

# Working with us to make your conference a success....



We are keen to ensure that your conference is a successful one. We understand your problems – uncertainties of your exact needs and how many delegates attending – but we're here to help you.

## How can we help you...

The Conference and Hospitality team at the University of Southampton can help you find suitable meeting rooms, arrange catering, book audio visual equipment, book accommodation, advise on exhibition plans, social programmes and liaise with external suppliers on your behalf, whilst dealing with any other queries quickly and efficiently.

Holding a conference at the University of Southampton offers you uncompromised standards of customer service, safety and security. All your arrangements will be undertaken to the highest standard of care and every effort taken to ensure that your event runs smoothly and as easily for you as possible.

## Where do I start...?

Contact us - we will be pleased to discuss your individual needs, identify the most suitable area and produce costings for your event.

Some of the points below may seem very detailed and you may not know your exact requirements at this early stage, however, if you have thought about these points early in your planning, it does help:

- \* Do you have a preferred date in mind?
- \* How long will the event last for?
- \* How many delegates are you hoping to attract?
- \* How many delegates will require overnight accommodation?
- \* Will you be providing catering throughout the day and dinner for residents?
- \* Will you be having a Conference Dinner? If yes, at the University?
- \* What space is required for your plenary session?
- \* What space is required for breakout sessions?
- \* What space is required for registrations?
- \* Do you require space for poster boards?
- \* Will you be holding an exhibition and, if so, how many exhibitors would you expect?
- \* Will you have any detailed Audio Visual requirements?
- \* How will I manage conference registrations? (ask us about setting up a University of Southampton online store)

## What next...?

Once available dates have been identified, budgets agreed and location identified and agreed, a provisional booking will be prepared outlining the facilities that we are provisionally holding for your event.

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## **Where now...?**

From here you will be assigned a dedicated event co-ordinator who will liaise, assist and advise all the way and will help with any queries you have - however large or small. We're here to help you and to make things as easy for you as is possible. We will prompt you to think about the things that are easily forgotten and can even assist you with some of the difficult decision making.

## **Our commitment to you...**

The team is made up of professional staff with a wide range of expertise and skills who are committed to providing a quality service. We will work with you up to, throughout and after your conference. Our aim is to ensure that your event is a complete success – our experience is at your disposal.

If you are unhappy with any aspect of our service – tell us – we're keen to hear and more importantly, keen to improve!