



# WFBSC World Congress

Aotea Centre, Auckland, New Zealand  
6 - 10 February 2011

**Building a Sustainable Industry:**

Protecting the Planet / Developing People / Maximising Profit

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[www.wfbsc2011.com](http://www.wfbsc2011.com)



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# Invitation

We warmly invite you to attend the World Federation of Building Service Contractors World Congress at the Aotea Centre in Auckland, New Zealand from 6 - 10 February 2011 (WFBSC2011).

We are already busy making sure that your visit to us is nothing short of sensational. The opportunity to combine business with pleasure at WFBSC2011 is most compelling. We hope you will also consider including the delights of a New Zealand vacation in your plans.

Set in our commercial capital city, WFBSC2011 offers all who attend close proximity to some of the world's finest golf courses, wineries, fine cuisine as well as the numerous relaxing and leisure opportunities Auckland has.

We look forward to welcoming you to Auckland in 2011!

**Bob King, Convenor**

**Organising  
Committee**      **Bob King**  
                                         **Marja Verkerk**

## Acknowledgements

The support of the Congress sponsor is gratefully acknowledged:



# Destination

## Aotearoa - New Zealand

New Zealand is home to spectacular landscapes, cosmopolitan cities, the famous All Blacks, and recently the America's Cup... and much much more. We are a country of diverse cultures, proud of our Polynesian heritage mingled with European tradition. We are famous worldwide for our beautiful scenery and friendly people. A lush country with many attractions for visitors, New Zealand is a haven for those seeking peace, rejuvenation and relaxation, as well as a playground for thrillseekers and adventurers.

Equivalent in size to Great Britain, California or Japan, New Zealand has a population of only four million - making it one of the world's least crowded countries. New Zealand is a three and a half hour flight from Eastern Australia, a non-stop overnight flight from the USA, and a ten hour flight from most places on the Pacific Rim.

## Auckland

Auckland's waterside location has fostered the locals' love affair with the sea, earning this place the name "City of Sails". The city sprawls over a narrow isthmus between the sparkling waters of the Waitemata and Manukau Harbours. A cloak of rainforest covers the surrounding hills, dozens of dormant volcanic cones dot the landscape and enchanting holiday islands are scattered throughout the vast Hauraki Gulf.

Auckland's heart beats to a Polynesian rhythm, its people a melting pot of South Pacific and Asian cultures and a strong indigenous Maori heritage. This diversity brings with it an abundance of unique dining and shopping experiences. The temperate climate, easy access to the coast and variety of activities earns the city consistent top five rankings in international lifestyle surveys.

Visit [www.aucklandnz.com](http://www.aucklandnz.com)

## Venue - Aotea Centre

The Aotea Centre is best described as a multi-purpose venue and has been host to many conventions, shows and exhibits. Situated in the heart of Auckland's central business district, the Aotea Centre is within walking distance of the city's many attractions, including the Sky Tower, Casino, the shops of Queen Street and Auckland's finest cafes and restaurants.



# Speakers

## Allison Mooney

A passionate, high energy and humorous speaker, Allie was voted Speaker of the Year (NSANZ Auck) for the unparalleled 3rd time in 2009.

Her fun, fast paced mind-unzipping presentation will infuse the desire to significantly increase your own performance capability, while constantly improving the quality of your life and those with whom you come in contact with.

She will give us insight into

- Speed reading others to find out what they really want
- Relating better by seeing through 'their' eyes

She will inspire, educate, inform and have you both laughing and challenged as she shares a powerful tool that will transform any relationship.



## Mike Hutchinson

Mike is a columnist, entrepreneur and brand marketing guru. He is not only a magazine and newspaper columnist, but also a regular after dinner speaker and director of a number of private and public companies.

Mike started his career as an advertising copywriter and early on, won the Trenchard-Smith trophy for the highest aggregate marks in Australia and New Zealand in the Advertising Institute exams and the Reader's Digest Scholarship as New Zealand's Most Outstanding Young Advertising Man, which saw him working in Sydney with Lintas Advertising.

He has co-founded a number of leading advertising agencies, including Colenso Communications and Hutcheson Knowles Marinkovich Advertising. He has been part of teams that have produced many of New Zealand's memorable campaigns.

In 1997, Mike joined Saatchi & Saatchi as Executive Director and was appointed Managing Director in 2000. He also set up 'The Hive', a Saatchi and Saatchi think tank.

Mike writes a regular innovation column for Unlimited magazine, following his penning a humour column in The Independent for many years. Collections of some of Mike's liveliest, most articulate and funny columns have been published in book form, the first entitled "No1 Best Seller"! The second, Beethoven's Banker and other stories was published in 2006.



# Programme at a Glance

## Sunday 6th February

	Delegates	Accompanying Persons
1600	Registration opens	
1830 - 2100	Welcome Cocktail Party	
<b>Monday 7th February</b>		
0915	Opening Ceremony	Optional Activities: - America's Cup Yacht Racing - City Highlights - Sculpture Park - Adrenalin City - Matakana Art & Wine Tour
1030	Morning tea	
1100	Opening speaker	
1120	Invited Speaker	
1215	Lunch	
1330	Ed Lonergan - JohnsonDiversey	
1430	Afternoon tea	
1500	Climate Savers	

## Tuesday 8th February

0915	Mike Hutchinson	Optional Activities: - Coast & Rain Forest Walk - Matakana Art & Wine Tour
1015	Morning tea	
1045	Allison Mooney	
1145	Panel Discussion	
1230	Lunch	
1330	Management of People	
1430	Afternoon tea	
1500	Management of People	
Evening	Brazil Cocktail Party	

## Wednesday 9th February

0915	Sustainability Through Differentiation and Innovation	Optional Activities: - City Highlights - Sculpture Park - Adrenalin City
1000	Morning tea	
1030	Profitability in Sustainability	
1200	Lunch	
1400	Departure for Big Day Out	
1400 - 2100	Big Day Out	

## Thursday 10th February

0915	The Way Forward for WFBSC	Own Arrangements
1015	Morning tea	
1045	Closing Ceremony	
1130	Lunch	
1330	Optional tours	
1900	Farewell Dinner	

# Social Programme

## Welcome Cocktail Party

To kick off our time together, greet new friends and catch up with old ones over a glass of excellent New Zealand wine and small delicious tastes.

Date: Sunday 6th February

Time: 18.30 - 2100

## Big Day Out

An afternoon of leisure or activity out among the vines followed by a casual evening of scrumptious fare and music to watch the sun go down by.

Date: Wednesday 9th February

Time: 1400 - 2100

## Final Gala Dinner

Bid farewell to toe tapping music, a celebration of the very best of New Zealand food and wine and the company of friends.

Date: Thursday 10th February

Time: from 1900 till late

# Accompanying Persons Programme

It is our wish that WFBSC 2011 delegates leave Auckland having experienced New Zealand culture, diversity, beauty, cuisine and wine that we know are world class and we hope they will love. We have therefore created a programme that will show off the very best that our city can offer.

Optional Tours Summary	Accompanying Persons (scheduled day trips) Summary
<b>Golf Half Day</b> NZ\$170pp <b>Golf Full Day</b> NZ\$250pp <b>Match Racing on the Hauraki Gulf</b> NZ\$200pp <b>Sculpture Park</b> NZ\$340pp <b>City Highlights</b> NZ\$60pp <b>Adrenalin City</b> NZ\$390pp <b>Bridge Bungy</b> NZ\$135pp All prices are current at the time of publishing and may be subject to change in the future.	<b>Tuesday 8 February Coast and Rain Forest Walk</b> NZ\$180pp <b>Thursday 10 February Matakana</b> NZ\$300pp All prices are current at the time of publishing and may be subject to change in the future.

## America's Cup Yacht Racing on the Hauraki Gulf

Westhaven Marina, one of the largest marinas in the Southern Hemisphere, is located an eight minute walk from the Westin. It is the entrance to the Hauraki Gulf, a majestic all-weather marine playground with green islands and spacious, clean beaches. Venue of the 2000 and 2003 Americas Cup Challenge, the marina has played host to some of the world's most luxurious boats since the Millennium and is the course of your match racing morning.

The America's Cup is the world's oldest and most prestigious sporting trophy and ultimate yachting regatta. Usually the domain of billionaires and elite professional yachties, iconic yachts NZL 40 and NZL 41 offer the unique opportunity for everyone to participate sailing on these grand prix racing machines. Passengers become the crew and are encouraged to take the helm, exert energy on the grinders or simply sit back and enjoy the action as we sail down the Auckland Harbour. The trip suits people of all experiences and abilities and is the perfect activity in Auckland, 'City of Sails'.

Possible Numbers	60 (30 in each boat)
Possible Outline Timetable	Match racing participants meet in Hotel Lobby, escorted by TCC staff to yachts Match racing begins Match racing ends Participants escorted back to Hotel for drinks
Match racing details	Charter type: 2 Hour Private Match Race with NZL 40 and NZL 41 - NZ\$200 per person
Misc instructions	Lots of suntan protection is required, sunglasses for the glare and flat soled shoes or sandals are best. A bottle of water ( they do have chilled water for sale at the booth) and if taking a camera onboard, then it is a good idea to place it in a plastic bag as you do get spray and sometimes waves when tacking
Smoking Policy	Non smoking activity

## Sculpture Park, A Unique Perspective on New Zealand

Today we travel to the jewel of Hauraki Gulf 40 minutes by ferry - to Waiheke Island - where we enter the extraordinary environment called Sculpture Park.

The Sculpture Park offer visitors a unique experience to view large outdoor contemporary sculpture by some of New Zealand's best known sculptors. The vision of the owners, John and Jo Gow, has been to unite art and nature by planting sweeps of native trees and creating special places for commissioned site-specific and purchased New Zealand sculpture.

Currently the park contains 20 works in differing scale and media and each of the commissioned sculptures tells a story about its existence. The walk leads on to one of the many rustic macrocarpa seats where you can enjoy a vista looking out towards the Coromandel Peninsular.

Numbers	As required
Possible Outline Timetable	0800 - 1500 Ferry ride - 30 mins Transfer to Sculpture Park - 15 mins Sculpture Park - as long as required Lunch/dinner at Cable Bay - allow for minimum of 1.5 hours and a maximum of 4 hours Ferry ride home - 30 mins
Cost	To include Ferry per person return, Sculpture Park entry per person, Lunch and transfers to and from hotel. NZ\$340 plus gst per person
Dress	Casual/wet weather gear
Smoking Policy	Non smoking activity
Beverages	Wines of Cable Bay

We lunch at Cable Bay Vineyards with its spectacular views back to Auckland City. The food is great here, the wine even better. Neil Culley, Managing Director and winemaker presents his award winning wines to compliment Chef Thorpe's simple and chic menu of the best of New Zealand ingredients.

## Golf Day at Gulf Harbour Country Lodge

Spectacular finishing holes, ocean views, rolling terrain and classic, traditional values. All combine to make the Gulf Harbour Country Club one of the most exciting new developments in New Zealand.

You will be transported to Gulf Harbour in time for a 12.45 pm briefing and a shot gun start. A circulating drinks cart will provide refreshment for the duration of the afternoon, with drinks and a prize giving to finish off the day after a shower at the club house, back in town by 6pm.

Designed by Robert Trent Jones Jnr., this 6,400 metre, par 72 golf course is located at Gulf Harbour on the Whangaparaoa Peninsula, just north of Auckland. It meanders through native grasses and vegetation and has a natural look and feel from start to finish.

Four sets of tees assure playability for every calibre of golfer, from beginners to professionals. Like all great courses, Gulf Harbour tantalises players with a variety of exciting holes. Several feature risk and reward opportunities, and none are tricked-up or artificial.

<b>Numbers</b>	Up to 120
<b>Possible Outline Timetable - Half Day</b>	1200 Pick up from hotel 1240 Arrive at Gulf Harbour Country Club 1245 Briefing and shot gun start 1630 Prize giving, drinks and nibbles in the Club House 1730 Transfer back to the hotel (NB only available on Tue/Thu/Fri)
<b>Possible Outline Timetable - Full Day</b>	0800 Pick up from hotel 1000 Arrive at Gulf Harbour Country Club 1005 Briefing and shot gun start 1630 as above 1730 as above
<b>Cost - Half Day</b>	NZ\$170 per person for a minimum of 20 players, includes green fees, cart, circulating drinks cart and nibbles and drinks at prize giving. Clubs and shoes are available for hire for an additional cost. (Coach costs separate - this will depend on how many we are taking out to Gulf Harbour)
<b>Cost - Full Day</b>	NZ\$250 per person for a minimum of 20 players, for inclusions see above, plus drive by BBQ
<b>Dress</b>	Appropriate Golfing attire
<b>Menu/Beverages Half Day</b>	Circulating drinks cart Drinks and nibbles to finish the day
<b>Menu/Beverages Full Day</b>	Circulating drinks cart Drive by BBQ lunch Drinks and nibbles to finish the day

## City Highlights

Take a tour of Auckland's most spectacular city sights - Auckland sits on 48 dormant volcanoes situated on a narrow isthmus between two harbours, the sparkling Waitemata to the east and the brooding Manukau to the west. Known as the City of Sails, it's New Zealand's largest city.

The tour can take in Queen Street, Auckland's 'Golden Mile'; Auckland University Campus and Albert Park (Auckland's oldest park); stunning views of the harbour, yacht marina and Harbour Bridge; a visit to the Auckland Domain; Ponsonby - Auckland's cafe district; the summit of Mt Eden, the city's most prominent volcanic cone with its 360° views of the city and harbour; Parnell Rise - a popular shopping area; the Parnell Rose Gardens and the wonderful drive along Tamaki Drive - Auckland's waterfront.

<b>Numbers</b>	Up to 100 pax per party
<b>Possible Outline Timetable</b>	1230 Pick up from hotel 1530 Return to hotel
<b>Cost</b>	NZ\$60 per person
<b>Dress</b>	Casual, flat shoes

## Adrenalin City

Continue down to the waterfront for an exhilarating walk on Auckland's Harbour Bridge. This is the only Bridge Climb in New Zealand, coming complete with your very own tour guide. If this is not thrill enough for you, jump off the Harbour Bridge, the world's first harbour bridge Bungy Jump, operated by the Bungy originals - AJ Hackett Bungy. Once airborne take the time to enjoy the views of the harbour, that is if you can keep your eyes open long enough.

Get your adrenalin pumping with three of Auckland's most exhilarating activities:

SkyWalk is the most thrilling adventure to be had in Auckland City. Walk the 1.2 metre-wide walkway around Auckland's famous Sky Tower - 192 metres above the ground, no handrails and nothing but air either side of you!

Numbers	Up to 50 per party	
Possible Outline Timetable	1230 1730	Pick up from hotel Return to hotel
Cost	Bridge Climb NZ\$125 per person Minimum 15 - 20 pax. Optional Bungy Jump extra NZ\$120 Sky Walk NZ\$125 per person 15 plus pax. Bridge Climb will provide comp transfer from CBD hotels to the bridge then drop at Skywalk. No transport from Sky Walk to hotels.	
Dress	Casual, flat shoes	

## Coast and Rain Forest Walk

Escape from Downtown Auckland and within 30 minutes arrive at the Arataki Visitor Centre, gateway to the rainforest, situated in the Waitakere Ranges. The breathtaking panoramic views from the sweeping decks extend from the Tasman Sea to the Pacific Ocean. Absorb the area's history and admire the magnificent traditional Maori carvings that stand guard there.

Continue further west with our knowledgeable and highly experienced guides to the wild and rugged west coast where you get to experience the isolation of the area. Our guides walk you through an area of Auckland's coastal rainforest where they explain the local flora and fauna with its giant tree ferns growing alongside picturesque streams in regenerating rainforest. You then get the opportunity to visit a magnificent rugged west coast beach where you feel the soft sand beneath your feet as you stroll on one of the most awe inspiring beaches in the world.

After a kiwi style picnic lunch at a scenic location your journey takes you to an area of untouched original rainforest with mature 1000 year old kauri trees. New Zealand existed for millions of years separate from the rest of the world so has evolved in isolation to produce its own unique flora and fauna - 70% of our native plants are found nowhere else in the world. Our guides explain about our native species as you walk amongst

Possible Numbers	Up to 50 per party	
Possible Outline Timetable	1000 1700	Pick up from hotel Return to hotel
Cost	The cost for this tour is NZ\$180.00 plus gst (including refreshments and picnic lunch)	
Dress	Casual, flat shoes	

New Zealand's famous kauri trees and native birds.

## Matakana Art and Wine Tour

Travel 40 minutes north of Auckland and experience the art, wine and cuisine of the Matakana Coast wine country.

Your first stop is Morris and James Pottery and Tileworks, creators of high quality, hand-crafted ceramics. Take a tour and see clay being 'thrown' and pots being decorated. Buy a piece to take home or just admire the beautiful pieces shown in the collection showroom.

Continue on to one of Matakana's premier vineyards for winetasting and lunch. With a flourishing wine industry, the small mostly family owned wineries in the Matakana are quality-focussed, each providing visitors with the opportunity to share the passion and products of the winemaker. Enjoy a set menu lunch at the vineyard restaurant. As the region abounds in a startling array of fresh produce, the area's chefs are spoilt for choice and are therefore able to provide fine dining in a picturesque vineyard setting.

After lunch, travel to Brick Bay Sculpture Trail and view sculpture inspired by the New Zealand landscape and framed by towering native trees and majestic palms, abundant birdlife, green pastures and overlooking the celebrated Brick Bay vineyard. This is a unique outdoor gallery experience, where an ever changing display of 25 to 30 works is sensitively sited along the 2 km trail. The track is an easy one-hour walk suitable for most ages and abilities.

Return back to Auckland City over the Harbour Bridge, with stunning views of the harbour and yacht marina.

Possible Numbers	Up to 50 per party	
Possible Outline Timetable	0900	Pick up from hotel
	1700	Return to hotel
Cost	The cost for an 8 hour tour is NZ\$300 plus gst. This price includes pottery tour, winetasting, set menu lunch and entrance to Brick Bay Sculpture Trail	
Dress	Casual, flat shoes	

**Notes:** All prices are current at the time of publication and are subject to change. All prices quoted are GST exclusive. It is advisable for delegates to book their social options when they register.



# Registration

## Registration Fees

Fees are stated in US Dollars excluding local taxes, however they will be payable in New Zealand Dollars (including local taxes) at a pre-determined exchange rate.

Registration Type	Early Registration (for payment received by 30 November 2010)	Standard Registration (payment received after 1 December 2010)
Full	US\$1,200	US\$1,500
Accompanying	US\$800	US\$1,000

## Registration Fee Inclusions

### Congress

- All Congress sessions
- Morning tea and lunch at the Congress venue on 7, 8 and 11 February

### Social

- Welcome Cocktail Party
- Big Day Out
- Brazilian Night
- Final Dinner

## How to Register:

Register online at [www.wfbsc2011.com](http://www.wfbsc2011.com)

Payment by credit card (secure transmission facilities provided)

Confirmation of your registration and a tax invoice will be sent upon receipt of your form and fees.

## Cancellations

Should you need to cancel your registration for any reason, you may reassign your registration to another person. Please notify The Conference Company of the replacement delegate's name and contact details.

**Tel: + 64 9 360 1240, Fax: + 64 9 360 1242, Email: [wfbsc@tcc.co.nz](mailto:wfbsc@tcc.co.nz)**

If you are unable to arrange a replacement, a refund conference fees, less an administration charge of US\$75 will be made, providing notification is received by 15 December 2010. After that date, no refunds will be made.

If, for reasons beyond the control of the Organising Committee, the World Federation of Building Service Contractors Congress is cancelled, registration fees will be refunded after the deduction of expenses already incurred.



# Accommodation

Block bookings have been made at the hotels listed below and rates (all inclusive of new Zealand Government Goods and Services Tax) have been negotiated which are equal to, if not better than, corporate rates. Room rates do not include breakfast unless otherwise specified.

The following icons are used to show additional services:

 Restaurant  Bar  Gymnasium  
 Swimming Pool  Business Centre

## Making a Reservation

Please complete your accommodation booking when registering by 5 January 2011. After that date no guarantee can be made that rooms will be available. To secure your reservation payment of one night's room rate is required, or you may supply your credit card details to guarantee the booking. Please indicate your first and second choices of accommodation.

## Changing your Reservation

Please advise The Conference Company of any change to a reservation rather than contacting the hotel direct.

Telephone: + 64 9 360 1240  
Email: wfbcs@tcc.co.nz  
Fax Number: + 64 9 360 1242

## Canceling your Reservation

If you cancel your accommodation booking prior to 5 January 2011 your accommodation deposit will be refunded in full. After that date, refunds may be subject to cancellation charges levied by the hotel.

## Early Access

If you have an early morning arrival and require an early check-in, you will need to reserve your room for the previous night.

## 5 minutes walk to the Aotea Centre

### SkyCity Grand Hotel (\*\*\*\*\*)

Located directly above the Sky City Convention centre, SkyCity Grand is a 5 star hotel. Broadband internet connections are provided in all rooms (maximum download 50MB). Directly opposite SkyCity's Casino and Sky Tower complex, the hotel is within a short walk of numerous restaurants, or eat onsite at the popular 'Dine by Peter Gordon' (bookings essential).

#### Luxury King:

Single/double, King bed NZ\$295.00 per night

### SkyCity Hotel (\*\*\*\*½)

Located within Auckland's Sky City Casino complex, the Sky City Hotel offers four star accommodation. Centrally located, this hotel is just a few minutes walk to either Queen Street, the heart of Auckland's retail sectors, the central business district and the Viaduct Basin. With over 10 restaurants and bars, and two casinos within the complex, this hotel offers variety of things to do and places to eat. Broadband internet connections are provided in all rooms (maximum download 50MB).

#### Deluxe King:

Single/double, King bed NZ\$235.00 per night

### Crowne Plaza (\*\*\*\*\*)

The Crowne Plaza complex in the block between Albert and Elliott Streets includes three floors of shopping and a food hall directly below the hotel. Accommodation rooms start from level 16 so guest rooms are sheltered from the noise of the city. Deluxe king rooms are located on the 28th floor which are large open plan studios with a lounge. All rooms have pillow options with a choice of 4 different types.

Broadband internet connections are provided in all rooms. The hotel has a fitness centre and sauna.

#### Superior King:

Single/double, King bed NZ\$204.45 per night

## 10 minutes walk to the Aotea Centre

### Heritage Hotel

This international hotel is just a short walk from Queen Street or the Viaduct Basin, and is only 200m to the Sky Tower and casino. The Hotel was transformed from a department store, preserving its original art deco design, while the Tower has been built in a French contemporary style. All rooms are spacious, with high ceilings, and contain a deluxe mini bar and en-suite bathroom. Suites contain a full kitchen. The hotel facilities include a restaurant, café, bar, 24 hr room service, tennis court, 2 gyms and roof top pool. Each room has a broadband internet connection (download limits apply).

**Superior Room:** Single/Double NZ\$194.22 per night

**Deluxe Room:** Single/Double NZ\$214.67 per night

**Executive Room:** Single/Double NZ\$235.12 per night

## Auckland City Oaks

Oaks Smartstay Apartments on Hobson Street are modern studio, 1 & 2 bedroom apartments located in the heart of Auckland city. These apartments all have fully self contained kitchens with laundry and all rooms have SKY TV and DVD players. Many rooms have balconies and great views of Auckland City. Wired internet connection is available in the rooms.

**Studio** NZ\$139.00 per night

**One bedroom apartment** NZ\$159.00 per night

**Two bedroom apartment** NZ\$199.00 per night

# General Information

## At the Congress

Your Congress pack will be available for collection from the Registration Desk located in foyer of the Aotea Centre. The registration desk will be open at the following times:

Sunday 6 February	1600 - 2000hrs
Monday 7 February	0800 - 1600hrs
Tuesday 8 February	0800 - 1600hrs
Wednesday 9 February	0800 - 1300hrs
Thursday 10 February	0800 - 1200hrs

## Catering

All refreshment breaks and lunches will be served in the foyer area.

## Climate

February is high summer in New Zealand. The climate in Auckland is a maritime one and in February the average daytime temperature is 24oC (77oF) dropping to 16oC (62oF) overnight.

## Currency/Banking

There are many banks situated close to the Congress venue which offer currency exchange facilities. Banking hours are commonly 0900-1630hrs, Monday to Friday.

## Disclosure of Registration Information

In the past the Congress organisers have released details of the registrants to sponsors and exhibitors to facilitate communications between delegates, sponsors and exhibitors. If you do not wish your details to be released in this way, please tick the appropriate box on the registration form.

## Dress

Dress Code for all Congress sessions and social functions is smart casual.

## Electricity

The standard voltage of supply in New Zealand is 230 volts, 50 hertz. Most hotels and motels provide 100 volt AC sockets (rated at 20 watts) for electric razors only.

## Goods and Services Tax

Goods and services sold in New Zealand are subject to Goods and Services Tax (GST). Retail suppliers are required to show the GST inclusive price on goods and services, and must clearly state if the tax is not included in the advertised price.

GST cannot be claimed back on purchases when leaving New Zealand. However, depending on the retailer, some goods can be purchased on a GST exclusive basis at the point of purchase, where it

can be demonstrated that the items are leaving the country. The retailer is required to courier the items to the airport for you to collect on departure.

## Insurance

Registration fees do not include insurance of any kind. It is strongly recommended that at the time you register for the Congress/Conference/Meeting and book your travel, you take out an insurance policy of your choice to cover any and every eventuality. The Congress Managers cannot take responsibility for any participant failing to arrange their own insurance.

## Language

English is the common language of New Zealand. Maori, an official language of growing importance, is spoken mainly in the Maori community.

## Laptops

You will need an RJ45 type plug to be able to connect your laptop into a computer socket in New Zealand, and an adaptor with a flat, angled two or three-point power plug to connect to the power supply.

## Name Badges

Name badges will be given to all delegates on registration. We ask that you wear your badge at all times, including social functions. Entry tickets will be given for all social and optional events.

## Parking

An all day parking pass (multiple entries) for the Civic Car Park (beneath the Aotea Centre) is available at a cost of \$15 per day.

## Population

New Zealand's multicultural population of about 3.8 million is predominantly New Zealand-European. Sixteen percent of the people are indigenous Maori, while Pacific Island and Asian ethnic groups make up 4% each.

## Special Requirements

Every effort will be made to ensure delegates with special needs are catered for. Should you require any specific assistance, or catering please give details required when registering.

## Time

New Zealand time is 12 hours ahead of GMT: [www.timeanddate.com](http://www.timeanddate.com).

## Tipping

While tipping is not expected it is welcomed if good service is provided.

## Congress Managers

If you have any queries about the Congress arrangements please contact:

### The Conference Company



THECONFERENCE COMPANY

#### Postal Address

PO Box 90-040, AMSC, Auckland 1142, New Zealand

#### Street Address

31C Normanby Rd, Mt Eden, Auckland, New Zealand

Telephone: +64 9 360 1240

Facsimile: +64 9 360 1242

E-mail: [wfbsc@tcc.co.nz](mailto:wfbsc@tcc.co.nz)

[www.wfbsc2011.com](http://www.wfbsc2011.com)



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