



## CONGRESS INFORMATION PACK – DELEGATES

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### Useful contacts

**IAPO contact:** Carol Stevenson, Event Coordinator – [iapocongress@gmail.com](mailto:iapocongress@gmail.com) / +44 1932 429610  
(Please note that this number is monitored on Tuesdays and Thursdays only. Voicemail messages are checked at the end of every working day.)

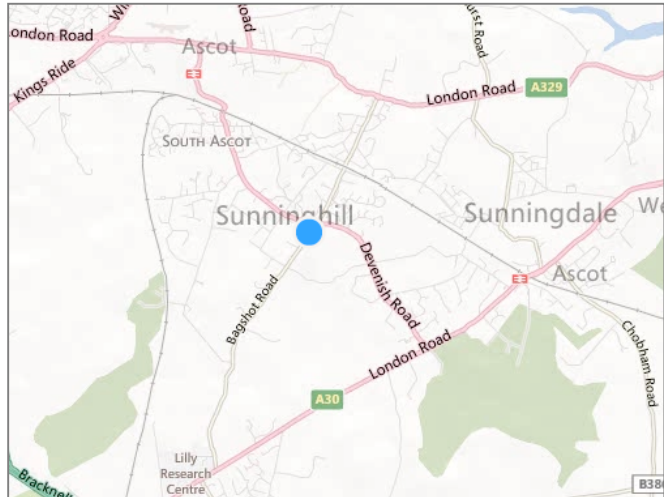
**IAPO main office:** Tel +44 20 7250 8280 Fax +44 20 7250 8285 / [info@patientsorganizations.org](mailto:info@patientsorganizations.org)

**IAPO membership enquiries:** Tel: +44 20 7250 8280, [membership@patientsorganizations.org](mailto:membership@patientsorganizations.org)

**The venue (Berystede Hotel):** Georgina Pinnington-Hughes - +44 1344 293039 / [sales.berystede@macdonald-hotels.co.uk](mailto:sales.berystede@macdonald-hotels.co.uk)

## Accommodation

The Macdonald Berystede Hotel & Spa,  
Bagshot Road  
Sunninghill  
Ascot  
Berkshire  
SL5 9JH  
United Kingdom  
+44 1344 623311  
sales.berystede@macdonald-hotels.co.uk  
www.MacdonaldHotels.co.uk/Berystede



The Congress venue – the Macdonald Berystede Hotel & Spa in Ascot - is a beautiful, four-star hotel which is surrounded by beautiful landscaped gardens. Access to the Macdonald Berystede Hotel & Spa is easy from nearby London Heathrow Airport and the facilities provide a wonderful retreat for Congress delegates. You can also make full use of the leisure facilities throughout the duration of the Congress, including a state-of-the-art thermal spa with six spa treatment rooms, an 18-metre swimming pool, rock and infra-red saunas and an outdoor hydro pool. The Berystede has worked hard to accommodate the requirement of participants at the IAPO Congress with disabilities and is refurbishing some of its guestrooms to make them more accessible for guests, whilst retaining its wonderful Old English “country manor” appeal.

Delegates are required to book their own accommodation directly with the Berystede. The accommodation comprises of various room types, and has 126 bedrooms onsite in total, so you are advised to book as early as possible. Rooms are £99 per night (reduced from £126) and are reserved on a first-come-first-served basis. All rooms that are booked – whether through IAPO or direct with the hotel - and any incidentals (telephone, bar, and internet usage) must be paid for on departure, and you need to provide your credit card details to the hotel upon check-in.

- Check-in 14.00 / Check-out 11.00
- Fully accessible to wheelchair users
- Small pets are welcome at a fee of £10 per night. Guide dogs are welcome to stay free of charge.
- Room service available 24 hours a day
- 200 complimentary parking spaces are available

To book your room, please call +44 1344 623311, and quote “IAPO Congress” to gain the reduced rates. The Berystede will require you to provide credit card details to confirm your booking, though no payment will be taken at the time of reservation. Please note that hotel accommodation costs are not included in any delegate fees. You are advised to book and pay for the hotel yourself. IAPO cannot accept any liability.

### Other accommodation

Please note that the Congress venue is not a central London venue. If you do not choose to stay at this venue, you are advised to stay at another hotel in or near Ascot. Please check travel routes and journey times to the Berystede from your chosen hotel in advance. It is not advisable to stay at a central London hotel as your travel time between hotel and venue could be over an hour.

Please note that hotel accommodation costs are **not** included in any delegate fees. You are advised to book and pay for the hotel yourself. IAPO cannot accept any liability.

Should the Berystede become fully booked, IAPO has compiled the following list of alternative hotels. IAPO has arranged for special rates for its delegates at some of these hotels (in order of distance from the venue):

1. De Vere Sunningdale Park  
+44 1344 634395 / [ctrifu@deverevenues.co.uk](mailto:ctrifu@deverevenues.co.uk)  
[www.deverevenues.co.uk/locations/sunningdale-park.html](http://www.deverevenues.co.uk/locations/sunningdale-park.html)  
1.93 km from the Berystede by road  
**Special deal for IAPO delegates: £99 per room per night regardless of room type.  
28th - 30th March only. Quote "IAPO Congress"**  
Approximate rate otherwise: £129 per night  
Please note that if the Berystede's accessible guestrooms have sold out, the Sunningdale Park also has many accessible rooms. IAPO intends to run a shuttle service for delegates staying at the Sunningdale Park to the Berystede, more details will be released in due course.
2. Brockenhurst Hotel  
+44 1344 621912 / [reception@brockenhurst.com](mailto:reception@brockenhurst.com)  
[www.brockenhurst.com](http://www.brockenhurst.com)  
0.5 km from the Berystede by road  
Approximate rate: £70-£90 per night
3. Royal Berkshire Hotel  
+44 1344 623322 / [enquiries@royalberkshirehotel.co.uk](mailto:enquiries@royalberkshirehotel.co.uk)  
[www.ehvenues.com/royalberkshire/the-venue/](http://www.ehvenues.com/royalberkshire/the-venue/)  
2.57 km from the Berystede by road  
Approximate rate: £145 - £170 per night
4. Lyndricks House Hotel  
+44 1344 883730 / [information@lyndrickshouse.co.uk](mailto:information@lyndrickshouse.co.uk)  
[www.lyndrickshouse.co.uk](http://www.lyndrickshouse.co.uk)  
5.14 km from the Berystede by road  
Approximate rate: £80 - £120 per night

5.       Wheatsheaf Hotel, Virginia Water  
          +44 1344 842057  
          www.chefandbrewer.com/pub/wheatsheaf-hotel-virginia-water/c4306/  
          6.27 km from the Berystede by road  
          Approximate rate: £80 per night
  
6.       Macdonald Frimley Hall Hotel & Spa  
          +44 1276 413100  
          www.macdonaldhotels.co.uk/our-hotels/macdonald-frimley-hall-hotel-spa/  
          8.69 km from the Berystede by road  
          **Special deal for IAPO delegates: £99 per room per night regardless of room type.  
          28th - 30th March only. Rooms available at this rate until 6 weeks prior to event,  
          subject to availability. Quote "IAPO Congress"**  
          Approximate rate otherwise: £100 per night
  
7.       Bulkeley House Hotel  
          +44 1784 431287  
          bfagerstro@aol.com  
          www.bulkeleyhouse.co.uk  
          9.97 km from the Berystede by road  
          Approximate rate: £55 - £80 per night
  
8.       Macdonald Savill Court Hotel  
          +44 8448 799067  
          www.macdonaldhotels.co.uk/our-hotels/savill-court-hotel-spa/  
          11.58 km from the Berystede by road  
          Approximate rate: £132 per night
  
9.       Macdonald Windsor Hotel  
          +44 1753 403100  
          www.macdonaldhotels.co.uk/our-hotels/macdonald-windsor-hotel/  
          12.87 km from the Berystede by road  
          **Special deal for IAPO delegates: £99 per room per night regardless of room type.  
          28th - 30th March only. Rooms available at this rate until 6 weeks prior to event,  
          subject to availability. Quote "IAPO Congress"**  
          Approximate rate otherwise: £225 per night

## Travel information

All costs quoted are correct at the time of going to press.

### *By air:*

The nearest airport is London Heathrow, approximately 15 miles from the venue. IAPO will operate a complimentary shuttle service which **must be pre-booked** with IAPO. All registered delegates will be emailed information and booking details in January 2014.

If you choose not to use this free shuttle service, a single taxi transfer from Heathrow is around £55 depending on which terminal. Pre-booked taxis are cheaper than using black cabs from the airport. The Berystede has recommended Ascot Cars – call +44 1344 297297 / +44 1344 872472, or email [booking@ascot-cars.com](mailto:booking@ascot-cars.com)

### *By tube or train:*

The nearest train station is Ascot, approximately 1 mile away. Ascot Cars (see above) are based outside Ascot train station.

### *By car:*

From London & the North: M4 Junction 6 onto A332 Windsor by-pass and follow signs to Ascot. Head through to Ascot Racecourse. At the roundabout at the top of the racecourse take the 1st exit left towards Ascot High Street. At the mini roundabout take a right turn towards the train station. Continue past the train station. Follow through South Ascot Main Street and continue on this road for a further 1 km. Once you have passed the Brockenhurst Guest House (on the right) turn right at the crossroads after approximately 100 metres. Hotel entrance is the 1st right.

From West: M4 Junction 10 on the A329 (M) signed to Bracknell and follow signs A329 to Ascot when you reach Ascot High Street as above.

From the South & East: M3 Junction 3 exit sign posted "A322 Bracknell", pass a set of traffic lights, take the 2nd turning on the left - A30 London/Staines/Heathrow. Once you have passed Longacres Garden Centre, take the 1st left turning, immediately before the Windmill Pub. The hotel is approximately 3 km at the end of this road on the left hand side.

From M25: Either Junction 13 follow A30 through Sunningdale after 2nd Q8 petrol station (on the right) take the next right at the windmill pub. Alternatively take the M25 onto M3 and follow the instructions above as from the South & East.

## Programme

Final details of the programme will be published nearer to the event and workshop registration will open in January 2014.

## Access entitlements

On Saturday 29 March 2014, the Congress is open for IAPO members only, who will have access to the Congress and the Congress exhibition for the duration of the event. All first-time member delegates are advised to register and attend the breakfast briefing at 08.00 – see note below.

The welcome reception on 29 March 2014 starts at 18.30 and is open to all delegates. All delegates are invited to the complimentary Congress Gala Dinner on 30 March 2014.

The Congress programme and exhibition on Sunday 30 March and Monday 31 March 2014 are open to all delegates. Exhibitors are welcome to start set up from 07.00 on Saturday 29 March 2014.

## Registration desk

The registration desk is located in the Windsor & Eton Foyer outside of the main plenary room, downstairs from the hotel main reception. Registration for members will open at 08.00 on Saturday 29 March 2014. Registration for all other stakeholders will open at 16.00 on Saturday 29 March 2014.

If you have any queries during the Congress, please make your way to the registration desk, where staff from IAPO and Novus Event Management will be at hand to assist you.

## Breakfast briefing

A breakfast briefing for IAPO Members will take place at 08.00 in the Park & Ascot Suite on Saturday 29 March 2014. The briefing will offer participants an introduction to the 6th Global Patients Congress and an opportunity to identify how to get the most from the event. The briefing will take the form of roundtable group discussions to explore the opportunities for delegates to engage. Experienced IAPO members will offer guidance in each discussion group. This facilitated session will offer practical advice, objectives and the chance to meet fellow IAPO members. A continental breakfast will be provided.

## Parallel sessions

The Congress programme is designed to stimulate discussion, challenge pre-existing conceptions and demonstrate the value of patient-centred healthcare across a range of healthcare issues facing millions of patients worldwide. Parallel sessions at the Congress offer the opportunity for in-depth exploration of the Congress theme, "**Better access, better health: A patient-centred approach to universal health coverage**", in a particular context. More information on the parallel sessions and how to book will be released in January 2014.

### Special requirements

If you have any dietary, access or will have other needs at the event, please let IAPO staff know in advance by emailing [info@globalpatientscongress.org](mailto:info@globalpatientscongress.org) and we will do our best to accommodate your needs. If you would like special assistance at Heathrow Airport, please [click here](#) for further information from the Heathrow website.

### Refunds and cancellations

A refund, less a 20% administration fee, will be made if Congress registration cancellations are received in writing, at least four weeks before the conference start date. We regret that any cancellations after this time or failure to attend the event cannot be refunded, however, substitutions of delegates can be made at any time.

Hotel accommodation and travel company refund policies will differ depending on where you have booked your accommodation and whom you are travelling with. Please speak directly with your accommodation and/or travel provider for more information.

### Social media at the Congress

As well as sending important information to you through regular email communications, leading up to and throughout the Congress, IAPO will be using Facebook and Twitter to highlight important messages and share live updates with our social media followers worldwide. Follow us and share your experiences at:



[www.facebook.com/internationalallianceofpatientsorganizations](http://www.facebook.com/internationalallianceofpatientsorganizations)



[www.twitter.com/IAPOtweets](http://www.twitter.com/IAPOtweets). Add this hash tag to your 'tweet': #GPC2014

### Business hours in London and the UK

Business hours for shops, banks and offices can vary widely, but general practice is 09.00 until 17.00/17.30.

### Currency

The UK uses £ (sterling). There are currency exchange booths in Heathrow Airport.

### Dress code

The dress code for the Congress is smart-casual. The dress code for the Congress Gala Dinner is also smart-casual, however national or evening dress would be welcomed.

### Electricity

Electricity in the UK is supplied at 220-240V. Plugs are three-pronged, with two flat prongs in line and one perpendicular. Standard European adaptor plugs will not work. You will need an adaptor plug that is specifically for use in the UK or Ireland.

### Time zone and clock changes

The time zone in London is GMT (Greenwich Mean Time). **PLEASE NOTE: On Sunday 30 March 2014 at 00.00, the clocks will go forward one hour to 01.00.** Please make sure you change your watch and alarm clock accordingly to make sure that you don't arrive late to the Congress on the Sunday morning.

### Tourist information

The Berystede has a concierge desk in the main lobby that can advise you on all nearby tourist attractions and local information. If you are not staying at the Berystede, your chosen venue will most likely be able to assist you in the same way. If you need any help, please email [info@globalpatientscongress.org](mailto:info@globalpatientscongress.org) and we will be happy to assist you in any way we can.

### Travel insurance

Travel to the United Kingdom is at your own risk and IAPO strongly recommends you take out adequate travel and medical insurance for the duration of your stay in the United Kingdom. IAPO will not cover any expenses incurred.

### Visas

Some visitors to the UK will require a visa. We recommend that all delegates check their individual country visa requirements. Please see: [www.ukvisas.gov.uk/en/doineedvisa](http://www.ukvisas.gov.uk/en/doineedvisa). IAPO can provide letters of invitation if necessary. Please email your request to [info@globalpatientscongress.org](mailto:info@globalpatientscongress.org).

### Weather

Generally in March, London's temperatures are between 9-12 celsius (48 – 54 fahrenheit) and rain is to be expected. However, the UK's weather is quite unpredictable, so you are advised to bring clothes that are suitable for all weather types.