TRENT UNIVERSITY

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Conferences & Hospitality Services

Conference Planning Guide

TRENT UNIVERSITY CONFERENCE & HOSPITALITY SERVICES

Conference Planning Guide

A successful conference is the result of a major investment of time and sound planning. With the right support and a clear vision of the desired outcome, conferences can be a tremendously rewarding experience for all.

This guide outlines the important phases of conference planning to help make your conference a success. The Conference staff at Trent University have a great deal of expertise in event planning and will support you every step of the way.

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Part 1

CONFERENCE PLANNING OVERVIEW

Phase One: Thinking Through the Big Questions

When: Six to Eight Months in Advance

- Establish conference theme and objectives.
- Establish conference dates.
- Strike committees, recruit volunteers or hire professional meeting planners to handle key aspects of the conference. The Conference Services staff at Trent University are a wonderful resource to consult with and will support you through each planning phase. A few typical activities that need dedicated coordination include fundraising, marketing, developing the conference program, financial accounting, venue selection and management, and volunteer recruitment.
- Establish conference budget and registration fee.
- Apply for seed money and/or sponsorship funds. Here are a few useful organizations to know about who provide financial support for conferences:

Funding Sources for Academic Conferences

Social Sciences and Humanities Research Council of Canada (SSHRC)
Aid to Research Workshops and Conferences in Canada
http://www.sshrc.ca/web/apply/program_descriptions/conferences_e.asp

Natural Sciences and Engineering Research Council of Canada (NSERC)
Funding Opportunities
http://www.nserc.gc.ca/funding/funding_opp_e.asp

Canadian Institutes of Health Research (CIHR)

Workshop Support - Research Development and Knowledge Exchange (2005)
http://www.cihr-irsc.gc.ca/e/28719.html

Research Development and Translation Initiatives
http://www.cihr-irsc.gc.ca/e/22654.html

Phase Two: Pulling the Details Together

When: Four to Six Months in Advance

- Revise budget; have sponsorship goals been met?
- Determine the length and the agenda of the conference.
- Inform delegates of date, place and objectives of the conference.
- Finalize facility and entertainment arrangements.
- Determine food and beverage requirements.
- Determine audio visual requirements and equipment needs for speakers and special events.
- Finalize specific meeting rooms and layouts required.
- Finalize all decisions in contractual form.
- Make necessary hotel reservations for delegates and VIP's
- Contract with appropriate transportation services.
- Determine your promotional items/giveaway requirements. Order and confirm delivery date if applicable.
- Arrange for any on-site communication needs such as internet provider, telephone accessibility, office services, pagers and cell phone accommodations etc.
- Determine on-site staffing requirements (whether voluntary or paid), such as registration staff, runners, exhibit coordinators, and assigned hosts for VIPs.
- Make all arrangements for shipping materials and confirm.

Phase Three: Marketing & Delegate Communication

When: Three Months in Advance

- Arrange for a press release (if applicable)
- Determine what materials need to be reproduced.
- Determine what materials need to be included in registration packet.
- Arrange airport and/or ground transportation arrival arrangements (ie greeters).
- Determine meeting room setups and notify site of additional requirements.
- Order necessary signs, conference banners, and room signage.
- If you plan to publish the proceedings of the conference, arrange for scribes, translation and a publisher. A good resource for this is Infolink: The Conference Publishers (www.infolink.ca).

Phase Four: Confirming Supplies & Delegate Arrangements

When: Four to Six Weeks in Advance

- Reconfirm audio visual and equipment needs with venue/supplier.
- Reconfirm with all external vendors.
- Copy all materials that will need to be distributed.
- Arrange for speaker gifts.
- Send delegates information regarding meeting attire, agenda, accommodation and travel arrangements. Include participation requirements, pertinent telephone numbers and contact information.

Phase Five: Confirming On-Site Details

When: Two Weeks in Advance

- Prepare registration packet, name tags and conference survey.
- Ship all required materials (in numbered boxes) to meeting site. Request confirmation of arrival notification.
- Confirm number of delegates with hotel and caterer as well as any special dietary requirements (ie food allergies)

Phase Six: Final Considerations

When: One Week in Advance

- Check weather report for possible delays and determine a back up plan for weather altering scenarios.
- Coordinate delivery of special guestroom deliveries such as VIP gifts or employee incentive gifts.
- Meet with necessary security and parking officials to coordinate meeting logistics.
- Confirm rooming list with registration desk and procedure for check in.
- Double check rooms for VIPs and those with special needs.
- Discuss with front desk, appropriate information to be included on site marquee boards.
- Meet with accounting department of the site facility and confirm master billing procedures.
- Check inventory of materials and supplies pre-shipped. Compile registration packets that will be distributed. Set up a separate registration area if necessary.
- Conduct a meeting with personnel about on-site administration and delegate responsibilities where appropriate.

Phase Seven: Post Conference Follow-Up

When: One to Four Weeks After Conference

- Send thank you notes to facility and to personnel and/or volunteers that went above and beyond to ensure success of meeting.
- Send thank you notes to VIP's for their attendance where appropriate.
- Prepare final report to include conference survey results, meeting notes, etc. and include suggestions and recommendations for future meetings.
- Review all invoices for accuracy and arrange payment.

Part 2

CONFERENCE SERVICES AT TRENT UNIVERSITY

Accommodation

Accommodation is provided in four uniquely designed colleges (Lady Eaton College, Champlain College, Otonabee College and our New Peter Gzowski College) on the main Symons Campus. A breakdown of available residence rooms is as follows:

Lady Eaton College (West Bank)…….207 single rooms + 12 double rooms = 241 beds
Champlain College (West Bank) …….205 single rooms = 205 beds
Otonabee College (East Bank)…….172 single rooms + 68 double rooms = 329 beds
Peter Gzowski College** (East Bank)…….. 250 single rooms = 250 beds

All residence rooms are clean and comfortable. Washrooms are shared and rooms do not contain telephones, televisions, refrigerators or microwaves. Because of this we are able to offer lower rates than hotels. Dorm rooms are not air-conditioned but do offer windows that open for better ventilation.

** New to our main campus is the Peter Gzowski College, with semi-private bathrooms (shared between two rooms), air-conditioning, elevator, lounges with TV's on each floor and many other amenities.

Guest Suites:
There are three Guest Suites on campus – one in each residence??. Each one is a fully furnished apartment complete with fridge, stove, dining area, living room, separate bedroom and four-piece bathroom/shower. Please Note: each guest suite has a slightly different bedroom configuration.

You may request the use of a suite in advance through the Conference Office. Rates will be quoted at the time of booking.

Food Services

Food service for any event will be provided for the guaranteed numbers only or estimated numbers (as listed in schedule A) if no guaranteed numbers were received.

Each full-time delegate will receive a meal card for all meals in the package. Part-time or non-residential delegates will receive individual meal tickets for specified meals.

Credit will not be given for "missed" meals or for guaranteed delegates who are "no shows".

Menu Plan For Meals

A one-week menu plan is used during the Conference season. Other menu selections are possible such as replacing a lunch or dinner with a barbecue menu or even upgrading any or all meals provided. Trent University reserves the right to alter the menu plan due to availability.

Meal Times

Following are the set meal times:

Breakfast……..…..7:30 a.m. to 8:45 a.m.

Lunch…….12:00 p.m. to 1:15 p.m.

Dinner……..….5:30 p.m. to 6:45 p.m.

Requests for changes to these times must be made at least **60 days** before the start of the event. Extra charges may be incurred.

Dining Halls

Each residential college has its own dining hall. You will be advised in advance as to the college location of each meal and if you inquire we can advise whether or not your group will be the only group using that particular dining hall.

Meeting Rooms

Although specific facilities may have been requested, the University reserves the right to make changes to facility assignments as necessary.

Some meeting requirements may be included in your package price. Prices are available through the Conference Office for any additional facility space required.

Set-up of space must be accepted "as is", otherwise labour charges will be invoiced to the client for special room set-ups requested. The client may move furniture, at their own expense; however, labour charges will be added for rooms not returned to their original state.

Conference Rates

Residence Delegates

Rates are negotiated based on size of group, length of stay and services to be provided. Rates can include bed linens, pillow, towel, and soap or any combination of these items. Your guests should be reminded to bring along an alarm clock, a fan, housecoat, extra towel etc.

The rate quotes for full-time resident delegates are usually in the form of a "package rate" which includes accommodation, food service and facilities such as meeting rooms, parking, etc. There is an extra charge per person per night for part-time resident delegates.

To obtain a quote, please contact Conference Services at (705) 748-1260 or by emailing conferences@trentu.ca.

Non-residence Delegates [Day Delegates]

The Client will be invoiced a fee of $6.50 per non-resident delegate/day for the usage of the University facilities. This fee does not cover any food service (i.e. meals, breaks, etc.) but does provide a parking permit where necessary. This rate is effective May 1, 2006 and is subject to change.

Contractual Agreement

To confirm a booking a conference contract agreement will be sent out with pertinent details listed for review and signature to the client and must be returned within 15 business days along with the initial $500.00 deposit as final confirmation.

The dollar value of the agreement is based on the package price times the number of expected delegates. 50% of this amount is due no later than 30 business days before the start of the event. With full payment 3 days prior to the start of the event.

Following the conference/event, an invoice totalling all charges (less deposits received) will be sent to the User with payment of this invoice due within 30 days. All payments should be made by cheque or money order payable to Trent University.

Registration of Delegates

Pre-registration of Delegates

It is the responsibility of the Client to conduct their own conference registration (in advance), collect all fees, issue receipts and provide delegate lists to the University. These services can also be provided by Conference Services however, there is an additional charge per delegate for this service.

On-Site Delegate Registrations

A specific area can be set up for the Client to conduct their own registration. Equipment provided includes one or two skirted tables and up to four chairs. Outdoor signage will be provided by the University to direct your delegates to the registration area where they will pick up their room key, meal cards), parking pass, etc. From here, Conference Staff will provide directions to residence rooms, to the Client's specific registration area and to appropriate parking facilities.

Check-in time is **2 p.m**. and check-out time is **10 a.m.** unless alternate arrangements have been approved by the Conference Office. Conference Office (Lady Eaton College) which is open from **7 a.m.** to **10 p.m.**, seven days a week (May to August). The University provides staffing for this portion of the registration (i.e. distributing room keys, parking permits, etc.) over a maximum 2 hour time frame unless otherwise prearranged.

The Client should notify the Conference Office in advance about known late arrivals (after 6 p.m.). For those delegates who arrive after normal operating

hours, an emergency telephone is located outside the Conference Office where Conference staff can be paged to assist.

Guarantee of Delegate Numbers

A guarantee of total delegate numbers must be received by the Conference Office **no later than 14 days before the start date of the event/conference**. This guarantee must include a count of all delegates including (residential, partial residential and non-residential delegates). Individual meal guarantees must be included as well for all part-time and non-resident delegates.

After this guarantee is given to the Conference Office, it cannot be reduced without penalty.

Guarantee of Delegates' Names

Seven days prior to the start of the event, the Conference Office must receive, in writing, a listing of every delegate's name (both residential and non-residential), gender and age category for each delegate. The organizer may choose to assign specific residence rooms (using room plans provided by the Conference Office) –or- you may submit a list of names, etc. and the Conference Office will, in turn, randomly assign delegates to specific residence rooms.

Guarantees cannot be decreased without penalty after this date.

Supervision of Delegates

The Client shall provide adequate and appropriate supervision in accordance with all Trent University policies, procedures and residence rules of all persons associated with this program or conference during their stay at Trent University. For all delegates under the age of 18, "adequate supervision" is deemed to be a ratio of no less than one adult per 10 youth in attendance at all times. The Client agrees to reimburse Trent University/Conference Office for damage to University property, equipment or furnishings, whether accidental or intentional, which has been caused by any person attending the conference/event.

Support Services & Campus Amenities

Audio Visual Equipment & Services

Audio Visual equipment (and operators, if required) are available for rent through the Conference Office. You may provide your own equipment, if desired. For larger groups and those requiring a large amount of equipment, advance notice (minimum of three months) must be given to the Conference Office as to the scope of your audio visual needs.

Final requests for equipment must be given no less than three weeks before the event. Cancellation, without charge, from the list of booked items can be submitted up to 72 hours prior to the event, but additions at the last minute cannot be guaranteed – especially when they occur Friday to Sunday.

Please note that delivery charges are in addition to the rental of the equipment.

Recreation & Athletics

Requests for use of the gymnasium and/or pool should be made to the Conference Services Coordinator at least **60 days** in advance of the date(s) required. The gym and pool are booked on a first-come/first-served basis.

Day Passes for the Athletic facilities can be purchase through the Conference Office. Day pass rates are: Adults $6.00, Students under 17 years of age $4.00 (subject to change).

Squash Courts: Bookings are required more than 24 hours in advance.

Weight Room: The weight room is a shared facility.

Tennis Court: Less than 24 hour notice bookings only.

Campus Services

Bank Machines:

Bank machines are located in the following 2 locations on campus:

1. Just to the right inside the 1st floor foyer of Bata Library.
2. Just inside the main doors of Blackburn Hall (the first building on the right as you enter the campus).

Both of these machines are accessible only during normal building hours.

Bookstore:

The bookstore is located to the left of the bus stop at Bata Library under the Podium and is accessible by an outside entrance. Hours of operation for spring and summer: Monday to Friday - 8:30 a.m. to 4:30 p.m., Saturdays - 12:00 p.m. to 4:00 p.m.

Printing Services

Top quality inexpensive duplicating and printing services are available on campus specializing in posters, resumes, booklets, transparencies, brochures, photocopies (both colour and black and white), photographs and halftones, reductions and enlargements. There is a wide variety of coloured paper and inks to select from. Please contact the Conference Office for pricing and details.

Important Things to Know

Lost Keys

Lost keys pose a significant security risk to our resident students. If a key is lost, in order to ensure the safety of students living in residence, we must change the complete lock-set. Therefore, a $125.00 fee is charged to the client on the final invoice to cover the cost of these changes if a key is not returned within 72 hours after check-out.

All keys must be returned to the Conference Office, or designated checkout area, where the Delegates will be asked to verify the return of their key by initialling the registration list before a delegate's departure.

Security

Trent University employs its own on-campus security staff who are responsible for patrolling the external physical plant. Conference organizers are responsible for supervision of their own groups. Some Conference Services staff also live in the residence. IN CASE OF EMERGENCY messages will be relayed to delegates by calling (705) 748-1260. Calls are monitored 24 hours a day (May to August). For your convenience, emergency telephones (hands-free operation) are available across the campus for anyone to use. Local calls can be made free of charge (time limit) as well as calls to Conference Services or any other department on campus. In an emergency, a push of the button will alert emergency and security staff to the area of the alert immediately. Pay telephones are also located outside Bata Library, inside the front entrance of Lady Eaton College at the Porter's Desk, the Porter's Lodge in Champlain College , at Wenjack Theatre in Otonabee College and outside of Gzowski College entrance doors.

Parking

Parking permits will be provided to all resident delegates upon check-in at the Conference Office. It is the responsibility of the delegate to obtain a parking permit from the Conference Office upon arrival on campus.

Parking will be provided in assigned lots only. All vehicles must have a parking permit displayed on the rear-view mirror. Vehicles without parking permits or not parked in assigned lots will be ticketed at the driver's expense. Parking fees are included in specified rates unless otherwise noted.

Advertising

The University reserves the right to review all publications and other material before printing which may be sent out to delegates concerning University accommodations and facilities. Please forward a copy to the Conference Office for our records.

Signs

Conference Services will provide signs at sight points on campus to direct your delegates to their registration area and to the meeting rooms/lounges/dining hall, etc. to be used. The Client may also post temporary signs/notices/banners only upon approval of the Conference Office. The Client must remove their own signage at the conclusion of the conference; otherwise, labour charges may be incurred for removal of same. Signs are not to be permanently affixed or adhered with staples or tacks or taped on painted surfaces. Signs are not to go onto Trent University Signs on campus.

Insurance

Trent University requires that all non-university related organizations obtain separate liability insurance for their stay on campus.

This insurance must cover all participants to their program and the minimum amount must be $2,000,000 with Trent University named as the co-insured.

Smoking Policy

Trent University is a "smoke-free" workplace. Smoking is not permitted inside any building on campus including residence rooms.

Porters

Arrangements can be made through Conference Services to hire students to assist with carrying luggage for your guests. Prices will be quoted per student per hour depending on availability.

Pets

Guests may not bring pets of any kind into University residence buildings. The sole exception would be animals for physically disabled delegates.

Campfires

Permits must be obtained through the Conference Office at least 30 days in advance. Campfires are permitted in one of three locations on campus. Regulations regarding bonfires include the following:

- the fire must be for cooking only
- water cauldrons are to be securely supported
- no alcohol is permitted in the area
- the fire is to be fully extinguished before leaving and the area is to be kept clean

The Client is responsible for supplying their own wood and must not remove any wood from personal wood supplies on campus (i.e. from outside College Principals, Masters and Dons' apartments nor should any trees or shrubs be removed from the University premises for such purpose without a penalty being applied.)

Goods & Materials Shipped In Advance

With prior notice given, Conference Services will accept materials shipped in advance for a conference. The Client must inform our office of the nature of the goods, quantity, shipper and expected delivery date. The Client is responsible for any delivery and/or custom fees incurred. All items should be shipped prepaid only and clearly marked as follows:

Conference Services, Trent University

1755 West Bank Drive

Peterborough, Ontario K9L 1Z6

Contact Phone Number: [705] 748-1260

Contact Fax Number: [705] 748-1209

Group Name:
Event Dates:

Taxes

Provincial Sales Tax of 5% and Goods and Services Tax of 7% will be added to the American Plan rates quoted and is levied in accordance with the statutes where applicable. In all other cases, Provincial Sales Tax of 8% and Goods and Services Tax of 7% will be added to all charges.

S.O.C.A.N. (Copyright Charges)

The Copyright Act, R.S.C. 1985 Chapter C-42 authorizes the Society of Composers, Authors and Music Publishers of Canada (SOCAN) to grant licenses on behalf of music composers and publishers for the public performance of their music at dances, conferences, receptions and similar events. Authorization of the use of copyright music at functions in a banquet hall or other premises without permission constitutes copyright infringement. The Client is therefore required, by law, to pay for a performing rights licence under Tariff 8 as published in the Canada Gazette and the University will remit the fees on the Client's behalf. Charges, as follows, will be added to the Client's final invoice:

Event with music (no dancing)	$29.56 + $2.07 G.S.T. = $31.63
Event with music & dancing	$59.17 + $4.15 G.S.T. = $63.32

General Information

Several College Principals, Masters and Dons reside in campus residences with their families year-round. All guests are to be advised in advance that excessive noise and disruption is discouraged after 11 p.m. for any reason.