



**SPARK TO A FLAME...
BUILDING THE LEGACY**

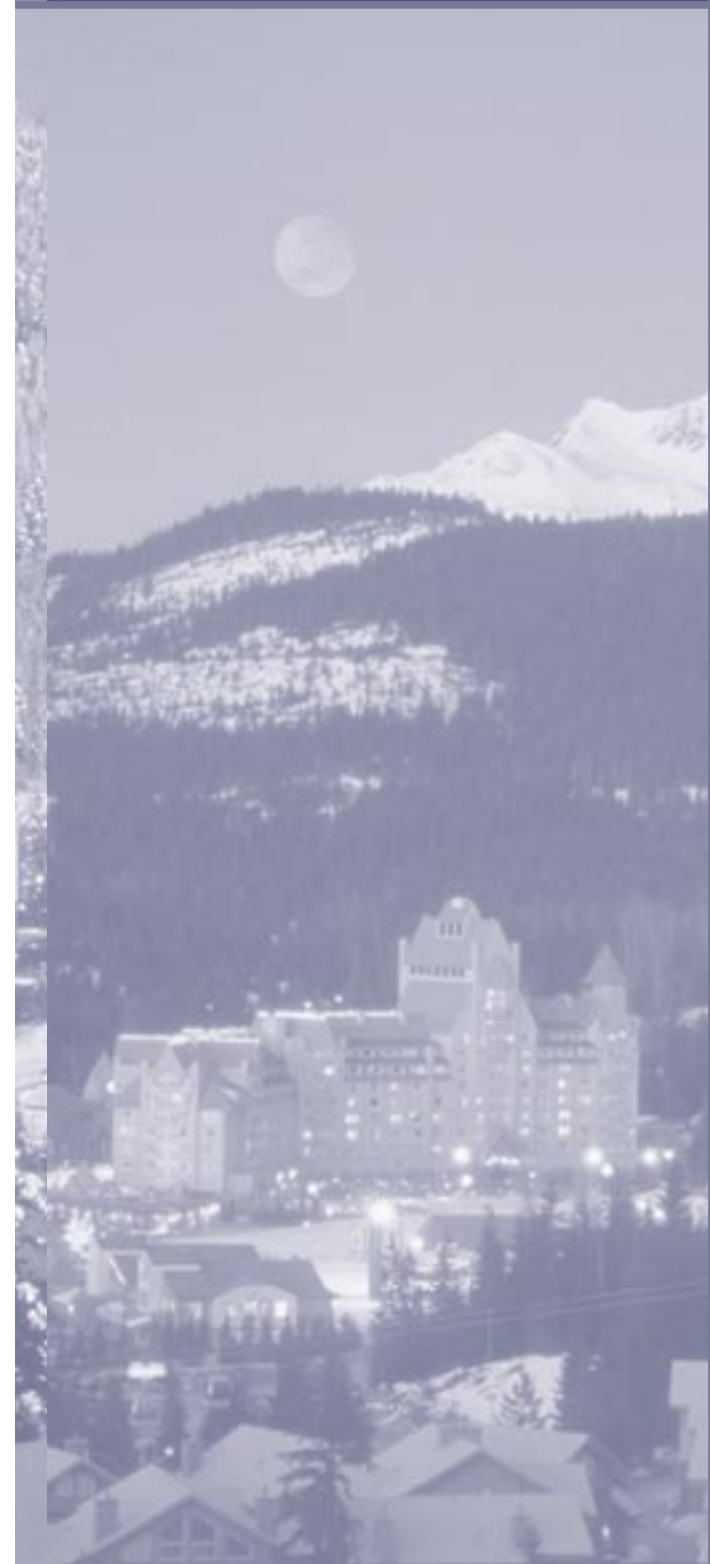
ICSC 2004 WHISTLER CONFERENCE

**The Fairmont Chateau Whistler
Whistler, British Columbia
January 25 - 27, 2004**

Program



International Council of Shopping Centers, Inc.





**SPARK TO A FLAME...
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ICSC 2004 WHISTLER CONFERENCE

The Fairmont Chateau Whistler
Whistler, British Columbia
January 25 – 27, 2004

Program

SUNDAY, JANUARY 25

REGISTRATION

9:00 am – 5:00 pm

WELCOME RECEPTION

3:30 – 5:00 pm

Wildflower Room, The Fairmont Chateau Whistler
Registered attendees are invited to attend. Admittance
will be restricted if ICSC name badge is not worn.

MONDAY, JANUARY 26

REGISTRATION

7:30 am - 5:00 pm

BREAKFAST SERVED

8:00 – 9:00 am

WELCOME AND PROGRAM OVERVIEW

9:00 – 9:15 am

KAL SANHDU, CLS

ICSC 2004 Whistler Conference Program Planning
Committee Co-Chair
Leasing Manager
Morguard Investments Limited
Vancouver, BC

SCOTT LEE

ICSC 2004 Whistler Conference Program Planning
Committee Co-Chair
Principal/Broker
Northwest Atlantic (BC) Broker, Inc.
Vancouver, BC

STATE OF THE INDUSTRY

9:15 – 9:45 am

KATHLEEN M. NELSON

ICSC Chairman
Managing Director/Group Leader
Mortgage and Real Estate Division
TIAA-CREF
New York, NY



GENERAL SESSION

9:45 – 10:15 am

“WHAT THE 2010 WINTER OLYMPICS WILL MEAN TO BRITISH COLUMBIA”

David Podmore will provide his perspective of what is to
transpire in British Columbia over the next six years and
what infrastructure and tourism effects the province
can expect.

Speaker:

DAVID PODMORE

President and CEO
Concert Properties Ltd.
Vancouver, BC

DEAL MAKING SESSION

10:30 am – 5:00 pm

LUNCHEON SERVED

11:45 am – 12:30 pm

LUNCHEON SPEAKER

12:45 – 1:15 pm

CATRIONA LE MAY DOAN

Three times Olympic Gold medal winner in Speed Skating, Catriona will share her personal Olympic experience and her involvement in Vancouver's successful bid for the 2010 Winter Olympics.

TUESDAY, JANUARY 27

■ RETAILER'S DAY REGISTRATION

7:30 am - 5:00 pm

BREAKFAST SERVED

8:00 – 9:00 am

KEYNOTE SPEAKER

9:00 – 9:45 am

"THE BUSINESS BEHIND SPORTS: HOW TO TURN A PROFIT"

BRIAN BURKE

President and General Manager
Vancouver Canucks
Vancouver, BC

Harvard Law alumni, Brian Burke, is an impassioned community leader and is credited with the recent success of the Vancouver Canucks Hockey Franchise. Learn from Brian, the fundamentals of how he has been able to "turn a profit" in the world of sports.

DEAL MAKING SESSION

10:00 am – 5:00 pm

RETAILER'S BUS ARRIVAL

10:30 – 11:00 am

LUNCHEON SERVED

11:45 am – 12:30 pm

RETAILER'S PODIUM

12:30 – 1:45 pm

This blockbuster session will feature what's new and exciting for over 18 retailers. This retailer fashion show will feature presentations from:

- Aritzia
- A & W
- Canadian Tire
- Children's Place
- Future Shop/Best Buy
- Joey Tomatoes
- Kin's Farm Market
- London Drugs
- Luluemoo
- Off the Wall

- Old Navy
- OSIM
- Saje Nature Wellness
- Shoe Company
- Starbucks
- T & T Supermark
- The Forzani Group
- Urban Barn
- Urban Behaviour

Moderator

KEVIN EVANS

Vice President, Western Canada
Retail Council of Canada
Vancouver, BC

GENERAL SESSION

2:00 – 3:00 pm

"DESIGNING CUSTOMER EXPERIENCE"

Great actors can make bad movies! Great staff can give bad service! Without a "Customer Service System" in place — your business might not reach its "Blockbuster" potential! To increase profits and Customer loyalty this sessions includes:

"UNDERSTANDING YOUR AUDIENCE (CUSTOMERS)"

"WRITING THE SCRIPT (CUSTOMER SERVICE BUSINESS PLAN)"

"HIRING THE RIGHT ACTORS (STAFF)"

"BEING A GREAT DIRECTOR (SERVICE LEADERSHIP)"

Speaker:

JAMES CRONK

Vice President
Wesbild Holdings and Westwood
Plateau Golf Club
Vancouver, BC



RETAILER BUS DEPARTURE

5:00 pm

SPECIAL OFFER

Retail members of ICSC, the Retail Council of Canada and the Retail Merchants Association of British Columbia are welcome to attend the Deal Making session and Luncheons, on Monday, January 26 and Tuesday, January 27 at no charge. Advance registration is required. (See Registration Form.) This special offer is NOT for exhibiting retail companies, retail brokers, leasing consultants, real estate agents, brokers or their representatives.



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**ICSC 2004 WHISTLER
CONFERENCE**

The Fairmont Chateau Whistler • Whistler, British Columbia
January 25–27, 2004

REGISTRATION

HOW TO REGISTER

Fax: (212) 589-5600
(Credit card registrations only)

Online: www.icsc.org
(Credit card registrations only)

Mail: ICSC
P.O. Box 55329
Tulsa, OK 74155

REGISTRATION FEE

	ADVANCE	ON-SITE
Member*:	\$420 CDN	\$510 CDN
Non-Member:	\$520 CDN	\$635 CDN

GST included in fee.

ICSC GST Identification #R122853757.

All paid attendees will receive a complimentary copy of ICSC's *Winning Shopping Designs 27th Edition*.

*To qualify for the member fee, each registrant must be an ICSC member. A company membership does not mean that every employee of that company automatically becomes an ICSC member. An affiliate membership is required for each employee.

Non-Exhibiting Retailers: No Charge
Monday, January 26 and Tuesday,
January 27.

DEADLINES

To be listed in the Meeting Attendees List, you must register by **January 10, 2004**. To qualify for the advance registration fee, your registration must be received by 12:00 noon EST **January 19, 2004**.

CANCELLATIONS

Cancellations will be subject to a \$25 cancellation fee. No refunds will be given for cancellations received after **January 19, 2004**. All requests for refunds must be received by ICSC in writing.

SPECIAL OFFER FOR RETAILERS

For those non-exhibiting retailers wishing to visit the Deal Making and Luncheons on **Monday, January 26 and Tuesday, January 27, 2004**, there is no charge. Registration is required, advance or on-site. However, if a non-exhibiting retailer wishes to attend the entire Conference, they must pay the full registration fee. This special offer is not available to retail brokers, retail consultants, real estate agents, brokers or their representatives.

CONTINUING EDUCATION CREDITS

SCSM/SCMD: 1 credit, CLS: 1.5 credits

SPECIAL NEEDS



Anyone desiring an auxiliary aid for this meeting should notify Lynda Joyet at (416) 486-4511 by **January 1, 2004**.

HOTEL RESERVATIONS

A block of rooms has been reserved for the 2004 Whistler Conference attendees at special rates in hotels number 1-3 listed below. To secure hotel reservations at the properties listed below, tell the hotel that you are attending the **ICSC Whistler Conference** and call :

1) THE FAIRMONT CHATEAU WHISTLER
4599 Chateau Boulevard
Whistler, BC VON 1B4
Tel: (604) 938-8000

Single/Double **\$ 285 CDN**
(Fairmont Room)
Whistler Premiere Suite **\$ 455 CDN**
One Bedroom Suite **\$ 505 CDN**

Room reservations must be received by **December 4, 2004**.

NOTE: There is a minimum three (3) night stay for all reservations at The Fairmont Chateau Whistler. Any room cancelled less than 45 days prior to arrival will be charged for full stay. Early departures are non-refundable. Reservations must be guaranteed with a deposit equal to one night's room and tax at the time of booking. Full payment is due 45 days prior to arrival and is non-refundable if cancellation occurs after that date. All reservations must be guaranteed with a non-refundable advanced payment. This payment will be taken in 2 stages:

Stage 1: 14 days after booking one night room and tax will be charged.

Stage 2: 45 days prior to arrival the balance of total room and tax for the entire stay will be charged. All advance payments are non-refundable and will be forfeited if a cancellation occurs. Any no shows, cancellations or early departures from **January 17, 2004** will also forfeit all advanced payments.

2) DELTA WHISTLER RESORT
4050 Whistler Way
Whistler, BC VON 1B0
Telephone Toll-free: 1-800-515-4050
E-mail: reservations@deltawhistler.com

Delta Room: Single/Double **\$254 CDN**
Deluxe Studio Suite **\$ 298 CDN**
Single/Double

ICSC registrants must use the computer code name GDICS8 to receive the group rate. Room reservations must be received by **December 24, 2003**.

3) THE WESTIN RESORT & SPA
4090 Whistler Way
Whistler, BC VON 1B4
Tel: 1-888-634-5577

Junior Suite **\$ 319 CDN**

(Single or Double)

Room reservations must be received by **December 23, 2003**.

NOTE: A deposit equal to one night's stay is required to hold each individual's reservations. Should a guest cancel a reservation, within 30 days prior to arrival, the deposit is non-refundable. Cancellations with less than 30 days notice results in a \$50 cancellation fee.

Destinations West Marketing (formerly Whistler Lodging Company) represents hotels number 4-8 listed below. ICSC is unable to hold blocks of rooms at these hotels. Reservations will be accepted on a space available basis. To make reservations at hotels number 4 – 9 call 1-800-777-0185.

4) RESIDENCE INN BY MARRIOTT

Studio **\$ 239.00 CDN**
One Bedroom Suite **\$ 329.99 CDN**
Two Bedroom Suite **\$ 459.00 CDN**

5) GLACIER LODGE

Hotel Room **\$ 159 CDN**
One Bedroom **\$ 239 CDN**
One Bedroom/ Loft **\$ 299 CDN**

6) ASPENS

One Bedroom **\$ 259 CDN**
Two Bedroom Suite **\$ 409 CDN**

7) LE CHAMOIS

One Bedroom **\$ 309 CDN**

8) TOWN PLAZA SUITES

Studio **\$ 179 CDN**
One Bedroom **\$ 239 CDN**
Two Bedroom Suite **\$ 429 CDN**

9) LOST LAKE LODGE

Studio **\$ 169 CDN**
One Bedroom **\$ 219 CDN**
Two Bedroom Suite **\$ 389 CDN**

NOTE: Rates include full daily housekeeping and daily continental breakfast at the Residence Inn by Marriott. Rates include full daily housekeeping at Le Chamois. Rates include resort style housekeeping at Aspens on Blackcomb, Town Plaza Suites and Lost Lake Lodge. Rates include towel and trash housekeeping at the Glacier Lodge.

DISCOUNTED AIRLINE TRANSPORTATION

Air Canada is the carrier for the ICSC 2004 Whistler Conference. When purchasing your ticket, ask that **Event CV#041886** be entered in the **Tour Code Box** and the **Reference Code ICSC** in the **Endorsement box**, regardless of the fare purchased. Call Air Canada 1-800-361-7585 for information.

REGISTRATION FORM

USE ONLY ONE FORM FOR EACH REGISTRATION.

REGISTRATION FEES

	ADVANCE	ON-SITE
Member*:	\$420 CDN	\$510 CDN
Non-Member:	\$520 CDN	\$635 CDN

HOW TO REGISTER

Fax: (212) 589-5600
(Credit card registrations only)

Online: www.icsc.org
(Credit card registrations only)

Mail: ICSC
P.O. Box 55329
Tulsa, OK 74155

GST included in fee.
ICSC GST Identification #R122853757.

*To qualify for the member fee, each registrant must be an ICSC member or affiliate member. A company membership does not mean that every employee of that company automatically becomes an ICSC member. An affiliate membership is required for each employee.

ICSC Member ICSC Non-Member
 Non-Exhibiting Retailer: No Charge
Monday, January 26 and Tuesday, January 27.

DEADLINES

To be listed in the Meetings Attendees List, you must register by **January 10, 2004**. To qualify for the Advance Registration fee, your registration must be received by 12:00 noon EST **January 19, 2004**.

CANCELLATIONS

Cancellations will be subject to a \$25 cancellation fee. No refunds will be given for cancellations received after **January 19, 2004**. All requests for refunds must be received by ICSC in writing.

SPECIAL OFFER FOR RETAILERS

For those **non-exhibiting** retailers wishing to visit the Deal Making and Luncheons

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CONTINUING EDUCATION CREDITS

SCSM/SCMD: 1 credit CLS: 1.5 credits

THIS FORM SHOULD BE DUPLICATED FOR ADDITIONAL REGISTRATIONS.

Name

Company

Address

City

Province/State

Postal Code/Zip

Telephone

Fax

Your Membership I.D. #

E-Mail

Please check here if any of the above information has recently changed.

REGISTRATION FEES: Conference Fee \$ _____
TOTAL \$ _____

METHOD OF PAYMENT:

Cheque made payable to ICSC enclosed for \$ _____

Or Credit Card: Visa Amex MasterCard \$ _____

Name (as it appears on credit card)

Signature

Credit Card Number (include all digits)

Expiration Date (MO/YR)



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PROGRAM PLANNING COMMITTEE

CO-CHAIRS

KAL SANDHU, CLS
ICSC 2004 Whistler Conference
Program Planning Committee Co-Chair
Morguard Investments Limited
Vancouver, BC

SCOTT LEE
ICSC 2004 Whistler Conference
Program Planning Committee Co-Chair
Northwest Atlantic (BC) Broker Inc.
Vancouver, BC

COMMITTEE

Yolande Baker
Yolande Baker & Associates, Inc.
West Vancouver, BC

Marilyn Bell
Ivanhoe Cambridge
Vancouver, BC

Franco Custodinho
Ivanhoe Cambridge
Vancouver, BC

Madeleine Dyck
Morguard Investments Limited
Vancouver, BC

Lorelei Guthrie
Colliers Retail Management Limited
Richmond, BC

**ICSC 2004
WHISTLER
CONFERENCE**

The Fairmont Chateau Whistler
Whistler, British Columbia
January 25 - 27, 2004

Willa Jamieson
ICSC British Columbia Provincial Director
Morguard Investments Limited
Vancouver, BC

Kate Ross LeBlanc
Saje, Nature's Wellness
Vancouver, BC

Salima Karim
Northwest Atlantic (BC) Broker Inc.
Vancouver, BC

Patti Parente
A&W Food Services
North Vancouver, BC

James Smerdon
Hudema Consulting Group
Vancouver, BC

Bob Tattle
Anthem Properties
Vancouver, BC

DEAL MAKING BOOTH REQUEST INFORMATION

WHEN

Monday, January 26: 10:30 am – 5:00 pm
Tuesday, January 27: 10:00 am – 5:00 pm

WHERE

The Fairmont Chateau Whistler,
Macdonald Ballroom

WHO QUALIFIES

- Retailers
- Developers
- Brokers
- Brokers representing retailers
- Supplier attendees on a restricted basis

BOOTH INCLUDES

- 8' x 10' pipe and drape exhibit space
- 7" x 44" Company ID Sign
- Tenant Carpeting

BOOTH GUIDELINES:

- Maximum of ONE booth per company
- Exhibit materials may not extend outside the boundaries of the booth or obstruct neighboring booths.
- Back wall height restriction of 8 feet
- Sidewalls cannot exceed 4 feet in height

COST

\$915 CDN per Booth, GST included
ID #R122853757

Each person who is working at your booth must be a paid registrant for the conference in order to participate in the Deal Making session. The Special Offer for Retailers does not apply to exhibiting retailers.

PLEASE NOTE: In order to be listed in the Deal Making Exhibitors Directory, ICSC must receive your exhibit space application and cheque by **November 14, 2003**.

CUT-OFF DATE

November 14, 2003 or whenever all 80 booths are sold.

AVAILABILITY

Booths are assigned on a first-come, first-served basis **after November 14th**.

CANCELLATION

Notify ICSC immediately if you must cancel. Refunds will not be issued.



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NOTIFICATION

Sending in this Deal Making Request Form does not guarantee you a booth. You will receive a written booth confirmation from ICSC prior to the conference if a booth has been reserved for your company. If you do not receive a letter regarding the status of your request, it is your responsibility to contact the Manager of Meetings and Programs listed below to confirm.

CONTACT

Lynda Joyet
Senior Meetings Manager – Canada
Telephone: (416) 486-4511
Fax: (416) 486-3280
Email: ljoyet@icsc.org

DEAL MAKING BOOTH REQUEST FORM

Please make cheques payable to ICSC.

METHOD OF PAYMENT

Fax: (212) 589-5600
(Credit card registrations only)
Mail: ICSC
P.O. Box 55329
Tulsa, OK 74155



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Name(s) of person(s) who will staff exhibit booth

Contact Name (person to receive confirmation/exhibitor information)

Company

Company name that should appear on sign (please print or type)

Address

City

Province/State

Postal Code/Zip

Telephone

Fax

E-mail

Check all that apply: We are developers. We are brokers representing retailers.
 We are retailers. We have registered for the conference.
 We are suppliers.

Cheque made payable to ICSC enclosed for \$ _____

Or Credit Card: Visa Amex MasterCard \$ _____

Name (as it appears on credit card)

Signature

Credit Card Number (include all digits)

Expiration Date (MO/YR)