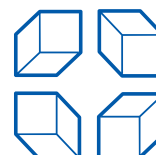


# The Australia New Zealand Agent Workshop

The region's largest B2B event for buyers & sellers of education, work and travel



Royal Pines Resort, Gold Coast • April 13 – 15, 2011



**ICEF**  
Workshops

## Agent Info Pack

This document contains important information to facilitate a successful workshop experience.

### 1. Venue

The ICEF Australia New Zealand (ANZA) Workshop 2011 will take place in the Royal Benowa Ballroom & Foyer on the ground floor of the RACV Royal Pines Resort, Gold Coast.

The address of RACV Royal Pines is:

Ross Street, Benowa, Gold Coast, Queensland, 4217

Tel: +61 (07) 5597 8700 • Toll Free: 1800 886 880 • Fax: +61 (07) 5597 2277

Email ► [royalpines\\_enquiries@racv.com.au](mailto:royalpines_enquiries@racv.com.au) • Website ► [www.royalpinesresort.com.au](http://www.royalpinesresort.com.au)

The resort is set in 500 acres of beautifully manicured gardens and is close to the magnificent beaches of Surfers Paradise and the sub-tropical rainforests of the hinterland.

### 2. Hotel Accommodation (only applicable to agents outside the Gold Coast)

Your accommodation will be sponsored by ICEF for four nights at the ► [Royal Pines Resort](#) or the ► [Radisson Hotel](#), from Tuesday night, April 12, 2011, until Saturday morning, April 16, 2011.

ICEF will provide either a single or twin (shared with your accompanying representative) room for confirmed agencies. ICEF will provide shared (twin room) accommodation for a second representative from your agency at no extra charge. A second room is available at your own expense and arrangements. If you wish to arrive earlier or stay later than the workshop period, please indicate this on your travel itinerary booking form and ICEF will automatically book these extra nights, which are at your own expense.

All additional costs from use of telephone, mini-bar, breakfast, early/late check-out, extra nights outside the workshop period, parking, laundry, room service, etc will be debited to your credit card. The earliest possible check-in time on April 12 is 14:00 and latest possible check out time on April 16, is 11:00.

### 3. Airport Arrival

#### Transfers from Brisbane International & Domestic Airports:



By coach - door to door: ► [Airport Con-x-ion](#) provides share-ride and door to door airport shuttle transfers. Average cost for a transfer from Brisbane International Airport to RACV Royal Pines is around AU \$44 one way and AU \$85 return. ► [Click here](#) to book your airport transfer. Enter & verify Promo code: ANZA2011 to receive a 10% discount (online bookings only).

By train: ► [Airtrain](#) provides a Brisbane - Gold Coast service taking approximately 1.5hours. Trains leave from both airports around every 15 -30 minutes, Monday-Friday. The first train departs at 05.45am, the last train leaves at 20.13. Explore the full time-table including weekend departures ► [here](#).

By train - door to door service: Airtrain also provides ► [AirtrainConnect](#), a bookable door to door service for travelers to the Gold Coast. This service is available during standard train operating hours and involves a train trip from the airport to the

Gold Coast station of your choice where you are met and chauffeured to your local destination. Nerang Station is closest to RACV Royal Pines. Cost is \$45 one way per person. ► [Book here](#)

By train & taxi: Take the Airtrain to Nerang Station then catch a taxi to RACV Royal Pines Resort. To ensure a taxi is waiting for you, call +61 131 008 (Gold Coast Cabs) after the train leaves Coomera Station. Train plus taxi is around AU \$53 one way.

Selfdrive:

Follow the Pacific Highway (M1) south to exit 71 (Nerang - Broadbeach Road) and take that road past Carrara Stadium. Then, turn left into Ross Street and take the first left after the overpass to enter Royal Pines Resort. GPS destination address: RACV Royal Pines Resort, Ross Street, Benowa, QLD 4217

**Transfers from Gold Coast Airport:**



**By coach - door to door:** ► [Airport Con-x-ion](#) provides share-ride and door to door airport shuttle transfers. Average cost for a transfer from Brisbane International Airport to RACV Royal Pines is around AU \$44 one way and AU \$85 return. ► [Click here](#) to book your airport transfer. Enter & verify Promo code: ANZA2011 to receive a 10% discount (online bookings only).

**Taxi:** Taxis are available outside Arrivals at both Gold Coast Domestic & International Airports. Average fare to RACV Royal Pines is AU \$65.

**Self drive:** Follow the Pacific Highway (M1) north to exit 73 (Nielsen's Road) and take the road East over the overpass. Take the second left into Birmingham Rd, follow this over the Nerang River Bridge and then follow signs to the hotel. GPS destination address: RACV Royal Pines Resort, Ross Street, Benowa, QLD 4217

## 4. Visa Requirements

### Visa options

To attend the ANZA Workshop you should apply for a business visa. The passport you hold determines whether you can apply online, or if you need to lodge a paper-based application. The following information will help you identify the right visa and application process applicable to you.

### Online applications

Passport holders from eVisitor eligible countries are able to apply online for a visa to travel to and enter Australia. The most common visa for these passport holders is the eVisitor (Business stream).

### eVisitor eligible countries

EU passport holders are able to apply individually online for authorisation to travel to and enter Australia. The most common visa for these passport holders is the eVisitor.

Andorra \* Hungary \* Poland \* Austria \* Iceland \* Portugal \* Belgium \* Ireland \* Romania \* Bulgaria \* Italy \* Republic of San Marino \* Cyprus \* Latvia \* Slovak Republic \* Czech Republic \* Liechtenstein \* Slovenia \* Denmark \* Lithuania \* Spain \* Estonia \* Luxembourg \* Sweden \* Finland \* Malta \* Switzerland \* France \* Monaco \* United Kingdom - British Citizen \* Germany \* The Netherlands \* Vatican city \* Greece \* Norway

**Further information** can be found at: [www.immi.gov.au/visitors/tourist/evisitor/](http://www.immi.gov.au/visitors/tourist/evisitor/)

**Applications** can be made at: [www.immi.gov.au/e\\_visa/evisitor.htm](http://www.immi.gov.au/e_visa/evisitor.htm)

**eVisitor applications are free.** A separate online application form is required for each family member who holds a passport from an EU eligible country and wishes to travel with you to Australia, including children under the age of 18 who are included on your passport.

\* eligible passport holders also have the option of applying for an ETA through your travel agent, airline, specialist service provider or an Australian visa office outside Australia. Note: travel agencies may choose to impose a fee to arrange an ETA on your behalf.

### ETA eligible countries

Passport holders from Electronic Authority Travel (ETA) countries are also able to apply for a visa online to travel to and enter Australia:

Brunei, Canada, Hong Kong (SAR)\*, Japan, Malaysia, San Marino, Singapore, South Korea

Taiwan \*\*, United States of America

\* A Hong Kong Document of Identity (HKDI) cannot be used to apply for an ETA. Residents of Hong Kong require a citizen passport to apply for this visa.

\*\* Holders of Taiwanese passports can only be processed for an ETA if residing and applying in Taiwan. Applications can be lodged with an approved ETA travel agent in Taiwan, or Australian visa services office in Taipei.

Further information can be found at: [www.immi.gov.au/e\\_visa/eta.htm](http://www.immi.gov.au/e_visa/eta.htm)

**Applications** can be made at: [www.eta.immi.gov.au](http://www.eta.immi.gov.au)

There is no visa application charge for this visa but a **service fee of AU\$20** is charged for online applications and travel agencies may choose to impose a fee to arrange an ETA on your behalf. A separate online application form is required for each family member who holds a passport from an ETA-eligible country and wishes to travel with you to Australia, including children under the age of 18 who are included on your passport.

### Paper-based applications

All other passport holders need to submit a paper-based application for a Business (Short Stay) visa (subclass 456).

- on Form 456 Application for a Business (Short Stay) visa see: [www.immi.gov.au/allforms/pdf/456.pdf](http://www.immi.gov.au/allforms/pdf/456.pdf)
- with the relevant documentation see: [www.immi.gov.au/skilled/business/\\_pdf/456-checklist.pdf](http://www.immi.gov.au/skilled/business/_pdf/456-checklist.pdf)
- at the Australian visa office nearest to your current place of residence see: [www.immi.gov.au/contacts/overseas/index.htm](http://www.immi.gov.au/contacts/overseas/index.htm)

A visa **application charge of \$AUD105** will need to be paid when applying for this visa. More information on this visa is available at [www.immi.gov.au/skilled/business/456/](http://www.immi.gov.au/skilled/business/456/)

**NOTE:** *This information was current as at 18 February 2010. Australian law may change after this time resulting in a change in visa options.*

## 5. Appointment Scheduling

### Scheduling Appointments Prior to the Event

Approximately 8 weeks prior to the event you will receive login information to access the eSchedule PRO online appointment scheduling system. There you can download participant lists at any time. This download option is called Export list - you can select and export records you require. Use this list to pre-select delegates you wish to meet with.

The eSchedule PRO (<http://www.marcom.eschedulepro.com/icef/>) allows you to select the institutions, work & travel

and service providers you wish to meet, according to geographical origins, courses and services offered, etc. You can send personalised appointment requests. If you are using the **eSchedule PRO for the first time**, please read the “[Getting Started](#)” page in your eSchedule PRO account.

### **eSchedule PRO Benefits**

- **Personal:** send personalised individual or grouped (bulk) appointment requests
- **Confidential:** other participants can't see your meeting schedule
- **User friendly:** simple navigation, getting started instructions online and fully supported

You should use eSchedule PRO for all appointment bookings to prevent double-bookings with the same participant, or during the same time slot, forgotten appointments, etc.

**The deadline for confirming / making appointments is Tuesday, April 12th, 09:00, Gold Coast time.**

### **Scheduling Appointments with Educators**

We strongly recommend you keep your appointment requests short and personal, listing the main features and value propositions of your agency. Educators interested in meeting with you will be able to confirm an appointment through the eSchedule PRO. You will receive automatic email notifications, whenever a new appointment is confirmed. If an educator does not schedule a meeting with you, it does not always mean the educator doesn't wish to meet with you. The educator may be out of the office for a few days or may have scheduled a certain time prior to the workshop to make his/her appointments. There is no need to re-send appointment requests as other participants cannot delete the requests you send them.

In accordance with the **agent terms and conditions** a minimum of 25 appointments per agency must be scheduled prior to the event. ICEF does not schedule appointments for you.

**Important:** If you don't wish to meet with an educator who has contacted you, please decline their appointment request, and kindly notify them via a brief message. If you are unable to accept a meeting request, please reply as soon as possible, so the educator can schedule an appointment with another participant.

If your agency is represented by two people, we strongly recommend that you work separately as there are many schools interested in working with you. This means that both of you would conduct separate interviews with different participants at the same time, and your agency would benefit from double the number of contacts during the workshop. You will automatically receive individual accounts on eSchedule PRO. If you wish to attend appointment together, please use the “**join this meeting**” function so the educator is aware how many persons will attend the meeting.

### **Scheduling Appointments with Work & Travel companies & Service Providers**

In addition to meeting with educators, you can also set meetings with work & travel companies and service providers. These providers typically offer services such as au-pair and internship programmes, insurance, accommodation, mobile phones etc. You will meet service providers at their exhibition booths. Some work & travel organisations will have seller tables in the **Work & Travel Zone**. A few work & travel organisations will have exhibition booths.

### **Scheduling Appointments during the Event**

If your appointment schedule is not full when you arrive, you will be able to set more appointments during the two meeting days of the workshop. Agents can visit educators at their tables between 08:30-09:00 on April 14th and 15th and set appointments to be held at a later time. We recommended that at least 75% of your appointment schedule be filled before the workshop starts.

## Message Boxes for Agents

Educators can contact agents during the event using the message box allocated to each agency. Educators can leave individual messages and make appointment requests.

Late agent registrants or name changes may be found at the end of the message boxes under the listing NEW / CHANGES. If you cannot find your message box, please ask for assistance at the ICEF registration desk. **Please note** that educators, exhibitors and work & travel providers have no message boxes - agents can contact them by visiting their tables and booths.

Please do not leave any valuables in the message box - any information left in the message box is at your own risk. Please check your message box at least twice a day and please remove all contents each day. Please note, all message boxes will be emptied and contents discarded at the end of the workshop on April 15, at 18:00.

## 6. Workshop Procedures

25 minute business appointments can be used to meet with new, as well as existing partners. Further discussions can be arranged by scheduling appointments during meals, refreshment breaks and receptions (eSchedule PRO allows you to unblock these time slots for such purposes).

### Meeting Tables

Meetings take place at tables allocated to each educator and work & travel provider, as well as at booths allocated to each exhibitor. Please refer to participant lists in the workshop catalogue to find where your meeting will be held.

### Badges

Upon registration you will receive your name badge, which is not transferable. Please wear it at all times during the workshop as it assists participants to address you correctly and acts as a "passport" to attend the workshop sessions and receptions. As the workshop is a protected trading environment, **anyone not wearing a badge** will not be admitted into the workshop area. Please understand that for the same reason we cannot allow non-registered family, friends or staff to enter the workshop hall.

### Workshop Catalogue

At registration you will receive The Educator, Exhibitor & Work & Travel Catalogue, which includes a brief description of participating organisations. The catalogue index lists institutions in alphabetical order, by country, by programme and by table number. A floor plan of the workshop hall is also included in the catalogue showing all table numbers for educators. Please take care not to lose your catalogue, as replacement copies may not be available.

**NOTE:** If you cannot find an organisation in the country list of the catalogue, please check the International section or Addendum.

Please take the time to review your company description in the eSchedule PRO as educators will use this information before requesting or confirming appointments with you. When you log on to the eSchedule PRO appointment system for the first time, you will be asked to review and confirm your profile. Please ensure you approve **the catalogue entry by March 22, 2011** so your complete company profile is included in the printed Workshop Catalogue.

### Workshop Code of Conduct

It is not possible for you to use the ANZA Workshop for your own commercial purposes, other than those of a study abroad agent. As a hosted agent you are not permitted to sell or offer any other services or products (e.g. advertisements in your publication or website, tours, promotion of your own commercial venues such as fairs and educational events that you host, etc.) to any of the participants attending the workshop. Please refer to the agent **terms and conditions** for further details.

As a hosted guest you are expected to attend the ANZA Workshop, **at minimum, from 08:00 - 18:20 on Thursday April 14, and from 08:00 - 18:00 on Friday April 15**. If you are unable to attend for these days and hours, please inform ICEF in advance. Participants may not attend any hospitality, seminars, events or tours organised by third parties during the official workshop meeting sessions. You may, of course, participate in the official **agent Familiarisation tours**. Please refer to the enclosed Agent Familiarisation tour overview and booking form for details.

## Appointment No-Shows

As a courtesy to educators, please keep all appointments once they are confirmed. If you cannot keep an appointment, please inform the educator/s ahead of time so that they can re-schedule a meeting with somebody else. If you miss an appointment onsite, ICEF will be informed and will contact you onsite to ask you to immediately re-schedule the missed meeting. Multiple no-shows are considered as workshop misconduct and may lead to your expulsion from the event and further ICEF Workshops.

## How to Get the Most from your Appointments

Please see the following suggestions:

### a) Review educator profile and school courses prior to each meeting

You will and have more focused questions for the educator by reviewing their programmes and institute profile prior to each meeting. This can be done via eSchedule PRO by clicking on the company name. We strongly recommend you review the institution's website to better understand the potential student recruitment opportunities.

### b) Designing your own educator questionnaire

Some agents who participate regularly in ICEF events use an educator questionnaire when meeting institutions. This questionnaire is usually designed by the agent themselves and is based on the information they require from an institution. Points to consider include the educator's programme offerings and entry requirements.

### c) Filing information

Bring a small stapler to affix business cards and notes to the relevant pages of your catalogues or meeting report.

### d) Printing your meeting report

eSchedule PRO allows you to print a one-page meeting report of each participant you have scheduled an appointment with during the workshop. The meeting report page includes all sections and details as well as section for notes.

### e) Assistance in preparation

To maximise your benefits from this event, careful preparation is needed. If you are new to ICEF events, or feel you would benefit from assistance in preparation of staff or materials, please contact

Stephanie Jensen ► [sjensen@icef.com](mailto:sjensen@icef.com) Tel +49 228 201 1931 • Fax +49 228 201 1944

### f) Follow up

Business relationships need time to develop. It is important to keep in touch with participants you have met and to answer any particular information requests received during the workshop. The ► [ICEF Online Workshop](#) is the ideal platform to follow-up and collaborate with all the participants you meet at ICEF Workshops.

All event participants receive a free Online Workshop membership for this purpose. You will receive logins for your account approx. two weeks before the event. Please contact ► [info@icefonline.com](mailto:info@icefonline.com) for further information. Alternatively, see an ICEF team member at the workshop to learn more about the features & benefits of your ICEF Online Workshop account.

Many educators will allow you to download and / or order (as hard copies) their marketing and promotional materials from their ICEF Online Workshop profiles (e.g. brochures, prospectuses, price lists, application forms, enrolment forms, images and videos).

You can also use your ICEF Online Workshop account to easily communicate via text and voice messaging (Skype account required).

## 7. Advertising and Sponsorship Opportunities

### Advertising

In addition to your catalogue entry, you can place an ad in the workshop catalogues. All participants receive a catalogue, which is in constant use during the event, then consulted throughout the year as a reference tool. Catalogue ads provide a targeted and lasting message, and are an excellent way to increase your brand recognition.

### Sponsorship

A range of sponsorship items can lift your profile and position you as an industry leader at the ANZA Workshop. Options include inserting your brochure into the educator satchels, having your company pens placed on every table, displaying your brochures in a prominently positioned display stand etc.

For further details and pricing see ► [Marketing options](#) or send an email to ► [info@anzaworkshop.com](mailto:info@anzaworkshop.com).

## 8. Onsite Registration Procedures

Onsite registration is available on Tuesday April 12th, from 17:00 to 19:00 at the ICEF registration desk on the first floor of the RACV Royal Pines Resort, where you will receive your badge, satchel and catalogues. Participants arriving after this can register on Wednesday, April 13th from 08:00 onwards at the ICEF registration desk in the foyer of the Convention Ballroom (on the ground floor).

## 9. Seminar Programme

Various seminars will be held on Wednesday, April 13 2011, between 14.30 and 19.00. The seminar programme includes sessions on the latest market intelligence, visa and immigration updates for both Australia and New Zealand. ICEF Online Workshop sessions include product training and advice on how to use the ICEF Online Workshop for follow-up after the event.

## 10. EATC + IATC Training and Testing

**Formal Assessment (testing) for ICEF Agent Training Course Training Course (IATC) &**

**Formal Assessment (testing) for the Education Agent Training Course (EATC)**

### Session 1:

Date and time: Wednesday 13th April 2011, 09:30 - 11:00

Venue: Jacaranda Room, Ground Level, Royal Pines Resort, Gold Coast

Places offered: 30

Registration deadline: 9th April 2011

Cost: EATC - AUD 400 (paid online with credit card to PIER Online)

Cost: IATC - Eu 250 (paid online with credit card to ICEF)

Participants must bring a wireless enabled laptop. We will provide a wireless network connection.

### Session 2:

Date and time: Wednesday 13th April 2011, 17:30 - 19:00

Venue: VIP Boardroom, Ground Level, Royal Pines Resort, Gold Coast

Places offered: 8

Registration deadline: 9th April 2011

Cost EATC: AU\$ 400 (paid online with credit card to PIER Online)

Cost IATC: Eu 250 (paid online with credit card to ICEF)

Participants must bring a wireless enabled laptop. We will provide a wireless network connection.

► [Click](#) to register online for the IATC

► [Learn more](#) about the IATC

- ▶ [Click](#) to register online for the EATC
- ▶ [Learn more](#) about the EATC

## 11. Evening Functions

### Welcome reception

Wednesday, April 13, 2011, from 19:00 to 21:30 on the RACV Royal Pines Pool Deck

### Dinner Dance

Thursday, April 14, 2011, from 19:30 to 24:00 at RACV Royal Pines

Prior **booking via eSchedule PRO** is required to attend both events.

The **dress code** for both receptions is smart casual.

**NOTE:** participants not wearing their **workshop badge** may be denied admittance.

## 12. Refreshments and Lunches

### Gold Coast sightseeing tour + networking lunch at Bond University (all delegates)

On Wednesday April 13th, we invite you to join a Gold Coast sightseeing tour + networking lunch at Bond University. **Coaches will depart the Royal Pines Resort entrance promptly at 11.30am. Please meet there by 11:20am.** This event is free of charge, however, prior registration via eSchedule PRO is required.

Coffee, tea and water stations will be provided throughout the workshop days in the workshop area. A light breakfast will be provided on April 14 and 15 between 08:00 and 09:00 in the workshop area and the foyer area outside the Convention Lobby. Lunch will be provided from 13:00 - 14:20 on April 14 and 15, in the undercover tennis courts at Royal Pines Resort.

## 13. FAMIL Tours & Receptions

Prior to and following the ANZA workshop, peak industry bodies and educators from Australia and New Zealand invite agents to attend a variety of Familiarisation tours. Most of the 2009 and 2010 tours were fully booked, proving FAMIL tours to be a highly successful vehicle for showcasing both educational institutions and destinations. **FAMIL tour benefits include:**

- increase your product knowledge, by visiting institution campuses, the regions and their local tourist attractions
- get to know the staff from host institutions better
- network with other agents
- get to know the country and culture better, so you can pass this knowledge on to your counsellors and clients

### FAMIL tour destinations for 2011 are:

#### Extended Tours

Cairns, Queensland (Study Cairns) Saturday 9th - Tuesday 12th April 2011 (4 days / 3 nights)

Gold Coast, Queensland (StudyGoldCoast) Sunday 10th - Tuesday 12th April 2011 (3 days / 2 nights)

Goomeri, Queensland (Visitoz) Sunday 17th - Wednesday 20th April 2011 (4 days / 3 nights)

#### Day Tours

Brisbane, Queensland (SkillsTech Australia & The Bremer Institute of TAFE) - Saturday 16th April Brisbane, Queensland (Study Brisbane) - Tuesday 12th April

Gold Coast, Queensland (Burleigh Heads Language Centre, Bond University and AICA Education) - Tuesday 12th April

Lismore & Byron Bay, NSW + Gold Coast, Queensland (Southern Cross University) - Tuesday 12 April

Sunshine Coast, Queensland (Sunshine Coast TAFE & Global Village) - Saturday 16 April

Byron Bay, NSW (Global Village English Language Centres and SAE Institute) - Saturday 16 April

Costs and conditions will vary for each tour. Please refer to the enclosed ► [Agent Familiarisation tour overview](#) for further details.

In order to apply to attend a FAMIL tour, please contact ► [Stephanie Jensen](#). Please advise us of your preferences for participating in Agent FAMIL tours by listing the desired tours in order of preference (maximum of 4 tours).

**The deadline for FAMIL tour registration is February 19, 2011.**

You will be considered for a place on your first preference tour, however, if unsuccessful, you will be considered for your second, third or fourth preference tour. You will receive final confirmation and tour details directly from the FAMIL tour organiser by March 1, 2011 for the first agent selection or by March 05, 2011 for the final agent selection.

**Please note:** The offer of a place on a FAMIL tour is at the sole discretion of the organising bodies for that FAMIL tour. If you are unable to attend a FAMIL tour, please inform ► [Stephanie Jensen](#) so we can remove your name for the mailing list for these events.

## 14. Hotel Business Centre

RACV Royal Pines **Business Centre** is located on the ground floor and offers:

2 computers with internet access

Fax - cost depending on destination

Photocopier: A 4 size AU\$ 0.40 / page (b/w) - A 4 size AU\$ 2.00 / page (colour)

Internet / Email - AU\$ 5.50 / 30 minutes AU\$ 11.00 / 60 minutes

Hotel guests have internet access in their rooms at the following rates:

AU\$ 22.00 / 10 hours AU\$ 24.95 / 24 hours

## 15. Parking

Participants of the ANZA Workshop are provided with free parking at the RACV Royal Pines Resort.

## 16. Optional Day Tour of Gold Coast beaches and Tamborine Mountain

On Saturday April 16, all delegates are invited to spend a day of valuable networking while enjoying a tour of Gold Coast beaches, followed by a trip to Tamborine Mountain. Just 40 minutes from the Gold Coast, Tamborine Mountain sits 580 metres above the sea and features stunning views plus some of Queensland's most beautiful sub-tropical rainforest. This great day out includes a visit to an award-winning winery, delicious lunch and a stroll through the galleries and boutiques of Gallery Walk. See more details and book the optional ► [Gold Coast & Tamborine Mountain day tour](#).

## 17. Gold Coast General Information

The Gold Coast stretches from South Stradbroke Island in the north, to the world class surfing beaches of Coolangatta in the south. Australia's premier tourist destination, the Gold Coast features wildlife and marine parks, leading theme parks, tropical plantations, museums and galleries. Just 30 minutes to the west, visitors can enjoy the Gold Coast Hinterland, a vast mountain range of sub-tropical rainforests and rural farming communities.

### Quick facts:

**Time:** The Gold Coast is 10 hours ahead of GMT.

**Temperature:** The Gold Coast has a sub-tropical climate with plenty of sunshine year round (an average of 300 days a year). Temperatures in April average around 26oc.

Approximate **exchange rates:** 1 EUR = AU\$ 1.35 1 GBP = AU\$ 1.6 1 US\$ = AU\$ 1.00

**Public transportation:** Taxis are readily available, metered and reasonably priced.

More information about the Gold Coast can be found at: ► <http://www.visitgoldcoast.com>

**Electricity:** 240 volts, 50 hertz

**Plug Type:** three pin socket



If you have any questions or requests, please contact us.

## 18. Agent Terms & Conditions

Please refer to the **ICEF Agent Terms & Conditions** for additional criteria in accordance with your participation at the Australia New Zealand Agent Workshop. Please ensure that this document is signed and returned to ICEF. If you have already done so, we thank you for your assistance.

**Important!** Please take note of the cancellation policy which comes into effect 30 days prior to the event. Should you cancel your participation on or after March 21, 2011 you will automatically be charged a **cancellation fee of 300 euro**, in accordance to the ICEF agent terms and conditions.

If you have any questions prior to the workshop, please contact us.  
We look forward to welcoming you to the Gold Coast soon!

Kind regards,

A handwritten signature in black ink that reads "Stephanie Jensen". The signature is written in a cursive, flowing style.

**Stephanie Jensen**