

# DUCO Manuale

DUCO Italy 2024  
March 18<sup>th</sup> to 22<sup>nd</sup>  
Milan, Italy



@ducoltaly

#ducoltaly

#DUCOInGiroperlItalia2024

ducotravelsummit.com

DUCO Manuale may be subject to updates, which can be found online.  
Please always refer to the latest version available at this [link](#).

## ***Benvenuti a DUCO Italy 2024***

It is an honor to welcome you to Milano for the sixth edition of DUCO Italy.

DUCO Manuale brings important information about the summit. Please make sure to read it thoroughly and always refer to the online version of the document, as it contains the most up-to-date information.

# **What you will find in DUCO Manuale**

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# 1. Take DUCO Italy with you!

## Spotify

Click [here](#) to download DUCO's playlist and immerse yourself in the Italian mood!

## DUCO Galleria

An online instrument to assist your future bookings. A digital gallery that brings insights into DUCO's hotels, secrets of every region, delightful dishes, and other creative content at your fingertips. To learn more about Italian hospitality, click [here](#).

## Share Your Experience

Use the official hashtags to share your experience #ducoltaly #DUCOInGiropertoItalia2024 and follow the event's social media channels [@ducoltaly](#) to have access to daily pictures and videos during the summit.

3  
26

## Artwork for Social Media

Share your participation in DUCO Italy 2024 with your network!

We've designed a custom frame artwork for you to add your logo and share it on your social media channels. Alternatively, you can send us your logo, and we'll include it for you.



Click [here](#) to download the artwork for **feed**.

Click [here](#) to download the artwork for **stories**.

Remember to tag [@ducoltaly](#) so we can repost it!

## DUCO Italy Logo | For Buyers

By participating in DUCO Italy, you enhance your expertise in selling the Best of Italy. Display the DUCO Italy Expert logo on your email signature and website to inform your clients and partners.



[Click here  
to download](#)

## DUCO Italy Logo | For Exhibitors

Include the DUCO Italy Exhibitor's logo in your email signature and on your website to inform your clients that you are part of DUCO's curated list of exhibitors.



[Click here  
to download](#)

## 2. Must Know

### Participant Access

DUCO is a boutique event and we are unable to welcome unregistered visitors or spouses.

Access is limited to registered participants.

### Badges

Please wear your DUCO Badge at all times. It will be requested at the entrance of all events.

### Agenda of Appointments

Participants will receive their agenda of appointments up to one week before the summit in a personal link sent to the registered email. Be sure to always refer to the online version as there may be last-minute updates.

The most recent version of the agendas will also be available on the [DUCO App](#).

Participants will also receive a printed version of their appointment schedule at DUCO Registration.

### Lunch Allocation

Due to limited capacity, lunches are held across a number of locations. Participants will be informed by email of their assigned seating/ location.

Allocation information will also be available on the [DUCO App](#).

### Notes

- Please note allocation cannot be changed. We kindly ask that timings be respected as the hosts are investing and preparing special experiences to welcome DUCO Guests.
- Participants will also receive a printed version of their allocation, together with the appointments schedule, at DUCO Registration.

### Shuttles

Shuttles are available under the following conditions:

#### Buyers

- Airport transfers are not provided by DUCO.
- Shuttles between official hosting hotels and official venues are available for Buyers only.
- Shuttles are not available between venues that are within walking distance of one another.
- For more information, please refer to Transportation on pages 20, 21, and 22.

#### Exhibitors

Shuttles for Exhibitors are available only between appointments and lunches. They are not available between venues within walking distance of one another. Please refer to page 22 for more information.

### Notes

- Please refer to the transportation timetable on the [DUCO App](#).
- Those with mobility needs may email [buyersteam@ducotravelsummit.com](mailto:buyersteam@ducotravelsummit.com) to request special arrangements.

## Business Cards

Be sure to take enough business cards for all of your appointments. They are useful for post-DUCO connections!

Attendees list and contact details will also be available on the [DUCO App](#). During the summit, you can connect with other attendees with the “shake” feature. This connection will enable you to download their contact information later. For more information, please refer to page 23.

## Printed Material/Storage

Storage is not available. DUCO encourages exhibitors to use digital presentations (tablet or laptop) and to avoid the use of printed brochures and other collateral materials for appointments, promoting sustainable practices and minimizing environmental impact.

## Electricity

There are limited electric outlets available to charge devices at the appointment venues, therefore an extra battery or portable charger is recommended.

## Valuables

Please be aware of your personal belongings. Valuables should not be left unattended at any time. DUCO and the venues are not responsible for items that may be lost.

## Internet

Complimentary wi-fi service is available during appointments.

Recognizing the importance of having materials readily available for appointments, DUCO encourages all participants to download presentations and sales content in advance and store them offline, as local internet connections may be unstable.

### Mandarin Oriental, Milan

Network: DUCO2024

Password: summit2024

### Palazzo Giureconsulti

Network: DUCO2024

Password: summit2024

### Villa Necchi Campiglio

Network: DUCO2024

Password: summit2024

## Climate

In March, Milan experiences cool temperatures and frequent rainfall. Please pack suitable outerwear and footwear.

## Walking & Comfortable Shoes

Some venues are within walking distance from each other; therefore, comfortable shoes are recommended.

The recommended dress code for each event is included on the Event Program and in Events & Venues on pages 9, 10, 11, 12 and 13.

## Important Guidelines

- Attendees may not invite unauthorized guests to any DUCO functions.
- Please be punctual and do not skip any appointments.
- Buyers are prohibited from selling any kind of product or service to Exhibitors.

**Important Note:** DUCO does not partner with or authorize any third-party companies to commercialize mailing lists, participant data, or arrange travel. Please be vigilant and cautious of scam emails.

# 3. Press Program

MON | MAR 18<sup>TH</sup>, 2024

## • OPEN MEET & GREET

### 10:00am to 12:00pm

Open Meet & Greet at DUCO's Press Room at Mandarin Oriental, Milan ((Mandarin Garden - Via Monte di Pietà 16).

DUCO's 2024 Press Program was designed for Exhibitors to network with specialized journalists. Participating journalists will be available from 10:00am to 12:00pm in the Press Room at Mandarin Oriental, Milan.

Exhibitors are invited to attend during this time to network with the journalists, deliver press kits, and even bring their PR representatives. Even though badges are not required for this single event, representatives must be authorized by exhibitors.

### Notes

- Open Meet & Greet with journalists operates on a first-come, first-serve basis. No pre-scheduled appointments are made.
- DUCO encourages attendees to arrive early to maximize opportunities for engaging with journalists.
- This networking session is designed for brief introductions and delivery of press releases. We encourage short conversations to allow more participants to network effectively.

For more information, please contact:

**Elena Rognoni**

[duco@perowneinternational.com](mailto:duco@perowneinternational.com)

+39 339 798 6050



# 4. Event Program

DAY 1 Mon, March 18 <sup>h</sup>	DAY 2 Tue, March 19 <sup>th</sup>	DAY 3 Wed, March 20 <sup>th</sup>	DAY 4 Thu, March 21 <sup>st</sup>	DAY 5 Fri, March 22 <sup>nd</sup>
<p><b>BENVENUTI</b> Arrivals</p> <p>10:00am to 4:00pm <b>Registration</b> Mandarin Oriental, Milan</p> <p>10:00am to 12:00pm <b>Press Program</b> <b>Open Meet &amp; Greet</b> Mandarin Oriental, Milan</p> <p>Dress code: Casual Attire</p>	<p>10:00am to 5:15pm <b>Appointments</b> Scheduled Appointments at two different venues, simultaneously:</p> <ul style="list-style-type: none"><li>• Palazzo Giureconsulti</li><li>• Villa Necchi Campiglio</li></ul> <p>12:45pm to 3:00pm <b>Lunches</b> Lunches at four different venues, simultaneously:</p> <ul style="list-style-type: none"><li>• Casa Puglia by True, at Horto Restaurant</li><li>• Four Seasons Hotel Milano</li><li>• Hotel Principe di Savoia</li><li>• Palazzo Parigi Hotel &amp; Grand Spa, Milano</li></ul> <p>Dress code: Casual Business Attire</p>			<p><b>ARRIVEDERCI</b> A presto!</p> <p><b>DUCO Trips</b> If you are joining a DUCO Trip, please refer to your personal itinerary.</p>
<p>6:30pm to 7:30pm <b>Buyers' Exclusive Cocktail</b> hosted by Orient Express La Dolce Vita with a menu by Aimo e Nadia at Rubattino56</p> <p>7:30pm to 10:30pm <b>DUCO's Opening Ceremony, Awards and Michelin-Starred Dinner</b> in partnership with Orient Express La Dolce Vita and Milano&amp;Partners at Rubattino56</p> <p>Dress code: Cocktail Attire</p>	<p>5:15pm to 6:30pm <b>Passeggiata</b> fanfare-led passeggiata through the MonteNapoleone District</p> <p>6:30pm to 8:00pm <b>Aperitivo</b> concluding with a delightful Aperitivo at Armani Hotel Milano</p> <p>Dress code: Casual Business Attire Please wear comfortable footwear; heels are not recommended.</p>	<p>5:30pm to 7:30pm <b>Park Hyatt Milano 20<sup>th</sup> Anniversary</b> “La Grande Bellezza” happy hour celebration at Park Hyatt Milano</p> <p>Dress code: Casual Business Attire</p>	<p>6:00pm to 8:00pm <b>Tuscan Aperitivo</b> hosted by Toscana Promozione and Destination Florence Convention &amp; Visitors Bureau at Portrait Milano</p> <p>Dress code: Casual Business Attire</p>	<p><b>Be attentive:</b> Official program events require mandatory attendance for all Buyers. Participants are free to accept invites to join third party dinner/events after the Official Events.</p> <p>Reminder: DUCO does not share participants' mailing lists, nor is it responsible for any off- Official Program organization or promotion.</p>

## 5. Events & Venues

MON | MAR 18<sup>th</sup>, 2024

### • DUCO ITALY 2024 REGISTRATION

#### 10:00am to 4:00pm

Registration at Mandarin Oriental, Milan (Mandarin Garden - Via Monte di Pietà 16).  
All DUCO Italy attendees must collect their badges at Mandarin Oriental, Milan.  
Dress Code: Casual Attire.

#### 10:00am to 12:00pm

Open Meet & Greet with press at Mandarin Oriental, Milan (Mandarin Garden - Via Monte di Pietà 16).  
Exhibitors are invited to attend during this time to network with the journalists, deliver press kits, and even bring their PR representatives. Even though badges are not required for this single event, representatives must be authorized by exhibitors.

### • DUCO'S OPENING CEREMONY AND MICHELIN-STARRED DINNER

#### 6:30pm to 7:30pm

Buyers' Exclusive Cocktail hosted by Orient Express La Dolce Vita with a menu by Aimo e Nadia at Rubattino56.  
Dress Code: Cocktail Attire.

#### 7:30pm to 10:30pm

DUCO's Opening Ceremony and Michelin-Starred Dinner in partnership with Orient Express La Dolce Vita and Milano&Partners at Rubattino56 (Via Raffaele Rubattino, 56).  
DUCO Italy 2024 Awards presentation.  
Dress Code: Cocktail Attire.

DUCO is proud to present a fine selection of Lombardi chefs presented as follows:  
*\*for guests with previously advised dietary restriction, menu option is not Michelin.*

#### Primo Piato

Chef Raffaele Lenzi from il Sereno Lake Como

#### Secondo Piato

Chef Claudio Sadler from Casa Baglioni Milan

#### Dolce

Chef Antonio Guida from Mandarin Oriental, Milan

TUE | MAR 19<sup>th</sup>, 2024WED | MAR 20<sup>th</sup>, 2024THU | MAR 21<sup>st</sup>, 2024

## • DAY EVENTS

**10:00am to 5:15pm**

Appointments will be held simultaneously at:  
 Palazzo Giureconsulti (Piazza dei Mercanti, 2).  
 Villa Necchi Campiglio (Via Mozart, 12).  
 Dress Code: Casual Business Attire.

### Notes

- Exhibitors stay in the same venue throughout the summit.
- Buyers change venues on a daily basis, please always refer to your personal agenda of appointments (venues can repeat).
- Each participant's appointment allocation will be available on the DUCO App.

### About the venues

#### Palazzo Giureconsulti

Located in the heart of Milan, Palazzo Giureconsulti boasts a rich history dating back to the Renaissance era. Originally constructed in the 16<sup>th</sup> century and designed by Vincenzo Seregni, the building's facade and interior spaces exhibit a harmonious blend of classical and Renaissance styles. Notably, it housed the first Milan Stock Exchange in 1809, adding to its historical significance.

#### Villa Necchi Campiglio

Constructed in 1935 by architect Piero Portaluppi and subsequently updated by Tomaso Buzzi, Villa Necchi Campiglio stands as a masterpiece harmoniously fusing modernist aesthetics with classical elements. Surrounded by lush gardens, the villa is renowned for its exquisite interiors, featuring a rich collection of art and period furnishings. Today, this symbol of sophistication and cultural preservation has been transformed into a museum, allowing visitors to appreciate its architectural and artistic legacy.

## • LUNCHES

**12:45pm to 3:00pm**

Lunches will be held at 4 different venues:  
 Casa Puglia by True, at HORTO Restaurant 1 \* Michelin (Via S. Protaso, 5).  
 Four Seasons Hotel Milano (Via Gesù, 6-8).  
 Hotel Principe di Savoia (Piazza della Repubblica, 17).  
 Palazzo Parigi Hotel & Grand Spa, Milano (Corso di Porta Nuova, 1).  
 Each participant's lunch allocation will be available on the DUCO App.

### Notes about Lunches:

- Lunches are hosted at different venues each day.
- Attendees will be designated to lunch at different venues on each day. Please refer to your individual agenda for your daily lunch location. Agendas will be sent prior to the event. Each guest must strictly observe their designated venue on each day. Due to capacity restrictions, it is not possible to change venue assignments.

- The last appointments before lunch end at 12:45pm, and the first appointments after lunch start punctually at 3:00pm. The listed time for the lunches includes transport time from the venue of appointments and back.

**TUE | MAR 19<sup>th</sup>, 2024****• PASSEGGIATA****5:15pm to 6:30pm**

Fanfare-led passeggiata through the MonteNapoleone District on the way to Armani Aperitivo.  
Dress Code: Casual Business Attire. Please wear comfortable footwear; heels are not recommended.  
Those with mobility needs may email [buyersteam@ducotravelsummit.com](mailto:buyersteam@ducotravelsummit.com) to request special arrangements.

**• APERITIVO HOSTED BY ARMANI HOTEL MILANO****6:30pm to 8:00pm**

Aperitivo at Armani Hotel Milano (Via Alessandro Manzoni, 31).  
Dress Code: Casual Business Attire.

**12**  
**26****WED | MAR 20<sup>th</sup>, 2024****• PARK HYATT MILANO 20<sup>th</sup> ANNIVERSARY CELEBRATION****5:30pm to 7:30pm**

Aperitivo at Park Hyatt Milano in celebration of the hotel's 20th anniversary 'La Grande Bellezza' (Via Tommaso Grossi, 1).  
Dress Code: Casual Business Attire.

**THU | MAR 21<sup>st</sup>, 2024****• TUSCAN APERITIVO****6:00pm to 8:00pm**

Tuscan Aperitivo hosted by Toscana Promozione Turistica and Destination Florence Convention & Visitors Bureau at Portrait Milano (Corso Venezia, 11)  
Dress Code: Casual Business Attire.

## 6. Dress Code

Please find below the dress code for each of the DUCO events:

- **Registration: Casual Attire**
- **Day Events: Casual Business Attire**
- **DUCO's Opening Ceremony: Cocktail Attire**
- **Aperitivos: Casual Business Attire**

### **Passeggiata through the MonteNapoleone District**

Please wear comfortable footwear; heels are not recommended for the passeggiata through the MonteNapoleone District on the way to the Armani Aperitivo on TUE, Mar 19<sup>th</sup>.

Those with mobility needs may email [buyersteam@ducotravelsummit.com](mailto:buyersteam@ducotravelsummit.com) to request special arrangements.

### **MonteNapoleone District: Italian lifestyle at its best**

[Click here](#) to discover what DUCO's partner, the MonteNapoleone District, has to offer.

## 7. Awards

DUCO Italy 2024 awards the best hoteliers, experience providers, and attendees' favorite properties in four categories:

1. Patrizio Cipollini Award | Best Hotelier
2. Unique Experience Provider
3. Most Charming Hotel (*up to 50 rooms*)
4. Greatest Italian Hotel (*more than 51 rooms*)

Winners will be unveiled at DUCO's Opening Ceremony on MON, March 18<sup>th</sup>.

### 1. PATRIZIO CIPOLLINI AWARD | BEST HOTELIER

#### Patrizio Cipollini Award – Italian Hotelier of the Year

The annual award honors the legacy of the late Patrizio Cipollini and represents the excellence of Italian hospitality, as inspired by Patrizio's elegance and passionate dedication.



**Agostino Piccolo**  
Director of Sales &  
Marketing  
Il San Pietro di Positano



**Andrea Filippi**



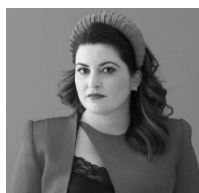
**Antonio Sersale**  
Owner and Manager  
LE SIRENUSE



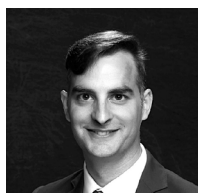
**Claudio Meli**  
General Manager  
THE PLACE FIRENZE



**Luca Finardi**  
Area VP Operations and  
General Manager  
MANDARIN ORIENTAL,  
MILAN



**Mariella Avino**  
Managing Director  
PALAZZO AVINO



**Silvio Vettorello**  
General Manager  
GRAND HOTEL  
TREMEZZO &  
PASSALACQUA

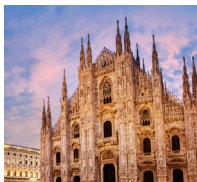


**Sir Rocco Forte**  
Owner  
ROCCO FORTE  
HOTELS ITALY



**Vanessa Giovannelli**  
General Manager  
J.K.PLACE CAPRI

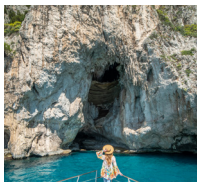
2. UNIQUE EXPERIENCE PROVIDER



Access Italy



Essence of Sicily



IC Bellagio



I.D.I. Travel Italy



Imago Artis Travel



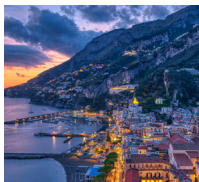
Italy with Class



N2S Italia



Queen of Clubs



Your Private Italy

3. MOST CHARMING HOTEL  
(UP TO 50 ROOMS)



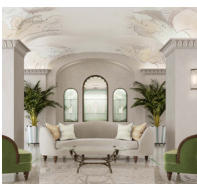
Borgo Santandrea  
Amalfi  
Amalfi, Campania



Borgo Santo Pietro  
Chiusdino, Tuscany



Castello di Casole, A  
Belmond Hotel  
Casole d'Elsa, Tuscany



Hotel La Palma -  
Oetker Collection  
Capri, Campania



J.K.Place Capri  
Capri, Campania



Lupaia  
Torrita di Siena, Tuscany



Palazzo Avino  
Ravello, Campania



Passalacqua  
Lake Como, Lombardy



Reschio Estate  
Perugia, Umbria

4. GREATEST ITALIAN HOTEL  
(MORE THAN 51 ROOMS)



**Borgo Egnazia**  
Savellettri di Fasano,  
Puglia



**FORESTIS**  
Bressanone,  
Trentino-Alto Adige



**Four Seasons Hotel  
Firenze**  
Florence, Tuscany



**Grand Hotel  
Tremezzo,  
Lake Como**  
Lake Como, Lombardy



**Hotel de la Ville,  
a Rocco Forte  
Hotels**  
Rome, Lazio



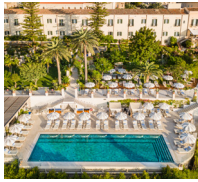
**Hotel Eden Rome**  
Rome, Lazio



**Il San Pietro di  
Positano**  
Positano, Campania



**Rosewood  
Castiglion del Bosco**  
Montalcino, Tuscany



**San Domenico  
Palace, Taormina, A  
Four Seasons Hotel**  
Taormina, Sicily



## 8. Hotels Hosting Buyers

DUCO provides four nights of accommodation exclusively to Buyers during the summit, from March 18<sup>th</sup> to 22<sup>nd</sup>. Those who need extra nights or have special requests should contact the hotels directly.

Exhibitors are responsible for their own accommodation. Below you will find a list of hotels hosting buyers as a reference. Special rates are at each hotel's discretion.

### Armani Hotel Milano

Serena Savarise  
ssavarise@armanihotels.com  
Hotel: +39 02 8883 8843  
Mobile: +39 345 648 1925

### Bulgari Hotel Milano

Valeria Arba  
valeria.arba@bulgarihotels.com  
Hotel: + 39 02 805 805 210  
Mobile: +39 345 401 7964

### Casa Baglioni Milan

Francesca Piras  
f.piras@baglionihotels.com  
Hotel: +39 02 7733 3396  
Mobile: +39 335 658 1577

### Casa Cipriani Milano

Annalisa Corti  
acorti@casacipriani.com  
Hotel: +39 02 4952 4868  
Mobile: +39 378 303 1538

### Château Monfort

Lara Beretta  
lara.beretta@hotelchateau-monfort.com  
Hotel: +39 02 7767 6804  
Mobile: +39 335 130 7220

### Excelsior Hotel Gallia, a Luxury Collection Hotel, Milan

Chiara Dall'Agnola  
chiara.dallagnola@luxurycollection.com  
Hotel: +39 02 6785 3822  
Mobile: +39 335 150 4594

### Four Seasons Hotel Milano

Silvia Brighenti  
silvia.brighenti@fourseasons.com  
Hotel: +39 02 77088  
Mobile: + 39 380 788 0656

### Carmelo Assenza

carmelo.assenza@fourseasons.com  
Hotel: +39 (02) 7708 1795  
Mobile: +39 334 608 3634

### Galleria Vik Milano

Susanna Sacchetti  
s.sacchetti@galleriavikmilano.com  
Hotel: +39 02 8905 8297  
Mobile: +39 34 5087 8863

### Grand Hotel et de Milan

Laura Pettazzi  
lpettazzi@grandhoteletdemilan.it  
Hotel: +39 02 723 141  
Mobile: +39 335 619 8745

### Hotel Principe di Savoia

Elena Sgro  
Elena.Sgro@dorchestercollection.com  
Hotel: +39 02 6230 4042  
Mobile: +39 335 844 1936

### Hotel VIU Milan

Valentina Accardo  
sales@hotelviu.com  
Hotel: +39 02 8001 0910  
Mobile: +39 338 885 1988

### Magna Pars L'Hotel à Parfum

Barbara Rohner  
barbara.rohner@magnapars.it  
Hotel: +39 02 833 8371  
Mobile: +39 366 615 1417

### Mandarin Oriental, Milan

Filippo M. Marongiu  
fmarongiu@mohg.com  
Mobile: +39 366 126 4078

### Luca Finardi

lfinardi@mohg.com  
Hotel: +39 02 8731 8888

### ME Milan il Duca

Nadia Doardo  
nadia.doardo@melia.com  
Hotel: +39 02 4440 6659  
Mobile: +39 342 767 8572

### Palazzo Cordusio a Gran Melia Hotel Milan

Emanuela Bottoni  
emanuela.bottoni@melia.com  
Hotel: +39 06 9259 0207  
Mobile: +39 342 849 6495

### Palazzo Parigi Hotel & Grand Spa, Milano

Roberta Fachini  
roberta.fachini@palazzoparigi.com  
Hotel: +39 02 6256 2969  
Mobile: +39 335 137 7598

### Park Hyatt Milano

Davide Ariel Ballardini  
davideariel.ballardini@hyatt.com  
Hotel: +39 02 8821 1234  
Mobile: +39 349 862 6813

### Portrait Milano

Caroline Courteau  
c.courteau@lungarnocollection.com  
Hotel: +39 02 3679 95800  
Mobile: +39 338 578 1256

### Radisson Collection Hotel, Palazzo Touring Club Milan

Samuel Rossetto  
samuel.rossetto@radissonhotels.com  
Hotel: +39 02 1241 28300  
Mobile: +39 333 263 5060

### STRAF Hotel

Laura Pettazzi  
lpettazzi@grandhoteletdemilan.it  
Hotel: +39 02 723 141  
Mobile: +39 335 619 8745

# 9. Access

## Registration and Access

All DUCO attendees must register and collect their badges at Mandarin Oriental, Milan on MON, March 18<sup>th</sup>, from 10:00am to 4:00pm. Badges must be worn at all times during appointments and social events.

## Admission Policy

DUCO is a private, invitation-only summit. All attendees must be formally registered to attend any of the functions (appointments and evening events). Official badges provided at registration are the only valid form of admission. Each badge has a unique identification code that gives access to specific events within the summit.

Exhibitors and Buyers are not entitled to invite anyone to any of the summit's functions.

It is in the best interest of all parties that no unregistered individuals be admitted to the premises. Attempting to bring unregistered persons shall be considered breach of contract and may jeopardize participation in future editions of DUCO Travel Summit.

# 10. Appointments

## Appointment System

Appointments at DUCO are set by our system for Buyers to follow the sequence of tables. It is not possible to make any changes to the agendas.

DUCO is an innovative, niche event that focuses on Italy as a single destination. All Buyers have a portfolio of high-end clientele that matches Exhibitors' target markets. To view your agenda, please access the personal link provided via email or check the [DUCO App](#). For assistance with your agenda, please contact DUCO Team.

## Missed Appointments

Buyers are required to attend all appointments.

DUCO takes this very seriously. Missing appointments can result in penalty fees (100 EUR per missed appointment) and no future invitations to DUCO events.

Exhibitors can report no-shows on the [DUCO App](#).

## Important Note for Exhibitors

Many DUCO Buyers attend the appointments in pairs, working as a duo. This format was created due to the high demand of top qualified agents to attend DUCO Travel Summit and with the aim of optimizing Exhibitors' time and investment. Always refer to the online version of your agenda, as there may be Buyer replacements before the summit.

# 11. Transportation

## Shuttles

Shuttles are available under the following conditions:

### Buyers

- Airport transfers are not provided by DUCO.
- Shuttles between official hosting hotels and official venues are available for Buyers only. Please consult the timetable between official hosting hotels and venues on the [DUCO App](#).
- Shuttles are not available between venues that are within walking distance of one another.

### Exhibitors

- Shuttles for Exhibitors are available only between appointments and lunches. They are not available between venues within walking distance of one another. Please refer to page 22 for more information.
- Airport transfers are not provide by DUCO.

### Notes

- Please refer to the transportation timetable on the [DUCO App](#).
- Those with mobility needs may email [buyersteam@ducotravelsummit.com](mailto:buyersteam@ducotravelsummit.com) to request special arrangements.

## Walking Between Venues

Milan is a capital of treasures, and wandering through its charming streets is highly recommended. While Milan traffic can be chaotic, some of DUCO's venues are conveniently located within walking distance of each other.

Please refer to the table on page 21 to see the walking distances between venues, and consider strolling on foot, as it can often be the easiest way to reach your destination. Additionally, please be informed that DUCO will provide hostesses to accompany guests on all walking distances, including between appointments and lunch, as well as between the hosting hotels and venues during the day and at night.

## Arrival and Departure

Airport transfers are not provided. DUCO recommends that Buyers who need in and out transfers consult the service at the hosting hotels.

	DAY 1 March 18 <sup>th</sup>		DAY 2, 3, 4 March 19 <sup>th</sup> , 20 <sup>th</sup> , 21 <sup>st</sup>		DAY 2 March 19 <sup>th</sup>	DAY 3 March 20 <sup>th</sup>	DAY 4 March 21 <sup>st</sup>					
	Registration	DUCO's Opening Ceremony	Scheduled Appointments		Aperitivo	Aperitivo	Aperitivo					
	Mandarin Oriental, Milan	Rubattino56	Palazzo Giureconsulti	Villa Necchi Campiglio	Armani Hotel Milano	Park Hyatt Milano	Portrait Milano					
Casa Baglioni Milan	no shuttles available	shuttles available for Buyers	shuttles available for Buyers	shuttles available for Buyers	walking distance, no shuttles available	shuttles available for Buyers	shuttles available for Buyers					
Armani Hotel Milano			walking distance, no shuttles available			walking distance, no shuttles available						
Bulgari Hotel Milano												
Galleria Vik Milano												
Grand Hotel et de Milan			shuttles available for Buyers	shuttles available for Buyers	walking distance, no shuttles available	shuttles available for Buyers	shuttles available for Buyers					
Mandarin Oriental, Milan												
Palazzo Cordusio a Gran Melia Hotel Milan												
Palazzo Parigi Hotel & Grand Spa, Milano												
Park Hyatt Milano					walking distance, no shuttles available			walking distance, no shuttles available	walking distance, no shuttles available			
STRAF Hotel												
Portrait Milano			walking distance, no shuttles available			walking distance, no shuttles available						
Casa Cipriani Milano							shuttles available for Buyers					
Four Seasons Hotel Milano												
Château Monfort			shuttles available for Buyers	shuttles available for Buyers								
ME Milan il Duca							shuttles available for Buyers					
Hotel Principe di Savoia												
Magna Pars L'Hotel à Parfum												
Hotel VIU Milan												
Excelsior Hotel Gallia, a Luxury Collection Hotel												
Radisson Collection Hotel, Palazzo Touring Club Milan												

Lunches | Shuttles Availability & Timetable

Shuttles to lunches will be provided for both Buyers and Exhibitors for venues that are not within walking distance.  
Each guest will be assigned to a lunch venue, please refer to your personal schedule.

LUNCH VENUES				
	Casa Puglia by True, at Horto Restaurant	Four Seasons Hotel Milano	Hotel Principe di Savoia	Palazzo Parigi Hotel & Grand Spa, Milano
APPOINTMENT VENUE  Palazzo Giureconsulti	Walking distance, no shuttles available	Walking distance, no shuttles available	12:45pm Departure to Lunch Venue	-
	Walking distance, no shuttles available	Walking distance, no shuttles available	2:30pm Departure to Appointment Venue	-
APPOINTMENT VENUE  Villa Necchi Campiglio	-	-	12:45pm Departure to Lunch Venue	12:45pm Departure to Lunch Venue
	-	-	2:30pm Departure to Appointment Venue	2:30pm Departure to Appointment Venue

# 12. DUCO App

Everything summit at your fingertips!

Download the DUCO App to make the best of your DUCO experience.

- Apple Store: [click here to download](#)
- Google Play Store: [click here to download](#)
- Login: <<email>> (please be sure to login with the email that you use for communication with DUCO)
- Password: you will be asked to set up a password upon first access
- How to use it: [DUCO App Tutorial](#)

The app is your go to place for all things DUCO, including:

- [Event Program](#)
- [DUCO Manuale](#) | Includes general information regarding what to expect, event schedule, and other relevant summit details.
- DUCO Awards | DUCO Italy will award attendees' favorite properties and experience providers!
- Attendees List & Contact Details
- Agenda of Appointments, Allocations, Floorplan and Shuttle Timetables

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26

## Attendees Excel List

Every time you connect with another attendee, information is saved and you are able to download an Excel file with contact information.

The first step is to add the attendee as a contact: Access Attendee List and click the +Add or Contact button. Kindly note the attendee needs to accept your request in order to connect.

Once the attendee becomes your connection, you will be able to chat inside the App and download the contacts list.

During the show you can also connect with attendees during the appointments with the feature "shake". This connection will also allow you to download their contact information later.

The App will remain available until April, 22<sup>nd</sup> 2024.

# 13. DUCO Team Contacts



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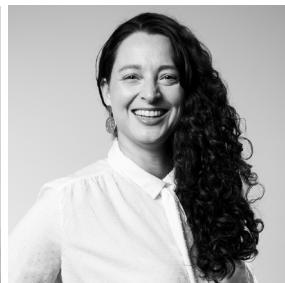
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## DUCO Team is available on WhatsApp

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## OFFICIAL PARTNERS



## CO-SPONSORS



## SPECIAL THANKS



## EVENT PARTNERS

Aimo e Nadia  
MILANO

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## HOTELS HOSTING BUYERS

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CASA CIPRIANI  
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HOTEL IN MILAN

EXCELSIOR  
HOTEL GALLIA  
MILAN

FOUR SEASONS  
HOTEL  
MILANO



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HOTEL  
ET DE  
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MILAN  
IL DUCA

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MILAN

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