



Hi,

It has been a hectic start to the year with lots of activity in planning and finding conference and meeting venues for the year ahead. Generally venues throughout Australia are experiencing good occupancy levels and there is a lot of confidence in the industry that business events will remain strong in 2004.

Early in February all members of our team attended AIME - Asia-Pacific Incentive Meetings Exhibition held over 2 days at the Melbourne Exhibition Centre where conference and meeting hotels and resorts from all over Australia, New Zealand and Asia exhibited. This was a great opportunity for us all to be brought up to speed with property updates, special offers, refurbishment programs, new developments and to catch up with our contacts for all the industry gossip.

In March we hosted a site inspection and overnight stay at the Mirvac Sebel Lodge Yarra Valley. Familiarisations like these allow you to experience the atmosphere, food and ambience first hand of a venue you may be considering for your upcoming events. Our next venue site inspection is planned for Geelong so if you are interested please drop me an email.

Congratulations and champagne all round in the office this week when Stephanie Conyers announced her engagement to Brett Conyers, with the big day planned for October next year. The arrival of April brings the end to daylight saving and my twilight sailing on Port Phillip Bay with the mid week racing moving to a mid afternoon start. I'm sure I'll be able to sneak a few races into our schedule. The office footy tipping is in full swing and I hope you got off to a good start. After picking 6 winners in week one I'm already chasing the leaders in our office competition. Go Hawks!

Regards,

Jim Conway

MOONEE VALLEY MELBOURNE

SANCTUARY COVE GOLD COAST

THE MARQUE MELBOURNE

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## VENUE REVIEWS

### Big and small events on the edge of Melbourne

Outside the Racing arena, Moonee Valley is a vibrant multi-faceted venue that prides itself on tailoring packages to suit your specific needs from corporate to social and special events.

Their function rooms overlooking the picturesque racecourse operate 7 days a week for breakfast, lunch or dinner.



Moonee Valley has their own in-house catering team that can create any menu, whether you are planning a corporate breakfast, awards evening, Christmas party or multi day conference and trade show.

The Celebrity Room can cater for 1,200 people for a sit down dinner or you may prefer the Committee Room with grandstand views overlooking the picturesque grounds and city skyline.

Complimentary car parking on site for over 6,000 vehicles and the undercover space frame is ideal for displaying every kind of product including large cars and machinery.

To find out more call Lisa Moloney +613 9870 4611

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**" Deliberation is the work of many men.  
Action of one alone."**

**- General de Gaulle**

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## CONFERENCE TIPS

### Contracts and Mutual Agreements

Venues have a variety of names for what is essentially a performance contract between the venue and the organisation (client) holding an event. The contract spells out the terms and conditions under which your booking is accepted and what penalties if any apply if your event varies to the agreed dates and delegate numbers as specified in the contract.

The purpose of the contract is two fold - firstly it confirms the specifics of your booking in regard to arrival / departure, delegate numbers, food and beverage requirements, accommodation rooms, conference requirements and charges that apply to the provision of these services. Secondly the contract asks that you in fact turn up on the day and know what the costs will be and ensures your chosen venue is all set to go when you arrive.

When you receive your contract it is essential that you read it carefully and fully understand its content before you sign it. Normally to secure your booking you will need to pay the nominated deposit and return a signed copy of the contract. The deposit required will vary from venue to venue ranging up from 25% to some requiring 100% payment before your arrival. It is important to be aware of the critical variation/ cancellation notification periods.

Most contracts have wash down or release dates 90/60/30 days prior to arrival for contracted accommodation rooms. This may allow you to release back to the venue accommodation rooms not required without penalty. Late cancellation can be an issue for venues as they can find it difficult to replace lost revenue with new business on short notice and therefore rely on their cancellation fees to maintain room revenue.

Cancellation fees are normally applied when the contracted dates and/or delegate numbers are not met. A change of dates is usually viewed as a cancellation of the first date and a new booking for the new date and a new contract issued.

In certain circumstances terms and conditions can be varied before signing the contract and is generally done to meet specific needs and to the benefit of both parties. The contract/mutual agreement between you and the venue places a responsibility on your chosen venue to hold the conference space and accommodation rooms etc for your group and for you to arrive on the right day with the agreed numbers. A win/win agreement for both parties with no hidden

## Head off to sunny Queensland

Hyatt Regency Sanctuary Cove, ideally located 45 minutes drive midway between Brisbane and Gold Coast Airports provides sophisticated colonial style accommodation and world-class facilities that combine to make it the ideal business or incentive destination. All 247 rooms and suites have their own private balcony with views over the beach lagoon pool, marina or rolling greens of the golf courses.



International-standard conference facilities in The Woolshed cater for groups of up to 350 delegates. All 14 meeting rooms feature natural light, open directly onto garden terraces and have full blackout facilities.

State-of-the-art technology, innovative theme nights, on-site AV professionals and dedicated conference coordinators combine to ensure your stay is memorable.

To find out more about the services and facilities, including conference room capacities, team-building activities and winter conference offers for April, May, June or July 2004, call Sue Wall +613 9870 4611.

**" I always say that if you want a speech made you should ask a man, but if you want something done you should ask a woman. "**

**- Margaret Thatcher**

## In the heart of St Kilda

This brand new hotel offers guests the utmost in luxury, style and comfort in contemporary designer surrounds, situated in the vibrant heart of Fitzroy St in beach side St. Kilda and just 3km from the city. The Marque boasts stunning touches such as, divine beds, the latest in-room communications and the Italian cosmetic range, Bvlgari, as the bathroom amenities.

surprises.

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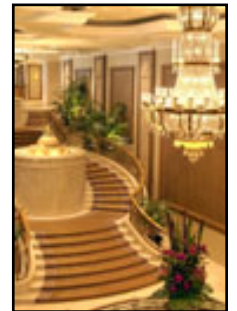
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## HAPPENINGS

### Sheraton Towers Southgate

will be changing in January 2005 to Langham Hotel Melbourne. Langham Hotels International Limited has been the owner of the hotel for the last 7 years and will take direct responsibility for the management of the hotel. They also operate a number of luxury properties in Asia, Europe, North America and New Zealand.



The Chifley Melbourne long ago known as the Old Melbourne Inn has changed again and is now known as the **Apollo Old Melbourne Hotel**.



Epicure Catering is to continue their partnership with the City of Melbourne with the recent announcement of their successful tender for the ongoing venue management of the **Melbourne Town Hall**. The expertise of Epicure with its established reputation and exciting innovations centered on food, beverages and service bode well for the development of this iconic venue's next phase.

**" Decisions are easier, you know, when there are no choices left."**

**- Narasimha Rao**



Guests can customise their own heating and cooling with individual split system air conditioning and enjoy mini-bar items such as Belgian Chocolate, Italian Olives, piccolo bubbles and Pink Vodka. (There is of course a gym to work out and work off the indulgences afterwards!)

Complimenting the 80 guest rooms is a range of eat and drink options; SUGER - modern Australian cuisine with a French base. HUB BAR – cosmopolitan elegance - the perfect place for a well-deserved break, a fabulous cocktail at the end of the day, or the beginning of the night MARQUE COFFEE - a continental style café with al fresco seating and a light menu for more casual dining.

The hotel also offers the Zen Room for conferences, meetings, or private events for up to 90 guests. For more information call Lou David +613 9870 4611

## YOUR SAY

"Thank you for your assistance. I am very impressed about the way you have worked with me to find the best option for our function. I would have no hesitation in recommending your company to my colleagues. Thanks."

**Ann Clifton**  
**Bendigo Bank**

"To be honest, I don't know how I managed before Sue Currie came along to assist me with the ever-increasing meetings & functions that take up so much of my time at work! Sue has helped me select venues that have been real hits with my department here at BP, and with the regular visitors we have from BP overseas. Thanks Sue Currie, and thanks Key Conference Solutions for all your help"

**Tania Perry**  
**BP - Melbourne**

## JOIN AUSTRALIA'S LEADING COMPANIES

Join Australia's leading companies that are taking advantage of the **FREE venue-finding service** Key Conference Solutions offers.

Australia Post, AQIS, AVIVA, Bendigo Bank, Coles Myer, Computershare, Esanda, Film Victoria, Guild Insurance & Financial Services, The Leadership Consortium, Novartis, Pearson Education, Pioneer Electronics, Primelife, Thomson Learning and Shell Australia are just some of the companies who have chosen Key Conference Solutions to source venues throughout Australia and overseas for their business events.

## OUT AND ABOUT

On a regular basis our team members are out and about sampling first hand conference and meeting venues which recently have included: The Pavilion Fitzroy Gardens, Sebel Melbourne, Hotel Como, Australian Centre for the Moving Image, Zinc at Federation Square, Melbourne Town Hall, Plaza Ballroom, Regent Theatre, Victoria University at Flinders Street, Ripponlea, Ballarat Lodge, Hotel William, Darebin Arts Centre, The Tudor Box Hill, Rydges Melbourne, Backlot, Saville on Russell, Savoy Park Plaza, Royce Hotel, Riva, Novotel St Kilda, The Marque, Albert by the Lake, Quay West Suites and in Sydney, Macquarie Graduate School of Management, Mt Eliza on York Street and The Grace Hotel.

Let us find the right venue for your conference call us **NOW**  
+613 9870 4611 **Our venue finding service is FREE.**

## SHARING THE KNOWLEDGE

Our ongoing schedule of briefing sessions and venue inspections ensures our product knowledge is extensive and current which in turn allows us to offer you, our valued clients, professional, authoritative and independent advice on the conference and meeting venue scene Australia-wide.

**" Sooner or later, false thinking brings wrong conduct. "**

**- Julian Huxley**

We're eager to hear what you think of this newsletter.

Feel free to offer comments and suggestions when you **e-mail** me. Please forward this newsletter to a friend or colleague who may be interested in receiving our newsletter.

Subscription is **free**.

**website**

Click here to visit the Key Conference Solutions website

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**“ One is always nearer by not keeping still. ”**

**- Thom Gunn**

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## BEEN IN TO SEE US

We regularly enjoy visits from property personnel for venue updates and briefing sessions which lately included Kate Meathrel Starwood Hotels & Resorts, Sari Pambayun The Westin Resort Bali, Alison Petrie Sheraton Perth Hotel, Ian McDonald Pinnacle Valley Resort, Nyree Thomas Crown Promenade, Olivia Jackson Le Meridien Melbourne, Vanessa Bowen and Emma Parker Sheraton Towers, Belinda Lee Duxton Hotel Melbourne, Kelly Micallef Rydges Hotels & Resorts, Steve Molnar Sheraton Noosa Resort & Spa, Justine Salame Hamilton Island, Deborah Richardson Tourism Whitsundays, Hilary Stone Laguna Whitsundays, Susan Magi Surfers Paradise Marriott, Andrew Oster Hyatt Regency Sanctuary Cove, Serena Palmer Mercure Grand Chalet Mt Buller, Angela Drake Hotel Watermark Gold Coast and Penny Glasson Dreamworld.

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## CONTACT US:

Phone: +613 9870 4611 - Fax: +613 9870 4622

Sue Wall: Sales Consultant  
[swall@conferencesolutions.com.au](mailto:swall@conferencesolutions.com.au)

Lou David: Sales Consultant  
[ldavid@conferencesolutions.com.au](mailto:ldavid@conferencesolutions.com.au)

Pam Conway: Industry Consultant  
[pconway@conferencesolutions.com.au](mailto:pconway@conferencesolutions.com.au)

Sue Currie: Sales Consultant  
[scurrie@conferencesolutions.com.au](mailto:scurrie@conferencesolutions.com.au)

Lisa Moloney: National Business Development Manager  
[lmoloney@conferencesolutions.com.au](mailto:lmoloney@conferencesolutions.com.au)

Stephanie Conyers: Administration Assistant  
[sconyers@conferencesolutions.com.au](mailto:sconyers@conferencesolutions.com.au)