

**2019 ANNUAL - SPRING CONFERENCE & TRADE SHOW**  
**From Ordinary to ExtraOrdinary! Tools for the 21st Century**

March 31 - April 2, 2019— Fern Resort, Ramara & Casino Rama Hotel, Rama

**REGISTRATION / INVOICE**

Resort/Company Name:

|              |  |              |  |
|--------------|--|--------------|--|
| Attendee (1) |  | Attendee (2) |  |
| Attendee (3) |  | Attendee (4) |  |
| Attendee (5) |  | Attendee (6) |  |

Email:

| Packages             | INCLUDED  | # | FEE      | TOTAL |
|----------------------|---|---|----------|-------|
| Sunday Day Reg.      | Afternoon Educational Sessions; Coffee Break & ROO AGM  |   | \$69.00  |       |
| Full Package         | All Educational Sessions, (Coffee Breaks, 2 lunches & Presidents Dinner) (Sunday—Tuesday at 2:00) |   | \$259.00 |       |
| Full Package (Add'l) | 2nd & 3rd delegates 10% Discount (Full Pkg as above) (Sunday—Tuesday at 2:00)                     |   | \$233.00 |       |
| Monday Day Reg.      | Day Registration, Educational Sessions, Coffee Break, Lunch & Trade Show                          |   | \$129.00 |       |
| Trade Show           | Exhibitor Showcase (1:15 pm & Trade Show 2 pm—5:30 pm)  |   | FREE     |       |
| Pres. Evening Reg.   | President' Reception & Dinner & Evening   |   | \$69.00  |       |
| Tuesday Day Reg.     | Day Educational Sessions, Coffee Break & Lunch at 2:00  |   | \$150.00 |       |

**OPTIONAL SESSION**      **\*\* EXTRA COST \*\***  
*After Tuesday lunch, please join us at OTEC Workshop*

|                                     |  |       |  |
|-------------------------------------|--|-------|--|
| Tuesday OTEC Workshop (1 1/2 Hours) | <b>Building a Culture of Service Excellence - OTEC—Sherry Sibio</b><br>• The Rallying Cry – Creating a Strong Service Vision; • Best Practices for Employee Engagement – Engage your Employees to Deliver on your Service Vision; • The Guest Experience – Define Your Moments of Truth<br>* For Full Package registrant add \$69 and for all other registrant add \$125 | \$69  |  |
|                                     |  | \$125 |  |

|   |              |  |
|---|--------------|--|
| HST Reg # 107889123 RT0001 15% Rate increase applies for registrations received after March 15TH, 2019 to all packages. Late fee will be applied to registration. | Sub-Total    |  |
|   | HST 13%      |  |
|   | <b>TOTAL</b> |  |



Any questions regarding the conference call Michelle Duff at 1.800.363.7227  
 Please complete registration form and email to michelle@resortsofontario.com

|                                     |              |        |        |         |
|-------------------------------------|--------------|--------|--------|---------|
| Payment Method                      | VISA         | MC     | CHEQUE | INVOICE |
| Credit Card Number                  | Expiry Date: |        |        |         |
| Name as it appears on Credit Card : |              |        |        |         |
| Signature                           |              | Phone: |        |         |