

行政院及所屬各機關因公出國人員報告書
(出國類別：出席國際會議)

出席二〇〇三年第四十二屆國際會議協會
(International Congress and Convention Association,
ICCA)年會報告書

服務機關：交通部觀光局

出國人：職稱：約聘人員

姓名：葉碧華

出國地區：韓國釜山

出國期間：92年10月25日至29日

報告日期：93年2月25日

H9/
CO9204652

系統識別號：C09204652

行政院及所屬各機關出國報告提要

頁數：87 頁含附件：是否

出國報告名稱：出席二〇〇三年第四十二屆國際會議協會(International Congress and Convention Association, ICCA)年會報告書

出國計畫主辦機關：交通部觀光局

出國人員姓名/服務機關/單位/職稱/電話

葉碧華/交通部觀光局/國際組/約聘人員/02-2349-1617

出國類別：1.考察2.進修3.研究4.實習5.其他：參加會議暨展覽

出國期間：民國 92 年 10 月 25 日至民國 92 年 10 月 29 日

出國地區：韓國釜山

報告日期：民國 93 年 2 月 25 日

分類號/目：H9/觀光

關鍵詞：國際會議、會議展覽

內容摘要：

源於荷蘭阿姆斯特丹之國際專業會展組織—「國際會議協會 (ICCA)」，成立於一九六三年，主要成員計八大類，年會以在歐、美、亞等地輪流舉辦為原則。2003 年第 42 屆年會於韓國釜山 BEXCO 會議展覽中心舉行，會期四天，計有來自 41 個國家，500 位〈含當地業者〉代表出席，會中以「個案研討」方式，就年度重大災害危機處理及復原計畫進行討論，由各地區代表的重要經驗中獲得進步。

我國計有台北國際會議中心、集思國際會議公司、及本局等共三位代表出席，伺機蒐集市場最新訊息及變化趨勢，學習如何在強大競爭下，仍保有領導地位及自我特色，並當面感謝 ICCA 總會及亞太分會九十二年度派員來台為我籌劃會展專業人才培訓進階班課程暨專業論壇。

本文電子檔已上傳至出國報告資訊網(<http://report.nat.gov.tw>)

出席二〇〇三年第四十二屆國際會議協會

(International Congress and Convention Association, ICCA)

年會報告書目錄

壹、前言	1
貳、年會概況	4
參、專題演講暨教育訓練	9
肆、心得與建議	12
伍、	
附件一·ICCA 組織簡介	16
附件二·2003/2004ICCA 會員名錄	24
附件三·第42屆ICCA年會參展名單	30
附件四·第42屆ICCA年會議程	59
附件五·第41屆ICCA年會決議事項	67
附件六·D類會議議程及決議	71
附件七·2003年ICCA展攤名錄	76
附件八·參展照片及相關報導	82

出席二〇〇三年第四十二屆國際會議協會
(International Congress and Convention Association, ICCA)

年會報告書

壹、前言

國際會議協會(International Congress and Convention Association, ICCA) 係目前全球最具規模、且具領導地位的專業國際會議組織，成立於一九六三年，ICCA 年會提供全體會員包含會議(Meetings)、獎勵旅遊(Incentives)、研討會(Conventions)、及展覽(Exhibitions) 的洽商、行銷及教育訓練的機會。該會設立的四大宗旨為：1．整合會員間相關資訊，促進彼此間共同合作及經驗交流；2．促進各會員對各項國際會議或展覽更深入的瞭解；3．依會員類別需求，協助培訓會展專業人才；及4．協助會員，提昇國際會議專業服務水準。多年來，經由該會主要成員正確的領導與運作，各項會議之重要決議，已被視為會議展覽產業的主要風向球，加入 ICCA 組織儼然成為全球國際會展產業成員必要的義務。

ICCA 總部設於歐洲荷蘭阿姆斯特丹，由於亞太地區、拉丁美洲及歐美地區國家紛紛加入，已於全球分別成立亞太分

會〈馬來西亞〉(Asia Pacific Regional Office)、拉丁美洲分會〈烏拉圭〉(Latin American Chapter)、非洲分會(African Chapter)、中歐分會(Central European Chapter)、法語分會(Francophone Chapter)、地中海分會(Mediterranean Chapter)、北美分會(North American Chapter)、斯堪地那維亞分會(Scandinavian Chapter)以及英國愛爾蘭分會(UK/Ireland Chapter)等計九個分會，提供全球會員即時服務(如附件一)，

截至二〇〇三年二月止，ICCA擁有超過六百名全球會員，遍及八十個國家與地區，會員依其組織背景及其產業特性，共區分為八大類，分別為：

- A 會議旅行社(Congress Travel and Destination Management Companies)；
- B 航空公司(Airlines)；
- C 會議展覽顧問公司(Professional Congress, Convention and/or Exhibition Organisers)；
- D 會議觀光局(Convention and Visitor Bureaux)；
- E 會議資訊技術專家(Meeting Information and Technical Specialists)；

F 旅館業(Meetings Hotels)；

G 會議展覽中心(Congress, Convention and Exhibition Centres)；

H 與會議相關，然不屬前者之榮譽會員(Honorary Members)。

其中以G類會議展覽中心會員人數最多，規模最大，佔約全體會員數之1/3。惟組織內之主要成員及業務決策仍以歐洲為主導，二00二年ICCA於丹麥哥本哈根年會中，曾依荷蘭法律規定：「本身為協會者，不得為他屬協會之會員」，ICCA協會組織章程因而大幅修正，會員類別由原有之九大類〈刪除前述原屬於H類會議產業協會之會員〉，變更為八大類，會議產業協會已不再成為ICCA國際組織之成員〈如附件二〉。

二00三年第四十二屆ICCA年會暨第七次展覽會於十月二十六日至二十九日假韓國釜山BEXO會議中心舉行四天，計有來自全球四十一個國家，五百位會員代表〈當地業者一百五十位〉出席〈如附件三〉，會員出席情況未如預期，主要原因係多數歐洲會員普遍對輾轉轉機赴韓國釜山不甚熱衷，但在韓方強力的造勢下，仍然是一次成功的國際大會。本

屆 ICCA 會議韓國共派出四十四位代表成為最大的與會團體。台灣部分僅有三位代表出席，分別為台北國際會議中心喬主任臨思、集思國際會議顧問公司葉總監泰民、及本局國際組葉研究員碧華。

貳、年會概況

一、開幕典禮：

我國代表一行三人，於十月二十五日上午由台北出發，經由漢城轉搭韓航國內班機，耗費近十一個小時，於晚間十時始抵達釜山下榻飯店。十月二十六日依大會議程出席於釜山市 BEXCO 大會堂舉行之第四十二屆 ICCA 年會開幕典禮，由 ICCA 新任理事長 Mr. Christian Mutschlechner (M 君為維也納會議局局長)致詞後正式揭幕，韓國文化觀光部部長 Mr. Lee Chang-dong 並到場致歡迎詞後，隨即展開一系列韓國傳統文化藝術舞蹈表演，場面甚為壯觀熱鬧，韓方伺機大力推廣促銷，展現其國內新興會展產業及新設施之實力與決心，深深吸引在場的所有與會的國際會展專業人士。

ICCA 主席 Mr. Christian Mutschlechner 於專題報告中，勉勵並感謝 ICCA 全體會員在面對二〇〇三年 SARS 的挑戰、中

東伊拉克戰爭、東南亞國家所發生的恐怖份子攻擊、以及世界性經濟下滑的種種衝擊下，仍然能對 ICCA 組織展現強烈的向心力，Mr. Christian Mutschlechner 宣稱：「ICCA 不僅存活下來，且邁向更高的境界(I am delighted to be able to report that ICCA has not only survived, but has moved forward in a number of significant areas)」。

二、大會重要決議：(詳如附件四)

- (一) 全體與會人員起立為過去一年內去世之 ICCA 資深會員默哀一分鐘。
- (二) 宣布通過上一屆(第四十一屆)丹麥哥本哈根舉行之年會會議記錄准予備查。(詳如附件五)
- (三) 通過執行長 Mr. Martin Sirk 簡報二〇〇二年工作報告回顧。
- (四) 通過執行長 Mr. Martin Sirk 簡報之二〇〇三年財務稽核報告及二〇〇四年策略計畫及財務概算，強調由於更多的國際主要航線的加入，使 ICCA 對會員提供之服務網絡更形健全。
- (五) 通過二〇〇四年新進會員入會費提高為 1,500 歐元；二〇〇四年年費提高為 2,500 (原為 2,350) 歐元。

- (六) 通過二〇〇四年預算，來年將加強提供會員線上交易的機會。
- (七) 頒發會員入會達三十年（三位：英國倫敦會議局；波蘭 PBP Orbis 會議公司；及印度 Taj 觀光大飯店）及二十年（五位：澳洲 Grazer Congress；法國坎尼斯節慶行銷公司；以色列貿易局；加拿大 Palais 會議公司以及以色列 Otra 公司）證書，以茲獎勵。
- (八) 宣布二〇〇四年於南非開普敦(Cape Town)ICCA 舉行年會之大會議程綱要。
- (九) 頒贈 ICCA 年度最佳行銷獎(ICCA Best Marketing Award 2003)入圍者有三位：
1. 西澳會議旅遊局(Perth Convention & Exhibition Center, Western Australia)
 2. 英國 Kursaal 會議中心(Kursaal Convention Center)
 3. 希臘國際會議中心(Greece Convention Center)
- 票選結果由英國 Kursaal 會議中心(Kursaal Convention Center)當選。
- (十) 通過 ICCA Categories Chairpersons 名單如下：
- A類會議主席：澳洲 Ms. Roslyn A. Mcleod

B類會議主席：奧地利 Ms. Mararete Gamauf

C類會議主席：丹麥 Mr. Lars Christensers

D類會議主席：挪威 Mrs. Anne Wallin Rodven

E類會議主席：美國 Mrs. Patricia Fisch

F類會議主席：烏拉圭 Mr. Arnaldo Nardone

G類會議主席：澳洲 Mr. Leigh Harry

(十一) 二〇〇五年 ICCA 年會已確定由烏拉圭首府孟都 (Montevideo, Uruguay) 取得主辦權。

三、D類會員：觀光局或會議局(Statutory Bodies of Tourist and Convention Bureaux)決議事項(詳附件六)：

(一) 共計 24 個國家，53 位代表出席，首先歡迎新會員

(二) 確認上次會議紀錄

(三) 二〇〇四年二月於北美地區新設立一辦公室掌管美國、加拿大、及墨西哥地區會務並提供會員對外聯絡管道。

(四) 為因應愈趨重要的亞太市場及會員需求，決定增加 ICCA 亞太地區辦公室的年度運作預算，俾便加強推動區內會員各項服務。

(五) 二〇〇三年 D 類會員教育訓練研討會(Workshop)於英國弗羅倫斯舉行，已達成對歐洲 15 位會員體(會議局)

之服務目標，二〇〇四年將針對全球會員提供教育訓練地點為瑞士日內瓦，二〇〇五年預計於西班牙馬德里舉行，預計以全球會員為培訓對象。

(六) 由墨西哥 Eduardo Chailo 簡介該國於二〇〇四年起實施之增值稅(VAT system)退稅系統操作方式，相關訊息公佈於 ICCA 網站(www.iccaworld.com)。

(七) 由 ICCA 現任理事長 Mr. Christian Mutschlechner 及維也納會議旅遊局針對 D 類會員提報延續三年之研究報告案，惟因 ICCA 網站上(on-line)之問卷回覆率僅達百分之三十，目前尚無法提報最後結論，希請會員踴躍參與或提供意見。

(八) 由丹麥哥本哈根 Wonderful 會議局 Mr. Dorte Ottesen 提報目前各國「會議操作基金」的執行方式如下：

1. 丹麥體系：由政府提供一份定額基金，供會議執行單位運作，雖不完全擔保損失，但可協助主辦者避免風險，至少可承擔 20% 的風險，但最多可提供歐元 25,000，僅限丹麥所屬會議、旅遊、旅館、會議局及非營利之民間團體提出申請。

2. 奧地利體系：由奧地利旅遊銀行一專為旅遊業設置貸款基

金之銀行，國際會議超過百分之五十之國外與會人士、最少舉行 2 天、預算在歐元十萬元以內、且具有一定發展歷史之會議，均可提出申請，最多可貸款達百分之二十七，申請條件同於丹麥，然而，截至目前為止，三年內僅有六個申請案件。

3. 泰國體系：提供泰幣二千萬元（約合歐元 425,000），針對每場會議提供最高泰幣 500,000 元（約合歐元 10,000）之貸款運作基金。
4. 瑞典體系：瑞典醫藥協會針對區內醫學會議提供擔保金制度，便於推廣是項國際會議。

四、二〇〇三年 ICCA 展覽會（詳附件七）

總計三十五個攤位，14 個國家及單位參與展出，其中以南非開普敦觀光局（二〇〇四年主辦國）及韓國觀光公社（二〇〇三年主辦單位）展出攤位陣容最為龐大與醒目。

參、專題演講暨教育訓練

二〇〇三年 ICCA 年會援例就年度世界性重要議題，擬定專題講座，提供全體會員最新最正確的資訊及課程訓練研討，透過各項專業會議及展覽分組討論，探討一年來世界上所發生

的各項重要的局勢，及其轉變對國際會展產業所產生的重大影響，各項精采的專題，往往吸引全場爆滿的聽眾，謹就相關學者、專家主講議題及分組討論簡述如下：

1 · ICCA 資訊平台(ICCA Intelligence)：

”ICCA Intelligence”大會提供之最新資訊平台，由大會共同夥伴，CAT Publication 雜誌負責進行「國際組織協調」”Association Management International”，由 ICCA 專業講師提供各項有關保險、贊助金、辦理展覽及行銷等國際會議規劃人員必備之教育訓練機會，以提昇專業服務水準。

2 · 危機處理課題(Crisis Management)：

邀請泰國 The Winning Edge 公司危機處理專家 Mr. Bert Van Walbeek 主講巴厘島恐怖攻擊事件，以及 SARS 危機處理方式，透過生動精采的解說提供會員各項應變技巧及策略應用模式。

3 · 報到技巧：顧客的需求何在？(Registration Technology: What Are Clients Looking For?)

探討國際會議及展覽出席代表如何改進報到作業程序，教導顧客如何使用最新系統。

4 · 創造成功的團隊(Creating Successful Teams)：

針對開創有效率的品牌及團隊，迎接新挑戰，爭取商機，提供組織架構策略，及改善的空間及技巧。

5 · ICCA 提供線上電腦直接操作方式(ICCA DATA Workshop)：

教導會員利用 ICCA 資訊轉換成為自有資源，並運用 ICCA 各項統計分析資料(ICCA DATABASES)，更進一步瞭解並掌握全球資訊及潛在客戶。

6 · 亞太地區最新競爭情勢(How Competitive Is the Asia Pacific Region?)：

香港理工大學教授 Mrs. Allen Chang 報告亞太地區最新的會議發展情勢，目前中國大陸已成為全球最大的商品供應地區，各式商品製造商、供應商、展售會、研討會因應而生，且規模龐大，中國政府亦積極開發相關產業，投入更多、更新、更大的會議場所及展覽館的設立，尤其是重點都市如北京、上海、重慶等地，值得全球買家持續關注。

7 · 新國際會議展場簡介(Growth of New Generation Venues)：

韓國充分把握此次 ICCA 年會，展示目前韓國最新的

國際會議展覽場地，成為全球專業會展產業菁英討論焦點。韓國政府已分別於漢城(COEX, Seoul)、大邱(EXCO, Daegu)、釜山(BEXCO, Busan)、及濟州島(ICC, Jeju)興建四所大型的會議展覽場地(詳如下表)，並預計於二〇〇五年十月前全部完工啟用，為全力推動韓國的國際會議觀光事業，並成立會議觀光專責單位，並以共同推廣的模式，整體配套行銷，贏得多數與會人員的肯定。

韓國會議暨展覽場地比較表

		大邱 EXCO	釜山 BEXCO	漢城 COEX	濟州島 ICC JEJU
Total area		30,473	134,609	148,761	54,876
Exhibition space	Indoor	11,613	26,446	28,027	2,579
	Outdoor	3,888	13,223	—	—
Conference facilities	Convention Hall	Same as Exhibition Area	2,083	8,380	4,688
	Meeting rooms	11	18	58	15
Floors	Above ground	5	3	4	4
	Underground	4	1	4	2

資料來源：The Korea Herald, Monday October 27, 2003

肆、心得與建議

一、奧運模式辦理 ICCA 年會

今年於韓國釜山舉行之 ICCA 年會，韓國產官學各界(包括韓國文化觀光部、韓國觀光公社、釜山市政府及民

間旅遊業公、協會)均比照辦理奧運的心態，投入龐大的人力及經費，於事前配合 ICCA 總會需求，針對各項會議準備工作一一齊備，更動員近千名國內旅遊業菁英份子及青年學子義工團體投入大量人力協助會員之報到、年會議程之召開、開閉幕之表演、及各項活動交通導引支援等工作。基於韓國民族性使然，處處展現繼辦理奧運、世足賽不落人後的強勢作風，使大會各項緊湊的流程均能如期順利完成，給全體與會代表留下深刻的印象。值得一提的是，為使全體與會國際人士親身感受韓國辦理奧運會及世足賽的臨場感，特由 CAT Publication、釜山籌委會、及一樂園大飯店等單位共同贊助，十月二十七日安排於曾辦理世界盃足球賽及亞洲盃運動會的釜山體育館提供晚宴及表演節目，並安排各國會員參與精采的小型世界盃足球賽，搭配現場大型的電子廣告螢幕看板即時轉播，使與會代表真實體驗難忘的韓國世足賽會的夜晚，也再次展現韓國值得令人驕傲的一面。

二、教育訓練紮實精采

年會中，各國代表除積極參與大會討論外，更為聆聽精采的專業講師精采的專題講座，而忙碌地穿梭於各教

育訓練場次，以藉機吸收會展產業各項最新動態及各項商機。會中各項表決皆採用最先進的電子計票器，執行投開票作業，且立即由螢幕中呈現投票結論，提高議事效率，減少人工計算的誤差，值得國內於辦理各項大型國際會議時參考學習。我國出席代表於會中親向大會主席 Mr. Christian Mutschlechner 及執行長 Mr. Martin Sirk 當面表達謝意，感謝 ICCA 亞太分會於二〇〇三年九月協助邀請 ICCA 專業講師來台，辦理國內第一次之會展專業人才培訓課程及專業論壇，並希望持續借重該會專業資源，提昇國內專業服務水準，並伺機觀察學習辦理會展教育訓練課程之安排，收穫良多。

三、專責單位及大型現代化會展場地

韓國持續寬編經費籌建大型國際會議中心及展覽場地的規模與決心，瞭解韓國推廣會議觀光的遠見，一如辦理世界盃體育競賽一般的精神，令人動容。反觀國內，現有展場展地不足，主要大型展場仍遲未完工，為加速執行推廣國內會展產業之政策目標，實有必要成立專責單位（如會議局），加緊興建大型現代化會展場地之迫切性，以提昇我國會展產業之競爭力。

四、鼓勵國內會展業者參與學習

今年 ICCA 年會我國僅有三位代表出席，勢單力薄，反觀中國大陸共計十八位代表出席，分別來自於北京、上海、廣州之會議公司或會議中心，陣容龐大，顯示中國大陸會展產業未來的龐大商機，更顯示中國大陸相關會展產業的業者，積極追求會展專業知識及掌握世界脈動積極參與世界舞台的決心，頗值得國內業者警惕，未來應可朝鼓勵國內配合政府推廣政策表現績優之業者，積極參與是項國際重要年會，透過該會豐沛的人脈及資源，作為加入國際舞台的奠基石。

伍、 附件

附件一



HAVE YOU EVER THOUGHT ABOUT JOINING ICCA ?

ICCA OFFERS YOU OPPORTUNITIES IN

BUSINESS
PROMOTION
EDUCATION
NETWORKING



International Congress and Convention Association



WHAT IS ICCA?

ICCA, the International Congress & Convention Association, founded in 1963, is the world's leading organisation representing suppliers to the global meetings and events market.

With a membership of over 600 companies in 80 countries, ICCA forms a unique network of professionals with the common aim of maximising business opportunities and raising standards in the organising of meetings, incentives, conventions and exhibitions. ICCA Head Office is in Amsterdam, the Netherlands. There are two regional offices: one in Asia Pacific and one in South America servicing the Americas. These three offices provide constant support for members world-wide.

WHO BENEFITS FROM BEING A MEMBER OF ICCA?

ICCA represents ALL professional meeting suppliers. The Membership is divided into Categories representing different industry sectors:

Category A	Congress Travel and Destination Management Companies
Category B	Airlines
Category C	Professional Congress, Convention and/or Exhibition Organisers
Category D	Tourist and Convention Bureaux
Category E	Meeting Information and Technical Specialists
Category F	Meetings Hotels
Category G	Convention and Exhibition Centres
Category H	Meetings Industry Associations
Category I	Honorary Members



WHAT ARE THE MAIN BENEFITS OF ICCA MEMBERSHIP?

ICCA supplies its members with carefully researched marketing information with the main emphasis being on business opportunities:

BUSINESS

Access to privileged marketing information via ICCA DATA:

Congress Bulletins - a weekly flow of association event information published on Internet.

Association Database on CD-ROM - a user-friendly tool with easy search possibilities, giving a selection of potential clients and detailed information on their events, according to your own criteria. Four issues per year.



Corporate Database on CD-ROM - containing some 2,000 profiles of corporate meeting planners responsible for organising more than 30,000 events per year.

ICCA DATA Calendar - accessed through Internet, updated every two weeks, giving a basic listing of all future events in the ICCA Association Database.

Business Workshops - where members have the opportunity to discuss - on a face-to-face basis - business with potential clients.

EDUCATION

ICCA Congress - focusing on top educational programmes and open to all professionals in the meetings industry.

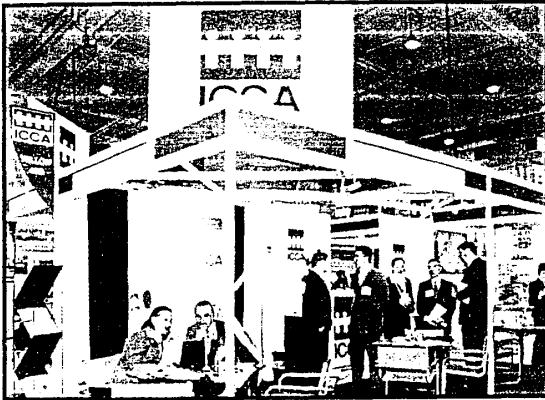
ICCRM - International Congress & Convention Researchers Meeting - a specialised educational event - essential for research and marketing/sales representatives keen to learn new techniques in accessing and following up business leads.

ICCA Forum for Young Professionals - ICCA recognises the importance of youth in the meeting industry and dedicates resources to their development.

Education and Training Directory on the Internet, giving an overview of all courses and training related to the meetings industry.

PROMOTION

Members successfully take advantage of ICCA's participation in the major trade shows. Promotion under the ICCA brand provides an instantly recognisable quality benchmark. ICCA strongly promotes members and their services to clients.



International Meetings News - ICCA's magazine published six times per year, giving news on the industry, distributed to 10,000 meeting planners and decision makers world-wide.

World-wide distribution of the annual *Membership Directory*, which includes detailed information on every member and their services.

Meeting Statistics - with so much information on hand, ICCA DATA is able to monitor and analyse trends in event planning, economic impact and attendance. A comprehensive international meetings market statistics report is published each year and distributed to members.

Members Update - ICCA's monthly online newsletter keeping members informed on what is happening in the Association and Industry.

ICCA Website - gives all relevant details on ICCA Events, ICCA DATA products and education for both members and non-members. ICCA also promotes its members via the website. In short, www.iccaworld.com is the one-stop-shop for the whole meetings industry.



NETWORKING AND OTHER BUSINESS OPPORTUNITIES

An international network of over 600 meeting industry companies in 80 countries, enabling you to discover new ideas, new business tools plus gain a crucial insight into different markets and cultures.

Client Advisory Board (CAB): keeping members informed on the needs of meeting planners via extensive contact through a Client Advisory Board. The CAB consists of clients representing international associations and corporations who meet regularly with the members of the ICCA Board of Directors.

ICCA Annual General Assembly - giving members a unique chance to meet, exchange ideas and learn from each other.

HOW TO JOIN ICCA

ICCA membership is a corporate membership. If your organisation has handled or is involved in international meetings and you wish to benefit from the business opportunities that ICCA membership offers you, the following steps should be taken:

1. Complete the specific application form for your Category of Membership. (A copy of the application can be requested from ICCA Head Office).
2. Return this to the ICCA Head Office. A confirmation will be sent, plus an invoice for the Entrance Fees and a pro-forma invoice for the Membership Fee.
3. ICCA Head Office will forward the application to the ICCA Board of Directors requesting their approval.
4. Upon Board approval and payment of the Entrance Fee the membership becomes official.

FOR MORE INDEPTH INFORMATION ON SERVICES, ACTIVITIES PLUS OTHER BENEFITS AND COSTS OF ICCA MEMBERSHIP PLEASE VISIT THE ICCA WEBSITE AT [HTTP://WWW.ICCAWORLD.COM](http://www.iccaworld.com) OR CONTACT ICCA:

ICCA Head Office
Entrada 121
NL-1096 EB Amsterdam
The Netherlands
Tel: 31-20-3981919
Fax: 31-20-6990781
Email: icca@icca.nl
Website: <http://www.iccaworld.com>

Regional offices:

ICCA Asia Pacific 24th Floor, Menara Dato'Onn Putra World Trade Center 45 Jalan Tan Ismail MY-50480 Kuala Lumpur Malaysia Tel: 60-3-26923343 Fax: 60-3-26935845 Email: icca@po.jaring.my	ICCA Americas Rio Branco 1359 Piso 11 Oficina 1103 UY-11100 Montevideo Uruguay Tel: 598-2-9011807 Fax: 598-2-9011807 Email: amerICCA@adinet.com.uy
---	--

Who is who at ICCA



Board of Directors (as per December 2002)

Mr. Christian Mutschlechner Vienna Convention Bureau Austria	President
Mr. Leigh Harry Melbourne Exhibition & Convention Centre (MECC) Australia	1 st Vice President
Mr. Lars Christensen International Conference Services A/S (INCON Group) Denmark	2 nd Vice President
Mr. Eduardo Sanovicz Brazilian Tourist Board -EMBRATUR- Brazil	3 rd Vice President
Ms. Tuula Lindberg Finland Convention Bureau Finland	Immediate Past President
Mr. Martin Sirk ICCA Head Office The Netherlands	Chief Executive Officer
Mrs. Patricia Fisch International Destinations Inc. U.S.A.	Member
Ms. Margarete Gamauf Austrian Airlines Austria	Member
Ms. Ingrid Houtekier Antwerp Convention Bureau Belgium	Member
Ms. Roslyn A. McLeod Tour Hosts Pty Limited Australia	Member
Mr. Arnaldo Nardone Radisson Montevideo Victoria Plaza Hotel Uruguay	Member
Mr. Lutz Vogt German Convention Bureau (GCB) Germany	Member
Mrs. Anne Wallin Rodven Oslo Promotion Oslo Visitors & Convention Bureau Norway	Member

ICCA Presidents to date

Mr. Moises Shuster, Mexico	1963 - 1964
Mr. Jean Claude Murat, France	1964 - 1968
Mr. Moises Shuster, Mexico	1968 - 1972
Mr. Gilbert Garber, U.S.A.	1972 - 1976
Mr. Alwin Zecha, Hong Kong	1976 - 1980
Mr. Ernst Stock, Austria	1980 - 1986
Mr. Fred Wakefield, United Kingdom	1986 - 1990
Mrs. Jacqueline Pietri, France	1990 - 1994
Mr. Pieter A. van der Hoeven, Australia	1994 - 1998
Mrs. Tuula Lindberg, Finland	1998 - 2002
Mr. Christian Mutschlechner, Austria	2002 - Present

Honorary Members

Dr. Zbigniew Bankowski
Council for International Organizations
of Medical Sciences -CIOMS-
Geneva, Switzerland

Mr. Gilbert Garber
Past President
U.S.A.

Mr. Fred Wakefield
Past President
United Kingdom

Mrs. Jacqueline Pietri
Past President
France

Mr. Nino Fiorentino
Founding Father
Italy

Chairpersons ICCA Categories

Congress Travel and Destination Management Companies (A)

Ms. Roslyn A. McLeod
Tour Hosts Pty Limited
Australia

Airlines (B)

Ms. Margarete Gamauf
Austrian Airlines
Austria

Professional Congress, Convention and/or Exhibition Organisers (C)

Mr. Lars Christensen
International Conference Services A/S (INCON Group)
Denmark

Tourist and Convention Bureaux (D)

Mrs. Anne Wallin Rodven
Oslo Promotion
Oslo Visitors & Convention Bureau
Norway

Meeting Information & Technical Specialists (E)

Mrs. Patricia Fisch
International Destinations Inc.
U.S.A.

Meetings Hotels (F)

Mr. Arnaldo Nardone
Radisson Montevideo Victoria Plaza Hotel
Uruguay

Congress, Convention & Exhibition Centres (G)

Mr. Leigh Harry
Melbourne Exhibition & Convention Centre (MECC)
Australia

**ICCA Chapter
Chairpersons**

African Chapter

Mr. James M. Mgani
Arusha International Conf. Centre
Tanzania

Asia Pacific Chapter

Mr. Anthony Wong
AOS Convention & Events
Malaysia

Central European Chapter

Mr. Hilmar Guckert
Düsseldorf Congress
Germany

Francophone Chapter

Mr. Michael Cleva-Decreps
Palais des Congrès de Versailles
France

Iberian Chapter

Mr. Gerardo Quintana
Consortio Turismo de Sevilla
Sevilla Convention Bureau
Spain

Latin American Chapter

Mr. Mariano Castex
Congresos Internacionales S.A.
(INCON Group)
Argentina

Mediterranean Chapter

Mr. Milian Cupic
Adriatic Istria Convention Bureau
Croatia

North American Chapter

Mr. Dev Sharma
JPDL Multi Management Inc.
Canada

Scandinavian Chapter

Mr. Frode Aasheim
Bergen Convention Bureau
Norway

UK/Ireland Chapter

Ms. Jennifer Salsbury
Scottish Exh. & Conf. Centre
United Kingdom

**ICCA Local & National
Committee Chairpersons**

Australian Committee

Mr. Leigh Harry
Melbourne Exh. & Conv. Centre
Australia

Austrian Committee

Mr. Walter Straub
Hofburg Congress Center &
Redoutensäle Vienna
Austria

Brazilian Committee

Mrs. Christina Castello
Congrex do Brasil Ltda.
Brazil

Chinese Taipei Committee

Ms. L. S. Chiao
Taipei International Convention
Centre -TICC-
Chinese Taipei

German Committee

Mr. Claus Bühnert
Stuttgart - Liederhalle Cultural &
Congress Centre -KKL-
Germany

Indian Committee

Mr. Shobu Mathew
SITA World Travel (I) Ltd.
India

Israel Committee

Mr. Zvi Gelfand
Ortra Ltd.
Israel

Malaysia Committee

Ms. Poon Siew Lean
Malaysia Tourism Promotion Board
Malaysia

Munich Committee

Mr. Peter Trautmann
Munich International Airport
Germany

Netherlands Committee

Ms. José Schaap
Ahoy Exh., Congress & Event Ctr.
The Netherlands

Sri Lankan Committee

Mr. S. Senthil Gopinath
Sri Lanka Convention Bureau
Sri Lanka

Swiss Committee

Mr. Heinz Moser
Basel Convention Bureau
Switzerland

Thailand Committee

Mr. Kusa Panyarachun
World Travel Service Ltd.
Thailand

ICCA Head Office

Entrada 121
1096 EB Amsterdam
The Netherlands

Phone: +31-20-3981919
Fax: +31-20-6990781
Email: icca@icca.nl
Website: <http://www.iccaworld.com>

Chief Executive Officer

Mr. Martin Sirk

Director Membership

Mrs. Patricia A. Soen

Membership Development

Mrs. Ksenija Polla

Membership Services & Workshops

Mrs. Claire Jackson

Sales & Marketing

Mr. Dennis Speet

Events

Mrs. Leanne Hall

ICCA DATA

Mr. Marco van Isterzon

Business Relations & Education

Ms. Marianne Kortén

Secretariat

Ms. Willy Cortus

ICCA Asia Pacific

24th Floor, Menara Dato' Onn
Putra World Trade Centre
45 Jalan Tun Ismail
50480 Kuala Lumpur
Malaysia
Phone: +60-3-26923343
Fax: +60-3-26935845
Email: icca@po.jaring.my

Manager

Mrs. Jane Vong Holmes

MENTORS AT ICCA GENERAL ASSEMBLY 2003
BUSAN, REPUBLIC OF KOREA

Ms. Lisa Altieri
Director of Sales
Puerto Rico Convention Bureau
Puerto Rico
Email: altieri@prcb.org
Category D

Mr. Tatsuo Arai
Director
Japan Convention Services, Inc.
Japan
Email : arai@convention.co.jp
Category C

Mr. Gerrit Jan Beuzel
International Account Manager
Bosch Security Systems
Netherlands
Email: Gerrit.Beuzel@nl.bosch.com
Category E

Mr. Peter Brokenshire
General Manager
Kuala Lumpur Convention Centre
Malaysia
Email : pbrokenshire@klcc.com.my
Category G

Mr. Dirk Elzinga
Managing Director
Cape Town International Convention
Centre (CTICC)
South Africa
Email: delzinga@ctconvention.co.za
Category G

Mr. Tom Hulton
Director
International Meeting Venues
United Kingdom
Email: tomhulton@imvenues.fsworld.co.uk
Category E

Mr. Deokhyun Jo
Director
Korea National Tourism Organisation
Republic of Korea
Email: _convention@mail.knto.or.kr
Category D

Mr. Martin Kinna
Managing Director
Convention Partnership Ltd.
United Kingdom
Email: mkinna@conventionpartnership.com
Category E

Ms. Monica Lee-Mueller
Marketing & Sales Manager
Hong Kong Convention & Exhibition Centre
Hong Kong, China-P.R.
Email: monica@hkcec.com
Category G

Ms. Claire Smith
Director of Sales
Vancouver Convention & Exhibition Centre
Canada
Email: csmith@bcpavco.com
Category G

Ms. Indra Sukirno
Executive Director
Jakarta Convention Bureau
Indonesia
Email : jcbina@rad.net.id
Category D

**2003 PROFESSIONAL CONFERENCE ORGANISERS
MICE SEMINAR & FORUM**

Taipei, September 25-27

USEFUL CONTACTS

ICCA Asia Pacific Regional Office

Ms. Jane Vong-Holmes

Manager

Tel: +60 (+603) -2692 3343

E-mail: icca@po.jaring.my

2003 ICCA CONGRESS & EXHIBITION

26 - 29 October 2003

Busan Korea

Visit: www.iccaworld.com/7congress

ICCA DATA WORKSHOPS

Marianne Korten

Manager Business Relations & Education

ICCA

Tel: +31-20-391910

E-mail: marianne@icca.nl

Visit: www.iccaworld.com

ICCA REGIONAL ICCRM RESEARCHERS MEETINGS

Leanne Harrison

Manager Events

ICCA

Tel: +31-20-3981919

E-mail: leanne@icca.nl

IAPCO

30TH IAPCO Seminar on Professional Congress Organisation

18-24 January 2004, Ermatingen, Switzerland

Sarah Storie-Pugh

Tel: +44-20-8749-6171

E-mail: info@iapco.org

Visit: www.iapco.org

附件二



Addendum to

Membership Directory 2003/2004

(as per 2 October 2003)

ICCA Categories:

- A Congress Travel & Destination Management Companies
- B Airlines
- C Professional Congress and/or Exhibition Organisers
- D Convention and Visitor Bureaux
- E Meeting Information & Technical Specialists
- F Meetings Hotels
- G Congress, Convention and Exhibition Centres
- H Honorary Members

Australia

Le Cordon Bleu Australia

E

address: Days Road
Regency Park
AU-5010 Adelaide, S.A.
phone: 61-8-83484397
fax: 61-8-83484302
email: australia@cordonbleu.edu
website: <http://www.lecordonbleu.com.au>
contact: Mr. George Brown
Academic Director

Brazil

Idealiza Events

C

address: Av. 7 de Setembro, 5388
BR-80240-000 Curitiba, Pr
phone: 55-41-3427157
fax: 55-41-3427175
email: idealiza@idealiza.com.br
website: <http://www.idealiza.com.br>
contact: Mr. Julio Cesar Urban
Director

Tunibra Travel Turismo Ltda.

A

address: Praça da Liberdade, 170
BR-01503-010 Sao Paulo
phone: 55-11-33468210
fax: 55-11-33468309
email: tunibra@tunibra.com.br
website: <http://www.tunibra.com.br>
contact: Mr. Ricard Takeshi Akagawa
President

Canada

Victoria Conference Centre

G

address: 720 Douglas Street
CDN- Victoria, Bc
phone: 1-250-361-1000
fax: 1-250-361-1099
email: alik@victoriainconference.com
website: <http://victoriainconference.com>
contact: Ms. Ali Kingston
Sales & Research Coordinator

China-P.R.

Shanghai Airlines Tours Int'l Co.Ltd.

A

address: 3rd Floor No. 599 JiangSu Rd.
CN-200050 Shanghai
phone: 86-21-62266990/62266908
fax: 86-21-62111013
email: mice_sat@online.sh.cn
website:
contact: Ms. Lisa Xu
Director Business Event Dept.

Shanghai World Exhibition & Convention Company Ltd.

C

address: RM 2403 Shanghai Int. Trade Center
2201 Yan'an Rd. (W)
CN-200336 Shanghai
phone: 86-21-62700066
fax: 86-21-62700077
email: angelafang@shwec.com
website: <http://www.shwec.com/En/>
contact: Ms. Angela Fang
Project Manager

Ecuador

Metropolitan Corporation of Tourism

D

address: Republica del Salvador 1082 y
Naciones Unidas
EC- Quito
phone: 593-2-2465321
fax: 593-2-254337
email: buro-quito@quito-turismo.com
contact: Ms. Maria Elena de Donoso
Executive Director

Finland

Turku Convention Bureau

D

address: Aurakatu 4
FI-20100 Turku
phone: 358-2-2627607
fax: 358-2-2627674
email: convention@turku.fi
website: www.turkuconventionbureau.fi
contact: Ms. Sari Ahjokivi
Convention Manager

France

Overcome

C

address: 3-5 Blvd Paul-Emile Victor
FR-92523 Neuilly-Sur-Seine
phone: 33-1-40889797
fax: 33-1-40889798
email: congress@overcome.fr
contact: Mr. Patrick Wahby
Associate Director

Servitours

A

address: 5 Rue Boudreau
FR-75009 Paris
phone: 33-1-47422317
fax: 33-1-47427776
email: catherine@servitours.fr
website: <http://www.servitours.com>
contact: Ms. Catherine Pascaud
Managing Director

Ireland

Dublin Convention Bureau

D

address: Dublin Tourism Centre
Suffolk St.
IE- Dublin 2
phone: 353-1-6057782
fax: 353-1-6057781
email: acooper@dublinconventionbureau.com
website: www.dublinconventionbureau.com
contact: Ms. Adele Cooper
Director Business Development

EuroEvents Ltd.

C

address: Marine House - 3 Haigh Terrace
Dun Laoghaire, Co.
IE- Dublin
phone: 353-1-2809696
fax: 352-1-2809238
email: mark@euroevents.ie
website: <http://www.euroevents.ie>
contact: Mr. Mark McGrath
Marketing Director

Ultimate Communications

C

address: Fleming Place
IE- Dublin 4
phone: 353-1-6682330
fax: 353-1-6688675
email: ainec@ultimate.ie
website: <http://www.ultimate.ie>
contact: Ms. Aine Cullen; Project Mgr

Italy

BTC International - International Meetings, Conventions & Incentive Fair

C

address: Via Solferino, 8
IT-50123 Florence
phone: 39-055-261021
fax: 39-055-287263
email: btc@btc.it
website: <http://www.btc.it>
contact: Mr. Carlo Gattai; President

Idea Congress srl

C

address: Via della Farnesina 224
IT-00136 Rome
phone: 39-06-36381573
fax: 39-06-36307682
email: info@ideacpa.com
website: <http://www.ideacpa.com>
contact: Ms. Roberta Miraglia del Giudice
Owner/Partner

MSC Crociere Italiane SPA

F

address: Via Domenico Chelini, 5
IT-00197 Rome
phone: 39-06-80691386
fax: 39-06-8073678
email: cruiseinfo@cruit.msccgva.ch
website: <http://www.msccruises.com>
contact: Mr. Franco Ronzi; Dir. Incentiv.

Target Motivation

A

address: Via Circonvallazione, 28
IT-30171 Venice Mestre
phone: 39-041-2392632
fax: 39-041-2392600
email: alessandro.sbr@targettravel.it
website: <http://www.targettravel.it>
contact: Mr. Alessandro Sbrogio
Managing Director

Latvia

Riga Congress Centre

G

address: 5 Kr. Valdemara St.
LV-1010 Riga
phone: 371-7043678
fax: 371-7830244
email: Ilze.Saulite@rcc.lv
website: <http://www.kongresu-nams.lv>
contact: Ms. Ilze Saulite-Jansone
Executive Director

Malaysia

Kuala Lumpur Convention Centre

G

address: Level 36, Tower 2
Petronas Twin Towers
MY-50088 Kuala Lumpur
phone: 60-3-23828000
fax: 60-3-23828558
email: pbrokenshire@klcc.com.my
website: <http://www.klcc.com.my>
contact: Mr. Peter Brokenshire
General Manager

Mexico

Mexico Tourism Board

D

address: Av. Mariano Escobedo 550, 6th Floor
Col. Anzures
MX-11590 Mexico City
phone: 52-55-25810900 ext 1402
fax: 52-55-25810900 ext 1303
email: echaillo@promotur.com.mx
website: <http://www.visitmexico.com>
contact: Mr. Eduardo Chaillo
Coordinator, Special Markets

Occidental Grand Flamenco Xcaret

F

address: Carretera Federal Chetumal
Puerto Juarez Km. 282 #307
Playa del Carmen, Solidaridad
MX-77710 Quintana Roo
phone: 52-98-48715400
fax: 52-98-48715406
email: rpoyatos@oh-es.com
website: www.occidental-hoteles.com
contact: Mr. Andres Pan De Soraluca
Executive VP Marketing & Sales

Netherlands

Amsterdam Convention Bureau

D

address: Postbus 3901
NL-1001 AS Amsterdam
phone: 31-20-5512570
fax: 31-20-5512575
email: acb@amsterdamcongress.nl
website: <http://www.amsterdamcongress.nl>
contact: Mr. Max J. Schreuder
Managing Director

KLM Royal Dutch Airlines

B

address: Amsterdamseweg 55
NL-1182 GP Amstelveen
phone: 31-20-6494478
fax: 31-20-6494463
email: judith.jegers-boekel@klm.com
website: <http://www.klm.com>
contact: Ms. Judith Jegers-Boekel
Program Manager B2B Marketing

Poland

Convention Bureau - Wroclaw, Foundation for the Promotion of Congress

D

address: ul. Wystawowa 1
PL-51-618 Wroclaw
phone: 48-71-3475187
fax: 48-71-3475187
email: cbw@halaludowa.wroc.pl
website: <http://www.convention.wroclaw.pl>
contact: Mrs. Malgorzata Golak
Director

Expo XXI Warsaw International Expocentre

G

address: Ul. Pradzynskiego 12/14
PL- 01-222 Warsaw
phone: 44-20-73763300
fax: 44-20-77951424
email: sonya.gillespie@expocentres.com
website: <http://www.expocentres.com>
contact: Ms. Sonya Gillespie
Marketing Director

27

Mazurkas Travel Congress and Conference Bureau

C

address: ul. Długa 23/25
PL-00-238 Warsaw
phone: 48-22-6358732
fax: 48-22-8319177
email: kongresy@mazurkas.com.pl
website: <http://www.mazurkas.com.pl>
contact: Mr. Andrzej Hulewicz
Vice President

Portugal

Madeira Tourist Board

D

address: Avenida Arriaga 18
PT-9000-519 Funchal
phone: 351-291-211900
fax: 351-291-232151
email: info@madeiratourism.org
website: <http://www.madeiratourism.org>
contact: Ms. Maria da Graca Luis Oliveira
Technical Adviser Congresses

Republic of Korea

IO CONVEX Inc.

C

address: 4th Floor, Seoil Buidling
48-12 Ogum-dong, Songpa-gu
KR- 138-857 Seoul
phone: 82-2-34622525
fax: 82-2-34020589
email: ioinfo@ioconvex.com
website: <http://www.ioconvex.co.kr>
contact: Mr. David Bae
Manager

Korea International Exhibition Center (KINTEX)

G

address: Goyang IIsan P.O.Box 75
Gyeonggi Province
KR- Goyang City
phone: 82-31-8108033
fax: 82-31-8108083
email: youngkim@gokintex.com
website: <http://www.gokintex.com/>
contact: Mr. Young-Seok Kim
Marketing Director

South Africa

Caesars Gauteng - Hotel, Casino & Convention Resort

F

address: 64 Jones Rd
ZA-1620 Kempton Park
phone: 27-11-9281000
fax: 27-11-9281702
email: cprieto@caesars.co.za
website: <http://www.caesars.co.za>
contact: Ms. Chris Prieto
Groups & Convention Manager

Johannesburg Tourism Company

D

address: 158 Loveday Street, 1st Floor A-Block
Broomfontein
ZA-2017 Johannesburg
phone: 27-11-4077284
fax: 27-11-4037738
email: deonvil@joburg.org.za
website: <http://www.joburg.org.za>
contact: Mr. Deon Viljoen
Chief Executive Officer

Thebe Conventions (Pty) Ltd.

C

address: P.O. Box 51279
V&A Waterfront
ZA-8002 Cape Town
phone: 27-21-4198301
fax: 27-21-4192422
email: desiree@thebeconventions.co.za
website: <http://www.thebeconventions.co.za>
contact: Ms. Desiree Smits van Waesberghe
Managing Director

Spain

Plus Travel Spain

A

address: C/ Viladomat 289
ES-08029 Barcelona
phone: 34-93-3210504
fax: 34-93-4395656
email: lara@plustravelspain.com
website: <http://www.plustravelspain.com>
contact: Mr. Antonio Lara Medina
Owner/Director

Turismo Andaluz S.A.

D
address: C/Compania, 40
ES-29008 Malaga
phone: 34-952-129300
fax: 34-952-129314/5
email: promocion@andalucia.org
website: <http://www.andalucia.org>
contact: Mr. Antonio Andrade
Deputy Marketing Manager

Switzerland

International Conference Centre Geneva - CICG-

G
address: Rue de Varembe 15
CH-1211 Geneva 20
phone: 41-22-7919060
fax: 41-22-7919064
email: info@cicg.ch
website: <http://www.cicg.ch>
contact: Mrs. Isabelle Aubert
General Manager

U.S.A.

International Conference Research, Inc.

E
address: P.O. Box 50395
US- Sarasota, Fl 34232-9998
phone: 1-941-9070027
fax: 1-941-9078916
email: nicollaclarke@aol.com
contact: Mrs. Niki Clarke
Director of Research

United Arab Emirates

Al Hamra Fort Hotel & Beach Resort

F
address: P.O. Box 1468
AE- Ras Al Khaimah
phone: 971-7-2446666
fax: 971-7-2446677
email: sales@alhamrafort.com
website: <http://www.alhamrafort.com>
contact: Mr. Elia Timani
Director of Sales & Marketing

Arabian Adventures - (A part of the Emirates Group of Companies)

A
address: 1st Floor, Emirates Holidays Building,
Skeikh Zayed Road, P.O Box 7631
AE- Dubai
phone: 971-4-3439966
fax: 971-4-3432251
email: arabian.adventures@emirates.com
website: <http://www.arabian-adventures.com>
contact: Ms. Sumaira Isaacs
Manager MICE

Nicholas Publishing International FZ LLC

E
address: P.O. Box 53777
Dubai Media City
AE- Dubai
phone: 971-4-3908024
fax: 971-4-3908022
email: npidmc@emirates.net.ae
website: <http://www.miceonline.net>
contact: Mr. Robert Nicholas
Managing Director

United Kingdom

Newcastle Gateshead Convention Bureau

D
address: Kelburn House
7-19 Mosley Street
GB- Newcastle-Upon-Tyne NE1 1YE
phone: 44-191-2438819
fax: 44-191-2221282
email: ian.taylor@ngi.org.uk
website: www.visitnewcastlegateshead.com
contact: Mr. Ian Taylor
Convention Bureau Manager

附件三

List of Participants

7th ICCA

Congress & Exhibition

PROGRESS & TRADITION

Incorporating the 42nd ICCA General Assembly
in Busan, Republic of Korea



Australia

Mr. Pieter van der Hoeven
Chief Executive Officer
Adelaide Convention Centre
GPO Box 2669
AU- Adelaide, S.A. 5001
Australia
Phone: 61 -8-82124099
Fax: 61 -8-82125101
admin@adelaidecc.com.au
<http://www.adelaidecc.com.au>

Mr. Sunil Malik
Deputy CEO
Adelaide Convention Centre
GPO Box 2669
AU- Adelaide, S.A. 5001
Australia
Phone: 61 -8-82124099
Fax: 61 -8-82125101
admin@adelaidecc.com.au
<http://www.adelaidecc.com.au>

Ms. Sue Hocking
Director Sales & Marketing
Adelaide Convention Centre
GPO Box 2669
AU- Adelaide, S.A. 5001
Australia
Phone: 61 -8-82124099
Fax: 61 -8-82125101
sales@adelaidecc.com.au
<http://www.adelaidecc.com.au>

Mr. Trevor Gardiner
Managing Director
Amlink Technologies Pty Ltd.
P.O. Box 323
AU- Springwood, QLD 4127
Australia
Phone: 61 -7-32992733
Fax: 61 -7-32992494
t.gardiner@amlinkevents.com
<http://www.amlinkevents.com>

Ms. Sharyn Ross
Director of Marketing
Amlink Technologies Pty Ltd.
P.O. Box 323
AU- Springwood, QLD 4127
Australia
Phone: 61 -7-32992733
Fax: 61 -7-32992494
s.ross@amlinkevents.com
<http://www.amlinkevents.com>

Ms. Melissa MacCourt
Marketing Director
Brisbane Convention & Exhibition Centre
P.O. Box 3869
AU- Brisbane, QLD 4101
Australia
Phone: 61 -7-33083001
Fax: 61 -7-33083003
sharmayn@bcec.com.au
<http://www.bcec.com.au>

Mr. Robert O'Keeffe
General Manager
Brisbane Convention & Exhibition Centre
P.O. Box 3869
AU- Brisbane, QLD 4101
Australia
Phone: 61 -7-33083001
Fax: 61 -7-33083033
sharmayn@bcec.com.au
<http://www.bcec.com.au>

Mr. Geoff Donaghy
Managing Director
Cairns Convention Centre
P.O. Box 8084
AU- Cairns, QLD 4870
Australia
Phone: 61 -7-40424200
Fax: 61 -7-40521152
gdonaghy@cairnsconvention.com.au
<http://www.cairnsconvention.com.au>

Ms. Rochelle Kempton
Director of Sales & Marketing
Cairns Convention Centre
P.O. Box 8084
AU- Cairns, QLD 4870
Australia
Phone: 61 -7-40424200
Fax: 61 -7-40521152
rochelle@cairnsconvention.com.au
<http://www.cairnsconvention.com.au>

Mr. Robert Yeomans
Publisher
CIM Australia
66 Chandos Street
AU- St. Leonards, NSW 2065
Australia
Phone: 61 -2-94382300
Fax: 61 -2-94385962
ryeomans@rankpub.com.au
<http://www.cimmagazine.com>

Mr. Alastair Richardson
Principal
Hok Sport, Venue and Event Architecture
418 Adelaide Street
PO Box 5290
AU- Brisbane, QLD 4000
Australia
Phone: 61 -7-38399155
Fax: 61 -7-38399188
alastair.richardson@hok.com
<http://www.hoksport.com>

Ms. Sarah Markey-Hamm
National Manager
ICMS Pty Ltd.
84 Queensbridge Street
AU- Southbank, VIC 3006
Australia
Phone: 61 -3-96820244
Fax: 61 -3-96820288
sarah@icms.com.au
<http://www.icms.com.au>

Mr. George Brown
Academic Director
Le Cordon Bleu Australia
Days Road
AU- Regency Park, S.A. 5010
Australia
Phone: 61 -8-83483088
Fax: 61 -8-83465679
gbrown@cordobleu.edu
<http://www.lecordobleu.com.au>

Mr. David Hall
Industry Liaison Director
Le Cordon Bleu Australia
c/- 8 Cambridge Terrace
AU- Unley, S.A. 5061
Australia
Phone: 61 -8-82719805
Fax: 61 -8-81721374
dhall@olis.net.au
<http://www.lecordobleu.com.au>

Mr. Gary Grimmer
CEO
Melbourne Convention & Visitors Bureau
Level 12, IBM Centre
60 City Road
AU- Southbank, VIC 3006
Australia
Phone: 61 -3-96933333
Fax: 61 -3-96933344
gary.grimmer@mcb.com.au
<http://www.mcb.com.au>

Mr. Leigh Harry
Chief Executive
Melbourne Exhibition and Convention Centre
P.O. Box 286, WTC Post Office
AU- Melbourne, VIC 3005
Australia
Phone: 61 -3-92358851
Fax: 61 -3-96459844
lharry@mecc.com.au
<http://www.mecc.com.au>

Mr. Rocco Sette
International Sales Manager
Melbourne Exhibition and Convention Centre
P.O. Box 286, WTC Post Office
AU- Melbourne, VIC 8005
Australia
Phone: 61 -3-92358817
Fax: 61 -3-92358852
rjsette@mecc.com.au
<http://www.mecc.com.au>

Mr. Paul D'Arcy
Chief Executive
Perth Convention & Exhibition Centre
P.O. Box 7451
Cloisters Square
AU- Perth, WA 6850
Australia
Phone: 61 -8-93380300
Fax: 61 -8-93380309
paul.darcy@pcecwa.com.au
<http://www.pcecwa.com.au>

Ms. Diane Norvick
Director Marketing & Sales
Perth Convention & Exhibition Centre
P.O. Box 7451
Cloisters Square
AU- Perth, WA 6850
Australia
Phone: 61 -8-93380300
Fax: 61 -8-93380309
dianenorvick@hotmail.com
<http://www.pcecwa.com.au>

Ms. Jill Henry
Director Sales & Marketing
Perth Convention Bureau
Level 7, 172 St. George's Terrace
AU- Perth, WA 6000
Australia
Phone: 61 -8-94803302
Fax: 61 -8-93243311
jhenry@pcb.com.au
<http://www.pcb.com.au>

Mr. Michael Hwang
Regional Manager
Perth Convention Bureau
Level 7, 172 St. George's Terrace
AU- Perth, WA 6000
Australia
Phone: 61 -8-94803306
Fax: 61 -8-93243311
mhwang@pcb.com.au
<http://www.pcb.com.au>

Ms. Rosemarie Sama
Exhibition Manager
Reed Travel Exhibitions
Tower 2, 475 Victoria Ave
Chatswood
AU- Sydney, NSW 2060
Australia
Phone: 61 -2-94222569
Fax: 61 -2-94222162
rosemarie.sama@reedexhibitions.com.au
<http://www.reedtravelexhibitions.com/>

Ms. Beverley Parker
Director, Marketing & Sales
Sydney Convention & Exhibition Centre
Locked Bag 14
AU- Pyrmont, NSW 2009
Australia
Phone: 61 -2-92825000
Fax: 61 -2-92886430
bparker@scec.com.au
<http://www.scec.com.au/>

Mr. Jon Hutchison
Managing Director
Sydney Convention & Visitors Bureau Ltd
Level 13
80 William Street
AU- Sydney, NSW 2011
Australia
Phone: 61 -2-93325206
Fax: 61 -2-93318723
jhutchison@scvb.com.au
<http://www.scvb.com.au>

Ms Deanna Varga
Senior Account Manager
Sydney Convention & Visitors Bureau Ltd
Level 13
80 William Street
AU- Sydney, NSW 2011
Australia
Phone: 61 -2-93325215
Fax: 61 -2-93601223
dvarga@scvb.com.au
<http://www.scvb.com.au>

Mrs. Yvonne Hu
Manager, Conference Interpreter Service
Tour Hosts/Conference Interpreter Services
3rd & 4th Floors
66 King Street
AU- Sydney, NSW 2000
Australia
Phone: 61 -2-92480800
Fax: 61 -2-92480893
yhu@tourhosts.com.au
<http://www.tourhosts.com.au>

Ms. Roslyn McLeod
Managing Director
Tour Hosts/Conference Interpreter Services
3rd & 4th Floors
66 King Street
AU- Sydney, NSW 2000
Australia
Phone: 61 -2-92480805
Fax: 61 -2-92480894
rmcleod@tourhosts.com.au
<http://www.tourhosts.com.au>

Austria

Mrs. Margarete Gamauf
Manager Congress & Conventions
Austrian Airlines
Fontanastrasse 1
AT-1107 Vienna
Austria
Phone: 43 -5-17662252
Fax: 43 -5-176652252
margarete.gamauf@aia.com
<http://www.aia.com>

Mr. Nikolaus Breisach
General Manager
Grazer Congress, Convention Centre Graz
Albrechtgasse 1
AT-8010 Graz
Austria
Phone: 43 -316-80490
Fax: 43 -316-8049-75
office@grazercongress.co.at
<http://www.grazercongress.co.at>

Mr. Christian Mutschlechner
Director
Vienna Convention Bureau
Obere Augartenstrasse 40
AT-1025 Vienna
Austria
Phone: 43 -1-21114500
Fax: 43 -1-2146117
mutschlechner@vienna.info
<http://vienna.convention.at>

Belgium

Mr. Hervé Bosquet
Managing Director
Brussels International Tourism and Congress
18 rue de la Violette
BE-1000 Brussels
Belgium
Phone: 32 -2-5495050
Fax: 32 -2-5495059
mice@brusselsinternational.be
<http://www.brusselsinternational.be>

Mr. Robin Lokerman
CEO
GIC- Association & Conference Management sa/nv
Avenue des Gaulois 7
BE-1040 Brussels
Belgium
Phone: 32 -2-7431540
Fax: 32 -2-7431550
robin@associationhq.com
<http://www.associationhq.com>

Brazil

Mr. Eduardo Sanovicz
President
Brazilian Tourist Board -EMBRATUR-
SCN, Qd. 2, Bl. G, 3rd Floor
BR-70712-907 Brasília
Brazil
Phone: 55 -61-4297704
Fax: 55 -61-4297720
presidencia@embratur.gov.br
<http://embratur.gov.br/>

Mr. Mario Góes
Director Vice-President
Rio Convention & Exhibition Centre - RIOCENTRO
Av. Salvador Allende 6555
Barra da Tijuca
BR-22780-160 Rio de Janeiro, RJ
Brazil
Phone: 55 -21-24421300
Fax: 55 -21-24421644
mgoes@pcrj.rj.gov.br
<http://www.riocentro.com.br>

Canada

Mr. Allan de Jong
General Manager
Conferences and Accommodation at UBC
5961 Student Union Boulevard
CA- Vancouver, B.C., V6T 2C9
Canada
Phone: 1 -604-8221055
Fax: 1 -604-8221069
allan.dejong@ubc.ca
<http://www.ubcconferences.com>

Mr. Robert Heimbach
President
Gala Theatrical Equipment - A division of Pacocorp.
3185 First Street
CA-Saint-Hubert, QC.
Canada
Phone: 1 -450-6787226
Fax: 1 -450-6784060
rheimbach@galainfo.com
<http://www.galainfo.com>

Mr. Chris Shaw
Manager
Gala Theatrical Equipment - A division of Pacocorp.
3185 First Street
CA-Saint-Hubert, QC.
Canada
Phone: 1 -450-6787226
Fax: 1 -450-6784060
cshaw@galainfo.com
<http://www.galainfo.com>

Mr. Dev Sharma
Director of Sales
JPdL Multi Management Inc.
1555 Peel, Suite 500
CA- Montreal, PQ. H3A 3L8
Canada
Phone: 1 -514-2871070
Fax: 1 -514-2871248
dsharma@jpdL.com
<http://www.jpdL.com>

Mr. Bob Smith
Manager, oneworld Conference & Convention Travel
oneworld Management Company Ltd.
Suite 980 The Marine Building
355 Burrard Street
CA-Vancouver, B.C. V6C 2G8
Canada
Phone: 1 -972-8807723
Fax: 1 -972-9808224
bsmith@oneworldmgmt.com
<http://www.oneworld.com>

Ms. Marie-France Polidori
Director, International Marketing
Palais des Congrès de Montréal
201 Avenue Viger Ouest
CA- Montreal, PQ. H2Z 1X7
Canada
Phone: 1 -514-8713125
Fax: 1 -514-8719389
mfpolidori@congresmtl.com
<http://www.congresmtl.com>

Ms. Claire Smith
Director Sales & Client Services
Vancouver Convention & Exhibition Centre
Suite 200
999 Canada Place
CA- Vancouver, BC V6C 3C1
Canada
Phone: 1 -604-6898232
Fax: 1 -604-6477232
csmith@bcpavco.com
<http://www.vanconex.com>

China-P.R.

Ms. Yunxue Liu
Sales Manager
China World Trade Centre (CWTC)
c/o China World Hotel (CWH)
No. 1 Jianguomenwai Avenue
CN-100004 Beijing
China-P.R.
Phone: 86 -10-65050540
Fax: 86 -10-65053552
liu.yunxue@cwced.com

Ms. Qian Yu Tam
Project Manager, MICE Department
Guangdong Newsway International Travel Services Ltd.
7FL. Guangzhou International Trade Center
No. 1 Linhe Road West
CN-510610 Guangzhou
China-P.R.
Phone: 86 -20-38783588
Fax: 86 -20-38783028
kat@newsway.com.cn

Ms. Baoping Zhai
Manager of English Department
Shandong China Int. Travel Service
Wen Hua Dong Road 78-8#
CN- 250014 Jinan, Shandong Prov
China-P.R.
Phone: 86 -531-2927071
Fax: 86 -531-2965651
sdcitsaa@public.jn.sd.cn

Ms. Lisa Xu
Director of Corporate Travel and MICE Centre
Shanghai Airlines Tours Int'l Co.Ltd.
FL. 4, 599 Jiangsu Road
CN-200050 Shanghai
China-P.R.
Phone: 86 -21-62266990
Fax: 86 -21-62267955
mice_sat@online.sh.cn

Ms. Shuiqing Liu
Secretary
Shanghai Int. Convention & Exhibition Corp. Ltd.
Rm 505, Office Wing, Hotel Equatorial
65 Yanan Road (W) Shanghai
CN-200040 Shanghai
China-P.R.
Phone: 86 -21-62480123
Fax: 86 -21-62484488
strayliu@yahoo.com
<http://www.sicec.com.cn>

Mr. Qingang Pu
Assistant General Manager
Shanghai Int. Convention & Exhibition Corp. Ltd.
Rm. 505 Office Wing Hotel Equatorial Shanghai
65 Yan An Rd. (W)
CN-200040 Shanghai
China-P.R.
Phone: 86 -21-62480123
Fax: 86 -21-62484488
shice@online.sh.cn
<http://www.sicec.com.cn>

Mr. Weimin Sun
Board Director
Shanghai Int. Convention & Exhibition Corp. Ltd.
Rm. 505 Office Wing Hotel Equatorial Shanghai
65 Yan An Rd. (W)
CN-200040 Shanghai
China-P.R.
Phone: 86 -21-62480123
Fax: 86 -21-62484488
shice@online.sh.cn
<http://www.sicec.com.cn>

Mr. Mingming Wang
Managing Director
Shanghai Int. Convention & Exhibition Corp. Ltd.
Rm. 505 Office Wing Hotel Equatorial Shanghai
65 Yan An Rd. (W)
CN-200040 Shanghai
China-P.R.
Phone: 86 -21-62480123
Fax: 86 -21-62484488
shice@online.sh.cn
<http://www.sicec.com.cn>

Mrs. Keqing Chen
Director of Room Division
Shanghai International Convention Centre
No. 2727, Riverside Avenue Shanghai
CN-200120 Shanghai
China-P.R.
Phone: 86 -21-50370000-6650
Fax: 86 -21-50370999
hotel@shicc.net
<http://www.shicc.net>

Ms. Meihong Cheng
Deputy Director of MICE Department
Shanghai Municipal Tourism Admin. Commission
No.2525 Zhongshan Road
CN-200030 Shanghai
China-P.R.
Phone: 86 -21-64810699
Fax: 86 -21-64810905
pchen@shanghaiour.net

Ms. Mei Zhang
Director of Marketing & Sales
Shanghai New International Expo Centre
2345 Long Yang Road
Pu Dong New Area
CN-201204 Shanghai
China-P.R.
Phone: 86 -21-28906818
Fax: 86 -21-28906777
may.zhang@sniec.net

Mrs. Xiaohui Lu
Marketing & Business Development Coordinator
Shanghai New International Expo Centre
2345 Long Yang Road
Pu Dong New Area
CN-201204 Shanghai
China-P.R.
Phone: 86 -21-28906842
Fax: 86 -21-28906777
sherry.emsley@sniec.net

Ms. Judy Ni
Sales Manager
Shanghai Spring International Travel Service
No. 1558 Dingxi Road
CN- 200050 Shanghai
China-P.R.
Phone: 86 -21-62520000
Fax: 86 -21-62523734
f1@china-sss.com
<http://www.china-sss.com>

Mr. Zhenghua Wang
General Manager
Shanghai Spring International Travel Service
No. 1558 Dingxi Road
CN- 200050 Shanghai
China-P.R.
Phone: 86 -21-62520000
Fax: 86 -21-62523734
spring@china-sss.com
<http://www.china-sss.com>

Ms. Nancy Wu
PCO
Shanghai Spring International Travel Service
No. 1558 Ding Xi Road
CN- 200050 Shanghai
China-P.R.
Phone: 86 -21-62521466
Fax: 86 -21-62523734
pco@china-sss.com
<http://www.china-sss.com>

Ms. Ella Zhou
Deputy General Manager
Shanghai Spring International Travel Service
No. 1558 Dingxi Road
CN-200050 Shanghai
China-P.R.
Phone: 86 -21-62520000
Fax: 86 -21-62523734
ella@china-sss.com
<http://www.china-sss.com>

Mr. Gangyun Liang
Section Chief
Tourism Administration of Guangdong Province
185 Huanshixi Road
CN-510010 Guangzhou
China-P.R.
Phone: 86 -20-86670316
Fax: 86 -20-86665039
williamlgy@sohu.com
<http://www.gdlyj.gov.cn>

Mr. Jianhe Su
Deputy Chairman
Tourism Administration of Guangdong Province
185 Huanshixi Road
CN-510010 Guangzhou
China-P.R.
Phone: 86 -20-86670316
Fax: 86 -20-86665039
williamlgy@sohu.com
<http://www.gdlyj.gov.cn>

Chinese Taipei

Mr. Jason Yeh
Managing Director
GIS Convention & Event Management Co. Ltd.
6F-6,
171 Sung Der Road
TW- Taipei 110
Chinese Taipei
Phone: 886 -2-23463686101
Fax: 886 -2-23463626
jason@convention.com.tw
<http://www.convention.com.tw>

Ms. Alice L. S. Chiao
Executive Director
Taipei International Convention Centre - TICC
1 Hsin Yi Road
Sec. 5
TW- Taipei 110
Chinese Taipei
Phone: 886 -2-27232535
Fax: 886 -2-27229446
lschiao@cetra.org.tw
<http://www.cetra.org.tw>

Ms. Sophia Yeh
Staff
Tourism Bureau, M.O.T.C.
9F, 290 Jung Shiau East Road
Section 4
TW- Taipei
Chinese Taipei
Phone: 886 -2-23491617
Fax: 886 -2-27717036
tbroc@tbroc.gov.tw
<http://www.tbroc.gov.tw>

Denmark

Mr. Lars Christensen
Managing Director
International Conference Services A/S
P.O. Box 41
DK-2900 Hellerup Copenhagen
Denmark
Phone: 45 -39460500
Fax: 45 -39460515
lc@ics.dk
<http://www.ics.dk>

Mr. Jan Reuther
Managing Director
Teletech Congress Service A/S
Generatorvej 9
DK-2730 Herlev
Denmark
Phone: 45 -44929800
Fax: 45 -44929801
jr@teletech.dk
<http://www.teletech.dk>

Mrs. Dorte Ottesen
Convention Director
Wonderful Copenhagen
Gammel Kongevej 1
DK-1610 Copenhagen V
Denmark
Phone: 45 -33 557440
Fax: 45 -33257410
dso@woco.dk
<http://www.visitcopenhagen.dk>

Finland

Mr. Jan Fagerström
Congress Consultant
Espoo Convention & Marketing
Pohjantie 3
Tapiola
FI-02100 Espoo
Finland
Phone: 358 -9-4514654
Fax: 358 -9-4512070
jan.fagerstrom@hut.fi
<http://www.espootravel.com>

Mr. Kai Mattsson
Managing Director
Espoo Convention & Marketing
Pohjantie 3
Tapiola
FI-02100 Espoo
Finland
Phone: 358 -9-81647230
Fax: 358 -9-81647238
kai.mattsson@espoo.fi
<http://www.espootravel.com>

Mrs. Tuula Lindberg
Managing Director
Finland Convention Bureau
Fabianinkatu 4 B 11
FI-00130 Helsinki
Finland
Phone: 358 -9-66895411
Fax: 358 -9-66895410
tuula.lindberg@finlandconventionbureau.fi
<http://www.finlandconventionbureau.fi>

Ms. Kerstin Träskman
Project Manager
Finland Convention Bureau
Fabianinkatu 4 B 11
FI-00130 Helsinki
Finland
Phone: 358 -9-6689 5412
Fax: 358 -9-6689 5410
kerstin.traskman@finlandconventionbureau.fi
<http://www.finlandconventionbureau.fi>

Ms. Auni Palo
General Manager
Finlandia Hall
Mannerheimintie 13e
FI-00100 Helsinki
Finland
Phone: 358 -9-40241
Fax: 358 -9-446259
auni.palo@fin.hel.fi
<http://finlandia.hel.fi>

Ms. Leena Sipilä
Congress Manager
Helsinki City Tourist & Convention Bureau
P.O. Box 1
FI-00099 Helsinki
Finland
Phone: 358 -9-1692269
Fax: 358 -9-1692347
leena.sipila@hel.fi
<http://www.hel.fi/convention>

Ms. Erika Eischer
Convention Director
Tampere Convention Bureau
Yliopistonkatu 55
P.O. Box 16
FI-33101 Tampere
Finland
Phone: 358 -3-2434102
Fax: 358 -3-2434199
conventionbureau@tampere.fi
<http://www.tampere.fi/conventionbureau>

Ms. Anja Aarnio
Head of Congress Department
Tampere Hall
Yliopistonkatu 55
P.O. Box 16
FI-33101 Tampere
Finland
Phone: 358 -3-2434110
Fax: 358 -3-2434199
anja.aarnio@tampere-talo.fi
<http://www.tampere-talo.fi/TampereHall>

Ms. Maarit Mikkola
Project Manager
Tampere Hall
Yliopistonkatu 55
P.O. Box 16
FI-33101 Tampere
Finland
Phone: 358 -3-2434111
Fax: 358 -3-2434199
maarit.mikkola@tampere-talo.fi
<http://www.tampere-talo.fi/TampereHall>

Ms. Sari Ahjokivi
Convention Manager
Turku Convention Bureau
Aurakatu 4
FI-20100 Turku
Finland
Phone: 358 -2-2627607
Fax: 358 -2-2627674
sari.ahjokivi@turku.fi
<http://www.turkuconventionbureau.fi>

France

Mr. Georges Freiha
Director of Sales & Marketing
Bedouk Publications
71 Boulevard de Brandebourg
FR-94854 Ivry Sur Seine
France
Phone: 33 -149-593000
Fax: 33 -149-593030
g.freiha@bedouk.com
<http://www.bedouk.com>

Mrs. Fabienne Guingand
International Sales Manager
Bedouk Publications
71 Boulevard de Brandebourg
FR-94854 Ivry-Sur-Seine
France
Phone: 33 -149-593000
Fax: 33 -149-593030
marketing@bedouk.com
<http://www.bedouk.com>

Ms. Simone Sfeir
International Sales Manager
Bedouk Publications
71 Boulevard de Brandebourg
FR-94854 Ivry-Sur-Seine
France
Phone: 33 -149-593000
Fax: 33 -149-593030
s.sfeir@bedouk.com
<http://www.bedouk.com>

Mr. Olivier Lepine
General Manager
Biarritz Tourisme
Javalquinto
FR-64200 Biarritz
France
Phone: 33 -5-59223704
Fax: 33 -5-59224199
olivier.lepine@biarritz.tm.fr
<http://www.biarritz.tm.fr>

Mr. Bill LaViolette
Publisher
Incentives & Meetings International
18 Place Ottaviani
FR-83380 Les Issambres
France
Phone: 33 -4-98113666
Fax: 33 -4-98113667
bill@i-mi.com
<http://www.i-mi.com>

Mrs. Delphine Benbassa
Director
Paris Convention & Visitors Bureau
127, avenue des Champs-Elysees
FR-75008 Paris
France
Phone: 33 -1-49525370
Fax: 33 -1-49525390
dbenbassa@paris-touristoffice.com
<http://www.paris-touristoffice.com>

Mrs. Anne Marie Narboni
Head, International Congress Division
Paris Expo - CNIT La Defense
c/o Paris Expo
1 PI de la Porte de Versailles
FR-75015 Paris
France
Phone: 33 -1-43951651
Fax: 33 -1-53306752
amnarboni@parisexpo.fr
<http://www.parisexpo.com>

Germany

Mr. Hans Henrik Friis
Int. Business Development Mgr.
Brähler ICS Konferenztechnik
Kapellenweg 15
Vinxel
P.O. Box 1162
DE-53621 Königswinter
Germany
Phone: 49 -2244-930-295
Fax: 49 -2244-930-490
hf@braehler.com
<http://www.braehler.com>

Mrs. Ellen Hellbusch
Advertising Director
CIM Verlag GmbH & Co. KG
Postfach 10 07 51
DE-64207 Darmstadt
Germany
Phone: 49 -6151-390752
Fax: 49 -6151-390778
Ellen.Hellbusch@cim-publications.de
<http://www.cim-publications.de>

Ms. Kerstin Hoffmann
Editor-in-chief
CIM Verlag GmbH & Co. KG
Postfach 10 07 51
Holzhofallee 33
DE-64207 Darmstadt
Germany
Phone: 49 -6151-390762
Fax: 49 -6151-390779
k.hoffmann@cim-publications.de
<http://www.cim-publications.de>

Prof. Helmut Schwaegermann
Managing Director
ConEcon Management & Marketing GmbH
Cranachstrasse 21
DE-12165 Berlin
Germany
Phone: 49 -30-84468110
Fax: 49 -30-84468111
info@conecon.com
<http://www.conecon.com/>

Mr. Frank Seifert
President
Congress & Messe Marketing International/AFAG
Xantener Strasse 22
DE-10707 Berlin
Germany
Phone: 49 -30-88682947
Fax: 49 -30-88682946
info@c-m-int.de
<http://www.c-m-international.de>

Mr. Sascha Horn
Coordinating Publisher
Events the Magazine for Meetings, Fairs, Inc.
Neumannstrasse 6
DE-60433 Frankfurt am Main
Germany
Phone: 49 -69-955236-0
Fax: 49 -69-955236-22
horn@events-magazine.de
<http://www.events-magazine.com>

Mr. Klaus Ruppert
Publisher
Events the Magazine for Meetings, Fairs, Inc.
Neumannstrasse 6
DE-60433 Frankfurt am Main
Germany
Phone: 49 -69-955236-0
Fax: 49 -69-955236-22
ruppert@events-magazine.de
<http://www.events-magazine.com>

Mr. Lutz P. Vogt
General Manager
German Convention Bureau (GCB)
Muenchener Strasse 48
DE-60329 Frankfurt am Main
Germany
Phone: 49 -69-2429300
Fax: 49 -69-24293026
vogt@gcb.de
<http://www.gcb.de/>

Mrs. Anja Loetscher
GM Sales Central & Southern Europe
Kempinski Hotel Vier Jahreszeiten München
Maximilianstrasse 17
DE-80539 Munich
Germany
Phone: 49 -89-97823712
Fax: 49 -89-97823713
anja.loetscher@kempinski.com

Mr. Andreas Schmidt
Marketing Assistant
Leipzig Tourist Service e.v.
Richard-Wagner-Straße 1
DE-04109 Leipzig
Germany
Phone: 49 -341-7104200
Fax: 49 -341-7104211
andreasschmidt@lts-leipzig.de
<http://www.leipzig.de>

Mr. Richard Schrumpf
CEO
Leipzig Tourist Service e.v.
Richard-Wagner-Strasse 1
DE-04109 Leipzig
Germany
Phone: 49 -341-7104200
Fax: 49 -341-7104211
richardschrumpf@lts-leipzig.de
<http://www.leipzig.de>

Ms. Jutta Krechting
Marketing & Sales Manager
Stuttgart Trade Fair and Convention Center
Am Kochenhof 16
DE-70192 Stuttgart
Germany
Phone: 49 -711-2027762
Fax: 49 -711-2027766
jutta.krechting@congress-stuttgart.de
<http://www.congress-stuttgart.de>

Mr. Hans Thurn-Fraehmke
Editor
TW Tagungs-Wirtschaft/Convention Industry
M+A Verlag GmbH
Mainzer Landstrasse 251
DE-60326 Frankfurt Am Main
Germany
Phone: 49 -69-75951636
Fax: 49 -69-75951900
thurn@tw-media.com
<http://www.tw-media.com>

-Hong Kong, China

Mrs. Monica Lee-Muller
Marketing & Sales Manager
Hong Kong Convention & Exhibition Centre
1 Expo Drive
Wanchai
HK- Hong Kong
Hong Kong, China
Phone: 852 -25827868
Fax: 852 -21314068
monica@hkcec.com
<http://www.hkcec.com>

Ms. Monique Yeung
Business Development Analyst
Hong Kong Tourism Board
9-11th Floors, Citicorp Centre
18 Whitfield Road, North Point
HK- Hong Kong
Hong Kong, China
Phone: 852 -28076543
Fax: 852 -28076589
moy@hktb.com
<http://www.DiscoverHongKong.com>

Ms. Amy Chan
Senior Consultant
Shanghai Municipal Tourism Admin. Commission
550 Victoria Road
Block 47, 26th floor
HK- Hong Kong
Hong Kong, China
Phone: 852 -6088-2829
Fax: 852 -2550-3998
hmamyc@polyu.edu.hk

Ms. Shana Wong
General Manager - Hong Kong
Ungerboeck Systems International
35/F Central Plaza
18 Harbour Road, Wanchai
HK- Hong Kong
Hong Kong, China
Phone: 852 25931201
Fax: 852 25931203
shanaw@ungerboeck.com
<http://www.ungerboeck.com>

India

Mr. Jon Wade
Managing Director
K W Conferences Pvt. Ltd.
B 107 Shivalik
Malviya Nagar
IN-110017 New Delhi
India
Phone: 91 -11-26692058/2574/30
Fax: 91 -11-26691260
jon@kwconferences.com
<http://www.kwconferences.com>

Mr. Ghulam Naqshband
Chairman
Le Passage to India Tours & Travel Pvt. Ltd.
E-29, Hauz Khas Market
IN-110016 New Delhi
India
Phone: 91 -11-6111122
Fax: 91 -11-51653101
gnaqshband@lepassagetoindia.com
<http://www.lepassagetoindia.com>

Indonesia

Mrs. Dewi Susanti
Head of Int. Relations
Jakarta Convention Bureau
Jalan Kuningan Barat 1/1
ID-12710 Jakarta
Indonesia
Phone: 62 -21-5272420
Fax: 62 -21-5263923
jcbina@rad.net.id
<http://www.jakartamice.com>

Ms. Indra Sukirno
Executive Director
Jakarta Convention Bureau
Jln. Kuningan Barat no. 2
ID-12710 Jakarta
Indonesia
Phone: 62 -21-5223243
Fax: 62 -21-5209691
jcbina@rad.net.id
<http://www.jakartamice.com>

Mr. Noorchamo Kahar
Dir. Mktg & Int. Relations
Jakarta Convention Bureau
Jalan Kuningan Barat 1/1
ID-12710 Jakarta
Indonesia
Phone: 62 -21-5272420
Fax: 62 -21-5263923
jcbina@rad.net.id
<http://www.jakartamice.com>

Mr. Thamrin B. Bachri
Dept. Minister Capacity Building & Int. Relations
Ministry of Culture and Tourism, Republic of Indonesia
Merdeka Barat No. 17
ID-10110 Jakarta
Indonesia
Phone: 62 -21-3838180
Fax: 62 -21-3860926
bhiwana@budpar.go.id
<http://www.tourismindonesia.com>

Mr. Iqbal Alan Abdullah
President & CEO
Royalindo Convention International
Hotel Wisata International
Office Tower 302
Jalan M.H. Thamrin
ID-10230 Jakarta
Indonesia
Phone: 62 -21-3140982
Fax: 62 -21-31934470
iqbal@royalindo.com
<http://www.royalindo.com>

Ireland

Mr. Ciaran Hynes
Chairman
Dublin Convention Bureau
10 Westland Square
IE- Dublin 2
Ireland
Phone: 353 -1-6745930
Fax: 353 -1-6745940
chynes@bravo.ie
<http://www.dublinconventionbureau.com>

Mr. Patrick Delaney
Ovation Group (INCON Group)
1 Clarinda Park North
Dun Laoghaire
IE- Dublin
Ireland
Phone: 353 -1-2802641
Fax: 353 -1-2805405
pdelaney@ovation.ie
<http://www.ovation.ie>

Israel

Mr. Gideon Rivlin
Chairman
Kenes Intl - Global Congress & Assoc. Mgmt. Services
Kenes International Building
P.O. Box 56
Ben Gurion Airport
IL-70151 Airport City
Israel
Phone: 972 -3-9727500
Fax: 972 -3-9727555
grivlin@kenes.com
<http://www.kenes.com>

Italy

Mr. Hermann Schnitzer
President
Convention Bureau South Tyrol
c/o SMTConsulting
Gampenstrasse 99i
IT-39012 Merano
Italy
Phone: 39 -0473-201253
Fax: 39 -0473-206618
info@convention.bz.it
<http://www.convention.bz.it>

Mr. Achille Lanzarini
Sales Manager
Fiera Milano Congressi SPA
Largo Domodossola 1
IT-20145 Milan
Italy
Phone: 39 -02-49971734
Fax: 39 -02-48010270
achille.lanzarini@fieramilanocongressi.it
<http://www.fieramilanocongressi.it>

Mr. Nino Fiorentino
Managing Director
Fiorentino Travel Organisation - Italy
Piazzo S. Antonino, 3
IT-80067 Sorrento
Italy
Phone: 39 -081-8073107
Fax: 39 -081-8072537
info@fiorentinotravel.it
<http://www.fiorentinotravel.it>

Mr. Franco Ronzi
Manager
MSC Crociere Italiane SPA
Via. A. Depretis, 31
IT-80133 Naples
Italy
Phone: 39 -081-7942111
Fax: 39 -081-7942999
fronzi@cruit.msccgva.ch
<http://www.msccruises.com>

Japan

Mr. Akio Hirata
Director
Awaji Yumebutai Intl Conference Center
1 Yumebutai Higashiura-cho
Tsuna-gun
JP- Hyogo 656-2301
Japan
Phone: 81 -799-741020
Fax: 81 -799-741021
hirata@yumebutai.org
<http://www.yumebutai.org>

Mr. Tsutomu Shigemitsu
Director Intl Passenger Marketing
Japan Airlines
4-11, Higashi-Shinagawa 2 ch.
Shinagawa-ku
JP-Tokyo 140-8637
Japan
Phone: 81 -3-54603759
Fax: 81 -3-54605864
japandesk@jal.com
<http://www.japanairlines.com>

Ms. Motoko Yamamoto
Manager Intl Sales Planning & Marketing
Japan Airlines
4-11, Higashi-Shinagawa 2 chome
Shinagawa-ku
JP-Tokyo 140
Japan
Phone: 81 -3-54603759
Fax: 81 -3-54605864
japandesk@jal.com
<http://www.japanairlines.com>

Mr. Sadayoshi Tada
Counselor
Japan Convention Bureau -JCB-Japan Nat. Tour. Org.
2-10-1 Yuraku-cho
Chiyoda-ku
JP- Tokyo 100-0006
Japan
Phone: 81 -3-32162905
Fax: 81 -3-32161978
convention@jnto.go.jp
<http://www.jnto.go.jp/>

Ms. Fumie Momose
Japan Convention Services, Inc. (INCON GROUP)
Daido Seimei Kasumigaseki Bldg.
1-4-2, Kasumigaseki
Chiyoda-ku
JP- Tokyo 100-0013
Japan
Phone: 81 -3-3508-1214
Fax: 81 -3-3508-1302
momose@convention.co.jp
<http://www.jcs-pco.com>

Ms. Sayaka Seki
Corporate Planning Group
Japan Convention Services, Inc. (INCON GROUP)
Daido Seimei Kasumigaseki Building
1-4-2, Kasumigaseki
Chiyodaku
JP- Tokyo 100-0013
Japan
Phone: 81 -3-35081211
Fax: 81 -3-35080820
seki@convention.co.jp
<http://www.jcs-pco.com>

Mr. Kuniaki Takahashi
Japan Convention Services, Inc. (INCON GROUP)
Daido Seimei Kasumigaseki Bldg.
1-4-2, Kasumigaseki
Chiyoda-ku
JP- Tokyo 100-0013
Japan
Phone: 81 -3-3508-1214
Fax: 81 -3-3508-1302
ktakahas@convention.co.jp
<http://www.jcs-pco.com>

Ms. Mie Morishita
Japan Convention Services, Inc. (INCON GROUP)
Daido Seimei Kasumigaseki Bldg.
1-4-2, Kasumigaseki
JP- Chiyoda-ku, Tokyo 100-0013
Japan
Phone: 81 -3-3508-1214
Fax: 81 -3-3508-1302
morishit@convention.co.jp
<http://www.jcs-pco.com>

Ms. Miki Matoba
Japan Convention Services, Inc. (INCON GROUP)
Daido Seimei Kasumigaseki Bldg.
1-4-2, Kasumigaseki
Chiyoda-ku
JP- Tokyo 100-0013
Japan
Phone: 81 -3-3508-1214
Fax: 81 -3-3508-1302
matoba@convention.co.jp
<http://www.jcs-pco.com>

Mr. Tatsuo Arai
Executive Director
Japan Convention Services, Inc. (INCON GROUP)
Daido Seimei Kasumigaseki Building
1-4-2, Kasumigaseki
Chiyodaku
JP- Tokyo 100-0013
Japan
Phone: 81 -3-35081211
Fax: 81 -3-35080820
arai@convention.co.jp
<http://www.jcs-pco.com>

Mr. Satoshi Saito
Japan Convention Services, Inc. (INCON GROUP)
Daido Seimei Kasumigaseki Bldg.
1-4-2, Kasumigaseki
Chiyoda-ku
JP- Tokyo 100-0013
Japan
Phone: 81 -3-3508-1214
Fax: 81 -3-3508-1302
ssaito@convention.co.jp
<http://www.jcs-pco.com>

Ms. Akiko Miki
Japan Convention Services, Inc. (INCON GROUP)
Daido Seimei Kasumigaseki Bldg.
1-4-2, Kasumigaseki
Chiyoda-ku
JP- Tokyo 100-0013
Japan
Phone: 81 -3-3508-1214
Fax: 81 -3-3508-1302
a-miki@convention.co.jp
<http://www.jcs-pco.com>

Mr. Masanori Fujimi
Director Convention Department
Kyoto International Conference Hall
Takaraga-Ike
Sakyo-ku
JP- Kyoto 606-0001
Japan
Phone: 81 -75-7051234
Fax: 81 -75-7051100
mfujimi@kich.or.jp
http://www.joho-kyoto.or.jp/KICH/index_e.html

Mr. Junichi Nakamura
President
Kyoto International Conference Hall
Takaraga-Ike
Sakyo-ku
JP- Kyoto 606-0001
Japan
Phone: 81 -75-7051234
Fax: 81 -75-7051100
info@Kich.or.jp
http://www.joho-kyoto.or.jp/KICH/index_e.html

Ms. Yoshiko Namura
Senior Manager
Kyoto International Conference Hall
Takaraga-ike
JP- Kyoto 606-0001
Japan
Phone: 81 -75-7051234
Fax: 81 -75-7051100
ynamura@kich.or.jp
http://www.joho-kyoto.or.jp/KICH/index_e.html

Mr. Masaaki Sugita
Managing Director, Marketing
Osaka Convention & Tourism Bureau
5F Resona Semba Bldg.
4-21 Minamisemba 4-chome
Chuo-ku
JP- Osaka 542-0081
Japan
Phone: 81 -6-6282-5911
Fax: 81 -6-6282-5914
mail@octb.jp
<http://www.octb.jp>

Mr. Makoto Batori
Chief Manager
Pacific Convention Plaza Yokohama
1-1-1 Minatomirai
Nishi-ku
JP- Yokohama 220-0012
Japan
Phone: 81 -45-2212121
Fax: 81 -45-2212136
sales@pacifico.co.jp
<http://www.pacifico.co.jp>

Mrs. Tomoko A. Morioka
Manager, Convention Division
Yokohama Convention & Visitors Bureau
Pacifico Yokohama 5F
1-1 Minato Mirai
Nishi-ku
JP- Yokohama 220-0012
Japan
Phone: 81 -45-2212111
Fax: 81 -45-2212100
morioka@www.welcome.city.yokohama.jp
<http://www.welcome.city.yokohama.jp>

Latvia

Mrs. Sails Aizpurva
Sales & Marketing Manager
CON-EX Latvia Tours Group
Kalku Street 8
LV-1050 Riga
Latvia
Phone: 371 -7085001
Fax: 371 -7820020
sails.aizpurva@latviatours.lv
<http://www.latviatours.lv>

Mrs. Gundega Zeltina
Managing Director
CON-EX Latvia Tours Group
Kalku Street 8
LV-1050 Riga
Latvia
Phone: 371 -7085001
Fax: 371 -7820020
gundega.zeltina@latviatours.lv
<http://www.latviatours.lv>

Mrs. Ilze Saulite-Jansone
Executive Director
Riga Congress Centre
5 Kr. Valdemara St.
LV-1010 Riga
Latvia
Phone: 371 -7043678
Fax: 371 -7830244
congress@rcc.lv
<http://www.kongresu-nams.lv>

Mr. Pauls Gusts
Marketing Manager
Via Riga Travel Agency
7/9 Barona Str.
LV-1050 Riga
Latvia
Phone: 371 -7-812598
Fax: 371 -7-812625
pauls@viariga.lv
<http://www.viariga.lv>

Macao, China P.R.

Ms. Maria Helena Senna Fernandes
Deputy Director
Macao Government Tourist Office
Alameda Dr. Carlos D'Assunção no. 335-341
Hotline Building
CN- Macao
Macao, China P.R.
Phone: 853 -3971532
Fax: 853 -374321
helena@macautourism.gov.mo
<http://www.macautourism.gov.mo>

Ms. Silvia Sitou
Head of Research & Planning Dept
Macao Government Tourist Office
Alameda Dr. Carlos D'Assunção no. 335-341
Hotline Building
CN- Macao
Macao, China P.R.
Phone: 853 -3971562
Fax: 853 -372446
silviast@macautourism.gov.mo
<http://www.macautourism.gov.mo>

Malaysia

Mr. George Skadiang
General Manager
AOS Convention & Events Sdn Bhd
39C & 40C, Jalan Mamanda 9
Ampang Point
MY-68000 Kuala Lumpur
Malaysia
Phone: 60 -3-42529100
Fax: 60 -3-42529800
aos@asianoverland.com.my
<http://www.asianoverland.com.my>

Mr. Anthony Wong
Group Managing Director
AOS Convention & Events Sdn Bhd
39C & 40C, Jalan Mamanda 9
Ampang Point
MY-68000 Kuala Lumpur
Malaysia
Phone: 60 -3-4529100
Fax: 60 -3-4529800
anthony@asianoverland.com.my
<http://www.asianoverland.com.my>

Mr. Subimal Sen Gupta
Chief Operating Officer
Kuala Lumpur Convention Center
(KLCC Holdings) Sdn. Bhd.
Level 36, Tower 2
Petronas Twin Tower
MY-50088 Kuala Lumpur
Malaysia
Phone: 60 -3-3828777
Fax: 60 -3-21634689
sengupta@klcc.com.my
<http://www.klcc.com.my>

Mr. Peter Brokenshire
General Manager
Kuala Lumpur Convention Center
(KLCC Holdings) Sdn. Bhd.
Level 36, Tower 2
Petronas Twin Towers
MY-50088 Kuala Lumpur
Malaysia
Phone: 60 -3-23828550
Fax: 60 -3-23828558
pbrokenshire@klcc.com.my
<http://www.klcc.com.my>

Mr. Shahrin Mokhtar
Deputy Director
Malaysia Tourism Promotion Board
P.O. Box 10328
MY-50480 Kuala Lumpur
Malaysia
Phone: 60 -3-26965626
Fax: 60 -3-40425135
shahrin@tourism.gov.my
<http://tourism.gov.my>

Datuk Wira Jahaya Mat
Managing Director
Melaka Int'l Trade Centre Sdn.Bhd.
5th & 6th Floor, Graha Umno
Jalan Hang Tuah
MY-75300 Melaka
Malaysia
Phone: 60 -6-2922741/2307220
Fax: 60 -6-2922702/2328350
jahaya@mitc.org.my
<http://www.mitc.net.my>

Mr. Zamri A. Nadzir
Melaka Intl Trade Centre Sdn Bhd
5th & 6th Floor, Graha Umno
Jalan Hang Tuah
MY-75300 Melaka
Malaysia
Phone: 60 -6-2922741/2307220
Fax: 60 -6-2922702/2328350
mtrade@tm.net.my
<http://www.mitc.net.my>

Mexico

Mr. Fernando Cervantes
Group & Conventions Manager
Cancun Convention & Visitors Bureau
Av. Nader Esq-Coba s/n
Anexo Fonatur SM 5
MX-77500 Cancun, Qr.
Mexico
Phone: 52 -998-8810400
Fax: 52 -988-8810402
accancun@prodigy.net.mx
<http://www.gocancun.com>

Ms. Mari Carmen Obregon
Congress Sales Director
Centro Banamex
Av. Industria Militar s/n
Col. Lomas de Sotelo
MX-11200 Mexico City
Mexico
Phone: 52 -55-52682035
Fax: 52 -55-52682004
mobregon@centrobanamex.com
<http://www.centrobanamex.com>

Mr. Julio Suarez
Sales Director
Convention Center Group
Barrilaco 410
Lomas Chapultepec
MX-11000 Mexico City
Mexico
Phone: 52 -5-5209283
Fax: 52 -5-5209284
jsuarez@convention-center.net
<http://www.convention-center.net>

Mr. Eduardo Chaillo Ortiz
Executive Director
Mexico Tourism Board
Av. Mariano Escobedo 550, 6th Floor
Col. Anzures
MX-11590 Mexico City
Mexico
Phone: 52 -55-25810981
Fax: 52 -55-25810900 x1303
echaillo@promotur.com.mx
<http://www.visitmexico.com>

Netherlands

Mr. Gerrit Jan Beuzel
International Account Manager
Bosch Security Systems
Building C3
Kapittelweg 10
NL-4827 HG Breda
Netherlands
Phone: 31 -76-5721961
Fax: 31 -76-5721283
Gerrit.Beuzel@nl.bosch.com
<http://www.philipscsi.com>

Mr. Anton Vliegenthart
General Manager Congress
Concert and Congress Centre De Doelen
P.O. Box 972
NL-3000 AZ Rotterdam
Netherlands
Phone: 31 -10-2171750
Fax: 31 -10-2130913
a.m.vliegenthart@dedoelen.nl
<http://www.dedoelen.nl/index3.html>

Mr. Ben G. Goedegebuure
Director Marketing & Sales
Congrex (Holland) B.V.
A.J. Ernststraat 595K
NL-1082 LD Amsterdam
Netherlands
Phone: 31 -20-5040236
Fax: 31 -20-5040225
ben@congrex.nl
<http://www.congrex.com>

Mr. Eric de Groot
Consultant
MindMeeting BV
Postbus 936
NL-8901 BS Leeuwarden
Netherlands
Phone: 31 -58-2164908
Fax: 31 -58-2165096
eric@dewetvanthomas.com
<http://www.mindmeeting.org>

Mr. Mike van der Vijver
Consultant
MindMeeting BV
Postbus 936
NL-8901 BS Leeuwarden
Netherlands
Phone: 31 -58-2165525
Fax: 31 -58-2165096
mikevijv@xs4all.nl
<http://www.mindmeeting.org>

Mrs Ermelinda Vermeulen
Director
Netherlands Convention Bureau -NCB-
Vlietweg 15
NL-2266 KA Leidschendam
Netherlands
Phone: 31 -70-3705450
Fax: 31 -70-3705466
evermeulen@holland.com
<http://www.holland.com/>

New Zealand

Mr. Mike Kelly
Executive Director
Christchurch Convention Centre / NCC
P.O. Box 13144
NZ-8001 Christchurch
New Zealand
Phone: 64 -3-3633301
Fax: 64 -3-3633364
mike.kelly@nccnz.co.nz
<http://www.convention.co.nz>

Norway

Mr. Per Wessel
Congress & Exhibition Director
Norway Trade Fairs - Norway Congress Centre
P.O. Box 75
NO-2001 Oslo, Lillestroem
Norway
Phone: 47 -66-939136
Fax: 47 -66-939101
pew@messe.no
<http://www.norwaycongress.com>

Mrs. Anne Wallin Rodven
Convention Director
Oslo Promotion/Oslo Visitors & Convention Bureau
Grev Wedels Plass 4
NO-0151 Oslo
Norway
Phone: 47 -23-106200
Fax: 47 -23-106201
anne.rodven@visitoslo.com
<http://www.visitoslo.com>

Mrs. Perlita Gundersen
Congress Manager
Stavanger Convention Bureau
P.O. Box 11
NO-4001 Stavanger S
Norway
Phone: 47 -51-859200
Fax: 47 -51-859202
perlita@visitstavanger.com
<http://www.visitStavanger.com>

Poland

Mrs. Liliana Topolnicka
Marketing Manager
Convention Bureau of Poland - Polish Tourist
Organisation
4/6 Chalubínskiego St.
PL-00-928 Warsaw
Poland
Phone: 48 -22-6301741
Fax: 48 -22-6301742
ltopolnicka@pot.gov.pl
<http://www.pot.gov.pl>

Mrs. Agata Anneliese Pawlowska
Convention Manager
LOT Polish Airlines
17 Stycznia 39 street
PL-01-231 Warsaw
Poland
Phone: 48 -22-6068422
Fax: 48 -22-6068309
a.pawlowska@lot.pl
<http://www.lot1062317.com>

Mr. Wojciech Dyrda
Director Sales & Marketing
Polish Tourist Cooperative "Gromada"
7, Cicha Street
PL-00-353 Warsaw
Poland
Phone: 48 -22-8274960
Fax: 48 -22-8282427
dyrda@gromada.pl
<http://www.gromada.pl>

Republic of Korea

Mr. Wook-Kyun Kim
Managing Director
AJU Tours
Soonhwa Building 11 F
5-2 Soonhwa-Dong, Chung-gu
KR-100-130 Seoul
Republic of Korea
Phone: 82 -2-1535051
Fax: 82 -2-1140028
flyaju@kornet.net

Mr. Hae-Soo Chung
CEO & President
BEXCO (Busan Exhibition & Convention Centre)
#1291, Woo 2-Dong
Haeundae-ku
KR-612-022 Busan
Republic of Korea
Phone: 82 -51-7407365
Fax: 82 -51-7407370
success919@bexco.co.kr
<http://www.bexco.co.kr>

Mr. Jong-Nam Park
Executive Vice President, Marketing
BEXCO (Busan Exhibition & Convention Centre)
#1291, Woo 2-Dong
Haeundae-ku
KR-612-022 Busan
Republic of Korea
Phone: 82 -51-7407365
Fax: 82 -51-7407370
success919@bexco.co.kr
<http://www.bexco.co.kr>

Mr. Kyung-Duk Kim
Deputy Director
Busan Convention & Visitors Bureau
1000 Yeonsan 5-Dong
Yeonje-gu
KR-611-735 Busan
Republic of Korea
Phone: 82 -51-8883851
Fax: 82 -51-8884039
njun@metro.busan.kr
<http://www.cvb.busan.kr>

Mr. Moon-Soo Seo
Director
Busan Convention & Visitors Bureau
1000 Yeonsan 5-Dong
Yeonje-gu
KR-611-735 Busan
Republic of Korea
Phone: 82 -51-8883851
Fax: 82 -51-8884039
njun@metro.busan.kr
<http://www.cvb.busan.kr>

64

Ms. Hye Lim Sun
Busan Convention & Visitors Bureau
1000 Yeonsan 5-Dong
Yeonje-gu
KR-611-735 Busan
Republic of Korea
Phone: 82 -51-8883851
Fax: 82 -51-8884039
njun@metro.busan.kr
<http://www.cvb.busan.kr>

Mr. Ik-Joo Lee
Director-General
Busan Convention & Visitors Bureau
1000 Yeonsan 5-Dong
Yeonje-gu
KR-611-735 Busan
Republic of Korea
Phone: 82 -51-8883851
Fax: 82 -51-8884039
njun@metro.busan.kr
<http://www.cvb.busan.kr>

Mr. Dirk Won Jeong
Busan Convention & Visitors Bureau
1000 Yeonsan 5-Dong
Yeonje-gu
KR-611-735 Busan
Republic of Korea
Phone: 82 -51-8883851
Fax: 82 -51-8884039
njun@metro.busan.kr
<http://www.cvb.busan.kr>

Mr. Beom Joon Jang
Busan Convention & Visitors Bureau
1000 Yeonsan 5-Dong
Yeonje-gu
KR-611-735 Busan
Republic of Korea
Phone: 82 -51-8883851
Fax: 82 -51-8884039
njun@metro.busan.kr
<http://www.cvb.busan.kr>

Ms. Hyun Kyung Cha
Busan Convention & Visitors Bureau
1000 Yeonsan 5-Dong
Yeonje-gu
KR-611-735 Busan
Republic of Korea
Phone: 82 -51-8883851
Fax: 82 -51-8884039
njun@metro.busan.kr
<http://www.cvb.busan.kr>

Mr. Seong-Duk Hyun
Convention Marketing Officer
Busan Convention & Visitors Bureau
1000 Yeonsan 5-Dong
Yeonje-gu
KR-611-735 Busan
Republic of Korea
Phone: 82 -51-8883851
Fax: 82 -51-8884039
njun@metro.busan.kr
<http://www.cvb.busan.kr>

Ms. Nayong Jun
Convention Marketing Officer
Busan Convention & Visitors Bureau
1000 Yeonsan 5-Dong
Yeonje-gu
KR-611-735 Busan
Republic of Korea
Phone: 82 -51-8883851
Fax: 82 -51-8884039
njun@metro.busan.kr
<http://www.cvb.busan.kr>

Mr. Ahn Sang Young
Busan Convention & Visitors Bureau
1000 Yeonsan 5-Dong
Yeonje-gu
KR-611-735 Busan
Republic of Korea
Phone: 82 -51-8883851
Fax: 82 -51-8884039
njun@metro.busan.kr
<http://www.cvb.busan.kr>

Mr. Yungho Park
Daegu Convention Bureau
1, 1-ga, Dongin-dong, Jung-gu
KR-700-714 Daegu
Republic of Korea
Phone: 82 -53-6015202
Fax: 82 -53-6015298
yhpark@daegucvb.com
<http://www.daegu.go.kr>

Mr. Charlie Bae
Director
Daegu Convention Bureau
1, 1-ga, Dongin-dong, Jung-gu
KR-700-714 Daegu
Republic of Korea
Phone: 82 -53-4293289
Fax: 82 -53-4293249
f9133@daegumail.net
<http://www.daegu.go.kr>

Ms. Jeong Sook Choi
Daegu Convention Bureau
1, 1-ga, Dongin-dong, Jung-gu
KR-700-714 Daegu
Republic of Korea
Phone: 82 -53-4293248
Fax: 82 -53-4293249
chanel@daegumail.net
<http://www.daegu.go.kr>

Mr. Bong-Joo Jeong
Executive Director
Daegu Convention Bureau
1, 1-ga, Dongin-dong, Jung-gu
KR-700-714 Daegu
Republic of Korea
Phone: 82 -53-6015201
Fax: 82 -53-6015298
bongjoo@daegumail.net
<http://www.daegu.go.kr>

Mr. Seong Tae Kim
Assistant Manager
Daegu Convention Bureau
1676 Sangyeok 2-dong
Buk-gu
KR-702-712 Daegu
Republic of Korea
Phone: 82 -53-6015290
Fax: 82 -53-6015298
sisyph91@korea.com
<http://www.daegu.go.kr>

Ms. Myonghee Kwon
Daegu Convention Bureau
1, 1-ga, Dongin-dong, Jung-gu
KR-700-714 Daegu
Republic of Korea
Phone: 82 -53-6015290
Fax: 82 -53-6015298
kkum30@daegucvb.com
<http://www.daegu.go.kr>

Mr. Chang-gohn Paik
Chairman
Daegu Convention Bureau
1, 1-ga, Dongin-dong, Jung-gu
KR-700-714 Daegu
Republic of Korea
Phone: 82 -53-6015201
Fax: 82 -53-6015298
kkum30@daegucvb.com
<http://www.daegu.go.kr>

Mr. Seong-Kyu Oh
Manager
ICC JEJU
2700 Jungmum-Dong
KR-697-120 Seogwipo City
Republic of Korea
Phone: 82 -64-7351039
Fax: 82 -64-7388988
kay@iccjeju.co.kr
<http://www.iccjeju.co.kr>

Mr. Yong-Jip Kwon
General Manager
ICC JEJU
2700 Jungmum-Dong
KR-697-120 Seogwipo City
Republic of Korea
Phone: 82 -64-7351009
Fax: 82 -64-7388988
shhan@iccjeju.co.kr
<http://www.iccjeju.co.kr>

Mr. Hee-Chul Koh
Deputy General Manager
ICC JEJU
2700 Jungmum-Dong
KR-697-120 Seogwipo City
Republic of Korea
Phone: 82 -64-7351032
Fax: 82 -64-7388988
shhan@iccjeju.co.kr
<http://www.iccjeju.co.kr>

Mr. Jong-Hee Kim
President
ICC JEJU
2700 Jungmum-Dong
KR-697-120 Seogwipo City
Republic of Korea
Phone: 82 -64-7351000
Fax: 82 -64-7388988
kamigo@iccjeju.co.kr
<http://www.iccjeju.co.kr>

Mr. Yu-Ho Ko
Director, Jeju Provincial Government
ICC JEJU
2700 Jungmum-Dong
KR-697-120 Seogwipo City
Republic of Korea
Phone: 82 -64-7351037
Fax: 82 -64-7388988
shhan@iccjeju.co.kr
<http://www.iccjeju.co.kr>

Mr. Hong-Seok Jin
Secretary General
Korea Convention Event Industry Association
823 Life Combi B/D, Yoido-Dong
Youngdungpo-gu
KR-150-732 Seoul
Republic of Korea
Phone: 82 -2-7610277-9
Fax: 82 -2-7610415
jin1961@hotmail.com

Ms. Youn Joo Han
Korea International Exhibition Center (KINTEX)
Goyang Ilsan P.O.Box 75
Gyeonggi Province
KR- Goyang City
Republic of Korea
Phone: 82 -31-8108033
Fax: 82 -31-8108083
eventjune@hotmail.com
<http://www.gokintex.com/>

Mr. Ki-Hwa Hong
President
Korea International Exhibition Center (KINTEX)
Goyang Ilsan P.O.Box 75
Gyeonggi Province
KR- Goyang City
Republic of Korea
Phone: 82 -31-810-8033
Fax: 82 -31-8108083
eventjun@gokintex.com
<http://www.gokintex.com/>

Ms. Hyewon Jung
Assistant Manager
Korea National Tourism Organization
10, Ta-dong, Chung-gu
K.P.O. Box 1879
KR-100-180 Seoul
Republic of Korea
Phone: 82 -2-7299555
Fax: 82 -2-7782326
convention@mail.knto.or.kr
<http://www.visitkorea.or.kr>

Mr. Keon Yoo
President
Korea National Tourism Organization
10, Ta-dong, Chung-gu
K.P.O. Box 1879
KR-100-180 Seoul
Republic of Korea
Phone: 82 -2-7299555
Fax: 82 -2-7782326
convention@mail.knto.or.kr
<http://www.visitkorea.or.kr>

Ms. Minjung Park
Assistant Manager
Korea National Tourism Organization
10, Ta-dong, Chung-gu
K.P.O. Box 1879
KR-100-180 Seoul
Republic of Korea
Phone: 82 -2-7299560
Fax: 82 -2-7782326
convention@mail.knto.or.kr
<http://www.visitkorea.or.kr>

Mr. Jae-Geun Choi
Vice President
Korea National Tourism Organization
10, Ta-dong, Chung-gu
K.P.O. Box 1879
KR-100-180 Seoul
Republic of Korea
Phone: 82 -2-7299555
Fax: 82 -2-7782326
convention@mail.knto.or.kr
<http://www.visitkorea.or.kr>

Mr. Sang-Hoon Na
Director
Korea National Tourism Organization
10, Ta-dong, Chung-gu
K.P.O. Box 1879
KR-100-180 Seoul
Republic of Korea
Phone: 82 -2-7299555
Fax: 82 -2-7782326
convention@mail.knto.or.kr
<http://www.visitkorea.or.kr>

Mr. Deokhyun Jo
Director
Korea National Tourism Organization
10, Ta-dong, Chung-gu
K.P.O. Box 1879
KR-100-180 Seoul
Republic of Korea
Phone: 82 -2-7299555
Fax: 82 -2-7782326
convention@mail.knto.or.kr
<http://www.visitkorea.or.kr>

Mr. Ju-Min Hong
Executive Director
Korea National Tourism Organization
10, Ta-dong, Chung-gu
K.P.O. Box 1879
KR-100-180 Seoul
Republic of Korea
Phone: 82 -2-7299555
Fax: 82 -2-7782326
convention@mail.knto.or.kr
<http://www.visitkorea.or.kr>

Mr. Itae Choi
Assistant Manager
Korea National Tourism Organization
10, Ta-dong, Chung-gu
K.P.O. Box 1879
KR-100-180 Seoul
Republic of Korea
Phone: 82 -2-7299555
Fax: 82 -2-7782326
convention@mail.knto.or.kr
<http://www.visitkorea.or.kr>

Ms. Young-shim Dho
Advisor
Korea National Tourism Organization
10, Ta-dong, Chung-gu
K.P.O. Box 1879
KR-100-180 Seoul
Republic of Korea
Phone: 82 -2-7299555
Fax: 82 -2-7782326
convention@mail.knto.or.kr
<http://www.visitkorea.or.kr>

Ms. Suk-in Jung
Assistant Manager
Korea National Tourism Organization
10, Ta-dong, Chung-gu
K.P.O. Box 1879
KR-100-180 Seoul
Republic of Korea
Phone: 82 -2-7299566
Fax: 82 -2-7782326
convention@mail.knto.or.kr
<http://www.visitkorea.or.kr>

Mr. Tae-In Jung
Assistant Manager
Korea Racing Association
685 Juam-dong, Gwacheon
KR-427-711 Gyeonggi-do
Republic of Korea
Phone: 82 -2-5091222
Fax: 82 -2-5091219
tjung@kra.co.kr
<http://www.kra.co.kr/ekra2001/eindex.htm>

Mr. Yang-Tae Park
Senior Manager
Korea Racing Association
685 Juam-dong, Gwacheon
KR-427-711 Gyeonggi-do
Republic of Korea
Phone: 82 -2-5091222
Fax: 82 -2-5091219
sunpark@kra.co.kr
<http://www.kra.co.kr/ekra2001/eindex.htm>

Mr. Hak-Soo Yeo
Staff
Korea Racing Association
685 Juam-dong, Gwacheon
KR-427-711 Gyeonggi-do
Republic of Korea
Phone: 82 -2-5091222
Fax: 82 -2-5091219
sunpark@kra.co.kr
<http://www.kra.co.kr/ekra2001/eindex.htm>

Mr Eric Son
Sales Manager
Lotte Hotel Cheju
1, sogong-dong, chung-gu
Lotte Building 18th floor
KR- Seoul
Republic of Korea
Phone: 82 -2-7597051
Fax: 82 -2-774920
ericson@hotellotte.co.kr
<http://www.hotel.lotte.co.kr>

Mr. Jan Verduyn
General Manager
Paradise Hotel & Casino Busan
1408-05 Joong-Dong
Haeundae-Gu
KR-612010 Busan
Republic of Korea
Phone: 82 -51-7492830
Fax: 82 -51-7462210
jan.verduyn@paradisehotel.co.kr
<http://www.paradisehotel.co.kr>

Ms. Hye Yong Min
Executive Director
Seong & Min M.I.C.E. Consulting, Ltd. Co.
#1102 Gangnam Newstel
826-30 Yeoksam Dong
Gangnam Gu
KR-135-935 Seoul
Republic of Korea
Phone: 82 -2-5520645
Fax: 82 -2-5520645
hmin@seongandmin.com

Russia

Mr. Sergey Davydov
Deputy Director General
World Trade Center Moscow
12 Krasnopresnenskaya Nab.
RU-123610 Moscow
Russia
Phone: 7 -095-2581645
Fax: 7 -095-2581637
scinter@wtc.msk.ru
<http://www.wtcmoscow.ru>

Mrs. Elena Tourchinskaya
Senior Marketing Manager
World Trade Center Moscow
12 Krasnopresnenskaya Nab.
RU-123610 Moscow
Russia
Phone: 7 -095-2581645
Fax: 7 -095-2581637
elena.tourchinskaya@wtc.msk.ru
<http://www.wtcmoscow.ru>

Singapore

Mr. Cha Kap-Yal
Bosch Security Systems
38C Jalan Pemimpio
SG- Singapore 577180
Singapore
Phone: 65 -63-193464
Fax: 65 -63-193499
tricommedia@hanmail.net
<http://www.philipscsi.com>

Mr. Alan Lim Kwee
Bosch Security Systems
38C Jalan Pemimpio
SG- Singapore 577180
Singapore
Phone: 65 -63-193464
Fax: 65 -63-193499
alan.lim@sg.bosch.com
<http://www.philipscsi.com>

Mr. Arya Varma Trivikraman
Business Unit Manager
Bosch Security Systems
38C Jalan Pemimpio
SG- Singapore 577180
Singapore
Phone: 65 -63-193464
Fax: 65 -63-193499
arya.varma@sg.bosch.com
<http://www.philipscsi.com>

Ms. Alizah Abdul Aziz
General Manager
Braehler ICS Pte Ltd.
International Congress Service
37 Tannery Lane
#03-09 Tannery House
SG- Singapore 347790
Singapore
Phone: 65 -5472042
Fax: 65 -5474178
az@braehler.com

Mr. Bob Guy
Managing Director
Pacific World Singapore
73 Bukit Timah Road #03-01
SG- Singapore 229832
Singapore
Phone: 65 -6336 1286
Fax: 65 -6336 2123
bobguy@pacificworld.com
<http://www.pacificworld.com>

Mr. Ser Hong Teng
Manager (Venue sales)
PSA Singapore Expo Pte Ltd.
No. 1 Expo Drive #01-01
SG- Singapore SG-486150
Singapore
Phone: 65 -65808378
Fax: 65 -65808300
shawnt@singaporeexpo.com.sg
<http://www.singapore-expo.com.sg>

Ms. Siew Hoon Yeoh
Editorial Director
Reed Travel & Meetings (Asia)
No. 1 Temasek Avenue #17-01
#17-01 Millenia Tower
SG- Singapore 039192
Singapore
Phone: 65 -4343501
Fax: 65 -3331661
siewhoon.yeoh@reedelsevier.com.sg
<http://www.travelweeklyeast.com>

Ms Jasmine Lim
Manager Conventions
Singapore Exhibition & Convention Bureau
c/o Singapore Tourism Board
Tourism Court
1 Orchard Spring Lane
SG- Singapore 247729
Singapore
Phone: 65 -68313618
Fax: 65 -67347223
hweeyan@stb.com.sg
<http://www.stb.com.sg/services/mice.stm>

Mr. Jim Papineau
Director, Marketing & Sales
Suntec Singapore Int. Convention & Exhibition Centre
1 Raffles Boulevard
Suntec City
SG- Singapore 039593
Singapore
Phone: 65 -6825-2250
Fax: 65 -6825-2268
jim.papineau@suntecsingapore.com
<http://www.suntecsingapore.com>

Ms. Alice Yeo
Assistant Director
Suntec Singapore Int. Convention & Exhibition Centre
1 Raffles Boulevard
Suntec City
SG- Singapore 039593
Singapore
Phone: 65 -825-2182
Fax: 65 -825-2222
alice.yeo@suntecsingapore.com
<http://www.suntecsingapore.com>

Ms. Linda Tan
Account Manager
TTG Asia Media Pte Ltd
9 Battery Road
#17-02/12 Straits Trading Building
SG- Singapore 049910
Singapore
Phone: 65 -63957564
Fax: 65 -65362972
linda.tan@ttgasia.com
<http://www.itcma.com.sg>

Mr. Tim McIntyre
Editor
Venture Asia Publishing Pte Ltd.
No. 2, Maritime Square
#03-03 SP1 Building
SG- Singapore 099255
Singapore
Phone: 65 -62785653
Fax: 65 -62735985
tim@ventureasia.com.sg

South Africa

Ms. Elke Margarete Menz
Director of Sales & Marketing
Arabella Sheraton Grand Hotel
P.O. Box 50095
Waterfront
ZA-8002 Cape Town
South Africa
Phone: 27 -21-4129010
Fax: 27 -21-4129035
menze@arabella.co.za
<http://www.arabellasheraton.com>

Mr. Rick Taylor
Chief Executive Officer
Cape Town Convention Bureau
P.O. Box 16548
Vlaeberg
ZA-8018 Cape Town
South Africa
Phone: 27 -21-4872718
Fax: 27 -21-4872977
rick.taylor@capetown.gov.za
<http://www.gocapetown.co.za>

Ms. Esmaré van Tonder
International Sales & Marketing
Cape Town Convention Bureau
P.O. Box 16548
Vlaeberg
ZA-8018 Cape Town
South Africa
Phone: 27 -21-4872718
Fax: 27 -21-4872977
esmare.vantonder@capetown.gov.za
<http://www.gocapetown.co.za>

Ms. Angeline Lue
Marketing and Sales Manager
Cape Town International Convention Centre
Convention Square
1 Lower Long Street
ZA-8001 Cape Town
South Africa
Phone: 27 -21-4105000
Fax: 27 -21-4105001
angeline@ctconvention.co.za
<http://www.capetownconvention.com>

Mr. Dirk Elzinga
Managing Director
Cape Town International Convention Centre
Convention Square
1 Lower Long Street
ZA-8001 Cape Town
South Africa
Phone: 27 -21-4105000
Fax: 27 -21-4105001
delzinga@ctconvention.co.za
<http://www.capetownconvention.com>

Mr. Alec Gilbert
CEO
International Convention Centre Durban Pty.
P.O. Box 155
ZA-4000 Durban
South Africa
Phone: 27 -31-3601000
Fax: 27 -31-3601005
alecg@icc.co.za
<http://www.icc.co.za>

Mr. Anton Post
Deputy Executive Director
Sandton Convention Centre
Maude Street
Sandown 2196
P.O. Box 782553
ZA-2146 Sandton
South Africa
Phone: 27 -11-7790003
Fax: 27 -11-7790043
AntonP@saconvention.co.za
<http://www.saconvention.co.za>

LA

Ms. Bongzi Mosia
Manager
South African Tourism: Convention Bureau
Private Bag X10012
ZA-2146 Sandton
South Africa
Phone: 27 -11-7788074
Fax: 27 -11-7788094
bongzi@southafricantourism.com
<http://www.southafrica.net>

Mr. Malcolm King
Director
Southern Africa Conference, Exh. & Inc. Guide
P.O. Box 414
ZA-3640 Kloof, Natal
South Africa
Phone: 27 -31-7646977
Fax: 27 -31-7646974
malcolmk@dbn.lia.net
<http://www.contactpub.co.za/cg.htm>

Mrs. Desiree Smits Van Waesberghe
Managing Director
Thebe Conventions
P.O. Box 51279
V&A Waterfront
ZA-8002 Cape Town
South Africa
Phone: 27 -21-4198301
Fax: 27 -21-4192422
desiree@thebeconventions.co.za

Spain

Mrs. Airy Garrigosa
Director
Barcelona Convention Bureau
Rambla de Catalunya 123, entl.
ES-08008 Barcelona
Spain
Phone: 34 -93-3689720
Fax: 34 -93-3689701
airy@barcelonaturisme.com
<http://www.barcelonaturisme.com>

Mr. Ciemens Porsche
Managing Director
Figueras International Seating
Ctra Parets a Bigues, km 7'700
Llica de Munt
ES-08186 Barcelona
Spain
Phone: 34 -938-445050
Fax: 34 -938-445070
comercial@figueras.com
<http://www.figueras.com>

Mr. Jose Miguel Ayerza
Managing Director
Kursaal Center
Avda. De Zurriola, 1
ES-20002 San Sebastian
Spain
Phone: 34 -943-003000
Fax: 34 -943-003001
kursaal@kursaal.org
<http://www.kursaal.org>

Mrs. Teresa Diaz-Caneja Planell
Sales & Marketing Director
Madrid Congress Hall
Paseo de la Castellana 99
ES-28046 Madrid
Spain
Phone: 34 -91-3378173
Fax: 34 -91-5971094
teresa.diaz-caneja@tourspain.es
<http://www.madridconventioncentre.com>

Ms. Amanda Perez Vegas
Bookings Coordinator
Madrid Congress Hall
Paseo de la Castellana 99
ES-28046 Madrid
Spain
Phone: 34 -913378103
Fax: 34 -915971094
amanda.perez@tourspain.es
<http://www.madridconventioncentre.com>

Mrs. Covadonga Gonzalez-Quijano
Managing Director
Madrid Convention Bureau
Patronato Municipal de Turismo
Mayor 69
ES-28013 Madrid
Spain
Phone: 34 -91-5882900
Fax: 34 -91-5882930
congresos@munimadrid.es
<http://www.munimadrid.es/congresos>

Ms. Lisa Altieri
Director of Sales
Puerto Rico Convention Bureau
c/. Serrano 1
ES-28001 Madrid
Spain
Phone: 34 -91-4312128
Fax: 34 -91-4319029
laltieri@prcb.org
<http://www.meetpuertorico.com>

Mr. Angel Alvarez
Managing Director
San Sebastian Convention Bureau, S.A
Reina Regente, 10
ES-20003 San Sebastian
Spain
Phone: 34 -943-481466
Fax: 34 -943-428122
bureau@donostia.org
<http://www.ssconvention.com>

Sri Lanka

Mr. S. Sirinivasan Gopinath
General Manager
Sri Lanka Convention Bureau
4th Floor
Hotel School Building
80 Galle Road
LK- Colombo 3
Sri Lanka
Phone: 94 -1-440002
Fax: 94 -1-472985
slcb@sri.lanka.net
<http://www.visitsrilanka.net>

Mrs Yasmin Majeed
Industry Affairs Manager
Srilankan Airlines Limited
Level 19-22 East Tower, World Trade Centre
Echelon Square
LK- Colombo
Sri Lanka
Phone: 94 -73-1351
Fax: 94 -73-5612
yasminm@srilankan.aero

Sweden

Mrs. Bibba Ejeklint
Deputy Managing Director
Congrex (Sweden) AB
Karlavagen 108, elevator V, 8th floor
P.O. Box 5619
SE-114 86 Stockholm
Sweden
Phone: 46 -8-4596600
Fax: 46 -8-6619125
bibba.ejeklint@congrex.se
<http://www.congrex.se/>

Mr. Peter Lindqvist
Director of Sales
Stockholm Visitors Board AB
Kungsgatan 37, 6th Floor
SE-103 93 Stockholm
Sweden
Phone: 46 -8-7892443
Fax: 46 -8-7892450
Peter.Lindqvist@svb.stockholm.se
<http://www.stockholmtown.com/congress>

Switzerland

Mrs. Adriana Spitteler
Director
AKM Congress Service
Clarastrasse 57
P.O. Box
CH-4005 Basel
Switzerland
Phone: 41 -61-6867777
Fax: 41 -61-6867788
a.spitteler@akmtravel.ch
<http://www.akm.ch>

Ms. Gaby Weigold
Sales Manager
Basel Convention Bureau
Aeschenvorstadt 36
CH-4002 Basel
Switzerland
Phone: 41 -61-2630330
Fax: 41 -61-2630331
g.weigold@baselconvention.ch
<http://www.baselconvention.ch>

Mr. Christian Vultier
Project Manager Marketing & Sales
Convention Center Basel
MCH Basel Exhibition Ltd
P.O. Box
CH-4021 Basel
Switzerland
Phone: 41 -58-2062810
Fax: 41 -58-2062185
christian.vultier@messe.ch
<http://www.congress.ch>

Mr. Jurriaen Sleijster
Deputy CEO
MCI (INCON Group)
75, Rue de Lyon
CH-1211 Geneva 13
Switzerland
Phone: 41 -22-3399525
Fax: 41 -22-3399501
jurriaen.sleijster@mci-group.com
<http://www.mci-group.com/>

Mr. Roger Tondeur
CEO
MCI (INCON Group)
75, Rue de Lyon
CH-1211 Geneva 13
Switzerland
Phone: 41 -22-3399510
Fax: 41 -22-3399501
mci@mci-group.com
<http://www.mci-group.com/>

Mr. Daniel Tschudy
Managing Director
Spectrum Events AG
Weinbergstrasse 11
CH-8001 Zurich
Switzerland
Phone: 41 -1-2525030
Fax: 41 -1-2513149
info@spectrum-ch.com
<http://www.spectrum-ch.com>

Mr. Mark Burri
Manager Business
Zurich Tourism (Convention Bureau)
Bahnhofbrücke 1
CH-8023 Zurich
Switzerland
Phone: 41 -1-2154081
Fax: 41 -1-2154099
mark.burri@zurichtourism.ch
<http://www.zuerich.com>

Tanzania

Mr. James Mgani
Manager, Conferences & Marketing
Arusha International Conference Centre
P.O. Box 3081
TZ- Arusha
Tanzania
Phone: 255 -27-508008
Fax: 255 -27-2506630
jmgani1@excite.com
<http://www.aicc.co.tz>

Mr. Patrick Tsere
Managing Director
Arusha International Conference Centre
P.O. Box 3081
TZ- Arusha
Tanzania
Phone: 255 -27-2508008
Fax: 255 -27-2506630
md@aicc.co.tz
<http://www.aicc.co.tz>

Thailand

Mr. Chris Michaelides
Associate Publisher, Asia Pacific
Incentives & Meetings International
No. 4, 11/1 Sukhumvit Road
Soi 61, Klongton Villa
Wattana
TH- Bangkok 10110
Thailand
Phone: 66 -2-3919870
Fax: 66 -2-3823367
cambkk@loxinfo.co.th
<http://www.i-mi.com>

Mr. John Koldowski
Managing Director
Pacific Asia Travel Association-PATA-
PATA Operational Headquarters
Unit B1, 28th Floor, Siam Tower
989 Rama I Road, Pathumwan
TH-Bangkok 10330
Thailand
Phone: 66 -2-6582000 x109
Fax: 66 -2-6582010
johnk@pata.th.com
<http://www.pata.org>

Ms. Srisakun Footrakul
Sales Manager, MICE (Thailand)
Pattaya Exhibition & Convention Hall (PEACH)
175 Visutkasat Road
Bangkhumprom
TH- Bangkok 10200
Thailand
Phone: 66 -2-280173740
Fax: 66 -2-6290892
srisakun@royalcliff.com
<http://www.royalcliff.co.th>

Mr. Sakchai Pattarapreechakul
Director of Sales
Queen Sirikit National Convention Ctre
NCC Management & Dev. Co. Ltd.
60 New Ratchadapisek Road
Klongtoey
TH- Bangkok 10250
Thailand
Phone: 66 -2-229-3000
Fax: 66 -2-229-3392
sakchai@qsncc.co.th
<http://www.qsncc.co.th/>

Mr. Pob Petsuwan
Marketing Manager
Queen Sirikit National Convention Ctre
NCC Management & Dev. Co. Ltd.
60 New Ratchadapisek Road
Klongtoey
TH- Bangkok 10250
Thailand
Phone: 66 -2-2293226
Fax: 66 -2-2293154
mktncc@qsncc.co.th
<http://www.qsncc.co.th/>

Ms. Sukumal Phadungsitp
Corporate Affairs Coordinator
Queen Sirikit National Convention Ctre
NCC Management & Dev. Co. Ltd.
60 New Ratchadapisek Road
Klongtoey
TH- Bangkok 10250
Thailand
Phone: 66 -2-229-3263
Fax: 66 -2-229-3334
cad@qsncc.co.th
<http://www.qsncc.co.th/>

Mrs. Vanida Tulalamba
Assistant Managing Director
Queen Sirikit National Convention Ctre
NCC Management & Dev. Co. Ltd.
60 New Rachadapisek Rd
Klongtoey
TH- Bangkok 10110
Thailand
Phone: 66 -2-2293800
Fax: 66 -2-2293334
vanida@qsncc.co.th
<http://www.qsncc.co.th/>

Mrs. Suprabha Moleeratanond
Manager, Travel Industry Relations
Thai Airways International Public Co., Ltd.
89, Vibhavadi Rangsit Road
TH- Bangkok 10900
Thailand
Phone: 66 -2-5451892
Fax: 66 -2-5453870
suprabha.m@thaiairways.com
<http://www.thaiair.com>

Mr. Bert van Walbeek
Managing Director
The Winning Edge
219 Sci Saint Louis 2
TH-Bangkok 10120
Thailand
Phone: 66 -2-2126651-2
Fax: 66 -2-6759550-0
bert@twe-winningedge.com

Turkey

Mr. Michel Neijmann
Manager International Affairs
Figur Congress Services
Ayazmaderesi Cad.
Karadut Sk. no: 7
Dikilitas
TR-34349 Istanbul
Turkey
Phone: 90 -212-2586020
Fax: 90 -212-2586078
manejmann@figur.net

Mr. Orhan Sanus
General Manager
Istanbul Convention & Exhibition Centre
Lutfi Kirdar Uluslararası Kong
ve Sergi Sarayı
Harbiye
TR-80230 Istanbul
Turkey
Phone: 90 -212-2963055
Fax: 90 -212-2963099
orhansanus@icec.org
<http://www.icec.org>

Mr. Mustafa Fethi Gurbüz
General Manager
Serenas Tourism, Congress & Organisational Services
Cinnah Cad. No: 28/7
Cankaya
TR-06600 Ankara
Turkey
Phone: 90 -312-4676991
Fax: 90 -312-4677062
mgurbuz@serenas.com.tr
<http://www.serenas.com.tr>

U.S.A.

Mr. Boyd Christenson
Business Development Director, USA
Adelaide Convention Centre
614 Portland Avenue
Suite 113
US- St. Paul, MN 55102
U.S.A.
Phone: 1 -651-2281738
Fax: 1 -651-2281754
boydc@adelaidecc.com.au
<http://www.adelaidecc.com.au>

Mr. Corbin Ball
CEO
Corbin Ball Associates
506 14th Street
US- Bellingham, WA 98225-6107
U.S.A.
Phone: 1 -360-7348756
Fax: 1 -508-6327730
corbin@corbinball.com
<http://www.corbinball.com>

Mr. Dexter King
Executive Director
International Association of Assembly Managers-IAAM-
635 Fritz
Coppell
US- Irving, TX 75019
U.S.A.
Phone: 1 -972-255-8020
Fax: 1 -972-255-9582
dexter.king@iaam.org
<http://www.iaam.org>

Ms. Patricia Fisch
President
International Destinations Inc.
P.O. Box 232
US- Dowell, MD 20629-0232
U.S.A.
Phone: 1 -202-7971222
Fax: 1 -202-2655930
idi@globalsites.com
<http://www.meetingsworldwide.com>

Mr. Walter Holtmaster
Managing Director
International Destinations Inc.
P.O. Box 232
US- Dowell, MD 20629-0232
U.S.A.
Phone: 1 -202-7971222
Fax: 1 -202-2655930
idi@globalsites.com
<http://www.meetingsworldwide.com>

Mr. Michel Couturier
President
Marketing Challenges International Inc.
10 East 21st Street
Suite 600
US- New York, NY 10010
U.S.A.
Phone: 1 -212-5298484
Fax: 1 -212-4608287
mcouturier@mcintl.com
<http://www.mcintl.com>

Mrs. Lori Cohodes
Group Advertising Director
Meetings & Conventions Magazine
9911 W. Pico Blvd 11th floor
US- Los Angeles, CA 90035
U.S.A.
Phone: 1 -310-7727475
Fax: 1 -310-2863504
lcohodes@ntmlc.com
<http://www.meetings-conventions.com/>

Ms. Paula Hill
Associate Publisher
Meetings Group/Primedia Business
203 Lynn Avenue
US- Northport, NY 11731
U.S.A.
Phone: 1 -631-2661548
Fax: 1 -631-2661584
phill@primediabusiness.com
<http://www.meetingsnet.com>

Mr. Ian Dockrill
Director, Global Indus. Relations & Strategic Dev.
Reed Travel Exhibitions
2300 McDermott
Suite 200-283
US- Plano, Texas 75025-7016
U.S.A.
Phone: 1 -972-3598408
Fax: 1 -972-3586744
ian.dockrill@reedexpo.co.uk
<http://www.reedtravelexhibitions.com/>

Ms. Diane DiMaggio
Int. Advertising Director
Successful Meetings
770 Broadway
4th Floor
US- New York, NY 10003-9595
U.S.A.
Phone: 1 -646-6547332
Fax: 1 -646-6547365
ddimaggio@vnebuspubs.com
<http://www.successmtgs.com>

Mr. David Kliman
President
The Kliman Group
806 Butte Street
US- Sausalito, CA 94965
U.S.A.
Phone: 1 -415-3390237
david@klimangroup.com
<http://www.klimangroup.com/>

United Arab Emirates

Mr. Ulrich Eckhardt
Area Vice President M.E.
Ajman Kempinski Hotels & Resort
P.O. Box 3025
AE- Ajman
United Arab Emirates
Phone: 971 -6-7451555
Fax: 971 -6-7423336
doaa.amin@kemp-aj.com
<http://www.kempinski.com>

Mrs. Sumaira Isaacs
Manager Groups
Arabian Adventures-(part of Emirates Group of Companies)
1st Floor, Emirates Holidays Building,
Skeikh Zayed Road, P.O Box 7631
AE- Dubai
United Arab Emirates
Phone: 971 -4-3439966/3034700
Fax: 971 -4-3439977
sumaira.isaacs@emirates.com
<http://www.arabian-adventures.com>

Mr. Ajay Rajguru
Corporate Communication Manager
Dubai International Convention Centre
P.O. Box 9292
AE- Dubai
United Arab Emirates
Phone: 971 -4-3321000
Fax: 971 -4-3314608
ajay.rajguru@dwtc.com
<http://www.dwtc.com>

Mr. Mubarak bin Fahad
Director General
Dubai International Convention Centre
P.O. Box 9292
AE- Dubai
United Arab Emirates
Phone: 971 -4-3086011
Fax: 971 -4-3316640
binfahad@dwtc.com
<http://www.dwtc.com>

Ms. Julie Muirhead
Senior Consultant, Hospitality & Tourism
Mohamed Al Geziry Consultancy
P.O. Box 36345
AE- Dubai
United Arab Emirates
Phone: 971 -4-2865586
Fax: 971 -4-2865589
julie@algeziry.com
<http://www.algeziry.com>

Mr. James Wyndham
Director of Sales
The Jumeirah Beach Hotel
8th Floor, Emirates Towers Offices
Sheikh Zayed Road
P.O. Box 73137
AE- 11416 Dubai
United Arab Emirates
Phone: 971 -4-3143740
Fax: 971 -4-3016643
james.wyndham@jumeirahinternational.com
<http://www.jumeirahinternational.com>

Mrs. Manuela Marchetti
Operations Officer
World of Events - Global Network
Dubai Airline Centre
Sheikh Zayed Road
P.O. Box 1515
AE- Dubai
United Arab Emirates
Phone: 971 -3166371
Fax: 971 -3166495
manuela.marchetti@dnata.com
<http://www.worldofevents.com>

Mr. Medhat Nassar
Regional Bus. Development Mgr.
World of Events - Global Network
Dubai Airline Centre
Sheikh Zayed Road
P.O. Box 1515
AE- Dubai
United Arab Emirates
Phone: 971 -3166351
Fax: 971 -3166495
medhat.nassar@emirates.com
<http://www.worldofevents.com>

United Kingdom

Mr. Mark Taylor
Commercial Director
Barbican Centre
Silk Street, Barbican
GB- London EC2Y 8DS
United Kingdom
Phone: 44 -20-73827042
Fax: 44 -20-73827233
mtaylor@barbican.org.uk
<http://www.barbican.org.uk>

Mr. Kevin Sheehan
Director
Bournemouth International Centre -BIC-
Exeter Road
GB- Bournemouth BH2 5BH
United Kingdom
Phone: 44 -1202-456430
Fax: 44 -1202-456433
kevin.sheehan.bic@bournemouth.gov.uk
<http://www.bic.co.uk>

Mrs. Celia Adams
Sales Manager
Brighton Centre
Brighton Town Hall
P.O. Box 2929
GB- Brighton, Sussex BN1 1PS
United Kingdom
Phone: 44 -1273-292629
Fax: 44 -1273-292614
celia.adams@brighton-hove.gov.uk
<http://www.visitbrighton.com>

Mr. Nick Bond
Association Executive
British Tourist Authority
Thames Tower
Blacks Road
GB- London W6 9EL
United Kingdom
Phone: 44 -20-85633256
Fax: 44 -20-85633257
nick.bond@visitbritain.org
<http://www.visitbritain.com>

Mr. Steve Lewis
Director
Conference And Travel Publications
Ashdown Court
Lewes Road
GB- Forest Row RH18 5EZ
United Kingdom
Phone: 44 -1342-824044
Fax: 44 -1342-824030
slewis@cat-publications.com
<http://www.meetpie.com>

Mr. Rob Spalding
Editor AMI
Conference And Travel Publications
Ashdown Court
Lewes Road
GB- Forest Row RH18 5EZ
United Kingdom
Phone: 44 -1342-824044
Fax: 44 -1342-824030
robspalding@btinternet.com
<http://www.meetpie.com>

Mr. Martin Lewis
Managing Director
Conference And Travel Publications
Ashdown Court
Lewes Road
GB- Forest Row RH18 5EZ
United Kingdom
Phone: 44 -1342-824044
Fax: 44 -1342-824030
mlewis@cat-publications.com
<http://www.meetpie.com>

Ms. Nicola Spalding
International Sales Manager
Conference And Travel Publications
Ashdown Court
Lewes Road
GB- Forest Row RH18 5EZ
United Kingdom
Phone: 44 -1342-820414
Fax: 44 -1342-824030
nspalding@cat-publications.com
<http://www.meetpie.com>

Mr. Martin Kinna
Managing Director
Convention Partnership Ltd.
65 Barnsbury Street
GB- London N1 1EJ
United Kingdom
Phone: 44 -20-77007877
Fax: 44 -20-77007100
mkinna@conventionpartnership.com
<http://www.conventionpartnership.com>

Mr. Paul Lewis
Director
Harrogate International Centre
King's Road
GB- Harrogate HG1 5LA
United Kingdom
Phone: 44 -1423-500500
Fax: 44 -1423-537210
paul.lewis@harrogate.gov.uk
<http://www.harrogateinternationalcentre.co.uk>

Ms. Carina Bloom
Marketing & Operations Director
IMEX
Regent House, 1st floor
Hove Street
GB- Hove, E. Sussex BN3 2DW
United Kingdom
Phone: 44 -1273-227311
Fax: 44 -1273-227312
carina@imex-frankfurt.com
<http://www.imex-frankfurt.com>

Mr. Ray Bloom
Chairman
IMEX
Hove Street
Regent House
GB- Hove, E. Sussex BN3 2DW
United Kingdom
Phone: 44 -1273-227311
Fax: 44 -1273-227312
ray@imex-frankfurt.com
<http://www.imex-frankfurt.com>

Mr. Paul Flackett
Managing Director
IMEX
Hove Street
Regent House
GB- Hove, E. Sussex BN3 2DW
United Kingdom
Phone: 44 -1273-227311
Fax: 44 -1273-227312
paul@imex-frankfurt.com
<http://www.imex-frankfurt.com>

Ms. Nikki Williams
Director Hosted Buyer Programme
IMEX
Regent House, 1st floor
Hove Street
GB- Hove, E. Sussex BN3 2DW
United Kingdom
Phone: 44 -1273-227311
Fax: 44 -1273-227312
nikki@imex-frankfurt.com
<http://www.imex-frankfurt.com>

Ms. Heather Gough
Sales Director
IMEX
Hove Street
Regent House
GB- Hove, E. Sussex BN3 2DW
United Kingdom
Phone: 44 -1273-227311
Fax: 44 -1273-227312
heather@imex-frankfurt.com
<http://www.imex-frankfurt.com>

Mrs. Debbie Stanford
Vice President of Global Sales
IMEX
Regent House, 1st floor
Hove Street
GB- Hove, E. Sussex BN3 2DW
United Kingdom
Phone: 44 -1273-227311
Fax: 44 -1273-227312
debbie@imex-frankfurt.com
<http://www.imex-frankfurt.com>

Mr. Albert Kemp
Chief Executive
Insurex Expo-Sure
The Pantiles House
2 Nevill Street
GB- Tunbridge Wells TN2 5TT
United Kingdom
Phone: 44 -1892-511500
Fax: 44 -1892-548371
akemp@expo-sure.com
<http://www.expo-sure.com>

Mr. Tom Hulton
Director
International Meeting Venues
Copse Cottage
147 Stein Road
GB- Southbourne, Nr. Emsworth PO10 8PN
United Kingdom
Phone: 44 -1243-370447
tomhulton@imvenues.fsworld.co.uk

Mr. Pierre-Denis Bernoux
Regional Advertising Manager
Northstar Travel Media
27 Paul Street, 2nd floor
GB- London EC2A 4JU
United Kingdom
Phone: 44 -1694-751777
Fax: 44 -1694-751755
pbernoux@ntmlc.com
<http://www.nexuscollections.co.uk>

Mrs. Sheila Williams
European MICE Representative
Pattaya Exhibition & Convention Hall (PEACH)
1 Longthorpe House Mews
Loder Avenue
South Bretton
GB- Peterborough PE3 9TL
United Kingdom
Phone: 44 -1733-268631
Fax: 44 -1733-265483
sheilaw@micecom.freerve.co.uk
<http://www.royalcliff.co.th>

Mr. Allan Pease
Managing Director
Pease International Limited
183 High Street
GB- Henley in Arden B95 5BA
United Kingdom
Phone: 44 -1564-795000
Fax: 44 -1564-793053
ukoffice@peaseinternational.com
<http://www.peasetraining.com/index.html>

Mr. Stephen Norcliffe
Commercial Director
Queen Elizabeth II Conference Centre
Broad Sanctuary
Westminster
GB- London SW1P 3EE
United Kingdom
Phone: 44 -20-77984020
Fax: 44 -20-77984200
stephen@qeicc.co.uk
<http://www.qeicc.co.uk>

Ms. Debi du Preez
Account Manager
Reed Travel Exhibitions
Oriel House
26 The Quadrant
GB- Richmond, Surrey TW9 1DL
United Kingdom
Phone: 44 -20-89107804
Fax: 44 -20-83340527
debi.dupreez@reedexpo.co.uk
<http://www.reedtravelexhibitions.com/>

Ms. Ayshe Salih
Head of Sales
Reed Travel Exhibitions
Oriel House
26 The Quadrant
GB- Richmond, Surrey TW9 1DL
United Kingdom
Phone: 44 -20-89107786
Fax: 44 -20-83340672
ayshe.salih@reedexpo.co.uk
<http://www.reedtravelexhibitions.com/>

Mr. John Martinez
Director
Shocklogic
P.O. Box 465
GB- St. Albans, Herts AL1 1RA
United Kingdom
Phone: 44 -1727-810001
Fax: 44 -1727-810001
john@shocklogic.com
<http://www.shocklogic.com>

Mr. Larry Oltmanns
Partner
SOM, Inc.
30 Millbank, 3rd floor
GB- London SW1P 4SD
United Kingdom
Phone: 44 -20-77981009
Fax: 44 -20-77981292
larry.oltmanns@som.com
<http://www.som.com>

Ms. Glenn Garson
Business Development
SOM, Inc.
30 Millbank, 3rd floor
GB- London SW1P 4SD
United Kingdom
Phone: 44 -20-77981009
Fax: 44 -20-77981292
ggarson@shaw.ca
<http://www.som.com>

Ms. Mady Keup
Head of Business & Conventions
Visit London Business and Conventions
1 Warwick Road
GB- London SW1E 5ER
United Kingdom
Phone: 44 -20-79322008
Fax: 44 -20-79322068
mkeup@visitolondon.com
<http://www.londonconventionbureau.com>

Mrs. Patricia Crimp
Head of Marketing
Wales Tourist Board
Brunel House
2 Fitzalan Road
GB- Cardiff CF24 0UY
United Kingdom
Phone: 44 -29-20475237
Fax: 44 -29-20475321
pat.crimp@tourism.wales.gov.uk
<http://www.meetings.visitwales.com>

Uruguay

Mr. Marcos Capurro
Director
Montevideo Convention & Visitors Bureau
Plaza Independencia 759
Torre Victoria Plaza
Floor 7 office 724
UY-11100 Montevideo
Uruguay
Phone: 598 -2-9020111
Fax: 598 -2-9086751
montecvb@adinet.com.uy
<http://www.montevideobureau.com>

Mr. Arnaldo Nardone
Sales, Marketing, & Convention Director
Radisson Montevideo Victoria Plaza Hotel
Plaza Independencia 759
UY-11100 Montevideo
Uruguay
Phone: 598 -2-9020111
Fax: 598 -2-9026933
anardone@radisson.com.uy
<http://www.radisson.com/montevideo.uy>

ICCA staff

Ms. Eva Ahlm
Events Assistant
ICCA
Entrada 121
NL-1096 EB Amsterdam
Netherlands
Phone: 31 -20-3981919
Fax: 31 -20-6990781
eva@icca.nl
<http://www.iccaworld.com>

Ms. Elisabeth Bugge
Category Development Co-ordinator
ICCA
Entrada 121
NL-1096 EB Amsterdam
Netherlands
Phone: 31 -20-3981917
Fax: 31 -20-6990781
elisabeth@icca.nl
<http://www.iccaworld.com>

Mrs. Leanne Hall
Manager Events
ICCA
Entrada 121
NL-1096 EB Amsterdam
Netherlands
Phone: 31 -20-3981901
Fax: 31 -20-6990781
leanne@icca.nl
<http://www.iccaworld.com>

Ms. Mieke van Keulen
Project Manager Events
ICCA
Entrada 121
NL-1096 EB Amsterdam
Netherlands
Phone: 31 -20-3981902
Fax: 31 -20-6990781
mieke@icca.nl
<http://www.iccaworld.com>

Ms. Marianne Korten
Business Relations & Education Manager
ICCA
Entrada 121
NL-1096 EB Amsterdam
Netherlands
Phone: 31 -20-3981910
Fax: 31 -20-6990781
marianne@icca.nl
<http://www.iccaworld.com>

Mrs. Lillian Lee
Membership Development Executive
ICCA Asia Pacific
24th Floor, Menara Dato'Onn
Putra World Trade Centre
45 Jalan Tun Ismail
MY-50480 Kuala Lumpur
Malaysia
Phone: 60 -3-2923343
Fax: 60 -3-2935845
icca@po.jaring.my
<http://www.iccaworld.com>

Mrs. Ksenija Polla
Manager Membership
ICCA
Entrada 121
NL-1096 EB Amsterdam
Netherlands
Phone: 31 -20-3981906
Fax: 31 -20-6990781
ksenija@icca.nl
<http://www.iccaworld.com>

Mr. Martin Sirk
Chief Executive Officer
ICCA
Entrada 121
NL-1096 EB Amsterdam
Netherlands
Phone: 31 -20-3981919
Fax: 31 -20-6990781
m.sirk@icca.nl
<http://www.iccaworld.com>

Mrs. Patricia Soen
Director Membership
ICCA
Entrada 121
NL-1096 EB Amsterdam
Netherlands
Phone: 31 -20-3981904
Fax: 31 -20-6990781
pat@icca.nl
<http://www.iccaworld.com>

Ms. Natasha Tomé
Marketing Executive
ICCA
Entrada 121
NL-1096 EB Amsterdam
Netherlands
Phone: 31 -20-3981908
Fax: 31 -20-6990781
natasha@icca.nl
<http://www.iccaworld.com>

Mr. Bas van der Velde
Sales Executive
ICCA
Entrada 121
NL-1096 EB Amsterdam
Netherlands
Phone: 31 -20-3981963
Fax: 31 -20-6990781
bas@icca.nl
<http://www.iccaworld.com>

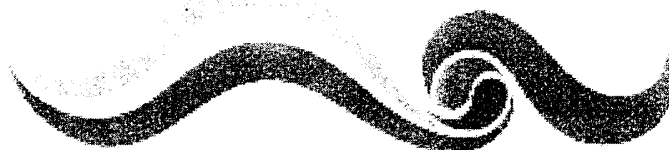
Mrs. Jane Vong Holmes
Manager Asia Pacific
ICCA Asia Pacific
24th Floor, Menara Dato'Onn
Putra World Trade Centre
45 Jalan Tun Ismail
MY-50480 Kuala Lumpur
Malaysia
Phone: 60 -3-2923343
Fax: 60 -3-2935845
icca@po.jaring.my
<http://www.iccaworld.com>



ICCA 2003
BUSAN KOREA

7th ICCA

Congress & Exhibition



PROGRESS & TRADITION

Incorporating the 42nd ICCA General Assembly
in Busan, Republic of Korea
26-29 October 2003



DELEGATES PROGRAMME AT A GLANCE

四书图

	ICCA General Assembly	ICCA Congress			Optional	
	Saturday 25	Sunday 26	Monday 27	Tuesday 28	Wednesday 29	Thursday 30
MORNING		ALL DAY REGISTRATION	Opening Ceremony			Delegates Departure
	Delegates Arrival		Keynote Presentation	Education Sessions	Education Sessions	OR
		Optional Closed Category Meetings	Coffee Break	Coffee Break	Coffee Break	Optional Half Day City Tour
	ALL DAY REGISTRATION					OR
	First Time Attendees Meeting	Open Category Meetings	Education Sessions	Education Sessions		Departure Post Tours
AFTERNOON		Lunch	Lunch/ Business Leads Exchange	Lunch/ Business Leads Exchange	Lunch/ Business Leads Exchange	
		Chapter Meetings				
	Optional Half Day City Tour	General Assembly Part I	Open Category Meetings	Education Sessions	Keynote Presentation	Closing Session
		Closed Category Meetings				
		Coffee Break	Coffee Break	Coffee Break		
		General Assembly Part II	Open Category Meetings	Plenary Session		
EVENING				Cape Town 2004 Reception		
		Welcome Reception	CAT Night	Evening at Leisure		Korea Night

7th ICCA Congress

Monday 27 October 09.30-10.30 **Keynote Presentation**

Our keynote speaker is renowned international diplomat Tan Sri Razali Ismail, Special Advisor to the Prime Minister of Malaysia and United Nations Secretary General's Special Envoy for Myanmar. His presentation will deal with the impact of the meetings industry on issues of global concern including economic development, the environment, peace and security.

subject to final confirmation

Tuesday 28 October 09.00-10.30 **Education sessions**

Session 1: Fundamental Research

Christian Mutschlechner, Director, Vienna Convention Bureau & ICCA President, Austria

- Category: Critical Skills
- Format: Workshop
- Audience: New entrants to meetings industry; managers responsible for setting up or managing research departments or for outsourcing research projects.
- Content: Two contrasting but equally important research subjects: a city case study on how to research statistics and how to use them to obtain political and industry support for marketing and development strategies. This will be followed by a presentation and discussion on the most efficient ways to undertake sales research into the international association and corporate meeting markets.

Session 2: Airlines: the Shape of Things to Come

- Category: Asia Pacific Expertise
- Format: Presentation
- Audience: CEO/Directors wishing to understand the future of air travel; senior and middle managers responsible for collaborating with airlines.
- Content: Contrasting views on the likely development of air travel in Asia and worldwide, as global alliances and budget airlines develop two widely divergent business models. With international events critically dependent on airborne delegates, hear how airline economics have dramatically changed in recent years, and discuss the implications for our industry.

Session 3: Building Long Term Client Relationships

Roger Tondeaur, CEO, MCI Group, Switzerland (Moderator)

David Kliman, President, The Kliman Group, USA

Anthony Wong, Managing Director, AOS Convention & Events Sdn Bhd, Malaysia

- Category: Client Focus
- Format: Panel Discussion
- Audience: General interest for all delegates with direct client contact
- Content: It is generally acknowledged that it is much more profitable and cost-effective to build long-term business relationships than to rely on one-off sales. Three experienced planners will present their personal perspectives on what is needed to build these relationships in today's cost-obsessed marketplace, including techniques, principles, and practical examples. Relationships explored will include PCO to client and venue to PCO/client. There will be opportunities for open debate and for sharing ideas.

Session 4: ICCA DATA Workshop (Association Database, Beginners)

ICCA Staff

- Category: Critical Skills
- Format: Interactive Workshop
- Audience: Those in charge of finding potential association and corporate clients
- Content: With hands-on computer training you will get an introduction to the full range of ICCA DATA products. A general introduction to the market and statistics will start off this practical session. Focus will be on the Association & Corporate databases online including the Hot Leads, Key Contacts, Calendar and other services ICCA offers. You will learn how to use them as research tools through in-depth demonstrations and case studies. Come and learn how to use the ICCA DATABASES to find potential clients.

Tuesday 28 October 11.00-12.30
Education sessions

Session 1: Characteristics of Association Markets

Robin Lokerman, CEO, GIC - Association & Conference, Belgium

- Category: Critical Skills
- Format: Presentation with Question & Answer session
- Audience: CEO/Directors new to the international association market; Sales and Marketing Managers responsible for this segment.
- Content: International associations are one of the most complex market segments in the meetings industry. Learn about the different types of association, about the roles of association management companies and "core PCO's", and the different models of decision-making that associations employ when selecting venues for their major events. Hear how associations and their delegates differ from corporate clients, and discuss the relative merits of different sales and marketing approaches. Discover and discuss the similarities and differences between international associations based in Europe, Asia and North America.

Session 2: Risk Assessment, Disaster Planning and Strategies for Recovery (part 1)

Bert van Walbeek, Managing Director, The Winning Edge, Thailand

Bob Guy, Managing Director, Pacific World Singapore/Pacific World Malaysia/Destination East

James Papineau, Director Marketing & Sales, Suntec Singapore International, Singapore

- Category: Asia Pacific Expertise
- Format: Panel
- Audience: CEO/Directors and Marketing/PR managers
- Content: Two sessions (see 14.00 for part 2) have been allocated to this critically important subject, which can be attended either as a choice of single modules or as an extended topic. There will be detailed case studies relating to the experiences arising from the Bali bombing and from the impact of SARS, and lessons to be learnt about public-private sector collaboration, handling the media, insurance and risk assessment requirements, and how to plan and prepare for unexpected disasters. The session leaders have been intimately involved not only in reactive "fire-fighting", but also in setting up strategic systems that can be implemented in advance of any.

Session 3: Techno Trends & Data Management

Corbin Ball, CEO, Corbin Ball Associates, USA

- Category: Technology
- Format: Presentation with questions & answers session
- Audience: General interest
- Contents: Inspirational speaker, author and columnist Corbin Ball takes a look at how tomorrow's meetings technology is being introduced today, and what delegates and meeting planners are going to be demanding from their venues and PCO's in the very near future. Hear what investment decisions will need to be taken to stay ahead of the pack (or even to stay in business). Corbin last addressed the ICCA congress in Hong Kong three years ago – find out how the world of technology has moved on!

Session 4: ICCA DATA Workshop (Association Database, Advanced)

ICCA Staff

- Category: Critical Skills
- Format: Interactive workshop
- Audience: Those in charge of finding potential association and corporate clients
- Content: With hands-on computer training you will get an introduction to the full range of ICCA DATA products. A general introduction to the market and statistics will start off this practical session. Focus will be on the Association & Corporate databases online including the Hot Leads, Key Contacts, Calendar and other services ICCA offers. You will learn how to use them as research tools through in-depth demonstrations and case studies. Come and learn how to use the ICCA DATA bases to find potential clients.

Tuesday 28 October 12.30-14.00

Business Leads Exchange II (during lunch)

Category: Business to Business

Audience: Sales & Marketing Directors and Managers

Content: The Business Leads Exchanges (BLE), for ICCA members only, have been arranged so as not to conflict with

the education sessions. They are sessions of 1½ hours where a maximum of 50 participants per session share information on events they have recently handled. It's a very efficient way to pick up current information on meetings, which circulate between countries and could head your way soon! To take part, you must register online in advance and submit details of the leads you are willing to pass on. Organised on a geographical basis, the BLE sessions allow participants to choose the area most appropriate for their marketing focus. One will feature international meetings, one European meetings and one regional meetings in other parts of the world, such as Asia Pacific and Latin America.

Deadline: If you wish to take part in one or more BLEs, please submit your congress information by 12 September 2003. The list of leads to be exchanged will be sent to you on Friday 17 October 2003. When you attend the session itself you will receive the submitted information in hard copy which you can process during the session. At the end of the session, you will receive all information on a diskette.

For more information, contact Marianne Korten, email marianne@icca.nl marianne@icca.nl.

Tuesday 28 October 14.00-15.30

Education sessions

Session 1: Risk Assessment, Disaster Planning and Strategies for Recovery (part 2)

Bert van Walbeek, Managing Director, The Winning Edge, Thailand

Bob Guy, Managing Director, Pacific World Singapore/Pacific World Malaysia/Destination East

James Papineau, Director Marketing & Sales, Suntec Singapore International, Singapore

- Category: Critical Skills

- Format: Panel Discussion

- Audience: General Interest for CEO/Directors/Middle Managers

- Content: Two sessions (see 11.00 for part 1) have been allocated to this critically important subject, which can be attended either as a choice of single modules or as an extended topic. There will be detailed case studies relating to the experiences arising from the Bali bombing and from the impact of SARS, and lessons to be learnt about public-private sector collaboration, handling the media, insurance and risk assessment requirements, and how to plan and prepare for unexpected disasters. The session leaders have been intimately involved not only in reactive "fire-fighting", but also in setting up strategic systems that can be implemented in advance of any

Session 2: Growth of New Generation Venues

Dirk Elzinga, Managing Director, Cape Town International Convention Centre, South Africa

Peter Brokenshire, General Manager, Kuala Lumpur Convention Centre, Malaysia

Larry Oltmanns, Partner, Skidmore Owing & Merrill Inc., UK (Moderator)

Jong-Hee Kim, President, ICC JEJU, Korea

- Category: Asia Pacific & South African Expertise

- Format: Panel Discussion

- Audience: Special interest for CEO/Directors in charge of building venues and competitor analysis, and general interest for delegates interested in trends in venue design and functionality.

- Content: Asia is in the middle of a massive growth in new venues: hear from industry leaders (including the director of next year's ICCA Congress venue in Cape Town) how they feel these new centres have improved on previous designs, and how venues are being developed to be more in tune with anticipated future client requirements. Is there a long-term over-supply in the marketplace and if so, who will be best prepared for survival and prosperity? What lessons can the planners and developers of future centres learn from today's top venues, and how can costly mistakes be avoided?

Session 3:(NEW SESSION!)Regional Meetings versus International Meetings

Roslyn McLeod, Managing Director, Tour Host Pty Ltd, Australia

- Category: Client Focus

- Format: Presentation

- Audience: Sales and marketing directors and managers; general interest.

- Content: Are regional meetings supplanting international meetings in Asia and around the world? Industry fact or fiction? Is there a trend developing and, if so, how will it affect our businesses and the economy of host cities? What are the factors driving growth in different market segments, and what are the implications for size of meetings, budgets, destination choice, and other critical factors. Add your own opinions during this interactive session to those of ICCA colleagues dealing with these issues on a day-to-day basis.

Session 4: ICCA DATA Workshop (Corporate Database, Beginners)

ICCA Staff

- Category: Critical Skills
- Format: Interactive workshop
- Audience: Those in charge of finding potential association and corporate clients
- Content: With hands-on computer training you will get an introduction to the full range of ICCA DATA products. A general introduction to the market and statistics will start off this practical session. Focus will be on the Association & Corporate databases online including the Hot Leads, Key Contacts, Calendar and other services ICCA offers. You will learn how to use them as research tools through in-depth demonstrations and case studies. Come and learn how to use the ICCA DATA bases to find potential clients.

Tuesday 28 October 16.00-17.30

Plenary Session

Best Marketing Award 2003

- Category: Critical Skills
- Format: Multiple presentations
- Audience: General interest
- Content: Since it was launched in 1997, the ICCA Best Marketing Award has become one of the industry's most prized accolades, recognising high levels of creativity and business acumen in a competitive marketplace. At this plenary session, this year's three short-listed contestants will present their campaigns and the entire audience will have a say in selecting the winner. For information on how to submit a campaign, please contact Mieke van Keulen, email: mieke@icca.nl

Wednesday 29 October 09.00-10.30

Education Sessions

Session 1: Registration Technology: What Are Clients Looking For?

John Martinez, Director, Shocklogic Inc., UK

Trevor Gardiner, Managing Director, Amlink Technologies Pty. Ltd, Australia

- Category: Critical Skills
- Format: Presentation
- Audience: PCO/DMC's; venues offering registration services; technical companies.
- Content: Online possibilities are taking over the traditional ways to register delegates. What are the various options to supply a smooth running conference registration? Web based registration management programmes are hot and clients want them. The speakers will discuss how to match the supplier and client's needs and how to select the best solution. How to deal with clients who do not want the high tech touch? Is your staff equipped to handle the online activities? Learn to go with the online flow and to streamline your services according to the client's requests.

Session 2: How Competitive is the Asia Pacific Region?

- Category: Asia Pacific Expertise

- Format: Presentation

- Audience: CEO/Directors with strategic responsibility; general interest.

- Content: New destinations are born every day. The Asia Pacific region is often perceived as a giant yo-yo: many economical and political ups and downs rule this part of the world, but increasingly clients are looking for new and novel destinations. The session will go into detail on comparing myths and reality within the Asia Pacific market. Hear how major companies plan their strategic investment decisions, and what this says about future growth and increased competitiveness in markets as diverse as China, India and Vietnam. Receive a clear update on the Asia Pacific developments and what we can expect in the near future. Build this information into your strategic competitor analysis planning.

Session 3: Doctors on Call: Medical Clients Diagnose the Asian meetings market

(moderated by top reporter Siew Hoon Yeoh, Reed Travel & Meetings (Asia))

- Category: Client Focus

- Format: Panel Discussion

- Audience: General interest for all delegates interested in the international medical meetings market.

- Content: Leading Asian doctors talk about how their meeting needs are changing, and the new requirements of organisers, sponsors and delegates. Asia now has some of the world's leading medical research facilities and

practitioners, utilising cutting-edge technology and techniques: what are the implications for where medical congresses take place?

Session 4: ICCA DATA Workshop- CANCELLED AND REPLACED BY:

Session 4: How to handle clients, Part 1

Mike van der Vijver/Eric de Groot, MindMeeting, Netherlands (Moderators)

David Kliman, President, The Kliman Group, USA

Anthony Wong, Managing Director, AOS Convention & Events Sdn Bhd, Malaysia

- Category: Client Focus
- Format: Interactive Workshop
- Audience: CEO/Directors and Sales & Marketing Managers; also of general interest to other delegates wanting to learn more about dealing with clients.
- Content: A multi-cultural panel of experienced sales and marketing specialists give hints and advice on how to deal with demanding clients and delegates.

Wednesday 29 October 11.00-12.30

Education Sessions

Session 1: Creating Successful Teams

Rick Taylor, CEO, Cape Town Convention Bureau, South Africa

Jill Henry, Director of Sales & Marketing, Perth Convention Bureau, Australia

Jurriaen Sleijster, Deputy CEO, MCI Group, Switzerland

- Category: Critical Skills
- Format: Presentation and Question & Answer session
- Audience: General interest
- Contents: Discover the secrets of building successful teams to win bids, and to retain and refer business. This session will examine the subject from a fascinating variety of perspectives, underpinned by practical case studies. How can PCO's build teams to expand on their core in-house expertise, and offer clients a full-service proposition; how can cities create effective working relationships between convention centres, hotels, local PCO's and even local politicians; what does it take to create a team out of competitor destinations or venues in different parts of the world?

Session 2: Creating Effective PR/Communication Strategies

Bert van Walbeek, Managing Director, The Winning Edge, Thailand

Siew Hoon Yeoh, Editorial Director, Reed Travel & Meetings (Asia), Singapore

Diane DiMaggio, Int. Advertising Director, Successful Meetings, USA

- Category: Critical Skills
- Format: Workshop
- Audience: Marketing and PR Directors and Managers
- Content: Learn how to integrate a strong PR component into your strategic marketing plans, and evaluate and improve your communication skills. This interactive session will be strong on practical ideas and proven strategies, with advice from experienced communications specialists. What makes a good story? How do the media evaluate your communication material? How can you build an effective relationship with the press?

Session 3A: How to handle clients, Part 2

Mike van der Vijver/Eric de Groot, MindMeeting, Netherlands (Moderators)

David Kliman, President, The Kliman Group, USA

Anthony Wong, Managing Director, AOS Convention & Events Sdn Bhd, Malaysia

- Category: Client Focus
- Format: Interactive Workshop
- Audience: CEO/Directors and Sales & Marketing Managers; also of general interest to other delegates wanting to learn more about dealing clients.
- Content: A multi-cultural panel of experienced sales and marketing specialists give hints and advice on how to deal with demanding clients and delegates.

Session 4: ICCA DATA Workshop (Corporate Database, Advanced)

ICCA Staff

- Category: Critical Skills
- Format: Interactive workshop
- Audience: Those in charge of finding potential association and corporate clients
- Content: With hands-on computer training you will get an introduction to the full range of ICCA DATA products. A general introduction to the market and statistics will start off this practical session. Focus will be on the Association & Corporate databases online including the Hot Leads, Key Contacts, Calendar and other services ICCA offers. You will learn how to use them as research tools through in-depth demonstrations and case studies. Come and learn how to use the ICCA DATAbases to find potential clients.

Wednesday 29 October 14.00-15.00

“The Copenhagen Lecture”

Keynote Presentation by Allan Pease

International speaker and best-selling author acknowledged as one of the world's leading authorities on Body Language and Human Communication. His books have all reached #1 best-seller status, have been published in over 36 languages and have sold ten million copies world-wide.

Contents: A hot topic in the meetings industry is the extent to which technology will take over from face-to-face contact. Why is it that conferences and meetings will continue to be critical components for business success, and for advancing science, medicine, and technology? What is it about face-to-face contact that delegates find so essential? Allan will explain his own role at conferences, and will give contrasting examples of superlative and disastrous conferences. Highlighting differences in the way men and women process information and communicate with one another, this session will leave you speechless, amused, informed and full of energy at the same time!

More detailed information on the education programme can be found on the website: www.iccaworld.com/7congress

附件五

**MINUTES
OF THE 41ST ICCA GENERAL ASSEMBLY
COPENHAGEN, DENMARK
1 DECEMBER 2002.**



In accordance with the rules and regulations of ICCA, the 41st General Assembly during its Plenary Business Sessions in Copenhagen, Denmark, on 1 December 2002, approved and adopted the following:

1. Approval of the Minutes of the 40th General Assembly

Proposed by Airy Garrigosa, Barcelona Convention Bureau, Spain and seconded by Patricia Fisch, International Destinations Inc., U.S.A.

The Minutes of the 40th General Assembly, held in Cancun, Mexico were approved.

2. Approval 2001 Financial Report

Proposed by Pieter van der Hoeven, Adelaide Convention Centre, Australia and seconded by Christian Mutschlechner, Vienna Convention Bureau, Austria. The Financial Reports included in the Annual Report 2001 sent to all members on 28 October 2002 was approved

3. Exclusions

Proposed by Christian Mutschlechner, Vienna Convention Bureau, Austria and seconded by Olivier Lepine, Biarritz Tourism, France, the 41st General Assembly ratified the exclusion of: China P.R. - Beijing Tianping Jiahua (C); Colombia - Colombian Corporation of Convention Centres (G); Greece - Helexpo (G); Greece - Artion D&V (C); Israel - Peltours (C); Malaysia - Mitra Malaysia (A); Mexico - Acapulco Convention & Visitors Bureau (D); Mexico - Expo Guadalajara (G); Mexico - Mexican Government Ministry of Tourism (D); Morocco - MCI (C); Portugal - Certame (C); Turkey - Bakhus Travel (C); Turkey - International Scala (C); Turkey - Miltur Tourism (A).

4. Approval Strategic Plan 2003-2005

Proposed by Martin Kinna, Convention Partnership, U.K., and seconded by Laure Mouton, Paris Convention Centre, France, the Strategic Plan 2003 -2005 as sent to all members on 28 October 2002 was approved by the 41st General Assembly.

5. Approval Entrance Fee 2003

Proposed by Pieter A. van der Hoeven, Adelaide Convention Centre, Australia and seconded by Frank Seifert, Congress & Messe Marketing Int./AFAG Congress Management, Germany, the Entrance Fee 2003 as sent to all members on 28 October 2002 was approved by the 41st General Assembly.

6. Approval Membership Fee 2003

Proposed by Kurt Hesse, SAS Scandinavian Airlines, Denmark, and seconded by Luis Candal, Granada Congress & Exhibition Centre, Spain, the Membership Fee 2003 as sent to all members on 28 October 2002 was approved by the 41st General Assembly.

7. Approval Budget 2003

Proposed by Airy Garrigosa, Barcelona Convention Bureau, Spain and seconded by Patricia Fisch, International Destinations Inc., U.S.A., the Budget 2003 as sent to all members on 28 October was approved by the 41st General Assembly.

8. Approval amendments to the Articles of Association

Martin Sirk, ICCA Chief Executive Officer, informed delegates that they would be voting for amending the authentic Dutch version of the Articles of Association, a draft of which the ICCA attorney has produced, which is available for members to read. The English translation of the proposed amendments to the Articles of Association was published on the ICCA website on 12 November 2002. In addition to the changes as published the ICCA Board of Directors also proposed an additional amendment to these Articles of Association in which Category H - Meetings Industry Associations would no longer be listed as ICCA members under the proposed Article 5.2. With this additional amendment the proposal to the General Assembly is as follows:

- a. to adopt an amendment of the Association's Articles that will lead to new Articles as per the said draft-notarial deed;
- b. that the effective date of the amendment be the date on which the said notarial deed is executed;
- c. to authorise the Chief Executive Officer, with the power of sub-authorisation, to appear before a "notaris" for the purpose of having the deed of amendment duly executed, and also to have any non-material changes to the draft-Articles made which the "notaris" may advise him to make.

Proposed by Luis Candal, Granada Congress & Exhibition Centre, Spain and seconded by Per Wessel, Norway Trade Fairs, Norway, the General Assembly approved the above (91.8% approving, 2.4% not approving and 5.7% abstaining).

9. Approval amendments to the By-laws

Proposed by Pieter A. van der Hoeven, Adelaide Convention Centre, Australia and seconded by Martin Kinna, Convention Partnership, U.K., the General Assembly approved the amendments to the By-laws published on the ICCA website on 12 November, 2002 with the additional amendments relating to references to Category H.

10. Elections:

In accordance with the Articles of Association and By-laws the following members were elected:

Presidential Election

Mr. Christian Mutschlechner

Category Elections:

Category A	Roslyn McLeod
Category B	Margarete Gamauf
Category C	Lars Christensen
Category D	Anne Wallin Rodven
Category F	Arnaldo Nardone
Category G	Leigh Harry

From the Floor:

Ingrid Houtekier
Eduardo Sanovicz
Lutz Vogt

11. 30 Year Certificates

The ICCA 30 Year Certificate was presented to the following organisations: London Convention Bureau, U.K.; PBP "Orbis: Co. Ltd., Poland; Taj Hotels, Resorts & Palaces, India.

12. 20 Year Certificates

The ICCA 20 Year Certificate was presented to the following organisations: Grazer Congress, Austria; Cannes Palais des Festivals et des Congres, France; Israel Trade Fairs & Convention Centre, Israel; Palais des Congres de Montreal, Canada; Otra, Israel.



ICCA Annual Report – Financial Year 2002 Executive Summary

This Executive Summary is designed to provide ICCA members with a quick overview of the 2002 financial results, together with brief explanations of the most significant variations against the original budget.

Full details of the financial results for 2002 can be found in the member password protected section on the ICCA website, www.iccaworld.com, along with accompanying Auditor's letters of approval. The results will be subject to a vote of approval at the 2003 General Assembly in Busan, Korea on Sunday 26 October.

Income and Expenditure

With total expenditure (including EURO 123,525 Bad Debt Provision/Dotation Reserve) of EURO 2,216,234 (compared with a budget of EURO 1,791,000) and income of EURO 2,208,092 (budget EURO 1,806,823) ICCA recorded an overall deficit for the year of **EURO 8.142** compared with a budgeted surplus of **EURO 5.823**. This is in line with the CEO's report to the 2002 General Assembly in Copenhagen, Denmark.

Balance Sheet

The result of the deficit means that the consolidated balance sheet now shows an accumulated surplus of **EURO 341.807**. The strategic objective is to maintain a surplus that would be sufficient to cover liabilities in the event of ICCA being wound up.

Significant variations to the 2002 results

(Reference numbers refer to budget lines which can be looked up in the "Statement of Consolidated Income & Expenditure for the Year 2002" on the website)

Non-collectable fees had the largest negative impact on the results. There were two components: firstly, fees which had not been received relating to 2001 had to be written off in this year; secondly, the number of members not paying their 2002 fees was higher than anticipated. *(Ref: The figure now appears at the end of the accounts under "Dotation Reserves Accounts Receivable" instead of under "1. Income" as in previous years).*

General Assembly: a surplus of EURO 96.401 was the best result ever, and compensated for difficulties elsewhere caused by the economic situation. A change to reporting from net to gross figures accounts for a high proportion of the significant increases in overall revenue and expenditure *(Ref: 1.4 and 2.4)*.

Sales: failure to meet all sales targets was a reflection of the difficult economic situation, but major changes have been put in place for 2003, giving significant improvements *(Ref: 1.5 to 1.13)*.

Fees: The original budget for Auditor Fees was underestimated *(Ref 2.6.1)*. The Financial Controller was only employed after the budget was set, and only subsequently reviewed the requirements. In the case of Professional Advice, an essential major review of the Articles and By-laws caused a significant overspend *(Ref 2.6.3)*.

Financial issues: Bank Charges now includes credit card processing charges, previously under a different heading *(Ref: 2.6.14)*. Exchange Rate Differences *(Ref 2.7.8)* shows that ICCA was hit by Dollar-Euro differences.

There was an underestimated budget for Equipment and IT contracts, but results were in line with 2001 expenditure (Ref 2.6.4). This was partially offset by savings on telecommunications (Ref 2.6.8).

Salaries: the original budget did not reflect the full costs of the staff complement. The increase from 2001 to 2002 is because salaries were moved from other codes to the main salaries budget code (Ref 2.1.1).

Office rent: there was a higher than anticipated rent review for the current 5 year contract (Ref 2.2.1).

Martin Sirk, Chief Executive Officer comments:

2002 was a year of mixed fortunes for the association. On the positive side, the General Assembly and Congress in Copenhagen was a great success, with record attendance and strong sponsorship support. For this ICCA members in Denmark and Sweden and the Head Office team need to be congratulated for an exceptional marketing effort.

On the negative side, non-collectable membership fees were a major problem. In part, this was the result of us moving to a more transparent accounting system for fees uncollected from the previous year. We now write off 50% of any outstanding fees automatically at the end of each year, whereas previously these fees were rolled over into the next year's accounts. We therefore needed to take a one-off negative impact in order to move to this more prudent accounting procedure. Lessons were learnt during the year, and a more robust approach to fee collection has been put in place, which has had an immediate positive impact on collection levels and cashflow.

We have moved to make all salary budgets more transparent by consolidating such expenditure under one heading, which gave the false appearance in the accounts of a major increase. In fact, headcount and budgets are stable. The only new post added during 2002 was that of Category Executive, which it was felt was essential to assist in delivering Category-specific programmes and benefits. The postholder's new role has been very well received by the Category Chairmen and project leaders.

ICCA had not reviewed its Articles and By-laws with Dutch legal authorities for some considerable time, and this exercise cost far more than had been anticipated, owing to various technical changes that needed to be made. Full details were reported to the 2002 General Assembly, and all the changes were approved. The Dutch version of the Articles and By-laws has now been duly notarised and an English translation has been circulated to all members.

Finally, I would like to observe that taking on the CEO position on 1 July 2002, I inherited a dedicated and motivated team, who worked extremely hard to control costs and maximise the positive impact of the General Assembly & Congress over the second half of a challenging year. We have now set in place additional financial and administrative controls to ensure that the organisation is run as effectively as possible, and that managers have clear responsibility for both controlling costs and optimising revenue for the areas under their control.

Our top management priority now is to concentrate on increasing member benefits and the value of members' investments in ICCA membership and programmes. The long term financial health of the association is dependent upon recruiting and retaining organisations which have a long term commitment to the international meetings market: only by consistently increasing and improving member benefits can we achieve this aim.

附件六

Agenda
ICCA Category D meeting,
GA & Congress in Busan, Republic of Korea



Sunday 26 October

Closed meeting: 15.30 – 17.00, Room 205

- 15.30 – 16.00 Coffee/tea in the meeting room
- 16.00 – 16.30 Report from BOD and other ICCA Matters
- 16.30 – 17.00 Category D workshops – report and future venues

Monday 27 October

Open Category Meeting, Room 205

- 11.00 – 13.00 1. Introduction of Mexican VAT System
- Beginning January 1, the 15 percent value-added tax (VAT) for people attending meetings and conventions in Mexico will be eliminated. Eduardo Chaillo of the Mexican Tourist Board will give us the background for this decision.
2. Report Cat D survey
- 14.30 – 15.30 Mixed meeting Category D + G, room 206
- Convention Visitors Bureau/Centre relationship
- Where do they work best and on what basis?
- How does the growth of alliances fit with the traditional model?
- 16.00 – 17.00 Discussion on pre-finance/guarantee funds



ICCA 2003
BUSAN KOREA

Gaby Weigold
Mark Burri
Sophia Yeh
Pat Crimp
Nick Bond
Marcos Capurro

Basel CVB
Zurich CVB
Tourism Bureau MOTC Chinese Taipei
Wales Tourist Board
VisitBritain
Montevideo CVB

Switzerland
Switzerland
Taiwan
UK
UK
Uruguay

A total of 53 category members from 24 countries attended the meetings.

The meeting started with 30 minutes coffee and tea for networking.

1. Adoption of the agenda

The agenda was adopted

2. Approval of the minutes from our Geneva meeting

The minutes were approved without comments.

3. Report from Board of Directors' meeting and other ICCA matters

a. Budget Update 2003

We are currently looking at a greater surplus than budgeted. A total of 75 applications for membership have been received in 2003, which means a small growth in net membership.

b. Busan Congress

Total number of attendees is 503, including local delegates.

c. Proposed budget 2004

- The entrance and membership fees will be adjusted according to Dutch rate of inflation for 2004, as agreed by earlier assemblies. This will mean an estimated surplus for 2004 of € 19.000, which is less than 1% of the total turnover.

d. Americas

- A new representative office in North American office will be set up to cover retention, recruitment and member activities in USA, Canada and Mexico will be in place during 2004, and more information will follow.
- The current Americas Office will become a Latin America Office, covering South America and Latin America except Mexico.

e. Asia Pacific

- The budget for the Asia Pacific Office will be increased, reflecting the importance of this area for recruiting and retaining ICCA members.

f. Increased activities

- There will be an increased focus on quantity as well as quality on sales leads for members in 2004.
- Additional funds have been allocated for an enhanced website, as well as for increase in ICCA DATA training for members, including the introduction of online training modules.
- New education programme on the International association market will be introduced.

g. BOD projects

Several projects have been launched, with your Board members responsible for the projects.

• First-time attendees/mentor programme

This first project was launched during the Busan congress, with a scheme for welcoming first-time attendees, including appointed mentors among the more senior members. Pat Fisch has been responsible for the programme.

- **Young Executive Exchange**

Lutz Vogt, German CB and Eduardo Sanovicz, Embratur, Brazil are setting up guidelines for an exchange programme, meant for young professionals (max 35 years) in member companies, to spend 2-5 weeks in a member company in another country. The basic idea is that the sending company pays all costs, but the receiving company helps to find for instance cheap accommodation. A company that sends an employee must also be ready to receive one.

The members present in the meeting were interested in this scheme, and wanted to know more. Would the financing cause a problem? What about members with small budgets? Could one find new ways of financing such a scheme? Would the training programme be the same for everyone, no matter where they go?

The answer to all questions was that complete guidelines would be set up.

- h. **BOD Strategic Review**

The Board of Directors will discuss ICCA's strategic plan during the May 2004 meeting (to be held immediately before IMEX in Frankfurt) to make sure the association is structured and prepared to face up to the future needs and demands of our clients. Members' input to this discussion will be appreciated. You find more information about this on the ICCA website.

- i. **International Relations**

ICCA will actively build relationships with other industry- and industry related associations like WTO, CIC, MPI, IACVB, IAAM. In addition, JMIC (Joint Meetings Industry Council) will be launching new lobbying tools – designed for use by ICCA members and the meetings industry in general.

There was a question from the floor about ICCA's financial reserve, and Christian Mutschlechner answered that this was € 350.000, covering 50% of salary costs.

Another question from the floor raised the issue of the financial impact for ICCA of the different databases, on the basis that the corporate database is rather poor, and that more emphasis should be put on the association database. Christian answered that 90% of the convention bureaus also deal with corporate clients, and that the first priority always would be quality above quantity.

- 4. **Category D Workshops – future venues**

- a. This year's workshop was for European Associations, and it took place in Florence. It was very successful, reaching the target of 15 participating bureaus.
- b. Next year's workshop will take place in Geneva, Switzerland, and the dates will be 17-20 June 2004. This will be a workshop for international associations.
- c. The workshop in 2005 will take place in Madrid. In principal, Madrid will be a European Workshop, however it might turn into an international workshop, which will be decided down the line.

- 5. **Cape Town 2004**

- a. IACVB will hold their Global Executive Forum in Cape Town just prior to next year's ICCA GA and Congress, and members are invited to take part in this event as well, for maximised benefits.

- 6. **Open Category Meeting**

- a. **Introduction of Mexican VAT system**

Eduardo Chaillo told us how Mexico recently has approved an amendment to Article 29th. of the Tax Law, to apply Vat Exemption for International Congresses, Conventions, Fairs and Exhibitions organised in the country, starting January 2004.



Eduardo's presentation can be found on the ICCA website (at www.iccaworld.com) - click ICCA presentation on the front page, and choose November 2003).

b. Report on Category D survey

For the third time, Christian Mutschlechner and Vienna Convention Bureau had taken on the job to do a survey among the category members. This is an important tool for all of us, and it was disappointing to see that only 30% of the members had returned the questionnaire, which for the first time was produced on-line on the ICCA website.

Christian reported on the results that had been obtained so far, but a result of 30% is too low to give definite answers.

Christian has sent out reminders, and we hope that all members will return the questionnaire. If you still have a bad conscience about this, please go to the ICCA website, and log in to My ICCA. There you find the questionnaire. It is too late to return it online, but if you print it out, you can send it to Christian by fax. The fax number is on the questionnaire.

c. Discussion on pre-finance and guarantee funds

The system of pre-financing and/or guarantee funds varies between destination – in content, size and who is behind the system.

Dorte Ottesen from Wonderful Copenhagen told us about a Danish system that gives a guarantee for a bank loan for the pre-financing of congresses. It is not a guarantee for loss, but an alternative to taking a personal risk for a loan. It can cover up to 20% of the budget of the congress, but max. DKK 200.000 (appx € 25.000).

The system is run by Wonderful Copenhagen, but organisers all over Denmark can apply for a loan. The system has been founded and financed by 5 Danish regions, 2 PCO's, Copenhagen Convention Centre, Eurocard, the Danish hotels association and the government.

Only Danish hosts/national associations can apply. The association must be non-profit; the congress must have min. 50 participants and must last min 1 night/2 days. 1 application has been received in 2003 – last year they had 7.

In Austria, Christian Mutschlechner told us; the Austrian Tourism Bank – a bank that normally funds tourist projects, has set up a guarantee fund. There are certain criteria to use the fund: 50% international participants, min. 2 days duration, min. turnover € 100.000, the budget must balance, and the congress must have a history. The Bank gives a guarantee of 27% of the total income. It has been used as a marketing tool in Austria, but apparently, there is no need for it, as they have had only 6 applications in 3 years.

We heard that in Thailand they have a fund of 20 mill Baht (appx €425.000) with a max of 500.000 Baht per congress (appx € 10.000)

In Sweden, the Swedish Medical Society operates a guarantee system for medical conferences.

Systems are also available in the Netherlands, in Finland and in Wales.

d. Mixed Category Meeting with cat. G

A discussion with Category G (congress centres) followed, and the theme was "Where does the co-operation between bureaus and centres work best, and on what basis" and "How does the growth of alliances fit with the traditional model?" Leigh Harry, chair of Cat. G, will send out minutes from these discussions.

e. An update on DCME



Our category programme ended with an update on DOME, by Gary Grimmer. DOME is now ready to be taken one step further, and a certification process will be launched, meaning that only certified people can work with the system, in order to ensure the quality of input and output. A DOME presentation is also available on the ICCA website.

Minutes by Anne Wallin Rødven and Leena Sipilä

附件七

ICCA EXHIBITION 2003 EXHIBITORS CONTACT DETAILS AND PROFILES (in alphabetical order)



Amlink Technologies

Stand 35

Headquarters Office
PO Box 323
Springwood, QLD 4127
Australia
Phone: 61-7-32992733
Fax: 61-7-3299 2494
Email: sales@amlinkevents.com
Website: www.amlinkevents.com
Contact: Sharyn Ross, Director of Marketing or Trevor Gardiner, Managing Director

Company Profile:

In today's hi-tech world, thousands of meeting planners and conference organisers in 43 countries around the world rely on Amlink Technologies' EVENTS Software to provide a robust, efficient and flexible solution to manage the complexities of their meetings.

Backed up by 24 x 7 global support, a proven track record over 10 years and a passion for excellence in customer service, Amlink delivers on this promise every day. Amlink's clients include professional conference organisers, corporations, incentive organisers, governments, universities, in house meeting planners, associations and sports companies.

EVENTS streamlines the management of event marketing, registration, housing, travel, financials, exhibition space, scientific and technical programmes as well as the myriad of tasks associated with running an event. The powerful online dimension of EVENTS allows for attendee self-registration and amendments, abstract submission and reviewing and live PDF reporting from the organizer's database.

We look forward to showing you EVENTS Software in action.

Bedouk Publications

Stand 34

71 Boulevard de Brandebourg
94854 Ivry-Sur-Seine
France
Phone: 33-149-593000
Fax: 33-149-593030
Email: marketing@bedouk.com
Website: www.bedouk.com
Contact: Georges Freiha, Sales & Marketing Director

Company profile:

Bedouk publishes the leading search tools for the Meeting and Conference Industry.

- **The Bedouk Worldwide Meeting Planners' Guide** is read by over 30,000 Professional Conference, Convention, Incentive and Meeting Buyers booking international events in Europe, Americas, Africa and Asia-Pacific.

- **Bedouk.com** is one of the best search tools in the meeting industry providing information on over 10,000 meeting facilities, Hotels, CVBs and DMCs in more than 100 destinations.

Ask for the Bedouk Package media kit on our Stand.

There is Warm Welcome on Booth n° 34!

P.S. Special training sessions available to PCOs on the optimisation of the use of bedouk.com (how to create an account and Event folders, use the account to save and share information, send online RFPs and RFBs, etc.)

Cape Town Convention Bureau**Stand 15a**

9th Floor, Tarquin House, cnr Shortmarket & Loop Street
8002 Cape Town
South Africa
Phone: 27-21-4872718
Fax: 27-21-4872977
Email: esmارة.vantonder@capetown.gov.za
Website: www.gocapetown.co.za
Contact: Esmare' van Tonder, International Sales + Marketing

Company Profile:

The Cape Town Convention Bureau is the destination marketing organisation promoting Cape Town and the Western Cape as a Meetings, Incentives, Conventions and Exhibitions (MICE) destination. The Bureau is a valuable resource for those involved in the MICE industry, from venues and service providers on the one hand, to meeting planners and conference organisers on the other. One of the primary services of the Bureau is to assist with arranging appointments and introductions to local venues, accommodation establishments, professional conference organisers and a wide range of business tourism products and service providers. The Bureau will also assist associations or organisations bidding to host international conferences in and around Cape Town.

Cape Town International Convention Centre**Stand 15b**

Convention Square
1 Lower Long Street
8001 Cape Town
South Africa
Phone: 27-21-4105000
Fax: 27-21-4105001
Email: info@ctconvention.com
Website: www.capetownconvention.com
Contact: Dirk Elzinga, Managing Director

Company Profile:

The Cape Town International Convention Centre (CTICC) is a world-class conferencing and exhibition facility with 10 000m² of dedicated exhibition space, two auditoria seating 1500 and 620 delegates respectively, 33 meeting rooms and a grand ballroom accommodating 1500 guests. Conference and exhibition organisers are offered flexibility without compromise and have access to the most modern infrastructure and services. On-site facilities include the luxury 5-star Arabella Sheraton Grand Hotel with 483 rooms and suites, three restaurants, a business centre, convenience store, coffee shop and a medi-clinic.
The Cape Town International Convention Centre - Meet your greatest inspiration.

Conference and Travel (CAT) Publications**Stands 16 & 17**

Ashdown Court
Lewes Road
Forest Row RH18 5EZ
United Kingdom
Phone: 44-1342-820 416
Fax: 44-1342-823 939
Email: lcoleridge@cat-publications.com
Website: www.meetpie.com
Contact: Steve Lewis, Publishing Director

Company Profile:

Conference And Travel Publications is an organisation dedicated to the international events industry - publishing two magazines, a directory and a website, organising an annual exhibition, National Meetings Week and two awards ceremonies. Meetings & Incentive Travel is the UK market leader, Association Meetings International uniquely caters for the international associations and conventions market, the Worldwide Convention Centres Directory provides data on the leading international centres and the CAT Web site (meetpie.com) is the busiest in the international events industry. The Meetings & Incentive Travel Show, National Meetings Week, the Meetings & Incentive Travel Industry Awards and the Meetings Industry Marketing Awards are all held annually.

Figueras International Seating**Stand 1**

Crta Partes a Bigues, Km 7700
LLiça de Munt
08186 Barcelona
Spain
Phone: 34-938-445050
Fax: 34-938-445070
Email: comercial@figueras.com
Website: www.figueras.com
Contact: Mr. Clemens Porsche

Company Profile:

FIGUERAS INTERNATIONAL SEATING, is an industrially-minded International Company specialising in the design, manufacture, sale and installation of seats used by the public. It's products are targeted at market segments such as Cinemas, Conference Halls, Multipurpose Halls, Theatres, Auditoriums, Waiting Areas, Universities and also we are specialized in "CONGRESS SEATING SYSTEM", the system of seats for your Congress Hall.

Gala Theatrical Equipment, A Division of Paco Corp.**Stands 28 & 29**

3185 First Street
St-Hubert, Quebec J34 8Y6
Canada
Phone: 1-450-6787226
Fax: 1-450-6784060
Email: rheimbach@galainfo.com
Contact: Celine Moreau, Marketing Coordinator (1-450-7226 ex. 311)

Company Profile:

Gala Theatrical Equipment creates advanced, modular lift systems for theaters, multi-use auditoria and related venues. Gala has developed components to render a venue adaptable enough to host multiple or different functions on the same day by means of rapid reconfigurations. The Gala Venue is a practical design solution for new builds in which a single facility will be used for more than one purpose or when additional seating capacity may be required.

Gala provides ideas, engineering, products and services that help consultants, architects, contractors and owners add value to their facilities. Gala's products and services are well-proven with over 20 years of experience and more than 500 successful installations in 40 countries worldwide.

Since 1990, Gala has supplied products such as the Spiralift®, including technical support, directly to theatre contractors and other theatre equipment manufacturers, enabling them to draw on their expertise to install turnkey solutions locally.

IMEX**Stand 30**

1st Floor, Regent House
Hove Street
Hove BN3 2OW
United Kingdom
Phone: 44-1273-227331
Fax: 44-1273-227312
Email: carina@imex-frankfurt.com
Website: www.imex-frankfurt.com/
Contact: Carina Bloom, Marketing & Operations Director

Company profile:

IMEX (The Worldwide Exhibition for Incentive Travel, Meetings and Events) takes place 12 – 14 May 2004, Messe Frankfurt, Germany. Following its successful launch in 2003, IMEX 2004 will build on this momentum offering even greater scope for business opportunities plus additional industry – friendly initiatives. IMEX has formed a strategic partnership with the German Convention Bureau and incorporates their established Meetings made in Germany trade fair.

IMEX is unique in attracting both a major international gathering of Hosted Buyers together with a large representation of decision makers from the influential German market. Forecasts for 2004 are for 2750 Hosted Buyers from around the world generated by over 300 intermediaries and 3000 German buyers.

A world-scale event from year one, IMEX 2004 will feature more than 2000 exhibitors from over 100 countries, in a total display area of 11,000 sqm; representing categories such as National & Regional Tourist Offices, major Hotel Groups, Airlines, DMCs, Service Providers and Trade Associations.

Incentives & Meetings International**Stand 7**

18 Place Ottaviani
83380 Les Issambres
France
Phone: 33-4-98113666
Fax: 33-4-98113667
Email: bill@i-mi.com
Website: www.i-mi.com/
Contact: Bill LaViolette, Publisher

Company profile:**INCENTIVES & MEETINGS INTERNATIONAL**

The world's leading collection of targeted international MICE industry media

The Workbook

Established in 1995, THE WORKBOOK was the first industry publication to be distributed to specifically selected buyers in both Europe and the USA in a single edition providing suppliers from Europe, the Middle East, Africa and Asia-Pacific a highly defined and targeted readership.

Distribution: Over 30,000 copies in Europe and the USA - New in 2004: 2,000+ copies in Asia-Pacific

Awards in Competition: 5-time HSMAI Adrian Award winner

The Website

The first directory publication website in the meetings and incentive travel industry (1996).

Awards in Competition: HSMAI Golden Click Award 2001 and the APEX Award for Excellence 2003

The Magazine

The only MICE publication devoted to news of international destinations distributed in the USA to buyers with a defined ability to book Europe, the Middle East, Africa and Asia-Pacific regions.

Distribution: USA 20,000 copies quarterly

The E-Newsletters

The first electronic newsletters in the MICE industry containing purely international news. Published monthly in 2 regional editions (Europe/Middle East/Africa and Asia-Pacific)

Distribution: Worldwide by subscription only.

Marketing Challenges International Inc.**Stand 21**

10 East 21st Street
Suite 600
New York City, NY 10010
USA
Phone: 1-212-5298484
Fax: 1-212-4608287
Email: mcoururier@mcintl.com
Website: www.mcintl.com
Contact: Michel Couturier, President

Company Profile:

Marketing Challenges Intl. Inc. provides a wide range of services to market international destinations and venues to the North American travel market segments: leisure and business.

MCIntl. specialises in the marketing and sales of leading international destinations to the meeting, incentive, convention and exhibition markets. Over the past 20 years, MCIntl has earned a highly professional reputation within the industry.

MCIntl. offers:

A strong knowledge and practice of the N.A. market,
A highly professional and experienced marketing and sales team,
A sophisticated database on international event planners located in N.A.,
An aggressive sales approach based on a carefully developed marketing plan,
A thorough qualification process to identify potential planners,
A result driven approach.

To facilitate the marketing of international CVB's and Centers, MCIntl. handles special projects such as sales missions, promotional events, e-marketing campaigns, market researches and telemarketing blitz.

MCIntl. also has a full fledged media relations department and an IT team for web design and e-marketing.

The Meetings Group-Primedia Business**Stand 13**

132 Great Rd., Ste. 120
Stow, MA 01775
USA
Phone: 1 -631-2661548
Fax: 1-631-2661584
Email: bplanker@primemediabusiness.com
Website: www.meetingsnet.com
Contact: Barbara Planker

Company Profile:

The Meetings Group, which includes the magazines Corporate Meetings & Incentives, Association Meetings, Medical Meetings, Insurance Conference Planner, Religious Conference Manager, our award-winning international meeting planning supplement, Beyond Borders, the Web site meetingsnet.com, and the weekly e-newsletter, MeetingsNet Extra, all serve as important resources for meeting planning professionals. For more than 20 years, The Meetings Group has been segmenting meeting planner audiences by niche, giving readers highly targeted content according to whether they plan corporate meetings, medical meetings, insurance/financial meetings, religious meetings, or association meetings.

The Web portal, meetingsnet.com contains a wealth of easy-to-find information for meeting planners including exclusive online editorial, resources for products and services, resort directories, a planning guide to small meetings, FAM trip qualification forms and more. Our e-newsletter, MeetingsNet Extra provides exclusive analytical information professionals need to stay competitive on a weekly basis. To sign-up for a subscription to MeetingsNet Extra or any of the printed publications visit meetingsnet.com.

Shanghai Municipal Tourism Admin. Commission**Stand 8**

No. 2525 Zhongshan Road (W)
Shanghai
China P-R
Phone: 86-21-64810699
Fax: 86-21-64810695
Email: connie2603@yahoo.com.cn
Website: www.meet-in-shanghai.net
Contact: Miehong Cheng, Deputy Director of MICE

Company profile:

Shanghai Municipal Tourism Administrative Commission is one department of Shanghai Municipal People's Government who take the responsibility to develop Shanghai as an ideal tourism city in Asia and worldwide. Our objectives are to attract more international and domestic travelers and events to Shanghai and maximise yield through the promotion of longer stays, higher expenditure of tourists and make more contribution to Shanghai's economy. Shanghai Municipal Tourism Administrative Commission has been the member of ICCA since 2001 and focus on the meeting industry of Shanghai as well.

Successful Meetings**Stand 5**

770 Broadway, 4th Floor
New York, NY 10002-9595
USA
Phone: 1-646-6547332
Fax: 1-646-6547365
Email: ddimaggio@vnubuspubs.com
Website: www.successfulmeetings.com or www.meetingnews.com
Contact: Diane DiMaggio, International Advertising Director

Company profile:

SUCCESSFUL MEETINGS is the oldest and most respected magazine in the USA serving the business group travel market. SM goes to over 72,000 qualified subscribers. MEETING NEWS is the industry's only national tabloid newspaper and has over 60,000 qualified subscribers. Together we deliver over 115,000 unduplicated, qualified convention, meeting, and incentive travel planners. We also publish INCENTIVE magazine and BUSINESS TRAVEL NEWS. Our databases can identify your best prospects for direct marketing campaigns. Our research department can assist with perception studies. Our marketing department can help you create custom brochures and supplement. Hot news: We recently signed a strategic alliance with PlanSoft. PlanSoft is a search engine for the "meetings" market. The combination of our subscribers offers destinations and facilities access to over 220,000 planners who research destinations and facilities on-line. PlanSoft's technology offers RFI and RFP on-line capabilities.

Ungerboeck Systems International**Stand 18**

87 Hubble
St Charles, Missouri 63304
USA
Phone: 1-800-4004052
Fax: 1-800-6883267
Email: marketing@ungerboeck.com
Website: www.ungerboeck.com
Contact: Sales

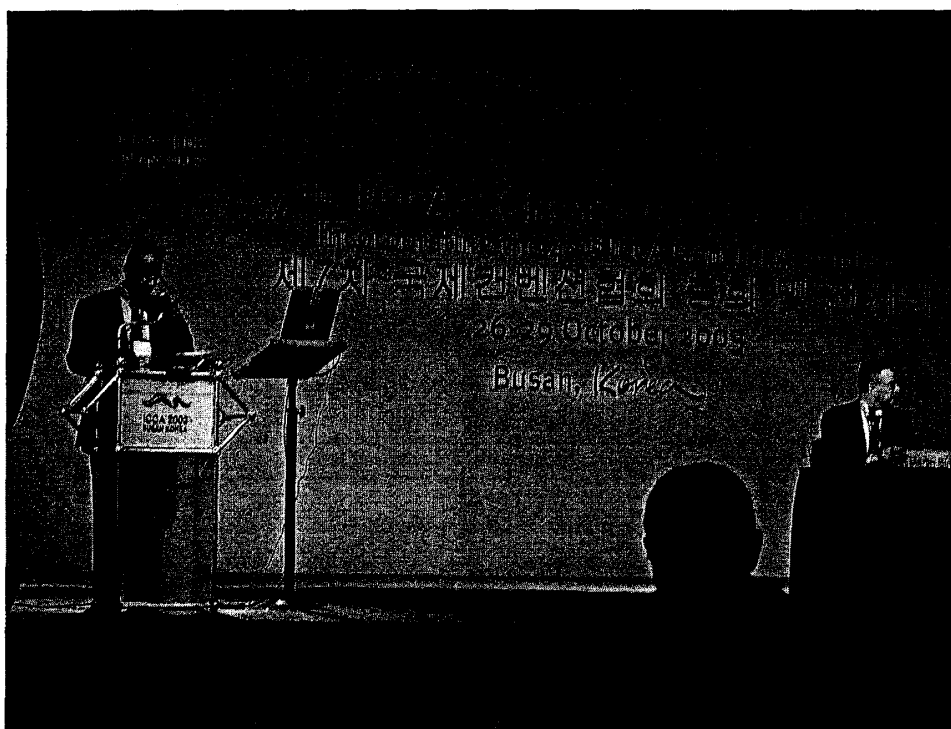
Company Profile:

Ungerboeck Systems International (USI), is recognised as the worldwide leader in software for conventions, exhibitions and sport centers. USI develops, markets, and implements the leading software package for the worldwide events and entertainment industry.

Our product, Event Business Management System, or EBMS, is an Internet-enabled, internationalised, and integrated sales to general ledger software package for stadia, convention and conference centers, universities, hotels, casinos, performing arts centers, event planners, exhibition managers and meeting planners. Our product consists of 22 modules, including CRM, venue booking & scheduling, exhibit sales, database marketing, contracts, event planning, catering, conference registration, housing, room layouts, order entry, invoicing, accounts receivable (AR), budgeting, purchasing, inventory, accounts payable (AP), and general ledger (GL).



二〇〇三年 ICCA 年會韓國釜山 BEXCO 會議展覽場戶外景觀



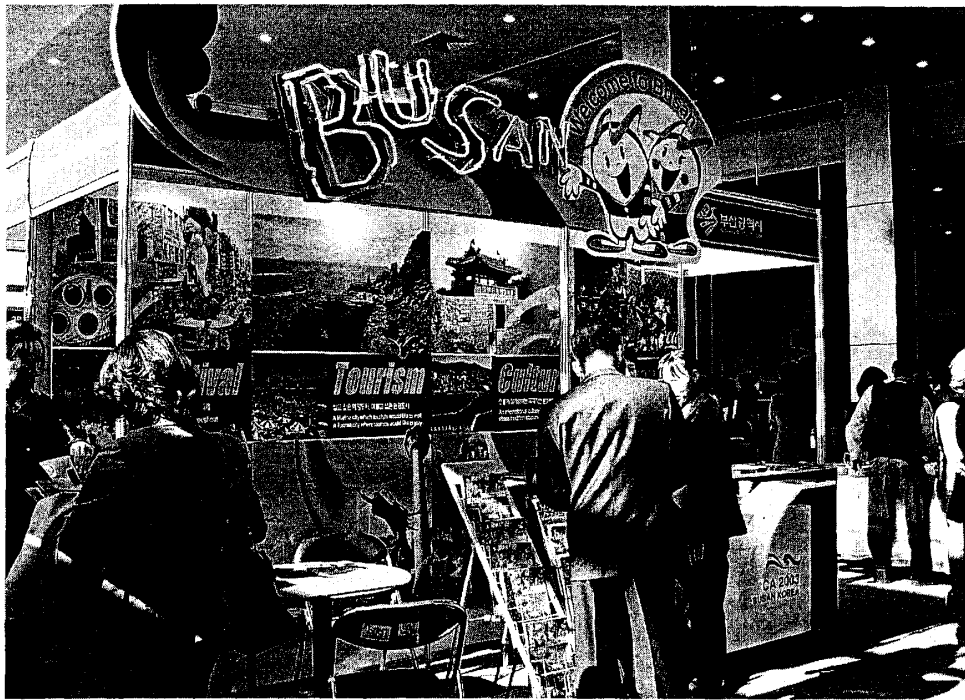
ICCA 大會主席 Mr. Christian Mutschlechner 於開幕典禮致歡迎辭



開幕典禮韓國文化表演節目聲勢浩大



分組討論現場會員發言踴躍



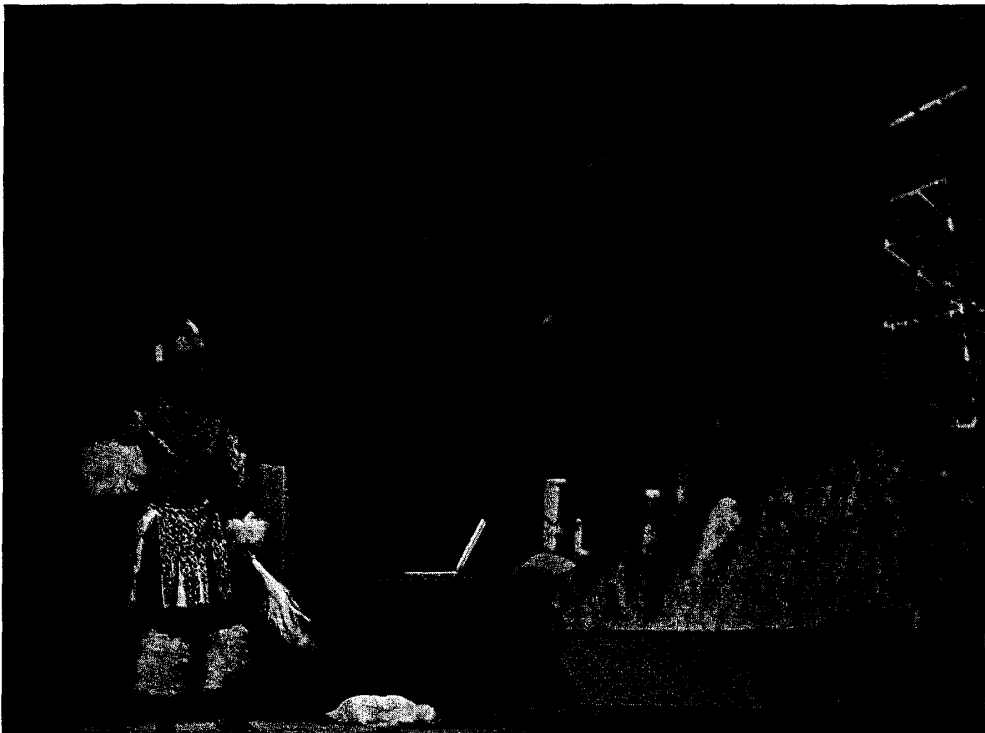
韓國文化觀光部於 ICCA 年會展覽會設置釜山觀光旅遊展示攤位



由 Cat Publication、一樂園飯店及釜山籌委會共同贊助於辦理奧運及世足賽場地之釜山體育館舉辦之歡迎晚宴



我國代表與 ICCA 主席 Mr Christian Mutschlechner 執行長 Mr. Martain Sirk 合影



南非開普敦主辦二〇〇四年十月之 ICCA 年會呼籲會員踴躍出席

SPECIAL REPORT
**CONVENTION &
EXHIBITION**

The Korea Herald

SUBSCRIPTION: 02-727-0404
ADVERTISING: 02-727-0333
NEWSROOM: 02-727-0210

MONDAY, OCTOBER 27, 2003

www.koreaherald.com

Global convention organizers brainstorm in Korea

Some 600 professionals from 41 countries attend ICCA Congress & Exhibition in Busan

By O Youn-hee

Tyhooon Maemi may have hit Busan hard but the city is coming back to life, playing host to a large international convention. The International Congress & Convention Association is holding its seventh ICCA Congress & Exhibition, incorporating the 42nd General Assembly at Busan Exhibition & Convention Center from Oct. 26-29.

The association is a global organization based in Amsterdam. Founded in 1976 by a group of travel agents, ICCA has grown rapidly.

Its first and foremost aim is to evaluate practical ways to get the travel industry involved in the increasingly expanding market of international meetings and to exchange actual information related to their operations in this market. This initiative soon proved to have been taken at the right moment: the meeting industry expanded even faster than foreseen. As a result, applicants from all over the world, not only congress organizers but also exhibitors, flocked from all the various sectors of the meetings industry, apply for ICCA membership.

With over 600 member organizations and companies in 80 countries, ICCA provides a worldwide network of meeting professionals, experts in all aspects of hosting and organizing congresses and conventions. ICCA offers its members unique opportunities to share comprehensive knowledge on how to gather business leaders and potential clients. In Korea, nine associations have been admitted to ICCA including BEXCO and the Korea National Tourism Organization.

This international event is managed by the Korea Host Committee, the local organizing

with an innovative business environment, the success has been built upon the foundations of its long history, according to Christian Mutschlechner, the president of ICCA.

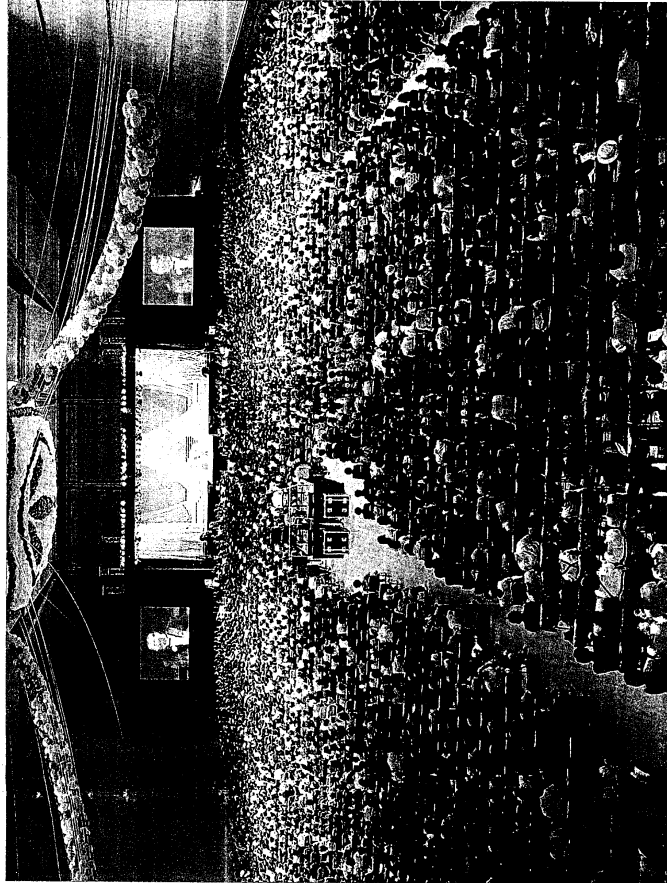
He added that history and culture will play a strong role in how Koreans will climb high in the world ranking for hosting international meetings. Hence, the board of the ICCA decided on "Progress and Tradition" as the theme of the 7th ICCA congress.

The 7th ICCA Congress provides more programs than before. Sessions of this congress have been broken down into five broad categories—keynote presentation, Asia Pacific expertise, critical skills, client focus and business to business—to assist delegates in identifying which ones best meet their needs and objectives.

Keynote presentations will feature renowned speakers on subjects of general interest. Celebrated international diplomat Tan Sri Razali Ismail, special advisor to the prime minister of Malaysia and the United Nations secretary general, will give the opening remarks. He will also discuss about the impact of the meeting industry on issues of global concern, including economic development, preserving environment, peace and security on Oct. 27 at 9:30 a.m.

In Asia Pacific expertise session, convention industry experts based in the Asia Pacific, clients and even non-members will come together to share experiences and know-how to survive in the highly competitive global age.

Critical skills sessions focus on practical subjects that can help delegates develop their personal skills and bring profitable new ideas into their workplace. In all cases, delegates are assured to be at least mid-level senior managers. Sessions will be an advanced



The scene of an international meeting during the 6th ICCA Congress & Exhibition incorporating the 41st General Assembly held in Copenhagen, Denmark, last year.

foreign business circles and academics to join its "Companionship Program," a program aimed at promoting close global ties.

Through this rare opportunity, members acquire proper skills to make investment and to estimate consumers' taste.

Participants also have a chance to exchange information with foreign companies and business with foreign companies

and services; to the international meetings industry. Exhibitors can benefit from networking and business opportunities in the unique and highly targeted environment.

Participants also have a chance to exchange information with foreign companies and business with foreign companies

and services; to the international meetings industry. Exhibitors can benefit from networking and business opportunities in the unique and highly targeted environment.

Participants also have a chance to exchange information with foreign companies and business with foreign companies

and services; to the international meetings industry. Exhibitors can benefit from networking and business opportunities in the unique and highly targeted environment.

Participants also have a chance to exchange information with foreign companies and business with foreign companies

Korea determined to expand convention business

By Kim Tong-hyung

The convention services industry is considered as one of the most promising markets in tourism, but due to the lack of expert personnel, international-level facilities and consistent government promotion, the market remains virtually untapped in Korea. After all, it is estimated that each person who visits Korea to participate in an international convention brings an economic effect of \$2,624.

According to the Union of International Association's 2002 figures, of the 9,259 international conventions held around the world, 134 were held in Korea, ranking the nation at 20th in the world and fourth in Asia.

With the successful hosting of the 2002 World Cup and other big-scale events in recent years, Korea's improving national image as well as its increasingly tourist-friendly environment is expected to boost the nation's profile in the convention service market.

Through a program titled "Convene in Korea in the New Millennium," the Ministry of Culture and Tourism has been putting full efforts in the support of the convention services industry since 1998, a project which is part of the government's plan to enhance tourism and develop regional economy.

The government has been working to claim a bigger piece of the industry pie by backing infrastructure projects in cities around the nation. The COEX Center was completed in Seoul in 2000, followed by BEXCO and the EXCO-Daegu in Busan and Daegu, respectively, in 2001, and the ICC Jeju in Seogwipo in 2003.

Other locations capable of hosting international conventions are also being erected in Goyang and Gwangju with support from the Ministry of Commerce, Industry and Energy. Daejeon, Suwon, Jeonju and Incheon are also studying construction projects at the local level.

The efforts of the government and related private organizations have brought more high-profile international conventions to the nation's calendar. A total of 61 conventions have already been scheduled, including the International Congress & Convention Association in Busan on Oct. 26-20 and the 53rd Asia Pacific Tourism Association convention on Jeju Island set for April 2004. However, it will require further efforts to realize the goal of turning Korea into a major player in the convention service market. Currently, 101 busi-

nesses are registered with the Professional Conference Organizer, but 86 of them are based in the single city of Seoul.

A license system for convention planning was instituted in April 2002 and will be effective starting this year under the auspices of the Human Resources Development Service of Korea.

A convention education program is also being managed at professional educational institutions. It is currently part of the curriculum at six four-year universities and two-year colleges, while eight professional lecture and educational programs have been launched.

Despite the success of the efforts so far, a few problems still remain to be solved. The government support structure has been unorganized and is currently divided into two separate ministries.

The Ministry of Culture and Tourism deals with international conventions while the Ministry of Commerce, Industry and Energy deals with

trade exhibitions. Financial and tax incentives for hosting international conventions also remain insufficient.

Another problem is the management of infrastructure projects. The disorderly pursuit of construction plans at the local level is raising concerns of over-investment. The specialization of each region necessary to prevent competition among Korean cities is also lacking.

Some also raise concerns that Korea has a limitation in endeavoring to attract international conventions. For instance, there are few Koreans in positions of prominence at international organizations.

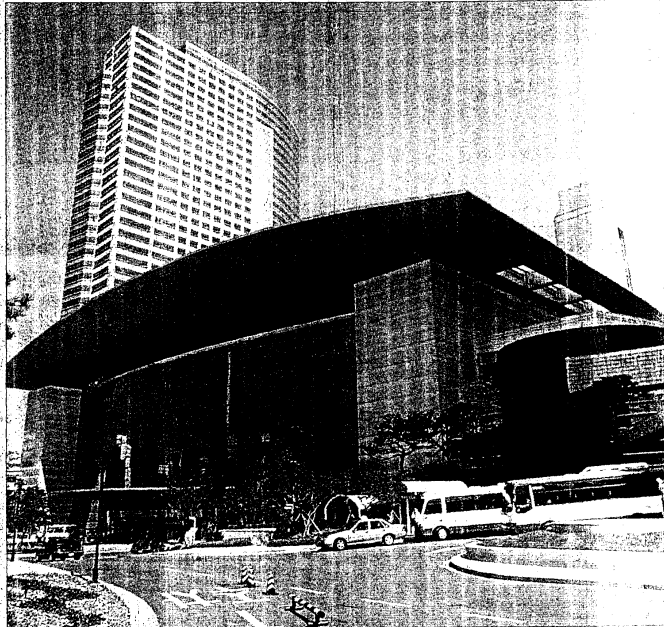
With all of this in mind, the government plans to follow an improved direction to further boost Korea's share of the convention service market. Relevant laws and regulations will be revised, including the designation of convention cities, as well as the establishment of a relevant authority and support agencies. The government is also striving to persuade tourism-related international organizations to base themselves and their branch offices in Korea.

It is estimated that international conventions held in Korea since 1999 have brought about an economic effect of nearly \$200 million. By taking advantage of the nation's enormous potential in the convention service market through careful planning and thorough execution, the business can be expected to grow and serve as an important pillar of the local tourism industry.

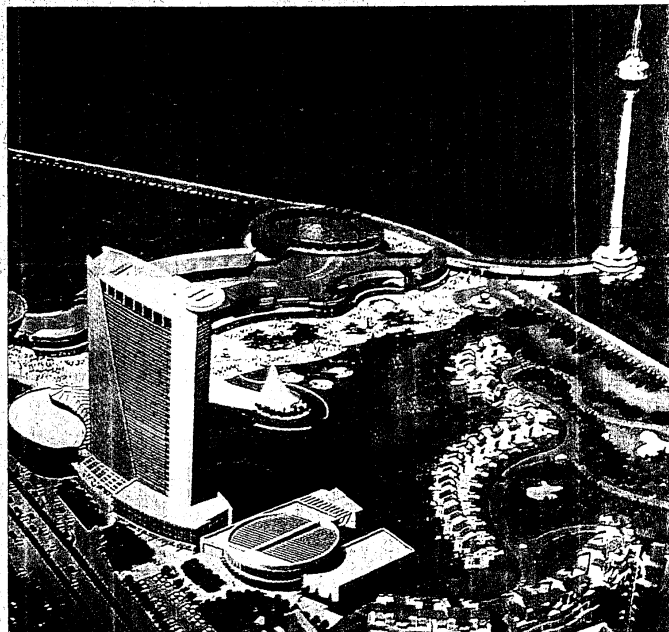
(thkim@heraldm.com)



Lee Chang-dong
Culture and
Tourism Minister



A view of the ASEM Convention Center in Samseong-dong, Seoul



An artist's conception of the convention center to be built in Suwon, Gyeonggi Province