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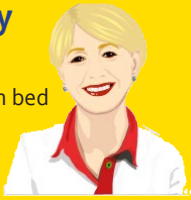
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## Remotely true...

**SITTING** up in bed with a hotel room service tray on your lap, have you ever considered how hygienic this practice is?



New research points to the fact that the bathroom and not the bedroom is actually the most hygienic place to eat.

While dining in the loo is unlikely to appeal to most travellers, the study found that, as bathrooms are regularly and thoroughly cleaned, they usually contain the least amount of bacteria.

Mattresses and duvets, however, are rarely cleaned, making them among the dirtiest places in the average hotel room.

The British research, which included a poll of female travellers, was carried out by Check Safety First, a firm that offers health and safety risk management systems to hotels.

The company quotes statistics claiming that poor hygiene is responsible for one in five women suffering from some form of illness during a hotel stay.

Other places containing a high level of bacteria were tea-and-coffee-making equipment and television remotes, which makes you wonder where they've been....*Jill.*

## Adelphi Hotel closes

**MELBOURNE'S** iconic Adelphi Hotel has shut its doors.

The closure of the 35 room Flinders Lane property by parent company the Gabriel Hotels Group, follows a wind-up order issued by the Taxation Office.

According to *The Australian*, Gabriel Hotels Group director Damien Hodgkinson said the ATO was owed \$150,000.

"It's been a difficult time for the tourism industry," he said, blaming the poorly performing domestic tourism sector along with a large construction project in nearby Collins Street for the hotel's demise.

## EEAA's strong AIME program

**A STRONG** program of events to support AIME 2013 and the inaugural



### EXHIBITION & EVENT ASSOCIATION OF AUSTRALASIA

Business Events Week has been promised by the Exhibition and Event Association of Australasia (EEAA).

Business Events Week (**BEN** Wed) will take place from 24 Feb with a full calendar of activities which showcase the value of business events to Victoria and Australia.

As well as AIME, the Tourism and Transport Forum will host a special breakfast with the topic 'Why Business Events Matter,' while the Melbourne Convention and Exhibition Centre will hold the inaugural Open Space event including a "captivating plenary session with influential business leaders," followed by a public open-air event to engage the Victorian community.

Leveraging this international event to build the voice of the exhibition industry and to brief stakeholders on the important role exhibitions play in driving high-yield business across a broad range of industries, EEAA general manager Joyce DiMascio outlined the program of activity, including:

- the Board will hold its first meeting for 2013;
- a media conference will be hosted in collaboration with MEA, AACB and BECA;
- hosting of the Young Stars Leaders Table, an on-going EEAA initiative to provide a mentoring and development platform for industry members under the age of 35 and
- for the first time the EEAA will have a stand on the AIME floor to meet with key buyers and visitors from the meetings and incentives industry around the world.

DiMascio went on to say, "The establishment of this event demonstrates the effectiveness of the industry as a highly effective

marketing channel.

"It presents the EEAA with an important opportunity to promote the importance of the work done by our members and the growing economic impact of the industry," she said.

"Business Events Week has the potential to grow into a national program and we are delighted to support the rollout by holding two events specifically under the umbrella of Business Events Week."

In 2013, EEAA members will be launching 20 new shows across a broad range of industries and to spread the message through AIME and Business Events Week.

EEAA representatives will be on stand No. 2140.

## Spencer re-brands



**AFTER** identifying an area in the existing business for further growth through conferences

and events, Penny Spencer who operates the successful corporate and retail travel agency Spencer Travel Pty Ltd has re-branded its fledgling MICE division.

Spencer, together with Kahlia Ericson, a MICE industry expert and already busy organising and managing conferences and events with both existing and new clients, has re-named the business Spencer Conferences and Events Pty Ltd.

"To take the successful model of Spencer Travel and now replicate this to the MICE industry is an exciting new challenge and Kahlia is the ideal partner to ensure we stand out," Spencer said.

## Take a MICE tablet

**STARWOOD** Hotels and Resorts is today promoting its current MICE incentive (**BEN** 23 Jan), with double Starpoints on offer for meetings booked at participating Asia-Pacific properties by 31 Mar.

Bookers will also receive a mini tablet device for individual group bookings above US\$18,000 or a tablet for individual groups above US\$25,000 - for details see the **front full page** of today's issue of **Business Events News**.

## Eventful Gold Coast

**BINNA** Burra's Off-track Wild Walks, Southport General Cemetery Ghost Tour, and Gin Palace & Open Air Movies at Palazzo Versace are among some of the new offerings available on the Gold Coast.

Also new for the destination are Currumbin's Australiana and Sheep Shearing Show & Jupiters new theatre show, Momentum, which moves to the hotel/casino on 1 March after four years of sellouts in Buenos Aires.

All these events provide the perfect base on which to build your own event - for info see [www.visitgoldcoast.com/events](http://www.visitgoldcoast.com/events).

## Today's issue of BEN

**Business Events News** today includes a special front full page from **Starwood Hotels and Resorts** promoting the special double Starpoints offer, plus a full page from: (**click**)

- Rendezvous Hotels

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# business events news

8th February 2013

## Mantra revives its delegates



**THE** completion of a \$3 million upgrade to the Mantra Mooloolaba Beach rooms, public areas and facilities, has seen a brand new 'Delegate Reviver Zone' created.

The 'zone', which allows delegates to refresh their mind, encourage creativity, and refocus on business, includes exercise bikes, exercise balls, iPod/iPhone docking stations and headphones, iPads fitted to game consoles with loaded arcade games, juggling balls and "how to" guide, bean bags, ottomans, fresh juices, a selection of fruit and daily newspapers.

With more than 260

conferences and events held at the resort each year, extensive upgrades have been made to the resort's conference rooms and boardroom over the last 12 months,

Full Day Delegate Packages start from \$49 pp and include arrival tea and coffee, morning tea, lunch and afternoon tea, conference room hire, equipment and standard conference supplies, as well as complimentary presenter wi-fi.

Accommodation in a one bedroom apartment starts from \$154 per night - for details visit [www.mantra.com.au/special-offers/sunshine-coast](http://www.mantra.com.au/special-offers/sunshine-coast)

## Railway gets shunted

**TASMANIA'S** West Coast Wilderness Railway, one of the state's major tourism drawcards, is to close in April.

With \$20 million needed to be spent on the line, which is owned by the State Government and maintained by the Federal Group, the closure comes after a decade of operation.

Tim Morris MP, Greens tourism spokesperson, said the closure was a disappointing blow for the west coast community and tourism businesses, urging the Minister for Tourism Scott Bacon to work with the iconic tourism company to find viable options for keeping the railway open.

"The permanent closure of the West Coast Wilderness Railway would be a terrible setback for businesses in Queenstown and Strahan, so it's important to explore all options for keeping it operating," Morris said.

## Taiwan's bumper 2013

**FIGURES** released by the Taiwan Tourism Bureau show that more than 78,000 Australians visited the destination across 2012, setting a new visitor arrival record.

The 78,145 figure represents a close on 7% jump over the 73,061 total recorded year on year.

The 2012 tally was boosted by 9,962 Australians visiting Taiwan in December, a 9.58% increase over the 9,091 figure recorded for the corresponding month in 2011.

With seven million international visitor arrivals recorded up until December and in keeping with its aspirations to attract 15 million visitors annually by 2015, Taiwan is gearing up to stage what local tourism officials say will act as a major catalyst for this increased growth, the destination's biggest ever 12 month calendar of events.

Come and visit us at AIME on stand 1322



## AIBTM's 40% Increase

**AIBTM** 2013, (Americas Incentive, Business Travel & Meetings Exhibition) reports pre-show buzz is building as exhibitors sign up as group coordinators (GCOs) at a record pace.

Participation from both exhibitors and GCOs has surpassed last January's show numbers - with GCO signups showing an increase of 40%.

Among the new exhibitors already confirmed are United Airlines, Monaco Government Tourist & Convention Authority, Sustainable Travel/Namibia Tourism, Visit Anchorage, Orient-Express, Sonesta Collection, Serbia, Savoya and many others.

## Sebel becomes Yarra Valley Lodge



**THE** Sebel Heritage Yarra Valley, located within the grounds of the Heritage Golf & Country Club, has officially changed its name to Yarra Valley Lodge.

Now backed by the team at Auspac Hotels and Resorts, who specialise in managing boutique hotels in regional locations, Yarra Valley Lodge's general manager, Anthony LoGiusto said he is excited by the hotel's new management team and stressed that the change in name did not signify a change in the operating standards of the hotel.

"We want to take Yarra Valley Lodge back to being one of the region's most significant hotels and while we have a new logo and badge above the door, nothing else has changed.

"We will continue to provide our guests with the same level of service and facilities they've enjoyed over the past 11 years, but with a greater focus on our region's many treasures," says LoGiusto.



## crumbs!

'KISS me Ketut,' 'Hot Licks tour' and 'Guns & Roses' may be fairly innocuous logos to have printed on a t-shirt, but there was somewhat of a reaction recently when a passenger boarded a Qantas Auckland flight for Sydney with something more offbeat.

The passenger's shirt carried the wording: "My name is Inigo Montoya. You killed my father. Prepare to die" - and it apparently went over like a lead balloon.

While some fellow fliers recognised that the line was from the swashbuckling 1987 film *The Princess Bride*, other passengers, freaked out by what they perceived as a threat, told cabin crew they felt very concerned by the t-shirt's message.

A Qantas spokesman said the dispute had been settled on board the flight.

"Qantas does have dress standards for passengers travelling on our aircraft... particularly for slogans which other passengers may find offensive or threatening," he added.

## Nemonic takes AIME

**NEMONIC** Concepts, who moved to Sydney's northside during the summer months have a new postal address at PO Box 9, Artarmon NSW 1570.

They have also announced that Rusmice - Events & Motivation in Russia have joined the Nemonic portfolio.

Rusmice's director of sales, Natalya Anikeeva is well known to the Australasian market.

**MEANWHILE**, Wedgewood DMC, recently voted No.1 DMC in the world and committed to the Australian/New Zealand market, will have managers from their UK, Spain, New York and Cape Town offices participating at AIME on stand 3122, while Condor Travel South America, exhibiting for their eighth consecutive year, will co-share with LAN Airlines on Stand 3724.



### Abram joins Raffles

ANDREW

Abram has been appointed general manager of Raffles Dubai.

Abram succeeds Peter French, who was promoted

last year to president of Raffles Hotels & Resorts and has held the position of regional vice president - Europe, Middle East & Africa for Raffles Hotels & Resort as well as general manager of Raffles Dubai.

Abram who joins Raffles from the Mandarin Oriental Hotel Group, was most recently general manager of the Mandarin Oriental Dhara Dhevi in Chiang Mai, Thailand.



### AV1 does it again

IF you happened to be one of the 3,000 fortunate attendees at the New Year's Eve event at Barangaroo this year, with its street performers, jumping castles, children's activities, food and drinks, or were wondering, "who the heck provided the audiovisual production," it was AV1, for the second year running.

They supplied the full range audio system, 44 square metre outdoor LED screen, presentation and music playback, video recording, TV connection for a live cross to Channel 9, and post event video production.

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## MEA splits program into 5

IN recognition of its widely diverse membership base, Meetings and Events Australia (MEA) has broken the program for its upcoming national conference into five distinct topic themes.

MEA's program committee were charged with identifying the current topics, trends and challenges that are in the industry at present.

Scott Lovett, MEA 2013 Program Chair said that they came up with the five key areas: Leadership;

State of the Nation; Global Trends; Asia; and Innovation.

He said these represent the "broad areas of interest and opportunity within the membership," with the conference once again aiming to "inspire and ignite the conversation" this year.

The MEA 26th National Conference will take place at Skycity Darwin 4-7 May, with earlybird registrations closing this weekend.

See [www.mea.org.au](http://www.mea.org.au).

### Crown Perth dishes it up to a high standard

CROWN Perth has gained one of the highest food standard credentials in the country, winning the internationally recognised certification ISO 22000 and 3rd Party HACCP standard by the BSI Group for its Food Safety Management Systems.

To qualify for the ISO 22000, an international, generic Food Safety Management System standard that defines a set of general food safety requirements applies to all organisations in the food chain.

With the resort's restaurants delivering more than 10,000 meals every day, all areas of the business were involved in gaining the accolade with banqueting (Conventions) and all retail restaurants (Hotels, VIP and Gaming) and the staff dining room coming under close scrutiny by the auditor who was on site checking everything at the WA property for five days during November last year.

### EIBTM supports key events



EIBTM kicked off 2013 by supporting a number of key events in the meetings industry calendar across the globe.

For example, during the month of January they supported the Fresh Conference, which took place in Copenhagen from the 13-15 January, an event committed to exploring and sharing new insights into meeting design and demonstrating them to attendees in the most practical way possible.

David Benitez, "IBTM Talks" project manager, Reed Travel Exhibitions (UK) and Amber Zhang, CIBTM Hosted Buyer program director, Reed Travel Exhibitions (Hong Kong) also took part in a round table discussion "Motivation programs as a tool for increasing the event efficiency and quality" at the EFEA which took place in St. Petersburg, Russia from 23-25 January.

The EIBTM show team were also supporters of the launch event for the Sustainable Events Summit, which took place in London on 24 Jan at The Crystal.



SINGAPORE is a vibrant, global city offering a world of opportunities to create winning solutions for all event organisers.

Against a backdrop of new developments, world-class hotels and facilities and the city's continual transformation it has proven itself as a leading destination for business events and the MICE industry.

In 2011, the number of business visitors to the city-state rose to 3.2m, an increase of 2.6% from 2010, forming 24% of total visitorship to Singapore.

And in the past 12 months, Singapore has further enhanced its offerings with the launch of Gardens by the Bay and the Marina Bay Cruise Centre, significantly extending the array of off-site venue and experience options for business event organisers.

The city has also welcomed the increase in hotel openings in recent years, offering visitors a mix of edgy boutique hotels and landmark luxury accommodation, including: The W Hotel Singapore at Sentosa Cove, Parkroyal on Pickering and refurbishments of the Pan Pacific Singapore and Shangri-La Singapore.

As South-east Asia's hub, Singapore's excellent air connectivity, ease, concentration and variety of business and leisure activities are key drawcards for event planners.

This constantly evolving city also means that you can keep returning to Singapore and have new experiences each time.

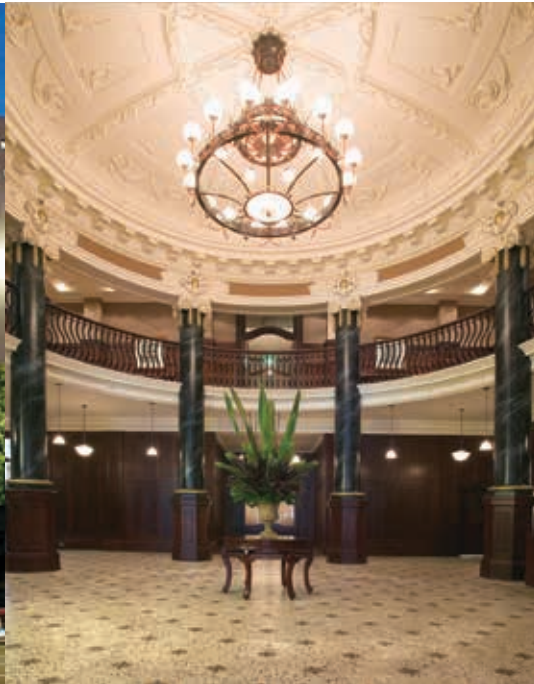
For more information on planning an event in Singapore visit the special website at: [www.yoursingapore.com/mice](http://www.yoursingapore.com/mice).



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\* Rendezvous Grand Hotel Auckland and Rendezvous Grand Hotel Melbourne bookings must be confirmed between 01/12/12 and 31/07/13 and held by 31/12/13. Rendezvous Hotel Perth bookings must be confirmed between 01/12/12 and 31/03/13 and held by 31/12/13. Offer is only applicable to new bookings with a minimum of 30 Smart Meeting Residential Packages and cannot be combined or used in conjunction with any other special offer or promotion. The discount will be applied on payment of the final invoice. The offer is subject to availability, rates may change and blackout dates may apply. ^ Refer to the website for full competition details.

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