

GNEX 2021 SCHEDULE AT A GLANCE

MONDAY 17TH MAY		
8.00AM - FINISH	GNEX 2021 GOLF TOURNAMENT	Blue Monster, Trump National Doral
8.00PM -	UNOFFICIAL GATHERING @ HOTEL BAR	Eden Roc Lobby Bar
TUESDAY 18TH MAY		
1.00PM - 2.00PM	REGISTRATION	Eden Roc Ballroom 1 (B+C)
2.00PM - 2.30PM	CONFERENCE WELCOME	Eden Roc Ballroom 1 (A)
2.30PM - 3.30PM	60-SECOND PITCH	Eden Roc Ballroom 1 (A)
3.30PM - 4.30PM	EXPO LIVE!	Eden Roc Ballroom 1 (A)
4.30PM - 7.00PM	<i>arrivia</i> WELCOME PARTY (including Speed Networking)	Spa Garden / Terrace
WEDNESDAY 19TH MAY		
8.00AM - 10.00AM	SPA GARDEN BREAKFAST	Spa Garden
8.00AM - 4.00PM	NETWORKING LOUNGE OPEN	Eden Roc Ballroom 1 (B+C)
10.00AM - 11.30AM	THE BOARDROOM: ROAD TO RECOVERY	Eden Roc Ballroom 1 (A)
11.30AM - 11.45AM	X-TALK: HOW TO CREATE A COVID FREE ENVIRONMENT	Eden Roc Ballroom 1 (A)
11.45AM - 12.00PM	X-TALK: CLOSING THE SOCIAL DISTANCE THROUGH SOCIAL MEDIA	Eden Roc Ballroom 1 (A)
12.00PM - 12.15PM	X-TALK: THE POST PANDEMIC ECONOMY	Eden Roc Ballroom 1 (A)
12.15PM - 12.30PM	X-TALK: BE BRILLIANT AT THE BASICS	Eden Roc Ballroom 1 (A)
12.30PM - 2.30PM	NETWORKING LUNCH	Spa Garden
2.30PM - 2.45PM	X-TALK: PLAY TO WIN – CREATING A WINNING MINDSET IN BUSINESS AND IN LIFE	Eden Roc Ballroom 1 (A)
2.45PM - 3.00PM	X-TALK: THE NEXT CHAPTER FOR LEGACY RESORTS, THEIR OWNERS AND COMMUNITIES	Eden Roc Ballroom 1 (A)
3.00PM - 3.15PM	X-TALK: AN INSIDER LOOK AT THE VACATION RENTAL MARKET	Eden Roc Ballroom 1 (A)
3.15PM - 3.30PM	X-TALK: IS YOUR STORY LEANING YOU INTO SUCCESS?	Eden Roc Ballroom 1 (A)
3.30PM - 4.30PM	WORKSHOP: SO WHAT IF THE WORLD STOPPED?	Eden Roc Ballroom 1 (A)
4.30PM - 6.30PM	HSI FINALE PARTY (INCLUDING AWARDS)	Spa Garden

MONDAY 17TH MAY

8.00AM PICK-UP - FINISH

GNEX 2021 GOLF TOURNAMENT

Following our incredible experience on the most expensive and most elusive golf course in the United States at GNEX 2020, our next tournament will be at the legendary Blue Monster Golf Course which has been home to prestigious PGA TOUR events for 55 consecutive years and the infamous 18th hole, ranked by GOLF Magazine as one of the Top 100 Holes in the World.

This be a separate ticketed event. Spaces are VERY limited and available to registered attendees only, on a first to purchase basis. For more details and to book [CLICK HERE](#).

8.00PM -

UNOFFICIAL GATHERING @ HOTEL BAR

The drinks aren't on us just yet, but for those of you that are coming in early and want to find some attendees to hang out with, head over to the lobby bar at the hotel.

TUESDAY 18TH MAY

PRE-CONFERENCE NETWORKING

As there will already be attendees on-site from the golf tournament and Monday arrivals, make the most of your time by holding early meetings ahead of the opening event below. The Eden Roc has comfortable seating throughout the Lobby area as well as restaurants.

1.00PM - 2.00PM

REGISTRATION

Head over to Eden Roc Ballroom 1 to pick up your delegate badge - you'll need that for access to all conference areas - and then meet other attendees over a tea or coffee in our Networking Lounge ahead of the start of the Conference at 2PM.

2.00PM - 2.30PM

CONFERENCE WELCOME

As we finally come together again after such an unprecedented disruption to our industry, our resident Emcee, Jim Madrid will provide his usual warm welcome and preview of the conference ahead.

2.30PM – 3.30PM

60-SECOND PITCH

Back by popular demand, this session gives one representative of each company the chance to take the microphone for just 60-seconds to provide a fast elevator pitch about who they are and what their company does, so that other members of the audience can make a quick note of who they want to meet during the conference.

3.30PM – 4.30PM

EXPO LIVE!

Check out fast-paced 5-minute pitches from a selection of our sponsors and exhibitors and see which products and services could help your business thrive in a very short amount of time.

4.30PM – 7.00PM

***arrivia* WELCOME PARTY (including Speed Networking)**

Celebrate coming back together again at the *arrivia* Welcome Party – a spacious outdoor networking party in the gardens of Eden Roc Hotel that will include a specially adapted version of our fan-favorite speed networking with a little more social distancing than usual, giving you a chance to meet new attendees one-on-one to get back to business quickly.

Plus there's plenty of time to independently chat to old friends and new acquaintances while enjoying drinks from the premium open bar throughout the event.

Sponsored by: *arrivia*

MIAMI AFTER HOURS

Just like the last time we held a conference in Miami, and subject to any COVID-19 restrictions, we will be arranging an “unofficial gathering” of those that wish to take in the Miami Nightlife, allowing for more relationship building and networking in a social environment. More details to follow...

WEDNESDAY 19TH MAY

8.00AM – 10.00AM

SPA GARDEN BREAKFAST

With a packed day of sessions and networking events ahead, we'll be providing you with a full buffet breakfast in the Spa Garden. Take advantage of the beautiful early morning air and network while eating, and then wander indoors to the Networking Lounge to continue meetings ahead of the main sessions.

8.00AM – 4.00PM

NETWORKING LOUNGE OPEN

Our Networking Lounge is accessible throughout the conference and offers ample seating to hold meetings, with all-day Coffee & Tea available to provide you with an inviting networking experience. While in the lounge, also visit our Exhibitors so you can learn more about what those companies offer.

10.00AM – 11.30AM

THE BOARDROOM: ROAD TO RECOVERY

Unique to GNEX, this compelling session returns as the “ultimate” meeting of minds. This year, the audience once again gets a fly-on-the-wall experience as our C-Suite industry experts conduct a round-table discussion on trending topics, including the unprecedented impact of the Coronavirus Pandemic on the travel sector, what they did to adapt, what worked and what didn't and what the future holds now.

Participants include:

Jason Gamel, President & CEO, ARDA

Jorge Herrera, Managing Director, Unlimited Vacation Club

Mike Nelson, CEO, arrivia

Mark Waltrip, COO, Westgate Resorts

Robert Webb, Partner, BakerHostetler

Travis Bary, COO, Capital Vacations

Alain J.A. Grangé, Principal, Grangé Group

11.30AM – 11.45PM

X-TALK: HOW TO CREATE A COVID FREE ENVIRONMENT

Richard Orchard, Founder, VantageRX Testing Solutions

The pandemic has disrupted the travel industry like never before, and even as signs of recovery are beginning to show, the return to pre-COVID occupancy levels will be reliant upon many new factors, including the safety measures implemented by resorts to make vacationers feel comfortable. Learn how you can turn this into an effective competitive advantage by harnessing the unique benefits of air purification and COVID testing at your resorts and sales centers.

11.45AM – 12.00PM

X-TALK: CLOSING THE SOCIAL DISTANCE THROUGH SOCIAL MEDIA

Greg Minor, Chief Executive Officer, Vacations 4 You

Since the beginning of the pandemic everyone has looked for better ways to connect, engage, and network. With all the social distancing mandates throughout our country; families, businesses, teachers, and so many others were forced to find ways to feel connected with one another again. The most successful resource for those that have been prospering through the challenges of our “new normal” are those that embraced and empowered their creative side and closed the Social Distancing gap through finding connection through Facebook, Instagram, and many others!

12.00PM – 12.15PM

X-TALK: THE POST PANDEMIC ECONOMY

Shawn Brydge, Executive Vice President, Wellington Financial

As the world begins to recover, how will the U.S. economy react to a booming real estate market, roaring stock market, and unprecedented government stimulus? We'll look at where the economy was, where it is, and where it may be going; all with an eye toward how those changes will affect the hospitality and vacation ownership industries.

12.15PM – 12.30PM

X-TALK: BE BRILLIANT AT THE BASICS

Jessica Pischel, Consultant, The Dijulius Group

It will not surprise you that, the most successful companies provide consistent service to their customers in every interaction in every location, no matter what time of day, or which manager is on duty. Think of Starbucks; your extra hot, venti, almond milk latte is the same in New York City as it is in San Francisco. YOUR Customers crave consistency. Regardless of the situation or stage in the customer journey, each interaction should be smooth and effortless. When you attend this session, you will learn how to transform even your mundane interactions into memorable experiences. You will be able to identify the inconsistencies in your business and others. At the end of the session, you will know how to create your non-negotiable service standards to become the brand that your customers can't live without!

12.30PM – 2.30PM

NETWORKING LUNCH

Enjoy a relaxed networking lunch in the Spa Garden before heading inside to the Networking Lounge to get to know our Exhibitors better and work the room to meet new contacts or hold your planned meetings in our dedicated and spacious Networking Lounge.

2.30PM – 2.45PM

X-TALK: PLAY TO WIN – CREATING A WINNING MINDSET IN BUSINESS AND IN LIFE

Shawn Harper, Former NFL Player / National Motivational Speaker

If you are ready to win in business, in family, and in life, it all starts with the end in mind. On the path to winning, you'll encounter challenges with people and circumstances, but as Shawn always says, "Winners focus on what they are going to, not on what they're going through!" This session will inspire you to "PLAY TO WIN" by harnessing the vision, mindset, strategies, and teamwork needed to rise to your highest potential using some of the methods from Shawn Harper's book, "The Winning Edge" which outlines his personal story of overcoming many obstacles to realize his purpose and manifest his dreams.

2.45PM – 3.00PM

X-TALK: THE NEXT CHAPTER FOR LEGACY RESORTS, THEIR OWNERS AND COMMUNITIES

R. Scott MacGregor, Senior Vice President, COO, Lemonjuice Solutions

More than three-quarters of US timeshare resorts are in their fourth or fifth decade of operation, and many were older properties to begin with. With them, their owners have aged and the world around them has changed in ways that were inconceivable when the project themselves were

conceived. Covid-19 has added another dimension we are only beginning to comprehend. What's next for "legacy" resorts and first generation of timeshare owners, and what does it mean for the timeshare industry?

3.00PM – 3.15PM

X-TALK: AN INSIDER LOOK AT THE VACATION RENTAL MARKET

Amy Hinote, Founder and Editor-in-Chief, VRM Intel

The leisure-based vacation rental market outperformed anyone's expectations in 2020, and 2021 is shaping up to be a record-breaking year in this sector. Hinote will share past and forward-looking ADR, RevPAR and occupancy data across key leisure markets and discuss current industry dynamics and trends, including the need for additional vacation rental supply.

3.15PM – 3.30PM

X-TALK: IS YOUR STORY LEANING YOU INTO SUCCESS?

David Stroeve, Owner, ADS Consulting

There will always be constant change in our world. In 2008, it was the financial crisis, now it shifted to Covid-19, and in the future, there will be a new shoe to drop. How do companies create resilience to market conditions, and how do they weather the storm to enjoy the sunshine yet to come? Innovation is not easy but is the driving force to remain relevant and thrive in the future. In this session, you will learn the fundamental mindset to examine your organization, your revenue generating process so that when the clouds cast darkness, you will have the tools and fortitude to remain the dominant company in your industry. You will be given the road map successful companies have adopted to navigate their company through change.

3.30PM – 4.30PM

WORKSHOP: SO WHAT IF THE WORLD STOPPED?

Jim Madrid, Founder, Advance Sports Technology

Throughout the conference there has been many references to the affect the pandemic has had on the travel industry, so to end the conference, this light-hearted and interactive session will take a leaf out of Jim Madrid's book "*GET OVER IT AND GET ON WITH IT*" and rewind in history to before COVID-19 hit, to a time that the industry was booming, and ask a normally theoretical question of "What would your business do if overnight the world just stopped...?" Groups will discuss and compare thoughts on what they might have answered then, with what they would answer today now that it actually DID happen! Then share thoughts on what lessons have been

learned that will help everyone to rebuild better, bigger, stronger, and what are the opportunities to do things different in the future?

4.30PM – 6.30PM

HSI FINALE PARTY

Enjoy delicious appetizers and premium bar in the open air at Eden Roc / Nobu Hotel as we celebrate coming together again, as well as presenting the winners of the 2021 Perspective Magazine Awards. The Finale Party, sponsored by Holiday Systems International with provide you with even more time to socialize with new friends and industry colleagues in an informal, fun setting.