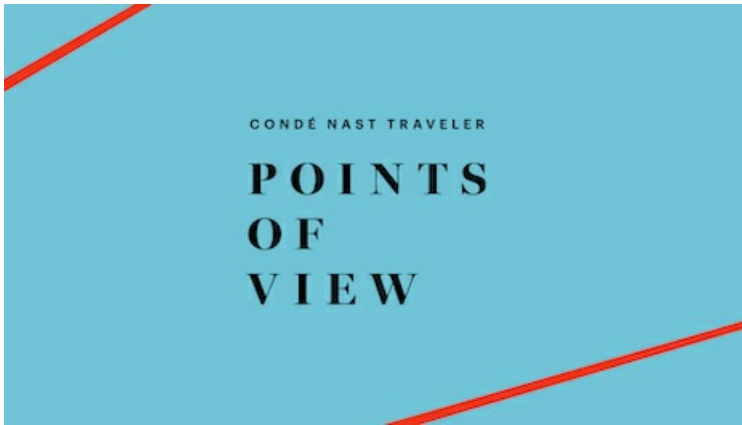


TRAVEL AND HOSPITALITY

Cond Nast Traveler to host sixth annual Points of View Summit

November 1, 2023



Exploring the future of travel, artificial intelligence, brand loyalty and sustainable adventuring are all on the docket for this year's event. Image courtesy of Cond Nast Traveler

By ZACH JAMES

Cond Nast Traveler is tapping industry experts and thought leaders for an event that aims to map out where the business of exploration is headed *Luxury Daily* exclusively presents details.

Taking place on Thursday, Nov. 2, 2023, the award-winning magazine is getting ready to field forward-thinking perspectives during the Points of View Summit, the sixth annual live event inviting some of the sector's brightest minds to speak on the future of travel. Sustainable tourism and the role of artificial intelligence in the space are among a list of timely topics to be addressed this year, with insights spanning three main panels set to drive the day of discussion-based programming at One World Trade.

"Every year, we try to address both the topics that are top of mind with our specialist group, since they're the audience, but also mix in topics that are really important to us as editors and to *Cond Nast Traveler* as a brand in the hopes that, through dialogue, the summit can be a day of learning," said Divia Thani, global editorial director at *Cond Nast Traveler*, London.

"The panels and conversations at *Cond Nast Traveler's* Points of View Summit have evolved with the times."

Looking forward

From 10 a.m. to 2 p.m., the *Cond Nast Traveler* team will delve into a range of issues, the publication's global editorial director kicking off tomorrow's Points of View Summit with welcoming remarks.

Moderated by senior editor Megan Spurrell, high-ranking voices from companies such as Regent Seven Seas Cruises, Ennismore and Fora disclose their takes on how hospitality brands, both big and small, are retaining clients during the first panel of the day.



Editors Rebecca Misner, Jesse Ashlock, Erin Florio, Arati Menon and Lale Arikoglu chatted with panelists and guests at Cond Nast Traveler's Points of View Summit 2022. Image credit: Cond Nast Traveler

"The Changing Face of Brand Loyalty" prompts hospitality leaders to share wins and challenges of cross-vertical engagements, an instance increasing in frequency as, for instance, hotel brands venture into cruise, hotels establish residences or rentals and more.

Here, learnings from niche brands tackling global expansion and attracting the next generation are also on the agenda, both of relevance to many industry professionals navigating current customer service headwinds and complicated post-pandemic realities in real time.

"The challenges air travelers have faced recently aren't going away anytime soon, especially in the United States, where an acute pilot shortage is unlikely to be resolved until later this decade," said Jesse Ashlock, deputy global editorial director at *Cond Nast Traveler*, Brooklyn.

Points of View Summit's next panel promises reflections on "the good, the bad, and the yet-to-be-determined" around the integration and adoption of one new technology in particular.



The November 2023 cover of Cond Nast Traveler. Image courtesy of Cond Nast Traveler

Strategic accounts director at OpenAI Katy Elkin and executive editor of news at *Wired* Meg Marco, among others, will speak with Arati Menon, global digital director at *Cond Nast Traveler*, giving their takes on how AI has impacted global trips thus far.

Sustainable and responsible travel are the final topics on the docket, with representatives from Tourism Australia, the Center for Responsible Travel (CREST), The Hawaiian Islands and Saira Hospitality highlighting the growing interests and awareness from vacationers looking to adventure as ethically as possible, providing tips on ways to spend locally and care for the environments they visit across the board.

"In those earlier days, when we talked about sustainability, we were using the term as it applied to eco and environmental efforts; one of the biggest changes over the years has been how discussions around sustainability have expanded to include the people and the cultural side of the term," Ms. Thani said.

"In 2021, COVID-19 [was still a factor] but people were starting to travel, we talked about the future, how the pandemic had changed how we travel and how we want to travel moving forward; we [discussed] experiential travel and the importance of slow travel, how to avoid over-tourism, how important it is to be a good travel citizen and pay attention to specific COVID-19 requirements at whatever destination you visit."

Following this year's gathering, Ms. Thani will be joined by Mr. Ashlock, both heading to The Ritz-Carlton New York, Nomad for a celebratory cocktail hour in honor of this year's [2023 Readers Choice Award winners](#).

Though members of the team and most panelists are taking to New York City, an option to participate virtually via Zoom webinar will also be made available.

Several of this year's Points of View Summit speakers are also members of *Cond Nast Traveler's* Global Advisory Board, launched earlier this year ([see story](#)).

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