

# **SLC Conference 2025 and Rodney Powell Awards Frequently Asked Questions**

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## **General**

- **What is included in the booking? And will I get confirmation of my place in the conference?**

All the accommodation, as well as main meals and refreshments during the breaks are included in your booking.

Anything else such as room service or alcohol you will need to pay for yourself.

You should have received confirmation at the time of booking; this means your place is confirmed.

If you have enquiries, please contact your Engagement Manager or the volunteering team at [volunteering@pocklington-trust.org.uk](mailto:volunteering@pocklington-trust.org.uk).

- **Am I able to cancel my place?**

We would prefer you not to cancel unless you have a health or personal emergency as your place has already been paid for. If you have to cancel, please let your Engagement Manager know as soon as possible.

- **Can I change my room if it is not suitable?**

All of the room allocations are being handled by Conference Aston. Therefore, you will need to put the request in to them and their response will depend upon their availability.

- **Is there a dress code for the awards evening?**

We want all our delegates to feel comfortable throughout the Conference and Awards. Whilst there is no strict dress code, we recommend people dress to impress!

- **Does the venue have many stairs?**

There are stairs up to the accommodation floors, but there are also two sets of lifts – one by reception as you come into the building and the other to the right of the restaurant and near to the toilets. If for any reason, they are out of use on the day, alternative access routes will be communicated to you.

- **Will someone show me the fire evacuation procedure from my room?**

The fire evacuation will be explained in your delegate pack. You can also ask the venue to explain it to you when you arrive. For any group sessions, the evacuation procedure will be explained at the start of the session. Please familiarise yourself with the Fire Signs in this pack, too.

## **Travel**

- **Who books and pays for my travel?**

TPT will cover the cost of your travel to and from the Conference. Your Engagement Manager will be liaising with you over the coming days (if they haven't already) to book your travel.

- **Which is the best station to travel to?**

Birmingham New Street. You should get a taxi to transport you from Birmingham New Street to the venue; TPT will help you with these arrangements.

- **How far is the Conference Centre from New Street?**

It is about 5-10 minutes by taxi. Whilst the centre is walkable from the station (it takes about 25 mins to walk), we encourage you to get a taxi so as not to get lost.

- **How should we travel between New Street and Conference Aston?**

If you are travelling with your SLC, transport will be arranged. If you are travelling independently, please tell your Engagement Manager and we will try to get someone to meet you. If we cannot do this, please get a

taxi and remember to get a receipt so you can claim the fare back through the Volunteer Expenses Policy.

- **If I am arriving by car, will my mileage be paid?**

Yes, for those that are being driven to the Conference by a Support Worker, you are able to claim this back at the usual TPT volunteer mileage rate. Please see the Volunteer Expenses Policy for more information. Please note, however, that all drivers need to make sure they check they don't need to pay anything for the clean air zone charge. It is similar to a congestion charge and the charge depends on the car, so you need to check beforehand via the website:

<https://www.gov.uk/clean-air-zones> .

- **Is there parking available at the venue?**

Yes, as well as surrounding areas. More details are available on the [Conference Aston website](#).

## **Accommodation**

- **What is the accommodation like?**

The rooms are similar to hotel rooms with en-suite bathrooms. Unless you have asked for a different room, you will be in a standard single/double room.

- **How far is the accommodation from the conference rooms?**

For the majority of our delegates, the accommodation is in the same building as the Conference, on the floors above.

You will be notified of your room upon arrival.

- **Can I request a lower or higher floor?**

We are aiming to put everyone on the same floor, and within your SLC group, in case there's an evacuation. So this may not be possible, but please feel free to speak to the Reception staff if you are really unhappy with your room.

- **Do any rooms have wheelchair access?**

Yes. Anyone who has noted special access requirements will be accommodated for as best as possible.

- **What time can I check in?**

Any time after 3pm on Friday 9<sup>th</sup> May 2025.

For those arriving just for the Awards, check in time will be 2pm, on the Saturday.

- **What time is check out?**

You will need to check out of your room after breakfast on the last day of Conference. We have a room where you can leave your luggage until you leave. This will be communicated to you during the conference.

## **Food & Diets**

- **Can I buy extra food if I get hungry?**

You can pay for additional food yourself if you need it. You will need to do this with the venue directly or an outside food delivery outlet, such as Just Eat or Deliveroo.

Please note that Conference Aston accepts card or contactless payments only. You will not be able to pay cash for anything at Conference Aston.

- **How will the centre know about my dietary requirements?**

You will have identified your dietary requirements to us in the booking form. We have shared this with the Conference centre.

- **Is there a bar at the centre?**

Yes. You will need to pay for any drinks purchased from the bar.

- **Are all the meals set?**

No. On Friday evening, there will be a hot buffet with a choice of foods.

Breakfast on Saturday and Sunday will be a hot and cold buffet.

For hot food, you will go to the serving counters and ask for what you want which will be plated.

Cold food will be self-service.

Saturday lunch arrangements will be the same as breakfast.

There is a set menu for the Awards dinner on the Saturday evening and dietary requirements will be catered for separately, as part of this.

The set menu can be seen in your delegate pack, under arrangements for the Rodney Powell awards dinner.

There will be a packed lunch provided on Sunday, for you to take away with you.

- **What are the meal times?**

These are set out within the programme and agenda.

## **Conference Programme**

- **Do I need to attend all of the sessions?**

Yes. They have been put together for your benefit and enjoyment.

- **Can I choose the sessions I attend?**

Yes, you were asked to make a choice of workshops beforehand. T

- **Will I get a confirmation of the sessions?**

We will confirm these with you in a personalised delegate pack.

- **Will there be breaks?**

Yes. Please refer to the conference programme and agenda for when these are scheduled for.

Reception staff (both Aston's and our own) will be on hand to help you find where you need to be on the day.

You will need to refer to your delegate pack to see what workshops you have been allocated to.

- **Will I need to take notes in the workshops?**

This is up to you and how you learn. We will provide a summary of each workshop as part of the post-event write up.

- **Do I need to bring my laptop/tablet/any other equipment?**

You do not need to, but you can if you wish. This will be at your own risk and responsibility.

## **Assistance**

- **Where is the dog spending area?**

The spending area is outside of the main building, either 100 metres away by the Tesco, or there is a grassy area even closer which can be used. We will show all guide dog owners where to go as you arrive.

- **What expenses will be covered if I'm bringing my own support/guide?**

TPT is covering the cost of attending the conference in full, so this will include the same as it does for volunteers in terms of meals and accommodation. Any room service or alcohol will have to be met by yourself or the guide, apart from what is provided during the Awards dinner.

- **What kind of assistance will be provided?**

There will be trained sighted guides available throughout the event. If you have requested the support of a guide, we will make every effort to identify a guide to support you at the times you need it. There will be guides and members of TPT staff around throughout the conference to offer and provide assistance if requested, to anyone who needs it.

- **Will I get assistance if I want to go off site?**

We do not encourage anyone to go off site unless it's absolutely necessary. Everything you should need for the weekend should be available onsite. For this reason, TPT cannot provide assistance off site unless you are making your way to and from the Conference itself. The only exception to this is to help guide dog owners spend their dogs.

- **Will any assistance be provided at the Awards?**

Yes. Assistance will be provided throughout the whole Conference, including the Awards.

- **What if I or someone else becomes ill during the Conference?**

If you become ill during the Conference, we will provide support to you in your room until you feel better, or help you to make arrangements to return home.