

HOUSEKEEPING AND GENERAL INFORMATION

Fire alarm

If the fire alarm goes off, make your way to the fire assembly point outside the front of reception.

Portable fire alarm

If you need a portable fire alarm, please go to the RNID desk based in reception at 3.30pm. Please hand back to the RNID desk when you check out.

Check-in

Bedroom check-in is 3.30pm. You can go straight to your room - your bedroom key card and number is inside your ID badge holder.

Check-out

Please vacate your bedroom by 9am on Wednesday. Please keep your lanyard and room key card until you leave, as this gives you access around the venue.

Lanyards and room key cards

Please always wear your lanyards and badges. On departure, hand in your lanyard and room key card to Phillipa Capron.

If you experience an issue or need further assistance

Please go to the main reception desk. The venue's Duty Manager can be contacted on:

- Day Duty Manager (8am - 11pm): 07918 188888
- Night Duty Manager (11pm - 7am): 07835 189494 – for emergencies

Wi-Fi

Select CCT WIFI. There is no password to access the free Wi-Fi. Enter your e-mail address and agree to the terms and conditions.

Tea and Coffee

Self-service drink machines in the are available between 8am-8pm. Snacks are provided during breaks.

Food and Drink

Due to health and safety regulations, the venue does not allow external food and drink to be brought on site, unless agreed in advance with the venue. External deliveries will be turned away from the centre.

Payments on site

The venue is a cashless site and payments need to be made via card.



Need some quiet time during a break?

Explore 40 acres of lawns, parkland and woodland, or sit back in one of the cosy lounge areas throughout the venue. A quiet lounge is available on the second floor of the main building, and there will be a designated quiet area in the dining space.

A dedicated quiet room is also available. This is in Chappell Barn, in the building outside reception.

Join our meditation and mindfulness session

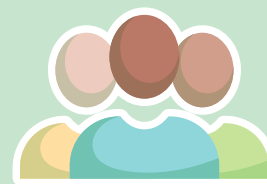
To help you ease into Tuesday evening, David Moshcini will be hosting a meditation and mindfulness session, giving you the chance to pause, reset, and relax. Join David in Sycamore 4, which is accessible by lift, from 5.25pm to 5.55pm – and bring a cushion from your room if you think you might need one.

Other facilities and accessing the gym

There's a games room, table tennis and a gym – please go to the main reception desk if you would like to use these.

Meeting room

We have a room available for meetings in Sycamore 3, on floor 1, which is accessible via a lift. Please see Phillipa Capron if you'd like to use this room.



PAT testing your RNID cables

After registering at our welcome desk, head to the Boardroom. Take a bag, write your full name on the label, and pop your cables inside. You can collect your bag the next day, during a break.

If you've brought your laptop to present, please pop your bag in the priority box.

If there's an issue, it will be flagged on the form inside your bag, and Air IT will be in the boardroom on Wednesday to support you.

Air IT

Air IT are joining us on Wednesday. Drop in during a break or lunch to see them, and they'll be ready to talk with you about any IT queries you may have. You can find them in the Boardroom, next to reception.

Tech support

If you need assistance, our tech support team will be on hand and easy to spot with purple lanyards. Daniel Ford will lead on AV equipment (speakers, screens and microphones), and Aaron Coles on hearing assistive equipment (roger pens and personal devices). Auracast has also been set up in the Garden Suite - please speak to Alastair if you'd like to try it.

If you're delivering a session, please speak to the team in advance. If you're an attendee and need support, please see the team at least 10 minutes before a session starts.

Communication support team

The following team will be supporting throughout the summit. They'll be wearing yellow lanyards so you can spot them:



Speech to Text Reporters (STTR's)

Anna Baily, Julia Jacobie, Norma MacHaye, Sheryll Holley

British Sign Language (BSL) Interpreters

Ben Phillips, Carrie Moorhouse, Gemma Mazza, Marie Jensen, Rosie Copeland, Sally Gillespie, Steve Churchill, Tom Mould

Local taxi company

Broxbourne cars - 01992 464 007

