



FREQUENTLY ASKED QUESTIONS

What is included in my registration fee?

1. The registration fee for the CAUDIT-EDUCAUSE Institute for 2010
2. All accommodation in a private room with facilities at the Calypso Plaza Resort in Coolangatta, Queensland on the nights from Sunday August 22 to Wednesday August 25 inclusive (check out is Thursday August 26).
3. All breakfasts, lunches and morning/afternoon teas from Monday through to Thursday inclusive. Institute finishes after lunch on Thursday.
4. All dinners from Sunday August 22 through to Wednesday August 25 with the exception of the dinner on Tuesday August 24.
5. All course book materials and handouts
6. A copy of the Institute official photograph for 2010

What is NOT included in my registration fee?

1. All transfers. Closest airport is Coolangatta which is about 10 mins away by taxi. Alternatively Brisbane airport operates several shuttle bus services to take you to the Gold Coast.
2. Dinner on Tuesday night.
3. Room or other hotel charges if any (see note below to organise additional accommodation).
4. Internet access

Will I be able to get wireless access while on the Institute?

This year for the first time the Institute will make use of an online conference system which will require a hand held wireless device. We expect that many participants will already have such a device (iPhone or other smart phone for instance). Wireless devices and access will be made available for those who do not have such devices. This system will be used on a trial basis during a couple of sessions and will also be used to gather evaluation data for all sessions. It will also provide information relating to the Institute and your fellow participants. At other times, the Institute requires that you be completely focused on the sessions while they are taking place and that you do not disturb the flow of the presentation or the concentration of your fellow Institute participants. In this way you and your Institution will get the most benefit from your time here. For this reason the use of mobile phones, laptops and other wireless communication devices are not permitted during sessions other than the ones referred to above or during session evaluations. You will have time between sessions to check for important messages. Perhaps the best way to ensure that you are allowed give your complete attention to the session and the activities you will be asked to participate in is to let your colleagues and others in your teams know that you will be out of contact for much of the day while you are away

but that you will have an opportunity to contact them during the day should they either text or email you.

I have some dietary restrictions – what should I do?

If you have any such restrictions please inform the Institute Administrator immediately. The resort's catering department are able to provide for any special requirements.

How do I organise to book additional nights' accommodation at the Calypso Plaza?

If you intend either arriving earlier or staying on after the conference you will need to contact the hotel directly. The email address for this is hmcalypto@theoaksgroup.com.au and the person's name is Leanne. Be sure to provide her with your name so that she can extend the room you have already been allocated so that you do not have to move. She will be able to advise you of costs as well. If you intend to do this can you please organise it as soon as possible as rooms are currently being allocated.