



THE INFLIGHT LAB

November 10 - 11
2026 Chicago, USA.

AGENDA



WELCOME



THANK YOU FOR BEING HERE

You're one of a small group of airline professionals who've given two days to think seriously about inflight food, beverage, and the onboard experience. This is not a conference. There are no booths, and nobody is going to try to sell you anything.

OUR PHILOSOPHY

What you will find is a room full of peers who share the same challenges, a program built directly from what you told us mattered, and enough hands on sessions to make sure you leave with something real.

A FEW THINGS TO KNOW

Every session is designed for participation, where possible. Alongside airline attendees, a number of industry partners are joining us. All partners are here by invitation. There are no sales pitches allowed.



YOUR HOST, NIK LOUKAS



Inflight Feed

Nik Loukas founded Inflight Feed in 2011 after a career that took him from an onboard manager to inflight catering management, cabin crew training and implementing inflight technology solutions across multiple airlines.

For the past 15 years he has travelled the world reviewing and benchmarking inflight service, and his work has been featured by CNN Travel, The New York Times, and BBC World News.

The Inflight Lab is his initiative, a small, focused workshop format built for airline professionals who want real conversations about food, beverages and the onboard experience.



AGENDA DAY 1

09:30 - 10:00 Welcome & Introductions

Attendees create their learning outcomes for the workshop, introductions and overview for the next two days.

10:00 - 10:30 Benchmarking Inflight Service in 2026

A session sharing trends across premium, economy, buy-on-board, and premium cabins.

10:30 - 10:45 Morning Break

10:45 - 12:15 Airline Update Showcase

We hear from airlines in the audience, and what they have been working on or recently launched, including any lessons learnt.

12:15 - 13:15 Lunch

13:15 - 14:45 Premium Without The Price Tag (Workshop)

Thinking about your current inflight experience, what changes could you make that enhance the experience without increasing costs?

14:45 - 15:45 From Plate to Pillow

Elevating the inflight experience via inflight wellness, signature service items and comfort items.

15:45 - 16:00 Afternoon Break

16:00 - 17:00 Onboard Equipment Trends (Panel)

Discussion focussing on the latest trends in economy, premium economy and business class cabins.

17:00 - 18:00 Close and Drinks Reception



AGENDA DAY 2

09:30 - 11:00 Premium Breakfast Experience (Workshop)

How food can be perceived differently in regions, by caterer, and on various airline equipment from around the globe, and how this can affect the passenger experience.

11:00 - 12:00 Airline Update Showcase

We hear from airlines in the audience, and what they have been working on or recently launched, including any lessons learnt.

12:00 - 12:15 Coffee Break

12:15 - 13:30 Sustainability (Panel)

A look at current inflight sustainability trends from buy on board, recycling programs and more.

13:30 - 14:30 Lunch

14:30 - 15:30 My Competitors (Workshop)

Working in groups, research some of the latest meal collaborations, meal concepts, trends or products, and tell us why you like it.

15:30 - 16:00 Closing Workshop/Next Steps

Groups return to Day 1's post-it wall, pick the challenges, and work toward concrete next steps.

16:00 Close

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