

Contact & NNPCF 2022-23 Virtual Conference & National Event 28th February 2023 &

DoubleTree Hilton, Bristol City Centre

Updated Frequently Asked Questions

If you require this information in a different format, or if you have any questions that are not answered below, please email parent.participation@contact.org.uk

- **What format will this year's event take?**

This year's event will be made up of:

- A virtual conference taking place on 31st January 1st and 2nd February. See the [dedicated conference webpage for an up to date information about the virtual conference](#) which includes details of the sessions, timing and joining links.
- A face-to-face conference taking place on 28th February 2023 at the DoubleTree Hilton, Bristol City Centre. This event will also be live streamed – detail of the live streaming are shown on the [dedicated conference webpage](#). The link to the booking form for the face-to-face conference can be found at the end of this document.

- **What is the timing of the face-to-face event?**

10.30 arrival with an 11:00 conference start time, through until 17:00. The evening social event will start at 19:30.

- **How do I book my place at the face-to-face event?**

After reading this FAQ complete all aspects of the booking form (link at the end of this document.) Please send the completed form to parent.participation@contact.org.uk. Confirmation of your place will be received within three working days, at which point we will assign you a **unique attendee reference number**. **Please do not book non-cancellable accommodation or travel until you are in receipt of your unique attendee reference number.**

- **What about the Live Streaming of the face-to-face event?**

The link to register for the Live Streaming of the face-to-face conference can be found on the [dedicated conference webpage](#). There is a single link to the Live Streaming and you will only need to register for the conference once. You will then be able to dip in and out of the conference depending on your availability. The live streaming will also be recorded and aspects of the day will be available to view after the conference via our YouTube channel.

- **What about booking for the virtual conference taking place on 31st January 1st and 2nd February?**

See the [dedicated conference webpage for up to date information on the virtual conference](#) which includes details of the sessions, timing and joining links.

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- **Who is the face-to-face event aimed at?**

The event is for parent carer forum members who are able to represent their forum and give feedback to their forum about the event. The National Conference is a great opportunity for forum representatives to see, hear and network with other forums from around the country. Forums should give thought to who in their forum has the capacity to attend and who would gain from the experience, whilst giving preference to those members of their forum who have not been to a National Conference before. If a forum wishes to send a paid worker, who is not a parent carer, please contact your [Parent Carer Participation Advisor](#) before booking.

- **How many places are there per forum at the face-to-face event?**

We want to welcome parent carers from as many forums as possible as fairly as we can. However, places are limited so we will accept bookings of two parent carers per forum, up to a maximum of 165. Places will be offered on a first come first served basis, with a waiting list once we exceed 165 places. Forums requesting more than two places will be added to the waiting list and will only secure additional places once forums requesting one or two places have all been allocated. Forum members not able to attend the face-to-face event, will be able to attend the live stream of the event on the day via their computer or phone.

- **Will additional access needs be accommodated at the face-to-face conference?**

At the point of booking, please let us know if you have any additional access needs and we will do our best to accommodate reasonable adjustments to support your full involvement and enjoyment of the event. We will be in touch to discuss any individual requirements.

- **Will additional access needs be accommodated at the virtual conference?**

When booking for your chosen conference session please let us know as soon as possible if you have any accessibility issues that may prevent you from being fully included in the conference, and how presenters could adjust their delivery to enable your full participation. The earlier that you notify us of your requirements, the more success we will have in supporting your full involvement and enjoyment of the virtual event.

- **What refreshments will be available during the face-to-face conference?**

There will be light refreshments on arrival, a hot lunch, afternoon, and post event refreshments. There will be light refreshments at the evening event, but please eat before arriving for the evening.

- **Will dietary requirements be catered for at the face-to-face conference?**

The venue will make every effort to meet dietary requirements, it is therefore vital that you complete the form below to notify us of your requirements. If you have allergies or intolerances, please let us know your exact requirements and we can liaise with the venue as necessary. Once you have informed us of your requirements, you will receive specific confirmation by email that your requirements have been noted. If you do not receive this confirmation email, please contact us at parent.participation@contact.org.uk. We will contact you directly if we require any further information.

- **Can we reserve places for our forum before we have decided who will attend?**

Yes, you can reserve places, however these places will need to be confirmed by **Tuesday 31st January 2023**. After this date unconfirmed reserved places will be re-allocated to those on the waiting list.

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- **When will attendees on the waiting list find out if there is a place for them?**

If we are not at maximum capacity by **Tuesday 31st January 2023**, we will offer any remaining spaces to those on the waiting list. We appreciate that this may be short notice for some parent carers, however we believe this is the fairest approach for all attendees. This also means that forums may lose reserved places if they delay in signing named members up to the event.

- **What if at the last minute I cannot attend; can someone attend in my place and have my **unique attendee reference number**?**

It is possible for someone to attend in your place. However, please notify us of the change at parent.participation@contact.org.uk. We do understand that circumstances beyond your control are unavoidable and we will do our best to accommodate last minute changes.

- **How do we get to the venue and is parking available?**

DoubleTree by Hilton Bristol City Centre is located at Redcliffe Way, Redcliffe, Bristol BS1 6NJ and is just a 6 minute walk from Bristol Temple Meads Railway station. Complimentary parking is provided to delegates attending conferences and event during the day & evening – please see the below information about the new **'Clean Air Zone.'** **Accessible parking spaces are available, please let us know in your booking form if you would like us to reserve one of these for you.** If delegates are staying overnight, a £15.00 parking charge per car applies. The hotel has an automated car parking payment system in place at the hotel, so all day delegates must register their car registration for their complimentary parking at reception before leaving the car park. Please note that guests that do not register their details will be automatically sent a parking fine, which is not refundable.

- **Bristol City Centre new 'Clean Air Zone' and charging for those travelling by car**

Please note that for those choosing to drive to the conference, the City Centre is now a 'clean air zone', which carries a charge of £9 per day for certain vehicles. Please look into this via <https://www.bristol.gov.uk/residents/streets-travel/bristols-caz> before you drive to the conference as the fines for non-compliance are considerable.

- **What accommodation is available?**

DoubleTree by Hilton Bristol City Centre has offered attendees at this year's conference a preferential rate. Please see the below link to book a preferential rate of £132 single/£142 double occupancy which includes breakfast, per night.

[To book accommodation on 28th February 2023](#) click the following link [BOOK NOW](#). To book additional or alternative nights at the DoubleTree by Hilton Bristol City Centre, please change the arrival date once you have clicked on the [BOOK NOW](#) link. **Please note that this preferential rate is only available for an allotted number of rooms, which will be released if not booked on the lead up to the conference, with all preferential room rates being released on 1st February 2023.**

Please note that plenty of alternative accommodation is available within the area, some of which may better suit your individual needs or budgets.

To book your place at the face-to-face Contact & NNPCF 2022-23 National Event on 28th February 2023 [download your booking form](#) and return to parent.participation@contact.org.uk.

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