

Thursday 17th March

Ticketing Professionals
Conference 2022
Birmingham | 16-18 March

#TPC2022



Time	Title	Hall
07:00 - 09:00	Access to Exhibitors Only	EX HALL
07:00 - 17:50	Registration Desk Open	
9:00 -19:20	Exhibition open to delegates	EX HALL
09:30 - 10:30	Opening Keynote - The Show Must Go On	1,3,&4
10:30 - 10:50	Coffee Break - Sponsored by crowdEngage	EX HALL
10:50 - 11:50	Are your job skills up to par?	1
10:50 - 11:50	Dynamic Pricing: On Trial	2
10:50 - 11:50	Joined Up Systems	4
10:50 - 11:50	Digital Sustainability	5
10:50 - 11:50	"What's happening around the World in ticketing?"	BR1
11:50 - 12:00	Travel Time	EX HALL
12:00 - 12:30	Marketing Trends	1
12:00 - 12:30	Hello Baby!	2
12:00 - 12:30	Moving to Automated Pricing	4
12:00 - 12:30	Terrorism Today	5
12:00 - 12:30	Future Thinking : Hybrid Working - Security and Privacy Tips	BR1
12:30 - 13:45	Lunch - Sponsored by Stimare	EX HALL
13:00 - 13:15	Commercial Presentation - Learn how to help your customers help themselves	1
13:15 - 13:30	Commercial Presentation - 'Mobile First' can't be faked	BR1
13:15 - 13:30	Commercial Presentation - Experience design isn't just for Disney	BR2
13:45 - 14:15	How Mayflower Theatre Stayed Online During High-Demand	1
13:45 - 14:15	Drive email subscriptions via social media	2
13:45 - 14:15	The sweetest feeling? Capturing audience responses	4
13:45 - 14:15	The Innovators Research Projects	5
13:45 - 14:15	Planting Trees with Audiences	BR1
14:15 - 14:20	Travel Time	EX HALL
14:20 - 15:20	Changing the GAME in Sports - AFC AJAX	1
14:20 - 15:20	Diversity & Inclusion In Recruitment	2
14:20 - 15:20	What Cathedrals Can Teach you	4
14:20 - 15:20	Integration with a Ticketing System - what does that actually mean?	5
14:20 - 15:20	Organisational Improvement: Updating Policies and Procedures	BR1
15:20 - 15:40	Afternoon Coffee - Sponsored by TixTrack (Europe) Ltd.	EX HALL

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Time	Title	Hall
15:40 - 16:40	Missing Audiences	1
15:40 - 16:40	Ticketing Usability Pitfalls	2
15:40 - 16:40	Heh, it looks like you're buying a ticket!	4
15:40 - 16:40	Objectives and Key Results	5
16:40 - 16:50	Travel Time	EX HALL
16:50 - 17:50	Automations v manual intervention	1
16:50 - 17:50	Where did it all go RIGHT?	2
16:50 - 17:50	Trends in and Adoption of Digital Ticketing	4
16:50 - 17:50	Who's Ticket is it Anyway?	5
17:50 - 19:20	Cocktail Hour and a Half - Sponsor by AudienceView/Seatgeek/Tessitura Network	EX HALL
20:00 - 23:00	Tix Big Bash @ Revolution de Cuba	Offsite