

Portfolio	Fellowship Experience	Ref. No.	POL-3188
Department	Conferences and Events		
Title	External Events		

1. PURPOSE AND SCOPE

The Conferences and Events (C&E) Department of the Royal Australasian College of Surgeons (RACS) organises several external events in the calendar year, in addition to the Annual Scientific Congress (ASC). Surgical societies often approach RACS to organise events on their behalf. RACS' involvement in the event varies depending on anticipated delegate numbers, client budget and requirements.

The C&E Department's core business consists of medical conferences, workshops, meetings, seminars and dinners. Conference management requests that fall outside the core business parameters will be considered on a case-by-case basis.

This policy governs the management of all external events to ensure the C&E Department meets stakeholder expectations and follow RACS' values.

2. KEYWORDS

Client, Contracts, Performance Management, Budget, Reporting, Insurance, Admissions, Social Program, Travel, Sponsorship, Exhibition, Cancellation

3. BODY OF POLICY

3.1 Contract Management

An integral part of a successful event is based on effectively managing contracts with internal and external stakeholders. A dedicated staff (referred to as Event Manager in this policy) will be allocated from the C&E Department to act as the primary contact for the event.

3.1.1 Contractual Relationships

3.1.1.1 Client

On submission of the client's application, the acceptance to manage an external event is at the discretion of the C&E Department Manager.

3.1.1.2 External Providers

External providers, for example, venues, caterers, audio visual (AV) companies, contractors and travel agents must liaise with the Event Manager regularly. The C&E Department must ensure that client requirements are delivered in accordance with supplier contracts.

3.1.2 Performance Management

The Event Manager will monitor the performance of any external provider/client throughout the duration of the event and provide an assessment report to the C&E Department Manager.

3.1.3 Budget

Once the client approves the initial budget, the Event Manager monitors it regularly and updates the client as appropriate.

At the conclusion of the event, a profit and loss statement is prepared by the Event Manager and C&E Department Manager for inclusion in the final report.

3.1.4 Reporting

Monthly reports must be distributed to the client with progress on the external event. Reports include delegate statistics, venue, budget, sponsorship and exhibition updates. Any issues must be documented within the report.

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A final report must be forwarded to the client within 90 days of the events completion. Information such as final registration numbers, profit and loss statement, recommendations and feedback should be included in the final report.

3.1.5 Insurance

International and local visitors must arrange their own travel insurance. RACS takes no responsibility for any liabilities of international and domestic speakers.

3.2 Admissions

Admission to external events is by registration only.

All delegates and accompanying persons (as applicable) wishing to attend the event must register and pay the registration fee. All delegates must wear a name badge which is issued onsite after payment of appropriate fees.

Should a delegate need to cancel their registration, a cancellation fee of 20% will be charged. No refunds will be given after this date.

3.2.1 Media

The client will decide if members of the media will be admitted to any sessions or other functions of the event. The client needs to ensure the person/s delivering the session are made aware of media presence.

3.2.2 Complimentary Registration and Waived Fees

The client will decide who is to receive complimentary registration to the event and/or official functions.

3.2.3 Applications for Reduced Fees

Delegates may request a reduced registration fee on application to the C&E Department stating reasons for such a request. It is at the discretion of the C&E Department in consultation with the client as to whether the request is approved.

3.2.4 College Staff Fees

College staff attending an external event must have their registration fees and/or official functions approved by departmental directors or managers. The C&E Department staff managing the event are exempt from the standard approval process.

3.3 Social Program

Each external event has different requirements for its social program which may include tours, breakfasts, lunches and educational sessions.

These are primarily designed to entertain the accompanying persons; however, delegates can also attend. A combination of full and half day tours can be offered upon request and should return in time to allow attendees to prepare for any evening functions.

A tour may be cancelled due to insufficient numbers as advised by the tour company or the C&E Department.

3.4 Travel Arrangements

Where appropriate, travel agents may be contracted to liaise with delegates regarding their travel arrangements. The client must approve these arrangements and RACS takes no responsibility for any errors made by an external travel agent.

3.5 Sponsorship

External events managed by the C&E Department accept sponsors and exhibitors to participate. Only those reputable companies which are compatible with RACS values are accepted. Acceptance of sponsorship/exhibition applications are subject to the client's

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approval. The client reserves the right to decline applications based on any association, direct or indirect, that does not uphold the objectives of the event.

Sponsorship must be paid in full prior to the event unless otherwise specified or negotiated with the Event Manager and approved by the client.

3.6 Exhibition

The C&E Department is responsible for setting the budget for the industry exhibition in conjunction with and approval of the client.

3.6.1 Exhibitors

All exhibitors must pay the full cost of their exhibition space or booth/s as detailed in the sponsorship/exhibition application form. Exhibitors who have not paid in full prior to the event will be refused permission to exhibit, unless special arrangements have been agreed to, in writing, with the C&E Department Manager in consultation with the client.

3.6.2 Complimentary and Additional Representatives

In consultation with the client, the C&E Department formulate the pricing structure of the exhibition packages and the number of company representatives that are included. Additional company representatives may be registered, subject to the client's approval.

3.6.3 Special Requests (discounts)

Special requests in the form of a discount are considered on an individual basis in consultation with the client.

3.6.4 Exhibition Cancellation

If an exhibition booth/space is cancelled, RACS reserves the right to retain all monies received, unless the C&E Department can to resell the space.

A refund is provided (less cancellation fee, if applicable) if the booth/space is resold.

3.6.5 Allocation of Exhibition Space

Booths/spaces in the industry exhibition are allocated in order of receipt of the application form and payment. The C&E Department can also use discretion in allocating space to exhibitors. The client's decision is final.

4. ASSOCIATED DOCUMENTS

No Associated documents with this policy.

Approver PSFSC

Authoriser Council