



Frequently Asked Questions

Who is the Conference designed for?

The HELOA Conference is designed for the full range of HELOA members. The workshops have been 'tagged' to allow you to easily identify sessions relevant to your role i.e. Student Recruitment, Widening Participation, Marketing.

What is the easiest way to travel to the hotel?

We would advise delegates to get the train to Stratford upon Avon where possible; the railway station is a fifteen-minute walk to the hotel. There is limited free parking at the hotel.

I need to stay the Tuesday night before the conference is this possible?

Yes this is possible. However you will need to book this yourself. If you wish to stay in the Crowne Plaza so you are in the same room for the 3 nights. You can access a HELOA rate of £105 B&B at the Crowne Plaza by calling their in-house reservations team on 01789 279 988 and quoting "HELOA Allocation" to book. All bookings need to be made by Friday 13th December to guarantee this rate, after this time bookings may still be made but the price may differ.

What is there a dress code?

During the workshop sessions, the dress code is smart casual. The evening meal on Wednesday is more relaxed and also has a smart/casual dress code. Thursday evening is a formal dinner and a chance for us to celebrate HELOA members work and achievements over the last year. This year our theme is a masquerade ball so please do feel free to join in the theme on the Thursday evening!

I am the only person coming from my institution; will I be able to meet new people?

The HELOA Conference is not only for professional development but also for networking. The Group meeting will allow you to meet other members from your area. A couple of the activities on the programme are specifically designed for networking and meeting new people; both local and from further afield. There will be designated tables at dinner for new or solo attendees to help such members meet those in a similar situation. We recommend that you indicate on your booking form if it is your first HELOA Conference.

What does the delegate cost include?

Day delegate rates include refreshments and lunch during the day plus WiFi and parking if required.

Full delegate rate also includes overnight accommodation, breakfast, access to leisure facilities, WiFi, dinner and evening entertainment. It does not include drinks during either evening meal.

Am I able to book to attend the gala dinner as a day delegate?

Unfortunately not. If you wish to attend the gala dinner you will need to book as a full delegate

I have dietary requirements, can I see the menus for the dinners before hand?

The training team work hard to ensure dietary requirements are met. Please ensure these are indicated in the form and any specific questions please email training@heloac.ac.uk. The menus for the Wednesday and Thursday evening meals can be found on the HELOA website too.

**Is there a cash machine?**

There is no cash machine in the hotel and the bar is unable to give cash back. If you intend to travel by taxi please ensure you have enough money to pay in advance. The bar accepts card payments on all transactions and a card can be assigned to your room after check in. .

What is the Business Exhibition?

This year the Business Exhibition will be on Thursday 16 January. This is an opportunity for companies who offer services for universities to promote themselves. In the past we have had publishing companies, promotional products, banner stands, marketing and increasingly, other universities are promoting products they have designed. The Exhibition is an important part of the Conference as it not only gives people the opportunity to find competitive products but it also brings in revenue for the conference which helps to reduce delegate costs.

Is there internet access at the Hotel?

There is complimentary Wifi internet access in the hotel. Information on how to log on will be provided in the HELOA Conference brochure, and detailed in your welcome letter. Wifi is also free of charge for day delegates.

There are two workshop sessions I am interested in at the same time; can I get the information for both?

Each session will have a reporter in who will record the session and provide a written account. This will be available on the HELOA website after the Conference.

How can I find out more about a session?

If you want to speak to the session speaker they are often attending the conference as a delegate too, or will be staying around for lunch to network. All speakers will have a red lanyard to be easily identified, and will be happy to speak with you during the conference.

Will there be a chance to meet people from my HELOA group?

As part of the Conference there will be a group meeting on Thursday at 15:00. The locations of your meeting are listed in the conference brochure.

What is included in the Hotel Room?

The Crown Plaza is a 4 star hotel and provides all the standard hotel facilities. For further details, please visit their websites at: <https://www.ihg.com/crowneplaza/hotels/gb/en/stratford-upon-avon/sfdua/hoteldetail>

I am interested in helping with the Conference.

The HELOA Conference team would be interested to hear from you if you would like to help. A call for volunteers to take on Chair and Reporter workshop responsibilities is included in the booking form or please contact the Conference Managers on training@heloac.ac.uk

What if I need help during the conference?

The HELOA desk will be staffed during conference hours to speak to a member of UKC who will be able to assist you.

During the evening entertainment all of UKC will either be wearing their blue lanyard and/or badge so they can be easily identified.

Out of conference hours please visit the hotel reception who will be happy to assist you.



HELOA asks that any issues or concerns are raised to members of HELOA UKC in a timely and appropriate manner for us to address as required.