

NATIONAL BACK EXCHANGE



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Dear Delegate

September 2008

National Back Exchange Conference 29th September to 1st October 2008 At the Hinckley Island Hotel

This letter contains some important information. Please read it carefully. Below are some details which will be of help to you. It may be helpful to bring this letter with you to conference.

DELEGATE INFORMATION

- **Sessions** – Please make sure you have selected your sessions and notified the administration office of your selection before 22nd September 2008. If you have not made your choice by this date then the sessions will be chosen on your behalf. All sessions have to be pre-booked. This is due to the size of the rooms available at the hotel. For an abstract of each session, please look on the website www.nationalbackexchange.org Click on the conference banner in the top right hand corner, then follow the link to Conference Programme by clicking on the lecture title for the lecture abstracts. Please note you will only be allowed into the session your are booked in to as sessions will have a maximum capacity due to Fire Regulations.
- **Due to Circumstances** beyond our control some sessions have been changed. Rich Groves' session has been replaced by Gary Maltby - Leading Two Lives, and Charles Hancock's session has been replaced by Philippa Bromley – Non verbal Communication in Manual Handling. For abstracts on these sessions please look on the website www.nationalbackexchange.org If you had booked into either Rich Groves' or Charles Hancock's Sessions then you will automatically be placed in the replacement session.
- **Registered Members Workshop** – Tuesday 5pm Conference Room 12. The agenda will be available on the day. All Registered Members are invited to attend.
- **New Member/First time Attendee** – If this is your first conference or if your are a new member of National Back Exchange you are invited to meet the Regional Officers on Monday morning between 9am and 10am in the Lakeside.
- **Legal Panel** - This is an opportunity to ask assistance from a panel of National Experts in the field of Manual Handling. We ask you to send in your questions in advance so the facilitators can ensure the session runs as smoothly as possible. Please email your question to nationalbackexch@btconnect.com clearly marked "Legal Panel" in the subject bar.
- **Bring a Question – Find an Answer** – a new forum at conference where members can ask questions and help find a solution. This is an opportunity to help take NBE further and find the answers you seek. If you wish to attend this forum because you have a question or feel you can provide answers, we ask you to send in your questions in advance so the facilitators can ensure the session runs as smoothly as possible. Please email your question to nationalbackexch@btconnect.com clearly marked "Bring a Question – Find an Answer" in the subject bar.
- **Membership Card** - please ensure you bring your membership card with you if you wish to attend the AGM.
- **Stewards** – Please follow instructions as directed by the stewards.

VENUE – Hinckley Island Hotel, Hinckley, Leicestershire LE10 3JA
Main Telephone: 01455 631122

By Road

From the north & east – Take Junction 21 off the M1 onto the M69. Exit at the second junction which is junction 1 signposted Hinckley/Milton Keynes A5. Turn left at the slip road onto the A5 and you will find the hotel 300 metres on the left.

From the west – Take Junction 2 off the M6 and follow signs to the M69 north. Leave at the first junction which is junction 1 signposted Hinckley/Milton Keynes A5. At the bottom of the slip road, take the 4th exit onto the A5 to Milton Keynes and you will find the hotel 300 metres on the left.

LIABILITY

Please note you are responsible for your own belongings – neither the Hinckley Island Hotel nor National Back Exchange can be held responsible for personal items.

ARRIVAL

- **Car Parking** – there is parking ALL the way round the hotel and a number of entrances. Often it is easier to park on the far side of the hotel and enter through the leisure entrance, walking down Paris Street and Main Street to reach reception.
- **Registration** – The Conference Registration Desk is open from 8.00 am on Monday. Please register at Conference Registration Desk on arrival. The Registration Desk is located in Hotel Reception. You do not need to register each day; just on your arrival.
- **Accommodation** – You MUST book in at the Hotel reception if you are a residential delegate. You will be expected to have your credit card details taken by reception staff. This is routine hotel procedure. Hotel rooms may not be available until 4pm on Monday (except for persons staying Sunday night).
- **Coffee/tea** - coffee/tea will be available in the Lakeside, London and Rotunda on Monday morning only.

MERCHANDISE

- National Back Exchange Merchandise will be available on sale throughout the Conference
- Please complete an order form and pay at the Registration Desk and your items will be available for collection later
- Please bring your cheque book or cash as NBE has no credit/debit card facilities

LEISURE CLUB

- The swimming pool and gymnasium are open from 7.00am each day. Please note you should take your own towel or you will be charged a nominal fee per towel used.

FOOD, TEA and COFFEE

- Tea and coffee may be purchased from the coffee shop which is situated on the ground floor of the hotel. There are hospitality trays in all bedrooms.
- All conference lunches, Monday Evening Buffet and mid-morning and afternoon beverages will be available in all three Exhibition areas. Please check your tickets as these will state your designated food point for that day. All tickets will be in your name badge holder. Please take care when removing them as lost tickets cannot be replaced
- Dietary requirements – The food point for all Dietary requirements will be the Rotunda and you will have a food voucher to present.

EXHIBITION

The exhibition takes place in the Lakeside, London (Mon and Tue only), Rotunda and Rotunda Mezzanine Suites. Please support the exhibitors as they make a huge contribution to the success of National Back Exchange Conference.

CONFERENCE

- **Conference Registration Desk :**
 - **Opening times :**
 - Monday 8.00 am – 9.30 pm
 - Tuesday 8.00 am - 7.30 pm
 - Wednesday 9.00 am - 2.30 pm
- **Delegate badges** - these MUST be worn at all times. You may be refused entry to sessions and refreshments if you are not wearing your badge. Meal tickets will be required for all meals. These will be handed to you upon your Registration – See arrival.

MONDAY EVENING SUPPER

The Exhibition Trade Evening Supper will be served 6.30pm – 9.00 pm.

CONFERENCE DINNER

Your dinner ticket will need to be taken to the Conference Dinner. The table plan will be available from 3.30 on Monday afternoon. Please ensure your name is put on the table plan by 1.30 on Tuesday 30th September (available at the Registration Desk). Any person whose name is not on the plan by this time will be allocated a table. Please

ensure, if you wish to sit with someone in particular, you all put on your names at the same time. Once placed on the plan the labels cannot be removed.

MONEY

Please bring cheque books or cash to purchase NBE merchandise/CPD folder etc.

BADGE HOLDERS and CERTIFICATES

We ask please that you return the badge holders so that they can be used for Conference 2009. Please could you go to the Registration Desk or Triumph Bar and return them together with your Evaluation Form and collect your Certificate of Attendance.

We look forward to welcoming you to the Conference and hope that you will find the days challenging and the evenings relaxing.

Yours sincerely

A rectangular box containing two handwritten signatures in blue ink. The top signature is 'Pat Lee' and the bottom signature is 'Sarah Meade'.

Pat Lee and Sarah Meade
Conference Administrators