



Conference 2011 and Exhibition – 4-6 April Information for Delegates

Venue and Location

The venue for this year's conference is the [Harrogate International Centre](#) (HIC). Located in the heart of the cosmopolitan town of Harrogate and at the heart of the UK, it is a well integrated conference, exhibition and events venue.

The Centre's address is:
Harrogate International Centre
King's Road
Harrogate
North Yorkshire
HG1 5LA
Tel: +44 (0)1423 500 500

The conference will take place in the Auditorium within the HIC and the exhibition will take place in Hall Q. Breakout sessions will also be held within the HIC.

Smoking is not permitted in any of the buildings used.

Harrogate itself is a historic spa town, renowned for its culture, shopping and some great restaurants. It is located in the Yorkshire Dales, providing breathtaking scenery for those who might wish to extend their stay and explore the locality. For further information on the town and surrounding area, please visit <http://www.harrogate.gov.uk/harrogate-266>.

Accommodation

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

UKSG has worked with Osprey Events to set up a free online booking service which offers specially negotiated rates at a number of local hotels. Visit <http://www.uksg.org/sites/uksg.org/files/OspreyEventsHotelInfo2011.pdf> to view the various accommodation options and to make a booking.

Please note that credit card details will be required to secure an accommodation booking and the confirmation will be sent to your e-mail address. Payment should be made direct to Osprey.

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 HIC please refer to the map posted to you with your confirmation of booking and invoice or to the HIC's website 'getting here' - <http://www.harrogateinternationalcentre.co.uk/About-Us/Getting-Here.aspx> which will assist with travel by air, rail or road.

If travelling by car, there are a number of car parks available within close walking distance of the HIC – further information on these is at <http://www.harrogateinternationalcentre.co.uk/About-Us/Getting-Here/Car-Parking.aspx> You will need to refer to your hotel or guest house regarding parking with your accommodation.

If travelling by rail there are fast, direct train services from all parts of the UK and a typical train journey from London should take approximately three hours and involve one change of train at Leeds or York. Refer to www.nationalrail.co.uk for further information.

If travelling by air, you can fly to Leeds Bradford International Airport <http://www.leedsbradfordairport.co.uk/> or to Manchester Airport <http://www.manchesterairport.co.uk/manweb.nsf>

Luggage Storage on Arrival

A luggage storage area will be available at the HIC for those who arrive at the conference before booking into their accommodation and will be available again on Wednesday morning for those checking out of their hotels that morning.

Conference Registration/UKSG Conference Desk

Registration will take place on Monday morning from 08.00 in the Entrance Foyer within the HIC.

Telephone Messages

If you need to contact the UKSG Conference Desk to pass on an urgent message, the telephone no. for the HIC is **+44 (0)1423 500 500**

Fax/Photocopying

Please enquire at the Reception Desk in the Entrance Foyer regarding fax and photocopying services which can be provided at a small charge.

Wi-Fi and E-mail Facilities

Event-wide wireless access will be made available free to delegates. This service is intended for light use, casual web browsing, e-mail, etc. A general voucher code for all users will be available to delegates on arrival.

Alternatively delegates may purchase an access card for £4.00 for use on the PCs located on Level 5. These cards will provide a total of 60 minutes online access.

Plenary Sessions

All the plenary sessions will be held in the Auditorium.

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. All of these sessions will be held within the HIC. Please check the notice boards for the locations of the sessions you have selected.

Exhibition

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

Monday: 09.00 -17.30 Tuesday: 09.00 -17.15 Wednesday: 09.00 -13.15

Badges

Delegates will be provided with badges which must 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 to those who have booked for the Sunday evening dinner, the Monday evening Curry and Quiz Night and the Tuesday evening Conference Dinner, and will be sent with your postal confirmation of booking. Please look after these and bring them along to the relevant event. They will be checked.

Catering and Dietary Information

For delegates arriving on Sunday who have booked dinner, there is a reception from 19.00 in the Sun Pavilion, Valley Gardens (*see entertainment below*).

All lunches and refreshment breaks will be catered for in Hall Q.

On Monday evening there will be a Drinks Reception in the Exhibition Area in Hall Q and then delegates have a free evening to make their own dinner arrangements. An optional Curry and Quiz Night is bookable at the time of booking your conference place. Dining and networking ideas will be provided on our website – check www.uksg.org/event/conference11#social for further information.

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

The King's Suite Buffet adjacent to Hall Q (the exhibition hall) will provide light refreshments on a cash basis and will be available on the Sunday for the use of exhibitors and throughout the conference.

Entertainment

Sunday 3 April

For early arrivals our informal Sunday evening gathering will take place in the Sun Pavilion, Valley Gardens. A rolling buffet will be served from 19.30 to 21.00, with a cash bar available from 19.00 to 22.30.

Monday 4 April

An informal drinks reception will take place in the Exhibition Area in Hall Q from 18.00 to 19.00. The rest of the evening is free for delegates to make their own arrangements. An optional Curry and Quiz Night is bookable at the time of booking your conference place.

Tuesday 5 April

'SPArkle'

The evening will commence at 19.00 with a Drinks Reception at the Barceló Harrogate Majestic Hotel (<http://www.barcelo-hotels.co.uk/hotels/northern-england/barcelo-harrogate-majestic-hotel/map> for directions) and will continue with the Conference Dinner at 20.15. Dinner will be followed at 22.15 by dancing to 'The Nightjars' and a disco to 00.30. A cash bar will be available throughout. The theme for this evening is 'SPArkle' 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.

UKSG Annual General Meeting

Delegates from member organisations of UKSG are encouraged to attend the AGM which will take place at 10.30 on Tuesday 5 April in the Auditorium. Non-members are welcome to attend as observers and find out a little bit more about what UKSG does.

Local Facilities

The HIC is within easy reach of Harrogate's main facilities and as would be expected, a good range of high quality shops and banks can be found nearby. A Reception Desk is available in the Entrance Foyer of the HIC where further information can be obtained.

Tourist Information

Tourist information is available from <http://www.harrogate.gov.uk/harrogate-266>.

Cancellations

It is recognised that unforeseen circumstances may necessitate a cancellation. Our policy is that cancellations received by Friday 4 March 2011 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./Fax: +44 (0)1865 310834 E-mail: Karen@uksg.org