

## 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 hotel is 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 have presenter's consoles with integrated PCs. We recommend using a USB/Pen Drive to upload your presentations, but presenters can also connect their own laptops.

- All of our Conference Rooms are fitted with either wall-mounted flatscreens or ceiling-mounted digital projectors/screens which are linked to a lectern with HDMI and VGA connections for your laptop. A Conference Host 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, 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 150 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 £100 + 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) 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 Nourish, 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 two retail catering outlets located on Level 2 of the building:
  - **Synergi2Go**— offering a selection of hot beverages and sweet treats. Open Mon-Fri 08:30-16:00. Cash and card payments accepted.

- **Café Synergi** – offering a selection of delicious hot and cold meals, snacks and beverages. Open Mon-Thu, 11:00-14:15 and Fri 08:30-14:15. Cash and card payments accepted. For smaller meetings, we can also offer operate a voucher system for your delegates at lunchtime – ask 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.
- 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. Any items not collected within two weeks will be disposed of.
- We do not have a forklift truck on-site.



## **Health & Safety**

- A fire alarm test is carried out at 12:30pm every Friday, preceded by a short announcement. Lifts will be out of service for a short time while the test is carried out.
- A Conference Host 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.
- Please let us know if you require a copy of the full Health & Safety policy for the facility.

## **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.

## **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 your Conference Host, who can make arrangements and advise on the cost to be added to your final invoice, charged per printed sheet.
- We provide complimentary A5 notepads and pens in any spaces set in boardroom or cabaret.
- We can provide flipchart easels, pads and pens, packaged together at £20 + VAT each; you are also welcome to supply your own.

## **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. £7. Depending on traffic, the journey time is around 20-30 minutes.

### **Car**

- Discounted parking is available nearby – validate your ticket/token at TIC Reception.  
24hr City Parking Duke Street, G4 0UW (0.3 miles) – capped at £4.50 per day  
24hr NCP Montrose Street, G1 1RS (0.2 miles) – capped at £6.00 for 12 hrs and £12.00 for 24 hrs
- The most suitable car park for those with accessibility needs is 24hr City Parking Duke Street.

### **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 7000 for Reception, and 7010 for a Conference Host.
- If you require to make an external call from one of the Conference Rooms, please ask a Conference Host for assistance. Call charges will apply.
- We have a Conference Phone available – please ask your Conference & Events Officer for information and costs.

## Turnarounds

- We will happily consider re-setting conference rooms during refreshment and lunch breaks to accommodate your programme. Please chat to your Conference & Events Officer about timings and costs.
- Opening/closing the partitions between Auditorium A and Auditoria B & C requires approx. one hour. We would 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

- WiFi is available through B SkyB's The Cloud:
  - Select 'WiFi Guest' from the list of your available networks
  - Launch your preferred browser and click 'Get Online'
  - Select 'Free Wi-Fi Cloud'
  - If you have used \_The Cloud elsewhere before, you can use the same credentials. If not, select 'Create Account' and enter all mandatory information requested.
  - Select 'Continue'
- 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.
- Access via Eduroam is available to those visiting from other academic institutions – delegates should log on using the credentials provided by their home institution.