



## **FAQ - CIHT ANNUAL CONFERENCE 2019**

### **Speaking Opportunities**

#### **Q. I am interested in speaking at the Annual Conference. Who should I contact?**

A. Please email [technical@ciht.org.uk](mailto:technical@ciht.org.uk) with information about the subject you would like to speak about & background information on yourself. The subject matter should fit in with overall conference theme. Alternatively, please call 0207 336 1563.

### **Sponsoring or Exhibiting Opportunities**

#### **Q. How can I get involved as an exhibitor or sponsor?**

A. Please [click here](#) to view packages. You can also find out how to become a sponsor or exhibitor by contacting Sally Devine on 07963 934892, e: [sally.devine@ciht.org.uk](mailto:sally.devine@ciht.org.uk) for further details

### **Booking Information**

#### **Q. How do I book a delegate place/s for the conference?**

A. All bookings should be made online via the CIHT website – please [click here](#). Prices include VAT. CIHT members should login into their account to make their event booking by clicking **MyCIHT**. Non-members must have an online account first in order to be able to book an event (this includes non-members who just wish to book an event place on behalf of someone). If you don't have an account yet, please [click here](#) to register.

#### **Q. How do I pay for the conference?**

A. Payment can be made online by card - please note we only accept Visa or MasterCard. The payment will be made to **Appian Trading**. The system generates an auto vat receipt at the end of your booking.

#### **Q. I live abroad and would like to attend so why do I need to pay VAT if I am not in the UK?**

A. EU VAT rules are different for conferences than for other goods and services. The rules state that VAT must always be charged for admission to conferences taking place across Europe. VAT

is charged at the local rate for the country where the conference takes place. VAT is payable regardless of whether you register from within or outside the EU.

**Q. I can no longer attend the conference so can a colleague attend instead of me?**

A. Yes – please **call 020 7336 1570 first. Please note the venue cannot guarantee special meal requirements after 1<sup>st</sup> March.**

**Q. I can no longer attend the conference & no one else can attend in my place so can I cancel?**

A. To review our event cancellation terms and conditions, please **click here.**

**Q. I haven't received an email confirming my attendance at the event – am I booked?**

A. Each delegate receives an auto-generated email upon booking, as well as full joining instructions prior to the conference so please check your spam folder. If you have still not received official joining instructions at least one week before the conference, then you are not booked. Please call 020 7336 1570 to check.

## **Membership Enquiries**

**Q. Who can help with queries regarding membership?**

A. Please contact: **membership@ciht.org.uk** or call 020 7336 1571

## **Speaker & Chair Information**

**Q. Where can I review speaker biographies and photos?**

A. Leading up to the conference day, as & when speakers send their information, this will be uploaded to the conference web page. It is recommended to review this about **one week before** the conference - please **click here.**

## **Delegate Information**

**Q. Can I get a copy of the delegate list before/after the event?**

A. A delegate list will be emailed to you about 2-3 days prior to the conference.

## **General Information**

**Q. What is the dress code?**

A. Business attire – business suit.

**Q. Do I need to register on the conference day?**

A. As you enter the hotel, please make your way downstairs to the Beatrice Suite where the registration and information desk will be situated to receive your badge.

**Q. Is there Wi-Fi available at the venue?**

A. Yes, free Wi-Fi is available at the venue. Details of how to access the network will be given on the day of the conference.

**Q. When will speaker presentations be made available?**

A. Presentations will be made available approximately one week after the conference but this is subject to speaker permission. The link to the presentations will be emailed to you when they are ready. Where a speaker has not granted permission, these would not be available. Presentations will be available on the website for approximately 6 weeks after which time they will be deleted. CIHT members can log into their **MyCIHT** member area where speaker presentations are stored. CIHT does not supply printed presentations.

**Q. General conference enquiries?**

A. If your query is not answered above, please contact:

Tel: 020 7336 1570

E: [conferences@ciht.org.uk](mailto:conferences@ciht.org.uk).