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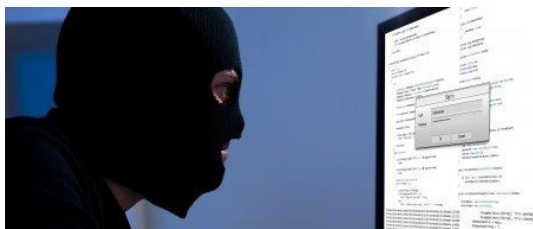
BEWARE CONFERENCE SCAMS

PCOs are being warned to take a second look at conference registrations before issuing refunds after a scammer relentlessly attempted to claim back a deposit which did not belong to them.

CC Conferences & Corporate Events director David Dymott made **BEN** aware of the fraud attempt earlier this week, after he received an email requesting a refund from someone posing as the registrant.

The email read: "Two days ago I was travelling with my colleague Darren, my boss and I, as we're coming from a business trip, there was a fatal accident as our car skid off the road and hit a tree [sic]."

The scammer, who referred to themselves as Margaret Jones in the communication, then writes that her boss died suddenly on



the scene and her colleague sustained serious injuries.

As a result, 'Jones' requested the deposit be refunded into a replacement card as the original card was lost in the accident.

Dymott said the email author then provided bank details for the refund, before calling and emailing multiple times a day to find out when they would receive payment.

"Needless to say I advised that we were unable to refund to a different card than that used to pay for the registration," he said.

Dymott then launched an investigation on the scammer

and found that the business name given was falsified and the address registered was attached to a residential home in Orange, NSW.

Further digging also revealed the phone number diverted to an overseas line and the original registration was made from an IP address in San Jose, California in the US.

A refund of \$4,466.00 was later made to the original card given, which turned out not to be cancelled.

"I am sure there are plenty of fraudsters and scammers out there and it is hard as a conference organiser to screen all registrations," said Dymott.

"But if I can at least prevent one cardholder from being duped then this is worth the time."

Today's issue of BEN

Business Events News today has three pages of news plus the latest **BEN** Christmas Venue Guide on **page four**.

Corroboree West

THE Gold Coast has secured the rights to host Tourism Australia's inaugural Corroboree West forum next year, one of the largest forums for 'Aussie Specialist' int'l frontline travel agents.

Qld Minister for Tourism and Major Events Kate Jones said it was a "great win for the Gold Coast and Queensland".

"This is a major boost on the back of record visitation and expenditure growth this year where we welcomed 2.5 million international visitors who spent \$5.1 billion in the year to Jun."

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AIME ENHANCEMENTS

NEXT year's Asia-Pacific Incentives & Meetings Expo (AIME) is promising to deliver "the strongest ever Hosted Buyer offering" for the event's 25th anniversary.

The Hosted Buyer program application process has been simplified and the Appointment System has upgraded

matchmaking software to schedule relevant meetings with exhibitors, based on buyer preferences and availability.

For the first time, event management company BI WORLDWIDE will support hosted buyers by organising travel consultation and flight bookings, through to onsite transport and logistics.

Ian Wainwright, event director – AIME, Reed Travel Exhibitions said the changes aim to attract more quality hosted buyers.

"With AIME reflective of the global events industry, we are looking to attract more international event organisers and have teams on the ground

in London, New York, Mexico City, Abu Dhabi, Sydney and Beijing, who are actively seeking event organisers to be part of the AIME Hosted Buyer program," Wainwright said.

The Hosted Buyer online application launches today, to apply to be hosted, **CLICK HERE**.

ChCh MICE win

CHRISTCHURCH is set to host the Scientific Committee on Antarctic Research (SCAR) International Biology Symposium in 2021, making it the second major int'l conference win for the South Island city this week.

Caroline Blanchfield of the Christchurch and Canterbury Convention Bureau said the symposium will attract 350 of the world's top Antarctic scientists and bring an estimated economic impact of \$730,000 to the city.

Washington given a taste of biz in Syd

BUSINESS Events Sydney (BESydney) and ICC Sydney teamed up to host clients at a reception at the Australian Embassy in Washington this week ahead of The International Sydney Speaker Series.

BESydney ceo Lyn Lewis-Smith said the "Sydney Speaker Series has helped us to connect with key decision makers in market, drive conversations to better understand their objectives and roadblocks, and hopefully we will see these efforts transformed into future partnerships".

This year's series aimed at helping associations meet the challenges in the rapidly changing global environment.



■ **LIONS** enjoy wedding cake too.

A zoo in India has thrown a wedding party for two lions in the hope of drawing visitors and encouraging the animals to mate.

Some 400 guests attended the reception, which came complete with a 10kg heart-shaped "wedding cake" made for the couple from meat.

The lion named Nabha, was brought from the Rangpur zoo three weeks ago to Bangladesh zoo to breed with lioness Nova.

A pre-wedding party with a concert was also held for school children.

Nova was born in the zoo some 11 years ago and has been without a male partner.

ICC management team moves in



ICC Sydney's Management team is officially in the house, having completed a four-day move from two pre-opening offices to the new Darling Harbour address.

The venue is now technically complete and its three month testing and commissioning phase is underway.

ICC Sydney will host 25 non-commercial test events for industry and stakeholders, including meetings and evening ceremonies, as well as a packed schedule of room set ups and client site inspections.

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Sands treats MICE industry



MICE VIPs including *Business Events News* were treated to an exquisite dining experience last week at Tetsuya's Sydney thanks to Marina Bay Sands Singapore (MBS) and Sands Resorts Cotai Strip Macao.

Representatives informed key industry partners about the latest MICE offerings at their various properties.

Vice president of sales at Marina Bay Sands Singapore Michael B. Lee spoke of the integrated resort's "enormous success" on the MICE scene.

"This year we hosted Forever Living with some 7,000 attendees then we brought in Flight Centre, for their global ball," he said, listing just a few of the big names to hold their conference at the venue.

He also announced MBS had added a personal shopping service particularly geared towards MICE programs.

Sands Expo and Convention Centre is Singapore's largest meeting space spanning 120,000m² with 250 meeting

rooms, Southeast Asia's largest ballroom, and the capacity to host 2,000 exhibition booths.

MEANWHILE vice president of destination marketing and sales of Sands Macao Ruth Boston proudly announced the "newest jewel" in their crown, The Parisian Macao.

"Macao is now a serious contender on the global stage when it comes to MICE," remarked Boston.

The 3,000 room property, which opened earlier this month, features 5,200m² of meeting space.

"It's a very intimate space for meeting planners."

"We have a beautiful outdoor event deck which has standing room for about 500 and overlooks the Cotai Strip and the Eiffel Tower," she continued.

Pictured (left) at the dinner is Belinda Tilling of Eventscape who won accommodation at Sands Resorts Macao on the evening together with Ruth Boston.



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TPHE recognised

THE Production House Events (TPHE) has been awarded "best conference" at this year's Asia Pacific MICE Awards in Singapore for their work on the 2016 Non-Surgical Symposium.

The awards were judged by 15 leading MICE experts.

Gojima Sydney debut

SOKYO and Kiyomi executive chef, Chase Kojima, has announced plans to open a new casual dining restaurant at The Star Sydney.

The eatery will open later this year in the space opposite Momofuku Seiobo.

While the Gojima offering is casual, chef Kojima said the menu will utilise the same high-quality product seen at Sokyo and Kiyomi.

"We can't wait to introduce Gojima and our rice burgers to Sydney...rice burgers are an exciting food concept, offering guests a contemporary taste of Japan that's unique and delicious and, we're taking them to the next level."

TD Airlines survey

PCOS, event planners and business travellers are invited to take part in *BEN* and *TD's* Airlines and Airfares study (see **page two**).

Those who take the survey will go into the draw to win a FitBit Charge 2 as well as Event Cinemas movie tickets.

The results will be published in *travelBulletin* in Nov - **CLICK HERE** to enter.

BEN ON *BEN*



Each month Business Manager for inPlace Recruitment, **Ben Carnegie**, writes his observations from the recruiter's perspective to help job hunters find the perfect job. Ben has over 15 years working in five-star hotels and the MICE industry and has worked on some of Australia's biggest events.

Succession planning

SUCCESSION planning by definition is identifying and developing new leaders who can replace old leaders when they retire or die! The importance on this is still paramount but in current times, is not purely focused on leadership. Event companies really need plans in place for all levels. Employers prefer to take new blood with the exact skill set of the person leaving to avoid periods of lowered productivity whilst the new team members grow into their job. This is not always possible and by having defined succession plans for your team, should a senior manager leave, the continuity with your clients should be maintained when promoting from within. An added bonus is a clearly defined career path for all employees which will also improve staff retention. As leaders leave, everyone can take a step up creating opportunities for those starting out. Dedicate time to this and your business will be much more sustainable.

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CHRISTMAS VENUE GUIDE


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