



## **Information for Delegates**

### **Venue and Location**

The venue for this year's conference, The Riviera International Conference Centre (RICC), is a superb purpose-built conference and exhibition facility situated in the centre of Torquay, overlooking Torbay.

The conference will take place in the Forum within the RICC and the exhibition will take place in the RICC's Arena. Some of the breakout sessions will also be held within the RICC, with the rest being held in neighbouring hotels, a short walk away, which will be well signposted.

Smoking is not permitted in any of the buildings used.

### **Accommodation**

Accommodation is not included in the delegate fee and must be booked separately.

The UKSG has worked with the Riviera Centre to set up a designated booking service with a number of local hotels and guest houses which are within walking distance of the conference venue. Special rates have been negotiated across a wide range of prices - you can book online through the [UKSG / ConferenceTorquay](#) website.

*Please note that as meeting rooms, accommodation and dining are not all under one roof it is advisable to bring suitable clothing and umbrellas as appropriate.*

### **Travel**

For details of how to get to the RICC please refer to the map posted to you with your confirmation of booking and invoice – which can also be found at <http://www.conferencetorquay.co.uk/images/map1.pdf>.

If travelling by car, there is car parking available at the RICC at a cost of £6 per day (Pay and Display). However, most of the available accommodation is within easy walking distance of the conference centre. You will need to refer to your hotel or guest house regarding parking with your accommodation.

If travelling by rail, the nearest station is in Torquay, just a few minutes from the RICC. There are fast, direct train services from all parts of the UK and London to Torquay takes approximately three hours. Refer to [www.nationalrail.co.uk](http://www.nationalrail.co.uk) for further information.

If travelling by air, the closest airports are Exeter [www.exeter-airport.co.uk/site](http://www.exeter-airport.co.uk/site) (for international destinations) and Plymouth [www.plymouthairport.com/about/](http://www.plymouthairport.com/about/) (for UK and Ireland destinations).

### **Taxis and Taxi Sharing**

Taxis can be booked via Price First Taxis, tel. +44 (0)1803 322322. For delegates arriving via Exeter Airport, Price First are happy to organise a taxi-sharing facility with others arriving at similar times, with a corresponding reduction in their fee. This can be booked via the form on their website - [www.pricefirsttaxis.co.uk/conference.htm](http://www.pricefirsttaxis.co.uk/conference.htm) or by telephone.

### **Luggage Storage on Arrival**

The cloakroom at the RICC will be available for luggage storage for those who arrive at the conference before booking into their accommodation.

### **Conference Registration/UKSG Conference Desk**

Registration will take place on Monday morning from 08.00 in the Foyer of the RICC, just inside the main entrance. The conference noticeboards will be located in the Arena.

### **Telephone Messages**

The UKSG Conference Desk cannot receive calls directly, but messages can be passed on via the RICC Main Reception. The telephone no. is +44 (0)1803 299992 and the reception opening hours are 08.30 to 17.30

### **Fax/Photocopying**

Faxes can be received via the RICC Main Reception – fax no. +44 (0)1803 206320  
Photocopying can also be arranged from this reception desk.

### **Email**

There are four PC's with free internet and email access available in the balcony area of the Arena in the RICC.

### **Plenary Sessions**

All the plenary sessions will be held in the Forum.

### **Breakout Sessions**

Breakout sessions have been split into two groups. Group A sessions will take place on Monday at 13.30 and on Tuesday at 11.30, and Group B sessions will take place on Tuesday at 15.15 and on Wednesday at 11.00. These sessions will be held within the RICC and nearby hotels. Please check the noticeboards in the RICC Arena for the locations of the sessions you have selected.

### **Exhibition**

The trade exhibition is staged in the RICC's Arena as an integral part of the conference. Opening times are as follows:

Monday: 09.00 -17.30    Tuesday: 09.00 -17.45    Wednesday: 09.00 -13.15

### **Badges**

Delegates will be provided with badges which should be worn during the day throughout the conference. It would be greatly appreciated if delegates could return their badges to the UKSG Conference Desk before departure.

## **Ticketing**

Tickets will be issued for all evening dinners booked, and will be sent with your postal confirmation of booking. Please look after these and bring them along to the relevant event.

## **Catering and Dietary Information**

For delegates arriving on Sunday who have booked dinner, there is a reception at 19.00 in the Spanish Barn, Torre Abbey, which is next door to the RICC (*see entertainment below*).

All lunches and refreshment breaks will be catered for in the Arena.

Monday evening dinner will be served in the RICC's Forum, as will the Conference Dinner on Tuesday night (*see entertainment below*).

For those delegates who have registered special dietary requirements, please make a member of catering staff aware of your request when taking meals. All lunches will cater for vegetarian food, which will be labelled.

## **Additional Catering and Bars**

Coffee, food and a bar are available from 09.00 in the Brasserie, within the RICC's leisure area, located close to the swimming pool (credit cards accepted except American Express).

Food service hours are:

Breakfast service	09.00 – noon
Daytime menu	noon – 16.00
Evening menu	18.30 – 21.30 (closes 17.00 on Sunday and Monday)

Bar hours are:

Sunday	09.00 – 17.30
Monday to Wednesday	09.00 – 21.00

## **Entertainment**

### ***Sunday 29 March***

For early arrivals our informal Sunday evening gathering will take place in the Spanish Barn, Torre Abbey, next door to the RICC. A running buffet will be served from 19.30 to 21.00, with a cash bar available from 19.00 to 23.00 (credit cards accepted).

### ***Monday 30 March***

#### *'Bella Italia'*

An informal drinks reception with a distinctively Italian theme will take place in the Arena (exhibition hall) at 18.00. This will be followed by dinner in the Forum at 19.00, where the rest of the evening's entertainment will take place. (Please note that wine will be provided with dinner and will also be available for purchase at the cash bar.) The UKSG quiz – back by popular demand - will take place after dinner. (Full details of how to participate will be displayed on the notice boards.) A disco follows until 01.00 with a bar (credit cards accepted).

## **Tuesday 30 March**

### *'Going Green'*

The evening will commence with a Drinks Reception in Torre Abbey, next door to the RICC and will continue with the Conference Dinner which will be held in the Forum within the RICC. Dinner will be followed by a band 'Dodgey Practice' and disco, with a bar available throughout. The theme for this evening is 'Going Green' and you are encouraged to wear or carry something appropriate in the spirit of this evening. A prize will be awarded for the best interpretation of this theme. The disco continues until 01.00 with a bar (credit cards accepted).

### **UKSG Annual General Meeting**

Delegates from member organisations of the UKSG are encouraged to attend the AGM which will take place at 10.30 on Tuesday 31 March in the Forum. Non-members are welcome to attend as observers.

### **Other Facilities Within the RICC**

The Leisure Reception sells newspapers, postcards and stamps, and there is also a cashpoint machine.

Delegates wishing to use the Waves Leisure Pool or Lifestyle Health and Fitness suite will be entitled to pay the member fee – for more information on the facilities -

<http://www.rivieracentre.co.uk/waves.htm#>

### **Other Local Facilities**

The RICC enjoys a town-centre location and, as would be expected a good range of shops and banks can be found nearby.

### **Medical Assistance**

The following contact information may be of use:

24 Hour Chemist	01803 615874
Emergency Doctor and Dentist	Castle Health Centre, Abbey Road Tel. 01803 395153
NHS Direct (for telephone advice on potential medical emergencies)	Tel. 0845 4647
Hospital	01803 614567

### **Tourist Information**

Tourist information is available from the English Riviera Tourist Board website -

<http://www.englishriviera.co.uk/>

### **Cancellations**

It is recognised that unforeseen circumstances may necessitate a cancellation. Our policy is that cancellations received by Friday 27 February 2009 are eligible for a full refund; cancellations received after that date will not be eligible for any refund.

### **Booking Queries**

If you have any questions about your booking please contact:

Karen Sadler, UKSG Administrator

Tel.: +44 (0)1865 744279 Fax: +44 (0)1865 742164 E-mail: [Karen@uksq.org](mailto:Karen@uksq.org)