

GEMS Event Essentials Package

The Solution

GEMS Event Management Australia is a full-service Professional Conference Organiser (PCO) who have some clients who only require a simple one-stop solution for delegate registration, where full conference management and operational support is not required.

Our **Event Essentials Package** is the ideal solution for in-house event planners, professional associations and volunteer groups who require a secure, professional and streamlined registration management solution, including the option for secure e-commerce payment.

Many online registration and payment service providers still require their clients to invest large amounts of time and effort to manage the day-to-day tasks of processing delegate enquiries and registration amendments. Let us take care of your delegates by providing a personalised and professional registration management service, so that your team can focus on managing the logistics of your event.

GEMS Event Management Australia use world-leading **EventsAir** Event Management Software by Centium.

The perfect online delegate registration and payment solution for your event management team, so that you can focus on the important operational tasks involved in delivering your conference, meeting or special event.

Event Essentials Package at a Glance



Online Registration and Payment Portal

GEMS will setup and deploy an online event registration portal for your delegates, sponsors, speakers and exhibitors.



Secure Online Payment E-gateway Services

GEMS will provide an e-commerce solution using Eway for all registration payments.



Registration Reports

GEMS will provide you with an online Client Portal so that you can download registration and financial reports for your event, whenever you need them.

Event Essentials Package Prices

\$38.50
per Delegate

Up to 500
Delegates

\$33.00
per Delegate

501+
Delegates

Please note: All listed prices are inclusive of GST.
The minimum fee for the **Event Essentials Package** offer is \$9625 per event.



GEMS
Event Management
AUSTRALIA

Need Help Managing Delegate Accommodation?

WE CAN OFFER THIS SERVICE FREE OF CHARGE AS PART OF YOUR PACKAGE

To provide your delegates with an easy one-stop-shop for both event registration and accommodation bookings via the secure online registration portal, GEMS can arrange and manage room blocks at your preferred hotels.

GEMS will manage all delegate enquiries and accommodation booking changes in the lead up to the event and we will take care of important room block release deadlines in consultation with the client.

Disclaimer: As a registered PCO, GEMS are entitled to receive 10% commission on all delegate accommodation bookings secured for the client event. As a standard industry practice, this commission is payable to GEMS by the hotel/s as a management and service fee, post event. In order for GEMS to provide this free of charge service for your event, GEMS must be listed on the accommodation contract as the recipient of the 10% accommodation commission.

Talk to us about Package Upgrade Options

PRICE ON APPLICATION

- Non E-Commerce Registration Payment Options – Electronic Funds Transfer/ Cheque
- Group Registration Portal Set Up and Management
- Online Abstract and Paper Portal Set Up and Management
- Conference App Development
- Onsite Registration Desk Management

Detailed Scope of Services

Online Registration and Delegate Liaison

- Prepare text for online registration form and organise for the online event registration to be processed through a secure web server. Registration package information to be supplied by client.
- Creation of a Registration Portal and registration page via the Centium Software EventsAir Management System.
- Online registration URL link provided to client for inclusion on their registration website.
- Receive registrations and automatically send confirmation email and tax invoice to the registrant.
- Manage all amendments and cancellations made by delegates.
- Be the focal point of contact for all delegates regarding registration and/or accommodation inquiries. General event inquiries to be managed by the client.
- Setup a Client Portal incorporating the reports and downloads required so that your team can access them when they need them.

Financial Management

- Undertake complete event delegate accounting - accounts receivable, banking and financial reporting and other tasks as required.
- Establish a dedicated bank account for the event.
- Maintain individual financial records for each delegate.
- Process and send all delegate invoices for the event.
- Provide delegates with payment receipts as required.
- Process cancellation charges.
- Manage and process event refunds where applicable.
- Provide credit card facilities for the processing of Visa, MasterCard and American Express payments at point of sale. All delegate registration payments must be made by credit card only. The payment on receipt of invoice option is not available with this package offer, however, can be negotiated separately.
- Provide an Income Report to the client as required and a full event Profit and Loss report and reconciliation at the completion of the event.
- Transfer funds to the client bank account on a periodical basis.

Accommodation Management (Optional Extra)

- Management of accommodation bookings for delegates.
- Take accommodation bookings, prepare hotel rooming lists and special requirements reports and ongoing liaison with the hotel throughout the duration of the project.
- Be the primary point of contact in dealing with requests for accommodation changes from delegates.
- Monitor room release dates at 120, 90, 60 and 30 days and release the appropriate number of rooms to ensure that the client is not liable for additional charges as per the venue contract.
- Provide rooming lists to hotel and obtain individual confirmation numbers for delegates.
- Reconfirm accommodation bookings to delegates with hotel confirmation numbers.
- After the final rooming list has been obtained from the hotel, reconcile against the GEMS database and advise the hotel of any discrepancies. This process continues until the hotel database mirrors the GEMS database.