



Frequently Asked Questions (FAQ)

Registration / Conference Passes

- How many staff/booth/VIP tickets do I have?
It depends on the level of your sponsorship package, please check your contract or contact your account manager.
- How / where / can I register for the event?
You can register online [on this link](#). Please enter your ID code and fill in the form in order to register for the event.
- What's the deadline for registration?
Please register all conference passes before 9 March, 2015.
- How do I get my delegate badge for the event?
It will be handed over to you on the spot upon registration.
- What is the difference between booth attendant and staff tickets?
The booth attendant ticket is only valid in the Exhibition Area while Staff tickets entitle you to access the whole conference with all the sessions.
- How can I change the registration of someone who has already been registered?
*You have a "modify" button in your initial confirmation email that everyone receives after finishing the registration (please check your junk folder as well).
All you need to do is to click on that button, enter your email address and confirmation number (also in the email) and you can change any information on your record.*
- Can I send a replacement for staff members / clients?
It is possible to send a replacement, but your Clients can only attend the event with a VIP Client tickets not with the staff ticket. Please get in touch with your account manager. Replacements must be announced to your account manager before the event takes place. Replacements at the event will not be possible.

- Do I have a discount for additional tickets purchased?
Yes, you do have a discount for all the additional tickets purchased included in your sponsorship package. The percentage of the discount depends on the level of your package. For further information please contact your account manager.
- Can I bring hostesses / camera crew?
Yes, depending on the number of your staff tickets left. If you don't have any tickets left available, please contact your Key Account Manager for further options.
- I finished my registration but the system did not ask for payment?
In order to be able to check all the registrations, there is no direct payment option. We review all the incoming registrations and get in touch soon regarding the payment.
- Do I need to register my stand builders?
You do not have to register them online with your staff tickets, but you have to let your account manager know the name of the stand building company, the key contact on-site and the number of stand builders.

Conference Sessions

- Can I add sessions to my registrations at a later stage?
Yes you can add sessions to your registration any time if the chosen session is not full yet.
- Can I go to different sessions to the ones I signed up for?
You are welcome to visit any sessions on the spot if they are not full.
- Where can I get information on the conference sessions?
Please check the event brochure, the mobile app or our website for further information on speakers, times, etc. You can get informed on sessions at the event through informative screens or just ask any staff members for information.

Mobile App / Social Tools / Delegate List

- How can I access e-Social / Mobile App?
The login and the password will be sent over to you via e-mail prior to the conference.
- When do I get the social tool?
Login information will be sent to you prior to the conference.

- How can I use the mobile app? How can I arrange meetings with e-Social?
Please read the information that was sent to you via email. In case you have any further questions, please contact your account manager.
- Do I get the delegate list?
Diamond, Titanium and Platinum Sponsors will receive advanced access to delegate profiles (without contact details) 2 weeks prior to the event. Diamond and Titanium sponsors will receive a post-event delegate list including contact details 4 working days after the event.

Badge Scanner

- How does the badge scanner work?
Every delegate will have a bar code on their badge with their contact details. You can gather valuable delegate information by simply scanning the delegate's badge. Data collected by the device will be captured on the spot but only collected and sent by the organiser after the event.
- How / when do I get the data from the badge scanner?
Captured data will be sent to you by your account manager 3 working days after the event.
- What is the deadline for ordering the badge scanner?
The deadline for ordering the badge scanner is 23 February, 2015.
- How much does it cost to order the badge scanner?
110 Euros / device for the entire event.
- How do I get the badge scanner if I ordered it?
The badge scanner will be handed to you during set-up.

Stand Information / Furniture / Electricity

- What does my stand package include?
Please note that the organiser only provides the exhibition space for you, therefore you are responsible for setting up a stand.
- What's the size of my stand?
The exhibition space provided by the organiser is 3 meters x 3 meters.
- What is the maximum height for my stand?
The maximum height allowed is 2.5 meters.

- How much electricity do I get for my stand?
Please note that you do not get any electricity therefore you must order it from the venue (London ExCel).
- Can I bring my own furniture for the event?
Yes, you can.
- Can I order furniture?
Yes, please order it from London ExCel.
- Why is the shell scheme forbidden?
Our exhibition follows an open format and shell scheme stands are forbidden. Please note that it is a strict rule and we will check each stand before the event to make sure there is not any shell scheme stands.
- Can I use only roll-ups to construct my stand?
Please note that roll-up only stands are also forbidden. We would like you to maximize your investment at the event and therefore we will not allow roll-up only stands. This will be checked before the event as well.
- Why do I need to send a stand picture?
In order to ensure the quality appearance of the conference we require a picture/mock-up/design of all the exhibition stands.
- How much electricity should I order?
It depends on your consumption and the size of your stand. Please contact the exhibitor department at London ExCel.
- Where can I order furniture / electricity etc.?
Please contact GES ServiCenter on:
Tel: +44 2476 380 180; Email: customerservice@ges.com
www.ges.com
- What is the deadline for ordering furniture?
Please order all furniture / electricity by 3 March, 2015.
- Do I need to order security for over-night?
The venue is closed during the night therefore there you don't need to order security.
- Do I get lights with my stand?
No. Please either bring lights for your stand or order it from GES.

- When is the set-up and dismantle for the event?
Set-up is on 23 March 2015, 11 am – 7 pm. Dismantle is on 25 March 2015, 5 pm – 8pm.
- When can I enter the exhibition on the event day?
You may enter at the start of the registration but earliest at 7:15 am.

Stand Selection

- When can I select my stand? What is the order based upon?
The stand selection is in chronological order based on sponsorship level and the date of signing the contract. Please contact your Account Manager for further information on your selection time.
- Why are all the other stands selected already?
Those sponsors either have a higher sponsorship package or signed up earlier.
- How can I select my stand?
Your account manager will be in touch with the details on stand selection.

Creative Materials / Press

- Do I have ads / interviews in the brochure?
It is depending on your sponsorship level. Please check your contract or contact your account manager.
- What is the deadline for the submission of the creative materials?
Please note that both the adverts and client interviews must be submitted by 18 February 2015.
- What are the dimensions of the creative materials?
You can find all the dimensions and creative requirements in the Sponsorship Manual. In case you have further questions, please turn to your account manager and she / he will be able to help you.
- When does the Press / Analyst list become available?
The press / analyst list will be sent to you approximately 2 weeks prior to the event.

- What are the advertising options included in my sponsorship package?
Please check your contract or contact your account manager.
- I have an article about the event. Can you help promoting it?
We definitely can. Please contact Saida, our Marketing Manager for further options:
saida@hrneurope.com

Shipping / Venue

- Where should I ship my package?
Please read the shipping page in the sponsorship manual carefully about shipping information. We encourage you to use the shipping label found in the sponsorship manual. In case you have any further question, please contact your account manager.
- Who is dealing with shipping?
Please check the Sponsorship Manual for shipping. In case you have any further questions, please get in touch with GES:
Chris Knights
International Operations Coordinator
Direct: 00 44 2070694029
e-mail: CKnights@ges.com
- What is the address of the venue?
Royal Victoria Dock, 1 Western Gateway, London E16 1XL, United Kingdom.
- How can I park my car / van on the set-up day / event day?
*ExCeL London offers on-site car parking for 3,700 cars. All onsite parking is pay and display, with the exception of the Royal Victoria multi-story car park, which is located at the west end of the site. Parking in the Royal Victoria multi-story car park can be paid for at one of the three pay points located within the car park at the end of your visit. (the machines are located on level two and level zero and all machines accept both cash and credit card). **Parking fee is £15 for up to 24 hours. Motorcycles can be parked free of charge in the designated motorcycle parking area.***

Do you still have an unanswered question? Please get in touch with one of our team-members to resolve the issue.