

7 January 2011

To whom it may concern

We regularly organize international events in various parts of the world, and were pleased to work with Event Associates on two of our most challenging conferences recently.

The first of these took place in Sarawak, on the island of Borneo, Malaysia. The conference and its associated exhibition were attended by around 700 international participants, and had some unique challenges associated with: logistics – particularly for technical study tours which took participants deep into the jungle; the use of a brand new conference centre; some complex conditions associated with hotel bookings; the need to deal in several currencies; arrangements for social and cultural activities in some unusual places; and, a high number of late registrations, as a result of visa delays and bureaucracy in some of the neighbouring countries concerned.

The second event was challenging with respect to the large number of participants (>1300) registering from more than 80 countries – again this included a large proportion within the last few weeks. The high number of delegates inevitably entailed a lot of work in arranging accommodation, and keeping track of numbers for ground transport, catering, and so on, as well as responding to queries and handling changes to arrangements throughout the booking process.

For both these events, Event Associates (EA) acted as our PCO.

In the case of the Sarawak conference, we were introduced to the venue by EA, and preliminary site visits were organized as a result. For both events, EA's role included researching and blocking rooms in appropriate hotels, developing web pages and an on-line booking system, and also subsequently receiving bookings by email and fax. Bank accounts for each conference were managed by EA on our behalf. For each event it was necessary to liaise with local agents, for ground arrangements, social events, technical tours, and cultural excursions for accompanying persons, etc.

Site visits to Lisbon were made by the EA team on two occasions, to check on facilities and other arrangements, and to participate at meetings with the relevant local authorities.

On site at both conferences, the EA team finalized/checked on arrangements for all aspects of the main event and social programme, and set up and operated the registration desks.

The EA team worked hard and conscientiously to help ensure the success of both events. On site they always remained calm, courteous and friendly to the delegates, even when the stress levels associated with these large and quite complex events were inevitably high.



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