

RVC 2010 SURVEY ANALYSIS



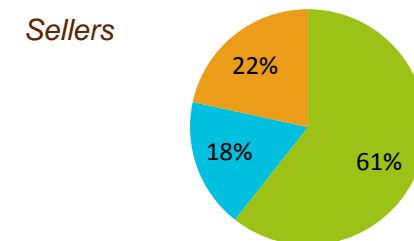
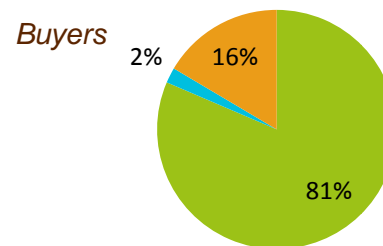
RVC REPORT

2010

Overall Satisfaction with RVC 2010 (%)

	Buyers	Sellers	CTC/Media
Overall satisfaction			
Satisfied	98	88	100
Neutral	2	9	0
Dissatisfied	0	3	0
TOTAL	100	100	100
Value for fee			
Satisfied	84	82	69
Dissatisfied	9	11	8
No opinion	7	7	23
TOTAL	100	100	100
Compared with other marketplaces, RVC is:			
Much better	29	26	14
About the same	47	43	50
Worse	1	4	7
Don't know/no opinion	23	27	29
TOTAL	100	100	100

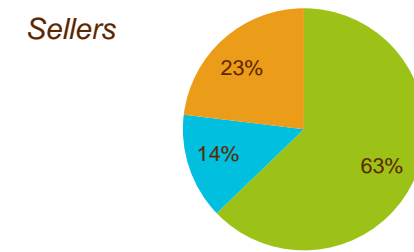
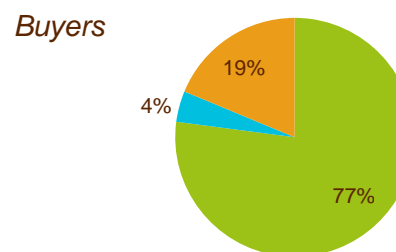
Were you satisfied with the number of sales contracts you obtained at RVC?



■ Satisfied ■ Dissatisfied ■ Not applicable

■ Yes ■ No ■ Not applicable

Were you satisfied with the value of sales contracts you obtained at RVC?



■ Satisfied ■ Dissatisfied ■ Not applicable

■ Yes ■ No ■ Not applicable

Year to Year Comparison

Overall Satisfaction with RVC (%)

	Buyers				Sellers			
	2010	2009	2008	2007	2010	2009	2008	2007
Overall satisfaction								
Satisfied	98	97	96	97	88	84	96	98
Neutral	2	1	4	0	9	11	4	0
Dissatisfied	0	1	0	2	3	5	0	2
TOTAL	100	100	100	100	100	100	100	100
Value								
Satisfied	84	86	86	87	82	81	89	88
Dissatisfied	9	9	7	4	11	15	7	9
No opinion	7	5	7	8	7	4	5	3
TOTAL	100	100	100	100	100	100	100	100
Compared with other marketplaces, RVC is:								
Much better	29	26	32	26	26	29	39	33
About the same	47	47	41	54	43	43	33	40
Worse	1	3	2	1	4	4	1	3
Don't know/no opinion	23	24	25	20	27	24	27	24
TOTAL	100	100	100	100	100	100	100	100

2010 Survey Response

	Buyers	Sellers	CTC/Media
Sent	299	934	44
Received	99	317	14
Rate	33%	34%	32%

Satisfaction with number of sales contracts obtained at RVC (%)

	Buyers				Sellers			
	2010	2009	2008	2007	2010	2009	2008	2007
Satisfied	81	88	84	80	61	52	70	67
Dissatisfied	2	5	2	4	18	27	11	15
Not applicable	16	7	13	17	22	21	19	19
TOTAL	100	100	100	100	100	100	100	100

Satisfaction with value of sales contracts obtained at RVC (%)

	Buyers				Sellers			
	2010	2009	2008	2007	2010	2009	2008	2007
Satisfied	77	83	80	75	63	61	68	68
Dissatisfied	4	5	4	5	14	17	10	13
Not applicable	19	12	15	20	23	21	22	20
TOTAL	100	100	100	100	100	100	100	100

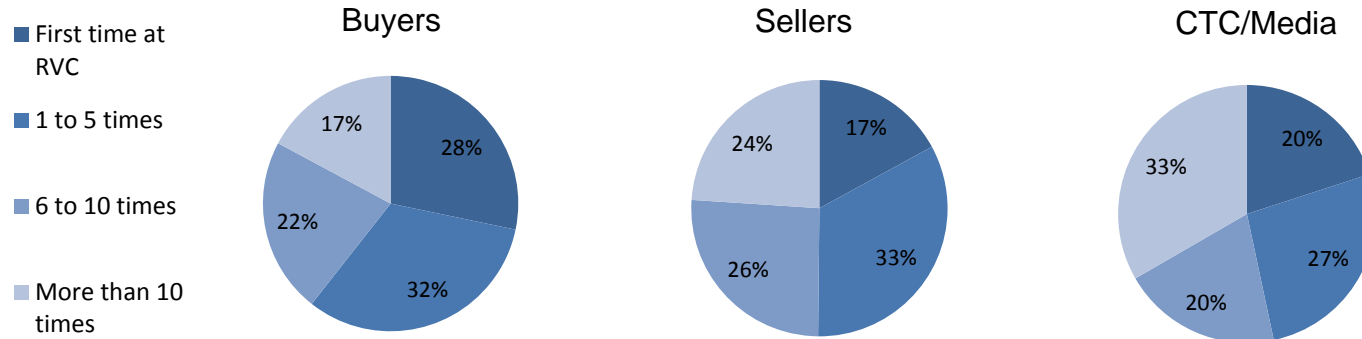
Sellers - Value of new sales contracts (%)

	2010	2009	2008	2007
Less than \$100,000	65	75	64	63
\$100,000 to \$999,999	23	17	26	30
\$1 million or more	12	8	11	9
TOTAL	100	100	100	100

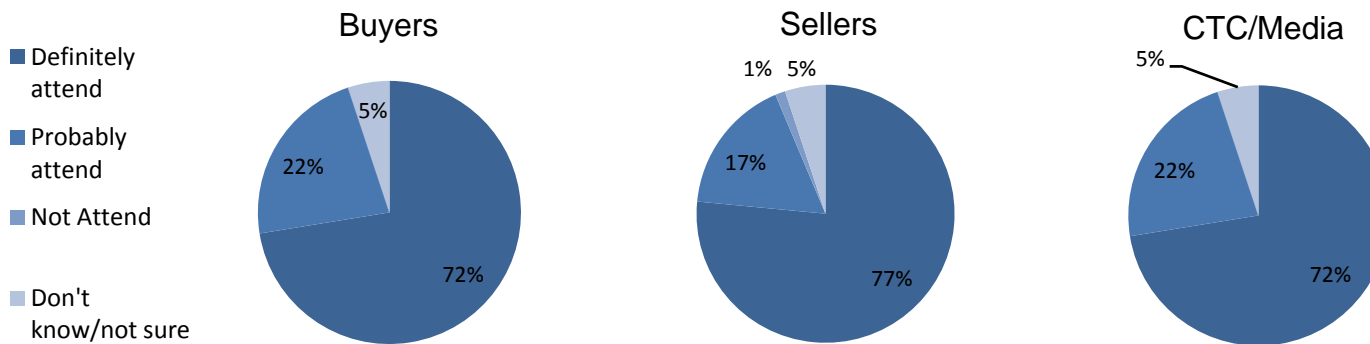
Sellers - Value of renewed sales contracts (%)

	2010	2009	2008	2007
Less than \$100,000	43	48	43	42
\$100,000 to \$999,999	47	46	46	47
\$1 million or more	11	7	11	11
TOTAL	100	100	100	100

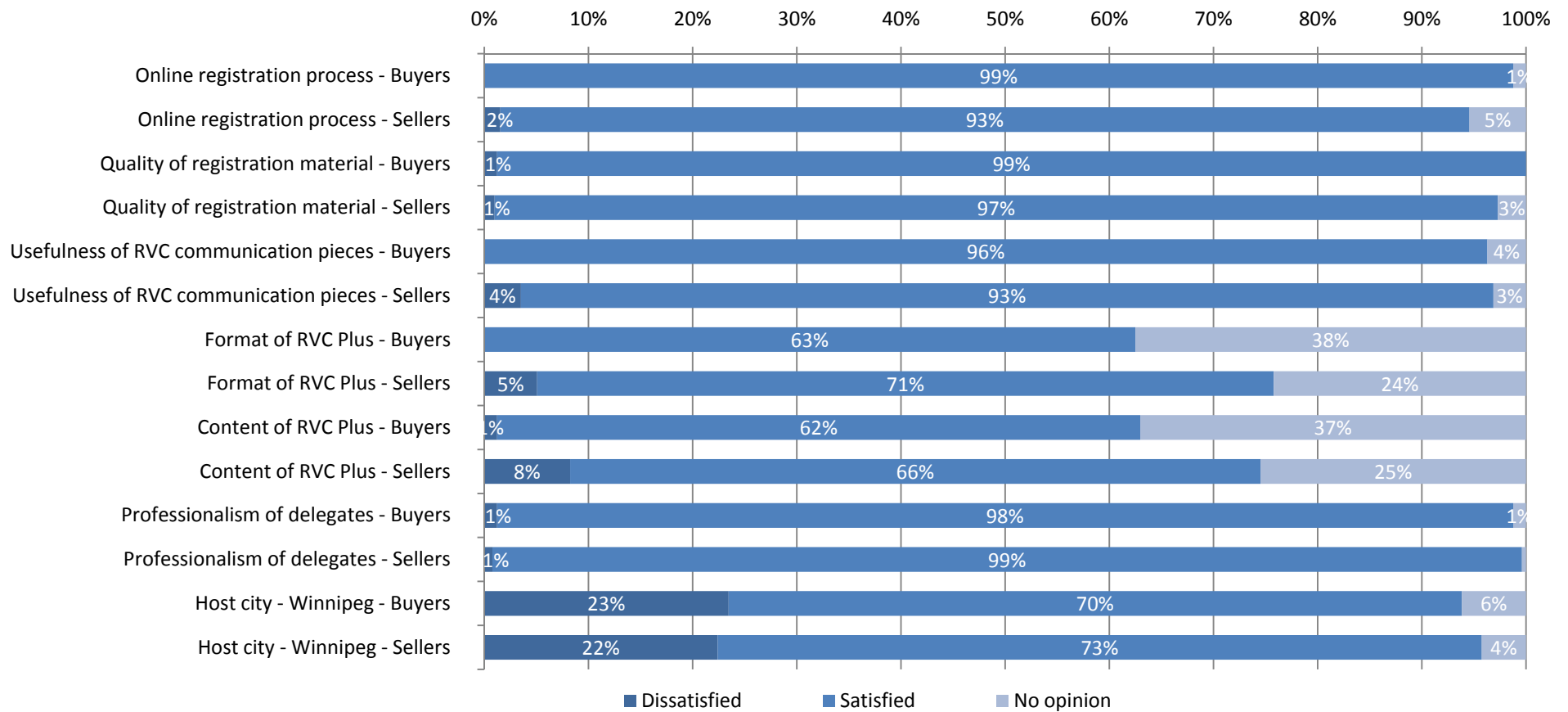
How many times have you personally attended RVC?



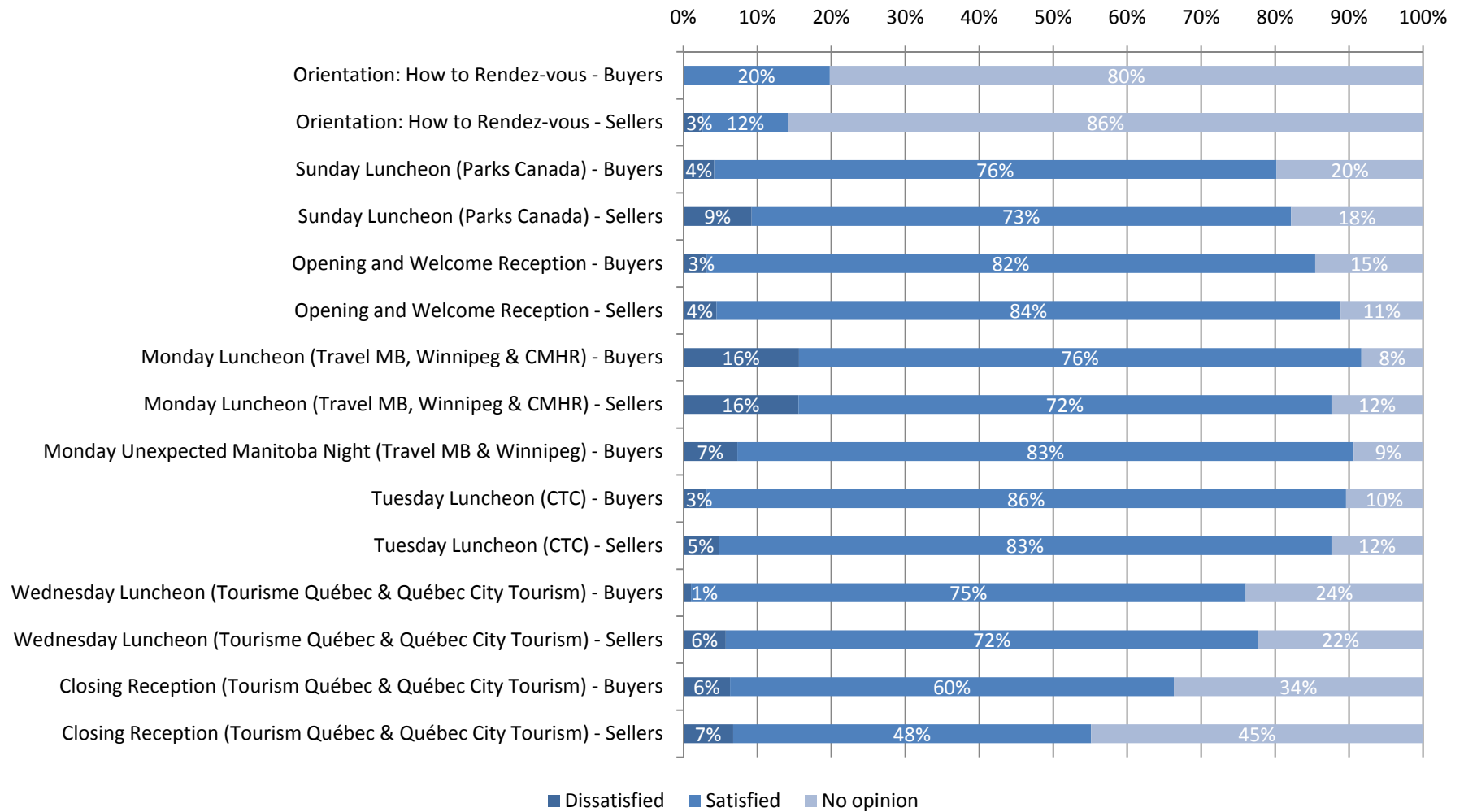
How likely is your company/organization to attend RVC 2011 in Québec City?



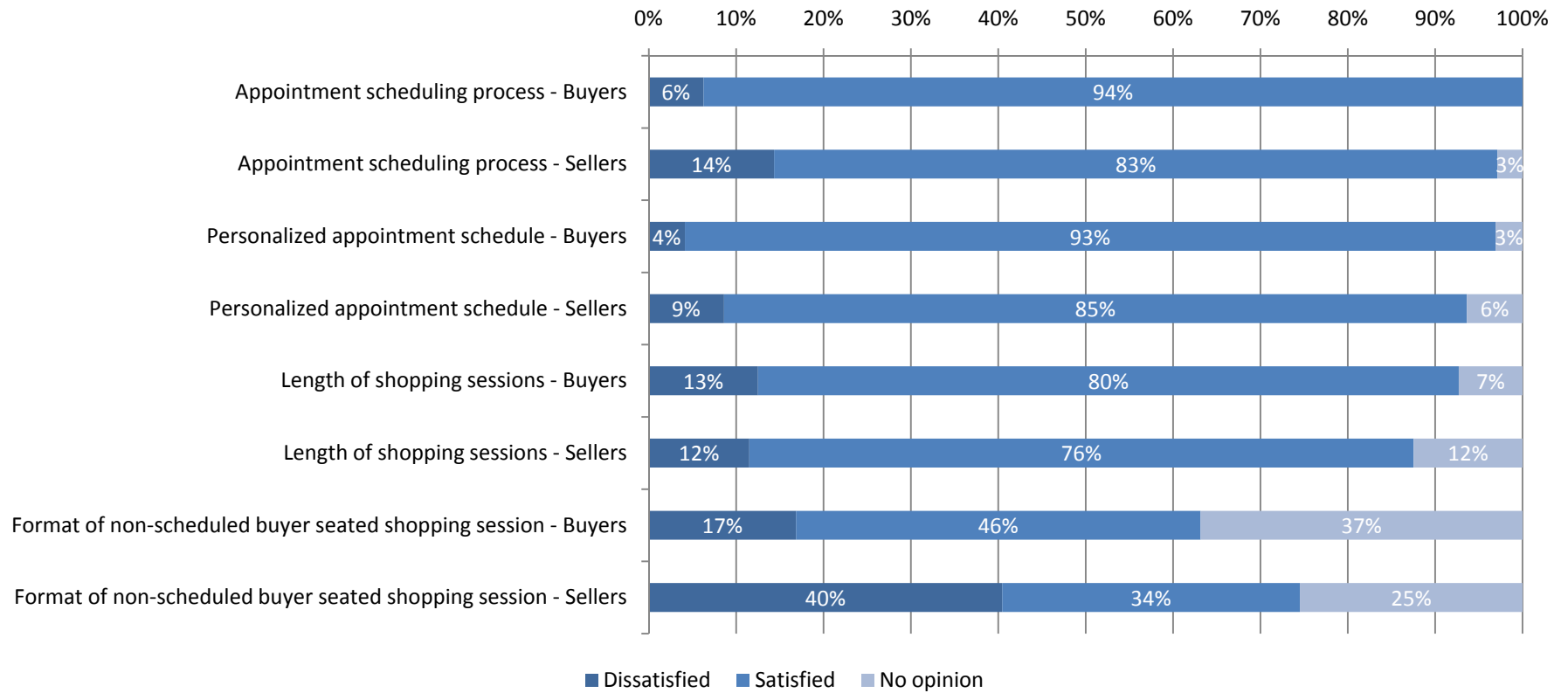
Buyer and Seller satisfaction with aspects of RVC



Buyer and Seller satisfaction with functions



Buyer and Seller satisfaction with appointments



RVC Directory (%)

	Buyers	Sellers	CTC/Media
Preferred directory format			
Hard copy	56	56	43
Electronic(pdf)	44	44	57
TOTAL	100	100	100
Usefulness of directory formats			
Hard copy			
Very useful	57	56	42
Somewhat useful	26	27	58
Not very useful	11	10	0
No opinion	6	6	0
TOTAL	100	100	100
Electronic (pdf)			
Very useful	46	47	57
Somewhat useful	41	38	36
Not very useful	5	4	0
No opinion	8	11	7
TOTAL	100	100	100
If available online in real time, could you do without a hard copy?			
Yes	69	63	64
No	31	37	36
TOTAL	100	100	100

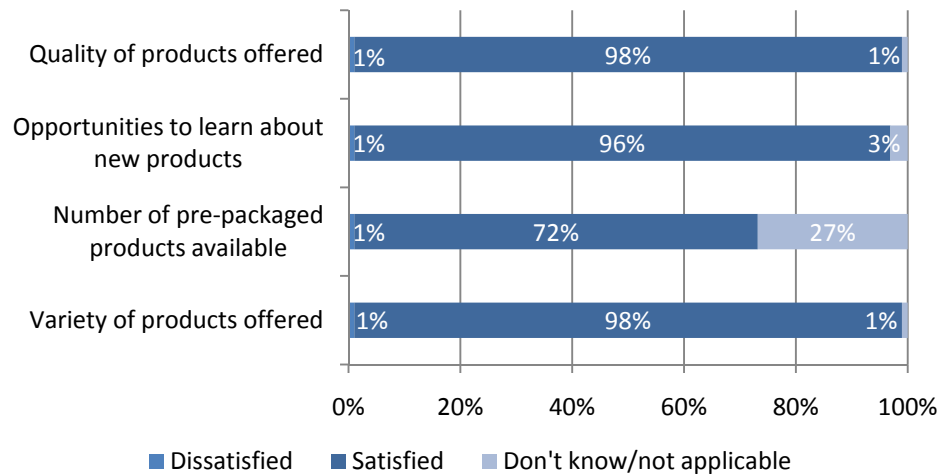
Transportation (%)

	Buyers	Sellers	CTC/Media
Transportation provider used to travel to Winnipeg			
Air Canada	67	60	44
West Jet	12	26	6
Avis Budget Group	0	0	0
VIA Rail	1	1	6
Porter	0	0	0
Other	20	13	44
TOTAL	100	100	100
Use of special RVC fare code/discounts			
Yes	29	36	38
No	71	64	62
TOTAL	100	100	100

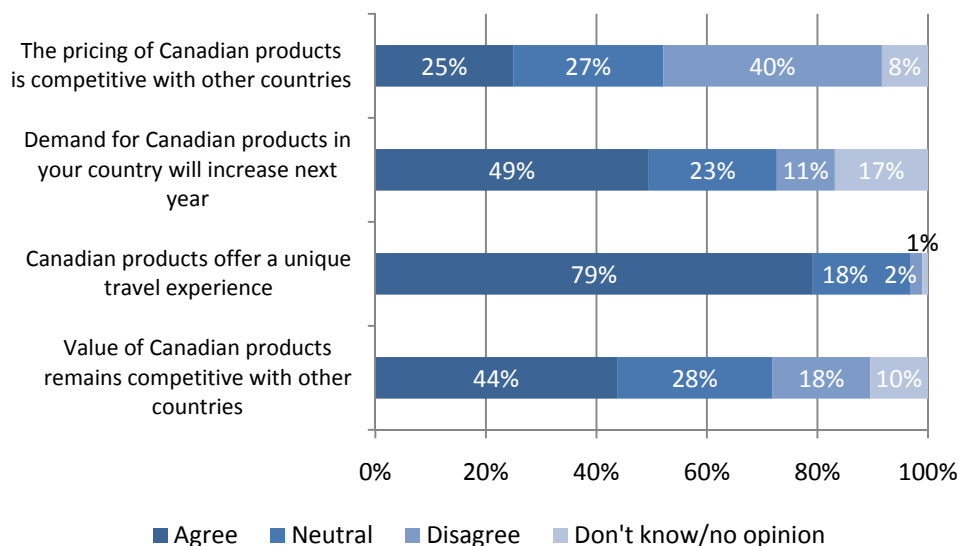
	Buyers	Sellers	CTC/Media
	Number of sellers offering types of products you buy	Number of buyers looking for types of products you sell	Number of buyers looking for types of products you sell
Satisfied	96	80	50
Dissatisfied	3	17	7
Don't know/no opinion	1	3	43
TOTAL	100	100	100

Buyer-Specific Questions

Satisfaction with product offerings



Competitiveness of Canadian products



Is your primary reason for attending RVC to source/seek out new tourism products?

- 55% said yes and 45% said no.

How do you purchase Canadian tourism products/services?

- 17% purchase from receptive operators, 38% directly from suppliers, 38% from both receptive operators and suppliers and 6% from other sources.

How will the amount of Canadian product your organization carries change in the next 2-3 years?

- 69% said they will carry more product, 26% will carry the same amount, 0% will carry less and 4% said they do not know.

In 2011, will the dollar value of Canadian products and services purchased by your organization be more or less than in 2010?

- 68% said the value will increase, 15% said it will remain the same, 7% said it will decrease and 10% said they do not know.

What proportion of the Canadian tourism products and services you buy are purchased by your organization in packages?

- 34% said 10% and under, 13% said 11-25%, 18% said 26-50%, 8% said 51-75%, 16% said 76% and over, and 11% said none/not applicable.

What proportion of the Canadian products and services that you buy are purchased by your organization as individual "à la carte" elements?

- 12% said 10% and under, 12% said 11%-25%, 16% said 26-50%, 14% said 51-75%, 42% said 75% and over, and 5% said none/not applicable.

Of the following two options, buyer-seated shopping sessions or two additional appointment slots, which do you prefer?

- Buyers – 43% like buyer-seated shopping sessions while 57% prefer two additional appointment slots.
- Sellers – 41% like buyer-seated shopping sessions while 59% prefer two additional appointment slots.
- CTC/Media – 38% like buyer-seated shopping sessions while 62% prefer two additional appointment slots.

Are you satisfied with having one of the evenings as a “free night” rather than having a scheduled function?

- 95% of both Buyers and Sellers are satisfied while 5% are not.
93% of CTC/Media are satisfied while 7% are not.

Did you obtain a limited edition RVC print from the Parks Canada booth in the Tourism Mall?

- Buyers – 36% obtained a print and 64% did not.
- Sellers – 45% obtained a print and 55% did not.
- CTC/Media – 29% obtained a print and 71% did not.

How useful did you find the booths in RVC’s tourism mall?

- Sellers – 11% found the booths very useful, 39% found them somewhat useful, 17% felt they were not very useful, and 33% did not visit the booths in the tourism mall.
- CTC/Media – 29% found the booths very useful, 57% found them somewhat useful, 7% felt they were not very useful, and 7% did not visit the booths in the tourism mall.

What suggestions do you have to make RVC a better event for you and your company?

Buyers

mieux organiser la session des acheteurs assis car personne ne savait que le stand etait noté sur le badge et je ne suis pas sure que les vendeurs le savaient non plus. beaucoup voulaient nous voir mais personne ne s'est présenté sur le stand alors que les messages débordaient pour se rencontrer. faire plus de sessions acheteurs assis.

Buyers schedules are too packed. Just to fill our schedules you schedule numerous appointments that are useless. On the other hand there is hardly any time to look for new products during the show. Transportation was incredibly bad (1 bus per loop). 25 min waiting after official end of last appointment

How about bidding process for venue of RVC, just like a Powwow in USA.

Your last function should be in the evening as it was years ago

Have the RVC Lounge on the same level as the market place.

3,5 days is not necessary for this event. I would suggest to just start RVC appointments on Monday only. I could do with 10-15 less appointments. No real farewell party makes people leave on Wednesday afternoon. I would suggest to re-introduce the farewell party so RVC will definitely continue until the end (that this works is proven at PowWow where the majority of delegates finish their entire schedule)

Better bags for carrying things. No offense intended to Best Western, but the bag was terrible for opening and closing as the zipper opened at one end instead of two zippers which could open in the middle, the outer flap did not stick very well to the velcro and it was too small. Free yes, but a pain to carry as well over the shoulder. Secondly, lounge was so far away that as a buyer, I could NOT get to a coffee between appointments or any other soft drinks so suppliers had more time and could get refreshments but water was all that was available to us on the floor and when you are running as hard as we were sometimes, refreshments are pretty important. Meals were great at RVC in Winnipeg this year, really impressed with meal selection - thanks!

During the lunch I don't think we need to have speeches as long as the one we have go. Would be nice to have screen all over the room too and not just in front.

I suggest that you do not do the lunch and the meetings on the Sunday afternoon and leave this for registration. Then start on the Monday morning and finish with a proper farewell and thanks for good business party on the Wednesday evening. I found that whilst I was doing my meetings on Wednesday afternoon that suppliers were taking stands down and generally getting ready to go home. Also one of my meetings was cancelled too. If you ensured that the marketplace was in proper operation until the end of Wednesday and had something to stay for. Now you do not do this event a lot of people are leaving on the Wednesday.

I didn't like the 'chill out/refreshment area' being located away from the main hall this year. When you have a full appointment list as I had, it is difficult to find time to go down a level to grab a drink... I was late for a couple of appointments because of it.

During Luncheon, if you'd have a monitor screen for the back or side, everybody can see it. It's difficult for all of them to see the front stage with round table setting. It'd be great if WiFi service offered free as before. The bag shape was not suitable to use with suits. Very inconvenient and not many people I spoke didn't use it. The washroom on the 3rd floor was limited and sometime paper was out and we had to go downstairs resulted to be late to the next appointment.

Really, none in particular. I was very impressed with the whole set-up, right from the start with the online registration and appointment scheduling system, through to the event itself including the how-to session for beginners. A very minor point: the Appointment Books are great, but they should have the sticker box next to the spine and the card-stapling box on the outside edge of the page, which is what most of us got round to doing anyway. Providing everyone with a stapler was a good idea. THANK YOU, ALL CONCERNED, FOR A VERY GOOD EVENT INDEED, WHICH WAS MUCH APPRECIATED.

Stick to easily accessible places and as close as possible to PowWow locations. Winnipeg to Orlando and Quebec to San Francisco are not easy trips

We need to be able to schedule more joint and double appointments. System not flexible enough

The pre invitation information was misleading, 2nd pages (apparently copied from the previous year) had the wrong information with regard to flight 'deals' dates did not cover the correct R.V. period. If there are still only to be two official evenings, then the free evening should be put between these, NOT on the final evening as there is then no 'get together' with suppliers and sellers.

None at the moment but 'hats off' to Winnipeg for a well-executed RVC!

Think there should be an evening closing reception - in the current format many buyers leave on the Wednesday thus encouraging suppliers to not attend/dismantle their booths early. I object to having appointments while the supplier next door is taking down their stand!

An airline ticket and a part burden of registration costs. Anyone can participate.

It's just perfect

Less days, not so many sponsored lunches. Choose a destination that would be attractive to visit. My first time to Winnipeg and the downtown core was in my opinion not a safe place to stay in. I was only 4 or 5 blocks away from the convention centre, but I did not feel safe walking about.

longer appointments

Longer appointments with a little more time to get from one to another

The last day is generally a problem. Too many sellers close shop at around noontime. Try to shorten Rendez-vous by one day by adding two or three additional appointments each day.

Please go green - there really is no need to have 1/2 of what was printed. The bag at registration alone was way too much paper.. all of that can be found online. Also since there is a 1/2 day - I think it should be after the 'free night'.. The first day people are ready to go and do not need a 1/2 day to start, but after the Taking Care of Business event everyone would like a later start.

I would suggest longer appointments and also I think you should eliminate the buyer-seated shopping session as normally we do not have any available time slots.

Eliminate the buyers shopping session or have it on the first day while buyers still have appointments available. Since RVC now starts on Sunday afternoon, end it with lunch on Wednesday sponsored by the next host city. This will allow people to get late afternoon or early evening flights home. Penalize buyers (or sellers) who NO SHOW or cancel more than 5 appointments. People (especially buyers) should be held accountable.

cities like YWG should not host RVC - from a sales and marketing perspective - this does NOT debut our country well. Have the appt books printed with our appointments - get rid of the stickers. have the Seller numbers on the appointments so if we need to send them a msg we don't have to go back and forth between two different directories to get their seller numbers to write them a note

It would be nice to have another free night so that we didn't have to do so many functions on the only free night, perhaps provide the opening function on the Saturday evening before the show starts

The cost for Buyers - it is much higher than other shows we attend.

The events were not terribly welcoming. In particular for the international visitors. I think the first mention of people being welcomed was at Tuesday's lunch. For the first time at RVC it seemed to be very politically charged. This was particularly disappointing for the welcome lunch on Sunday that proved to be less than welcoming and extremely boring. The purpose of a trade show is about the mingling of buyers and sellers so that they can find common ground to sell Canada as a great tourist destination to people all over the world. The lunches made little mention of this and were internally focussed regarding issues which were only relevant to a few people there. I was extremely disappointed as in previous RVCs there have been some great speakers who were inspirational and show cased Canada to attendees in an extremely positive manner. Until the ice hockey player spoke on Tuesday the lunches were uninteresting. Quebec did a reasonable job on the Wednesday. Regarding the discounted travel on offer it is nearly impossible to use. The airfares need to be more flexible as coming from the other side of the world we will always be doing more than just RVC when we are in North America. Soon as you try to use a flight not on the main route the discount is not available.

Let's not bring politics into the tourism forum for future hosted lunches - it was boring. Please provide a better bag (trolley bags were excellent). Location needs to be easy to get to. Ask all suppliers to have rates ready for Rendezvous rather than having ready later.

Change appointments to Monday through Thursday instead of Sunday through Wednesday. Avoid having it over Mother's Day weekend.

Trouver une solution pour avoir un meilleur système de rendez-vous et revoir un peu la méthode des rendez-vous !

When displaying the rows and signage for seller numbers, it would be useful to have a sign in the middle of each row indicating that numbers x to x are to the right and booth numbers y to y are to the right. Numbering rows 100, 200 etc was not enough. It would help if I knew which direction to travel in when looking for a specific booth (ie booth 161) turn to the right in row 100

no opinion

instead of 12 minutes...maybe 15 minutes would be better 12 is a bit too short

As a buyer I don't want the time slots I leave open filled automatically by rvc. The large majority of times these open slots are filled with suppliers that do not match products or areas I'm buying. This is not beneficial to either party. Leaving appointments open gives me an opportunity to meet with key partners outside of the show floor for extended periods of time.

I hope all the extra food put on the tables at lunch is not getting wasted when seats are not occupied.

I was very satisfied with the event which, with the timed slots, was different to the way most European events are run. However, the slots worked well for me and, had I had more time at the event and wished to see a supplier again, I feel I could have arranged this without too much difficulty. Overall, everyone was very friendly, accommodating and helpful and I enjoyed my time in Winnipeg greatly. Thank you!

More buyers to attend this function.

Don't have it in Winnipeg again.

Make the sessions longer, less appointments, and reduce with half a day

more opportunities for double appointments

- 1) The last night, from Wednesday to Thursday should be included in the package. The event goes till 5 pm and most of the delegates need another overnight.
- 2) there should be a closing event in the evening - the teardown till 5 pm is not too interesting. Without a 'last evening event' you force delegates to 'leave earlier' and more and more delegates cancel the last appointment day and leave on wednesday

Supprimer les plages de marché libre

RVC is integral to our product offerings and planning. We do not write contracts at RVC but undertake follow up and look for new product. A new product area would be helpful.

1. Design of the bag - cross-carrying bags are no good for bussines attire.
2. Fee for Buyers - it is really expensive. If it is lower, more buyers may register, I think.
3. Lounge - it may be better near the marketplace floor. It was different floor this time, and going back & forth needed some time.
4. Screen at luncheon - since round tables are used for the meals, screen should be set up at all sides, not just in front.

What suggestions do you have to make RVC a better event for you and your company?

Sellers

Améliorer la scéance d'achat avec acheteurs assis. La grande majorité des acheteurs n'ont pas participé. C'est dommage car c'est parfois la seule occasion de saluer certains acheteurs avec qui nous n'avons pas de RDV. Il semblerait que beaucoup d'acheteurs n'avaient pas compris que la scéance d'achat se passait à ce moment là car cela n'a pas été rappelé au lunch ou par annonce.

Eliminate the shopping sessions and shorten the event by 1/2 to 1 day

At times RVC is held in centres that might not be the most appropriate under the name of ensuring all areas of Canada are shown (according to someone at TIAC). However this means that some buyers have difficulty and long flights in attending. Would strongly recomnmnd sticking to either direct centres of interest or major cities with large international airports. At times there also seems to be an over-politicized agenda. Do not appreciate this - and this was echoed again by international buyers.

Give Seller more rights in terms of appointment scheduling. Besides the perfect matches i only got 2 seller requests....one of them was a no show. i think it would be fair to allow each seller 5 seller requests.....i know buyers are given absolute priority, since their numbers are lower than the sellers. RVC in my opinion is not a sales show, but only good for image, meet your existing partners and stay tuned to the pulse of the industry. The cost are very high and in the future i might change to attending only every 2nd year.

Put RVC only in key gateway cities to leave a good impressions for int'l tour operators and attract more to come.

more computers please for the internet cafe as I waste time waiting

- Final day should be 1/2 day - not the first day as many buyers leave early. Appointments could easily be scheduled for 7-10 minutes and could reduce a day overall.
- Should NOT be scheduled on Mother's Day (may seem minor but not to the mothers!)
- Very limited options for vegans/vegetarians.
- Should NOT be in a city where it is not safe to walk around.

Hopefully not having it start on Mothers Day in future. The keynote speaker on Sunday mentioned how many "young faces" were in the audience, this is difficult on young families.

I would much prefer Rendezvous to not be scheduled over Mother's Day.

A \$ break for small companies would make it more value for money.

More buyers and better polliing of buyers to ensure they use the appointment request system prior to the event and actually participate in the shopping sessions.

Ensure that the networking functions are not too noisy...it is difficult to talk when there is loud music, and networking is the whole point of RVC. Perhaps a lighter option for seated lunches?

I had to pay 70 for a table - tables should be included in booth costs. If everything is going to go electronic - internet should be included in the fees.

Take away Buyer seated session.

Wireless Internet needs to be offered. Ideally included within registration. Unfortunately, the location of RVC appears to be an issue and thus should be considered. Finally, I am concerned by the amount of political inferences/platitudes during the official presentations. I believe the tourism industry recognizes the role of government, however the need for the MP's to continually reference their peers before a crowd consisting of 50% non-citizens minimized the impact of the presentations.

Sellers need a mail boxCancel the buyers seated session on Monday....have a buyers seated session for 2 hours on Sunday after lunch & longer appointment day on Wednesday. Buyer availability times should be available prior to arrival

At the buyer's session, even though buyers' appointment slots are full, suggested buyers should still sit at their assigned booths to have a brief conversation with sellers that are interested in making contact with them or to at least exchange business cards.

Plus de rendez-vous, toujours plus!

Renouvellement de la formule afin qu'elle soit mieux adaptée à la réalité d'aujourd'hui. Il y a beaucoup de petites entreprises touristiques au Québec et plusieurs se regroupent afin de se vendre au niveau international. Il faut davantage accepter les DMO qui représentent ces entreprises. On ne vend pas une destination avec des hôtels d'abord.

the amount the seller pays should be related to the number of buyers attending....for instance it makes no sense to have a seller show up for 10 appointments...and the seller really does not have any indication of how many buyers there will be which will translate to the availability of buyers for their appointments.... It does not make sense for those companies who have sales teams in other countries to be attending...they visit the offices of the wholesalers two or more times a year anyway...so many buyers would say "I do not know why I have an appointment with them, as I see him/her often enough" .. for example Jonview/Discover/Rocky Mountaineer/ Brewster/ even JAC..... these companies already benefit loads from CTC via wholesalers coop of their products and their paying the wholesaler portion... it is the smaller lodges/operators/hotels that do not...and need the exposure to the buyers

I personally like the idea of having more information online or electronically however while attending the show it is of no help at all unless we would have wireless at the booth at no extra fee. Seam with the messages for cancelled/new appointments via email, Makes hardly any sense if you do not have access. I know that you have computer terminals however not every company is set up that you can access emails from every computer, very often you need your personal one. So what I am trying to say: Wireless would be a great value if offered without any additional costs (which should be doable nowadays).

Continuez ainsi, c'est très bien

Less shopping sessions as they don't work, less time for lunch, they are too long, condense the marketplace into 3 days, instead of 3.5. Less 'heavy' food at lunch, lighter fare, would be much better.

1. NEVER hold it in cities like Winnipeg! In downtown Winnipeg I saw:
Deserted streets.

A physical assault by a Man on his female companion

Drunks everywhere after 9 pm. It was NOT safe to walk on the streets after 9! If it wasn't for the RVC crowds on the streets the only people ON the streets would have been the drunks. We are here to showcase Canada, not our social problems! Buyers were horrified at the city. They loved the events, but as a city to introduce or heighten interest in Canada, it failed MISERABLY. If you need more cities able to host RVC, change the format to enable us to experience more unique places in Canada - go back to

Halifax! Go to Nfld! Go back to Montreal, Vancouver, Victoria.

All National representatives should be in the same hall area. Not scattered as we were this year

I would rather have more appointments than the long shopping sessions, or have it end at 4:30 instead of 5:00pm. The first two shopping sessions are useful but no one really went to the last two and they only need to be 15 - 20 minutes long, not 45 minutes.

Winnipeg as a destination was very poor. Please choose larger cities that have the ability to attract key buyers.

I feel that RVC is too long. Perhaps more appointments per session could eliminate one day of marketplace. I feel it is a long time to be away from the office.

three day event, proper closing event, service providers / marketing companies / etc. should not be allowed to request appointments, tourism mall can be relocated to the marketplace floor to provide them with better access to the delegates, eliminate the shopping sessions as they no longer appear to be effective (many buyers did not show / sit for the buyers seated session), wifi and basic electric services should be included in the registration - could not use WCC wifi to send email despite the added cost.

Winnipeg was not a good location for this event. This event should be held in more of a "tourist" location. This city also did not feel safe at all, not a good city.

More seller requested appointments would be good.

Some buyer requested appointments were a waste of time.

We need recycling bins, I didn't see one all week.

The RVC bags are useless. The ones in Vancouver with wheels were excellent and useful.

Delta Hotels and Resorts' booth was in the BC section in the very back row, with BC banners all around us. We do not know why we were up front with the other national chains such as Hilton, Starwood, Fairmont. We would like to be up front in the national section. Also, it would be very helpful to know the dress code of the various evening events in time to pack. It could simply be listed on the schedule of events, whether events are business, business casual or casual, as it changes from year to year depending on the sponsors of events and would help to know. Lastly some events were added last minute on the Saturday afternoon (CTC / Tiac China update event) and the CTC Japan networking event on the Wednesday evening, neither of which I could attend as my flights were booked, based on the timing of the original schedule. I would have liked to attend both had I known about them prior to booking my flights. In the future it would be great if ALL events are on the schedule by the time the discounted air information is provided, as with so many people in Canada traveling to RVC, I do try to book my flights early to get the best possible routing.

Etre un peu plus strict avec les acheteurs. Donc pas de possibilité d'annulation de rendez-vous, doivent se présenter aux séances de marché libre car je crois qu'environ 20% seulement y participent... Racourcir les repas de 15 minutes pour permettre aux acheteurs du temps pour se présenter à la table de marché libre. Pourquoi ne pas racourcir d'une journée et commencer seulement le lundi ? Éviter la fête des mères SVP. Service très cher aux kiosques comme électricité et internet.

More buyers!!

Very dissatisfied with the attendants working for RVC. they looked miserable the entire time. Upon picking up my bag and sorting through it, I actually got yelled at for not having my badge on. No good morning, no welcome to RVC. I was walking out of registration! the lady who yelled at me was around 30 and blond. She acted as if she were patrolling the border in afghanistan. If I see her working for your company next year and she acts the same way, I will make a formal complaint.

With regards to Winnipeg, it was a complete embarrassment to host it in that city and I was ashamed at how little the city did to prepare or to even try to brighten things up. SHAME on Canada!!

Transportation - I did not receive the airfare offer, and those that did had already booked their flight way in advance. The transportation/shuttles should be offered right after closing and the following day. The reason RVC changed the closing night to a cocktail reception was to accommodate the masses that depart right after the last appointment - not having the shuttles running didn't make sense.

there are some buyers that shouldn't be in this show...they should even be banned from joining this event

I think encouraging more US buyers to attend....

This conference is one full day too long.

Have power and internet included. We need access to the web at all times Thanks

\$ days is long for the sellers. Many of the buyers leave early on the last day and sellers have very few scheduled appointments on the last day. Appointments could be put into 3 days very easily.

Better signage at the airport for transportation, Winnipeg was a very poor choice. Stories of colleagues witnessing muggings, very aggressive panhandlers, and buyers clearly unhappy with the City in general.

Winnipeg was not the best City to showcase. We couldn't leave our hotel without encountering "City Watch" - a security service employed by the City to keep vagrancy under control. It was awful to see these pairs of men everywhere - in stores, in shopping malls moving people around. It made you feel we were in some hotbed of crime. And we were told not to walk around at night. Winnipeg would have put off a lot of buyers - Canada is known for safety and beauty - we didn't see that. Please consider this next time you choose a City - it represents all of us in the mind of the buyer. And yes, I have loved some of the smaller places equally with the Quebec city's and Vancouver etc.

More buyers, more appointment slots. I get annoyed when people listed as "buyers" are actually trying to sell me advertising. This should not be allowed.

For the cost of the event - wireless should be included - although there were kiosks, they were always busy. At the hotel I was at, the rotation time for the shuttle was posted but not specific pickup times - difficult to organize your time.

I was disappointed with the number of sellers who scheduled appointments with me when it should have been buyers booking with me. I also had one company book more than one appointment with me to give me the same information (Canadian Tourism Network). I would also like to note their unprofessionalism during appointments.

Condense the show to three days.

I think Winnipeg was not a good host city. Hotels were average, too many floors at the convention centre, food at lunches was terrible. This show needs to look to new thinking re # of days, makeup of buyers, the # of host cities that have it. The buyers and suppliers really don't pay much attention to where the show takes place. The #1 reason for coming is ease of access and to be matched with people that can increase profit for both parties!

Make the "bag" something that resembles a briefcase with open slots and handles as well as shoulder strap - very plain, but easier to use - the bags this year were not good - we need something that will stand up on its own as we all have lots of papers, files, etc. in these bags and an "over the head and shoulder" bag does not work well with suits - just simple, two slots, 4-5 inches wide, easy!

Also, let's try and do a "free day" for lunch - or take us on a mystery tour of different restaurants or something - the same venue each day was pretty grim.

It probably can be tightened up to finish up the day before? Rather than 3:00 - which in some cases is too late for some of us to make it home the same day.

Great marketplace, events, appointments, etc. I'm sure there are politics involved in venue selection but most people I spoke with were not happy to be in Winnipeg.

How about having a bus shuttle service throughout the event? There was no service from Hotels to the airport at the end.

I felt that when making the appointments I had no response either way if they accepted or did not accept. In the past we have had a reply right back to indicate the Buyers were notified. Also I had cancellations and the Buyer's showed up for the appointment. This year was very disorganized in this area. I had requested 3 times for the same buyers and had never had a reply back if they were contacted. I also feel the last night should not be a free night, I would like that night to be for the city that hosted RVC should have the last night. Perhaps shorten RVC - Set up Saturday and reception that night, Sunday start am in the morning with appointment, event in evening. Monday - appointments, event in evening & Tuesday - appointments to 3:00 pm (final day) with reception to 5:00 pm and then every one departs. Shorten by one day, it seems to be stretched out and is a busy time for everyone.

Dans notre cas, il manquait GRANDEMENT la présence d'acheteurs Français et l'utilisation de la langue française dans les repas et les réceptions étaient TRÈS limité. Ensuite, le salon des délégués manque de nourriture satisfaisante. Nous travaillons fort et avons besoins de bien nous nourrir alors je suggère d'avoir des fruits et des légumes lors des pauses.

RVC is a good marketplace for my company, it is a chance to meet with agents and renew contracts. I liked that fewer hotels were delegates this year and that there were a handful of new quality buyers. From what I hear from buyers, many would prefer a buyer seated event.

Have buyers sit when the buyers marketplace occurs. Appts could be a little shorter to accommodate more appts. Prefer to sit down for supper rather than stand up for "finger food". I find that at the meals, I meet a lot of contacts.

We had trouble filling our open slots once the initial appointment schedule was handed out. I tried scheduling appointments online, and using the message system. Neither worked.

Have the appointments start earlier on Sunday and shorten the show by one day. Everyone arrives on Saturday and we could easily start the show on Sunday. Also I did not like that the break room was on a different level. You did not have enough time (as a buyer or a seller) to get down and grab a drink, plus the layout of the show floor was the wrong way. The rows were way to long - the room should have been flipped with shorter rows and more of them. I hope that next year you will but the break room at the front of the tradeshow floor like it has been in years past as it is way better for all attending.

Either shorten the show or add back DMO day. Decide whether your mandate is to showcase Canadian destinations or do business. If the latter, show should be held in Montreal, Toronto or Vancouver only due to ease of air access.

As a tourism mall sponsor, the mall needs to be located on the same level as the marketplace. this one didn't work too well.

Shorten the duration of RVC, I had approx. 30 appointments over 3.5 days which left me with long gaps inbetween appointments

I have made this suggestion for the past few years already, and there are other attendees who also echoed the same opinion. Please put back the DMO appointments on Sunday because they can do the ground work to explain about the area, and also send us leads. Imagine a new buyer who has never been to Canada, and I represent one hotel only in Vancouver, it would be better for DMO to explain about BC and Vancouver, before I go into details about my hotel in Vancouver.

For lunch, fish is not an menu item for everyone, especially the Monday luncheon's fish had very small bones which can cause choking. Try also not to repeat the menu twice, as there were 2 days of Chicken for lunch.

The luncheon speech speakers should cut down on their speech, probably the longest among other RVC cities. It has left no time for entertainers at all. Use more visual image or action adventure such as Banff/Lake Louise Bike performance a few years ago would draw more enthusiasm from the attendees having full appointments for 4 days.

Please arrange for coffee/drinks station on the same floor as the marketplace. It is inconvenient to go downstairs just to grab a cup of coffee.

The cleaning staff has not been cleaning up garbage cans or cups & plates at each booth at all. Is the convention centre trying to save on labour or mismanagement? Hygiene should not be overlooked. Please clean up garbage everyday!

For the shopping session, recommend to do it first morning & 15 minutes only. And please leave 10% vacant for buyer's appointments, otherwise it turned out to be either no buyer found at the shopping session (since they are full with their appointments), or a long line at others. Please leave some rooms for buyers to let sellers shop during the session. Thanks.

Some buyers do not attend the entire rendez-vous, which restrains appointment availability.

The open marketplace is not very useful, buyers don't take advantage of them. It is more seen as a washroom brake after lunch. The shopping session where buyers are seated is also not very good, since buyers take this time to conduct other appointments instead of taking additional appointments slots or simply do not show up. However, it was nice to walk around the floor and have the potential to simply say hi to those buyers that are frequent customers and that you don't have time to meet, simply because you are focusing on getting new business. Some buyers are not very good at managing their schedule, which is frustrating for the sellers.

I believe the length needs to be shrunk. I would rather see slightly longer days and make it a total of 3 days. I think that the locations need to be carefully screened to be sure they are appropriate host communiities and that the Convention facilities showcase Canada in a very positive light. Winnipeg was neither. I would like to see the CTC sessions including buyers as part of a panel discussion.

don't use the buyers seating marketplace - hardly anyone is at their booths during shopping!

Either insists that buyers, out of respect for the sellers, occupy their booths, like we do during the marketplace!!

rencontres moins volatiles , et soiree avec tables assises .

Attention aux allergies lors des cocktails

Aucune inscription sur les cartons descriptifs, la plupart des serveurs ne sont pas avisé du contenu possible ou proscrit de la recette

Certaines tables contenaient à la fois des poissons/fruits de mer ET d'autre aliments. (Contamination possible) Ayant une allergie nouvelle aux noix, j'ai remarqué qu'il est difficile dans les soirées de savoir exactement ce qu'il est possible de consommer ou non.

If a shopping session is to happen , that the buyers are in the booths assigned even if they are full for appointments, at least it is a facial contact , and an opportunity to exchange business cards.

Que les acheteurs puissent nous répondre lorsque nous leur envoyons des invitations à un rendez-vous car nous devons doublé sinon triplé nos envois, donc ce serait moins de perte de temps pour tout le monde. Gros merci et au plaisir de vous voir à Québec pour RVC 2011.

more appointments available

better coordinated shuttle service/times, additional shuttles required.

More help with finding the best "matches"

Bring it back to Halifax !!!!!

The buyers (because of their incentives to take more appointments) seem to take the appointments and then cancel them during the event ...do they still get credit? They seem tierd and overwhelmed when we meet a lot of them.

To no longer hold it on Mothers Day, for people with young kids it is very dissatisfying year after year.

To no longer have shopping sessions, either offer it ahead of time or don't, buyers never have open appointments by the time they get there.

There wasn't an option to rate the Monday night party but felt I wanted to say it was one of the best we have ever had...I will never forget it and I loved the format!!!

Have the free night on Monday as it has in the past, it made for an uneventful Tuesday...so unless you had hosted buyers personally that evening, Monday was the last time to see them.

I understand the politics of moving the venue around, but we are showcasing Canada. The following locations showcase Canada. Vancouver, Calgary, Toronto, Ottawa, Montreal, Quebec City, Halifax. Other venues are too small or as in the case of Winnipeg are an unimpressive location.

I would prefer to have the buyers seated

Bring in more US buyers!

Delegate Lounge needs to be on the same level as the booths. First time I had been to RVC where this was not the case.

Buyers need to have both the company and the participant name of who they are meeting on their labels for their appointment book. We had 2 appointment schedules and it made it confusing for buyers not to know whether they were meeting with me or my colleague Doug. This would make the process smoother.

Have Bus Service from Hotels to Airport on last day of Conference after the Closing Reception

Regrouper les vendeurs nationales dans un seul et même secteur, et les regrouper en fonction de leurs provenance respective. Mais pas les disperser tel que c'était le cas à Winnipeg.

On the idea of moving towards an online directory, I use the print directory for about 5 years, I use this to see who attends in past years, and previous years notes, etc.. I need to make comments on clients, and we use the directories to share amongst other staff...

May I suggest that you have two appointment sessions like Canadaswest Market place. You might want to look at two days for the East and two days for the West with and overlap in the middle this way we do not take up as much of our time on the sellers side. The gaps are very long and unproductive. With just two to two and half days it would definately fill in the gaps

1. Make airline reps eligible for appointments with sellers. 2. Stop the Sunday appointments and make appointments full day Wednesday with closing reception. (Keep Sunday opening reception.)

I would like to see it reduced to 3 longer days, as opposed to 4 days. Maybe shorten lunch by serving a buffet on all but 1 day anywhere from 11:45 - 1:30? Just have 1 sit down plated luncheon?

Also, we went to the Concert Hall Monday night but the entertainment wasn't until late, for us!, 9 pm, so we left prior to that. Could the event be bumped up a bit - appies and drinks at 6:30 - 8:00, entertainment at 8, with the music and bar afterwards, if need be?

Make it mandatory for buyers to respond to appointment requests. I had a lot of buyers that never responded.

Not really a suggestion but insight: the bulk of the tour operators did not really give any solid confirmation of any contracts. They wanted us to follow up with rates, and warned us their clients continue to be very price-driven.

Food is not very good, could always do with improvement. If it was possible to shorten RVC by 1 day I think it would be more valuable. I also would like the date switched, why is it always on Mother's Day? To some people, this is an important family day.

I would make it shorter - 3 days of confirmed appointments (Monday - Wednesday)

More time with buyers. There are so many people in attendance without appointments it is very hard to get time with buyers and network.

There were far too many "companies" that were listed as buyers and weren't - internet companies, etc. who wanted us to buy from them - since when is that considered a buyer. Also, Vancouver Duty Free (Alders) is a buyer??? When we received the list of buyers who had available appointments - majority CTC and Air Canada, it appears that some had only a few appointments so by Wednesday afternoon, when the suppliers were quiet, don't you think that our CTC reps should be going up and down the aisles

meeting us and seeing how they can assist us rather than just saying they are open for appointments, unless of course, they were fully booked.

trop de vendeurs de publicité qui peuvent prendre des rv avec nous. Cela devrait être interdit. NOus partipons a RVC pour rencontrer des acheteurs (agences, voyagistes, receptifs) et non pour se faire vendre de la publicité. Merci de le garder en tête. Il pourrait y avoir une "session" vendeurs assis où vous pourriez permettre aux vendeurs de pub de venir nous rencontrer mais de leur permettre de prendre des rv comme des acheteurs, je ne suis pas d'accord.

At this time, no opinion.

please add in the CTC update sessions into the book schedule of events. not sure about others, but i do not use the stickers and appt schedule book- a lot of wasted paper there. I prepare an appt sheet for each appt well in advance of RVC with all pertinent history, and info and use this for each appt. The book goes into recycle bin.

Did not feel that the event showed much of Winnipeg. The shuttles were far too infrequent or full - ended up taking taxis all the time. We need more seating for dinners / evening functions and the closing reception even if it's casual seating. The lounge should be on the same floor as the exhibition as there is little enough time in the breaks.

No need for the final meeting session on Wednesday afternoon. There were very few meetings taking place then. It would be better to finish with a late lunch or good / heavy hors d'oeuvres recetion at lunchtime.

From a sellers perspective we could always use more buyers to meet with, as there is always a challenge meeting with buyers due to the overwhelming amount of sellers.

Very pleased with the Winnipeg venue and the organizing team. I hope that Quebec City takes a lesson from Winnipeg as the last Rendez Vous in Quebec City is memorable for the poor quality of meals.

I think it's quite good they way it is.

Donner le même accès aux acheteurs qu'aux vendeurs. Essayer de planifier les rendez vous avec moins d'écart.

NEVER EVER HOLD IT IN WINNIPEG AGAIN! I apologize for this as I do love the fact that the show travels from coast to coast, however, this event did nothing to promote visitation to Winnipeg or to Canada as a whole. Our clients were told not to walk the streets at night because it is dangerous! Several were herded into cabs after dinner - for

their safety's sake! This never happens in our largest cities! This is not the kind of impression we want our clients to have of Canada - one of the safest countries in the world.

What happen to the sellers mailboxes? This was a way a way to communicate with buyers to schedule or meet.

Lounge and refreshments on the same floor as meetings; alternatively coffee stations; cooler temperature especially in afternoon; the area designated for business cards in the appointment book should be close to the edge in order to staple - it was backwards this year

During shopping sessions, it would be nice if the buyers actually sat at their booths.

As a first time attendee I think the orientation could have been MUCH better. It was basically a power point presentation of information that was already handed to us or I found out on the website. It would have been nice to have a 1 hour reception aimed specifically at first/second/third time attendees so that we could know who each other were. Our company was only able to send me so not only was it my first time at RVC but I was there not knowing anyone. Finding other first timers who were attending alone would have been great so that we could make those connections from the start and at least have a face to look out for in the crowd. Many of the attendees have obviously been coming to RVC for years and have cultivated relationships and as a 32 year old newcomer I definitely did not feel welcome! I was able to meet some other ladies with the same ambitions and drive for sales which was great as the luncheons and evening events didn't feel like such a popularity contest and free for all at the host bars. It was disappointing to see many people not taking the event seriously. I sincerely look forward to next year and will be watching for first time attendees that have that same 'what am I doing here' look and will definitely say hello. Perhaps a small colored sticker on our name tags could indicate first/second timers so that the 'veterans' may feel an inclination to make others feel more welcome. My overall feeling was that it was a great event and exceeded my expectations. The selling part was easy...the social aspects at the events were a little daunting.

You have to keep the "advertisers" out of the "buyer" pool. It's very unsettling to know we pay a significant amount to meet with actual consumers of our services, only to have slots taken up by those trying to sell us their services. Examples include any online magazine, hard-copy magazine or referral service.

The Transportation at the end of the day was really a challenge. Walking was an option, but not in heels in the pouring rain! We waited on average 30 - 40 minutes. Also my flight arrived a bit later on the Saturday night so transportation was not an option to the airport. Lunches seemed to go very long, I would suggest having the speakers start while lunch is being served so we can have some time to check email etc before the session begin or end a little sooner - again with time to check email etc before the evening functions. Winnipeg did a really great job hosting this year! The Manitoba night was excellent!

the frequency of the shuttle transportation service between convention centre and host hotels

I had lots of issues with they appointmets. Some buyers were double booked and I think that will effect the total appointments. this is the firts time that I had only 22 appointments. I talked to a few buyers and they were asking why are we not having an appoinment? Is it possible to look into this and have a better system for next year!

ensure the Buyers are seated when they're supposed to be for the shopping sessions. Every year, its the same where the Buyers are not at the booths they should be, so making it almost impossible to get additional appointments. Also, I think there are far too

many on line companies that are allowed in to RVC. Unless the correct IT person is attending RVC, these companies are a waste of time to meet with.

Sounds like you are wanting to discontinue the Hard copy directory. I like the hard copy as not having internet at the show makes it difficult to look up potential clients on the spot. Online, I would have to print it out anyway.

Better access to wifi during the show. This is a must in today's world.

For once, I would like to get some seller requests scheduled. I only get to see the same people every year. I only have perfect matches and buyer requests, not a single seller request and I think that's wrong. I should be able to see the people that I select for the money I'm paying, no matter if the buyer is interested in my company or not. If a buyer that I identify to be of interest doesn't know about us, then maybe it's time I get an opportunity to meet him and let him know what we can do. But all the power is given to the buyers. And I would absolutely love being able to block out Asian buyers who are a complete waste of my time as they have no interest / market for us being an adventure tour operator, sorry to say!!! But it's true, unfortunately. Next time, I will cancel such requests before the show and try to rebook with people who I can at least communicate with. English isn't my first language either, but most of these guys don't even speak English at all. So please tell me, what's the point? Thanks for listening and

I apologize for this "rant" but I hate to be paying for appointments that are totally useless while I could maybe meet with a real client or prospect, or just have coffee, even that would be better use of my time to be honest. But I guess it's all for the sake of statistics and number of scheduled appointments.

Names of booths on the directory... most people couldn't find where they had to be and some appointments were late.

This year in particular many Buyers & Sellers could not get rooms at Host Hotels as they were sold out would recommend that TIAC reviews the registration numbers vs. blocks & be ready to secure more Host Hotels...also heard feed back from many participants that they felt the rates at some hotels were quite high. I believe there was a fine line with the quality of some of the "Buyers" that Sellers came in under the Buyer banner & used appointments to sell to the Sellers when we spend good money to have appointments with true industry Buyers...eg. magazines & web-site advertising.

Need a better system for making an appointment as it did not work well for us.

The Directory format is repetitive and doesn't reflect a company's unique characteristics. I no longer read the different categories as some people tick everything, and others tick nothing so it becomes meaningless. The one paragraph people write is one of the few useful areas, and if this could be expanded it would help. Otherwise, I would ask is there a way to capture what is unique?

Manitoba Night was awesome!

Shorten it by a day, it is too long. Don't have so many Ministerial/Government speeches, keep it tourism related.

On the last night we just have the wrap party and it is over by 5pm, I miss the last evening party like we use to have as I took so long to tear down the stand I missed saying bye to a lot of people.

I have to say that the evenings that Winnipeg put on were good but Winnipeg as a city really was very uninspiring for people's first time to Canada, I know you need to be fair and it is about budgets etc but just my thoughts.

I would have liked to attend the CTC morning sessions but the days are long enough without starting at 7:30 everyday. perhaps Sunday morning or add another day

Choose destinations which allow delegates to go out and explore the host city. Winnipeg was less than inviting as most hotels were instructing people not to go out past certain hours as it may not be safe.

Improve bus system between hotel and Convention centre / maybe smaller bus and more frequencies.

Be sure that Lunch are not a political platform for our Politician/ @ at least did not know who was the crowd.

I found some of the background music too loud during the lunch events and it made it difficult to network as it was hard to hear each other. The closing event was well laid out and food was delicious, but this time the background "music" if you could call it that was absolutely annoying so that many of us left earlier than we would have liked. Evening events were great.

The quality of the buyers this year was exceptional, probably the best ever. There were however many "advertiser sellers" this year (more than any other year) and I don't think they should be allowed to schedule appointments with us (the sellers). Would be great too if in the future you could schedule RVC so that it doesn't occur on Mother's Day...there was a lot of complaining about that this year.

Je félicite une fois de plus toute l'équipe dynamique et exceptionnelle dans l'organisation de RVC. Je participe à RVC depuis 32 ans et je confirme que c'est le meilleur salon de tous. Bien entendu que ce n'est plus comme avant lors des lunch auxquels il y avait des spectacles et non des discours qui je trouve sont moins intéressants et trop longs.

Limit the amount of sellers. I think there was too many sellers to buyers. Encourage buyers to seek out the new sellers, they often just try and meet up with old friends. It's hard to convince them to spend time on meeting new people. The people I did manage to convince seemed very interested in my products but I couldn't really meet everyone I wanted to. Also during the buyers seated, many of them did not show up. They should be encouraged to do so. Overall it was a good experience for me and I am looking forward to doing it again.

1) Don't hold it over Mothers Day weekend, 2) most buyers don't show up for the buyers seated appointment scheduling sessions OR the seller seated sessions, therefore they are a waste of time, 3) for many of the international delegates, this is their first time in Canada, so RVC needs to be held in a destination that can accurately showcase our country as a premier travel destination (Winnipeg didn't meet that requirement)

Buyers need to be seated during their shopping sessions, a numbers of buyers did not bother to attend. It should be mandatory for new buyers to have full appointment schedules. It may be worthwhile taking a later lunch on Wednesday and ending the marketplace early, as the afternoon of the last day always seems to be quite empty. Consideration should be given to having the opening reception on Sunday, Free night on Monday and the final get together on Tuesday evening.

Cette année, nous n'étions pas capable d'utiliser la fonction de recherche avec plusieurs critères parmi les acheteurs - Dans le profil des acheteurs, essayer d'être plus précis pour savoir si les acheteurs utilisent des réceptifs canadiens ou américains – il semble que certains acheteurs ne répondent pas adéquatement à cette question - Est-ce qu'on pourrait demander s'il achète TOUJOURS, SOUVENT ou QUELQUES FOIS auprès de réceptifs canadiens ou américains - certains d'entre eux ont des bureaux au Canada ou aux USA, est-ce qu'ils inscrivent alors qu'ils font affaire avec un réceptif canadien? C'est très important pour nous de savoir si on doit ou non solliciter cet acheteur.

Make speeches at lunches more relevant of international buyers and much shorter

There should be free power supply and free wireless at these conventions!!

Travel Manitoba and Tourism Winnipeg did a great job, but I don't think that downtown Winnipeg showcased Canada in its best light, especially for the new buyers to the show.

Please see what is done at WTM, ITB or Seatrade in terms of format

Je crois que RVC devrait aider aux organisations d'avoir des meilleures présentations sur l'heure du dîner. Un discours de 15 à 20 minutes sans visuel ne devrait pas être permis. Winnipeg aurait pu donner un meilleur visage de sa ville en présentant la région de la FOURCHE. Je ne suis pas un tour opérateur mais à part du merveilleux spectacle du lundi soir, nous avons pas rien vu de beau de Winnipeg. Je me suis rendue par moi-même à la Fourche et j'ai pensé qu'un événement aurait été bon à cet endroit.

Buyer seated session was poor, could there be a way to report buyers who didn't attend as we do with appointments? Hot meals at lunch were cold. Pre-set salads 4 days in a row could have been switched up a bit. Fruit plate on the last day was fantastic after so much cake.

Overall a great experience (my third time)

I truly believe 4 days is too long. Some appointments did not show up on the last day.

A lot of customer (Buyer) were telling us they were leaving early because they have to attend Pow Wow, so did not book on last day. But us the Seller...we were there. Overall, it was a good event and give us the opportunity to meet with our overseas clients. Thank you

designate the free night Monday night. I found that once the official evening functions were over I did not get to see the buyers on Tuesday or Wednesday evening. If we had the official Monday night function on Tuesday night it would allow for more continuity of events with the buyers, as there is no Wednesday night function any more. Years ago we had a Wednesday night function but since we do not any more we need to look at how small independent suppliers maintain a presence at networking functions throughout the week.

The reason I attend this event is to generate more business in the Conference Center with Bus Tours. Anderson Vacations, Rocky Mountaineer and Brewster Tours etc. have contracts with major Hotels in Jasper and will not consider booking with us for whatever reasons. Being a small family run business and with the industry changing with more technology, such as Extranet or online booking agencies, wholesalers and receptive operators who demand a commission and blocked rooms, it makes it difficult for us to compete along side corporate entities such as Best Western, Fairmont, Coast etc. Family businesses are fading and corporate managed accommodations are becoming the norm. If you need more information about our property or archic management systems please feel free to call (780-852-3491) or email me (pinebung@telusplanet.net). What suggestions or advise would you have or be willing to share to help me improve marketing and promotions of my New Conference Center and existing Bungalow Camp. Look forward to hearing from you.

Ensure that buyers are seated and not absent during the buyer seated shopping session. Have shuttle buses from the Convention centre to the hotels and from the hotels to the airport on the afternoon of the closing day (Wednesday)

Not all buyers were sitting at the buyer seated selling session and even if their appointment schedules are full, it is nice to be able to stop by, say hello and give information during the shopping session~

the whole conference needs to be shortened by at least one day - it is very difficult to be away from my business for this length of time - Winnipeg would not be a preferred return destination

Trop peu d'acheteurs- Le ratio devrait être encore meilleur!

Pick a better city!!!

It was my first time and in my home city, so it is a little difficult to evaluate, also I was recovering from a hip replacement so was limited in what I could do or attend, so not really sure at this time.

I find the website very hard to manoeuvre and wish that appointment scheduling was easier. It would be preferable to be able to print out all appointments with profile info prior to the show.

Nunavut, while a very small section, seemed to be off in the corner. I actually had a number of buyers indicate that we were in the backwater of the conference. The tourism mall should be on the same level as the marketplace

Adopt a better software package for making appointments so that it is easier to tell which companies you already have booked and avoid the double booking possibility that can occur with existing system. Also, for easy reference, provide an alphabetical list of companies that are booked for appointments. Canada's West uses a better system in this regard if you are looking for another system.

PLEASE stop having so much loud music at all the events. It makes it difficult to hold conversations and stops us from doing business. We want to talk, not scream at each other. If you must have loud music, leave it to the last quarter of the event so we are not competing with it. The welcome reception, for example, would have been so much better with quieter music and a few more tables so we could sit and talk. Year after year this is always my biggest frustration. Congrats to Winnipeg on an excellent hosting

and the show at the Monday reception. That is a welcome addition to the format - a formal showcase of talent from the area. The lunches were fine except for too many long speeches from politicians.

If it didn't require delegates to be away on Mother's Day every year, attendance would increase by 50%. No one likes being away from their family every Mother's Day. 1 week earlier would be fabulous. My print from Parks Canada was stolen at the airport in Winnipeg, that was very disappointing, do you know if I can buy a replacement

I would not host RVC in Winnipeg again. Attendees did not feel safe, and the general hospitality was not up to par.

Soirée libre devancée au lundi soir

Keep your event at cities that are a draw.

Appointment scheduling should be more connected

1. I love the personalized appointment book - can you switch the locations of the label and "staple business cards"? Staplers (thank the sponsor for providing) will not reach to that location! 2. Although I understand the need for publication sales, once you tell them no to an appointment slot - they should respect that. RVC for us is to meet existing and emerging "markets"...not fighting off publication advertising reps. Need this conveyed. 3. Loved the opportunity to meet with NTA! Provided personal one on one time to prep for this fall - thank you for permitting! 4. There are some geographical issues with your map. a. Yukon does not go by "Territory" since an Order in Council and a Legislative Act was passed in April 2003. This has been brought up previously - Canada and its jurisdictions should be portrayed correctly, especially by the CTC. b. Road systems (again in Yukon) are grossly incorrect. Please correct. 5. Loved the shoulder bag - thank you Best Western, the travel water bottle - thank you Travel Lodge, the stapler - thank you Wyndham, Internet Kiosks - thank you Calgary, excellent events by Quebec/Montreal, very good reception, and MB night was very well done (although I feel bad that people were leaving before things got started because of the timing)! 6. Can something be done with the scheduling of America's CTC meetings - the PMO meeting required an advanced agenda - especially if Charles wants meaningful input - felt ambushed with his agenda - don't think it was what the initial meeting

organizer and participants had in mind. 7. The other CTC morning presenters need a seminar on how to present – poor IT, white font on a light blue background, many couldn't speak without "um's Ah's", etc. Exception - Brazilian CTC presenter. Yikes! And can the CTC get together and present a strategic, multi-year plan? Or do they really not know how they're going to do things in the markets (ie: Americas) in the near future...?!? If they don't perhaps it is time to put in people who do. 8. Find it interesting that those involved in CTC decisions are major corporations – who don't necessarily know how things affect the smaller jurisdictions or care- after all that's not where the dollars to their industry lies is it. Interesting conversations you over hear on the floor. 9. Looking forward to Quebec City – so thank you for the forum to do business, thanks to the sponsors for their support and making this happen and hopefully the CTC can become more united, strategic and collaborative.

Cheers and thanks again – these comments are meant constructively although it is difficult to convey via email/survey.

Buyer shopping on Monday afternoon is far too late and very few buyers were present. The buyer seated shopping session should be on Sunday afternoon or at the latest, first thing Monday morning. Still feel the show could be squeezed into 3 days total, as most buyers cannot afford the extra time for 4th day. Remove Sunday and make Wednesday go until 17:00 and it would fit in 3 days.

The show is TOO LONG and too expensive

- no body knew about the walking program that was advertised or encouraged. - never got stickers to give buyers when new appts. were made. Was told that they would be given to us on the day that the buyers were seated "so we wouldn't lose them" - and they never came. - shopping sessions - during buyer seated, operators must be in booths (even if their appts are full). This is the only chance for many of us to have contact with them. - need shuttle to airport after marketplace teardown. - had a "no show" on May 9th - received email from RVC on May 12 that the same company was cancelled. - where can I send no show report? Does not say on sheet.

During the Lunches do not make the speeches long, we are also there to network and it is impossible to do that when there are long speeches. Some kind of entertainment is much better than speeches.
thank you

Keep doing what you are doing as it was a wonderful event which will be result in future business for our company.

I would like to have my booth located in the Ontario section as this is where our head office is and most of our hotels are in Ontario and if someone is looking to schedule an appointment with our company, I know that clients will go to the Ontario section to look for us. Also for National companies, are there any banners that TIAC can supply to dress up our booth space as the provincials do with their partners? Thank you, Saverio

There are two recommendations that I would make. For many years I have argued that there are too many "buyers" who are in fact sellers to the suppliers. Over the years you have allowed us to block a limited number of these people but you must increase this number as it only covers a fraction of "buyers" who fall into this category. I witnessed the absurd situation of my booth-mate having cancelled an appointment with one of these buyers, having refused an appointment request, and then having an appointment made through the scheduling system at RVC.

Secondly, to have a buyer seated open marketplace so far into the convention is meaningless as most buyers do not even turn up for the session. As they have no space available by that point, they are unwilling to show up and look at it as free time. If you are going to do a buyer seated free market it has to be very early in the show to have any hope of attendance.

We had a bit of problems with the proper contact designation, it took awhile to change main contacts and some of our clients were confused. Since we have two booths we'd like to have the opportunity to switch some of the appointments around as it's a bit difficult geographically for us.

a guarantee of a certain number of appointments with buyers, need to be able to have appointments for 50% or better of our slots

Major cities only, Vibrant functions, More buyers

I would like to see it mandatory that buyers be seated during the shopping session - even if their appointment schedules are FULL. I made contacts during that session with full schedules but was still able to have a chance to speak with some people. The majority of the people I wanted to see were not there.

insure better seating at kiosks, chairs supplied was far too low, better explanations of evening events, what is to be expected, dress codes, program, hosts could be on shuttle buses leaving the convention facility explaining to the riders what tonight's event is all about... too much finger food at evening events with no proper place to sit down...

Hire Brent Gavin on contract in order to ensure a smooth transition from RVC launch day to event time (lol!)

Not be held in cities that need so much work. We should be highlighting the best cities we have. For many Chinese Operators this was their first impression of Canada and they were very unimpressed.

One day less. It is too long.

(1) The lunches could be more entertaining. We all just spent the entire morning talking and listening to people and then the lunches were more speeches. Plus the people giving the speeches should be prepped as to their audience being international and maybe not being aware of Canada and their product; there were some speeches which were really geared to the Canadians in the audience. The lunches in the US are purely entertainment and are so popular to attend. The QC lunch was a disappointment as this was the time for Quebec City to showcase their spectacular city and there was nothing - just one man giving a speech. The video wasn't even mentioned or highlighted and many of these delegates hadn't been to Quebec City. It was unfortunate that one of our greatest destinations did not get the promotion it should have. (2) Buyers should be required to have a minimum number of appointments. It is so tough as a seller to get your schedule, then try to schedule more appointments based on the buyer's profile and then you don't even get an answer "Accept" or "Decline" one way or the other. So you are waiting for a response before requesting some other buyer in that slot and often it gets too late to get anyone. There should be a required Accept or Decline button. (3) Sellers should have the option to unblock their scheduled breaks as soon as possible. (4) Having the delegate lounge on the same floor as the Marketplace is more desirable. (5) Receiving dress code attire for all evening events, prior to arriving at RVC would be very helpful (6) RVC is an important marketplace for Canadian tourism and should be a highly anticipated event for buyers and sellers. For us, it is one not to be missed.

Most difficult was filling empty appointment slots if there was some way to make that easier perhaps a daily buyer seated shopping session.

make it one day shorter

What suggestions do you have to make RVC a better event for you and your company?

CTC/Media Responses

The best ever function was the Manitoba night because we could talk prior to and after the entertainment.

The music at the opening reception was so loud we could not talk to anyone. Same problem with loud singing at the CTC luncheon and other events. Loudmusic every year is always an irritant. P.S. no drop down menue for one set of questions above.

Free Wifi

Better lunch menu please. more relax area too

The booths and the tourism mall need to be on the same floor. Buyers had only one break Am & PM and there was not time to go down to the mall and get back up to the marketplace floor. No place to sit during those breaks.

The event is too long for busy international buyers from Asia - 3 days max please. while it is good to see different parts of canada, do this as pre/post fams and keep the RVC event in key CAnadian cities with direct international flight access, Vancouver/Toronto/Calgary/Montreal.

Keep on rockin' in the free world!

Possibly a workshop with international buyers to educate Canadian suppliers but overall I believe this format is good as it is.

Change to a three-day format (Sun-Tues or Mon-Wed). The Sunday lunchtime start is half a day too many.

A little more time at the meetings.

all is well