

CONFERENCE & MEETING

GUIDE

TWIN TOWNS
**CONFERENCE
& FUNCTION**
CENTRE





THE PERFECT DESTINATION

FOR YOUR CONFERENCE OR EVENT

EVERYTHING YOU NEED, PLUS A LITTLE MORE

Nestled on the Queensland/New South Wales border, Twin Towns Conference & Function Centre and its onsite resort are just 10 minutes' easy drive from Gold Coast Airport.

The region is known as one of the most spectacular beachside destinations in Australia. The border towns are relaxed, people are friendly, and world-famous beaches are just footsteps from the venue.

The region offers many so many opportunities and activities to challenge, inspire and motivate your delegates.

Why not add a team building or recreational activity to your event? Water-fuelled fun abounds, like surfing classes, kayaking, snorkelling, fishing charters and whale-watching.

Take a scenic tour of the lush world-heritage-listed Tweed Valley Gondwana rainforest, visit the country markets, go sky-diving, play golf or take a tour of one of the local breweries or wineries.

Or you could just pack a picnic and head to picturesque Greenmount headland or Jack Evans Boat Harbour. They're both right on the doorstep.

The sub-tropical climate is perfect all year round, with plenty of sunshine and average daily temperatures of 19-29 °C in Summer and 11-21°C in Winter.

If all this sounds like the perfect canvas for your upcoming event, come and paint the picture with the Twin Towns Conference & Functions team.



WHY CHOOSE US?

THERE ARE HUNDREDS OF REASONS WHY TWIN TOWNS CONFERENCE & FUNCTION CENTRE IS THE BEST. HERE ARE JUST A FEW WE THINK MAKE US STAND OUT FROM THE CROWD.

- Gold Coast Airport is less than 10 minutes' away
- Your own on-site professional event management team
- Flexibility to cater for small meetings to massive events
- Meeting rooms with stunning ocean and harbour views
- Reputation as one of the best conference venues on the Gold Coast
- Luxury on-site accommodation at Mantra Twin Towns Resort
- Designated Convention Centre with an extensive variety of function rooms
- Connected to Twin Town's six restaurants, bars & entertainment
- A few minutes' walk to some of Australia's most famous beaches



TYPES OF EVENTS

TWIN TOWNS CONFERENCE & FUNCTION CENTRE

Say hello to an event destination that combines an iconic beachside location with contemporary rooms and spaces, many with ocean and harbour views. Step up to a venue that caters for every style of event with professionalism, style and flair.

A range of meeting and function spaces is available for medium to large scale conferences, exhibitions, gala dinners and events. Smaller groups, meetings and functions are warmly welcomed too.

There's a space that's just perfect for you and your guests or delegates.

ANY OCCASION

- Invite your clients or colleagues to an intimate dinner, business lunch or networking breakfast at one of our stylish restaurants.
- Set up your expo or trade show in a room with floor-to-ceiling glass and spectacular ocean views.
- Combine business with pleasure and host a grand finale party for your delegates at the end of your conference.
- Whatever is on your agenda, whatever you imagine, talk to us about the endless possibilities that await at Twin Towns Conference & Function Centre.



CORPORATE EVENTS

BUSINESS

- Conferences
- Meetings
- Seminars
- Trade Shows
- Exhibitions
- Product launches
- Presentations
- Networking events
- Team building
- Training
- Auctions
- Business breakfasts
- Workshops
- Corporate celebrations
- Business lunches or dinners
- Parties
- Gala banquets
- Awards nights
- Corporate Christmas parties

We also cater for a wide range of parties, functions and events. Please refer to our website or call to discuss.



IMPRESSIVE EVENT SPACES

SHOWROOM

The massive size and flexibility of Twin Towns Showroom combine to create a unique space for large events. This room's capabilities are applauded by organisers of some of the largest national and international conferences held in Australia and revered by international guest artists for its cutting-edge technology.

Cleverly designed with tiered seating, this venue seats over 1,000 people theatre-style. Its fully-equipped, world-class concert stage is perfect for gala dinners, balls and awards nights with live entertainment or presentations.

STARS

This dynamic meeting, exhibition, cocktail or banquet venue with a sweeping panorama of ocean and harbour by day and a maze of twinkling stars by night, has been created to dazzle. Its awe-inspiring view is an ever-changing kaleidoscope, dotted with sails and kayaks, colour and fun. The view, the ambience and the location make Stars the perfect backdrop for any event.

HORIZONS

Sleek, ultra-modern decor, full bar service and panoramic views of the harbour and beyond to the ocean, combine to make Horizons a picturesque venue for special events, meetings, banquets and functions. It has a private, fully-enclosable deck with ocean views which can be heated in Winter and cooled in Summer. Horizons has its own break-out area for meet and greets, refreshment breaks or pre-event drinks. Horizons has full length curtains which can be closed during the day to ensure crystal clear power-point, film or digital presentations.

BAY

Floor-to-ceiling glass, natural light and majestic views are an impressive feature of this spacious room. Perfectly appointed, furniture and decor can be styled to suit every event, from meetings and seminars to elegant candle-lit banquets and special occasions. Bay has a large projection screen and access to a large central meet-and-greet or cocktail area. Latest technology soundproofing ensures an uninterrupted experience for delegates or guests.



EVENT SPACES CONTINUED

RIVER

Ocean and river views are a focal point of the River room. This room has floor-to-ceiling glass with full length curtains if required, and access to a large, central area for meet-and-greets or pre-dinner cocktails. The large projector screen is perfect for meetings or special events and this room is soundproofed for privacy.

BORDER

Chic modern decor and design makes the Border room ideal for small business meetings and events, intimate get-togethers, private functions or dinners. Border is fitted with state-of-the-art soundproofing technology and audio-visual equipment, including large projection screens for corporate or family events.

WHARF

This beautifully appointed room is ideal for smaller business meetings and events, cocktail parties or private dining. Wharf is equipped with the latest technology in soundproofing and a large projection screen. This venue can be themed or appointed to suit any requirements.

VISIONS

The venue of choice for organisers of the region's major dinners, luncheons, awards presentations and special events, Visions offers a 'breath of fresh air' for corporate clients seeking stylish surrounds and state-of-the-art technology. Visions spacious outdoor courtyard, with water feature and lush gardens, is an idyllic spot for pre-dinner drinks, meet-and-greets or cocktails and canapés, before adjourning to Visions for the next stage of the event.

TERRACES

Conveniently located near Reception at Mantra Twin Towns, this versatile meeting space is perfect for small, private events, meetings or seminars. Terraces is complemented by an outdoor courtyard, where guests can gather and mingle pre or post event.

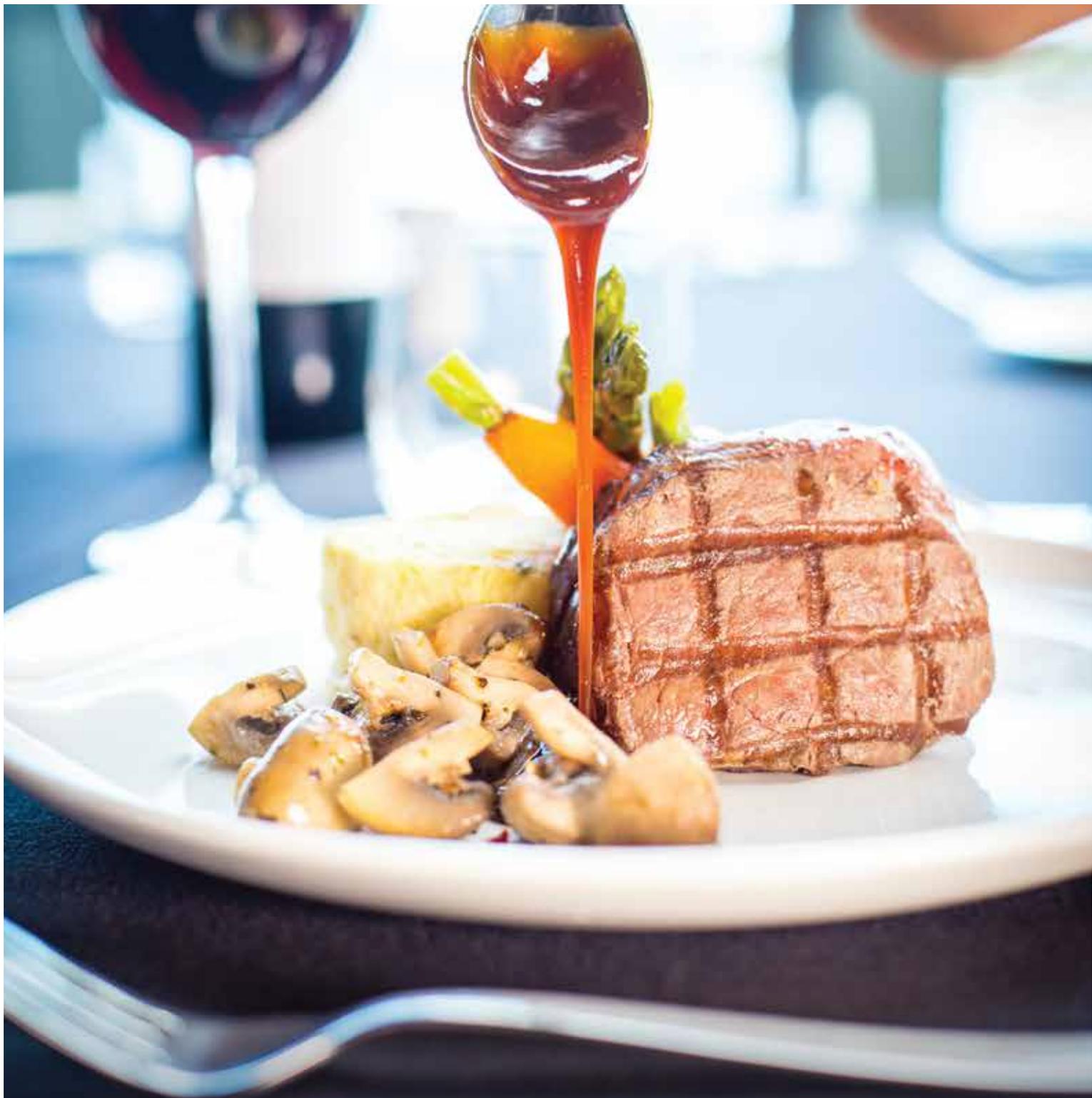
SIGNATURES

Contemporary decor and a light and airy ambience will instantly impress when your guests arrive at Signatures. Located on the lobby level, Signatures is a luxurious venue for corporate dinners and welcome receptions.

ROOM CAPACITIES

Room	Area (sqm)	Theatre	Classroom	Cabaret	U-Shape	Boardroom	Cocktail	Banquet
Showroom	1200	1050	300	250	N/A	N/A	600	400
Stars	500	300	100	160	N/A	N/A	400	250
Horizons	270	140	110	N/A	N/A	N/A	200	110
Bay	200	100	80	100	40	N/A	150	110
River	270	180	120	140	40	N/A	250	180
Border	68	40	26	26	22	20	60	40
Wharf	72	40	26	26	22	20	60	40
Visions	390	200	110	100	30	N/A	250	180
Terraces	70	40	26	N/A	20	26	60	40





CATERING

From cutting edge cuisine at a gala banquet to light and fresh picnic boxes for an outdoor picnic by the sea, and everything in between, the quality, creativity and presentation of every dish prepared by our Chefs is unsurpassed.

The experienced Banquet and Catering team is led by an Executive Chef with decades of experience that spans leading hotels in Australia, London and Dubai. They are renowned for their expertise, presentation and youthful flair, and creative cuisine that showcases the region's freshest local produce and seafood.

Choose from an extensive menu or range of packages or ask about creating a bespoke menu, just for you and your guests or delegates. Whether you choose grand or relaxed, contemporary or traditional, indoor or alfresco, some amazing options are available in your own private dining area, function space or one of the many in-house restaurants.



TEAM

MEET THE SPECIALISTS
WHO TRANSFORM CONCEPTS,
VISIONS, THOUGHTS OR DREAMS
INTO SUCCESSFUL AND
MEMORABLE EVENTS

Twin Towns has a long and trusted reputation for having the most experienced and professional events team in the Gold Coast and Northern Rivers regions. They are enthusiastic and proactive and ready to assist with your event.

Through decades of experience, tried and proven planning methods have evolved, where nothing is left to chance, and no stone left unturned. The Events Team have the knowledge and expertise to deliver solutions and can guide you every step of the way in choosing a room and menu that works perfectly for you and your event.

If you are looking for an Events Team that dots the i's and crosses the t's, you've found it.



STAY WITH US

ACCOMMODATION

Every event at Twin Towns is just a short stroll from luxury onsite accommodation at Mantra Twin Towns. The two properties are connected via an overhead covered walkway, providing quick and easy access to all areas including event space, bars, restaurant and entertainment.

Choose from stylishly-appointed hotel rooms or spacious self-contained one, two or three bedroom apartments, all with balconies overlooking the beach, river, harbour or CBD.

- 24 hour reception
- Tour desk
- Complimentary undercover parking and valet parking on request
- Wheelchair access and rooms for people with disabilities
- Signatures Lobby Bar
- Signatures buffet breakfast
- Heated indoor and outdoor pools and spa
- Gymnasium, steam room, tennis courts

mantra
twin towns

TERMS & CONDITIONS

Below are the general terms and conditions for our facilities that apply to all event bookings. If you have any questions, please ask one of our Events Team. These terms and conditions set out the obligations of each party. It is essential that a personal appointment be made with a member of the Events Team to communicate the details of your function.

We look forward to working with you on your upcoming event.

1 BOOKINGS & PAYMENT

1.1 Initial Bookings

An initial booking must be confirmed as soon as possible and will be held for a maximum 14 days.

1.2 Confirmation and Deposit

Confirmation of the booking and payment of the deposit is required within 14 days of the initial booking. The deposit required will depend on the nature of your function and will be at least the equal of the room hire charge. A higher deposit may be payable if your event requires us to enter into external arrangements on your behalf.

1.3 Final Attendance

Final charges will be based on the number of people attending the function or the minimum guaranteed number whichever is the greater. Additional charges will apply to final numbers higher than the minimum guaranteed if less than 7 days notice is given of the additional numbers.

1.4 Payment

Catering, entertainment, equipment, estimated bar usage and other associated costs are to be paid 7 days prior to your function. Final beverage and other outstanding costs are to be paid at the conclusion of the function. Cash or credit cards are acceptable.

1.5 Prices

Catering prices are current at the time of the quotation but may be subject to revision if the cost of providing the catering varies between the time of the quotation and the time of the function. If this occurs you will be provided with notice of the increase.

1.6 Surcharges

A surcharge will be applicable for events held on Sundays and Public Holidays. (The current surcharge is 15% of the final invoice.) The rate of surcharge for these days is 15% and will be notified to you at the time of confirmation of your booking.

2 MENU, FOOD & BEVERAGE

2.1 Menu

Menu and beverage selections must be confirmed at least 14 days prior to the function and will be the basis of the minimum guaranteed attendance numbers for your event. All food and beverage menu's are subject to seasonal change.

2.2 We will cater for dietary requirements where possible, however 14 days notice is essential and menu variations may incur additional charges. We are unable to guarantee supply of some dietary requirements and this will be advised by the Events Team should this situation arise.

2.3 Food & Beverage

No food or beverage is to be brought onto the Club premises with the exception of festive cakes by prior arrangement with the Events Team. Instructions on storage, display and service of cakes are necessary. No liability is taken for cakes/food brought onto the premises. All food not consumed with the exception of festive cakes remains the property of the Club.

3 ENTERTAINMENT

Assistance with the organisation of entertainment for your event is available from the Events Team. All entertainment must be approved by the Venue. All entertainers must adhere to directives setting out volume levels and completion times.

Entertainment may not be offensive to any person or employee. The venue reserves the right to cease any entertainment which contravenes the requirements at our absolute discretion.

4 DECORATIONS

Decorations or pictures supplied by the hirer or the hirers agent must not be adhered to the walls and ceilings.

5 SUPPLIERS

All suppliers, decorators, corporate clients and entertainers must produce a certificate of currency for public liability insurance to the venue prior to the event.

6 EXTENDED HOURS

Additional labour or venue charges will apply if your event continues after the agreed completion time. Extended arrangements are under the discretion of Management at the time of the function and are also subject to licensing conditions.

7 SECURITY

Arrangements for special security can be made upon request and will attract an additional charge. Particular events may require specific security arrangements and are subject to associated charges. The Club reserves the right to make the decision on whether or not additional security is required. The Clubs also reserves the right without liability to exclude or eject any or all objectionable persons from the premises.

8 CLIENT RESPONSIBILITY

8.1 It is your responsibility to ensure that all attendees behave in an orderly manner during the event. Guests are expected to comply with the behavioral codes of the venue and licensing laws, such as Responsible Service of Alcohol, under which the venue operates.

8.2 Any damage to premises, persons or equipment as a result of disorderly conduct by guests at the event is the responsibility of the hirer.

8.3 All care but no responsibility will be taken in respect to damage or loss of goods left on the premises prior to, during or after the event. Appropriate insurance cover should be taken out at the discretion of the hirer to provide coverage in this instance.

8.4 Venue Management will, at our absolute discretion, take all reasonable actions to ensure the conduct of your event is within acceptable standards, in accordance with the relevant laws and is a safe, harmonious and enjoyable event.

9 ADVERTISING

All advertising and signage is subject to the prior approval of Venue Management. Prior written permission is required to use the Club's name and/or logo in print and/or audio visual display. All proposed artwork must be approved by the Club's management prior to publication. Approval may be withheld at the absolute discretion of Venue Management and entering into an agreement to hire does not create a right to use the Venues intellectual property.

10 CANCELLATIONS

Cancellations of function rooms by you must be advised in writing. If the event is cancelled with less than 60 days' notice, deposits will be refunded only if the function room is resold. When bookings are cancelled within 30 days of the event, 50% of the deposit will be refunded should the room be subsequently resold at an equal or higher fee. The full deposit will be retained in lieu of costs incurred for cancellation notice of 14 days or less.

11 PRIVACY

The venue privacy policy is available at www.twintowns.com.au.

12 RESORT ACCOMMODATION

Conveniently located, adjacent to Twin Towns Club is the deluxe, Mantra Twin Towns Resort, featuring stylish appointed hotel rooms and a myriad of apartment choices. Your event co-ordinator would be pleased to offer attractive and affordable accommodation options, when booking your next event at Twin Towns Club.

13 ENTRY TO TWIN TOWNS SERVICES CLUB

Please remind guests that entrance to the Club is subject to relevant state legislation. Guests who are not financial members of Twin Towns Services Club must produce photographic identification and sign into the Club as a visitor. Guests who live within a 5 kilometre radius of the venue being attended must be the guest of a member to use the Clubs facilities. Children must be accompanied by a responsible adult at all times.

Please consider our local residents when leaving the premises.

I HEREBY ACCEPT THE TERMS AND CONDITIONS

NAME / COMPANY NAME

DATE

SIGNATURE

TWIN TOWNS
**CONFERENCE
& FUNCTION**
CENTRE



Email events@twintowns.com.au Phone 1800 015 015 Visit Wharf Street, Tweed Heads, NSW, 2485

www.twintowns.com.au/cfc