

# 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, follow the signs to The NLP International Conference and make your way round to the registration area.

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 to the Stewards in the conference registration area, where you will be signed in and given your delegate badge and goodie 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.

**For security reasons, you must 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 either use the Whova app and find the CPD topic under the Community menu item. Enter your name (please double check the spelling) and we will make your CPD certificate available to you once all the videos have been uploaded to the Whova app. Alternatively, you can request a CPD certificate by emailing [events@nlpconference.com](mailto:events@nlpconference.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. Please note that accommodation, breakfast and evening meals are **NOT** included.

You were invited to complete your dietary requirements form prior to the conference. If this has not been completed, a final reminder will be sent before the deadline. If you have not completed this within the set deadline prior to the conference, we cannot guarantee that your specific dietary needs will be catered for.

#### 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 hotel. Please check with the hotel concierge or read the notices that are posted in the common areas.

## 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
- Register your name to receive your CPD certificate



## 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: [events@nlpcconference.com](mailto:events@nlpcconference.com)

#### Session Recording

**Please note that the filming or recording of any sessions, in any form, 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 Health, Safety and Security rules.

Make use of the Whova 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, outside of the session room, of the session if you would like specific or further information about the topic.

*Please leave each session promptly when it is finished so that the room can be set up for the next session.*

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:

Sheraton Skyline Hotel London Heathrow, Heathrow, Bath Road, Hayes UB4 5BP

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

## PARKING

There is free parking available at the hotel, please register your car at the hotel reception before entering the Conference.

## CONTACT DETAILS

### Contact Us

After 10am on Friday 10<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 0208 759 2535 and ask for the NLP Conference Organisers.