



News from the floor

THE AIME 2014

welcome reception, "Pop-Up Melbourne" at Birrarung Marr was another fully sick Peter Jones event.



The capacity crowd of buyers, exhibitors and media who gathered on the Yarra's Middle Terrace literally rocked the night away in the surrounds of entertainers and pop-up caravans served food of every description.

With 20 AIMEs under his belt, CINZ's ceo Alan Trotter was at the MCEC bright and early to attend his final show.

And like the 'rock star' industry figure he is, he spoke enthusiastically about the next phase of his life, which includes much travelling and when pressed, did not rule out keeping his hand in.

In true Trotter fashion he assured **BEN** that, "I have all my sh*t together in one sock!"

Trying to get inside information about Brisbane's G20 Summit, the Brisbane Exhibition & Conference Centre's Gail Sawyer was tight-lipped about details.

"Even we aren't privy to anything beyond necessary."

On a sad note, we extend our heartfelt condolences to Malu Barrios, general manager at the SEC@GI whose mother passed away in the Philippines recently.

Malu, who is attending her funeral, is sure to be missed this year at AIME. *Jill*

Accor to take on Kakadu hotels

THE owners of the Crocodile Hotel and Cooinda Lodge in Kakadu National Park have signed a Memorandum of Understanding with Accor, which will manage the properties from 01 April 2014.

Accor will take over from IHG, which has announced it will no longer run the hotels after reaching a "mutual decision" with the owners (**BEN** Mon).

The Crocodile Hotel (pictured) is the largest Top End conference centre outside Darwin.

The hotels were the first major tourism properties developed in Australia by an Indigenous organisation (the Gagudju people), with Accor saying it will put a "greater focus on



Indigenous employment and engagement".

Kakadu Tourism chair Rex Wild said the organisation would look at ways of refreshing the Kakadu product and introduce new attractions, experiences and events to grow visitor numbers.

More ICC bookings

TWO more major events have been secured for the new International Convention Centre (ICC) Sydney, meaning the venue already has seven bookings worth an estimated \$50 million to the NSW economy three years before it opens in late 2016.

Last year Business Events Sydney confirmed five events worth \$30m (**BEN** 05 Nov), with yesterday's announcement adding the International Conference of the Institute of Internal Auditors 2017, with an expected 1600 delegates.

Also new is a "confidential" international meeting in 2022 with 1500 delegates and an estimated \$6m economic impact.

Shanghai tower

THE new Shanghai Tower is only a matter of metres away from reaching its full height of 632m.

However, the much anticipated opening of the Chinese city's tallest building is not scheduled until early 2015.

A few weeks ago, the tower reached 609m with construction on schedule according to the Shanghai Construction Group.

The 125 storey tower began in 2008 and will have four underground levels, as well as housing offices, retail space and a high-end hotel.

It will be divided into nine sections with different functions, separated by gardens or viewing platforms.

The building's architects say it will be one of China's greenest skyscrapers.

The tower's spiral shape was designed to minimise wind resistance and energy consumption, the architects said.

In the future, the new Shanghai Tower, Jin Mao Tower and Shanghai World Financial Center will be linked by underground passages leading to Shanghai's Metro stations.

Tangalooma venue

TANGALOOMA Island Resort in Queensland is today showcasing its new Waterfront Pavilion.

With capacity for up to 250 guests the air conditioned marquee is perfect for events or weddings - see **page six**.

New BECA chair

THE Business Events Council of Australia (BECA) is expected to shortly announce the appointment of Matt Hingerty as its new Chairman.

Hingerty is a former managing director of the Australian Tourism Export Council, and is currently ceo of government relations firm Barton Deakin.

His new role with BECA was revealed in the program for the AIME "CEO Summit" yesterday.

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business events news

19th February 2014

Marriott's 'appening

MARRIOTT

International has announced its meeting bookings app, Workspace On Demand, which allows meeting planners to book space via a mobile, tablet or the web.

Powered by LiquidSpace, the app allows people to book small meeting spaces, as well as lobby seating areas and communal tables.

Marriott said the app was being tested in the first quarter of this year after which it will roll out for use by planners globally.

The new application will join Marriott's new Red Coat Direct app (**BEN** 02 Dec 2013), allowing meeting organizers to change meeting request and preferences on their phone, such as temperature adjustments, coffee



refills or lunch serving times.

Requests can be made up to three days prior to the meeting as well as throughout it, routed to the event manager and relevant department that can fulfill the request.

The app will be launched in the US in May, and would be available globally by the end of this year in 19 languages, Marriott said.

It will be available on platforms including iOS, Android, Kindle Fire and laptops.

Key speaker for MEA

ERIC de Groot has been announced as a key speaker for MEA 2014, held in Kuala Lumpur.

One of the first meeting designers, de Groot co-wrote 'Into the Heart of Meetings – Basic Principles of Meeting Design'.

G20 in mystery!

SUCH is the security surrounding the G20 Summit being held in Brisbane in November this year, it's hard going trying to get information beyond cautiously released facts and figures.

What we do know is that the G20 will highlight the Queensland capital's capability of hosting world class events.

It is being held at the Brisbane Convention Centre and will be primarily a business event with the 2014 hosts, the Australian Federal Government, determining a strong agenda where business is done with substantive outcomes, driving jobs and growth for Australia.

14 November 2014 has been declared a public holiday in Brisbane, with the week leading up to the main summit being called 'Leaders Week.'

Leaders will be accompanied by several hundred support staff and the meeting will be attended by a delegation of 4,000 - along with around 3,000 international and national media.

It is the largest security operation in the history of Queensland with more than 5,000 police taking part.

There will be more than 30 motorcades carrying the delegates from the airport.



crumbs!



A NEW hotel focused on the corporate market is being added to London's hotel inventory - and it's no ordinary pub.

It's the *Sunborn London*, a 120 metre super yacht.

With an opening scheduled for March, it will be moored at the Royal Victoria Dock in East London, right next to the ExCel exhibition center, close to Canary Wharf and London City airport.

The ship, currently located at Naantali in Finland, will offer 138 rooms and suites set in five floors of floating luxury.

Currently undergoing an overhaul, it will complete its journey to the United Kingdom next month and will have all the facilities of a fine hotel including a restaurant, bar, conference and fitness facilities, and various outdoor terraces.

The ship even offers a conference room and a board room, seating 24.



THE ULURU MEETING PLACE

WINNER 3 AUSTRALIAN TOURISM AWARDS

Uluru Meeting Place and Ayers Rock Resort received top honours at this year's Australian Tourism Awards. The Uluru Meeting Place was named best Business Tourism facility in Australia, the Indigenous Tourism program was awarded Silver and five star Sails in the Desert was awarded Bronze for Luxury Accommodation, making it in the top three luxury hotels in Australia.

Chat to us today to plan your next event at the Uluru Meeting Place

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conferences@voyages.com.au



New centre for Fiji



SHERATON and Westin Resorts Fiji have confirmed the construction of a permanent convention centre for Denarau, Fiji.

The Denarau Island Convention Centre is due for completion at the end of March in time to host the Fijian Tourism Expo on 5 May.

With a capacity of 1200 seated guests, the permanent centre replaces the marquee which was there previously, Starwood Hotels and Resorts regional director of sales Daniella Tonetto said, speaking at AIME 2014.

Tonetto said Starwood was also expanding further in Australia, with letters of intent signed for management contracts in Brisbane, Perth and Melbourne.

Melbourne would have another three properties, she said, and Starwood was looking to be back in the New Zealand market soon.

When asked if this meant this year, Tonetto said she hoped so.

Starwood has six new properties for the Asia Pacific region in 2014, including two in Australia,

with a third to open in Perth in 2017, and has completed several renovation projects including the Four Points by Sheraton Sydney (pictured), which was undergoing a \$160m development with a third tower being added, giving it 230 more rooms.

Domestic travel dominated with 75% of Starwood's business coming from domestic tourism, with a 14.6% increase in room nights from 2011 to 2012.

Travellers from China were on the rise, with a 22% increase in room nights year on year from 2012 to 2013.

This was the second largest inbound market for Australia and was a high yielding market segment, Tonetto said.

Pullman's conf pull

PULLMAN Melbourne Albert Park will unveil two new meeting rooms next week.

Pullman says the new rooms make it the largest hotel based conference centre in Melbourne.

The Victoria and Albert rooms and pre-function spaces hold up to 50 people, and will up the hotel's event spaces to 31, or more than 2600 sqm in total.

The new rooms follow a multimillion dollar refurbishment last year, it said.

The hotel is offering a special for new bookings for events held before 31 May at Pullman or Mercure Melbourne Albert Park, with accommodation from \$165 including complimentary internet, \$76 full day delegate package, with complimentary internet.

Tremendous NZ year

HERITAGE Hotels has had a "tremendous" start to the year, according to Heritage Hotel Management NZ general manager of marketing and sales Tony Howlett.

Speaking at AIME, Howlett said the international side of numbers had lifted, from the likes of China and Australia, the UK and Japan, from 2013 and into this year.

Heritage was hoping to acquire up to 10 additional properties in 2014 over a mix of brand tiers and in various areas of New Zealand, Howlett said.

Forward bookings for meetings and events were fairly strong, with the NZ economy's positive outlook helping domestic corporate meetings and incentives (CMI) business, Howlett said.

Things the NZ hotel industry could do better included adapting to change better, looking to innovation and adapting to guests' needs, he said.

In this vein, Heritage was about to embark on a six month trial at CityLife in Auckland of an app, called Guest Folder, which focused on interaction with guests and maintaining contact, Howlett said.

The app was a way of communicating with guests and providing information which would enhance their stay, he said.

Average room rates in NZ underperformed, compared with Australia, and had done for a number of years, Howlett said, but this was balancing and were reaching a more sustainable level.

"We needed to see some growth and that seems to be happening."

Heritage Auckland has an AIME special, of NZ\$159 per night for a superior room including WiFi, and a daily delegate rate from NZ\$58.50, valid for bookings made for an event held between May to Aug 2014.

Heritage Queenstown also has an AIME special, of NZ\$149 per night with breakfast included based on single occupancy, and a daily delegate package of NZ\$60 per day for new bookings for selected winter dates.



Dockside's 3 prongs

DOCKSIDE Group has announced a three-pronged approach to its overall business strategy for this year.

This includes a corporate rebrand, the award of a three year catering contract for the Sydney Exhibition Centre @ Glebe Island and the launch of the Dockside Pavilion Darling Harbour (**BEN** 13 Dec) in July if not sooner.

Dockside said the Pavilion was a major strategy to keep Sydney open and a desirable destination for business events whilst the Sydney Convention and Exhibition Centre is being redeveloped, and caters for up to 1,400 seated and 2,000 standing.

There had been a lot of interest in the Pavilion, including several three year bookings, Dockside said.

There was life for the Pavilion at the end of 2016, with Dockside hoping to see it stay in Sydney.



WIN TICKETS TO STRICTLY BALLROOM

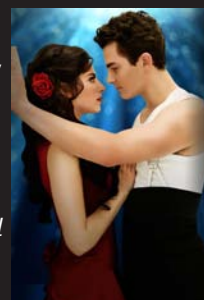
Everyday this week **BEN** is giving away double passes to *Strictly Ballroom the Musical* playing at the Sydney Lyric in March.

Strictly Ballroom the Musical is the inspiring story of

a championship ballroom dancer who defies all the rules to follow his heart.

To win, be the first person to send in the answer to the question below to:

comp@businesseventsnews.com.au



Who played Scott in the movie?

Congratulations to yesterday's winner Soroor Arabzadeh from Event Travel Management.

Malaysia discounts

MALAYSIA Airlines has partnered with the Malaysia Convention & Exhibition Bureau to offer discounts to delegates, families and speakers attending MEA 2014.

The conference will be held outside Australia for the first time, in Kuala Lumpur, and Malaysia Airlines is offering delegates and their families a 15% discount on best market fares, and a 20% discount to speakers.

Look what's cooking at AIME!

WACKY

giant chefs, fabulous musical performers, balloon animals and an array of fabulous food and wine combined to make AIME's opening reception on Mon night a stunning success.

Held in Melbourne's riverside Birrarung Marr park, revellers networked, danced, renewed acquaintances and generally kicked up their heels - the ideal preparation for two days of business on the show floor.

Lots more pictures from AIME on the Business Events News website at businesseventsnews.com.au as well as on our Facebook page at facebook.com/BusEvNews.



business events news

19th February 2014

RIGHT: Max Turpin of Conference Focus with Paul Levrier from Destination Asia.

BELOW: Anna Stewart, QCI; Mary Helen Farrell, Kuala Lumpur Convention Centre; and Margie Stewart, Royal South Yarra Lawn Club.



RIGHT: Literally lighting up the night with live music.

AND on the show floor...



LEFT: Consuelo Jones from Philippines Tourism pointing out what's important.

BELOW: Preparing for a big reopening are Dean Walsh and Anna Guilan from the freshly rebranded One & Only Hayman Island.



ABOVE: Jaysen Westbury from AFTA was spotted visiting the Dubai Tourism stand at AIME.

He's pictured with some of the team from the Dubai Department of Tourism and Commerce Marketing: Mohammed Essa Al Sheikh, head of Asia & Australia Region; Julie King, Australia/NZ director; and Veronica Rainbird, gm Trade Relationships and Partnerships.



LEFT: Check out the big smiles on the Disney Destinations Stand. Standing with Lightning McQueen are Martin Leung, Lee Siefken and Nicole Bennett.



business events news

12th February 2014

PCMA urges links with societies

PROFESSIONAL Convention Management Association (PCMA) chief operating officer Sherrif Karamat said Australia could attract congresses and conferences by getting involved with societies based in Australia.

There were more than 800 board members of medical organisations headquartered in Australia and the business events industry could engage with these board members to attract various medical and other conventions to the country, Karamat said, speaking at the Business Events Week media conference.

Another way to attract events business was to look at what was happening in the region. Australia had a number of Asia Pacific-centric societies, headquartered in Australia, and fostering this, and the growth, research and industry which grew out of this, could result in more

events business for the country, Karamat said.

A US economic significance study conducted by a consortium of industry players found travel and tourism represented US\$865b in direct spend, with the meetings industry comprising US\$280b, and the meetings share of the travel and tourism sector representing US\$130b, in 2012.

Difficulties that Australia faced included managing global teams, increased regulations, the differences in intellectual property rights between Western countries and some Asian countries and the speed of change of societies, particularly the dissemination of information, Karamat said.

NZ graduate scheme

THE Claudelands Conference and Exhibition Centre, located in Hamilton, NZ, has announced the launch of a new Graduate Development Program which aims to give young people the opportunity to establish a career in the business events industry.

Claimed as a first in the NZ market, the 18-month program will "nurture and develop emerging event sector professionals," according to a statement from Hamilton City Council which owns the facility.

As well as practical experience across all segments of operations, the program includes an Entertainment and Event Venues Core Skills Certificate offered by Events Venues Association of NZ.

Metro long stay deal

METRO Apartments in Sydney's Darling Harbour has released a new corporate long stay package priced from just \$199 per night.

That's more than 50% off the normal \$440 nightly rate, and applies to minimum 7 night stays in a loft style apartment with complimentary wi-fi internet.

The deal, along with a major refurbishment last year, is aimed to help ensure the property maintains strong occupancy following the closure of the Sydney Convention and Exhibition Centre - details 1800 004 321.

New Uluru encounters

VOYAGES Ayers Rock Resort yesterday announced an expansion of its programs for business events groups, with more Indigenous experiences boosting options for meeting planners.

The brand new Round Robin team building activity is a two hour "cultural energiser" which combines 30 minutes on each of four activities, costing just \$75 per person.

The suite of options includes dot painting workshops, an Indigenous dance workshop, a didgeridoo session or even spear and boomerang throwing lessons.

Also new is a CSR educational component option, which gives delegates a deeper understanding of the Indigenous Training and Development activities carried out at the resort via the National Indigenous Training Academy.

A 30-60 minute presentation



hosted by the management team and a traditional Anangu owner gives the opportunity to learn about community projects.

Money raised via the initiative goes directly to the Mutitjulu Foundation.

The implementation of the new program follows a successful pilot, with Voyages sales chief Ray Stone saying "the positive response from conference delegates to the trial of this presentation was so strong that we knew it would be a successful regular option".

tony wragg's techtalk

Technology made simple for small business

'Phablet' sales set to soar

Sales of big-screen smartphones will soar in coming years as people who game or watch videos on

the go opt for "phablets" with near tablet-size views.

Phablets, a moniker created by combining the words "phone" and "tablet," will prove particularly popular among mobile gamers in South Korea and in China, where people will be drawn to high-quality viewing of online content, according to Britain-based Juniper Research.

Juniper has forecast that shipments of phablets, typically described as smartphones with screens of 5.6 inches (142 mm) or more when measured diagonally, will breach 120 million units by the year 2018.

An estimated 20 million phablets were shipped last year, according to Juniper.

The phablet market will be dominated by devices powered either by Microsoft's Windows or Google's Android operating

systems - unless Apple weighs in with a big-screen iPhone, Juniper predicted.



"This dynamic could change dramatically if the rumours of an Apple phablet, which meets Juniper's definition of a 5.6-inch display, were to

be realised," the research firm said in its report.

Apple is fighting for share in China's competitive smartphone market, with chief executive Tim Cook personally taking part in the launch this month of iPhone on the country's biggest wireless provider, China Mobile.

Article adapted from a story in The Australian

To check out the latest tech news for small business visit Tony Wragg's TechTalk online at tonystechtalk.com.au.



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Enviably Conferences

Small price tag



Introducing Tangalooma's newest beachfront venue, the Waterfront Pavilion.

Enviably situated on the pristine shoreline overlooking Moreton Bay, this private slice of absolute ocean frontage caters specifically to conferences, events and wedding receptions. The elegant white marquee-style structure boasts

4 meter ceilings, PA system and stage and dance floor additions are optional.

At 30m in length by 15m wide, the air-conditioned Pavilion comfortably seats up to 250 guests indoors. Or step outside into the private garden gazebo, the perfect sanctuary to entertain up to 100 guests with cocktails and canapes.

Extend your stay overnight for only \$99* per room for all bookings made until 30 June 2014.

To find out more, contact
corporate@tangalooma.com

*based on single share. Only valid for conferences and events. Surcharges apply to school holidays and public holidays. No daily maid service included.

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