



## Orlando

**Orlando** is a major city in the central region of the [U.S. State](#) of [Florida](#). Originally the center of a major citrus-growing region, Orlando is now best known as the home of amusement attractions, including the [Walt Disney World Resort](#), the [Universal Orlando Resort](#), and [SeaWorld](#). These destinations helped make Orlando the third most visited American city among travellers.

## Schedule

A full itinerary detailing specific timing will be provided to you in Orlando. Below however is a brief snapshot of the itinerary.

### Day One - Sunday 18 April 2010

Travel day

### Day Two - Monday 19 April 2010

*(Dress Code - Daytime: casual. Evening: casual)*

Arrive Orlando at 6am.

Transfer to the Rosen Shingle Creek Hotel.

The rest of the day at leisure

Welcome dinner at the Bubba Gump Shrimp Co

### Day Three - Tuesday 20 April 2010

*(Dress Code - Daytime: casual)*

Breakfast in the hotel at own leisure

Day one of Digital Dealer Conference

Evening at leisure

### Day Four - Wednesday 21 April 2010

*(Dress Code - Daytime: casual.)*

Breakfast in the hotel at own leisure

Day two of Digital Dealer Conference

Evening at leisure

### Day Five - Thursday 22 April 2010

*(Dress Code - Daytime: casual.)*

Breakfast in the hotel at own leisure

Day three of Digital Dealer Conference

Dinner at B.B. Kings Blues Club

### Day Six - Friday 23 April 2010

*(Dress Code - Daytime/Evening: casual)*

Breakfast in the hotel at own leisure

Group activity - Tour to Cape Canaveral –

Kennedy Space Centre

Late check out from the hotel

Depart for the airport

	Morning	Afternoon	Evening	Overnight
<b>Sunday 18<sup>th</sup> April 2010</b>			-Flights from departing city to Sydney -21:05 Flight from Sydney to Los Angeles (V Australia) 17:45	-22:5 Flights from Los Angeles to Orlando 06:12
<b>Monday 19<sup>th</sup> April 2010</b>	-06:12 flight arrives from Los Angeles	Leisure	Compulsory group dinner	Accommodation – Rosen Shingle Creek
<b>Tuesday 20<sup>th</sup> April 2010</b>	Compulsory – Digital Dealer Conference	Compulsory – Digital Dealer Conference	Leisure	Accommodation – Rosen Shingle Creek
<b>Wednesday 21<sup>st</sup> April 2010</b>	Compulsory – Digital Dealer Conference	Compulsory – Digital Dealer Conference	Leisure	Accommodation – Rosen Shingle Creek
<b>Thursday 22<sup>nd</sup> April 2010</b>	Compulsory – Digital Dealer Conference	Compulsory – Digital Dealer Conference	Compulsory – Group Dinner	Accommodation – Rosen Shingle Creek
<b>Friday 23<sup>rd</sup> April 2010</b>	Compulsory – Group Activity – Kennedy Space Centre	Leisure	-18:50 Flight from Orlando to Los Angeles 20:55	-23:10 Flight from Los Angeles to Sydney 06:15 Sunday 25th

If you have any questions during your trip you can contact the onsite conference coordinator call:

David Dymmott  
Tel: 0416 295 249

If dialling from overseas please dial +61 and omit the 0 in the mobile number.

Please ensure that you are on time for all conference sessions, transfers, tours and group activities. Very often, our coach will have limited standing time in the pick-up area and, to avoid the irritation it causes to others in the group, we ask that you are very punctual.



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## Passport and Visa

Please ensure you have your passport and visa waiver for U.S.A. U.S. Visas Waiver must be applied for in advance.

[U.S. Govt Visa Application: ESTA](#)

For further information and Frequently Asked Questions:

[U.S. Visa Questions](#)

Do NOT pack passports in your checked luggage and ensure they are easily accessible at all times. If you carry any medication, please also put that in your hand luggage and take a letter from your doctor indicating your requirement.

## Accommodation – Rosen Shingle Creek

Rosen Shingle Creek is nestled on a 230-acre site along Shingle Creek just off Universal Boulevard, east of the Orange County Convention Center North/South expansion and just 10 minutes away from the Orlando International Airport. Ideally located just a short distance to a variety of Orlando's best attractions, restaurants, shopping and entertainment venues.

[1,500 guest rooms](#) offer a luxurious first-class settings that capture the hotel environment. Capitalizing on Rosen Shingle Creek's elevation, every single room offers a stunning view of the [golf course](#) and the area's incomparable setting —from the perfectly manicured fairways and greens to the [picturesque creek](#), magnificent cypress trees, and lush natural vegetation.

### Address:

9939 Universal Boulevard  
Orlando, Florida 32819  
Tel: + (407) 996-9939

## Flights

Seats will be booked with V Australia to Los Angeles with an onward connection to Orlando on Delta Airlines.

## What's included in the trip

- Organised group meals (welcome and farewell dinner), including drinks at meals (No spirits only beer, wine and soft drinks)
- Transfers for all group flights and arranged group activities
- Accommodation at the Rosen Shingle Creek for 4 nights
- Flights (economy class) from your nearest state airport to Orlando and return
- Organised group activity – Cape Canaveral – Kennedy space centre
- Registration and access to the Digital Dealer Conference
- Dedicated group organiser on site

## What's not included in the trip and will be at your own expense

- Any mini bar, telephone call, laundry, room service, meals/beverages purchase outside of organised group arrangements
- Costs outside of the main dates and inclusions.
- Lunches or dinner when not an organised dinner and outlined at your own expense (at leisure)
- Any required vaccinations
- All spirits at any of the functions will be at your expense
- Upgrade of flights from economy to premium economy or business class
- Travel insurance
- Costs to change flights

## What to bring

- Passport with USA visa waiver (passport must be valid with a minimum 6 months validity from date of return)
- Printed copies of your E-Tickets
- Foreign currency/travellers cheques
- Plug/adaptor
- Cameras/Video camera
- Batteries/memory cards for digital cameras
- Mobile telephone charger
- Swimwear
- Casual summer clothing for days and casual summer shoes for the day
- Smart/casual wear for evenings
- Sunscreen, hat and glasses
- Insect repellent
- Business cards
- If you intend on bringing your mobile phone – please check with your provider to ensure that U.S.A. is included in your International Roaming.
- Swimming towels will be provided at the hotels

## Luggage restrictions

### **Baggage/travel expenses:**

Each delegate will be responsible for any additional baggage and/or additional travel expenses outside of the flight from your nearest home port airport, to Orlando and return. It is important that you adhere to the luggage restrictions.

### **V Australia**

The checked-in baggage allowance for passengers travelling economy class is 32 kgs. However, please keep in mind that the domestic sectors within USA have a system of one bag only and a maximum of 23kgs. All excess luggage will be charged to the passenger during check in.

### **Delta Airlines**

The checked baggage allowance for passengers travelling economy class is 23kgs. If there is more than one bag to check in, the excess charged is US\$35 per sector per bag.



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### **Changes to Tickets:**

No changes are permitted and may only be considered under extenuating circumstances and therefore must be approved by Dealer Solutions. Additional costs will apply and alternative flights will be subject to availability.

### **Lost Tickets:**

Lost tickets, re-issue of tickets and name change fees apply.

### **Hand Luggage – all airlines:**

Carry on hand luggage must not exceed 7kgs. Allowance limits apply as follows: maximum length of 56cm, width 45cm, depth 25cm. Sum of the three dimensions shall not exceed 115cm (45in). These dimensions include wheels, handles, side pockets, etc. Any items exceeding these dimensions may not be accepted as carry-on baggage.

### **Hand Luggage Restrictions:**

Please note below new Australian Hand luggage restrictions from the Australian Government:

*From 31 March 2007, passengers on international flights to and from Australia will only be allowed to carry a small amount of liquids, (including aerosols and gels) in their carry-on baggage. These new rules are needed to protect you from the threat of liquid explosives. Each container of liquids, aerosols or gels in your carry-on baggage must be **100 millilitres or less**. All the containers must be sealed in a transparent, one-litre plastic bag. You are only allowed one plastic bag. Any transparent resealable bag of one litre capacity or less is allowed. For more information visit:*

*<http://www.dotars.gov.au/transport/security/aviation/LAG/index.aspx>*

***You may still carry on board** prescription medicines. Baby products and non-prescription medicines that you need for the flight are also allowed. Proof of need may be required. When you get to the screening point, you will have to surrender any liquids, aerosols or gels greater than 100ml that you still have with you, including duty free. The new rules also introduce random frisk searches as part of the screening process.*

*It is important to note that these are the rules from the Australian Government and may be different in U.S.A. A further security check takes place before boarding the aircraft.*

*It may be worth considering buying your duty free upon arrival back in Australia after your trip.*

## **Travel insurance**

It is extremely important you purchase Travel Insurance prior to your journey. Conference Call can assist with Travel Insurance and if you decided to purchase your own independently, please ensure you take out the maximum level available to cover expensive medical costs in the U.S.A.

If you are using travel insurance from a source other than a registered insurance provider it is recommended that you compare all costs, charges and levels of coverage to ensure you are adequately insured.

Please provide details of your insurance to Conference Call prior to departure.



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## Australian & New Zealand consulate general in USA

There is no consulate in Florida – the closest is in Atlanta

Australian Consulate-General  
Atlanta Financial Center  
3353 Peachtree Road, NE, Suite 1140  
Atlanta GA 30326  
United States of America  
**City:** Atlanta  
**Phone:** +1 404 760 3400

## Vaccinations

Specific travel health advice is recommended on an individual basis, we recommend travellers seek an appointment with a doctor trained in travel health.

Conference Call and Dealer Solutions do not accept responsibility for Vaccinations/ Medications for this trip and we suggest you take all precautions your GP or Travel Medical Centre recommends. Associated medical/vaccinations and medications will be at your own cost.

Please be sure to visit the Government Smart Traveller website for information concerning your destination [www.smarttraveller.gov.au/index.html](http://www.smarttraveller.gov.au/index.html) . Be sure to visit the site for regular updates if you have any concerns about your travel.

## Customs Regulations

Arriving in U.S.A, all visitors must fill in Declaration Forms and show their luggage to Customs Officials upon request. There are no limited amounts of foreign currency, objects made of gold, silver, precious metals and gemstones or plated with silver or gold but visitors must declare these in detail on the customs forms.

**ENTRY:** Tourists are authorized to bring in the following items duty-free:

- Cigarettes: 200 pieces; Cigars: 50 ; Tobacco: 500 gram; Liquor: 1 litre
- Personal effects of a reasonable quantity.
- Small gift items valued at not more than US\$ 100.

It is prohibited for any visitor to bring into USA the followings:

- Weapons, explosives and inflammable objects.
- Opium and other narcotics.

## Mobile phones and phoning home

It is each individual's responsibility to contact your mobile phone service provider in Australia and ensure you have global roaming that will cover USA.

International charges in the hotel can be expensive



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## Further information on the USA

### Currency and Exchange Rate

The US\$ is the [currency](#) of [USA](#) and can be bought in Australia prior to arrival in either travellers cheques or cash. Credit cards are acceptable throughout Orlando and ATM machines are available.

*1 Australian Dollar = approximately US\$.92 (exchange rate as at Jan 2010).*

### Crossing the Road

Jay-walking in USA is an offence so be sure you only cross at the signed crossings.

### Dress

The dress code is smart/casual for the conference.

For the two evening functions, the dress code for the Bubba Gump Shrimp Company is casual, while the Blues Club is night club wear.

### Getting Around

All transfers to and from group dinners and venues are included in the programme, with exceptions for venues within a short walking distance.

### Illegal drugs

As in most countries, USA has a very strict policy towards illegal drugs. The use of illegal narcotics is strictly forbidden under any circumstances. Dealers and people caught trafficking, whether American or foreigner, face prosecution.

If you are carrying prescription drugs, take a letter from your doctor confirming your need for them.

### Individual expenses

All individual expenses such as mini bar costs, room service, phone calls made from the hotel etc, will be at your own cost. Please ensure you settle your account before departing from the hotel at the end of your stay.

All organised lunches or dinner functions that will be held outside of either hotel will not include spirits. Therefore if you do wish to drink them they will be at your own expense. Please note that the majority of the local restaurants will accept credit cards but you should have cash available for tipping. However if you decide to purchase spirits from one of the Hotel bars it will still be at your own expense although these can be charged to your room account and you can settle your room incidentals directly with the hotel upon departure.

### Safety

Only take out with you the cash you might need for the day. As in any big city, there are pickpockets around, so leave your remaining cash/valuables in the hotel safe.

Secure Sentinel offer a service covering loss of passport, credit cards, travellers cheques etc. If you want to learn more about this, please visit their website:

<http://www.securesentinel.com.au>

### Shops - Hours of Operation

Shops open at 10am and close up to 11pm. Most shops are open 7 days a week.

### Time difference (during Daylight Savings)

Time difference: 16 hours behind Sydney & Melbourne

### **Tipping**

Tipping is customary in America. At least 10% is expected for all services and in restaurants, the expected amount could be up to 20% .

### **Voltage**

Electricity in America is 120 Volts/60 Hertz and most hotels use a two pin flat blade attachment plug.



### **Water**

ALWAYS drink plenty of bottled water. You should probably work on the fact that you should be drinking a minimum of 2 litres per day.

### **Weather**

Orlando experiences holiday weather all around, with its subtropical and very humid climate. Summertime temperatures can be uncomfortably hot though. Winter is dry and temperate, and occasionally night time temperatures can plunge surprisingly low.

In April, you can expect temperatures between 15 degrees at night up to 28 degrees during the day, so you may need a light jacket for the evenings.



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## Contact Us

Should you have any questions regarding the event please contact:

### **Registration or Administration:**

Lauren Howie at Dealer Solutions

Phone: 0423 565 088, Fax: 1300 66 11 34 or at [lauren.howie@dealersolutions.com.au](mailto:lauren.howie@dealersolutions.com.au)

### **Information on the event:**

#### **MELBOURNE**

Jeff Sakellaris at Dealer Solutions

Phone: 0447 771 352 or at [jeff.sakellaris@dealersolutions.com.au](mailto:jeff.sakellaris@dealersolutions.com.au)

#### **QUEENSLAND**

Meagan Forbes at Dealer Solutions

Phone: 0419 024 695 or at [Meagan.forbes@dealersolutions.com.au](mailto:Meagan.forbes@dealersolutions.com.au)

#### **SYDNEY**

Cara Wiese at Dealer Solutions

Phone: 0437 647 385 or at [cara.wiese@dealersolutions.com.au](mailto:cara.wiese@dealersolutions.com.au)

#### **PERTH/ADELAIDE**

Jessica Fisher at Dealer Solutions

Phone: 0437 935 594 or at [Jessica.fisher@dealersolutions.com.au](mailto:Jessica.fisher@dealersolutions.com.au)

### **Any questions during the conference/tour please contact:**

David Dymmott at Conference Call

Phone: 02 9331 1700, Fax: 02 9332 3807 or [david@conferencecall.com.au](mailto:david@conferencecall.com.au)