

# Delegate Information

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### Covered in this pack

In this pack you will find all the information you need to know regarding attending the conference venue in person. Please read through this document before attending.

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## PREPARATION

### Take action

For your own comfort and peace of mind, we recommend you take the following actions prior to attending the conference.

**MOST IMPORTANT: THE VENUE IS AIR CONDITIONED.** Please wear/bring layered clothing as room temperatures tend to be cool. It is easier for delegates to individually regulate their own temperature than keep adjusting the venue temperature (which can take hours to respond).

- If you drive to the venue, please ensure you input your registration number at the hotel registration points each day to ensure you are not charged for parking.
- Download our conference app, Whova, to access all of these interactive features, designed to add value to your conference experience.
- **HANDOUTS** – many people nowadays prefer environmentally friendly options to save paper, so all handouts for the in person conference will be made available via the Whova app, for delegates to download and add to their preferred app or print for themselves, if they choose to do so.
- Ensure you have responded to any specific requests made by the organisers

## ARRIVAL INSTRUCTIONS

### Registration

#### Arrival time

Upon arrival at the hotel, make your way to the Orbiter Conference Centre, which is on the left past the restaurant. If you are staying at the hotel, luggage storage is available via the hotel concierge.

Please allow enough time to arrive for registration as sessions will start promptly on each day. The registration desk will be open from 8am each day.

Give your name at the conference registration desk, which is situated in the main entrance to the Orbiter Conference Centre, where you will be signed in and given your delegate badge and bag. **PLEASE NOTE – A PHYSICAL TICKET IS NOT PROVIDED NOR REQUIRED.** You only need to register once, even if you are attending for more than one day.

**Please wear your badge prominently at all times** so that we know you are a conference delegate. Failure to do so may result in you being refused entry.

Please remember to return your badge and lanyard when you leave on your final day.

## WHAT IS PROVIDED

### Please note

In your conference goodie bag, you will find:

- A copy of Rapport Magazine – flip the magazine over to locate the conference brochure
- Your own learning journal for note taking
- A bamboo pen
- A refillable insulated bottle

Also:

- The conference brochure was correct at the time of going to print. Any changes to the programme can be found on the conference app and will be posted in the main reception area.
- The registration desk will be staffed throughout the day to provide you with information and assistance. We also have dedicated room stewards who will be able to support you in sessions.
- If you require a CPD certificate, please request this by emailing [event@nlpcconference.com](mailto:event@nlpcconference.com) after the event.

## WHAT IS INCLUDED

### Look forward to

#### Catering and Refreshments

As a delegate, you can look forward to free refreshments and food throughout the day you are attending including a free 3 course buffet lunch. The hotel are confident they can meet any specific dietary requirements. Please note that accommodation, breakfast and evening meals are **NOT** included.

#### Conference Access

You can attend any session of your choice on the programme during the conference weekend. Please see the session information section in the conference brochure or on the Whova App for more details.

#### Free Wi-Fi

There is access to free Wi-Fi throughout the Orbiter Conference Centre and the wider hotel.

## CONFERENCE APP

### Download our App

We have an interactive conference app, Whova, which will help support your conference experience and communications.

**Please download the conference app as soon as possible to familiarise yourself with it.**

#### App Features and Benefits

The conference app has superb features to enhance your experience. Features include:

- Create own agenda
- View and show interest in sessions
- Interact with fellow delegates, presenters and exhibitors
- Write session notes and key points
- Rate and provide session and conference feedback
- Create your own topic of conversation
- Find a lunch or dinner partner
- Exchange contacts
- Receive updates and last minute news flashes



## PHOTOGRAPHY & RECORDING

### Please take note

#### Photography Disclaimer

Please note that video footage and photographs will be taken throughout the conference. These may be used in future marketing and publishing material.

If you would prefer NOT to be recognised (i.e. face shots), please send an email with an image of yourself stating this to: [event@nlpconference.com](mailto:event@nlpconference.com)

#### Session Recording

**Please note that the filming or recording of any sessions by delegates is NOT permitted.**

ALL Sessions are being recorded and will be made available to delegates on the Whova app.

If you have any concerns or questions in relation to this, please speak to one of the designated room stewards.

## SESSION INFORMATION

### Important Points

**Please arrive promptly to all sessions to ensure a seat and avoid disappointment, as you may be unable to attend if the session is full. There are two admittance rules:**

1. Presenters may ask for no late entries because they will disrupt the flow or have an impact on the session e.g. missing the pre-frame etc
2. If a session fills up, admission may be refused due to hotel H&S rules

Make use of the app by showing your interest in your chosen session and keeping track of its popularity.

Each presentation will vary with regards to information or handouts available. Please liaise directly with the presenter of the session if you would like specific or further information about the topic.

When leaving a session, please ensure you take all of your belongings with you. Any lost property found by the organisers will be handed in to the conference reception desk, near the entrance of the Orbiter Conference Centre.

## DIRECTIONS

The in-person element of the conference is taking place at:

Radisson Hotel Orbiter Centre  
Bath Road, West Drayton, Heathrow, London, UB7 0DU

For directions and venue information, please visit <https://www.nlpconference.com/venue>

## CONTACT DETAILS

### Contact Us

After 10am on Friday 12<sup>th</sup> May, the Organisers will be at the hotel, setting up the conference. If you urgently need any additional information after 10am on Friday, please contact the Conference Mobile, 07501 442777 or the hotel direct on 07792 997656.