

## Events in the Technology & Innovation Centre: an A–Z Guide

We're really pleased you've chosen TIC to host your event, and we're looking forward to working with you on creating an experience your delegates will remember! The information in this guide is by no means exhaustive, but we hope that it will answer a lot of the questions you may have about the facilities available in TIC, and how best you can use them to make your event a success. Please remember that you can get in touch at any time to ask a question – the team is always happy to help!

### Accessibility

- There is level access to the building (Level 2 is the ground floor).
- Lift access is available to all floors.
- All Auditoria have wheelchair spaces for those unable to transfer into a seat.
- All Auditoria and Conference Rooms are fitted with induction loops.
- There are accessible toilets on all floors, which are clearly signposted.
- There are designated safe areas throughout the building for any delegates unable to evacuate using stairs in the event of an emergency situation.
- Please advise your Conference & Events Officer if you have been advised of specific access requirements by any of your delegates - they will be happy take you and your delegates through our emergency arrangements in more detail, if appropriate.

### Accommodation

- The closest hotels are the Moxy Glasgow Merchant City on High Street and the Premier Inn on George Street, but as we are right in the heart of the city there is an abundance of hotels to suit every budget within walking distance. For further information, visit the [People Make Glasgow](#) website.

### Audio-Visual Equipment & Support

- We will happily supply a full audio-visual specification for all conferencing spaces – please just ask your Conference & Events Officer.
- Presentations should be formatted in 16:10. Screen resolution is 1920 x 1200.
- All Auditoria and Conference Rooms have presenter's consoles with integrated PCs which have a hard-wired internet connection. We recommend using a USB/Pen Drive to upload your presentations, but presenters can also connect their own laptops via HDMI.



- All of our Auditoria and Conference Rooms are fitted with either wall-mounted flatscreens or ceiling-mounted digital projectors/screens which are linked to the presenter's console. A member of the team will help you connect and explain how to use the equipment when you arrive.
- We hold a small stock of VGA, HDMI and Mac adaptors, but recommend that presenters bring their own adaptors if required. Unfortunately we do not hold a stock of power cables, phone chargers or international power adaptors – presenters and delegates should supply their own.
- None of the Conference Rooms on Level 3 can be blacked out. In the Executive Suite, both Rooms A & B are fitted with adjustable blinds to offer additional control over light levels during presentation sessions.
- For more complex presentation sessions in the Auditorium, you may wish to book dedicated support from one of our IT/AV Technicians. This will be charged hourly, with a minimum charge of four hours per Technician, per day. Please ask your Conference & Events Officer for more information.

## Auditoria

- Our Main Auditorium seats up to 450 delegates in theatre-style.
- Auditorium A, the flat-floored section at the front, can accommodate up to 130 in theatre-style.
- Auditoria B & C, the tiered section to the rear, can accommodate up to 300 when used in combination, or 150 each.
- Partitioning Auditorium A from Auditoria B & C takes approx. one hour. Should you require us to add/remove the partition during your conference, you should incorporate this into your programme timings, and bear in mind that there will be an additional charge of £125 + VAT.
- Partitioning/combining Auditoria B & C takes approx. 30 minutes. There is no charge, but you should incorporate this into your programme timings.
- The Level 1 Auditorium accommodates up to 150 in tiered theatre-style.
- We respectfully ask that delegates do not take food/drink other than bottled water into our Auditoria.

## Branding

- If your event is taking place in the Main Auditorium, it may be possible to display simple corporate/conference brands on an appropriate selection of digital screens in public areas.
- Artwork must be supplied two weeks prior to your event, and as a vector (.eps) or high-resolution JPEG file, to ensure that the imagery is of good quality and DDA-compliant.
- Please ask your Conference & Events Officer for detailed guidelines.

## Catering

- Catering for your event will be provided by the University's in-house caterers. Please ask your Conference & Events Officer for a copy of our current menu selector.
- Your Conference & Events Officer will help you to select the most appropriate options according to your preferences and budgets. We will also happily consider bespoke options if you have specific ideas of what you'd like to offer your delegates.
- Final menu choices, delegate numbers and any dietary requirements are due 7 days prior to your event, though we will endeavour to fulfil any requests made a shorter notice.
- In addition, delegates have access to retail catering outlets across campus:
  - **Synergi2Go** – offering a selection of hot/cold beverages and sweet treats. Open Mon-Fri 08:30-15:00. Card/contactless payments only.
  - **Street Food Bites** – located in the Learning and Teaching Building, Street Food bites offers a range of hearty, globally inspired street food options daily. Open Mon-Fri 11:30-15:00. Card/contactless payments only.

- For smaller meetings, we can also offer operate a voucher system for your delegates at lunchtime – ask your Conference & Events Officer for more information.

### **Cloakroom**

- For events using the Main Auditorium, an unstaffed Cloakroom is available in the Level 2 Foyer.
- For events using the Level 1 Auditorium or Level 3 Conference Rooms we can supply coatrails, located either adjacent to your registration desk or within your meeting room.
- The Executive Suite has its own dedicated, unstaffed Cloakroom behind the reception desk.
- Please note that delegates leave coats, bags and other personal items in cloakroom areas entirely at their own risk – the University accepts no responsibility for items which are lost or damaged. Items left in cloakroom areas will be disposed of after a maximum of two weeks.

### **Coaches**

- Coaches can drop off and pick up delegates immediately outside the building on George Street and Shuttle Street, but there is no dedicated stopping area or pull-in bay.
- We do not provide coach parking on the University Campus. Any such enquiries should be direct Glasgow City Council Land & Environmental Services or to SPT, the operator of Buchanan Bus Station.

### **Deliveries & Collections**

- We will happily accept deliveries up to 24 hours prior to your event, and would respectfully ask that you arrange collection of any items by 12 noon on the next working day after the end of your event. Any items not collected by this time will be disposed of.
- Deliveries may only be made via our Stores entrance – packages will not be accepted at Reception.
- Access via Stores is normally available between 08:00 and 16:00, Monday-Friday. You should let your Conference & Events Officer know if you require access outside these times; they will advise whether additional charges apply.
- All deliveries should be clearly labelled as follows:

**Name of Event**

**Event Date**

**Company Name**

**Recipient Name**

**Technology & Innovation Centre**

**Stores Delivery Entrance**

**Shuttle Street**

**Glasgow**

**G1 1QA**

- For post-event collections, please add the name of the courier, an approximate pick-up time and appropriate printed labels.
- We do not have a forklift truck on-site.

- Larger deliveries should take into account the following restrictions on access via Stores:

Hydraulic Lift at entrance:           max. length 310cm  
  max. weight 3150kg

Doors (into Level 2 & 3 Foyers):   max. height 190cm  
  max. width 120cm

**Ceiling Heights**

Level 1 Foyer:                             max. height 380cm  
Level 2 Foyer:                             max. height 240cm/290cm  
Level 3 Foyer:                             max. height 290cm

The height of a pallet/pallet truck to move larger, heavier items should also be taken into account.

- International deliveries: All deliveries from the exhibition heading outside the UK, including the European Union, must be accompanied by the relevant paperwork. Two copies of a PRO-FORMA invoice are required – this is in case the item requires a customs duty to be paid on them. Dependent on the courier, these forms may be hardcopies or digital, but it is the exhibitor's responsibility to ensure these are available – the courier will not collect any international deliveries from Stores for onward transit without them.

It is the exhibitor's responsibility to be aware of the customs procedure relative to customs duty and VAT payments for temporary importation of exhibits – all associated shipping costs are the responsibility of the exhibitor.

- If you are planning a large exhibition or shipping multiple and/or large items of equipment, we recommend that you work with our colleagues at Cameron Event Logistics.

For all sizes of packages and shipments, they can:

- ✓ Collect packages/shipments from your premises (including overseas addresses)
- ✓ Store before and after the exhibitions at their local warehouse
- ✓ Deliver items direct to stands
- ✓ Arrange the return of your shipment after the event

For further information, complete their enquiry form, email [info@cameronlogistics.co.uk](mailto:info@cameronlogistics.co.uk) or call +44 1355 238 559.

## **Environmental Credentials**

- Approx. 50% of the construction spend was with SMEs, the majority based in the west of Scotland.
- Lend Lease used an innovative concrete technique called 'slip form' to construct the lift and stair cores, which has rarely been used in Glasgow City Centre.
- 80% of construction waste was recovered and recycled. None of the waste removed from the site during construction was sent to landfill.
- 15% of the material used during construction was derived from recycled content.
- The trees recovered from the TIC site have been replanted at primary schools and community gardens in Glasgow.
- The photovoltaic panel array installed on the roof is one of the largest in the Glasgow area.
- TIC is designed to use 50% less heating energy than Scottish building regulation requirements.

## **Exhibitions & Additional Furniture**

- We do not hold a stock of poster boards, but will happily provide you with details of local suppliers who can help.
- We can provide tables, chairs and cloths for exhibition stands – please chat to us about cost and availability. The dimensions of the tables we provide are L140cm x W80cm x H72cm.
- We recommend that laptops, electronic devices and other items of value are not left unattended or unsecured on their stand at any time. The University cannot accept responsibility for the loss of or damage to any items left unattended on the premises. Exhibitors should let a member of staff know about any specific security or storage issues.
- We will happily provide a clothed Registration Desk and chairs at no charge – please liaise with your Conference & Events Officer regarding size and location.
- We can provide round tables with cloths for cabaret set-ups if you prefer – a charge of £12 + VAT per table will apply.
- There are soft furnishings and occasional tables located throughout the foyers on Levels 1, 2, 3 & 9. The exact layout and configuration will depend on the space requirements of your event – please discuss any specific requests with your Conference & Events Officer.

## **Foyers**

- A venue hire charge will apply when Foyers are in use for anything other than registration, catering and networking.
- The Foyers on Levels 1, 2 & 3 are shared spaces which give access to a number of other areas, and as such, we may not be able to offer exclusive use. Please let your Conference & Events Officer know if you require exclusive use for reasons of exhibitor confidentiality and/or the protection of intellectual property.
- The Foyer space outside the Level 1 Auditorium is suitable for refreshment breaks for up to 70 delegates. Subject to availability, we recommend that registration, catering and any exhibition for larger events are located in the Mezzanine area on Level 3, accessible by lift and stairs.

## **Health & Safety**

- A fire alarm test is carried out at 12:30 every Friday, preceded by a short announcement. Lifts will be out of service for a short time while the test is carried out.
- A member of the team will brief you on the arrangements in place for emergency evacuation on arrival and can deliver a short housekeeping briefing to your delegates at the beginning of your programme, if appropriate.
- If you or your delegates have any impairment which might affect your ability to evacuate the building without assistance in an emergency, please let your Conference & Events Officer in advance, in order that they can make adequate provision for your safety.

## **Media Coverage**

- Please let your Conference & Events Officer know if you expect significant media attention for your event; a member of the University's Communications team may make contact thereafter.

## **Opening Hours**

- The building's core operational hours are Monday to Friday, 08:00-18:00.
- Please let your Conference & Events Officer know if you require access outside our core operational hours – an hourly charge will apply for access prior to 08:00 or after 18:00.

## Payments

- We do not ask for a deposit payment on bookings internal to the University, but we require a charge code in order to confirm your booking. All costs will normally be charged after your event.
- All other bookings are subject to a deposit payment equal to 25% of the overall value of the event at the time of confirmation. All other charges will be invoiced after your event.
- Please let us know if a Purchase Order number is required to facilitate payment by your Finance team.

## Smoking

- Smoking – including the use of electronic cigarettes – is prohibited within all University buildings. Since it also presents a risk to the health of non-smokers, we encourage smokers to be considerate by distancing themselves at least 15 feet (4.6m) away from doorways and windows. Please ask a member of staff if you are unsure.

## Stationery & Printing

- We do not offer hot-desking or printing facilities for presenters or delegates. Should you find that you have a last-minute printing or copying requirement, please speak to a member of the team, who can make arrangements and advise on the cost to be added to your final invoice, charged per printed sheet.
- We can provide complimentary A4 paper and pencils in any spaces set in boardroom or cabaret - please request in advance from your Conference & Events Officer.
- We can provide table-top or freestanding flipchart easels, pad and pens for each meeting room at an additional cost - please request in advance from your Conference & Events Officer.

## Travel & Transport

### Bike

- Secure bike racks are available around the perimeter of the building.

### Bus

- Buchanan Bus Station is 0.6 miles away, with frequent services to Glasgow International Airport.
- A direct bus connection to Glasgow International Airport is also available from North Hanover St, outside Queen St Station, every 15 mins. This is about an 8 minute walk away and the single fare is approx. £10.00. Depending on traffic, the journey time is around 20-30 minutes.

### Car

- Discounted parking is available nearby – the 24hr Duke Street Car Park, G4 0UW (0.3 miles) currently offers an all day special rate at £5.00, or you can validate your ticket at TIC Reception for the capped rate of £5.00 per day
- Download the ParkPass app for discounted parking at 24hr NCP Montrose Street, G1 1RS (0.2 miles). Register with the code L6PN4FX. Scan the QR code with the app on entry to the car park rather than taking a ticket to receive your discount - visit NCP George Street for prices via the ParkPass app.
- Discounted parking is available at Q-Park Candleriggs, G1 1LH (0.4 miles), if pre-booked online. Please enter code TICUOS20 to receive a 20% discount at point of booking. The car park is open 07:00-00:00, Monday to Sunday
- The most suitable car park for those with accessibility needs is 24hr Duke Street Car Park.
- Electric vehicle charging points are available at 24hr Duke Street Car Park and Q-Park Candleriggs

- Blue badge holders may park free of charge at on-street parking meters and on-street pay and display areas – please visit [Glasgow City Council's website](#) for more information.
- Prices correct at June 2023
- From 1 June 2023, a Low Emission Zone (LEZ) came into force in Glasgow. All vehicles entering the city centre zone area must meet the less-polluting emission standards or face a penalty charge. There are some exemptions. Please visit Glasgow City Council's [webpage](#) for full details.

## Rail

- The closest railway stations are:

### National Services

- Queen Street (0.4 miles)
- Glasgow Central (0.9 miles)

### Local Services

- High Street (0.1 miles)
- Queen Street (0.4 miles)
- Argyle Street (0.6 miles)
- Glasgow Central (0.9 miles)
- Buchanan St Underground is an 8 minute walk away.

## Taxi

- Staff at Reception will be happy to order taxis on demand for delegates.

## Telephones

- All Conference Rooms are fitted with a phone which can make internal calls – dial 7010 to speak to a member of the team.
- If you require to make an external call from one of the Conference Rooms, please ask a member of the team for assistance. Call charges will apply.

## Turnarounds

- We will happily consider re-setting conference rooms during refreshment and lunch breaks to accommodate your programme. Please speak to your Conference & Events Officer about your requirements and any additional charges.
- Opening/closing the partitions between Auditorium A and Auditoria B & C requires approx. one hour. We ask that all delegates and their belongings are clear of the Auditoria before we start this process.
- Opening/closing partitions in the Conference Rooms on Level 3 and in the Executive Suite requires approx. 15 minutes.

## WiFi

- We have a dedicated WiFi circuit available for organisers, exhibitors and delegates in all conference spaces and public areas on Levels 1, 2, 3 & 9 of the building. To connect, select **TIC Conferences** from the list of available networks and enter the password. The password is changed regularly – your Conference & Events Officer will confirm the week prior to your event.

- Access via **Eduroam** is available to those visiting from other academic institutions, provided your account has already been configured – delegates should log on using the credentials provided by their home institution.
- We can provide this information as a PDF in advance of your event, and make it available at both reception and registration on the day of your event.