

# The Australia New Zealand Agent Workshop

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



Queenstown Events Centre • Feb 29 - Mar 02, 2012



## Agent Information Pack

### 1. Venue

The Australia New Zealand (ANZA) Workshop 2012 will take place in the Millennium Hotel Queenstown on February 29 and in the Queenstown Events Centre on March 01 & 02.

#### The address of the Millennium Hotel Queenstown is:

Corner of Frankton Road & Stanley Street, Queenstown, New Zealand

Tel: +64-3-450-0158 Fax: +64-3-450-0185

**Website** ► <http://www.millenniumhotels.co.nz/millenniumqueenstown>

#### The address of the Queenstown Events Centre is:

Joe O'Connell Drive, Queenstown, New Zealand

Tel: +64-3-450-9005 Fax: +64-3-442-3665

**Website** ► [http://www.lakesleisure.co.nz/venue/queenstown\\_events\\_centre.html](http://www.lakesleisure.co.nz/venue/queenstown_events_centre.html)

### 2. Hotel Accommodation

#### For Agents based outside of New Zealand

Your accommodation at the ANZA Workshop will be sponsored by ICEF for 4 nights from Tuesday afternoon, February 28, 2012 until Saturday morning, March 03, 2012, provided you actively participate in the programme. Your presence at the ANZA Workshop will be expected from 08:55 to 18:20 on March 01 and from 08:55 to 18:00 on March 02. A formal hotel booking confirmation will be sent to you approximately 6-8 weeks prior to the event.

Should you need to leave the event early, please inform us of this well in advance. In accordance with the ► [Agent Terms & Conditions](#), please note that clients leaving the event early without prior notification will be subject to an **Early Departure Fee** of NZ\$195 (incl. tax) for a single / double room that will be debited to their credit cards upon check-out of the hotel.

All additional costs for the use of telephone, mini-bar, early check-in/late check-out, extra nights outside the workshop period, parking, laundry, room service, etc. will be at your own expense. The hotel will therefore ask you for your credit card details upon check-in.

Please note that ICEF will provide one room per agency. Should you need separate accommodation for a second representative or wish to extend your stay in Queenstown, please contact your respective hotel directly. We will send you a booking form or link together with your hotel confirmation.

#### Millennium Hotel Queenstown

For any additional bookings we are pleased to offer you the preferential rate of NZ\$195 per night per single / double room. The above rate includes tax and **excludes breakfast**. Earliest possible check-in time is 14:00 and latest check-out time is 10:30.

Further information on the Millennium Hotel Queenstown is available at ► <http://www.millenniumhotels.co.nz/millenniumqueenstown>

#### Copthorne Hotel & Resort Lakefront

For any additional bookings we are pleased to offer you the preferential rate of NZ\$180 per night per single / double room at the Copthorne Hotel & Resort Lakefront. The above rate includes tax and **excludes breakfast**. Earliest possible check-in time is 14:00 and latest check-out time is 10:30.

Further information on the Copthorne Hotel & Resort Lakefront is available at ► <http://www.millenniumhotels.co.nz/copthornequeenstownlakefront>

Daily Transport to and from the Queenstown Events Centre will be provided from both hotels.

#### For New Zealand based Agents

Your accommodation at the ANZA Workshop will be sponsored by ICEF for 3 nights from Wednesday afternoon, February 29, 2012 until Saturday morning, March 03, 2012, provided you actively participate in the programme.

For all further information and available partner hotels, please refer to the above.

### 3. Visa Requirements

Please check the ► [list of visa-free countries](#). If your home country is on the list, you can enter New Zealand without a visa.

#### All visitors to New Zealand will need:

1. The letter of invitation from ICEF, which you should carry in your passport when entering New Zealand (it may be required by Customs).
2. Return tickets out of New Zealand
3. Evidence of funds to support yourself while in New Zealand \$1000 per month, or \$400 per month if accommodation has been prepaid).

**Applicants who are not from a visa-free country** will need to apply for a visitor visa before they travel to New Zealand; they cannot apply for a visa on arrival.

Application forms and guides are available on the Immigration New Zealand website: ► [Visit forms and guides](#). Visitors should complete the **visitor visa form 1017**.

Details of where to send the application and application fees can be found on the ► [Immigration New Zealand website](#).

Please review the websites and ask your closest Immigration New Zealand branch for further information. We are liaising with Immigration New Zealand to facilitate your visa application.

Please note that ICEF can only provide you with a letter of invitation for the duration of the workshop from February 28 to March 03, 2012.

#### Processing Times

Immigration New Zealand recommends applicants to apply for their visas 2-3 months prior to departure. Please note that over the Christmas period (December 24, 2011 - January 09, 2012), Immigration New Zealand operates with reduced staff so we strongly advise you to apply sooner rather than later. It is important to allow sufficient time for postage/courier time especially if the applications need to be sent to an office in another country.

#### Transiting through Australia

If you are travelling through an Australian airport on your way to and/or from New Zealand, you may need to apply for an **Australian** visa before travelling. Please ask your travel agency or airline before departure to confirm this.

Some travellers to Australia do not need to apply for a visa to transit if they meet certain criteria. For information about your eligibility to transit Australia without a visa please visit ► [Transiting through Australia without visa arrangements](#).

Travellers who are not eligible to transit Australia without a visa must obtain a visa, such as a **Transit Visa (Subclass 771)**. For further information and applications please visit ► [Transiting through Australia](#).

If you have other activities planned in Australia (eg. tourism, training, etc.) or your stay will be longer than 72 hours, you must apply for an appropriate visa before travelling. For information on the types of visas available, see ► [Australia visas and immigration](#).

#### Holders of Other Australian Visas

If you are the holder of another Australian visa (eg. a Tourist or Visitor visa) your permitted period of stay in Australia commences when you first enter Australia, even if you only transit Australia to travel onwards to New Zealand.

If you are the holder of a single-entry visa to Australia, and plan on transiting through Australia on your way to New Zealand, please be advised that your entry will be taken as the time at which you transited Australia. As such, your visa will no longer be valid after this point and you will not be able to re-enter Australia on that visa.

Please check your travel itinerary prior to departure to see if you need a transit visa for any other country to get to New Zealand.

### 4. Airport Arrival from Queenstown Airport

#### Taxis

The duration of the journey by taxi from the airport to the Millennium Hotel Queenstown or Copthorne Hotel & Resort Lakefront is approximately 15 minutes. The fare by taxi is around NZ\$ 35.

#### Connectabus Queenstown

Connectabus is Queenstown's link to hotels, shopping areas, attractions and Queenstown Airport. The bus operates every 15 minutes from Queenstown Airport. The cost of the Connectabus is NZ\$ 6 per ticket.

For detailed information please refer to the website: ► <http://www.queenstownairport.co.nz/facilities/transport/public-transport>

#### Airport Shuttle

Super Shuttle's door-to-door shared ride service operates to and from Queenstown Airport - every flight, every day. You can choose between their shared ride Super Shuttle service (where you share the vehicle for a discounted, fixed price fare with other clients), or exclusively charter the whole vehicle. Each minicoach has 11 passenger seats and is equipped with a luggage trailer. Please note the Airport Shuttle needs to be prebooked.

For detailed information and a quote please refer to the website: ► <http://www.supershuttle.co.nz>

## 5. Appointment Scheduling

### Scheduling Appointments Prior to the Event

Approximately 6 weeks prior to the event you will be supplied with login information to access the eSchedule PRO online appointment scheduling system.

Marcom eSchedule PRO ([▶ www.marcom-education.com](http://www.marcom-education.com)) allows you to select potential partners according to geographical origin, programmes, or date of inclusion in the system, as well as to send personalised appointment requests.

In accordance with the [▶ Agent Terms & Conditions](#), a minimum of 25 appointments per agent must be scheduled prior to the event. ICEF does not schedule appointments for you. Please note that the **deadline for confirming / making appointments is February 28, 09:00 Queenstown time**.

If you are using eSchedule PRO for the first time, we recommend to have a look at the [▶ Getting Started Information](#) as well as [▶ Scheduling Appointments – Useful Hints & Tips](#).

### Scheduling Appointments During the Event

In case your appointment schedule is not full at the beginning of the workshop, you will still have the possibility to maximise the number of your appointments on the morning of each workshop day (March 01 and 02), between 8:30 and 8:55 when additional appointments may be scheduled through personal contacts between participants. As a further means of contacting agents during the event, each agency has a message box located in the workshop area which may be used by providers for leaving individual messages and appointment requests. Please ensure to check your message box regularly, at least four times a day.

## 6. Your Catalogue Entry

### Company Profile

It is very important that you take the time to enter (into the eSchedule PRO system) your company's description that will appear in the catalogue, as educators and exhibitors will use this information before requesting or confirming appointments with you. Once you have logged on to the eSchedule PRO online appointment scheduling system for the first time, you will be asked to edit your profile, which you may change at a later date. Please make certain to **complete the catalogue entry by February 06, 2012** to ensure that your complete company profile is included in the printed catalogue.

### Photos

If you would like to have up to **two** representatives' portrait-style pictures included in the ANZA Workshop catalogue, **send them to [▶ ahenke@icef.com](mailto:ahenke@icef.com) before February 06, 2012**.

Accepted **file formats for photos** are: JPG, PNG, TIFF or GIF. The file should have a resolution of at least 130x160 pxl (72 dpi). Please make sure the representative's name appears in the file name.

## 7. Onsite Registration Procedures

Onsite workshop registration will take place on **Wednesday, February 29, 2012**, from 08:30 to 19:00 at the ICEF hospitality and registration desk located in the lobby of the **Millennium Hotel Queenstown**. There you will receive your registration package including your badge, a print-out of your meeting schedule as well as the workshop catalogue. Participants arriving after the registration period stated above can register on **Thursday, March 01, 2012** from 08:00 onwards at the ICEF hospitality and registration desk at the **Queenstown Events Centre**.

As the workshop is a protected trading environment, **anyone not wearing a badge may not be admitted** into the workshop area. Please also understand that for the same reason we cannot allow non-registered family, friends or staff to enter the workshop hall.

If you are new to ICEF Workshops, please have a look at the [▶ ICEF Workshop Procedures: Guidelines for first-time Participants](#) with further useful event information.

## 8. Seminars

A number of seminars will be held on Wednesday, February 29, 2012, between 13:30 and 18:00 at the **Millennium Hotel Queenstown**. The seminar programme includes an introductory session on "How to maximise your ICEF Workshop Experience" and a training session for the ICEF Online Workshop - the world's first collaborative internet platform for the international education industry. A detailed seminar programme will be available soon.

## 9. The ICEF Agent Training Course

We are delighted to invite you to participate in the [▶ ICEF Agent Training Course \(IATC\)](#), a unique online training course leading to a global professional designation for agency-based student counsellors. The course is delivered online--free of charge--and is offered by ICEF in partnership with [▶ PIER Online](#).

The IATC is designed to raise the standards of practice as well as the professional standing of student counsellors worldwide. It is based on the input of 769 education agents from 113 countries as well as 437 education institutions from 78 countries. The seminar programme on February 29 will include an introductory session if you would like to learn more about the ICEF Agent Training Course.

Student counsellors who have already completed the course will be given the opportunity to take the test at the ANZA Workshop 2012. Please contact ► [Tiffany Egler](#) for further details or to book your test. Participants must bring a wireless enabled laptop. We will provide a wireless network connection.

## 10. Refreshments and Lunches

Refreshments will be served on March 01 and 02 from 08:00 to 08:55, 11:00 to 11:20 and 16:20 to 16:40. There will also be coffee, tea and water stations throughout the workshop days in the workshop area. Lunch will be provided from 13:00 to 14:15 on both workshop days.

On February 29, a networking lunch will be served from 12:30-13:30 at the Millennium Hotel Queenstown.

## 11. Evening Networking Functions

We cordially invite you to attend the following events:

### Welcome drinks reception

Wednesday, February 29, 2012, from 19:00 to 21:30 in the [Wakatipu Function room at Skyline Queenstown](#) (bus and gondola transport will be provided).

### Evening dinner reception

Thursday, March 01, 2012, from 19:30 to 23:30 at the Queenstown Events Centre.

The dress code for both receptions is smart casual. Please note that participants not wearing their workshop badge may not be admitted.

## 12. ICEF Online Workshop

► [ICEF Online](#) is the ideal platform to follow-up and collaborate with the educators and exhibitors you meet at ICEF Workshops.

All participants at each event receive a free ICEF 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, or see an ICEF team member at the workshop to learn more about the features & benefits of your ICEF Online Workshop account.

## 13. Optional day tour to Shotover River, Gibbston Valley Winery and Arrowtown

We are pleased to offer a day tour to Shotover River, Gibbston Valley Winery and Arrowtown on Saturday, March 03. Details, prices and an online booking link will be emailed to you prior to the workshop.

## 14. Queenstown - General Information

### Quick facts:

Queenstown is 13 hours ahead of GMT.

The official currency is the New Zealand Dollar (NZ\$). For current exchange rates please see ► [x-rates](#).

Credit cards are widely accepted.

Electricity: 240 volts

Plug type:



Please bring your own adaptors, if necessary!

More information about Queenstown can be found at ► <http://www.queenstownnz.co.nz>

If you have any questions prior to the workshop, please do not hesitate to contact us.

We look forward to welcoming you in Queenstown!

Kind regards,



**Ayumi Henke-Tokushige**