

## Delegate FAQs

We are delighted that you will be joining us at the 14<sup>th</sup> EAUC Annual Conference at the Bangor University. We hope that the information provided in this document will help you to get the most from your event. Please bring these instructions with you. You will find them useful whilst on campus.

### **I need help – who do I contact?**

A member of EAUC staff will be available and on hand to help throughout the Conference. There will be an EAUC desk where queries can be dealt with. If you need any assistance on your arrival or during your stay, please contact Fiona Goodwin on 07917 096572. Prior to the Conference please contact our office [info@eauc.org.uk](mailto:info@eauc.org.uk) or 01242 714321.

### **I need to get a message or require assistance**

Most delegates will be using mobiles but if you require a contact number for colleagues or family to leave an **urgent** message – call the Bangor University Conference co-ordinator's at mobile number on 07734 870396. During office hours (09.00 hours – 17.00), you may call the conference office on 01248 388088. Visitors in need of emergency assistance should contact Security on 01248 383472.

### **Where do I go for information?**

An EAUC Information Desk will be situated in the lobby area of the Main University Building (Main Arts) as you walk through the main doors by reception. From here, staff can guide you to the various meeting rooms. Check-in for accommodation will also take place here on Monday 22<sup>nd</sup> March from 15:00 hours to 17:30 hours.

### **Where is the event taking place?**

Bangor University is located on the North Wales coast. The event will take place at Bangor University, Main University Building (Main Arts), College Road, Bangor, Gwynedd, LL57 2DG. Tel. 01248 351151 <http://www.bangor.ac.uk/>. A location map and directions will be available at [http://www.eauc.org.uk/annual\\_conference](http://www.eauc.org.uk/annual_conference)

### **How do I get to the venue?**

#### **By train:**

Arriving by train, both the conference site and the accommodation site are a 10 minute walk from Bangor railway station. Alternatively, taxis are available from outside the station. A location map and directions will be available at [http://www.eauc.org.uk/annual\\_conference](http://www.eauc.org.uk/annual_conference) of Bangor showing the train station, Ffriddoedd Site and the Main University Building (Main Arts) on College road.

For information about getting to Bangor by train please go to [www.nationalrail.co.uk](http://www.nationalrail.co.uk) or [www.thetrainline.co.uk](http://www.thetrainline.co.uk).

#### **By car:**

If arriving by car to arrive at Ffriddoedd accommodation site – Travelling from England the A55 is the best route. From junction 16 of the M56 follow the A5117, A550 and A494 with signs for North Wales and A55 CONWY. From junction 9 of the A55 follow A487 Bangor, at the next roundabout by the suspension bridge follow A5 Bangor. Enter the 30mph zone and at the mini-roundabout turn right. Ignore the first turning on your right, the entrance to the site is over the brow of the hill on the right. If you are using a GPS the site

postcode is LL57 2GP. Please note the EAUC promotes Car Sharing in which details can be found at:  
<http://eaucarshare.org.uk/>

### **By plane:**

If arriving by plane – Valley Airport is 20 minutes away, Liverpool or Manchester Airport are both around 90 minutes journey to North Wales. .

### **Can you supply the number for a local taxi firm?**

Chubbs Cabs:	01248 353 535
A5 Taxis:	01248 360 360
Ace & Gwynns Taxis:	01248 351 324
Classic Cabs:	01248 370 717
Johns Cabs:	01248 351 505
Trevors Cabs:	01248 364 661

### **Is there parking at the venue?**

We encourage delegates to use public transport and the EAUC Car Share Scheme where possible. Visit <http://eaucarshare.org.uk/> for further details for the EAUC Car Share Scheme. Free car parking is available at the venue. A location map and directions is available at [http://www.eauc.org.uk/annual\\_conference](http://www.eauc.org.uk/annual_conference). Due to parking restrictions at the conference site, we recommend parking on the Ffriddoedd accommodation site and walking down to the conference site at the Main University Building (Main Arts) which is only a 5-7 minute walk away. When collecting your keys at the accommodation reception, please indicate if you are a car user. You will then be issued with a parking permit which will need to be displayed very clearly on the windscreen of your car. This is to ensure that your vehicle is not clamped.

### **How do I get around the Campus?**

Walking is the best option! The Ffriddoedd accommodation site is only a 5-7 minute walk away from the conference site at the Main University Building (Main Arts). If you do require mobility assistance we would request you inform the conference team in advance, so that a shuttle service can be arranged. This will be organised by the Bangor Conference office. All campus and local details are available [http://www.eauc.org.uk/annual\\_conference](http://www.eauc.org.uk/annual_conference).

### **Where do I register?**

Registration will take place on Monday 22<sup>nd</sup> March in the Main University Building (Main Arts) (no. 51 on the map). There will be an EAUC registration desk situated in the lobby area of the Main University Building (Main Arts) as you walk through the main doors by reception.

The Registration Desk will be open at the following times:

Monday 22<sup>nd</sup> March – 11:00 hours to 17:00 hours

Tuesday 23<sup>rd</sup> March – 08:30 hours to 17:30 hours

Wednesday 24<sup>th</sup> March – 08:30 hours to 13:30 hours

Upon registration you will receive delegate information for the conference, which includes:

- your badge
- conference programme (printed on recycled paper)

Please note: All presentations will be available on the website post-event and therefore to minimise waste handouts will not be provided. Please use the recycle boxes at the EAUC stand upon departure to enable us to recycle your badges and any unwanted packs.

Important: Please wear your badge at all times. This will allow entry to the restaurants and help with security. It will also enable you to identify fellow delegates. If you mislay your badge, please report to the Registration Desk.

### Meeting Rooms

All conference activity will take place in the Main University Building (Main Arts) (no. 51 on the map) except the Speed Networking on the evening of day one which will be in Bar Uno (no. 33 on the map) on the Ffriddoedd accommodation site and the early morning activities which will depart from the Ffriddoedd accommodation site.

The venue for the opening session is the Main Arts Theatre which is located on the ground floor of the Main Arts Building (no. 51 on the map).

All workshop rooms are located in the Main University Building in Lecture theatres located on the first floor and nearby rooms.

To help you find your way, there will be signs and people to direct you.

### Exhibition

The exhibition will take place in the Prichard Jones Hall (ground floor of the Main University Building). Exhibition opening hours are:

- Monday 22<sup>nd</sup> March: 12:00 hours – 19:00 hours  
Buffet lunch will be served here and afternoon tea/coffee  
A drinks reception will be held at 17:00 hours prior to the start of the Speed Networking event
- Tuesday 23<sup>rd</sup> March: 08:30 hours – 16:00 hours  
Buffet lunch will be served here and morning and afternoon tea/coffee  
Exhibition closes at 15:30 hours

As in previous years, we have a broad expanse of exhibitors and we encourage all delegates to visit the stands.

### What time can I check-in to my accommodation?

Accommodation check-in is from 15.00 hours until 17.00 hours at the main reception desk. After 17.00 hours keys can be collected at the Porter's Lodge which is open 24 hours on site. Check-out is 09.30 hours on day of departure and keys must be returned to reception. Accommodation is in Gwynant (no. 36 on the map), Tegfan (no. 26 on the map) and Bryn Dinas (no.25 on the map) Halls, all of which are on the Ffriddoedd Site.

### Where can I leave my luggage?

For all delegates arriving on Monday 22<sup>nd</sup> March, room check-in will take place at the EAUC registration desk, situated in the lobby area of the Main University Building (Main Arts) as you walk through the main doors by reception after 15:00 hours [see above]. There will be a designated luggage area available where delegates can store their luggage for the day. For arrivals after 17:30 hours on Monday 22<sup>nd</sup> March and all other arrivals on Tuesday 23<sup>rd</sup> March, keys can be collected at the Porter's Lodge which is open 24 hours on site. If you will be arriving later than 23:00 hours, please contact the EAUC in advance.

On day of departure, check-out needs to take place by 09:30 hours. There is a luggage storage room available in the Main University Building (Main Arts) where you can store your luggage until your departure.

### What will my accommodation be like?

All rooms are singles with en-suite facilities and are non-smoking. This includes: free internet access (requiring own computer & Ethernet cable), tea and coffee making facilities, and are fully equipped with

towels and toiletries. Iron and ironing boards and hairdryers are available at reception. Please note bedrooms do not have telephones but there are telephones in each kitchen that work internally.

You are advised to bring some cash for drinks and other sundry items as individual room accounts cannot be set up.

### **What leisure facilities are available?**

The Maes Glas Sports facilities are available to delegates free of charge. The main sports hall is situated on the Ffriddoedd residential campus. This includes international standard squash courts, fully equipped CV and weights gyms, climbing wall, fitness classes, outside tennis courts and synthetic football pitch. Squash and tennis courts can be booked at the Sport's Centre on Reception (Ext. 2571). The opening times are 09:00 hours – 22:00 hours. You will need to take your delegate badge in order to access the facilities free of charge. Please visit [www.maesglas.co.uk](http://www.maesglas.co.uk) for full details.

Other local facilities, within 5 minute walking distance of the University campus include a bookshop, pharmacy, hairdresser, newsagent, Post Office, laundrette and supermarket. There are cash dispensers at the supermarket.

### **Will there be internet access?**

All bedrooms on campus are networked for free internet access via network point (for computers with an Ethernet network card). Internet cables are available to purchase from reception but are very limited. All guests will have to have a User ID and password to be able to connect; this will be issued when booking in to accommodation.

### **I am not staying in the Halls of Residence – what do I do?**

If you are not staying in the Halls of Residence you must make your own accommodation arrangements – a list of nearby hotels can be provided – please contact [info@eauc.org.uk](mailto:info@eauc.org.uk) for assistance. Breakfast is only available for residential delegates.

### **I need accommodation on the night before/after the conference. Can I stay in the Halls of Residence?**

Yes, you can stay in the Halls of Residence, but this will be at an additional cost. You can book this at [http://www.eauc.org.uk/annual\\_conference](http://www.eauc.org.uk/annual_conference).

### **Where will breakfast be?**

Breakfast will be served in the Bar Uno which is located on Ffriddoedd Side (lower floor no. 33 on the map). Breakfast for residential conference delegates is full English and continental buffet style and served between 07:30 hours and 09:00 hours on Tuesday 23<sup>rd</sup> March and Wednesday 24<sup>th</sup> March. To gain access to the restaurant you will need your name badge.

### **What about other food/beverages?**

All day time catering will take place in the Prichard Jones Hall, ground floor, where the Exhibitions are taking place. This includes tea/coffee breaks (am/pm) and lunches on Monday 22<sup>nd</sup> and Tuesday 23<sup>rd</sup> March. On Wednesday 24<sup>th</sup> March tea/coffee and, only if requested in advance, a packed lunch will be served in the lobby outside the plenary room.

If you would like to receive a packed lunch on the Wednesday 24<sup>th</sup> March, please ensure you ticked the box on your booking form or contact the EAUC office to reserve. There is no charge but a reservation needs to be made.

An informal drinks reception to 'Meet the Exhibitors' will take place on Monday 22<sup>nd</sup> March in the Prichard Jones Hall (ground floor, Main University Building) prior to the start of the Speed Networking event.

The Speed Networking event will take place on Monday 22<sup>nd</sup> March in Bar Uno which is situated on the Ffriddoedd accommodation campus (no. 33 on map). It will be followed by a buffet dinner in the same room. There will be a bar available to purchase drinks.

The Gala Dinner will take place on Tuesday 23<sup>rd</sup> March in the Prichard Jones Hall (situated on the ground floor of the Main Arts Building). This is a sit-down dinner with entertainment to follow. Drinks will be provided during dinner and a bar will be available to purchase drinks during the evening.

For timings of all events, please refer back to the website for an up to date programme.

### **What is the dress code for the Conference & Conference Dinner?**

The dress code is informal, smart/casual.

### **What if I have a dietary requirement?**

If you have any special dietary requirements please ensure you inform us as soon as possible. Where possible, ingredients have been locally sourced or are Fairtrade.

### **Can I come to the AGM?**

Yes, everyone is welcome to attend the AGM. One representative from each college or university member institution can vote. If you are not a college or university member you do not have voting rights, but you are still welcome to attend.

### **Can I get a delegate list?**

A delegate list will be included in the Delegate Pack provided to all exhibitors and delegates at registration. If you **do not** wish your email address to be on the delegate list please contact the office by 12<sup>th</sup> March 2010.

### **I can no longer come – what do I do?**

If you need to cancel your booking please contact [info@eauc.org.uk](mailto:info@eauc.org.uk) as soon as possible. We regret that refunds cannot be made after **19<sup>th</sup> February 2010**, for whatever reason, although substitutions are accepted if notified in writing before the event.

### **Will there be a chance to tell EAUC what I think of the Conference?**

Yes, we strive to ensure that you are happy and value your feedback – please do let us know as soon as possible if you have a problem so we can resolve it straight away. We will also ask you to complete an evaluation form to help us to continue to improve our future Conferences.

### **Will there be recycling facilities available?**

Yes, we encourage all delegates and exhibitors to recycle as much as possible. Facilities will be available in Main Arts, Bar Uno and all kitchens at the accommodation site.

### **I have another question!**

Please contact us at [info@eauc.org.uk](mailto:info@eauc.org.uk) or 01242 714321 and we will be happy to help with any further queries.