

CU Conferences®

A UNIQUE, PRIVATE VOYAGE DOWN THE LEGENDARY DANUBE

**Credit Union Educational Cruise Conference
August 6 – 16, 2009**

Prague ■ Nuremberg ■ Vienna ■ Budapest ■ and More!



This cruise conference is reserved exclusively
for CU Conferences participants & guests.

Space is **Extremely Limited** –

We encourage you to register early!

exclusively

Educating the Credit Union Community ^V Since 1979

30th Anniversary

CU
CONFERENCES®

1979

2009

AN UNFORGETTABLE EDUCATIONAL PRESENTATION

Enhancing Our Competence, Commitment, and Contribution:

High-Impact Skills for Work and Life

Dr. Paul Timm and Dr. Sherron Bienvenu present an entertaining and stimulating approach to enhancing your professional and personal lives. These informative, educational sessions provide board members and credit union executives with exceptional tips they can immediately put to use.

The Soft Stuff is the Hard Stuff

Building skills for dealing with (and enjoying) other people.

Branding and Image

Reinventing the organization – or yourself.

Member and Employee Loyalty

Four concepts that make all the difference.

Values, Goals and Daily Actions

Keys to ultimate success

He Says, She Says

How and why men and women communicate differently

DR. PAUL R. TIMM

helps companies and individuals create high-impact strategies for maximizing success. His speaking, training, and consulting in Customer and Employee Allegiance show specific processes for boosting organizational success by retaining high-profit customers and engaging high-value employees.

Having authored 40 books and spent 27+ years teaching and coaching in a variety of organizations, Timm's insights can break through the barriers that hold companies back from making the profit enhancing changes needed to boost customer and employee loyalty.

All of Dr. Timm's writing, training, video programs, and consulting focus on the practical, realistic actions you can take starting immediately to make a significant difference in your organizational and personal success.

Dr. Timm is a Professor of Organizational Leadership and Strategy at the Marriott School of Management, Brigham Young University and also teaches in an International MBA program in the Helsinki School of Economics in Finland.

DR. SHERRON BIENVENU

provides professional, managerial, and corporate communication counsel, coaching, and training for corporations and individuals. As an experienced and engaging speaker on many communication topics, she applies her dynamic delivery to relevant and pragmatic material.

After years in radio (*Shreveport's first female disc jockey*), PR and theatre, Bienvenu earned a PhD in social psychology at Emory University and taught undergrad and MBA communication for 20 years at Emory's business school. After authoring 3 books and developing her consulting practice, she left Emory in 2002 with emeritus status and moved to Utah where she currently resides.

As a Visiting Professor in the International MBA program at the Helsinki School of Economics Dr. Bienvenu teaches Management Communication and Managing Corporate Reputation. Frequently interviewed by the media and appearing on CNN, CNBC, NPR, and many network affiliates, she has been quoted in popular publications (*such as Cosmopolitan, Fortune Small Business, PINK, Ladies Home Journal, Women's Health*) and has been featured in the Icelandic and Finnish press.



A UNIQUE, PRIVATE

Itinerary/Ports:

Thursday, August 6 – Sunday, August 9, 2009

PRAGUE, CZECH REPUBLIC

As a 1,000-year-old city preserved in time, Prague straddles the Vltava River with domes, cupolas, spires and pinnacles highlighting its skyline. Browse the shops for handcut crystal, mix with locals in Wenceslaus Square or stroll along the Vltava River.

Sunday Evening

Travel to Nuremberg

via private motorcoach.

Board ms Tapestry for 7-Day "Legendary Danube" Cruise.



The ultra-chic, atrium-style Hilton Prague is "home-base" during your 3-day exploration of Prague before setting sail on the ms Tapestry.

Monday, August 10, 2009

NUREMBERG, GERMANY – Marvel at this historic city's fabulous Gothic churches and elegant patrician houses. Traditions include its famous *Lubkuchen*, toy making and metal working.

Tuesday, August 11, 2009

REGENSBURG, GERMANY – One of Germany's best preserved medieval cities and Capital of Upper Palatinate, Regensburg is a bustling university town and one of Bavaria's cultural centers.

Wednesday, August 12, 2009

PASSAU-LINZ, AUSTRIA – Ideally located at the confluence of the rivers, Inn, Ilz and Danube, this is a picturesque city of graceful arcades and cobblestone streets. St. Stephens Cathedral is where you'll find the world's largest church organ with over 17,000 pipes.

Thursday, August 13 – Friday, August 14, 2009

MELK-VIENNA, AUSTRIA – One of Europe's largest monasteries, the magnificent Benedictine Abbey dominates the town of Melk from its commanding hill site. The view from the terrace over the Danube and surrounding countryside is breathtaking!

Known as the "City of Music," Austria's capital city of Vienna once inspired the creative genius of Mozart, Beethoven and Strauss. Visit the Vienna Opera House, shop in the *Kartnerstrasse* or enjoy *Apfelstrudel* in neighborhood café.

Saturday, August 15, 2009

BUDAPEST, HUNGARY – Spanning the banks of the Danube, Budapest is the liveliest and most cosmopolitan Eastern European metropolis. The famous Chain and Elisabeth Bridges and a massive hilltop castle complex are "must-sees". Shop for peasant embroidery, Herend porcelain and paprika.

Sunday, August 16 – Disembark in Budapest

For Post-Cruise hotel accommodations in Budapest, contact Jill Donati at Altair Travel & Cruises.

800-880-0055  JillDonati@altairtravel.com

**PASSPORT
REQUIRED**

VOYAGE DOWN THE LEGENDARY DANUBE

Avalon's ms Tapestry Sets a New Standard for River Cruising

Built to the highest standards and equipped with state-of-the-art technology, the sleek and elegant *ms Tapestry* provides a unique "floating hotel" experience. The Navigational Bridge is located in the stern, thereby allowing more spacious and gracious areas for passengers. Friendly and unsurpassed personal service is provided by the English-speaking Captain and crew.

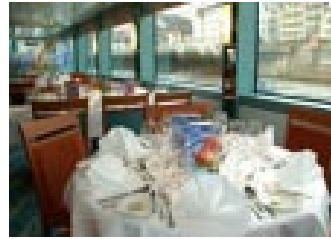
The lounge and restaurant are located in the front of the vessel, giving unimpeded views on three sides of the passing river landscape. The buffet-style breakfast and lunch offers an amazing variety of fresh and creative selections. Early-Riser coffee and croissants and afternoon tea and cake are also available options. At the open-seating, sit-down dinner the chef not only creates a gourmet meal but also selects the right choice of red or white wine to compliment your meal.



All staterooms are on the exterior of the vessel and have floor to ceiling sliding doors or large picture windows. They are not only spacious and modern but have comfortable hotel-style beds.

Watch the sun rise and set from the Sky Deck, enjoy a cocktail with your credit union peers at the Sky Bar or simply relax and enjoy the passing scenery from the Sun Deck. Get in a workout at the fitness center or check your emails in the Internet Centre. ***This is an adventure not to be missed!***

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EARLY BOOKING FARES EXPIRE AUGUST 15, 2008

August 16 – November 21, 2008, add \$50 per person. After November 21, 2008 add \$100 per person

CABIN CATEGORY	PARTICIPANT (1st Person)	
E – Indigo Deck	\$4895	\$1795
B – Sapphire Deck/Aft	5695	1995
A – Sapphire Deck/Forward	5695	1995
P – Royal Deck	5895	2095

BOOKING INSTRUCTIONS:

You may request a reservation form from Altair Travel or register online at www.cuconferences.com. A deposit of \$1200 per person must accompany the reservation form in order to hold the category requested. **In order to feel safe and secure when you travel, travel insurance is now mandatory for CUC Cruises and is included in the required deposit.** Details on complete insurance coverage will be mailed with your documents. Prices do not include airfare, taxes or insurance and are based on double occupancy.

Rates Based on Double Occupancy. Single Cabins Available Upon Request.



Altair Travel & Cruises
Travel Consultants/Domestic & International

2025 South Brentwood Boulevard
Saint Louis, Missouri 63144

Toll-free: **800-880-0055** *Please ask for Jill Donati*

Fax: **888-213-1465**

Please Note: CREDIT CARDS ARE NOT ACCEPTED FOR PAYMENT.

"LEGENDARY DANUBE"

**Credit Union Educational
Cruise Conference Includes:**

3-Nights at Hilton Prague

- ☛ Daily Buffet Breakfast
- ☛ City Tour of Prague

**Private Motorcoach
from Hilton Prague
to ms Tapestry**

**7-Day Danube Cruise
Aboard ms Tapestry**

- ☛ Complete Ship Facilities
- ☛ All Meals Onboard

**All Educational Sessions,
Workshops and Materials**

REGISTRATION CAN NOT BE CONFIRMED UNTIL YOUR DEPOSIT IS RECEIVED

TERMS & CONDITIONS – Please read the Terms & Conditions and complete all applicable spaces on Registration Form

Cancellation Policy:

- Cancellations made on or before October 6, 2008 will receive a complete refund less \$125 per person plus Administrative Fee and non-refundable insurance.
- Cancellations made between October 7, 2008 and December 8, 2008 will be assessed \$400 per person plus Administrative Fee and non-refundable insurance.
- Cancellations made between December 9, 2008 and January 9, 2009 will be assessed \$600 per person plus Administrative Fee and non-refundable insurance.
- Cancellations made between January 10, 2009 and March 10, 2009 will be assessed \$800.00 per person plus Administrative Fee and non-refundable insurance.
- Cancellations made between March 11, 2009 and April 11, 2009 will be assessed 50% of cruise per person including hotel and package charges plus Administrative Fee and non-refundable insurance.
- Cancellations made between April 12, 2009 and May 14, 2009 will be assessed 75% of the total cost* per person including hotel & package charges plus Administrative Fee and non-refundable insurance.
- Cancellations received after May 15, 2009 will be assessed a 100% cancellation fee per person including "no shows."

All cancellations must be received in writing, as well as by phone, to Altair Travel, 800-880-0055.

* Passengers canceling their airfare booked by Altair Travel and still cruising are subject to a \$100 penalty per person.

Change Charges: To cover administrative costs, a per-person charge will be made if you request a change in your travel arrangements after the final payment on May 15, 2009. Altair Travel will charge a \$50 per person fee. You will also be subject to fees imposed by Globus/Avalon Waterways, airlines and hotels involved in your package. Change fees apply to name corrections and spellings. Change charges are not assessed for stateroom upgrades or for the addition of services, unless air reservations are altered and/or travel documents must be reissued.

Note about Name Changes: It is at the discretion of the cruise line if name changes will be allowed. Changes will be charged a change fee determined by the cruise line plus additional fees for ticketing and mailing. Name changes may result in recalculation of fare at current rates. Name changes are not allowed on airline tickets once issued.

Conference Rate: The conference rate includes a 3-night land package and 7-night cruise fees. These rates are not combinable with any other Globus/Avalon promotional offer, certificate, voucher or pass traveler specials as they are negotiated contracted rates.

Travel Insurance: Travel insurance is now mandatory for Credit Union Conference Cruises and must be paid with deposit. Traveler offers the most comprehensive package which includes coverage for Trip Cancellation and Interruption for Select Covered Reasons; Missed Connection; Travel Delay; Baggage Delay; Emergency Medical Transportation plus Medical Expenses, plus other coverage as offered by the insurance company. Details on the complete insurance package will be mailed to you with your documents. Insurance premiums are non-refundable/non-transferable and are included in the required deposit. The insurance premium is dependent on total trip cost (cruise, air, taxes, etc.). Therefore the premium may increase if optional land packages, cabin upgrades or other items affecting total package price are added.

Air: Airfare is not included as part of the package, however Altair Travel can make flight arrangements for you. Altair Travel will charge a service fee for all airline tickets issued by them. Airfares are based on capacity controls and fares can be discontinued at any time, therefore airfares cannot be guaranteed until ticketed. Payment is required at time of ticketing. Most airfares are non refundable with penalties involved for changes. Name changes are not allowed once tickets are issued. Due to flight schedules and/or availability, it may be necessary for passengers to overnight either before or after the cruise. Transfers will be at the passenger's expense.

If you plan to make your own air arrangements, please contact Altair Travel to verify the cruise line's requirements for arrival and departure.

Airport/Ship Transfers: Transfer service between Prague airport and Hilton Prague is available at \$35 per person each way. Transfer service between ms Tapestry and Budapest airport is available at \$35 per person each way. This is only available on arrival and departure dates. If you are making your own air arrangements, or arriving/ departing different from the cruise dates, please call Altair Travel to see if transfers are available for advance purchase.

Deposit: A \$1,200 PER PERSON deposit is required. A completed reservation form along with the required deposit must be sent in order to register. Faxed reservation forms are not accepted. The non refundable insurance premium is included in the deposit. The Early Booking Fares expire August 15, 2008. Rates may increase after this date.

Documents: All documentation including invoices information packets, etc will be sent to your credit union. Requests to have documents mailed directly to a home address require a letter of permission from the Credit Union CEO.

Final Payment: Final payment is Due May 15, 2009.

Port charges, government taxes, fuel charges and fees are \$98.00 per person and will be added to your final invoice. All taxes & fees are subject to increase.

Proof of Citizenship: U.S. and Canadian citizens MUST carry a valid passport.

Please ensure that the full name given on the conference reservation form is your legal name (no nicknames or abbreviations) as your cruise and air ticket must match passport. Non U.S. or Canadian citizens will be responsible to check with their Consulates to determine the documentation requirements for the countries to be visited.

Special Note: Any special requests will be forwarded on to the cruise line; however these are requests only and cannot be guaranteed.

Disclaimer of Liability: Credit Union Conferences and Altair Travel hereafter referred to as the Sponsor and the Agent, act as a mere agent for suppliers in selling travel related services, that are not directly supplied by the Sponsor or the Agent. Therefore, they shall not be responsible for breach of contract or any actions or omissions on part of such suppliers, which result in any loss, damage, delay or injury to you or your travel companions or group members. Sponsor and Agent do not guarantee any such suppliers rates, bookings, reservations, connections, scheduling, or handling of personal effects. Sponsor and Agent shall not be responsible for any injuries, damages, or losses caused to any traveler in connection with terrorist activities, social or labor unrest, mechanical or construction failures or difficulties, diseases, local laws, climatic conditions, criminal acts or abnormal conditions or developments, or any other actions, omissions, or any other conditions outside the Sponsor or Agent's control including cancellations or delays caused by invalid passports, visas or other required travel documents.

The responsibility of Globus/ Avalon Waterways is governed by the passenger contract on your cruise ticket.

Payment of cost constitutes an automatic consent to the above and all clauses.

Please Note: Credit Cards are NOT accepted for payment.

SET SAIL ON THE LEGENDARY DANUBE

CU Conferences® 10-Day Legendary Danube Credit Union Educational Cruise Conference August 6 – 16, 2009



Full Legal Name (as listed on Passport)

Citizenship: U.S. Other (please specify): _____ Date of Birth _____

Title _____ Nickname for Badge _____

Home Address (required)

City _____ State _____ Zip Code _____

Home Phone Number _____ E-mail Address _____

Sharing Cabin With

Citizenship: U.S. Other (please specify): _____ Nickname for Badge _____ Date of Birth _____

Credit Union Name

Credit Union Contact _____ Asset Size _____

Credit Union Address (No P.O. Box)

City _____ State _____ Zip Code _____

Preferred Daytime Phone Number _____ Fax Phone Number _____

E-mail Address _____ Credit Union Home

Book My Airfare From: (city) _____

I Will Book My Own Airfare. Airport/Hotel Transfers Available: Yes No

Cabin Category: Cabins MUST be booked with Altair Travel & Cruises.

1st Choice: _____ 2nd Choice: _____

Please Note: A \$1200 per person deposit **MUST** be included with this form to hold the category requested. Faxed requests to hold cabins are no longer accepted.

Hotel Prague / msTapestry Special Requests & Special Needs: (MUST be made at time of booking)

Mail Registration* and Deposits to:



Altair Travel & Cruises

Travel Consultants/Domestic & International
2025 South Brentwood Boulevard Saint Louis, Missouri 63144

Toll-free: **800-880-0055** Please ask for Jill Donati

Fax: **888-213-1465**

Please Note: CREDIT CARDS ARE NOT ACCEPTED FOR PAYMENT.

*Registration cannot be confirmed until your deposit is received