

FIRST
EVENT





Working document

Event: QFC Annual GM Conference

Date: 19th - 21st September 2023

Number of guests: 303

General information

| | | | |
|-------------------|---|--|--|
| Event date | 19th-21st September 2023 | | |
| Contacts |  | <p>Contact: Julia Leslie Mobile: 07792735593 Email: julia.leslie@barchester.com</p> <p>Contact: Kirsty Kemp Mobile: 07584 325511 Email: kirsty.kemp@barchester.com</p> | |
| |  | <p>Contact: Tamsin Winstanley Mobile: 07883707463 Email: tamsin.winstanley@firstevent.co.uk Dietaries: No cauliflower, broccoli or lamb T-shirt size: M Onsite: 17th - 21st September</p> <p>Contact: Josh Caughey Mobile: 07943021128 Email: josh.caughey@firstevent.co.uk Dietaries - N/A T-shirt size: L Onsite - 17th-21st September</p> <p>Contact: Christina Hornby Mobile: 07361831301 Email: christina.hornby@firstevent.co.uk Dietaries: No pineapple T-shirt size: XL Onsite - 18th - 21st September</p> <p>Contact: April Pass Mobile: 07896871918 Email: april.pass@firstevent.co.uk Dietaries: Dairy free T-shirt size: M Onsite - 18th - 21st September</p> | <p>Emergency Contacts</p> <p>Contact: Clare Winstanley Mobile: 078837770089 Relationship: Mother</p> <p>Contact: Bell Coups Mobile: 07715202739 Relationship: Partner</p> <p>Contact: Adam Spurr Mobile: 07894010336 Relationship: Partner</p> <p>Contact: Tom Wilson Mobile: 07375936685 Relationship: Partner</p> |

| | | | |
|--|--|--|--|
| | | Contact: Ria Gillett Mobile: 07950333269 Email: ria.gillett@me.com Dietaries: Dairy free / allergic to penicillin T-shirt size: M Onsite: 18th - 21st September | Contact: Rachel Gillett Mobile: 07979928133 Relationship: Mother |
| | MELIÀ VILLAITANA <small>COSTA BLANCA - ALICANTE</small> | Contact: Silvia Samsó Mobile: Email: silvia.samsó@melia.com | |
| | Factor 3 | Contact: Mihalea Muresan Mobile: +34 677 84 40 35 Email: mihalea@factor3events.com | |
| | MELIÀ HOTELS & RESORTS | Contact: Michelle Barratt Mobile: 07703 189152 Email: michelle.barrett@melia.com | |

Destination Information

| | |
|--|--|
| If you require urgent police attention, ambulance, fire brigade etc. | Ambulance: 061. Fire brigade: 080. Local police: 092. National police: 091. |
| If you want to report assault, robbery or accident to the police | Local police: 092. National police: 091. |
| Time zone | Alicante is on CEST (GMT+2) |
| Sunrise / Sunset | 07:30 - 20:30 |
| Weather | Temperature: Average High - 29/ Average low - 19 Rainfall: Average 41mm (5 days) |
| Currency | Euro. |
| Adaptor | Spain uses the European two-pin plug as standard. |

| | |
|--------------------|---|
| Entry requirements | If you are planning to travel to an EU country (except Ireland), or Switzerland, Norway, Iceland, Liechtenstein, Andorra, Monaco, San Marino or Vatican City, you must follow the Schengen area passport requirements. Your passport must be: issued less than 10 years before the date you enter the country (check the 'date of issue') valid for at least 3 months after the day you plan to leave (check the 'expiry date') You must check if your passport meets these requirements before you travel. If your passport was issued before 1 October 2018, extra months may have been added to its expiry date. |
| Health | Spain does not require any proof of vaccination, a negative test result, or a COVID-19 recovery certificate to enter the country, regardless of your vaccination status. Spain has reinstated mandatory COVID-19 vaccination and testing requirements for all passengers arriving from China. Travellers from China will be required to undergo visual and temperature checks on arrival and may be subjected to a diagnostic test for active infection at the point of entry. |

General Hotel Information

| | |
|-----------------------|---|
| Shuttle Service | |
| Nearest ATM | Shopping centre La Marina - about 3km |
| Nearest Pharmacy | Farmacia Estrella Romero - About 3km direction la Nucia |
| Nearest Supermarket | Mas y Mas Supermarket - 3km direction la Nucia |
| Nearest Hospital/ A&E | Hospital Villajoyosa (Public) - IMED Hospital - Clinica Benidorm (Both Private) |

Hotel information

| | |
|------------------|--|
| Address | Melia Villaitana Avda. Alcalde Eduardo Zaplana, 7 Benidorm |
| Check-in | 16:00 |
| Check-out | 12:00 |
| WiFi | Free WiFi Available to guests of the hotel |

| | |
|-------------------------------|--------------------------------|
| Breakfast service | 07:00 - 10.30 |
| Gym opening times | 07:00 - 23:00 |
| Spa opening times | 11:00 - 20:00 |
| Smoking Areas | In outdoor spaces at the hotel |
| Bars & restaurants | Papamambo / Mosaico Aqua |
| No. of bedrooms | 356 |

Delegates

| | |
|-----------------------------|--|
| Dress code | Smart Casual throughout. Gala Dinner = Smart |
| Dietary requirements | Dietaries can be found here |
| Medical conditions | Medical conditions can be found here |
| Rooming list | Link to rooming list folder here |

Delegate flights and transfers

| Outbound Flight | | | | | | |
|------------------|---------------|-------------------|-----------------------|------------|---------------------|------------------|
| No. of delegates | Transfer time | Departure airport | Departure date & time | Flight no. | Arrival date & time | Arrival airport |
| 9 | | Aberdeen Airport | 18/09/2023 18:45 | FR8006 | 18/09/2023 23:05 | Alicante Airport |
| 70 | | London Gatwick | 19/09/2023 06:25 | EZY8113 | 19/09/2023 09:55 | Alicante Airport |
| 18 | | Newcastle Airport | 19/09/2023 06:00 | LS583 | 19/09/2023 10:05 | Alicante Airport |

| 19 | | East Midlands Airport | 19/09/2023 06:40 | LS641 | 19/09/2023 10:25 | Alicante Airport |
|-----------------------|---------------|-----------------------|--|---------------------|---------------------|------------------|
| 24 | | Birmingham Airport | 19/09/2023 07:00 | LS1215 | 19/09/2023 10:35 | Alicante Airport |
| 18 | | Luton Airport | 19/09/2023 07:25 | FR8425 | 19/09/2023 11:00 | Alicante Airport |
| 15 | | Edinburgh Airport | 19/09/2023 07:15 | LS775 | 19/09/2023 11:25 | Alicante Airport |
| 46 | | Manchester Airport | 19/09/2023 07:45 | LS879 | 19/09/2023 11:35 | Alicante Airport |
| 1 | | Manchester Airport | 19/09/2023 08:00 | FR4007 | 19/09/2023 11:45 | Alicante Airport |
| 27 | | Stansted Airport | 19/09/2023 08:10 | LS1411 | 19/09/2023 11:50 | Alicante Airport |
| 2 | | Jersey Airport | 18/09/2023 JER-BRS 13:50 19/09/2023 BRS-ALC 10:15 | LM2484 / EZY2723 | 19/09/2023 13:45 | Alicante Airport |
| 33 | | Bristol Airport | 19/09/2023 10:15 | EZY2723 | 19/09/2023 13:45 | Alicante Airport |
| Inbound Flight | | | | | | |
| No. of delegates | Transfer time | Departure airport | Departure date & time | Flight no. | Arrival date & time | Arrival airport |
| 2 | | Alicante Airport | 21/09/2023 ALC-LGW 09:00 21/09/2023 LGW-JER 19:10 | EZY8108 / EZY883 | 21/09/2023 20.15 | Jersey Airport |

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|----|--|------------------|---------------------|---------|---------------------|-----------------------|
| 19 | | Alicante Airport | 21/09/2023 11:15 | LS642 | 21/09/2023 13:05 | East Midlands Airport |
| 18 | | Alicante Airport | 21/09/2023 11:35 | LS584 | 21/09/2023 13:40 | Newcastle Airport |
| 47 | | Alicante Airport | 21/09/2023 12:15 | LS880 | 21/09/2023 14:10 | Manchester Airport |
| 15 | | Alicante Airport | 21/09/2023 12:30 | LS776 | 21/09/2023 14:45 | Edinburgh Airport |
| 27 | | Alicante Airport | 21/09/2023 12:45 | LS1412 | 21/09/2023 14:25 | Stansted Airport |
| 9 | | Alicante Airport | 21/09/2023 13:55 | FR8005 | 21/09/2023 16:15 | Aberdeen Airport |
| 18 | | Alicante Airport | 21/09/2023 14:10 | FR8426 | 21/09/2023 15:40 | Luton Airport |
| 33 | | Alicante Airport | 21/09/2023 16:10 | EZY2726 | 21/09/2023 17:45 | Bristol Airport |
| 67 | | Alicante Airport | 21/09/2023 17:35 | VY6025 | 21/09/2023 19:15 | London Gatwick |
| 24 | | Alicante Airport | 21/09/2023 21:20 | LS1218 | 21/09/2023 23:10 | Birmingham Airport |
| 1 | | Alicante Airport | 22/09/2023 21:40 | EZY8118 | 22/09/2023 23:20 | London Gatwick |
| 1 | | Alicante Airport | 23/09/2023 19:40 | VY6025 | 23/09/2023 21:20 | London Gatwick |

SMT flights and transfers

| Outbound Flight | | | | | | |
|-----------------|---------------|-------------------|-----------------------|------------|---------------------|-----------------|
| Name | Transfer time | Departure airport | Departure date & time | Flight no. | Arrival date & time | Arrival airport |

| | | | | | | |
|------------------|--|---------------------------------|--|--|---------------------|----------------------|
| Amanda McCallum | | | | | | |
| Kirsty Kemp | | | | | | |
| Shena Mcalpine | | London Gatwick | 17/09/2023 11:45 | EZY8111 | 17/09/2023 15:20 | Alicante Airport |
| Julia Leslie | | | | | | |
| Simon McCall | | Kalamata Airport | 18/09/2023 KLX - ATH 06:05 ATH-MAD 08:45 (Train) Madrid Charmartin - Alicante Terminal 14:00 | A3233 / A3700 / (Train) AVE5142 | 18/09/2023 16:30 | Alicante Terminal |
| Micheal O'Reilly | | East Midlnds Airport | 18/09/2023 06:40 | LS641 | 18/09/2023 10:25 | Alicante Airport |
| Angela Bradford | | Newcastle Airport | 18/09/2023 11:05 | FR4080 | 18/09/2023 15:00 | Alicante Airport |
| Genevieve Glover | | | | | | |
| Natasha Lazovic | | London Gatwick | 18/09/2023 12:00 | EZY8111 | 18/09/2023 15:35 | Alicante Airport |
| Anna Shirley | | Palma de Mallorca Airport | 18/09/2023 12:05 | FR6568 | 18/09/2023 13:10 | Alicante Airport |
| Peter Calveley | | Munich Airport | 18/09/2023 MUC-MAD 12:15 | IB3191 / IB8862 | 18/09/2023 17:05 | Alicante Airport |

| | | | 18/09/2023 MAD-ALC 15:55 | | | |
|-----------------------|--------------------------|------------------------------|--------------------------------------|-------------------|------------------------------------|----------------------------|
| Mark Hazlewood | | Stansted Airport | 18/09/2023 12:30 | FR6647 | 18/09/2023 16:05 | Alicante Airport |
| Susan Gallagher | | Manchester Airport | 18/09/2023 14:20 | RK9073 | 18/09/2023 18:05 | Alicante Airport |
| Fiona Moncur | | Edinburgh Airport | 18/09/2023 16:35 | EZY3205 | 18/09/2023 20:40 | Alicante Airport |
| Alison Donaldson | | Newcastle Airport | 18/09/2023 16:45 | FR7493 | 18/09/2023 20:40 | Alicante Airport |
| Inbound Flight | | | | | | |
| Name | Transfer time | Departure airport | Departure date & time | Flight no. | Arrival date & time | Arrival airport |
| Simon McCall | | Alicante Airport | 21/09/2023 12:15 | LS880 | 21/09/2023 14:10 | Manchester Airport |
| Angela Bradford | | | | | | |
| Susan Gallagher | | | | | | |
| Amanda McCallum | | Alicante Airport | 21/09/2023 13:55 | FR8005 | 21/09/2023 16:15 | Aberdeen Airport |
| Kirsty Kemp | | Alicante Airport | 19/09/2023 18:45 | VY6025 | 19/09/2023 20:25 | London Gatwick |
| Mark Hazlewood | | Alicante Airport | 21/09/2023 12:45 | LS1412 | 21/09/2023 14:25 | Stansted |
| Anna Shirley | | Alicante Airport | 21/09/2023 17:35 | VY6025 | 21/09/2023 19:15 | London Gatwick |

| | | | | | | |
|------------------|--|------------------|---------------------|---------|---------------------|-----------------------|
| Genevieve Glover | | | | | | |
| Natasha Lazovic | | | | | | |
| Peter Calveley | | | | | | |
| Fiona Moncur | | Alicante Airport | 21/09/2023 12:30 | LS776 | 21/09/2023 14:45 | Edinburgh Airport |
| Alison Donaldson | | Alicante Airport | 21/09/2023 11:35 | LS584 | 21/09/2023 13:40 | Newcastle Airport |
| Julia Leslie | | Alicante Airport | 21/09/2023 16:30 | EZY8112 | 21/09/2023 18:10 | London Gatwick |
| Michael O'Reilly | | Alicante Airport | 21/09/2023 11:15 | LS642 | 21/09/2023 13:05 | East Midlands Airport |

Ad hoc






| | |
|----------------|--|
| Gifts | <p>Delegates:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Water Bottle <input type="checkbox"/> Olive Oil <input type="checkbox"/> Coca De Aurora snack bar <p>Client team:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Skinny Tan <input type="checkbox"/> Personalised luggage tag <input type="checkbox"/> Handbag? <p>Pete and Mark CEO, CFO:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Bottle of bubbles <input type="checkbox"/> Personalised luggage tag |
| Packing | <p>Tamsin</p> <ul style="list-style-type: none"> <input type="checkbox"/> Own uniform - shirts <input type="checkbox"/> iPad? <input type="checkbox"/> Own working document |

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|----------------------|--|
| | <ul style="list-style-type: none"> <input type="checkbox"/> Client gifts - Skinny Tan, Luggage tags, mini booze? <input type="checkbox"/> Josh's working document <p>Christina</p> <ul style="list-style-type: none"> <input type="checkbox"/> Own uniform <input type="checkbox"/> iPad? <input type="checkbox"/> Own working doc <input type="checkbox"/> Lanyards <p>April</p> <ul style="list-style-type: none"> <input type="checkbox"/> Own uniform <input type="checkbox"/> Own working doc <input type="checkbox"/> Badges <p>Josh</p> <ul style="list-style-type: none"> <input type="checkbox"/> Client gifts? <input type="checkbox"/> Own uniform (Tamsin to give Josh his uniform on golf day) <p>Sales Team member</p> |
| <p>Badges</p> | <p>Badges and lanyards Each badge will have a coloured band at the top and bottom, in specific colours for different groups The Lanyards will correspond with the colours.</p> <ol style="list-style-type: none"> 1. Cool Grey PMS 7 - #97999B (27 x named badges and 8 x spare = 35) 2. Navy PMS 281 - #002469 (27 x named badges and 8 x spare = 35) 3. Green PMS 368 - #78BE20 (27 x named badges and 8 x spare = 35) 4. Magenta PMS process - (25 x named badges and 8 x spare = 33) 5. Yellow PMS 109 - (27 x named badges and 8 x spare = 35) 6. Orange PMS 021 - (27 x named badges and 8 x spare = 35) 7. Green PMS 355 (27 x named badges and 8 x spare = 35) 8. Red PMS 185 - (26 x named badges and 8 x spare = 34) 9. Blue PMS 2196 - (27 x named badges and 8 x spare = 35) 10. Purple PMS 268 - (27 x named badges and 8 x spare = 35) 11. WHITE - (43 x named badges and 8 x spare = 51) <p>Example:</p> |



Client onsite team (VIPS)

| PICTURE | NAME | JOB TITLE | EMAIL | PHONE |
|---|-----------------|---------------------------------|--|--------------|
|  | Julia Leslie | Executive Assistant | julia.leslie@barchester.com | 07792 735593 |
|  | Amanda McCallum | Internal Communications Manager | amanda.mccallum@barchester.com | 07920 713704 |

| | | | | |
|---|------------------|---|--|--------------|
|  | Shena McAlpine | Executive Assistant | shena.mcalpine@barchester.com | 07547 760485 |
|  | Kirsty Kemp | Executive Assistant | kirsty.kemp@barchester.com | 07584 325511 |
|  | Mark Hazelwood | Chief Financial Officer | mark.hazlewood@barchester.com | 07741 310412 |
|  | Anna Shirley | Director of Customer Experience & Marketing | Anna.Shirley@barchester.com | 07741312331 |
|  | Genevieve Glover | HR Director | genevieve.glover@barchester.com | 07867393650 |

| | | | | |
|---|------------------|--|--|-------------|
| | Michael O'Reilly | General Counsel and Director of Quality, Risk and Compliance | michael.oreilly@barchester.com | 07917803719 |
| | Pete Calveley | Chief Executive | pete.calveley@barchester.com | 07920247440 |
|  | Simon McCall | Commercial Director | simon.mccall@barchester.com | 07971548432 |

First Event onsite team

| Name | Role and responsibilities |
|---|---|
| Assign someone to take pictures/content for internal use | |
| Tamsin Winstanley | Client Liaison (support) Hotel Liaison (Lead) DMC Liaison (Lead) Speaker Management (support) Activities (lead) Gala Dinner (Lead) BBQ Dinner (Lead) |
| Josh Caughey | Client Liaison (Lead) Activities (support) - potentially go on an activity with the client? |
| Christina Hornby | Delegate Management (Lead) Registration (Lead) Hotel Liaison DMC liaison BBQ dinner (support) Gala Dinner (support) |
| April Pass | Delegate management (support) Registration (support) Activities (support) BBQ Dinner (Support) |

| | |
|-------------------|---|
| | Gala Dinner (Support) |
| Ria Gillet | Delegate management (support) Registration (support) Activities (support) Speaker Management (Lead) F&B management (Lead) BBQ Dinner (support) Gala Dinner (support) |

First Event flights and transfers

| Outbound Flight | | | | | | |
|-------------------|--------------------|-----------------------|------------|---------------------|------------------------|------------------------------------|
| Name | Departure airport | Departure date & time | Flight no. | Arrival date & time | Arrival airport | Transfers |
| Tamsin Winstanley | Manchester Airport | 17/09/2023 10:45 | FR4027 | 17/09/2023 14:30 | Alicante Airport | 15:15 CEST Approx |
| Josh Caughey | London Gatwick | 17/09/2023 11:45 | U28111 | 17/09/2023 15:20 | Alicante Airport | 16:20 CEST Approx (with client) |
| Christina Hornby | Manchester Airport | 18/09/2023 08:00 | LS879 | 18/09/2023 11:55 | Alicante Airport | 12:30 CEST Approx |
| April Pass | | | | | | |
| Ria Gillet | London Gatwick | 18/09/2023 08:20 | U24631 | 18/09/2023 11:50 | Alicante Airport | |
| Inbound Flight | | | | | | |
| Name | Departure airport | Departure Date/ Time | Flight no. | Arrival date & time | Arrival airport | Transfers |
| Josh Caughey | Alicante Airport | 21/09/2023 17:35 | VY6025 | 21/09/2023 19:15 | LGW | 14:30 (group transfer) |
| Christina Hornby | Alicante Airport | 21/09/2023 19:55 | FR4004 | 21/09/2023 22:10 | Rome Fiumicino Airport | 16:30 (own taxi through hotel) |

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|-------------------|------------------|---------------------|--------|---------------------|--------------------|------------------------|
| Tamsin Winstanley | Alicante Airport | 21/09/2023 21:20 | U22016 | 21/09/2023 23:20 | Manchester Airport | 18:20 (group transfer) |
| April Pass | Alicante Airport | | | | | |
| Ria Gillet | Alicante Airport | 21/09/2023 21:50 | U28116 | 21/09/2023 23:25 | London Gatwick | |

First Event rooming list

| Name | Check-in | Check-out | Room type | Occupancy |
|-------------------|------------|------------|----------------|-----------|
| Tamsin Winstanley | 17/09/2023 | 21/09/2023 | Standard Melia | Single |
| Josh Caughey | 17/09/2023 | 21/09/2023 | Standard Melia | Single |
| Christina Hornby | 18/09/2023 | 21/09/2023 | Standard Melia | Single |
| April Pass | 18/09/2023 | 21/09/2023 | Standard Melia | Single |
| Ria Gillet | 18/09/2023 | 21/09/2023 | Standard Melia | Single |

| Uniform | | | |
|------------|-----------------------------------|-----------|-----------------------------------|
| Date | Morning | Afternoon | Evening |
| 18/09/2023 | Smart casual - own clothes | | FE top with blue or black bottoms |
| 19/09/2023 | FE top with blue or black bottoms | | |
| 20/09/2023 | FE top with blue or black bottoms | | Smart - Black |

Programme overview

| Date | Morning | Afternoon | Evening |
|------|---------|-----------|---------|
|------|---------|-----------|---------|

| | | | |
|------------|--|----------------------------------|----------------------|
| 17/09/2023 | | Client Team and FE Team arrivals | Dinner - in Old Town |
| 18/09/2023 | SMT Travel Rest of FE Team arrival | SMT Arrivals | SMT Dinner? |
| 19/09/2023 | Arrivals | Social Activities | BBQ Dinner |
| 20/09/2023 | Workshops 5 sessions of 30 pax each in Stream A, then the same for Stream B. = 300 pax in total | Workshops | Offsite Gala Dinner |
| 21/09/2023 | Departures | | |

Meeting room overview

| Tuesday 19 September 2023 | | | | | | | |
|------------------------------|------------|----------|-------------|-------|--|-----|---|
| Purpose | Start time | End time | Room name | Floor | Setup | Pax | Notes |
| Main Plenary Set up | 09:00 | 17:00 | La Cupula | | Theatre - 310 Side: Table and chair for small desk | 310 | |
| Staff Room | 07:00 | 23:00 | La Vila I | | Boardroom | 8 | |
| Wednesday 20 September 2023 | | | | | | | |
| Purpose | Start time | End time | Room name | Floor | Basic setup | Pax | Notes |
| Main Plenary/ Exec Board Q&A | 10:00 | 16:00 | La Cupula | | Theatre - 310 (09:30-10:00) Theatre - 60 Stage: Stools and poseur tables Side: Table and chair for small desk | 310 | Set for 310 for 09:30-10:00 session on Wednesday 20th Remove 240 chairs all hands on deck at 10:00 |
| Care & Life Enrichment (a) | 10:00 | 16:00 | Salon Denia | | Theatre Side: high stool and poseur table | 30 | Up to 80 pax |

| | | | | | | | |
|--------------------------------------|-------|-------|----------------|--|--|----|---------------|
| Care & Life Enrichment (b) | 10:00 | 16:00 | Salon Calpe | | Theatre Side: high stool and poseur table | 30 | Up to 80 pax |
| Quality Improvement & Regulation (a) | 10:00 | 16:00 | Salon Altea | | Theatre Side: high stool and poseur table | 30 | Up to 100 pax |
| Quality Improvement & Regulation (b) | 10:00 | 16:00 | Moraira I & II | | Theatre Side: high stool and poseur table | 30 | Up to 50 |
| The Barchester Way (a) | 10:00 | 16:00 | Moraira IV | | Theatre Side: high stool and poseur table | 30 | Up to 25 |
| The Barchester Way (b) | 10:00 | 16:00 | Moraira III | | Theatre Side: high stool and poseur table | 30 | Up to 25 |
| Transformation/Change (a) | 10:00 | 16:00 | Salon Aitana | | Theatre Side: high stool and poseur table | 30 | Up to 150 |
| Transformation/Change (b) | 10:00 | 16:00 | El Mirador | | Theatre Side: high stool and poseur table | 30 | Up to 200 |
| Staff room | 07:00 | 23:00 | La Vila I | | Boardroom | 8 | |

Event specific hotel information

| <p>Floorplan</p> | | | | | | | | | | | | | | | | | | | | | |
|---------------------------------|---|------|---------|------------|------------------------|-------------|------------------------|-------------|--------------------------------------|----------------|--------------------------------------|-------------|----------------------------|-------------|----------------------------|--------------|---------------------------|------------|---------------------------|-----------------|----------------------|
| <p>Conference Room</p> | <p>Main Plenary: La Cupula (nickname: The Church) Access times: 10am Monday 18th September 2023 Setup: Theatre</p> <p>Rooms and sessions</p> <table border="1"> <thead> <tr> <th>Room</th> <th>Session</th> </tr> </thead> <tbody> <tr> <td>Moraira IV</td> <td>The Barchester Way (a)</td> </tr> <tr> <td>Moraira III</td> <td>The Barchester Way (b)</td> </tr> <tr> <td>Salon Altea</td> <td>Quality Improvement & Regulation (a)</td> </tr> <tr> <td>Moraira I & II</td> <td>Quality Improvement & Regulation (b)</td> </tr> <tr> <td>Salon Denia</td> <td>Care & Life Enrichment (a)</td> </tr> <tr> <td>Salon Calpe</td> <td>Care & Life Enrichment (b)</td> </tr> <tr> <td>Salon Aitana</td> <td>Transformation/Change (a)</td> </tr> <tr> <td>El Mirador</td> <td>Transformation/Change (b)</td> </tr> <tr> <td>Salon La Cúpula</td> <td>Exec Board Q&A Panel</td> </tr> </tbody> </table> | Room | Session | Moraira IV | The Barchester Way (a) | Moraira III | The Barchester Way (b) | Salon Altea | Quality Improvement & Regulation (a) | Moraira I & II | Quality Improvement & Regulation (b) | Salon Denia | Care & Life Enrichment (a) | Salon Calpe | Care & Life Enrichment (b) | Salon Aitana | Transformation/Change (a) | El Mirador | Transformation/Change (b) | Salon La Cúpula | Exec Board Q&A Panel |
| Room | Session | | | | | | | | | | | | | | | | | | | | |
| Moraira IV | The Barchester Way (a) | | | | | | | | | | | | | | | | | | | | |
| Moraira III | The Barchester Way (b) | | | | | | | | | | | | | | | | | | | | |
| Salon Altea | Quality Improvement & Regulation (a) | | | | | | | | | | | | | | | | | | | | |
| Moraira I & II | Quality Improvement & Regulation (b) | | | | | | | | | | | | | | | | | | | | |
| Salon Denia | Care & Life Enrichment (a) | | | | | | | | | | | | | | | | | | | | |
| Salon Calpe | Care & Life Enrichment (b) | | | | | | | | | | | | | | | | | | | | |
| Salon Aitana | Transformation/Change (a) | | | | | | | | | | | | | | | | | | | | |
| El Mirador | Transformation/Change (b) | | | | | | | | | | | | | | | | | | | | |
| Salon La Cúpula | Exec Board Q&A Panel | | | | | | | | | | | | | | | | | | | | |
| <p>Registration Area</p> | <p>Christina, April and Ria - Tuesday 19th September 2023 Registration area will be in the covered area of the main square, where the coaches will be dropping off and picking up guests. (image below)</p> | | | | | | | | | | | | | | | | | | | | |

4-5 tables with tablecloth to be provided by the hotel along with extension leads and power supply



Timings

09:00 - Set up registration desk fully

10:00 - Desk ready for arrivals

Tamsin and Ria - 10:30 - **Check hotel on track with arrival teas and coffees**

Luggage area to be split into 3 sections based on surname:

- **A-G**
- **H-O**
- **P-Z**

10:05 - Newcastle and Gatwick (flight 1) flight lands - **11:05 arrival at hotel**

10:10 - Gatwick (flight 2) flight lands - 11:10 arrival at hotel

10:25 - East Midlands flight lands - 11:25 arrival at hotel

10:40 - Birmingham flight lands - 11:40 arrival at hotel

10:55 - Luton flight lands - 11:55 arrival at hotel

11:25 - Edinburgh and Manchester flight lands - 12:25 arrival at hotel

11:50 - Stansted flight lands - 12:50 arrival at hotel

13:45 - Bristol (inc. Jersey passengers) flight lands - 14:45 arrival at hotel

Christina, April and Ria - Wednesday 20th September 2023

IMAGE

| | |
|-------------------|--|
| | <p>Registration will be in ADD IN AREA INFORMATION HERE</p> <p>08:30 - Set up registration desk fully 09:15 - Desk ready for early arrivals to conference 09:30 - First session starts 10:15 - First workshops start 11:15 - Second workshops start 12:15 - Third workshops start 13:00 Lunch 14:15 - Fourth workshops start 15:15 - Final workshops start</p> |
| Signage | ANY SIGNAGE DESIGNS TO BE ADDED IN HERE |
| F&B | <p>All lunches and BBQ at the hotel are buffet style. Buffet menu found here</p> <p>All food items will have labels with allergens codes A key for the allergen code will be shown at multiple stages throughout the buffet.</p> <p>INSERT KEY HERE WHEN RECEIVED FROM HOTEL</p> |
| Stationery | <p>Stationery included:</p> <ul style="list-style-type: none"> ● Pens ● Notepads |
| Tokens | <p>Drinks tokens will be handed out to all guests. Each plain white paper voucher will entitle the guest to ADD IN ENTITLEMENT HERE. Guests will be given X tokens at registration. Upon redemption, Melia Villaitana bar staff will collect these tokens in, and will keep each one, to ensure we can see a running total, which will match up with their running total tab.</p> <p>IMAGE HERE OF PAPER TOKEN</p> <p>SMT will be give "Gold" drinks tokens, which entitle them to an unlimited amount of INSERT ENTITLEMENT HERE. These will be laminated, and can be shown to the bar staff at the hotel without being collected in.</p> <p>IMAGE HERE OF GOLDEN TOKEN</p> <p>Ice cream tokens will also be given out to each guest, all guests will be given one paper token which will entitle the guest to a one scoop ice cream. Each voucher is to be collected by ice cream parlour staff upon redemption.</p> <p>IMAGE HERE OF ICE CREAM TOKEN</p> |

Group Activities

| Activity | Number of Delegates |
|-------------------------------|---------------------|
| Algar Waterfalls Tour | 60 |
| Altea Town Guided Tour | 59 |
| Gudalest Town and Castle Tour | 57 |
| Golf - 9 holes | 7 |
| Olive Oil Tasting | 15 |
| Wine Tasting | 105 |

Sunday 17th September 2023

| Daily schedule | | | |
|----------------|---------------|--------------------|--|
| Time | Who | Location | Details |
| 07:45 BST | Tamsin | Manchester airport | Tamsin to arrive at Manchester airport and drop off luggage |
| 08:45 BST | Josh & Client | Gatwick Airport | Client team & Josh to arrive at Gatwick airport and drop off luggage |
| 10:45 BST | Tamsin | Manchester Airport | Flight FR4027 to depart from Manchester airport |
| 11:45 BST | Josh & Client | Gatwick Airport | Flight EZY8111 to depart from Gatwick airport |
| 14:30 CEST | Tamsin | Alicante Airport | Tamsin to arrive at Alicante airport |
| 15:20 CEST | Josh & Client | Alicante Airport | Client team & Josh to arrive at Alicante airport |
| 15:30 CEST | Tamsin | Alicante Airport | Transfer for Tamsin to Hotel |
| 16:20 CEST | Josh & Client | Alicante Airport | Transfer for Client team & Josh to hotel |
| 16:00 CEST | Tamsin | Melia Villaitana | Tamsin to arrive at Melia Villaitana and check-in |
| 16:15 CEST | Tamsin | Melia Villaitana | Tamsin to check on client rooms - either via picture or in person - is it in a good location? |

| | | | |
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| | | | - is it well presented? - do they have their gifts/cards there? |
| 16:45 CEST | Tamsin & Hotel | Melia Villaitana | Hotel manager, Silvia etc to be on hand to greet client on arrival |
| 16:45 CEST | Hotel | Melia Villaitana | Hotel to have checked in client team, and issued room keys for Tamsin to give to client. |
| 16:50 CEST | Josh & Client | Melia Villaitana | Client team and Josh to arrive at Melia Villaitana and check-in |
| 17:00 CEST | Client | Melia Villaitana | Free time to freshen up |
| 17:00 CEST | Tamsin & Josh? | Melia Villaitana | Free time to either freshen up, or catch up on emails/ meet with hotel team where needed and possible? With Mihaela to book. Driver with sign including name in the arrivals hall of the airport |
| 19:30 CEST ?? | All | TBC | Meet for dinner - go offsite With Mihaela to book. Driver with sign including name in the arrivals hall of the airport |
| 23:59 CEST | All | Melia Villaitana | Overnight stay at Melia Villaitana |

Monday 18th September 2023

| Daily schedule | | | |
|----------------|------------------------|-----------------------|---|
| Time | Who | Location | Details |
| 05:00 BST | Christina & April | Manchester Airport | Arrive at Manchester airport to drop off luggage |
| 05:20 BST | Ria | Gatwick Airport | Arrive at Gatwick airport to drop off luggage if needed |
| 06:05 CEST | Simon McCall (SMT) | Kalamata | Depart Kalamata on A3233 to Athens |
| 06:55 CEST | Simon McCall (SMT) | Athens | Arrive into Athens airport |
| 06:40 BST | Michael O'Reilly (SMT) | East Midlands Airport | Depart East Midlands airport on LS641 to Alicante |
| 08:00 CEST | Tamsin & Josh | Mosacio | Meet for breakfast |

| | | | |
|------------|---|----------------------------|---|
| 08:45 CEST | Simon McCall (SMT) | Athens airport | Simon to depart Athens airport on A3700 to Madrid |
| 10:00 CEST | Tamsin & Josh | Melia Villaitana La Cupula | Pre con meeting with hotel |
| 08:00 BST | Christina & April | Manchester Airport | Flight LS879 to depart Manchester airport |
| 08:20 BST | Ria | Gatwick Airport | Flight U26431 to depart Gatwick airport |
| 10:00 | | | |
| 10:25 CEST | Michael O'Reilly (SMT) | Alicante Airport | Michael to land at Alicante Airport |
| 11:35 CEST | Simon McCall (SMT) Tamsin | Madrid Airport | Simon to land at Madrid Airport - Flights and Tamsin to be on hand should Simon need support whilst he gets to the train station |
| 11:50 CEST | Ria | Alicante Airport | Ria to land at Alicante Airport |
| 11:55 CEST | Christina & April | Alicante Airport | Christina & April to land at Alicante Airport and collect luggage |
| 12:05 CEST | Anna Shirley (SMT) | Palma de Mallorca airport | Flight FR6568 to depart from Palma de Mallorca airport |
| 12:15 CEST | Peter Calveley (CEO) | Munich Airport | Flight IB3191 to depart Munich Airport |
| 12:50 CEST | Christina, April, Ria | Alicante Airport | Transfer for Christina, April & Ria Mihaela booking- Driver with sign including name in the arrivals hall of the airport |
| 12:00 BST | Genevive Glover, Natasa Lazovic (SMT & CEO) | Gatwick Airport | Flight EZY8111 to depart from Gatwick airport |
| 12:30 BST | Mark Hazelwood (SMT) | Stansted Airport | Flight FR6647 to depart from Stansted airport |
| 13:30 CEST | Christina, April & Ria | Melia Villaitana | Arrive into Melia Villaitana - try for early check in |

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| | | | Use La Vila I for luggage should we be unable to check in early |
| 13:35 CEST | Christina, April, Ria, Tamsin | Melia Villaitana | Tamsin to do show around of hotel and conference spaces for April, Christina & Ria |
| 14:00 CEST | Simon McCall (SMT) | Madrid Chamartin Train station | Depart from Madrid Chamartin Railway station |
| 14:00 CEST | April, Christina, Josh, Ria, Tamsin | Melia Villaitana | FE Team working lunch Tamsin Winstanley make sense to have a sort of working lunch to re-group now we're all here? |
| 15:00 CEST | Christina & Laura (Melia) (Tamsin? April? Ria?) | Melia Villaitana | Cross check of rooming list with hotel In case you want anyone else to be there, April to be there for training, or Ria as my support to know what's happening with it? |
| 14:20 BST | Susan Gallagher, Angela Bradford (SMT) | Manchester Airport | Flight RK9073 to depart Manchester airport |
| 15:35 CEST | Genevive Glover, Natasa Lazovic (SMT) | Alicante Airport | To arrive into Alicante Airport |
| 15:55 CEST | Peter Calvaley (CEO) | Madrid Airport | Flight IB8862 to depart Madrid airport |
| 16:05 CEST | Mark Hazelwood (SMT) | Alicante Airport | To arrive into Alicante Airport |
| 16:30 CEST | Simon McCall (SMT) | Alicante Train station | Train to arrive into Alicante train station |
| 16:30 CEST | Christina, Ria | Melia Reception | Set up temporary SMT registration desk in reception ready for evening arrivals |
| 16:35 BST | Fiona Moncur (SMT) | Edinburgh Airport | Flight EZY3205 to depart from Edinburgh airport |

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|------------|--|-------------------|--|
| 16:45 BST | Alison Donaldson (SMT) | Newcastle Airport | Flight FR7493 to depart from Newcastle airport |
| 17:05 CEST | Pete Calveley (CEO) | Alicante Airport | To arrive into Alicante Airport |
| 18:05 CEST | Susan Gallagher, Angela Bradford (SMT) | Alicante Airport | To arrive into Alicante Airport |
| 19:30 CEST | SMT & FE | Papamambo | Papamambo dinner 3x tables for 22 pax in courtyard area |
| 20:40 CEST | Fiona Moncur (SMT) | Alicante Airport | To arrive into Alicante Airport |
| 20:40 CEST | Alison Donaldson (SMT) | Alicante Airport | To arrive into Alicante Airport |
| 22:00 CEST | Christina, Ria | Melia Reception | Close registration desk, and pack away all reg desk items in La Vila I, ready for the next day |
| 23:05 CEST | | Alicante Airport | Aberdeen flight lands |
| 00:00 CEST | | Melia Villaitana | Aberdeen guests to arrive, and check in to their rooms |
| 00:00 CEST | All | Melia Villaitana | Overnight stay at Melia Villaitana |

Tuesday 19th September 2023

| Daily schedule | | | |
|----------------|---------------------------|---------------------|--|
| Time | Who | Location | Details |
| 8:00 | All | Breakfast | Team breakfast |
| 9:00 | Christina Ria | Melia Plaza Real | Set up registration desk fully |
| 10:00 | Christina Ria April | Plaza Real | Check luggage drop area. 3 bus stop signs to split the group by surname <ul style="list-style-type: none"> A-G |

| | | | |
|--------------|-------------------------|--------------------------------|--|
| | Tamsin | | <ul style="list-style-type: none"> • H-0 • P-Z |
| 10:00 | Christina Ria | Melia Plaza Real | Ready for arrivals |
| 10:05 | | Alicante Airport | Newcastle flight lands |
| 10:05 | | Alicante Airport | Gatwick flight 1 lands |
| 10:10 | | Alicante Airport | Gatwick flight 2 lands |
| 10:25 | | Alicante Airport | East Midlands flight lands |
| 10:30 | Tamsin April | La Cupula | Check set up |
| 10:30 | Tamsin Ria | Melia Villaitana Plaza Real | Check hotel on track with arrival teas and coffees |
| 10:40 | | Alicante Airport | Birmingham flight lands |
| 10:55 | | Alicante Airport | Luton flight lands |
| 11:05 | Christina Ria | Melia Villaitana | Newcastle flight arrivals into hotel (XXX people) |
| 11:05 | Christina Ria | Melia Villaitana | Gatwick flight arrivals into hotel (XXX people) |
| 11:10 | Christina Ria | Melia Villaitana | 2nd Gatwick flight arrivals into hotel (XXX people) |
| 11:25 | Christina Ria | Melia Villaitana | East Midlands flight arrivals into hotel (XXX people) |
| 11:25 | | Alicante Airport | Edinburgh flight lands |
| 11:25 | | Alicante Airport | Manchester flight lands |
| 11:30 | Tamsin | La Cupula | AV check and Speaker rehearsal |
| 11:40 | Christina Ria | Melia Villaitana | Birmingham flight arrivals into hotel (XXX people) |
| 11:50 | | Alicante Airport | Stansted flight lands |
| 11:55 | Christina Ria | Melia Villaitana | Luton flight arrivals into hotel (XXX people) |
| 12:00 | DMC & AV | Mosaico | Begin setting up AV for Welcome dinner |
| 12:25 | Christina Ria | Melia Villaitana | Edinburgh flight arrivals into hotel (XXX people) |
| 12:25 | Christina | Melia Villaitana | Manchester flight arrivals into hotel (XXX people) |

| | | | |
|-------|---|--------------------------------|---|
| | Ria | | |
| 12:50 | Christina Ria | Melia Villaitana | Stansted flight arrivals into hotel (XXX people) |
| 13:15 | Christina, Ria, April, Tamsin, Josh | Melia Villaitana | Staggered lunch breaks Ensure desk is always manned, buddy system for lunch. Room service can be ordered to the meeting room |
| 13:45 | | Alicante Airport | Bristol flight lands (inc. Jersey passengers) - as it stands! |
| 14:00 | Tamsin | Mosaico | Check in on AV setup |
| 14:40 | Melia staff | Melia Villaitana Plaza Real | Prepared lunch packs for Bristol flight to be brought out (no more than 5 minutes before arrival of Bristol guests) All packs to include: <ul style="list-style-type: none"> ● 1x Bottle of water ● 1x Ham or cheese sandwich (except for dietaries) ● 1x Packet of crisps ● 1x piece of fruit ● 1x snack bar |
| 14:45 | | Melia Villaitana | Bristol flight (inc Jersey passengers) arrivals into hotel |
| 15:00 | Tamsin April Ria | Melia Villaitana | Coaches to depart for Activities |
| 15:00 | Kirsty Kemp | Melia Villaitana | Transfer for Kirsty Kemp to Alicante Airport |
| 16:00 | Guests | Various | Activities to begin |
| 16:15 | Tamsin Ria | Melia Villaitana Mosaico | Check on setup of BBQ Add in list here of what to look for particularly |
| 18:00 | Guests | Various | Coaches from activities back to Melia Villaitana |
| 18:30 | All FE team and hotel staff | Melia Villaitana | On hand to help with luggage and directing people to their rooms |
| 18:30 | Guests | Melia Villaitana | Free time to freshen up |
| 19:00 | Christina April | Melia Villaitana | In place for human signage to BBQ |
| 19:30 | Tamsin Ria | Melia Villaitana Mosaico | BBQ to open to guests - Drinks reception |
| 20:00 | All | Melia Villaitana | Welcome speech? |

| | | | |
|-------|-----|-----------------------------|--------------------------------------|
| | | Mosaico | |
| 20:15 | Ria | Melia Villaitana Mosaico | Food to be served at buffet stations |
| 0:00 | All | Melia Villaitana Mosaico | BBQ to end, music finish |
| 0:00 | All | Melia Villaitana | Overnight stay at Melia Villaitana |

Wednesday 20th September 2023

| Daily schedule | | | | |
|----------------|--------------------|-------------------------|---|---|
| Time | Who | Location | Details | Notes |
| 07:15 | All | Mosaico | Team breakfast | |
| 08:00 | Tamsin Josh | All Meeting rooms | Speaker rehearsals/ sound checks | |
| 08:40 | Christina April | | Conference desk set up | If we are based centrally within the conference centre, we might not need iPads, people can come to us for questions on rooms |
| 08:40 | Ria | La Cupula Courtyard? | Check cans of water and coffee/tea has been fully set up | |
| 09:30 | All | La Cupula | Welcome by Pete Calveley | |
| 09:45 | All | La Cupula | All guests to be brought out of the room, and 240 chairs removed, to leave 60 | |
| 10:00 | | Melia | Get guests ready to head to their first session | Human and bus stop signage - do we have iPads for this to check rooms? |
| 10:15-11:00 | | Salon Denia | Red Group in Care & Life Enrichment (a) | Presenter: Claire Peart Assistant presenter: Davesh Kumar |
| 10:15-11:00 | | Salon Calpe | Light Blue group in Care & Life Enrichment (b) | Presenter: Ross Joannides Assistant presenter: Eleana Tsecoutanis |
| 10:15-11:00 | | Salon Aitana | Lime Green group in Transformation/Change (a) | Presenter: Donna Power Assistant presenter: Emily Gray |
| 10:15-11:00 | | El Mirador | Yellow group in Transformation/Change (b) | Presenter: Gemma Pitman-McGrath Assistant presenter: Taylor Dowes |

| | | | | |
|-------------|-----|---------------------|---|--|
| 10:15-11:00 | | Moraira IV | Grey group in The Barchester Way (a) | Presenter: Natasha Lazovic & Fiona Fagan |
| 10:15-11:00 | | Moraira III | Orange group in The Barchester Way (b) | Presenter: Angela Bradford, Alison Donaldson & Sue Gallagher |
| 10:15-11:00 | | La Cupula | Purple & Pink groups in Exec Board Q&A/Panel | Presenter: Exec Board |
| 10:15-11:00 | | Salon Altea | Navy group in Quality Improvement and Regulation (a) | Presenter: Sue Sheath Assistant presenter: Gillian Laws |
| 10:15-11:00 | | Moraira I & II | Dark Green group in Quality Improvement and Regulation (b) | Presenter: Tudor Bogdan Assistant presenter: Lynsey Boxall |
| 10:45 | Ria | TBC | Check on cans of water and coffee/tea refresh | |
| 11:00-11:15 | | TBC | Comfort break and move to next session | Human and bus stop signage - do we have iPads for this to check rooms? |
| 11:15-12:00 | | Salon Aitana | Red group in Transformation/Change (a) | Presenter: Donna Power Assistant presenter: Emily Gray |
| 11:15-12:00 | | El Mirador | Light Blue group in Transformation/Change (b) | Presenter: Gemma Pitman-McGrath Assistant presenter: Taylor Dowes |
| 11:15-12:00 | | La Cupula | Lime Green & Yellow groups in Exec Board Q&A Panel | Presenter: Exec Board |
| 11:15-12:00 | | Salon Altea | Grey group in Quality Improvement & Regulation (a) | Presenter: Sue Sheath Assistant presenter: Gillian Laws |
| 11:15-12:00 | | Moraira I & II | Orange group in Quality Improvement & Regulation (b) | Presenter: Tudor Bogdan Assistant presenter: Lynsey Boxall |
| 11:15-12:00 | | Moraira IV | Purple group in The Barchester Way (a) | Presenter: Natasha Lazovic & Fiona Fagan |
| 11:15-12:00 | | Moraira III | Pink group in The Barchester Way (b) | Presenter: Angela Bradford, Alison Donaldson & Sue Gallagher |
| 11:15-12:00 | | Salon Denia | Navy Group in Care & Life Enrichment (a) | Presenter: Claire Peart Assistant presenter: Davesh Kumar |
| 11:15-12:00 | | Salon Calpe | Dark Green group in Care & Life Enrichment (b) | Presenter: Ross Joannides Assistant presenter: Eleana Tsecoutanis |
| 11:45 | Ria | TBC | Check on cans of water and coffee/tea refresh | |
| 12:00-12:15 | | TBC | Comfort break and move to next session | Human and bus stop signage - do we have iPads for this to check rooms? |
| 12:15-13:00 | | La Cupula | Red & Light Blue groups in Exec | Presenter: Exec Board |

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|-------------|-----|---------------------|--|--|
| | | | Board Q&A Panel | |
| 12:15-13:00 | | Moraira IV | Lime Green group in The Barchester Way (a) | Presenter: Natasha Lazovic & Fiona Fagan |
| 12:15-13:00 | | Moraira III | Yellow group in The Barchester Way (b) | Presenter: Angela Bradford, Alison Donaldson & Sue Gallagher |
| 12:15-13:00 | | Salon Denia | Grey Group in Care & Life Enrichment (a) | Presenter: Claire Peart Assistant presenter: Davesh Kumar |
| 12:15-13:00 | | Salon Calpe | Orange group in Care & Life Enrichment (b) | Presenter: Ross Joannides Assistant presenter: Eleana Tsecoutanis |
| 12:15-13:00 | | Salon Altea | Purple group in Quality Improvement & Regulation (a) | Presenter: Sue Sheath Assistant presenter: Gillian Laws |
| 12:15-13:00 | | Moraira I & II | Pink group in Quality Improvement & Regulation (b) | Presenter: Tudor Bogdan Assistant presenter: Lynsey Boxall |
| 12:15-13:00 | | Salon Aitana | Navy group in Transformation/Change (a) | Presenter: Donna Power Assistant presenter: Emily Gray |
| 12:15-13:00 | | El Mirador | Dark Green group in Transformation/Change (b) | Presenter: Gemma Pitman-McGrath Assistant presenter: Taylor Dowes |
| 12:30 | Ria | Mosaico | Check on lunch setup - all buffet stations to be getting ready. Dietary labels and key to be clearly visible | |
| 13:00-14:00 | | Mosiaco | Lunch | Menu to be added in here |
| 13:00-16:00 | | Ice cream parlour | Ice cream shop to open until 4pm | Tokens given out to all guests (ADD IN IMAGE HERE) |
| 14:00-14:50 | | Moraira IV | Red group in The Barchester Way (a) | Presenter: Natasha Lazovic & Fiona Fagan |
| 14:00-14:50 | | Moraira III | Light Blue group in The Barchester Way (b) | Presenter: Angela Bradford, Alison Donaldson & Sue Gallagher |
| 14:00-14:50 | | Salon Altea | Lime Green group in Quality Improvement & Regulation (a) | Presenter: Sue Sheath Assistant presenter: Gillian Laws |
| 14:00-14:50 | | Moraira I & II | Yellow group in Quality Improvement & Regulation (b) | Presenter: Tudor Bogdan Assistant presenter: Lynsey Boxall |
| 14:00-14:50 | | Salon Aitana | Grey group in Transformation/Change (a) | Presenter: Donna Power Assistant presenter: Emily Gray |
| 14:00-14:50 | | El Mirador | Orange group in Transformation/Change (b) | Presenter: Gemma Pitman-McGrath Assistant presenter: Taylor Dowes |
| 14:00-14:50 | | Salon Denia | Purple Group in Care & Life | Presenter: Claire Peart |

| | | | | |
|---------------|------------|---------------------|---|--|
| | | | Enrichment (a) | Assistant presenter: Davesh Kumar |
| 14:00-14:50 | | Salon Calpe | Pink group in Care & Life Enrichment (b) | Presenter: Ross Joannides Assistant presenter: Eleana Tsecoutanis |
| 14:00-14:50 | | La Cupula | Navy & Dark Green groups in Exec Board Q&A Panel | Presenter: Exec Board |
| 14:40 | Ria | TBC | Check on cans of water and coffee/tea refresh | |
| 14:50-15:00 | | TBC | Comfort break and move to next session | Human and bus stop signage - do we have iPads for this to check rooms? |
| 15:00-15:50 | | Salon Altea | Red group in Quality Improvement & Regulation (a) | Presenter: Sue Sheath Assistant presenter: Gillian Laws |
| 15:00-15:50 | | Moraira I & II | Light Blue group in Quality Improvement & Regulation (b) | Presenter: Tudor Bogdan Assistant presenter: Lynsey Boxall |
| 15:00-15:50 | | Salon Denia | Lime Green Group in Care & Life Enrichment (a) | Presenter: Claire Peart Assistant presenter: Davesh Kumar |
| 15:00-15:50 | | Salon Calpe | Yellow group in Care & Life Enrichment (b) | Presenter: Ross Joannides Assistant presenter: Eleana Tsecoutanis |
| 15:00-15:50 | | La Cupula | Grey & Orange groups in Exec Board Q&A Panel | Presenter: Exec Board |
| 15:00-15:50 | | Salon Aitana | Purple group in Transformation/Change (a) | Presenter: Donna Power Assistant presenter: Emily Gray |
| 15:00-15:50 | | El Mirador | Pink group in Transformation/Change (b) | Presenter: Gemma Pitman-McGrath Assistant presenter: Taylor Dowes |
| 15:00-15:50 | | Moraira IV | Navy group in The Barchester Way (a) | Presenter: Natasha Lazovic & Fiona Fagan |
| 15:00-15:50 | | Moraira III | Dark Green group in The Barchester Way (b) | Presenter: Angela Bradford, Alison Donaldson & Sue Gallagher |
| 15:50 - 18:45 | All | | Free time | |
| 17:00 | TBC | Melia Lobby | Team to head to Finca to help set up | |
| 18:45 | TBC | Melia Lobby | Gather guests for transfer to gala dinner | |
| 19:00 | TBC | Transfer | Coach to depart to Finca | |
| 19:25 | All | Finca | Guests to arrive at Finca | |
| 20:00 | All | Finca | Sit down to eat | |
| 23:00 | All | Finca | Transfers back to hotel | |

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|-------------|-----|-----------|--|--|
| 00:00-02:00 | All | Papamambo | Papamambo to remain open for any of our guests | Permission to close early if no-one there? |
| 0:00 | All | Melia | Overnight stay at Melia Villaitana | |

Thursday 21st September 2023

| Daily schedule | | | | |
|----------------|---------|-----------------------------|---|---|
| Time | Numbers | Location | Details | Vehicle |
| 6:00 | 2 | Melia Reception | Transfer for Jersey Flights (departure 09:00) | Car - 3 seater |
| 7:00 | | Melia Villaitana | Team breakfast | |
| 8:15 | 19 | Melia Reception | Transfer for East Midlands flight (departure 11:15) | 35 seater |
| 8:35 | 20 | Melia Reception | Transfer for Newcastle flight (departure 11:35) | 35 seater |
| 9:15 | 47 | Melia Reception | Transfer for Manchester flight (departure 12:15) | 50 seater |
| 9:30 | 15 | Melia Reception | Transfer for Edinburgh flight (departure 12:30) | 50 seater |
| 9:30 | 26 | Melia Reception | Transfer for Stansted flight (departure 12:45) | |
| 11:00 | 10 | Melia Reception | Transfer for Aberdeen flight (departure 13:55) | 50 seater |
| 11:00 | 18 | Melia Reception | Transfer for Luton flight (departure 14:10) | |
| 13:00 | 34 | Melia Reception | Transfer for Bristol flight (departure 16:10) | 50 seater & car for 1 x delegate |
| 13:00 | | Melia Villaitana Mosaico | Lunch for remaining guests | |
| 14:30 | 63 | Melia Reception | Transfer for Gatwick flight (departure 17:35) | 50 seater & 23 seater Josh to go on transfer |
| 16:30 | 1 | Melia Reception | Transfer for Rome flight (departure | Taxi from hotel, not |

| | | | | |
|-------|----|-----------------|--|--|
| | | | 19:55) | pre-booked |
| 18:20 | 24 | Melia Reception | Transfer for Birmingham flight (departure 21:20) | 35 seater Tamsin, April & Ria to go on transfer |

FAQs

| Example questions | Answers |
|--|--|
| General | |
| 1. Am I allowed to take pictures? | We ask that you don't take any photos during the sessions, and whilst you are able to take pictures of social events and activities, please note these can NOT be shared on social media for the privacy of others. (Even if it is just you in the picture!) |
| 2. Why won't you tell us the name of the hotel | We want the hotel to remain a surprise, and to be a shared experience for you all when you arrive. |
| Business Centre | |
| 1. Is there a business centre onsite? | There is a conference section, where most of our sessions will be taking place. |
| Catering | |
| 1. Is breakfast being provided? | Yes - In Mosaico. |
| 2. What time is breakfast available? | 07:00-10:30 at Mosaico. |
| 3. Are lunches being provided? | Yes - at Mosaico |
| 4. What time is lunch? | 13:00-14:00. |
| 5. Where can I eat lunch? | We will be providing lunches at Mosaico on both days, but if you do need a meal outside of this, there is Papamambo or room service available |
| 6. I have dietary requirements who should I speak to? | Please speak to Christina Hornby or Ria Gillett onsite. |
| 10. Will coffee / tea be provided? | Yes at the dedicated coffee break times during the conference time, and during all meals. |
| 11. Is there somewhere I can get coffee outside of the scheduled breaks? | Yes, Papamambo will do coffees |
| 12. Is the Hotel restaurant / bar open | Only Papamambo which is open TIME until 01:00 |
| 13. Where can I eat outside of the hotel? | There won't be any time, but there are a few restaurants available nearby - ask the concierge for their recommendations. |
| Cloakroom | |

| | |
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| 1. Is there a cloakroom at the hotel? | Luggage can be left with reception, or please feel free to leave your jackets in your rooms during the main conference day. |
| 2. Is there a cloakroom at the gala dinner venue? | There will be somewhere to leave any jackets? |
| Conference | |
| 1. Where is the Conference taking place? | The main plenary is in La Cupula (the Church) and all workshops will be in the main conference spaces |
| 2. Can I attend any session? | No, we ask you to stick to your allocated group colour agenda. |
| 3. How do I know what sessions are taking place at the conference? | Are we having printed agendas at all? Is it on the app? Do people just need to come and ask me? |
| 4. What are the opening / closing times of the event? | The first session begins at 10am, but please be ready to go by around 09:45 for a prompt 10am start. Sessions should close by 4pm. |
| Onsite Support | |
| 1. Who is my onsite support? | Anyone from the First Event event team, easily found by their event team t-shirts. |
| 2. I have a medical emergency - what do I do? | Event team in the first instance, and hotel team. We ask that you contact us first, and we will go through the proper procedures. |
| Social Events | |
| 1. I have dietary requirements I haven't told you about - who can I tell? | Christina Hornby or Ria Gillett from the First Event Team. |
| 2. My friend is on another social activity and I want to be with them, can I swap? | Ideally no - please talk to Christina Hornby to see if there is space on the activity you would like to move to, and depending on numbers, we might be able to arrange, but this is not guaranteed. |
| 3. I've changed my mind on the activity I want to do - am I allowed to swap? | Ideally no - please talk to Christina Hornby to see if there is space on the activity you would like to move to, and depending on numbers, we might be able to arrange, but this is not guaranteed. |
| Transport & Travel | |
| 1. I can't travel on a coach - what options are there | Speak to Christina Hornby onsite who will be able to arrange personalised transport (Christina Hornby check with client if they would ask the guest to pay, or if they would cover - or if it's case by case) |
| 2. I need to travel home for an emergency what do I do? | Please speak to one of the event team onsite, and they will be able to help by finding the next suitable flight, and organising transfers. |
| Taxi numbers | |

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| 1. I want to get a taxi to somewhere, how can I go about finding one? | The hotel concierge will be able to assist with a taxi should you need one. |
| WIFI | |
| 1. Is WIFI available in the conference space? | Yes, there is free WiFi at the hotel which you are able to use. |