



## Today's issue of BEN

Business Events News today has two pages of news.

## GC appoints

**DESTINATION** Gold Coast has appointed Fion Huang to the newly created position of Senior Business Development Manager, Asia.

Huang will be responsible for securing new conference and incentive business for the Gold Coast, working with corporate and incentive clients within Greater China and South East Asia.

Prior to her relocation to the Gold Coast, she worked in similar positions for a number of int'l hotels in China, most recently with the Portman Ritz-Carlton, Shanghai and Park Hyatt Shanghai.

## Health & Safety

**THE** official trade show of #SAFETYSCAPE, the Workplace Health & Safety Show is set to bring together the health and safety sector to Sydney's International Convention Centre on 22-23 May 2019.

Taking place in Sydney for the very first time, #SAFETYSCAPE is an initiative of the Safety Institute of Australia and is a week-long program of events, workshops, forums, seminars and conferences.

Led by the Safety Institute of Australia, over 100 brands will be exhibiting at the show this year including Zap Cap Safety, Shamir, Avery, MSA Australia and Ferno.

To register [CLICK HERE](#).

# AIRBNB ACQUIRES GAEST.COM

**AIRBNB** has shared its plans to acquire Denmark based startup Gaest.com, an online marketplace which offers on-demand meeting venues for short-term use.

Guests can book spaces on Gaest.com for interviews, meetings, workshops, team building events, and even photoshoots, while hosts can list their own spaces for rent to reach business professionals, and can optionally provide add-ons and other services.

"Our dream from day one has been to make it easier, faster, and more cost-effective to list, discover, and book unique spaces that spark creativity, motivate interaction and

encourage knowledge sharing," said Gaest.com co-founder and Chief Executive Officer, Anders Mogensen.

In response to the acquisition the home-sharing company stated that the acquisition will help "all professionals feel a sense of belonging at work by connecting them with the unique spaces they need for meetings and events".

Airbnb also said that working professionals at times spend more than half their "waking hours at work".

Therefore, "meetings and events offer a unique opportunity for Airbnb to address local use cases and support our full community

of diverse professionals," the company stated.

David Holyoke, Global Head of Airbnb for Work said, "we imagine a world where anyone can share their space for professional events and, in the longer term, for celebrations.

"Bringing in a leadership team with strong domain knowledge allows us to accelerate our work in this area, and more importantly Gaest.com and Airbnb share a vision of helping every space owner become entrepreneurs through sharing their spaces with those who need it," he said.

Gaest.com will continue to operate as its own platform for the foreseeable future.

## M&OP refresh

**MELBOURNE** & Olympic Parks (M&OP) has revealed a series of refurbished dining and bar spaces across Rod Laver Arena (**BEN** 22 Jan).

The Arena has unveiled the completion of The Balloon Bar, Railyards Bistro & Bar, Upper Deck, The Observatory, The Racquet Club and The Superbox Lounge.

The revamped dining and bar spaces will open for the 15,000 people confirmed to attend the Ultimate Fighting Championship (UFC) on 10 Feb 2019.

"Our mission for refurbishment was driven by our love for entertainment, in which we wanted to immerse audiences and guests with the atmosphere of the event," said M&OP Premier Events & Experiences General Manager Lara Burnes, adding "our immersive private event rooms are designed to adapt to any occasion".

## EVOLVE 2019 new session

**MEETINGS** and Events' (MEA) annual conference, EVOLVE 2019 from 31 Mar-02 Apr at the Brisbane Convention and Exhibition Centre has announced a new session "Take Back Your Margin!".

The interactive experience, hosted by Managing Director of Margin Partners Paul Allen, is set to offer business owners, senior managers and account directors the opportunity to calculate where, why and how much profit they may be losing.

"If you're a supplier in the Asia Pacific region who is struggling to maintain and grow your operating margins, whilst ever encroaching procurement teams stretch your resources with new demands, Paul could well become the most valuable resource you have on your team," said MEA CEO Robyn Johnson.

For registration information, [CLICK HERE](#).



## O'Keeffe recognised for Qld

**ROBERT** David O'Keeffe has received an Australia Day honour for significant service to tourism and business in Queensland.

Some of O'Keeffe's appointments include Treasurer on the Exhibition and Event Association of Australasia's board, along with former President and Vice President at Business Events Council of Australia: Former Chair and Director at Brisbane Convention Bureau and Brisbane Marketing.



## LUXURY AT AIME 2019

ASIA Pacific Incentives and Meetings Event (AIME) will host a series of luxury travel exhibitors who will showcase their venues and destinations from 18 to 20 Feb at the Melbourne Convention and Exhibition Centre.

Exhibitors include One & Only Resorts, Daydream Island Resort (pictured); The Ritz Carlton Hawaii; Galaxy Macau; and the hotel and leisure company Belmond.

"We're extremely excited to be welcoming some of the finest high-end services in the industry," said Matt Pearce, Director, Talk2 Media & Events.

"Our 2019 event will be a true representation of the growth of luxury travel, as well as the perfect platform to showcase some magical locations and venues available.

"From intimate resorts to wilderness wonders – there's an experience waiting to be discovered that can truly elevate your next event."



**THE** Enjoy Budapest Cafe in Hungary has stepped up its entertainment a notch by bringing in robots who can literally do it all - serve food and drinks, tell jokes, dance with the kids and hang out with customers.

Perhaps they can also put a conference together and deal with all the last-minute tech issues that always arise?



## DBE secures Biz

**DUBAI** Business Events (DBE) secured a total of 261 bids for meetings, conferences and incentives in 2018, which are set to attract 153,640 delegates to Dubai over the coming years.

The number of bids won represents a 24% increase from 2017 and will deliver an estimated economic impact of approx AED1.2b.

This success also marks a 62% increase from the previous year in the number of delegates set to visit Dubai due to bids won.

Key bid wins from 2018 include the World Congress of Gastroenterology in 2021 with a total of 6,000 delegates in attendance.

Sit down with Darrell Wade and read about Intrepid's beginnings to now in the February issue of *travelBulletin*.

**CLICK to read**  
*travelBulletin*



## Partner Up

The low down on tech in the events world



## What to do when things don't go as planned at your event

**PLANNING** an event can be really fun and exciting, but it's not without its challenges.

Giving guests an experience to remember, something that will leave a positive and lasting impression, is a great outcome to aim for. However, you need to plan accordingly in case things don't quite go as you had envisioned on the day.

The best way to do this is to prepare your contingency plan well ahead of time. Remember, there's no such thing as being over prepared when it comes to event planning!

Even with all your forward planning, things might still pop up that you weren't expecting, or that you can't really control. Here are some of the common mishaps we see at events and how to address them:

### Schedule overlap

Giving your event's schedule some wiggle room will do wonders for the little overlaps that tend to occur. Leaving a little room before and after scheduled items will mean that if something needs to push a little, it won't make the entire event run late.

### Weather issues

It is important to have a contingency plan for the

weather as it can be really unpredictable. Depending on your event type, this could be as simple as organising umbrellas for some light rain, or it could mean moving your entire event indoors, away from bad weather.

### Technical problems

Technical problems can happen at the most inconvenient times, such as when someone is about to speak on stage. Always make sure you are using a professional and reputable AV provider. This will minimise the chance of technical problems and ensure you can address any issues that do arise.

### Medical emergencies

Medical emergencies require fast reaction times and leadership. At a minimum you need to be aware of where the emergency exits, medical emergency kits, and fire extinguishers are located in your chosen venue ahead of your event.

When (or hopefully, if) unexpected things happen at your event, try to remain calm but react as quickly and effectively as possible. Guests will remember how well the issue was handled, or may not even realise there was a problem in the first place.

**Daniel Watters** is the Partner at Crown Perth for AVPartners, which creates integrated event experiences through combining audiovisual technology, expertise and a highly-tailored approach. [www.avpartners.com](http://www.avpartners.com)

