

**“Combining Forces, Building for Success”**

**Scottish Tourism Forum Open Meeting**

2<sup>nd</sup> December 2009

Eden Court Theatre, Bishops Road, Inverness IV3 5SA

	<b>Agenda</b>	
10.30	<b>Registration, Refreshments</b>	
11.00	<b>Welcome</b>	<b>Khaled Shahbo</b> , Chair, STF
11.10	TFFC Update	<b>Iain Herbert</b> , CE, STF
11.25	VisitScotland – localised marketing for the highlands	<b>Scott Armstrong</b> , VisitScotland
11.45	Highland business gateway	<b>Donald MacKenzie</b> , Business Gateway Services Manager, Business Gateway Inverness
12.05	HIE in Highlands	<b>Chris Taylor</b> , Head of Tourism Food and Drink, Highlands & Islands Enterprise
12.25	Accessibility for tourism	<b>Caroline Williams</b> , Business Development Manager, Highlands & Islands Airports.
12.45	Q&A	Chaired by <b>Ian Gardner</b> , Vice Chair, STF
1.00	<b>Networking Lunch</b>	
2.00	Investment tourism	<b>Stewart Spence</b> , Owner, Marcliffe Hotel
2.20	Entrepreneurial tourism – Business Club Scotland	<b>Jane Gotts</b> , Project Manager, Business Club Scotland
2.40	Customer Experience	<b>Russell Thomson</b> , Highland Canals Manager, British Waterways
3.00	Q&A	Chaired by <b>Iain Herbert</b> , CE, STF
3.20	Closing remarks	<b>Iain Herbert</b> , CE, STF
3.30	Close	