

FUTURE REFLECTIONS

FREQUENTLY ASKED QUESTIONS

Can I extend my stay?

On this occasion, we are not extending any stays due to the fringe benefits implications. There are also insurance and WHS considerations that prohibit Feros from extending flights past the conference close date. We can do a one-way flight and you are able to purchase your own flight home if you wish. Accommodation would need to be booked separately by you.

Can I bring my partner?

Not on this occasion, this is a work function, and we request you treat it as a normal day at work.

Should I pack my swimmers or gym gear?

Yes, there is a fabulous pool and gym onsite. Both are complimentary.

Should I pack a cardigan/jacket?

Yes, although it will be spring, you never know. Most conference venues are cooled with air-conditioning so if you feel the cold, we recommend you pack accordingly.

Do I need to attend the Tropical Paradise Event on Thursday evening?

Yes, it will be lots of fun!

Will I need to pack a fancy-dress costume?

Yes of course, we are Feros Care! So, bring your best appropriate Tropical Paradise Event outfit and join the fun connecting with others! [Refer to What to Wear Guide \[insert link\]](#)

We will be giving out prizes – see the Gala Event page for categories.

Can we jump in the pool during the Tropical Paradise Event?

No. The pool will be sectioned off for everyone's safety – save your bathers for another appropriate time!

Can I sit with my friends, or will you assign seats?

We see this as a great networking opportunity, but there will be a mix of assigned / free seating.

Do I need a ticket for the conference?

No ticket, we know who you are! By completing the Humanitix registration, we have your details.

How much will it cost me?

Feros Care will pay for transport, flights, accommodation and all meals. Anything outside of this will be a personal expense.

What should I do when I arrive at the accommodation?

Please check-in letting them know you are part of the Feros Care conference. You will need to put a security deposit against your room. This will also allow you to have a charge back facility for incidentals.

I do not have a credit card for the security deposit at the hotel - is there another option?

Yes, you can use a credit/visa card with a \$1 preauthorisation taken to cover any incidental charges. Alternatively, \$100 per night is required for debit cards or if using cash.

What should I wear during the conference?

Dress Code is 'smart casual'. It is a workday, but we want you to be comfortable. And don't forget your Tropical Paradise Event outfit!

Will I get a confirmation of my accommodation?

No. Accommodation is booked as a block at the conference venue. You will not receive a separate confirmation.

Will there be shared or single rooms?

All rooms onsite are single - so no sharing!

Do I have a choice of flights?

We will try our best to confirm your first preference, but due to the numbers flying in, this may not be possible.

How will I get to the conference venue from the airport?

Buses will be provided at Brisbane/Coolangatta Airport to and from the venue. They will be on a tight schedule so no loitering in the terminal!

Should I bring any work equipment?

Please bring your phone, but no need to bring your laptop, you will have your out of office on and we would love your full attention.

I live in the Gold Coast/Tweed area, will I be staying in the hotel?

Local staff have a choice – they can stay at home or they can stay one night (Thursday) at the hotel.

If I am not staying, is there parking?

Yes, self parking is available for delegates free of charge.

Will there be photographers and videographers?

Yes, there will be photographers and videographers throughout the conference and Tropical Paradise Event. We will be having an all inclusive group photo on Thursday afternoon – this was such a great photo last year!

Will I have access to Wi-Fi?

Yes. There is complimentary Wi-Fi throughout the hotel and in the rooms.

When should I check-out?

Please check out of your room on Friday morning after breakfast. Note, there will be a bag storage facility available until your transfer back to the airport.

I arrive on Wednesday afternoon. What happens with dinner?

Dinner on Wednesday night is at your leisure. Any expense incurred can be claimed back as per usual reimbursement procedure.

When does the conference end?

The conference will conclude at 12.00pm on Friday. Staff are expected to return to work or fly back to their home port. For travellers, lunch is to be claimed back via the usual reimbursement process.