

Beth Hatt

Global Trainer Profile

Beth is Aquila's founder and the heart behind its global work in cruise tourism and destination coaching. She is driven by a deep passion for community, purpose, and making a meaningful difference in the world of tourism.

As Co-Creator of Aquila's Center for Cruise Excellence, Beth has helped transform Aquila into a Living Lab — a place where best practices in service, guest experience, and destination readiness are shaped and shared. She works closely with destinations, tour operators, and industry partners across the Caribbean, Central America, and beyond.

Beth's leadership philosophy is rooted in mentorship and legacy — developing leaders within her own team while empowering others across the industry to thrive.

She has been recognized as one of Canada's Top 100 Most Powerful Women, and after more than 40 years in business, she's still as passionate as ever about helping the industry — and the people in it — thrive.



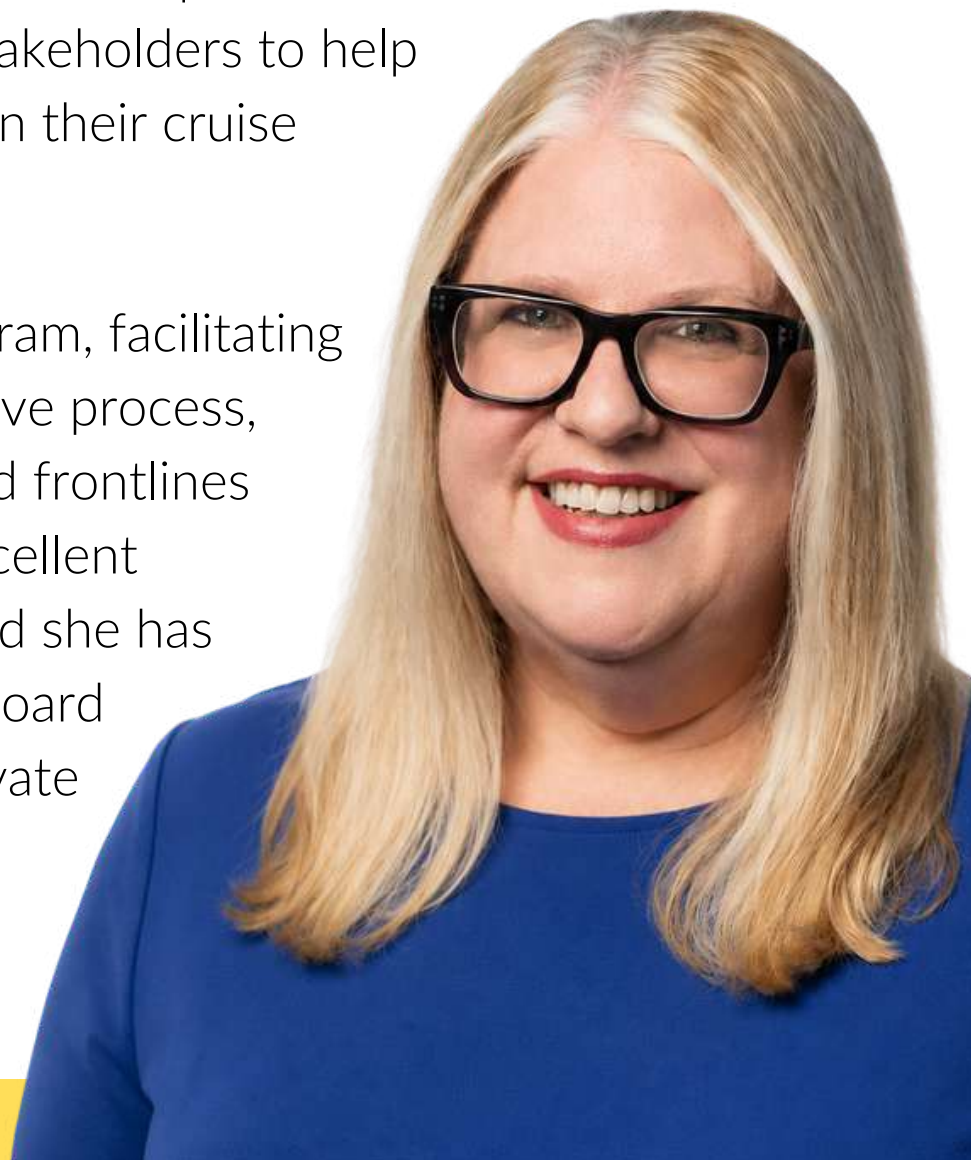
Melanie Colpitts

Global Trainer Profile

Melanie Colpitts is partner at Aquila and Vice-President of Training. Melanie was integral to the founding of the Aquila Center for Cruise Excellence, and the development of Aquila's signature programs, including Aquila's Tour Guide Excellence International Certification and the ACE Tour Operator Designation.

Having been with Aquila for over 25 years, she puts her vast knowledge and expertise to work designing, developing and delivering training programs for Tour Guides, Tour Operators, Cruise Destinations and other Industry Stakeholders to help them raise the level of excellence in their cruise destinations.

Whether delivering a training program, facilitating a workshop, or leading a consultative process, engaging with the stakeholders and frontlines in cruise destinations to deliver excellent service to guests is her passion, and she has delivered training to frontlines onboard expedition ships, on cruise line private islands, and in cruise destinations around the world.



Danielle Timmons

Global Trainer Profile

Danielle is a Partner at Aquila and Vice President of Cruise Operations in our port, in Saint John, Canada — also known as Aquila's Living Lab. With over 25 years at Aquila, Danielle leads the company's extensive shore excursion operations while ensuring the insights gained on the frontlines directly shape the training programs Aquila delivers to tour operators and destinations worldwide.

An intuitive and innovative leader, Danielle is often found working alongside the frontline team during cruise calls — keeping her knowledge fresh and her perspective hands-on. She plays a key role in coaching and facilitating operator and destination training, where stakeholders benefit from her deep expertise, practical insights, and collaborative approach.

Danielle has been instrumental in delivering programs that help ports, destinations, and tour operators elevate their guest experience and strengthen their cruise tourism strategies.

