



Kraków Airport to organise the 4th edition of ACI Customer Experience Global Summit 2022

2021-09-13

Today, on September 9, the Airports Council International (ACI) World announced at the ACI Customer Experience Global Summit in Montreal, Canada, that next year's event - the 4th edition of the ACI Customer Experience Global Summit will be held in Kraków on 13-15 September 2022.

The prestigious conference will be hosted by Kraków Airport. At the ceremony, Kraków Airport symbolically handed over a bugle used to play Kraków's historical bugle call, and a traditional hat, part of Kraków folk costume. It was a form of a symbolic invitation to one of Poland's oldest cities that brings together the past with the present and boasts a multitude of architectural and cultural monuments. Kraków is one of the biggest tourist and business centres in Poland, combining innovation with a rapidly growing start-up environment, well-developed MICE industry and science.

This year's conference in Montreal included both hybrid and live events. **ACI Customer Experience Global Summit** has brought together delegates – representatives of airports from around the world – for many years to discuss how to best provide passengers with safety, comfort and high quality of services at airports, which is particularly important nowadays as airports are introducing more and more new, innovative solutions.

“After bringing back the ACI Customer Experience Global Summit to the international stage this year, we look forward to working with Kraków Airport next year as the event comes to Europe for the first time,” **ACI World Director General Luis Felipe de Oliveira** said. “Listening to passengers to craft customer experiences that reflect their changing needs and expectations has never been more important and continues to develop as one of the most important business tools for airports. Our reinvented global summit remains one of the most important dates on the international aviation calendar for airports and their partners, providing an invaluable resource to help them deliver the safe, healthy, and engaging experience passengers are demanding.”

President of the Board of Kraków Airport Radosław Włoszek said he was honoured that the fourth ACI Customer Experience Global Summit will be held in Kraków, the heart of Małopolska. “Being able to host this event is an amazing distinction for our airport,” he said. “The COVID-19 pandemic has frozen aviation and forced us to redefine our approach to safety standards and customer experience. ‘We Are Aviation’ is our motto and it has translated into our motivation and joint work which was exemplified when a number of global and European airports joined the ACI Airport Health Accreditation Programme. Passenger comfort and safety are our key priorities, and the essence of ACI Customer Experience Global Summit. Members of the international aviation industry will spend three full days in Kraków, holding discussions and exchanging experiences on pivotal topics of today.

[Airports Council International \(ACI\)](#), the trade association of the world's airports, was founded in 1991 with the objective of fostering cooperation among its member airports and other partners in world aviation, including the International Civil Aviation Organization, the International Air



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Transport Association and the Civil Air Navigation Services Organization. In representing the best interests of airports during key phases of policy development, ACI makes a significant contribution toward ensuring a global air transport system that is safe, secure, customer-centric and environmentally sustainable. As of January 2021, ACI serves 701 members, operating 1933 airports in 183 countries.