



LANCEMORE GROUP

The Benchmark in Conferencing



THE LANCEMORE GROUP GUIDE TO PLANNING A SUCCESSFUL CONFERENCE

Planning a successful conference can be a time consuming, and sometimes challenging experience. There are many factors to consider in the preparation of a conference - confirming attendees, location, program content, team building and of course the venue. With over 22 years of experience in conferencing, The Lancemore Group has not only 3 exceptional conference venues, but also a wealth of knowledge in planning conferences. We ensure a true partnership with our clients, from the initial enquiry through to the delivery and post conference follow up. By choosing a Lancemore Group venue you will experience a dedicated and purpose built conference facility, providing great value in these challenging economic times with a guaranteed successful conference outcome - all of this is backed up by our Satisfaction Guarantee.

From our experience, we understand the key considerations which will assist with your choice of venue:

CONFERENCE FACILITIES



These are of fundamental importance when considering a venue. Making the wrong choice can lead to disengaged delegates which can compromise the success of the conference. Natural light keeps the delegates alert, and ergonomic chairs ensure supreme comfort when in a learning environment for an extended period of time. The availability of breakout spaces allows for flexibility to facilitate maximum learning, whilst still maintaining privacy.

Key Considerations

Can a Lancemore Group Venue assist?

Natural Light

√

Provided in all conference rooms

Ergonomic Chairs

√

Available in all our conference rooms

Private Breakout Areas

√

All conference rooms have breakout areas at no additional cost

AV – Data Projector, Screen, Flipcharts

√

Provided in all our conference rooms at no additional cost

Internet Access

√

Complimentary wireless access is available throughout our properties





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THE VENUE

Your choice of venue needs to be right for any conference to be successful. The delivery of your conference can often reflect on you, making it a critical decision to get right. It is not only the location of the venue but also the accommodation and facilities available. Accommodation must be comfortable so the delegates are able to re-charge after the conference day. Activities on site help keep delegates active and alert and also gives time for the group to bond. Privacy is an issue that must be considered as it is often over breaks and dinner where the day's learning's are discussed and new ideas created. Designated lounge areas and private dining allow conversations to flow, without the fear of being overheard. Of course, quality food and wine add to the conference and often is the make or break part of a delegates experience.

Key Considerations

Can a Lancemore Group Venue assist?

<i>Location</i>	√	3 venues in 3 different locations <i>Lancemore Hill</i> – 1hr from CBD & 35mins from airport <i>Lindenderry</i> – 1hr from CBD & 1hr 30mins from airport <i>Lindenwarrah</i> – 2.5hrs from CBD & 2hrs from airport
<i>Quality Accommodation</i>	√	<i>Lancemore Hill</i> – 71 recently refurbished accommodation rooms <i>Lindenderry & Lindenwarrah</i> – 40 individually designed accommodation rooms
<i>On Site Facilities</i>	√	Tennis Courts, Volley Ball Courts, Swimming Pool, Day Spa at Lindenderry, Walking Tracks, abundance of Outdoor Space
<i>Private Dining</i>	√	Private Dining can be arranged at all 3 properties at <u><i>no additional charge</i></u>
<i>Quality Food and Wine</i>	√	Quality food utilising fresh and local produce and award winning wines – both an essential part of a delegates experience
<i>Privacy Considerations</i>	√	Private Lounge areas, break out space and dining ensure uninterrupted privacy. No shared areas for breaks





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SERVICE

Quality service is an expectation, but is so often a disappointment. It is essential for you to have assurance on the quality of service from the venue before making your final decision. You need a quick response to your enquiry so you are able to give a quick response to your management. We believe response times are a reflection on the service of the venue - if you are waiting days for a proposal, can you really expect the service delivery to be any quicker when you are on site?

There are many elements to organising a conference, so a dedicated point of contact at the venue is essential for a thorough understanding of all your needs. Your dedicated Conference Contact can organise everything for you to ensure a smooth conference experience.

Key Considerations		Can a Lancemore Group Venue assist?
<i>Responsiveness</i>	√	Your proposal will be provided to you within 2 hours by your Sales Consultant who will be your single point of contact throughout the entire enquiry process
<i>Dedicated Conference Contact</i>	√	Every conference has a dedicated Conference Coordinator. This ensures one point of contact for all event logistics, both before, during and after the conference
<i>Award Winning Service</i>	√	Our venues have been awarded the Australian Achiever Awards for service quality, guaranteeing you exceptional service standards
<i>Guaranteed Outcomes</i>	√	Quality service is integral to any successful conference and forms part of our <u>Satisfaction Guarantee</u> – are there any other venues that will back themselves with a financial guarantee?





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ADDITIONAL SERVICES

It is often those extras that not only make the life of a conference organiser easier, but also more memorable for the delegates. If you have time in your program, incorporating an activity can really add to the experience. Whether it is more of a leisure based activity such as wine tasting or archery, or a team building event provided by corporate training experts, the venue should be able to make recommendations and organise the activity for you.

Always make sure you consider transport requirements for the group, to ensure ease of arrival. The venue should be able to advise you on the best solutions for their property,

Key Considerations

Can a Lancemore Group Venue assist?

Activities ✓

Each property has a wide range of both on site and off site activities available. Our Conference Coordinator can make all the arrangements for you and assist with ideas

Transfers ✓

We do this for you by partnering with local experts to provide a quality service at competitive rates



COST MANAGEMENT

In the current economic environment, it is even more essential to be able to control your costs. You need to be able to keep to the budget given and demonstrate value for money

Key Considerations

Can a Lancemore Group Venue assist?

Budget Control ✓

Our Complete Meeting Package means there are no hidden surprises. We provide everything you require for your conference and do not charge extra for breakout spaces, recreational areas, on site facilities, private dining, AV or even internet use. Our Beverage Packages also allow you to pre-plan for beverage spend to ensure you can work within budget at every step. Daily meetings with your Conference Coordinator also cover off any extra items such as photocopying to ensure we are transparent with your overall spend.





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Why choose to conference at a Lancemore Group property...

Superb Location



- Close proximity to both Melbourne CBD and Melbourne airport,
- Allows focus on conference outcomes, without distractions

World-Class Facilities



- World-class conferencing facilities that are supremely comfortable, which are vital to a successful conference

Flawless Service



- Our promise is personal & seamless service that others view as exceptional

Quality Food & Wine



- Finest local & seasonal produce with award-winning wine from our own vineyards that your delegates will remember long after the conference finishes

Environmental Leader



- Our own water supply, energy efficiency programs & a carbon off-set option
- Conference with a leader in environment sustainability

Professional & Experienced



- With over 22 years of conferencing experience, you will be delighted with your decision to conference at any of our properties



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Satisfaction Guarantee

Our Guarantee To You...

With our experience in delivering successful conferences, we are confident that your time with us will also prove to be extremely successful.

Our guarantee to you is that we will deliver you a **successful conference** and if your overall rating for us is lower than 8, we will offer you up to **\$1,000** to spend at any of our properties.

We have such confidence in our Satisfaction Guarantee, because of the following:



- **World-class, purpose-built** conference venues



- **9.5/10** is our **average overall feedback** from guests, across all three properties



- **Exceedingly positive testimonials**, with examples later in this proposal



- Our **IACC membership**. IACC's **strict membership criteria** ensures you receive the very best conferencing product (www.iacconline.org)



- **Highly trained staff**, focused on making your conference a success



- **Award winning properties**, for both our outstanding guest service and our quality wines



- **22 years of conferencing experience**, meaning we've become the Australian conference specialists that can help with your needs



- **ASX Top 50** companies are our loyal and long-term clients

Are there any other venues that confident?



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OUR COMPLETE MEETING PACKAGE INCLUSIONS:

World-class, purpose-built conference venues

Personalised & dedicated on-site Conference Coordinator, providing focused service for your group

An abundance of natural light and ergonomic chairs in all conference rooms

An all-inclusive Complete Meeting Package, with no hidden costs

Dedicated and private conference space, break-out area and recreational lounge facilities

Complimentary broadband wireless throughout the venue

We offer a range of complimentary additions as part of your package. We have valued these additions, based on average prices from across other Melbourne and regional Victorian conferencing venues. See below for the type of value we can offer your groups

<i>Package</i>	<i>Complimentary</i>	<i>Value</i>
Recently Refurbished Accommodation	Wireless Broadband Access	\$25 p/p p/d
Conference Room	Private Break-Out Space	\$500 p/d
Personalised & Dedicated Conference Coordinator	Private Dining Room	\$500 p/d
Full Buffett Breakfast	Private Lounge Area	\$500 p/d
Morning & Afternoon Tea	Audio Visual Needs (incl. Data Projector, Flip Charts, Electronic White Board & DVD)	\$800 p/d
Lunch	On-Site Recreational Facilities	\$10 p/p p/d
3-Course Dinner, with Supper	Continuous Tea & Coffee & Daily Fruit Bowl	\$4 p/p p/d

ACTIVITIES

At all of our properties we have a number of activities to offer, both on-site and nearby. Please just ask for a comprehensive list of activities.

WINE PACKS

Having our own award-winning wines, from our very own vineyards, we can provide the perfect gift or incentive for your delegates. Choose from our single (from \$38) or twin packs (\$63).

BEVERAGE PACKAGES

Take the guess work out of what your beverage bill will be and arrange for a beverage package. Please just ask for the range of packages we have available.



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Recent Client Testimonials

*"Can you please pass onto the staff and your management at **Lancemore Hill** my thanks for the excellent service we received at our recent conference. I have now used your services 3 times in 12 months and can say that the service of all your staff is exceptional and clearly puts you head and shoulders above other venues I have used. Nothing is too much bother and is all done with a smile and can do attitude. Well done and I look forward to seeing you all again sometime soon."*

BP Australia

*PricewaterhouseCoopers have been using **Lancemore Hill** as a residential training venue for the past 7 years. Consistent service, quality, professionalism and staff friendliness keep us coming back year after year. Our staff who work long hours in an office really appreciate the opportunity to "get away from it all" and often comment on how nice it is to spend time at a country venue. In a time where service so often can let a venue down, I am impressed by their flexibility and willingness to go the extra mile".*

PricewaterhouseCoopers

*"Of all the conferences I have had to arrange over 10 years, **Lindenderry** at Red Hill was the most superior, in service, facilities, cuisine and ambiance. Keep up the great standard! Your staff made what could have been a hectic conference for me an absolute breeze. Every request was promptly attended to."*

Nestle

*"Conference facilities ten out of ten, conference equipment ten out of ten, service from staff including conference co-ordinator, dining room and reception staff ten out of ten, cuisine ten out of ten, accommodation ten plus out of ten, facilities (general) ten plus out of ten. Most impressed by **Lindenderry** and keen to use the conference facility again soon"*

Tattersalls

*"Absolutely outstanding! I have organised many many conferences over the years and without a doubt found **Lindenwarrah** to be the best venue I have ever used. Not only is it a beautiful setting, but the facilities and service are second to none. We will be back!"*

Schweppes

*"Conference organisation from our end was made easy by the friendly and helpful **Lindenwarrah** staff. The location was beautiful, rooms were gorgeous and the food was of a very high standard. Many of our people have commented that it's the best venue we have selected and I agree!"*

Simplot

