



FREQUENTLY ASKED QUESTIONS

An early welcome to the 2009 AIPM Conference and thank you to our major sponsor



We are all looking forward to a most busy, challenging and enjoyable few days. To ensure that your visit to the Adelaide is as smooth as possible, we've put together a list of what we believe will be Frequently Asked Questions. Have a most enjoyable and memorable Conference! We encourage you to read through this document – that's why we've sent it to you early.

The Leishman Associates staff at the registration desk will always be available to help you should you need to ask us any questions once you are at the conference.

The team on site will be:
Andrea Goodwin, AIPM Conference Manager
Mobile: 0416 626 500

Paula Leishman, Managing Director, Leishman Associates, Mobile: 0412 875 390

Harwant Gill, Sponsorship and Exhibition Co-ordinator,
Mobile: 0449 813 900

Leishman Associates Phone: 03 6234 7844

[A delegate list is available to download via this link.](#)

CONFERENCE TRAVEL AND ACCOMMODATION INFORMATION

What & where is the Conference Venue?

The Adelaide Convention Centre, North Terrace, Adelaide, South Australia 5000. The direct number is (61 8) 8212 4099. Download a [Conference Map](#) for location in relation to your hotel.

How do I get into Adelaide CBD from the Airport?

Adelaide Airport is located just 7 km from Adelaide's CBD.

Skylink Airport Shuttle Service has a regular service from the Airport to the CBD. It also offers a shuttle service to most Adelaide hotels. For further information www.skylinkadelaide.com.au

By Taxi: There are 3 taxi ranks at the airport, and all taxis are metered. The travel time to the city centre is 15-20 minutes and a fare of around \$25. Phone: Adelaide Independent Taxis 13 22 11 and Yellow Cabs 13 22 27

Where do I go when I arrive?

After you check in to your hotel, Conference Registration is taking place at the Adelaide Convention Centre. The registration desk will be located in Foyer G of the Convention Centre. The staff from Leishman Associates will be at the registration desk from 11.00am on Sunday 11 October. [Conference Map](#)

Where can I Park my Car?

All of the recommended accommodation conveniently offers its guests secure valet parking ranging from \$15 to \$28 per vehicle, per day. Rate is subject to change, please confirm rate with the concierge.

The Adelaide Convention Centre operates the Riverbank and North Terrace car parks, which are open

24 hours per day, 7 days per week. The Riverbank car park is accessed via Festival Drive whilst the North Terrace car is accessed off North Terrace and is situated immediately below Halls I, J & K.

ATM facilities

The Adelaide Convention Centre does not have ATM facilities, the nearest being located at in the foyer of the Intercontinental Hotel (next door to the Convention Centre) or the Casino which is situated next to the Intercontinental Hotel Convention Centre. Alternatively there is a range of banking services available at the North Terrace end of King William Street.

Getting around Adelaide

Adelaide is an easy city to get around. Public transport provides access for visitors to most parts of the city square mile and the suburbs. Taxis are also plentiful. Adelaide's City Free service is a free Tram service for commuters who want to move through the city quickly. Enjoy the nostalgic experience of traveling from the city centre to Glenelg, one of Adelaide's premier metropolitan beaches, with its vibrant cafe and shopping strip along Jetty Road, on the City to Bay tram. Trams depart regularly from Victoria Square in the city.

Maps

A map of Adelaide can be found in the Adelaide Guide in your satchel.

How do I pay for my accommodation?

Your Credit card number (used to secure your booking) has been passed onto the hotel that you have booked when registered on-line. You will need to pay the full amount plus incidentals directly to the hotel on check out. If you have not received confirmation of your hotel booking please contact Leishman Associates immediately.

If you arrive 24 hours later than your indicated arrival day you may find that you have forfeited your deposit. If you have any queries relating to your accommodation booking please first see the staff at your hotel, or alternatively the staff from Leishman Associates at the registration desk.

You will be required to provide a credit card to cover incidental charges upon arrival at your hotel.

REGISTRATION INFORMATION

Where do I Register?

The Registration Desk will be located near the Foyer G of the Convention Centre and will be open at 11.00am, Sunday 11 October.

At registration you will receive a conference handbook, your name badge and conference satchel. The registration desk will be open throughout the conference staffed by the team from Leishman Associates to assist you with any questions you may have regarding registration, attendance, accommodation or social functions.

What time is the registration desk open?

The Registration Desk opening hours will be:

11 October	11.00 – 18.00
12 October	08.00 – 17.00
13 October	08.00 – 17.00
14 October	08.00 – 16.00

CONFERENCE INFORMATION

When does the Official Conference Program start?

The workshop sessions located in Meeting Room 1 & 2 (Plaza Level) and 10 & 11 (Level One) commence at 14.00 Sunday 11 October.

I'm a speaker – What do I need to do?

Firstly, thank you very much for contributing to the program. Your involvement is very important, and our aim is to make sure you are well looked after and that your presentation runs as smoothly as possible.

After you register, speakers will be asked to report to the Speakers Preparation Room to load their presentations onto the conference laptop. This must be done AT LEAST four hours before you are due to present – this may mean the day before your presentation. An audio visual technician will be available throughout the conference. Please see the staff at the Registration Desk for further information.

Speakers Preparation Room

The Speakers Preparation room will be located in **Meeting Room 3**. Computer and audio visual equipment will be available for speakers wishing to review or change their presentations.

Please note the internet is not available in the Speakers Preparation Room.

The Speakers Preparation Room will be open at the same times as the Registration Desk.

Do I need to wear my Name Badge?

DEFINITELY, please wear your Name Badge at all times as it will be your entry into all Sessions and all Social Functions.

Where will the sessions be held?

All Conference Sessions, Workshops, Trade Exhibition and will be held at Adelaide Convention Centre.

Room allocations will clearly signposted and identify in the conference program

Can I attend any Session I wish?

Yes you can. However we ask that you be seated promptly. This also allows sessions to commence on time and keep the conference running smoothly.

Are Morning & Afternoon Refreshments and Lunches part of my Registration?

Yes, all daily conference catering – arrival tea and coffee, morning & afternoon refreshments and lunches will be served in the Trade Exhibition Area.

I have Special Dietary Requirements – will I be served the correct food?

Please ensure that you have made Leishman Associates aware of your special dietary requirements.

The caterers at each function have been advised of all dietary requirements that we have been made aware of. Please identify yourself to venue staff as they come to serve you and they will be pleased to provide you with all pre-ordered food. For day catering, there may be a specific area where special food is brought out, please check with catering or conference staff.

What should I wear during the conference?

The dress code for the conference is smart casual or business.

Will there be Internet Access available at the conference?

There is an Internet Café located in the Trade Exhibition of the Adelaide Convention Centre. This is free for delegates and sponsored by



SOCIAL PROGRAM

What Social Program Events are included in my registration?

All social events are included in the cost of each full conference registration. Places for additional guests for these events *may* still be available at a cost of \$80 for the Welcome Reception, \$25 Happy Hour and \$150 for the Conference Dinner. Bookings can be made at the conference registration desk - subject to availability. You will not receive an actual printed ticket, all guests will be included on the event guest lists.

Welcome Reception

Sunday 11 October, 18.00 - 20.30

National Wine Centre

Dress code – Smart Casual

The 2009 Official Conference Welcome Reception will be held at Adelaide's National Wine Centre where delegates will be treated to some of Australia's finest wines from its most famous wine growing regions. Hot and Cold Canapés will be provided as delegates catch up with old colleagues and friends. Transport is not provided to this function instead a walking map will be provided upon registration at the Adelaide Convention Centre which will allow delegates to pass by some of South Australia's most unique buildings along its Heritage Mile.

Happy Hour, Monday

12 October, 18.00 -19.00

Exhibition Hall G

Dress code – Smart Casual

After the first full day, light refreshments will be provided in the Exhibition Hall, after which delegates are encouraged to experience some of Adelaide's 700+ restaurants.

PMAA Gala Conference Dinner

Tuesday 13 October, 19.00 - 23.00

Adelaide Convention Centre – Hall F

Dress code – After five

Sponsored by



The Gala PMAA Award Dinner will be a highlight of the conference. The theme for this year's event is "Red, White and Sparkling". Come dressed to the theme.

Delegate Tour

SA Water House - Site Visit

Wednesday 14 October

Time: 16.30

Where: Level 1, Learning Centre, Victoria Square

Cost: No charge

Delegates will be met in Foyer

Hosted by SA Water

SA Water House is a showcase of sustainability. Water, energy and waste have all been targeted to create South Australia's first 6 Star Green Star building. A large customer service centre on the ground floor provides a range of information and face to face services, while a new SA Water Learning Centre promotes a wide variety of water and wastewater information to schools and the broader community.

The building also houses state of the art laboratory facilities, home to the Australian Water Quality Centre – assuring the quality and safety of the State's water supplies.

Please meet in the foyer of the Adelaide Convention Centre at 4.00pm to be escorted to SA Water House.

I have booked for a Pre or Post and Accompanying Persons Tour, where do I meet the tour group?

All tours depart from the Mercure Grosvenor Hotel, which is opposite the Adelaide Convention Centre in North Terrace. Please gather outside the foyer at least 15 minutes before the scheduled departure time. There are still some places available, for information contact Jennifer on jennifer@leishman-associates.com.au

Ultimate Barossa Valley Wine Tour

Saturday 10 October

Departs: 09.30 - Returns: 17.30

Cost: \$124.00 per person

Barossa Valley & Hahndorf Highlights

Tuesday 13 October

Departs: 09.30 - Returns: 17.30

Cost: \$115.00 per person

Ultimate Adelaide Tour

Monday 12 and Wednesday 14 October 2009

Departs: 9.30 - Returns: 17.30

Cost: \$106.00 per person

EXHIBITION INFORMATION

When will the Exhibition be open?

The Trade Exhibition is located in the Exhibition Hall, and will be open from

Sunday 11 October 1400 – 1600

Monday 12 October 0800– 1900

(Happy Hour will be held in the trade area from 1800 -1900)

Tuesday 13 October 0800 – 1630

Wednesday 14 October 0800 - 1400

Daily catering will be served in the Exhibition Area.

Exhibitor's passport

To encourage delegates to visit trade displays, we will be producing an Exhibitor's Passport. Delegates are required to visit each stand and have their passport stamped in order to win prizes supplied by AIPM and its generous Sponsors and Exhibitors.

GENERAL INFORMATION

What will the weather be like?

The average for October ranges from 14 to 25 degrees.

Who do I ask for help?

You can always ask the Leishman Associates staff at the Registration Desk, they are a wealth of information about registration, conference information, tours and local information.

LOCAL INFORMATION – ADELAIDE AND THE SURROUNDING AREAS

You may want to check out the Tourism websites for South Australia.

www.tourism.sa.gov.au www.southaustralia.com

There will be information on Adelaide and surrounding areas in each Satchel provided upon registration. Hopefully this information will help you plan for and enjoy your experience of Adelaide at the 2009 AIPM CONFERENCE. We look forward to welcoming you.

Should you have any queries, please contact a designated member of our team.

Conference Manager

andrea@leishman-associates.com.au

Registration / Accommodation enquiries

jennifer@leishman-associates.com.au

Sponsors & Exhibitors

harwant@leishman-associates.com.au

On behalf of the team, we look forward to welcoming you to Adelaide.

Andrea Goodwin, Conference Manager