

REGISTRATION DETAILS AND FORM

Registrations will be accepted:

- By fax to +64 6 358 7595 (credit card or purchase order only)
- By mail to *Benchmarking Conference, c/- P O Box 8031, Palmerston North, New Zealand*

Conference registration includes:

- Attendance at both days of the conference, 16 & 17 March.
- Morning tea, lunch and afternoon tea on both days of the conference
- Printed Conference materials including full programme and proceedings
- Conference satchel
- Conference dinner Tuesday 16 March
- Complementary copy of the Global Benchmarking Network Review 2003/4
- Option to purchase a Best Practice Report at a reduced rate
- 25% discount on the Benchmark Index Programme

Workshop registration includes

- Attendance at both days of the workshop, 18 & 19 March.
- Morning tea, lunch and afternoon tea on both days of the workshop
- Printed workshop materials
- Workshop satchel
- Workshop dinner Thursday 18 March
- Complementary copy of the Global Benchmarking Network Review 2003/4
- Choice of Best Practice Report (usual price >\$250.00)
- 25% discount on the Benchmark Index Programme

Combined Conference & Workshop registration includes

- Attendance at all four days of the conference/workshop, 16 - 19 March.
- Morning tea, lunch and afternoon tea on all four days
- Printed materials including full programmes, conference proceedings and workshop materials
- Satchel
- Conference dinner Tuesday 16 March & Workshop dinner Thursday 18 March
- Complementary copy of the Global Benchmarking Network Review 2003/4
- Choice of Best Practice Report (usual price >\$250.00)
- 25% discount on the Benchmark Index Programme

SPECIAL REGISTRATION DISCOUNTS:

FOR members of www.BPIR.com.

The Benchmarking and Performance Improvement Resource (BPIR.com) is the most comprehensive and informative website resource worldwide on benchmarking, best practices, performance measurement, business excellence and general business management. **Join the BPIR.com now so that you and your organisation can benefit immediately from having access to best practice information AND attend the conference at a reduced fee.**

FOR early registrations and multiple registrations from one company.

FEES (All prices are in NZ dollars.
GST is not applicable outside of NZ)

| | | Register by 30 January 2004 and pay only | Register after 30 January 2004 | If 3 or more delegates from same company subtract per delegate |
|--|-----------------|---|--------------------------------|--|
| Conference only (16 & 17 March 2004) | BPIR.com member | \$520 + GST = \$585.00 | \$620 + GST = \$697.50 | \$75 + GST = \$84.38 |
| | Non-member | \$720 + GST = \$810.00 | \$820 + GST = \$922.50 | \$75 + GST = \$84.38 |
| Workshop only (18 & 19 March 2004) | BPIR.com member | \$1,285 + GST = \$1,445.25 | \$1,385 + GST = \$1,558.13 | \$75 + GST = \$84.38 |
| | Non-member | \$1,485 + GST = \$1,670.63 | \$1,585 + GST = \$1,783.13 | \$75 + GST = \$84.38 |
| Conference and Workshop combined (16 – 19 March inclusive) | BPIR.com member | \$1,685 + GST = \$1,895.63 | \$1,835 + GST = \$2,064.38 | \$150 + GST = \$168.75 |
| | Non-member | \$1,935 + GST = \$2,176.88 | \$2,085 + GST = \$2,345.63 | \$150 + GST = \$168.75 |
| > 50% discount on reports produced by the New Zealand Benchmarking Club from its benchmarking studies on NZ and International best practices (workshop attendees can choose one of these for free) | | Best Practice Report on Strategy Deployment | | \$95.00 + GST = \$106.87 |
| | | Best Practice Report on Customer Focussed Culture | | \$125.00 + GST = \$140.63 |

On receipt of registration and payment, you will receive an acknowledgement letter, a GST / TAX receipt, and a complimentary copy of the "Global Benchmarking Network Review, 2003/04" and your choice of Best Practice Report (for workshop attendees only).

CANCELLATIONS

After 16 January 2004, full refund less a 35% administration fee.

After 16 February 2004, no refund but printed conference/workshop materials will be provided.

Substitutions permitted at any time with no penalty.

CONFERENCE / WORKSHOP VENUE & ACCOMMODATION

The conference and workshop will be held in the Waipuna Hotel, 58 Waipuna Road, Mount Wellington, Auckland.

Accommodation at the Waipuna Hotel has been secured for reservations made with registration. These bookings must include credit card details for deposit equivalent to one night's accommodation. Room only rate = \$ 160.00+GST (= \$180.00) (Bureau Twin, 1 or 2 person occupancy).

For information on the Waipuna Hotel and an interactive location map go to www.waipunahotel.co.nz

Alternative accommodation providers near the Waipuna Hotel include

- Best Western Mt Richmond Lodge, 676 Mt Wellington Highway, phone 09 270 2900
Restaurant, gym and pool, Room rate from \$85/night
- Duchess Motor Lodge, 580 Mt Wellington Highway, phone 09 276 7860
Restaurant, Room rate from \$100/night

Please book your own accommodation directly to these motels.

TRAVEL - INTERNATIONAL AND DOMESTIC

For all your conference travel, accommodation (other than the conference Hotel - Waipuna Hotel), local transport and sight seeing itineraries, please contact the official conference travel agent, Stephen Parsons' House of Travel, Palmerston North, Free phone 0800 509 444 or phone 06 3567051, Mobile 0274 422685, Fax 06 354 7120 email spht@hot.co.nz, www.stephenparsons.houseoftravel.co.nz

AUCKLAND INFORMATION

For a virtual tour and information on Auckland go to www.nz.com/tour

CONTACTS

For more information on the conference/workshop programme contact:
Dr Robin Mann, COER, phone 06 350 5445 or r.s.mann@massey.ac.nz

For more information on registration, travel or accommodation contact:
Rosemary Hancock, événements Limited, phone +64 6 358 7155 or evenements@xtra.co.nz

COER reserves the right to make changes to the programme and/or speakers if enrolment criteria are not met or when conditions beyond its control prevail, that are deemed to be in the best interests of the Conference, Workshop, or both. All people enrolled at the time of the change will be notified of the changes.

