

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

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.visitharrogate.co.uk/>

Accommodation

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

UKSG has worked with Reservation Highway to create a free online accommodation booking service which offers specially negotiated rates at a number of local hotels. Visit http://www.reservation-highway.co.uk/conference_info.php to view the various accommodation options and to make a booking.

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 HIC's website 'getting here' - <http://www.harrogateinternationalcentre.co.uk/content/how-get-here> 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.sunpavilion.co.uk/downloads/USE-THIS-ONE-ONLY-car-parking-leaflet-for-web-2011.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 of the HIC.

Telephone Messages

If you need to contact the UKSG Conference Desk to pass on an urgent message, the telephone number for the HIC is **+44 (0)1423 500 500**.

Fax/Photocopying

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

WiFi 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. Six PCs located in the foyer of Hall H (exhibition hall) will also be available for these purposes.

Plenary Sessions and Lightning Talks

All the plenary sessions and lightning talks will be held in the Main Auditorium.

Breakout Sessions

Breakout sessions will be held in the Queen's Suite and the King's Suite in the HIC. The sessions have been split into three groups as follows:

Group A sessions will take place on Monday at 13.30 and will be repeated on Tuesday at 11.00

Group B sessions will take place on Monday at 16.00 and will be repeated on Tuesday at 14.30

Group C sessions will take place on Tuesday at 16.00 and will be repeated on Wednesday at 11.00.

Please check the notice boards for the locations of the sessions. A copy of this listing will also be in your delegate pack.

Exhibition

The exhibition will be held in Hall H of the HIC as an integral part of the conference. Opening times are as follows:

Monday: 08.30 to 18.30 | Tuesday: 09.00 to 18.30 | Wednesday: 09.00 to 13.20

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 badge holders and lanyards to the UKSG Conference Desk before departure.

Ticketing

Those who have booked for the Monday evening Curry and Quiz Night and the Tuesday evening Conference Dinner will find confirmation printed on their delegate badge. Please bring your badge along to the relevant event(s). They will be checked.

Catering and Dietary Information

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

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

A retail catering outlet in the foyer of Hall H (the exhibition hall) will be selling light refreshments on a cash basis and will be available on Sunday 13 April during exhibition build-up from 09.00 to 16.00. During the conference the shop will be open during the following times:

Monday: 10.00 to 17.00 | Tuesday: 09.00 to 17.00 | Wednesday: 09.00 to 14.00

Entertainment

Monday 14 April

On Monday evening delegates are invited to attend a Drinks Reception from 17.30 to 18.30 in Hall H. Delegates then have a free evening to make their own dinner arrangements. An optional Curry and Quiz evening will take place in the Royal Hall at 19.00 – *this is not part of the conference package and should be booked at the time of booking your conference place.*

Tuesday 15 April

'A True Taste of Yorkshire'

The evening will commence at 19.00 with a Drinks Reception at the Harrogate Majestic Hotel (<http://www.pumahotels.co.uk/hotels/majestic-hotel-harrogate/?gclid=CO6lusDc6bsCFQkEwwodtEMAjQ> for directions), with the Conference Dinner scheduled for 20.15. Dinner will be followed at approximately 22.30 by a disco through to 00.30. A cash bar will be available throughout the evening.

UKSG Annual General Meeting

Delegates from member organisations of UKSG are encouraged to attend the AGM which will take place at 12.30 on Tuesday 15 April in the Main Auditorium. Non-members are welcome to attend as observers and find out more about UKSG.

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. Further information can be obtained at the Reception Desk in the Entrance Foyer of the HIC.

Tourist Information

Tourist information is available from <http://www.visitharrogate.co.uk/>

Cancellations

It is recognised that unforeseen circumstances may necessitate a cancellation. Our policy is that cancellations received by Friday 21 March 2014 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@uksq.org