



A To Z Delegate guide for the QEIIIC Conference Centre

BUSINESS CENTRE

The business centre is situated on the ground floor of the Conference Centre. Its facilities include photocopying, printing, faxing and conference calls. A full price list is available in the Business Centre.

CLOAKROOMS

The cloakroom is located on the ground floor of the conference centre and there is no charge for the use of this facility. Please note your conference bags may not be deposited in the cloakroom. Items cannot be left in the cloakroom over night and must be collected at the end of each event.

DISABLED FACILITIES WITHIN THE CENTRE

The Centre has 9 passenger lifts, all of which are large enough to accommodate a wheelchair and incorporate audio/voice announcements. All corridors are wide enough for disabled access. There are 8 accessible toilet facilities in the Centre, three on the ground floor and one on the first floor, one on the second floor, two on the third floor and one on the fifth floor. These are equipped with emergency alarms and can be accessed from function rooms by using lifts where necessary.

There is no fixed seating at the centre, therefore wheelchair spaces can be positioned anywhere in the meeting rooms.

There are public telephones located on the ground floor of the building.

FIRE & SAFETY

All delegates need to be aware of the fire procedure to be followed and the action to be taken in the event of fire or if the fire alarm is sounded. Please take a few moments to read the details below. There is a 24 hour manned emergency number on the building which is 4444. This can be dialed from the house phones which are dotted about the building, or any phone provided to you by the Centre. This number should be used for emergencies ONLY, such as to report a fire, first aid situation or a security incident. DO NOT dial 999 on a mobile phone as this will cause confusion to the emergency services that have approved our system, and will therefore also cause a delay.



FIRE

Familiarise yourself with the FIRE EXITS and FIRE ESCAPE ROUTES of the floors you are using. There are four fire exit staircases in the building, which are clearly marked.

- Fire Alarm

To raise the alarm, either operates the nearest alarm by breaking the glass, or dial 4444 and report verbally. Once an alarm is raised, a two-tone general alert will sound for approximately 30 seconds, during which time the reason for the alarm will be investigated. During this time, Floor Wardens who are trained members of QEII staff will make their way to their designated floors to reassure people that the situation is under control.

After the 30 seconds, an announcement will be made by Security Control over the emergency public address system stating whether the alarm is false, so no action need be taken, or a real emergency, in which case further instructions will be given. All instructions will be repeated, and the designated Floor Wardens will control any evacuation which may be necessary. The assembly point in an evacuation is normally **Dean's Yard (by Westminster Abbey)**, or any alternative will be announced by Security Control.

- Disabled Persons

In the event of an emergency, disabled persons should be taken to a Fire Exit stairwell to await the arrival of the emergency services. DO NOT attempt to carry a wheelchair down the stairs. The Floor Warden for the floor should be made aware of any wheelchairs, and will make sure that the Security Guards know which staircase landing they are on.

- Automatic Actions

When the alarm sounds, the following automatic actions will occur:

1. All electronically-locked doors will be freed; this includes any doors, including Fire Exit doors, which may have been secured to restrict access. Doors which are magnetically retained in the open position will close automatically and it is for this reason that no door should be wedged open.
2. All lifts will be grounded automatically, and cannot be used once an alarm sounds.
3. Magnetically retained smoke doors which are located in each of the main lift lobbies will be released. Should you be in a lift lobby when an alarm sounds and these doors close, you can pull the handles to get out. The doors will close behind you to stop others gaining access.
4. The emergency lighting will come on, but other lights may go out. The emergency lighting lights the way to your nearest fire escape route.



INTERNET ACCESS

Delegates are able to access the internet via PCs supplied in the Internet Café next to the Business Centre on the ground floor. Vouchers are available from the Business Centre, for 15min (£3.00), 30 min (£6.00), 1 hour (£10.00) or 2 hour (£15.00) durations (prices correct at the time of going to print).

LUNCH

Catering for the conference will be provided by Leith's, who look to use fresh, seasonal ingredients and offer only Fair-trade certified tea and coffee. Leith's sustainable policy reflects its increased focus on social responsibility.

MEDICAL

Qualified First Aiders are on site during all events. Should you have a medical emergency, notify Security Control on 4444, and a First Aider will be dispatched. There is a First Aid Room on the ground floor to which First Aiders have access. The First Aider will arrange for an ambulance should this become necessary.

If you have any queries regarding these instructions, please consult a member of the QEII team.

PERSONAL BELONGINGS

Please keep your valuables and working materials with you at all times. We would advise you to keep your name on the conference brochure, as we may not be able to replace these if lost. We regret that the venue cannot be held responsible for any loss or damage to your property. Please see the entry under "Liability for lost or stolen items".

SECURITY

Should you discover a bag or package which you think is suspicious notify Security Control on 4444.

LIABILITY FOR LOST OR STOLEN ITEMS

The QEIIICC will not accept any liability for loss, theft, damage or delay resulting from the loss or theft of any item of property belonging to participants or authors or third party, and the authors and participants and third party agree that it is their responsibility to have in place adequate insurance to cover all such eventualities.

VENUE DETAILS

QEII Conference Centre
Broad Sanctuary
Westminster
London SW1P 3EE
Tel: 020 7222 5000
Fax: 020 7798 4123