









# CONFERENCE ORGANISERS

COMPLETE CONFERENCE MANAGEMENT

Established in 1999,  
Conference Organisers Limited is a Professional Conference Organiser (PCO) based in Dublin with a reputation for delivering successful events for up to 2,500 participants.

We are exclusively dedicated to the organisation of congresses, conferences, meetings, workshops and exhibitions and are accredited by the Association of Irish Professional Conference Organisers (AIPCO), Fáilte Ireland, the Dublin Convention Bureau, Cork Convention Bureau, Galway Convention Bureau, Kerry Convention Bureau and Visit Belfast.

We have managed scientific, academic, legal, technical, medical and association events around the world, **working** with a resource of trusted suppliers to provide cost effective solutions that exceed our clients' expectations.

At the heart of what we do is the client and delegate experience. We assist clients with the choice and management of the venue and local arrangements, delegate requirements and onsite management, as well as support to presenters and local organising committees.

Our company has strategic business alliances with specialist suppliers and together we offer the highest level of service and quality.

**AIPCO**

Association of Irish Professional  
Conference Organisers



**visit Belfast**

**EcoMerit**  
certified company



# OUR TEAM

Our mission is to deliver the best delegate experience on behalf of our clients. We seek to professionally plan and implement the events we organise in a completely transparent manner and partner with our clients so together we satisfy the objectives of the committee and delegate alike.

Our core values are inspiration, enthusiasm, creativity, straight-talking and openness with a personal service focused on partnership.



## NIAV MILLER

### MANAGING AND FINANCE DIRECTOR

Niav has worked in the conference organising business since 1989 and looks after all the financial aspects of the company. She deals with accounts, budgets and supplier contracts and liaison. Niav has been referred to as the epitome of calm efficiency and competence.



## LEAH COULSON

### EVENTS DIRECTOR

Leah joined Conference Organisers with a marketing degree, diverse event and conference management experience and a strong background in corporate relationship management. She is responsible for the seamless delivery of our events and ensuring that our clients are happy every step of the way. The customer always comes first to her and no ask is ever too big.



## ELVA BOLAND

### SENIOR PROJECT MANAGER

Elva has worked with Conference Organisers on a full-time basis since 2011, having previously worked on a consultancy basis with the company. Before joining Conference Organisers, Elva gained a wealth of experience as an IT project manager dealing with clients from both the private and public sector. She has excellent communication skills and a great ability to work as part of a team.



## PHILIP BYERS

### BUSINESS DEVELOPMENT DIRECTOR

Philip has extensive conference management experience and general business experience in the pharmaceutical and leisure sectors.



## KATIE GARVEY

### PROJECT MANAGER

Katie has been with Conference Organisers for six years and has considerable experience with delegates and sponsors alike and will be on-site for the duration of the event.



## CORINA GARCIA

### EVENT COORDINATOR

Corina is the newest member of our team. With a strong background in Event Marketing and Customer Support, Corina looks after our clients day to day requirements and always has a smile on her face.



## EAVAN MCCARTHY

### DELEGATE SERVICES

Eavan is responsible for managing the delegates during the conference and ensuring that their expectations are met.



# WHAT MAKES CONFERENCE ORGANISERS DIFFERENT?

## DEDICATED ACCOUNT MANAGER

We appoint a dedicated manager leading our experienced team which means that delegates, clients and sponsors always deal with the same, dedicated, point of contact.

## SYNERGY

We have a long history of working well with organising committees and of putting solid and professional templates in place.

## EXPERIENCE

We are experts in running conferences and provide the professional approach that is required to ensure success.

## BUDGET EXPERTISE

We have extensive experience in budget management; our event accounts have always been in surplus.

## KEEPING TRACK

We provide regular updates on the current budget, sponsorship and registration levels.



# CONFERENCE BID SUPPORT

The preparation of a formal bid is a key part of the process in bringing a conference to Ireland. Our specialist Account Managers have expert knowledge of the conference market and are well-acquainted with the competitive bidding process that can be required to attract prestigious events.

## WORKING ON YOUR BEHALF, **WE OFFER THE FOLLOWING SERVICES:**

- » A personalised bid document for you to present to your International Committee
- » A professional video presentation
- » Assistance with promoting your bid at your association's next International event
- » Professional advice and support every step of the way





## KEY STEPS ALONG THE PROCESS:

- » Hold initial planning meeting to establish the key conference objectives
- » Visit prospective venues and then agree on and reserve the conference venue
- » Prepare outline conference plan, the conference programme and conference committee
- » Review social programme options
- » Co-ordinate with DCB/Fáilte Ireland to secure:
  - » ministerial and governmental support letters
  - » video materials for bid presentation
  - » financial support
  - » official “Ireland” marketing materials
- » Finalise and prepare marketing and pre-marketing materials
- » Prepare the final budget
  - » Costs and revenue, including registrations, sponsorship, exhibition
- » Prepare proposal document and presentation materials to include
  - » General Ireland publicity
  - » Specific conference plans
  - » Venue, accommodation, logistical details
  - » Local attractions
  - » Spousal opportunities
  - » Programme, exhibition, poster details



# CONFERENCE MANAGEMENT SERVICES

We offer a comprehensive list of all the services we offer as a Professional Conference Organiser, however we can of course offer a bespoke package of services that are appropriate for an individual conference committee needs.

The following pages offer an overview of what we can provide for your conference.





# CONFERENCE MANAGEMENT SERVICES

## GENERAL

- » work in partnership with the Conference Committee
- » appoint a dedicated Account Manager
- » co-ordinate and deliver full administration & management support
- » schedule periodic meetings and conference calls with the Conference Committee

## VENUE & CATERING

- » recommend and, with the organising committee, select the most appropriate venue
- » coordinate all meeting space requirements and ancillary meeting facilities, including exhibition space, poster displays, secretariat office and registration facilities
- » liaise with venue regarding conference requirements
- » liaise with venue and/or catering contractor on all catering requirements
- » advise and assist with the most appropriate menu selection
- » liaise with venue regarding lay-out and seating requirements, menu cards and decoration

## SOCIAL EVENTS & TRANSFERS

- » arrange and co-ordinate Welcome Reception and Gala Dinner
- » arrange and co-ordinate fieldtrips, site visits and tours
- » arrange site-seeing tours for accompanying persons
- » arrange and co-ordinate transfers if required
- » advise on and organise pre/post-conference trips

## WEBSITE, REGISTRATION & ABSTRACT SUBMISSION SYSTEM

- » design and create a bespoke dedicated conference website
- » coordinate all materials for uploading to website
- » maintain and update website as required
- » coordinate online secure registration and payment system
- » coordinate abstract submission system and review process

## EXHIBITION AND SPONSORSHIP

- » assist in production of sponsorship package for potential sponsors to include costs and benefits to sponsors
- » produce alternative package of items available to potential sponsors (lanyards, document satchels, social events etc.)
- » distribute invoices and collect sponsorship and exhibition fees
- » manage and build relationships with sponsors and exhibitors
- » coordinate layout of exhibition in conjunction with venue and exhibition supply company
- » communicate logical information to all sponsors and exhibitors



# CONFERENCE MANAGEMENT SERVICES

## REGISTRATION

- » process delegate registrations
- » credit/debit card payments are processed online via secure Registration System
- » option to make payment by Electronic Funds Transfer
- » automatic booking confirmation to each delegate
- » organise reminders to potential delegates
- » provide status reports on a regular basis as required
- » manage dates and deadlines
- » compile list of delegates

## CONFERENCE APP

- » create a bespoke Mobile Conference App
- » design a user-friendly platform for sharing conference information
- » real-time audience interaction during sessions
- » instant push messaging capability
- » Social Media integration
- » compliant networking capabilities
- » create advertising opportunities

## FINANCES & BUDGETING

- » prepare and manage budget based on projected and actual costs and revenue
- » advise and assist the committee in determining registration fees
- » manage registration payments
- » manage third party payments
- » manage supplier payments
- » provide status reports and accounts on a regular basis as required
- » provide unaudited conference accounts
- » submit conference accounts to committee in a timely fashion

## DELEGATE DOCUMENTATION

- » design and production of all onference documentation
- » name badges, lanyards, document folders, satchels, gifts, awards, pens, notepads etc.
- » collation and design of abstracts in required format (USB, print, online or Mobile App)

## TRANSPORTATION

- » negotiate and contract transportation services as required
- » arrangement of transport to and from the event venue and social events
- » booking and coordination of private transfers as required for speakers to and from the airport

## MARKETING, PUBLICITY & PRINTING

- » GDPR compliant database management
- » coordinate marketing campaign and liaise with media outlets
- » liaise and inform key target sectors about forthcoming events
- » co-ordinate design of announcements and other print items
- » assist in producing promotional material for presentation at relevant events
- » coordinate all communications with members, delegates and speakers



# CONFERENCE MANAGEMENT SERVICES

## ACCOMMODATION

- » assist delegates and speakers regarding accommodation requirements
- » reservation of sufficient appropriate accommodation in a variety of price ranges
- » liaise with hotels regarding block booking, rooming lists, cut-off dates, special requirements, deposits

## KEYNOTE AND INVITED SPEAKERS

- » liaise with speakers regarding all logistical information including; submission of papers, presentations and AV requirements
- » co-ordinate speakers' local travel requirements and accommodation
- » organise speaker room and assist speakers with enquiries during conference

## AUDIO VISUAL

- » investigate and recommend suppliers that best meet the conference requirements and budget
- » contract and liaise with supplier
- » communicate with technicians regarding all AV requirements prior to conference and on-site
- » onsite AV management

## PROGRAMME/ SCHEDULE MANAGEMENT

- » liaise with Conference Committee to produce and publish a detailed programme
- » plan and coordinate networking programme

## ON-SITE

- » provide a dedicated, experienced Event Manager
- » organise personnel to manage and co-ordinate on-site registration
- » co-ordinate distribution of materials to delegates
- » organise all aspects regarding signage
- » manage Audio Visual requirements and all technical aspects of the event
- » liaise with sponsors and exhibitors
- » liaise with the conference venue
- » liaise with speakers

## SIGNAGE

- » organise all aspects of signage as required
- » liaise with venue regarding signage location
- » liaise with sponsors to maximize promotional opportunities

## POST CONFERENCE

- » debriefing with committee to evaluate the event
- » design and distribution of Attendee Feedback form
- » design and distribution of Sponsor/Exhibitor Feedback form
- » report to include analysis of feedback forms and notes on areas of success and on areas where adjustments could be made for future conferences
- » handling of post-meeting queries from attendees



# PROJECT TIMELINE

From the time we are appointed to work with you, we will put in place a delivery timeline which details all the activities to be undertaken, by us and the local organising committee, and allocate responsibilities. As we progress through the plan we track all action points to ensure the event is implemented on time and in full (example below).

	Organising Committee	Conference Organisers
Conduct initial planning meeting	●	●
Site visit to venue	●	●
Prepare budget		●
Assess needs and services required, and create delivery plan	●	●
Prepare Bid Documents, support materials (if required)	●	●
Present Bid (if required)	●	●
Prepare outline Conference Programme	●	●
Form Local Committees	●	●
Prepare outline Sponsorship & Exhibition Package		●
Prepare initial Conference Website design		●
Launch Conference Website		●
Invite Keynote Speakers	●	●
Negotiate and execute venue contract		●
Update preliminary Budget		●
Negotiate and execute accommodation options		●
Design Online Registration System		●
Registration Fees & Registration/Accommodation announced		●
Abstract Submission opens online		●
Finalise Sponsorship & Exhibition Package (including floor plan)		●
Launch online Marketing Campaign		●
Sponsorship & Exhibition Brochure is sent to prospects		●
Venues for Social Programme finalised and confirmed		●
Finalise delegate & accompanying person tours/excursions		●
Abstract submission is closed		●
Notification of abstract status sent to submitters	●	●



Confirm space and setup of poster and exhibitor displays	●
Confirm setup of displays and delivery dates with exhibitors	●
Early registration closes	●
Invited presentations are announced	●
Arrange and confirm AV equipment requirements	●
Arrange and confirm details for meeting rooms setup	●
Advise and arrange meals and refreshments	●
Conference Programme is available	●
Coordinate signage - backdrops, welcome, registration	●
Coordinate print items – programme, schedule & satchels	●
Check and confirm social events	●
Invite Volunteers and prepare information sheet	●
Order signage & bags	●
Choose Session Chairs and send invitations	●
Conference Overview available on-line	●
Hotel registration deadline (subject to availability)	●
Late registration closes	●
Finalise conference programme and prepare for printing, update online version	●
Advise venue, caterers, social events of final numbers	●
Print handout materials, name badges etc.	●
Prepare conference packs	●
Conference begins & on-site registration	●
Complete Conference On-Site Management:	
On Site Registration Desk	
Exhibition co-ordination	
Venue and catering management	
Speaker Liaison	
AVA co-ordination	
Supplier co-ordination	
Coordination of Social Events/Tours	
Design and distribute Online Feedback Forms	●
Compile evaluations and prepare summary report and Lessons Learned report	●
Finalise conference accounts and transfer surplus to Committee	●



# RECENT PROJECTS



## DIGITAL SUMMIT

20 SEPTEMBER 2019 / CONVENTION CENTRE, DUBLIN

"profound thanks for the supremely professional job you did organising the Digital Summit and for all the work leading up to it."

Barry Vaughan,  
Principal Officer in the Economic  
Division of the Department of the  
Taoiseach

### THE DIGITAL SUMMIT

Conference Organisers Ltd were selected in May 2018 as part of a tender process by the Department of the Taoiseach to deliver the Data Summit 2018. Following this successful event, we submitted a bid and were again chosen by the Department of the Taoiseach to deliver the Digital Summit in September 2019 in the Convention Centre Dublin. The Summit programme included a number of preeminent international speakers who discussed the development of digital technologies, maximising their use for the good of our society and economy.

618

delegates

12

Exhibitors

8

Key Sponsors

42

Invited Speakers





# RECENT PROJECTS



**EUROPEAN SEATING SYMPOSIUM**  
INCORPORATING ASSISTIVE TECHNOLOGY  
CROKE PARK STADIUM | DUBLIN | 9-12 JUNE 2020



## THE EUROPEAN SEATING SYMPOSIUM

Since 2014 Conference Organisers Ltd have been working with our client, The Central Remedial Clinic, to plan and manage their biennial symposium, The European Seating Symposium.

This event is now established as the leading event in Europe for educators, professionals, manufacturers, suppliers and users of Seating & Assistive Technology. The Symposium offers forums to reflect, meet and share knowledge, to establish best practice worldwide and to support continuous quality, standards and improvements within the areas of Seating, Mobility and Technology.

Conference Organisers created an impressive Website and the conference ran off an interactive Conference App.

"A massive congratulations to you all for an exceptional Conference. The three days were of outstanding quality; the conference ran so smoothly. Huge thanks to the conference organisers who did an exceptional and professional job. The feedback has been overwhelmingly positive.

It is an amazing feat to organise a conference of such a scale and I am so proud that the CRC is associated with it."

Stephanie Manahan  
CEO,  
The Central Remedial Clinic

618

Delegates

43

Exhibitors

7

Pre-symposium  
Workshops

5

Parallel Sessions

36

Posters

6

Key Sponsors

200

Abstracts  
Submitted

18

Plenary Speakers

45

Workshops

30

Countries

# RECENT PROJECTS



## THE EUROPEAN HAEMOPHILIA CONSORTIUM

Conference Organisers are the core PCO for The European Haemophilia Consortium (EHC). We have been organising the EHC Annual Conference and the EHC annual workshops since 2012; the workshops consist of the Youth Workshop, Economics and Tender Workshop, New Technologies Workshop, along with the annual Leadership Conference, Inhibitor Pre-Conference Workshop, and new for 2019 are the EHC Women's Conference, The Youth Alumni Workshop and the EHC World Haemophilia Day. As part of our ongoing contract with the EHC we conduct the bid process and the voting before and during the General Assembly which takes place during the annual conference. One of the key elements of the process is to assist with non-EU visa delegates attending and implementing a process to manage them. EHC 2019 is taking place in Skopje, Macedonia.

30-2,500

Delegates

9

Annual Events

45

National Member  
Organisations

9

Different Cities

"I recommend the services of Conference Organisers without hesitation. They have sustainably and reliably provided impeccable event planning and on-site support to us for the last seven years. Despite the fact that we are based in Brussels and they are based in Dublin – which means that all of our day-to-day collaboration happens remotely and online – they are highly available, attentive and adaptive to our changing needs and high-pace of work, not to mention incredibly tuned in to and respectful of the particular needs of our community of patients, many of whom have severe disabilities. Onsite their staff is also warm, hospitable and professional. It has been our pleasure to work with Conference Organisers and I am confident that other clients feel the same way."

Amanda Bok,  
Chief Executive  
EHC, Belgium



# CLIENT TESTIMONIALS



## ECPR DUBLIN

"Huge well done to you - you were amazing, every step of the planning process and during the meeting. Thank you! You are organised, precise, knowledgeable, dependable, extremely helpful... I could go on! Thanks again for everything!!"

### Dr Eilish Twomey

Organising Committee,  
ECPR 2018,  
Children's University Hospital, Temple  
Street,  
Dublin, Ireland



## CONUL ANNUAL CONFERENCE

The CONUL (Consortium of National and University Libraries) committee have worked with Conference Organisers Limited on our annual conference for the last two years. This annual conference for upwards of 230 people is hosted in Ireland each year and Conference Organisers are responsible for complete management of conference budgets, handling of participants' registrations, accommodation, payments and reimbursements, speaker and abstract management, handling of AV support including live streaming, liaising with the conference venue, complete sponsorship and exhibition management and the provision of external tours. Their onsite staff are warm, hospitable and professional.

I recommend the services of the Conference Organisers without hesitation.

It has been our pleasure to work with the Conference Organisers and I am confident that other clients will feel the same way.

### Lorna Dodd

Head of Academic Services,  
Maynooth University Library



## THE 17TH INTERNATIONAL NITROGEN WORKSHOP

"Throughout the two-year process, I found Conference Organisers to be excellent: from communication with the Organising Committee and speakers, organisation of venues and catering, dealing with delegate registrations and queries while keeping a close eye on the budget. For the duration of the conference the staff were extremely courteous, friendly and efficient and this allowed us to host a most memorable and successful event. Nlav's constant attention to detail ensured that post conference accounts were finalised in a timely and efficient manner. I cannot praise this company more highly."

### Dr Karl Richards

Head of Environment,  
Soils and Land-Use Dept.,  
Teagasc Crops,  
Environment and Land Use Programme,  
Johnstown Castle



## 19TH INTERNATIONAL COLLOQUIUM ON LUNG AND AIRWAY FIBROSIS

"A big thank you for your excellent work in organising our conference. First class - feedback from delegates has been universally positive. Again, many thanks."

### Professor Seamas Donnelly

Professor of Medicine,  
Trinity College Dublin, Ireland.



# SOME PREVIOUS PROJECTS

## DIGITAL SUMMIT 2019

Dept of the Taoiseach  
Convention Centre  
618 delegates

## EHC ANNUAL CONFERENCE

European Haemophilia Consortium  
375 Delegates  
Core PCO

## ESS 2016 & 2018

European Seating Symposium  
700 Delegates  
Core PCO

## EHC WORKSHOPS

St Petersburg, Rome, Barcelona, Berlin, Amsterdam, Baku  
Core PCO

## ICLAF

International Colloquium on Lung & Airway Fibrosis  
Dublin Castle  
330 delegates

## WORLD FEDERATION OF HEMOPHILIA

University College Dublin  
2500 delegates

## ARBITRATION IRELAND CONFERENCE

Core PCO

## BICBA

British & Irish Commercial Bar Association  
Core PCO

## INTERNATIONAL LIQUID CRYSTAL CONFERENCE

Trinity College Dublin  
620 delegates

## RELIABILITY IRELAND CONFERENCE

Core PCO

## IRISH WIND ENERGY ASSOCIATION

Annual and Autumn Conferences  
Registration Support

## 12TH INTL. FIAT-IFTA CONVENTION

Dublin Castle and Radisson Royal

## CONUL

Consortium of National and University Libraries  
Core PCO

## DATA SUMMIT 2018

Dept of the Taoiseach  
Croke Park  
500 Delegates

## INTL. COUNCIL FOR COMMERCIAL ARBITRATION

Croke Park  
800 delegates

## OPEN SOCIETY FOUNDATION

Dublin, Madrid

## SESEH

Sino-European Symposium on Environment and Health  
NUIG  
220 delegates

## 17TH INTERNATIONAL NITROGEN WORKSHOP

Wexford Opera House  
300 delegates

## COMITÉ MARITIME INTERNATIONAL

Shelbourne Hotel  
240 delegates

## ISEE

Intl. Society for Environmental Epidemiology  
UCD  
815 delegates

## WORLD HAEMOPHILIA DAY

Royal College of Physicians









**CONFERENCE  
ORGANISERS**

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