



carus

“SUCCESS AND GLORY IN THE NEW ERA”

CARUS INVITES YOU TO JOIN US AT THE **2022 CARUS USER GROUP CONFERENCE**
ONBOARD VIKING LINE'S NEWEST VESSEL THE *VIKING GLORY* APRIL 26/27, 2022

NICOLE BOND –EVENT COORDINATOR: **NICOLE.BOND@CARUS.COM** • FOR MORE INFORMATION VISIT: **WWW.CARUS.COM/USERGROUP2022**

TRACK 1		TRACK 2		CEO-TRACK
APRIL 26 TH 2022				
07.00 CET	MEETING IN THE PORT FOR CHECK-IN & EMBARKATION NICOLE BOND JONAS BLOMSTERLUND			
07.45-09.00 CET	BREAKFAST DE LUX RESTAURANT KOBBA			
09.00-10.00 CET	WELCOME & KEYNOTE BY CARUS ANDERS RUNDBERG ANN-SOFI PERJUS PETRI EBELING			
10.00-11.00 CET	NEWS IN WINPOS FREDRIK ORNSTEIN	CARUS ENGAGE GUI & REPORTING PETRI EBELING	CYBER SECURITY FOR CEOS	
11.00-11.30 CET	COFFEE BREAK & NETWORKING			
11.30-12.00 CET	WINPOS JOURNEY & ROUTE - STATISTICS, CURRENCY, VAT, CAMPAIGNS.... FREDRIK BERGLUND	PORT AUTOMATION THE LATEST FOR PASSENGERS AND CARGO JONAS GUSTAVSSON JONAS BLOMSTERLUND	TOUR OF VIKING GLORY UNDER THE LEAD OF GUSTAF EKLUND	
12.00-12.30 CET	WINPOS AND LOCATION SPECIFIC SUPPLIERS FREDRIK BERGLUND	THE NEW CARGO WEB JONAS GUSTAVSSON JONAS BLOMSTERLUND		
12.30-13.00 CET	PRE-SOLD ONBOARD SERVICES FREDRIK BERGLUND	CARGO - MEET THE EXPERTS	CARUS HIGH AVAILABILITY OPTIONS JOHN BERTELL	
13.00-13.30 CET	WHAT'S NEXT IN ONBOARD & POS	4 WORLD FIRSTS BY CARUS JOHN BERTELL	THE GREEN AGENDA PHILIPPE HOLTHOF	
13.10-13.25 CET	DOCKING IN MARIEHAMN ON THE ÅLAND ISLANDS			

TRACK 1		TRACK 2	CEO-TRACK
13.30-14.45 CET	LUNCH THE BUFFET		
14.45-15.15 CET	TO BE ANNONCED JAN-PHILIP ECKMANN	WHAT'S NEXT IN PASSENGER & CARGO SERVICE JOHN BERTELL JONAS GUSTAVSSON	WHAT'S NEXT IN SERVICE? THINK OUTSIDE THE BOX AND DELIVER BETTER SERVICE AT LOWER COST! ANDERS RUNDBERG
15.15-16.15 CET	MEET THE EXPERTS BOOKING, PORT, ONBOARD AND POS FOR PASSENGERS	PARTNERS CORNER HYBRID MEETINGS LATEST IN REVENUE MANAGEMENT	ROUNDTABLE DISCUSSION HOSTED BY PHILIPPE HOLTHOF
16.15-16.45 CET	COFFEE, LIGHT SNACK & NETWORKING		
16.45-18.00 CET	KEYNOTE - POSITIONING FOR THE FUTURE WITH NEW VESSELS, PHILOSOPHY, CONCEPTS & OBJECTIVES GUSTAF EKLUND –VIKING LINE JENNIE HINZ –WASALINE		
18.00-18.30 CET	CARUS' QUALITY CERTIFICATION & CYBER SECURITY SIMON LAMBRECHT STEN BORENIUS		
18.30-18.50 CET	LIKNOSS & CARUS PARTNERSHIP VISION, BENEFITS AND NEW BUSINESS OPPORTUNITIES FOR YOU MICHAEL MAVROPOULOS ANDERS RUNDBERG		
18.50-19.00 CET	CLOSING WORDS ANDERS RUNDBERG		

18.50 CET	ARRIVAL TO ÅBO / TURKU	
20.05-20.40 EET	TOUR OF THE PORT OPERATION IN ÅBO / TURKU	
20.40-21.00 EET	PRE-DINNER DRINK CONFERENCE LOBBY	
20.55 EET	DEPARTURE FROM ÅBO / TURKU	
21.00-22.30 EET	DINNER RESTAURANT KOBBA	DINNER RESTAURANT FYREN
22.30-01.00 EET	THE CARUS OPEN BAR	
APRIL 27 TH 2022		
01.05/01.10 EET	DOCKING AT LÅNGNÄS HARBOR ON THE ÅLAND ISLANDS	
07.30 EET / 06.30	ARRIVAL TO STOCKHOLM AND DISEMBARKATION	

THE PROGRAM

WWW.CARUS.COM/USERGROUP2022

2022 CARUS USER GROUP CONFERENCE**KEYNOTE SPEAKERS**

WE ARE PLEASED TO ANNOUNCE THAT THIS YEAR WE HAVE TWO EXCEPTIONAL KEYNOTE SPEAKERS.

GUSTAF EKLUND AND JENNIE HINZ

Hailing from professional business development backgrounds, both keynotes will engage attendees in presentations focusing on customer experience satisfaction and smart solutions as they relate to their company's newly built and acquired vessels the *Viking Glory* and the *Aurora Botnia*.

With their distinctive perspectives on cargo/freight and cruise experiences, Jennie and Gustaf are thrilled to present Wasaline and Viking's unique perspectives on the "New Era".

**JENNIE HINZ**

Analytics and Technology
Manager, CSO
–Wasaline

**GUSTAF EKLUND**

Head of Business
Development
–Viking Glory

2022 CARUS USER GROUP CONFERENCE

REGISTRATION

WE HAVE MISSED YOU!

Understanding the many challenges the cruise and ferry industry has faced over the last few years, CARUS would like to show you our appreciation of your continued support by offering you a 50 € reduction in the cost of your conference registration.

**Price per person is 325 € when booked before April 1, 2022.
Bookings made after April 1 will be 360€ per person.**

This price includes:

Breakfast

Conference Sessions

2 Coffee Breaks

Dinner and Drinks

REFUND POLICY:

All refund requests must be received in writing. Refund requests received on or before April 1, 2022 will be refunded in full. After April 1, 2022 cancellations requested as a result of issues related to COVID will be assessed individually. Delegates testing positive for COVID or who are either restricted from leaving their home country or entering the host country will be fully refunded.

CONFERENCE CANCELLATION:

In the event that the conference is cancelled for any reason, registrations will be fully refunded.

Use the online registration link located at the bottom of this page to make your selections and complete your registration.

If you have any changes to registrations previously booked, please email

Nicole Bond, Event Coordinator
nicole.bond@carus.com

REGISTRATION LINK:

[Please Register Here](#)

2022 CARUS USER GROUP CONFERENCE

REGISTRATION

For your convenience we will take care of booking your cruise. Please choose one of the cabin classes below and indicate it on your reservation form.

NOTE: Prices below are for a Stockholm – Turku Round Trip Voyage beginning Tuesday April 26, 2022 in Stockholm, travelling to Turku and then returning to Stockholm on Wednesday April 27, 2022. Should you wish to embark or disembark the vessel at a different port, please indicate this on your registration form and appropriate pricing will be provided.

Premium 156 €

Elegant high-class cabin with sea view for 1–4 people. The cabin has a double bed and a sofa bed and features a complimentary minibar with drinks. Size: 13.8 m²

Seaside Double 81 €

Comfortable and cozy high-class cabin with sea view for 1–2 people, double bed. Size: 9.7 m²

Seaside Four 58 €

Compact and spacious cabin with sea view for 1–4 people. Size: 9.4 m²

Seaside Two 58 €

Compact and spacious cabin with sea view for 1–2 people. Size: 9.7 m²

Inside Double 68 €

Cozy cabin without a window for 1–2 people, double bed. Size: 9.7–12.8 m²

Inside Two 47 €

Compact and comfortable cabin without a window for 1–2 people. Size: 9.4 m²

Inside Four 47 €

Compact and comfortable cabin without a window for 1–4 people. Size: 9.4 m²

Inside Piccolo 36 €

Compact cabin without a window for 1 person. Size: 5.4–6.0 m²

Cabin classes are subject to availability. If the requested class is overbooked, delegates will be assigned to the closest available class. All cabin classes feature: a TV, internal phone, hair dryer, air conditioning, toilet and shower (towels and shower gel/shampoo included).

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THE VENUE – THE *VIKING GLORY*

View the archipelago like you've never seen it before. On board Viking Line's newest vessel, the *Viking Glory*, there's nothing blocking your view. To fulfill their mission of safeguarding this unique maritime environment, they've made use of the latest technologies. Putting environment and comfort first, the travel experience of tomorrow takes shape.

Welcome to a greener, more beautiful world.

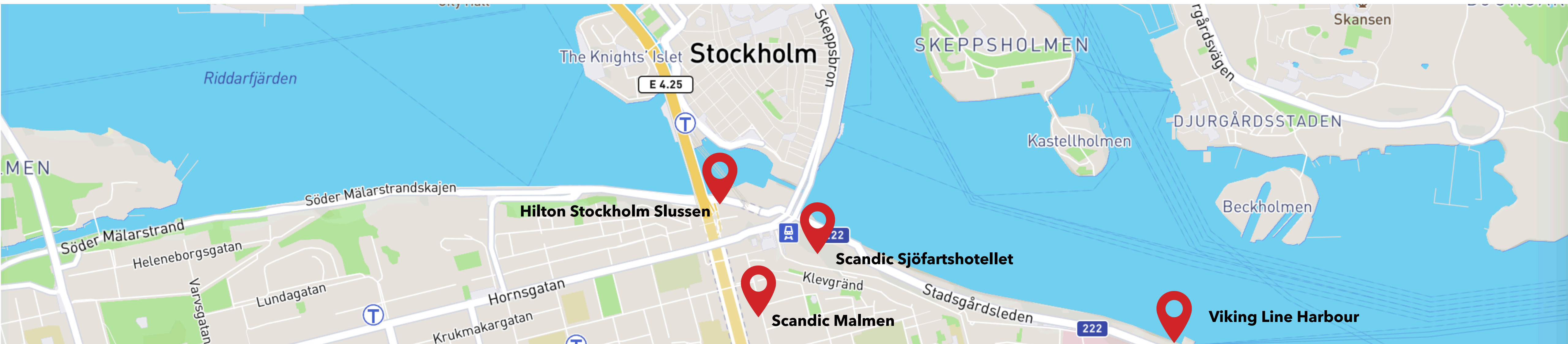
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IMPORTANT INFORMATION FOR DELEGATES

PLEASE REFER TO THE USER GROUP WEBSITE FOR ANY CHANGES OR ADDITIONS TO THE PROGRAM: WWW.CARUS.COM/USERGROUP2022



Cruise Departure Location:

Stadsgården, Tegelvikshamn, 11630 Stockholm

Conveniently Located Hotels:

Hilton Stockholm Slussen – 3.5 km

Scandic Sjöfartshotellet – 2.8 km

Scandic Malmen – 2.8 km

Arlanda Airport is the closest airport.

Please Note: In order to board the vessel, delegates must be fully vaccinated or provide proof of a negative covid test within the previous 72 hours.

The **Taxi service** in Sweden is deregulated. A taxi from the Arlanda to the city center should be approximately 650 Swedish crowns. Please take care and ask the driver about the estimated price. Please travel from your hotel to the port via taxi as the area surrounding the port is undergoing substantial construction which could impede foot traffic.

Conference Check-In and Boarding Card Distribution at Port prior to departure:

April 26 – 6:45-7:00 am CET

Cruise Departure Time from Stockholm:

April 26 – 7:45 am CET

Disembark in Stockholm:

April 27 – 6:30 CET