

Conferences
Beyond
Expectation
Conferences

GROSVENOR CONFERENCES





Why GROSVENOR CONFERENCES

Grosvenor Conferences has a **proven track record and extensive experience** in successfully managing and providing logistical support for trade exhibitions, international meetings and conferences.

Procurement of key services through our sister companies in the Cullinan Holdings group, together with our **established and longstanding relationships** with a broad network of suppliers, enables us to offer exclusive and **competitive rates**.

We are able to **integrate and adapt** our operations successfully to suit our clients' needs as we maintain full **control** of all services provided. All pre/post and day tours are managed in-house; we do not outsource our tour operating services.

Grosvenor Conferences is committed to implementing sustainable and responsible tourism practices that have a **positive impact** on the environment and society. We have a transparent business attitude and culture, and our philosophy is simple: always go the extra mile and **exceed expectations**.



About GROSVENOR CONFERENCES

For more than 50 years, we have been a leader in creating events, conferences, meetings and exhibitions that are unforgettable, successful and inspirational. Grosvenor Conferences has a well established reputation for excellence, creativity and innovation.

We offer a complete professional solution—from conceptualization to on-site management—that is characterized by fast response, efficient planning and meticulous attention to detail resulting in a seamless conference, meeting or event.

Grosvenor Conferences is a valued member of a number of major associations, including SITE, SAACI, ICCA and MPI.

We are proudly owned by Cullinan Holdings, one of South Africa's leading Tourism and Leisure Groups.



About THE CULLINAN GROUP

Cullinan Holdings is proudly South African and one of the leading tourism & leisure companies. Operating since 1978, they own a number of key brands within the industry including, Springbok Atlas, Eastgate Safaris, Thompsons, Pentravel, iKapa and Hylton Ross. The company employs over 1200 people with main offices in Johannesburg, Cape Town and Durban, as well as satellite offices and branches throughout the country and within Namibia, Botswana and Zimbabwe.

Cullinan Holdings is also a proud subsidiary of the Travel Corporation, a global tourism and travel business that owns some of the most iconic brands worldwide including Trafalgar Tours, Insight Tours, Contiki Tours, The Red Carnation Hotel Group and Uniworld River Cruising, amongst others.

MEET THE TEAM



PETER-JOHN MITROVICH

CEO



ZELDA COETZEE

Managing Director



CARLYNNE VAN DER MERWE

Project Manager



BERNADETTE ABRAHAMS

Conference Administrator

Our **passionate** team of experts truly understand the South African conference industry. We have **excellent relationships** within the industry and an extensive network of **reliable connections** enabling us to provide a professional and comprehensive service.



Our EXPERIENCE

Our experience speaks for itself...

- 2014: The International Association of Dental Research (3000 pax)
- 2013: African Toy & Game Fair
- 2012: World Congress of Veterinary Anaesthesiology (400 pax)
- 2012: International Academy of Pathology Conference (1200 pax)
- 2011: SENSIS – Circle of Excellence (400 pax)
- 2010: World Federation of Nuclear Medicine and Biology conference (800 pax)
- 2010: CNN Fortune Time Global Forum - attended by the world's top 300 CEOs (600 pax)
- 2010: IEEE ICC Conference (1500 pax)
- 2009 & 2010: Cape Film Commission Imbongi Awards (500 pax)
- 2009: Transport logistics for the Confederation Cup, inclusive of all Teams and the production teams of the official broadcaster - Host Broadcasting Services
- 2009: Watchtower International Conference (6 500 pax)



Our SERVICES

Our passion is to create events, conferences, meetings and exhibitions that are unique, creative and inspiring.

Our services include:

- Event Management Services (including procurement, venue selection & management, entertainment, décor, airport hospitality & arrivals and more)
- Registration Management
- Accommodation Management
- Transport Management
- Social Events
- Tours (including pre & post tours, day tours, spouse tours and programmes and technical tours)



Event MANAGEMENT SERVICES

Grosvenor Conferences understands that any great conference or event is built on strong knowledge of all logistical aspects tied into successful event management.

We are able to assist with a range of elements including (but not limited to):

- Abstract management
- Airport Meet & Greet Services
- Audio-visual management
- Entertainment sourcing and management
- Financial management and budgeting
- Food and Beverage management
- Hospitality and Staffing services
- Marketing, Promotions and Delegate boosting
- Speaker management
- Sponsorship raising and sponsor liaison
- Supplier sourcing, contracting and managing
- Technical programmes, including excursions and site visits
- Venue sourcing and management
- Décor and design

REGISTRATION

REGISTRATION
A-B

Registration MANAGEMENT

Grosvenor Conferences has an integrated electronic registration system that will add to the success of any conference or congress.

Liaison with delegates and other societies forms an integral part of the registration management process. Our management services include a registration manager and coordinator who handles all delegate enquiries via email, telephone, Skype or Facebook.

We also offer an after-hours helpline for delegates who need telephonic assistance during the registration process.

IAP 2012
SOUTH AFRICA

IAP 2012
CAPE TOWN - SOUTH AFRICA



Accommodation MANAGEMENT

Grosvenor Conferences maintains established and longstanding relationships with a broad network of accommodation partners across South Africa. Extensive knowledge enables our team of experts to suitably match the client's needs with the best possible offerings.

Our accommodation support services range from contracting to online management and booking; including credit card payments through a secure payment portal. We also assist with the management of all invoices for EFT payment.

Supported by the Cullinan Holdings ownership, we benefit from volume purchasing power which allows us to offer the best possible rates, fitting budgetary requirements.

A photograph of two buses parked side-by-side at dusk. The bus on the left is white with red accents and has 'IRIZAR' and '202' on its front. The bus on the right is gold and has 'SPRINGBOK ATLAS' and 'LUXURY CHARTER' on its front. The sky is a mix of orange, yellow, and dark blue.

Transport MANAGEMENT

Our ownership by Cullinan Holdings affords us direct access to the Cullinan Transport Division fleet.

Cullinan Transport Division incorporates some of South Africa's leading transport and touring companies including Hylton Ross Tours, Springbok Atlas Charter, Eastgate Safaris, and iKapa Coach Charters.

The state-of-the-art fleet of nearly 300 vehicles ranges from 3 to 60 seater vehicles, with an average age of less than 3 years.

Comprehensive pre-departure checks, a rigorous service schedule, sophisticated on-board communications and tracking systems as well as an ongoing driver performance assessment programme conducted by a full time National Driver Trainer ensure the highest standard of safety and reliability.

There is extensive comprehensive passenger liability insurance cover on all vehicles operated and services offered. All vehicles hold the necessary safety and operating permits required under South African and Namibia Laws and all have individual seat belts.

Cullinan Transport is the chosen transport provider for most mega events and the official transport provider to major organisations and institutions.



Social EVENTS

We are able to organise a host of social events including Welcome Receptions, Gala Dinners, Cultural events and more.

We have successfully managed events at all the major and popular social event venues in Cape Town and are in a position to clearly guide and advise on the best possible venue for offsite events.

Our service includes facilitating site inspections of possible venues, creating mood boards/picture boards, arranging mock-ups for decor and arranging chef tables for food and wine tastings prior to the event.



Tours & PARTNER PROGRAMMES

DAY TOURS & SPOUSE PROGRAMMES

Grosvenor Conferences has access to a full range of tours and activities. Furthermore, we are able to offer a number of additional services, including online tour bookings and a travel desk on site.

PRE AND POST TOUR OPTIONS

We are able to offer delegates an unlimited range of pre and post tour options across Southern Africa. The options can be tailor-made for individuals or groups.



Grosvenor Conferences & RESPONSIBLE TOURISM

As an organization that showcases the beauty of this region, it is vital to our integrity as a Southern African company to give back to the communities, the environment and the spirits of the people and places that make this a top holiday destination.

We make Responsible Tourism possible for our clients who genuinely want to gain unique insights, make authentic connections and contribute positively to improving people's lives. Community and cultural visits and activities offer guests meaningful, and often, life-enriching experiences.

Our social initiative has grown roots in a variety of regions, and has cultivated itself across a diverse range of issues. We're especially proud of programs and partnerships we've been able to create between those that need it most, ourselves, and our clients. We take the utmost pride in combining the uplifting and inspiring elements of the tourism industry with a cultural experience that not only informs visitors about the reality of South Africa lifestyle, but also allows them to interact in a beneficial and lasting way.



Our INSURANCE

Grosvenor Conferences is owned by Cullinan Holdings, one of South Africa's leading JSE listed Tourism and Leisure Groups, and is insured by Zurich Insurance Company through Aon South Africa (Pty) Ltd.

Under standard insurance terms and conditions, we have the following cover:

PUBLIC LIABILITY

ZAR 200,000,000 Any one occurrence or series of occurrences arising from the same event

PRODUCTS LIABILITY

ZAR 200,000,000 Any one occurrence or series of occurrence arising from the same event and in the annual aggregate.

POLLUTION LIABILITY

ZAR 200,000,000 Any one occurrence or series of occurrence arising from the same event and in the annual aggregate.

PASSENGER LIABILITY

ZAR 200,000,000

Any one occurrence or series of occurrence arising from the same event and in the annual aggregate.

In addition, Grosvenor Conferences ensures that all of its SUPPLIERS CARRY AN APPROPRIATE LEVEL OF PUBLIC LIABILITY INSURANCE for the countries they operate in and for the services offered.



Grosvenor Conferences & BEE

Grosvenor Conferences is fully committed to the principles and practices of Black Economic Empowerment (BEE). We are proudly a level 3 contributor.

