Dear QATS Symposium Delegate,

We look forward to welcoming you to the Quality Assurance and Technical Services (QATS) Symposium which is taking place at the Hilton Birmingham Metropole, NEC on Thursday 17 and Friday 18 October 2024.

I hope the following information will assist you in preparing for the event.

**Venue address**

Hilton Birmingham Metropole, NEC, Pendigo Way, Marston Green, Birmingham, B40 1PP

The most direct entrance to the QATS Symposium will be through the Monarch Suite entry not the main entrance to the hotel foyer. The symposium and the rooms we will be using are all sign posted. If you are uncertain in where you should be, please ask a member of the hotel staff.

**Event timings   
Thursday 17 October**

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| **Time** | **Action** |
| 10.00 | Registration opens in the Monarch Suite foyer.  Exhibition opens.  Staffed luggage room opened in the Warwick room till 11.30.  This room will be locked until 17.00 and then staffed till 18.00, when it closes, please ensure you collect all your luggage before this time. |
| 11.30 | Sessions |
| 13.15 | Lunch, Exhibition and Posters |
| 14.15 | Sessions |
| 15.15 | Refreshment Break |
| 15.45 | Sessions |
| 17.00 | Exhibition and Networking and Poster Presentations.  Check in opens in the Monarch suite foyer till 1730. |
| 18.00 | Event Close  Luggage room closed |
| 19.30 | Course Dinner in the Monarch Suite \**Please arrive by 19.15 at the very latest* |

**Friday 18 October**

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| **Time** | **Action** |
| 08.00 | Registration and exhibition open |
| 09.00 | Sessions |
| 10.15 | Refreshment Break |
| 11.00 | Sessions |
| 12.30 | Lunch, Exhibition and Posters |
| 13.15 | Sessions |
| 13.20 | Exhibition closes |
| 16.00 | Event close |

*\*Please note these timings are subject to change*

*\*One of our concurrent session rooms, (Sunningdale / Ascot), is on the mezzanine floor of the hotel and only accessible by stairs with no life access.*

Lunch and refreshments will be provided on both days of the event.

Due to a software issue, we were not able to acquire any dietary or additional requirements that you may have if you booked via Eventbrite.

We are in the process of contacting those delegates who booked via Eventbrite to ensure that we have these details.

**Course dinner**

Due to exceptional demand the dinner is taking place in the Monarch Suite and the Warwick room at the Hilton Birmingham Metropole, NEC from 19.30.

Please arrive no later than 19.15 to avoid disruptions to the dinner service.

If you wish to sit with friends and colleagues, please ensure that you arrive together, we will do our best to accommodate seating preferences, but we will be filling tables in one room first then the other in order that everyone who has booked dinner with us, is provided for.

There are no spaces left for the symposium dinner and please do not turn up in the hope that there will be space for you if you have not booked.

**Accommodation**

If you have booked accommodation through your delegate ticket, the hotel has your details and we will have our own check in process in the Monarch suite foyer at 17.00 on the 17th .

You will check in at this temporary “check in” point and not the main reception desk. The hotel has your name and they will have your room key ready for you

Please note that your room booking entitles you to a bed and breakfast stay.

Any extras charged to your room or breakages will be your responsibility.

When it is time for you to “check out”  please do so in the normal manner.

**Parking**The hotel car park is operated by ANPR (Automatic Number Plate Recognition) and by using the code you can access the car park for £10 a day.

Event code: **FCGEH​​​​​​**

Prior to departure we recommend that you pay online via the below link by choosing the first option “Pay As You Go Parking” for a quick and easy exit.

 We recommend paying online to avoid queues at reception, either by pre-registering the car registration details before arrival at the hotel, or by settling the charge once at the property. Upon departure the barrier will lift for your delegates.  Charges will only be made for those who have parked their car in the hotel car park.

[**www.bhmparking.co.uk**](https://www.bhmparking.co.uk/)

QR codes will also be displayed in the event space to pay for parking. Alternatively, there is an option to pay at the machine next to Concierge in the main Reception if you are not resident.  Any residents should advise Reception of their car registration at any time during their stay prior to departure.

 Please note that car parking spaces are subject to availability and are not guaranteed. Cars parked in the NEC car parks are out of the hotel's control and charges are variable.  The charges are payable by the individual.

**Wi-Fi**  
Free wifi will be available throughout the venue.

You will need to connect to Hilton Honors and enter the code QATS2024.

**Photography**  
Photography will be taking place during this event. Copyright of the photograph and moving images will be permanently assigned to the Quality Assurance and Technical Services Symposium and may be used online, in publications and marketing materials solely for the promotion of the Quality Assurance and Technical Services Symposium and its services to Unite GHP members. If you do not wish to be included in photographs, please let the photographer or team know on the day.

We hope the above information is helpful and we look forward to welcoming you to the event.   
  
If you have any questions, please do not hesitate to contact us on

QATS@unitetheunion.org  
  
Kind regards   
Guild of Healthcare Pharmacists Quality Assurance and Technical Services Symposium, supported by Unite the union

**Gavin**

Gavin Fergie

Lead Professional Officer

Unite the union

On behalf of the QATS organising committee