



COMPANY PROFILE



About ICEworks

There is one very important word here at ICEworks – flexibility. It's what sets us apart and it's what we're most committed to. Everything else we do stems from this core ethos. The destinations are our product and our belief in flexible service is what makes them memorable.

For over 20 years, and in every corner of the globe, we have established partnerships with our clients to drive and facilitate positive action through memorable business engagement solutions.

This has been achieved by a remarkable group of talented and ambitious creatives who simply love what they do. And just like having an extension built onto your office, our team becomes your team; committed to providing exceptional service, dedicated problem-solving and unparalleled execution in everything they do.

WORKING HARD TO MAKE SURE YOU DON'T

We are engagement strategists looking to partner with you to create bespoke solutions for your incentive and group travel programmes. It's what we call adding magic and it's at the core of everything we do. We do what we love!

As a specialist Destination and Incentive Travel Management Company ICEworks can help you to increase your programme consolidation and every year we mastermind special events, conferences, travel incentives and special interest group travel in New Zealand and around the world. Here at ICEworks we live and breathe on experiences that inspire and excite people.

Welcome to our World.



Destination Management

The respected Destination Management Company in New Zealand.

We strongly believe that it is the people who make journeys both enjoyable and memorable. The people of New Zealand and the South Pacific are known the world over for their friendly faces and attentive service. The ICEworks team are fine examples of just such people. We do what we love. We are creative and flexible. The same goes for our team of guides who know our destinations better than anyone.

Our expert services include everything you expect from a world class DMC and your ground partner here in New Zealand and South Pacific.

Unmatched in New Zealand for professional experienced staff and flawless delivery

- Complete suite of Destination Management services
- Precision logistics and sourcing
- Innovative concepts and savings optimization at the outset
- Connected to people and organisations that open opportunities and doors
- Senior team of knowledgeable and approachable professionals

Incentive Travel

For most people, the opportunity to travel is of extremely high-value. Travel is seen as a genuine reward – a chance for your clients and staff to feel appreciated. It builds unity and loyalty, and the business as a whole benefits.

From a menu of services in logistics, sourcing and consulting to end-to-end management, we have Incentive Travel Management covered. Our industry-leading technologies and proprietary optimization models improve process efficiencies that not only enrich attendee experiences but also optimize savings, benchmarking capabilities and attendee loyalty.

So where do we begin? We'll open your eyes to some of the world's most desirable destinations. We'll show you travel options and itineraries that are as far from the square as you want them to be. We plan and manage the entire programme and we'll present creative ways to build excitement for your trip.

What do we do? Everything. We want your people to simply pack their bags, and be blown away by an experience they will talk about for years to come. All you need to do is leave the logistics up to us and then measure the magic reward at the end – loyalty.

Our service is professional, innovative and genuinely cost effective. We have carefully selected global partners who reflect our impeccably high standards. So no matter where you go on earth, you can be assured of quality. Our partners know that only the very best will do for our clients. And because it's your money, we never pay for second best.



Group Travel

ICEworks understands the complexities and challenges of Group Travel Management while addressing the needs and expectations of travelers. ICEworks sees Group Travel Management as a multifaceted undertaking, encompassing key levers that can generate savings while delivering service and enhancing security and sustainability and optimizing attendees travel experience.

Group travel is a specialised area of travel management. It requires a specialised skill set, knowledge of the diverse travel requirements and systems needed to ensure group travel is successful. ICEworks provides a specialised service to ensure success when developing conferences and group travel programmes and special interest, sporting/supporter group and educational group travel.

No matter how large or small, complex or simple you think your group may be, we can assist you. Our aim is to take the hassle out of organising group travel while you can concentrate on your own agenda and the attendees enjoyment of it.



What Can We Do?

We manage all aspects of your Incentive, Conference or Event programme. Our desire is to make your programme as seamless as possible so that you can concentrate on your own business and people.

Our suite of services (often at no cost to you) will include:

- Programme design including concept, research, sourcing and consulting, logistics and end-to-end management and flawless delivery
- Industry-leading technologies and proprietary optimization models to improve process efficiencies that not only enrich attendee experiences but also optimize savings, benchmarking capabilities and attendee loyalty
- Pre-programme interest such as announcements, launches and sub-programmes such as teasers, AV production and collateral for your programme
- Delegate Management that includes online registration through our state of the art event manager software which can be online direct into our database
- Complete travel management service including extension travel for pre and post programme arrangements
- Complete management of your flight and accommodation inventory, functions and activities, AV and production, talent & human resources
- Onsite delivery of your programme by up to NINE of the ICEworks team depending on the size of your programme
- Management of sponsorship including design, communication and budget control
- Management of local suppliers who are our 'On the ground Team' contracted to deliver specific components of your programme
- Complete reporting at every stage of the programme including financial, on track and post event analysis

Enhancements

ICEworks is connected to a quality network of partners and organizations who can open opportunities and doors that are not available to the general public that provide sole group exclusivities to enhance your programme.

Peripheral services to core programme management include:

- Brochure design and copyright, extension travel brochures and programme collateral – if required
- Print Management
- Media design concepts and production
- Audition and recommend entertainment, talent, actors and speakers
- Teaser gift sourcing and distribution
- Gift sourcing
- Promotional concepts and design including clothing and an array of other promotional gear

Luxury Travel

Throughout New Zealand and across the globe there are luxury experiences that beckon away from the maddening crowd. A journey away from home that will enrich a person's life and improve the way they connect with both loved ones and with the world. Let us show you how.

Visit our luxury brand www.byappointmentnewzealand.com.

By Appointment
New Zealand
Luxury Travel



Timeline

ICEworks proposes and undertakes to implement a timeline that allows us to manage it on time and within budget. Communication is the key to this process so we undertake to:

- Design a programme in consultation with you
- Provide a timeline that defines and updates you with a critical path for financial deadlines and important decisions.
- Online registration process
- Communicate with participants regularly to increase interest in your programme
- Report to you with updated lists from our state of the art event database these will include 1. room lists (we can manage room share solutions and room preferences e.g. non smoking) 2. flight lists 3. transfer lists 4. activity participation lists 5. Function attendance lists 6. non-attendance lists for any part of the programme 7. optional activity registration lists 8. Any kind of demographic list that you wish including e.g. shirt sizes, golf handicap, allergies... anything! That is captured during the registration process
- Onsite management
- Post event evaluation

Delivery

ICEworks will appoint up to NINE members of our team to manage your programme both before the programme and on-site. We will work with you to deliver the agreed programme, and manage an agreed reporting schedule. We undertake all operational functions for our client from registration to the final evaluation and maintaining our agreed communication throughout. Our team will be responsible for managing every component of your programme, liaising with suppliers, assisting guests, setting up events, arranging optional activities and of course keeping you informed.

We'll manage all finances, check and authorise billing, and produce daily communication to all group members of the upcoming events. Our client and their guests will be fully informed onsite at all times.

Evaluation

Part of our service is to evaluate the programme so that ICEworks and our client can implement ways to improve and/or change their programme in future. Of course, ICEworks is constantly working to improve so we see the evaluation process as a joint opportunity to achieve excellent results in future.

ICEworks will engage an evaluation process at the end of your programme that will quantify your investment in your programme and will allow you to evaluate future programmes. This is a process with four key elements pertaining to ICEworks, our partners and suppliers which are – Transparency, Accountability, Measurability and Scalability. This takes all the guesswork out of how we perform since it is provided by YOUR PEOPLE.

Our Charges

ICEworks fees are included as part of the total per person cost that we quote.

Technology

Our industry-leading technologies and proprietary optimization models improve process efficiencies that not only enrich attendee experiences but also optimize savings, benchmarking capabilities and attendee loyalty.

Industry Affiliations

PCO - Professional Conference Organisers Association
NZAEP – New Zealand Association of Event Professionals
WOI – World of Incentives (Pending)
WAT – World Association of Travel Agents (Pending)

Company Director Keri Davis holds CEM (Certified Event Manager) qualification and is a bona fide member of NZITT (NZ Institute of Travel.) All ICEworks airline business is bonded under the Travel Agents Association of New Zealand (TAANZ).

Public Liability

ICEworks holds Public Liability Insurance of \$5 million. There is no excess applicable to this cover and it applies worldwide.

Travel Insurance

ICEworks offers a comprehensive corporate and group travel policy through IAG for NZ originating groups. We strongly recommend that travellers to New Zealand have a full travel insurance policy that is underwritten in their country of origin.

Our Website

please visit us www.iceworks.co.nz

