

Tuesday | October 23, 2018

2:00pm – 6:30pm

EXHIBIT HALL SET-UP

7:00pm – 8:30pm

**LOYALTY360 MEMBER-ONLY
NETWORKING EVENT**

Wednesday | October 24, 2018

8:00am	REGISTRATION OPEN
8:00am	BREAKFAST in Exhibit Hall
9:00am	CONFERENCE KICKOFF
9:15am – 10:00am	GENERAL SESSION
10:10am – 10:55am	GENERAL SESSION
11:00am – 11:45am	BREAK in Exhibit Hall
	PRESS BRIEFING in Media/Press Room
11:45am – 12:30pm	BREAKOUT SESSIONS
12:30pm – 1:30pm	MEET THE SPEAKERS: NETWORKING LUNCH in Exhibit Hall
1:30pm – 2:30pm	WORKSHOP SESSIONS
2:40pm – 3:25pm	BREAKOUT SESSIONS
3:35pm – 4:20pm	GENERAL SESSION
4:30pm – 5:15pm	GENERAL SESSION
5:15pm	DAY 1 WRAP UP
5:30pm – 7:00pm	WELCOME RECEPTION
9:00pm	AFTER HOURS EVENT

Thursday | October 25, 2018

8:00am	REGISTRATION OPEN
8:00am	BREAKFAST in Exhibit Hall
8:50am – 8:55am	CONFERENCE DAY 2 KICKOFF
9:00am – 10:00am	BREAKOUT SESSIONS Presentations by the Loyalty360 Customer Awards finalists
10:15am – 11:15am	BREAKOUT SESSIONS Presentations by the Loyalty360 Customer Awards finalists
11:15am – 12:00pm	BREAK in Exhibit Hall
12:00pm – 12:45pm	GENERAL SESSION
12:45pm – 1:45pm	MEET THE FINALISTS: NETWORKING LUNCH in Exhibit Hall
1:45pm – 2:30pm	BREAKOUT SESSIONS
2:40pm – 3:40pm	WORKSHOP SESSIONS
3:50pm – 4:20pm	TECH & SERVICE PROVIDER POWER HALF HOUR
4:30pm – 5:15pm	GENERAL SESSION
5:15pm	DAY 2 WRAP UP
5:15pm – 6:45pm	COCKTAIL RECEPTION in Exhibit Hall
7:00pm - 8:30pm	LOYALTY360 CUSTOMER AWARDS DINNER (Invitation Required – Finalists & Loyalty360 Members only)

Friday | October 26, 2018

8:00am	REGISTRATION OPEN
8:00am	BREAKFAST in Exhibit Hall
9:00am – 9:35am	CONFERENCE DAY 3 KICKOFF & BREAKOUT SESSIONS
9:45am – 10:20am	GENERAL SESSION
10:30am – 11:05am	GENERAL SESSION
11:15am – 12:00pm	CLOSING KEYNOTE SESSION
12:00pm – 1:00pm	LUNCH in Exhibit Hall
	MEMBER-ONLY SESSION & KEYNOTE BOOK SIGNING

Loyalty360's Customer Expo comes to the Nashville Airport Marriott in Nashville, Tennessee October 24-26. Customer Expo will offer the exclusive brand insights that Loyalty360 conferences have come to be known for, with a focus on topics surrounding customer centricity and creating a customer experience that builds a solid foundation for future loyalty.

The 2018 Customer Expo will focus on all aspects of the customer journey, including an exploration of crucial audiences both internal and external. Through a robust slate of best-in-class speakers and interactive discussions, actionable case studies, and proven world class technology suppliers, attendees will learn about the latest theories, best practices, emerging trends, and strategies that drive measurable behavioral change and quantifiable results.

By attending, you'll have the opportunity to network with hundreds of your fellow marketers and hear how they are reaching their customer relationship-building goals.