pedro Heilbron, CEO Copa Airlines and Chairman of Star Alliance
10:00hs  Coffee break - Sponsored by : INPROTUR
10:30hs   CSW first day A
11:45hs    Transfer to Sheraton Hotel
12:15hs  Lunch – Sponsored by: Sheraton Panama Hotel
14:30hs   CSW first day B
19hs  Welcome reception at Bio Museum
Sponsored by: Panama Tourism Board

16/8 - Westin Playa Bonita
9:00 - 12:30hs  CSW second Day
13:00hs  Lunch – Sponsored by: Westin Playa Bonita
15:00hs  Debriefing sessions - Sponsored by: Riu Hotels
20hs  Farewell party “That ‘70s Show” – Sponsored by: Hard Rock Hotel Panama

17/8 - Hard Rock Hotel
9hs – 18hs   Educational Sessions - Break out rooms by ICCA sectors - Sponsored by: INPROTUR
12:30hs    Lunch
20hs  Farewell party “Costa Rica Night”
Sponsored by: Costa Rica Tourism Board

18/8 - Hard Rock Hotel Panama
10hs – 11:30hs  Business Exchange
12:30hs    Lunch – Sponsored by : LAMITE; International Meetings Review
14:30hs   Chapter meeting
Free night

Pedro Heilbron - CEO of Copa Holdings
Heilbron joined Copa Airlines in 1988. Under his leadership, Copa established the Hub of the Americas in Panama, the most successful hub in Latin America. One of the leading airlines in Latin America, Copa has received considerable international recognition, including 2016 ranking by FlightStats as the most on-time airline in Latin America for the fourth consecutive year, and No. 2 worldwide by OAG for the second consecutive year. In addition, Copa received the award for “Leading Airl ine in Mexico and Central America” at the World Travel Awards and earned three Skytrax 2016 awards: “Best Airline in Central America / Caribbean,” “Best Airline Staff Service in Central America / Caribbean,” and “Best Regional Airline in Central America / Caribbean.”
Heilbron was elected Chairman of the Star Alliance Chief Executive Board in December 2016. He currently is a member of the advisory board of the Smithsonian Tropical Research Institute and President of Panama’s National Tourism Council.
He graduated from the College of the Holy Cross in Worcester, Mass., with a bachelor’s degree in economics, and earned an MBA from George Washington University in Washington, D.C.

Activities from August 14th to 16th are only for Association Executives, and members registered under Registration Package 1 and 2. Transport included.

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