



2012 AAIR ANNUAL FORUM

Terrigal | 12-14 November
www.aaair.org.au

Frequently Asked Questions

To ensure that your visit to Terrigal and the experience of the 2012 AAIR Forum is as enjoyable as possible, this is a list of Frequently Asked Questions which we hope will provide you with all the information you need.

We encourage you to read through this before you attend, and let us know if we haven't answered something that you have been wondering about.

Where is the Forum Venue?

The forum is being held at the Crowne Plaza Terrigal, Pine Tree Lane, Terrigal, New South Wales.

How do I get from the Sydney airport to the Forum Venue?

Forum Bus Transfers

Return AAIR Forum bus transfers are available between Sydney Airport Terminal 2 and Crowne Plaza, Terrigal. Buses also depart from Hornsby Station, Sydney

Sunday 11th November, Sydney Airport to Terrigal

Departure 1: 11:15am

Departure 2: 3:15pm

Sunday 11th November, Hornsby Station to Terrigal

Departure 1: 12:00pm

Departure 2: 4:00pm

Wednesday 14th November, Terrigal to Sydney Airport via Hornsby

Departure 3:00pm, Crowne Plaza, Terrigal

Arrival at Hornsby Station: 4:15pm

Arrival at Sydney Airport Terminal 2: 5:00pm

Sydney Airport: One Way: \$30.00 Return: \$50.00

Hornsby Terrigal: Once way: \$25 Return: \$40

Tickets can be booked via the registration process or by sending an email to kate@leishman-associates.com.au

Please note: If minimum delegate numbers for Departure 1 at 11:15am (and 12pm) are not reached then cancellation of this transfer or a change of departure time may result. If you have purchased a return fare you will be refunded.

Sydney Airport Meeting Point:

For both Departures 1 and 2, delegates are to meet at the Luggage Carousel number 5, inside Terminal 2 (T2).

A nominated delegate will be there to meet you and tick off your name; once all delegates have arrived, you will make your way to the bus in a group.

Qantas and International flights arrive at Terminals 1 and 3. If you are arriving at either of these terminals please make your way to T2.

Hornsby Meeting Point:

Delegates are to please meet the bus at the Bus Interchange, at the Western side of the Hornsby Station on Station Street.

Mobile phones: If you have a mobile phone, please switch it on to ensure you can be contacted.

Contact: If you have any problems finding the meeting points please call the Forum Manager, Victoria Chapman, on 0459 347 833



2012 AAIR ANNUAL FORUM

Terrigal | 12-14 November
www.aaair.org.au

Making your own way to Terrigal

By Car

From Sydney – take the F3 Freeway north out of the city. Journey time is approximately 90 minutes.

From Newcastle/Hunter Valley – take the F3 Freeway South. Journey time approximately 75 minutes.

Take the Gosford exit for Shopping at Crowne Plaza Terrigal, and follow the signs to Terrigal Beach.

Domestic Flights

The two closest airports to Terrigal are the Sydney International Airport and Newcastle Airport.

Flying into Sydney:

If you are travelling from within Australia, all major airlines including Qantas, Virgin, Jetstar and Tiger fly to Sydney from all major capital cities. You can then take a train, bus or hire a car to get to Terrigal.

There is a train direct from Sydney International Airport to Sydney Central Station which links to the Central Coast Line.

Flying into Newcastle:

No international flights fly directly into Newcastle but there are several flights daily to and from many Australian cities on the Eastern Seaboard. Please [click here](#) for further details on flight routes

Please see below for information on getting from Newcastle to Terrigal.

By Train

Train travel is common in NSW and the closest train station to Terrigal is Gosford Station. Gosford station runs on the Newcastle and Central Coast line.

Trains from Sydney Central to Gosford

Frequency: Twice an hour.

Journey Time: approximately 1 hour and 20 minutes.

Cost: adult return = \$16.40

Travelling from Sydney: [click here](#) to go to the City Rail website.

Travelling from Newcastle to Gosford

Frequency: Twice an hour.

Journey Time: approximately 1 hour and 20 minutes.

Cost: adult return = \$16.40

Travelling from Newcastle: [Click here](#) to go to the City Rail website.

To view the rail map online please click [here](#).

Travel from Gosford to Terrigal

Bus

A bus company operates in the region and offers trips throughout the region, as well as trips between Gosford and Terrigal.

Company: Busways

Frequency: Every 30 – 60 minutes

Journey Time: approximately 25 minutes

[Click here](#) to download the bus timetable.

[Click here](#) to download the area map.

Taxi

Taxis operate in the region and are available for trips between Gosford and Terrigal.

Price: Approximately \$38.00

Central Coast Taxis: 131 008



2012 AAIR ANNUAL FORUM

Terrigal | 12-14 November

www.aaair.org.au

Car Hire

We recommend Europcar for all car hire in the region. AAIR delegates are eligible for a special discount on care hire. To redeem the discount follow click [here](#). Or you can call 1800 030 188 for bookings.

Where can I park in Terrigal?

Parking at Crowne Plaza: Secure parking is available in Crowne's underground premises; a fee of \$18.00 per car per day for self-parking and \$28.00 per car per day for valet parking is applicable.

Free Parking: Available in the multi-deck carpark behind Crowne Plaza Terrigal, next to the bowls club, off Wilson Drive. Please note that car park security ends at midnight and your car may not be secure overnight.

Is there a map of Terrigal?

A map of Terrigal will be available from the forum registration desk.

Forum Centre ATM's

There are two ATM's located on the Ground Floor in the Florida Beach Bar and there are also a number of banks & cash machines within walking distance of the venue

What will the weather be like?

The average November temperature in Terrigal is 25 degrees Celsius. Please click [here](#) to view updated weather of Terrigal.



How do I pay for my accommodation?

If you have booked accommodation through Leishman Associates, your credit card details have been transferred to the hotel - please confirm this on check in with your hotel. If you have arrived 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 see the staff from Leishman Associates at the Registration Desk, or alternately the staff at your hotel. Please note that some hotels will take a security deposit from your credit card, so please check upon arrival.

IMPORTANT INFORMATION – PLEASE READ

On the confirmation email that you would have received when you registered, we have identified the accommodation that we have booked for you.

It is your responsibility to check if this is correct, if it is not, and it needs to be changed, please email kate@leishman-associates.com.au and inform us of the change. If you arrive 24 hours later than your indicated arrival day you will be charged for that night's accommodation by the hotel.

What is the dress code for the forum?

For all Forum Sessions and the Welcome Reception the dress code is smart casual or informal business.

The dress code for the Forum Dinner is Smart Dress.

What time does the Registration Desk open?

The registration desk will be open at the following times:

Sunday 11 November	1600 – 2000
Monday 12 November	0800 - 1700
Tuesday 13 November	0800 - 1700
Wednesday 14 November	0800 – 1300



2012 AAIR ANNUAL FORUM

Terrigal | 12-14 November
www.aaair.org.au

Speakers Information

Please be advised that there will be a Speakers Preparation area located in the Forresters Room; directions are available from the Registration Desk. Presenters are asked to load their presentations at least 4 hours beforehand.

You will be asked to sign a release form to allow AAIR to upload your presentation to the website.



Where do I register?

The Registration Desk is located in the Hawkesbury Lobby, which is on the first floor of Crowne Plaza, Terrigal. This is accessible from the lifts or stairs in the hotel lobby (ground floor).

Victoria Chapman and Naomi Sarich from Leishman Associates will be available to register you from 1600 on Sunday 11 November.

At registration you will receive a name badge and handbook. Delegates are advised to wear their name badge at all times to gain entry to forum sessions and social functions.

What food is included in my registration?

Full Registration: Morning refreshments, lunch and afternoon refreshments are provided each day. All food at the Welcome Reception and Forum Dinner is included if you are attending.

Day Registration: Morning refreshments, lunch and afternoon refreshments are provided for the day you have registered. Day Registrations do not include any social activities, you may book tickets separately.

When and where is the Welcome Reception?

Venue: Crowne Plaza
Date: Sunday 11 November 2012
Time: 6.00pm - 8.00pm
Dress: Smart Dress
Cost: Included in Full Registrations.
Additional tickets can be purchased for \$70 each

When and where is the Forum Dinner?

Venue: Reef Restaurant
The Haven, Terrigal
Date: Tuesday 13 November 2012
Time: 7.00pm – 11.00pm
Dress: Smart Dress
Cost: Included in Full Registrations.
Additional tickets can be purchased for \$120 each (subject to availability).

How do I locate Reef Restaurant?

The Reef Restaurant is located at the Haven, Terrigal. It is less than five minutes' walk away, up the hill from Crowne Plaza, along Terrigal Esplanade.

Where to meet: Dinner attendees will meet in the Crowne Plaza Lobby (ground floor) at 6:45pm and walk to the venue together (alternatively, delegates can make their own way there).

If you need special access or have mobility requirements please visit the registration desk or contact the Forum Organisers.

How do I know if I am registered for a social function?

The Welcome Reception and Forum Dinner are included in the full registration fee for all



2012 AAIR ANNUAL FORUM

Terrigal | 12-14 November
www.aaair.org.au

delegates (excluding day delegates and guests). You may or may not have reserved a ticket for yourself during the registration process. If you are unsure, refer to your registration confirmation email.

To make sure that you can be seated with your friends and colleagues at the **forum dinner**, we will have a system available at registration. When you register, you'll receive a sticker with your name on it. Located near the registration desk will be poster boards with table lists where you can place your sticker, so that you can sit with friends and colleagues.

By putting your sticker on the sheets on the board – it tells us that you are **actually attending**, and who you'll be sitting with – so that we can advise the function staff of any special catering requirements and to just make sure that we have a seat for you.



**PLEASE TELL US IF YOU
ARE NOT ATTENDING
ANY SOCIAL FUNCTIONS**

If you're not, can you please let us know before the forum begins, so that we can adjust our numbers for catering. Please email kate@leishman-associates.com.au

Can I bring along a partner or a friend to the forum social functions?

Guest tickets can be purchased for the functions below:

Welcome Reception: \$70.00 per ticket

Forum Dinner: \$120.00 per ticket

Please email your request to kate@leishman-associates.com.au

Will there be internet available at the forum?

Free Wireless Internet will be available to delegates for the duration of the AAIR Forum. The password and login details will be available at the registration desk.

An internet café will be available in the Speakers Prep Room and is free for all delegates to use. We ask that during peak time delegates keep to a 15 minute maximum time usage.

PLEASE NOTE: The internet is intended to allow delegates to check email and quickly browse the web. It is not to be used to view or download any movies, music, or any illicit material.

I have special dietary requirements – Will I be served the correct food?

If you have advised the forum managers of any special dietary requirements, the caterers at each function have been told of these. A special table buffet will be set during the day for special diets, if you are unsure please see the staff at the registration desk. At social functions please remind the catering staff as they come to serve you of your requirements. It would be appreciated that if your dietary request relates to a life threatening allergy that you advise the organisers as soon as possible.

Will I receive a forum satchel?

Yes, all registered delegates receive a satchel.

Will I receive a name badge?

Each delegate will receive a name badge upon arrival to the forum. The name badge will be your official pass and must be worn to obtain entry to all sessions and to social functions. Additional bookings for day registrants and partners are required.



2012 AAIR ANNUAL FORUM

Terrigal | 12-14 November
www.aaair.org.au

Entry to Forum Sessions

It is suggested that delegates arrive at preferred sessions promptly to ensure a seat. Once a room fills, delegates will be directed to the next available session.

Where can I find a list of delegates who are attending the forum?

An up to date delegate list can be downloaded from the forum website, and is also attached to the email sent with these FAQs. Printed delegates lists will not be available. If you have selected 'privacy required' whilst registering your name will not appear on the list.

Emergency Medical Care

For any medical emergency phone 000. The staff at your hotel will have information if you require contact details for a doctor, dentist or other health professional.

Is there security at the forum?

The members of the forum organising committee and Leishman Associates accept no liability for personal accident or loss or damage suffered by any participant, accompanying person, invited observer or any other person by whatever means.

Please protect your personal property. Do not leave laptops, cameras, and other valuable items unsecured. Be conscious of individuals who appear out of place and do not wear a forum name badge. Advise Leishman Associates Staff if this does occur.

Photographs, videos, recording of sessions

Delegates are not permitted to use any type of camera or recording device at any of the sessions unless written permission has been obtained from the relevant speaker.

Smoking

All accommodation rooms are non-smoking. There is a designated smoking area located on the driveway at reception. There are also designated smoking areas in the Florida Beach Bar.

Disclaimer

The AAIR Forum 2012 reserves the right to amend or alter any advertised details relating to dates, program and speakers if necessary, without notice, as a result of circumstances beyond their control. All attempts have been made to keep any changes to an absolute minimum.

Need assistance at the forum venue please see one of the following Leishman Associates staff:



Victoria Chapman



Naomi Sarich

I have a question that is not in this document, who do I speak to?



Victoria Chapman

Forum Manager
Phone: 03 6234 7844
Mobile: 0459 347 833
Email: victoria@leishman-associates.com.au

Naomi Sarich
Forum Manager
Mobile: 0439 336 511

Kate Burgess

Forum Administrator
Phone: 03 6234 7844
Email: kate@leishman-associates.com.au



2012 AAIR ANNUAL FORUM

Terrigal | 12-14 November
www.aaair.org.au

With thanks to our sponsors, exhibitors and supporters

