



AT YOUR SERVICE...

EXCELLENCE AS STANDARD

Guest Relations
Concierge Support Services



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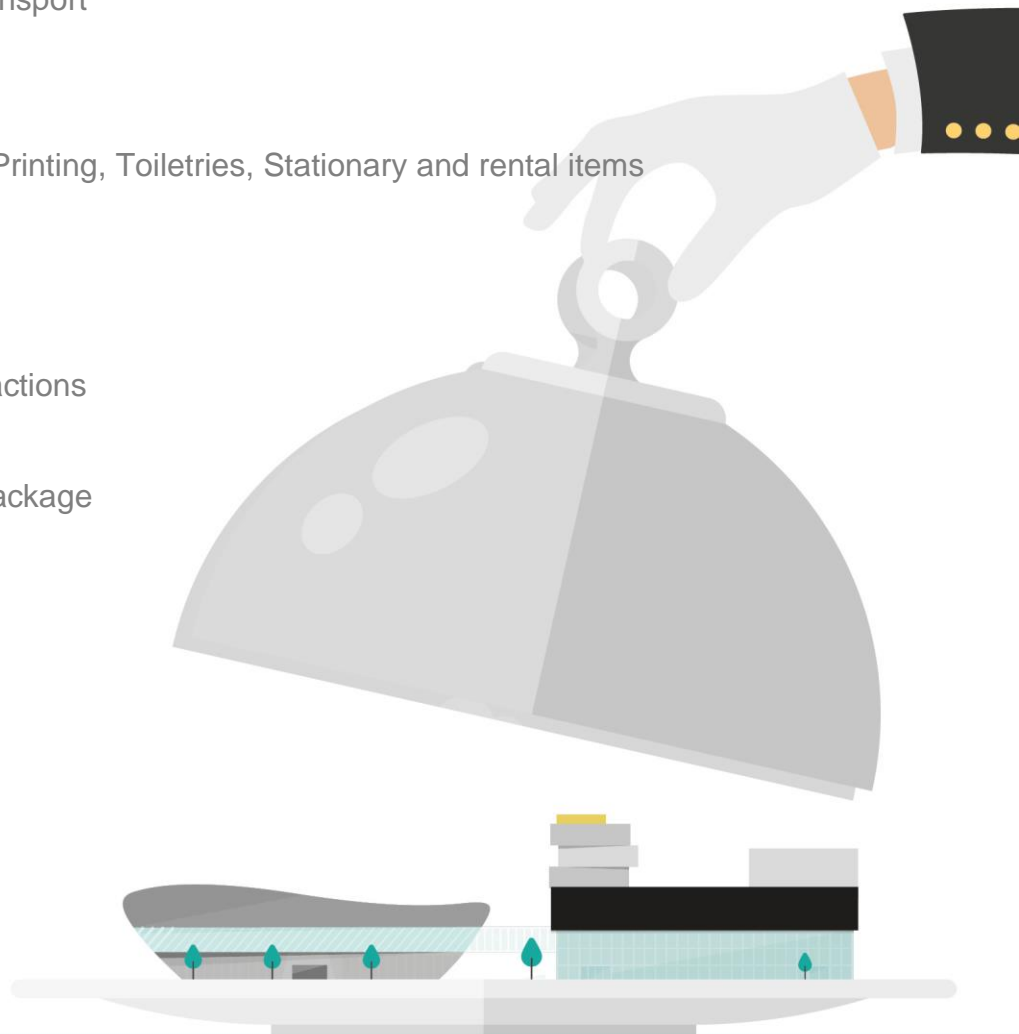
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What we provide:

At ACC Liverpool, your event is in safe hands with our dedicated Guest Relations team who provide a one-stop shop service to clients, exhibitors, and delegates:

1. Event Registration Services
2. Onsite Registration support
3. Meeting Booths and Study Pods
4. Boardroom Rental Packages
5. Organizer's Office enhancement package
6. Branded items for use during your event
7. Private and group transport
8. Floristry
9. Delegate Services
10. Technical Products, Printing, Toiletries, Stationary and rental items
11. Restaurant booking
12. Taxi booking
13. Courier Services
14. Ticketing for city attractions
15. Rental Items
16. Delegate welcome package
17. Family Room



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Registration Services

Registration is a vital element of a successful event but can often be the last thing to be considered. We can manage this aspect of your event, on your behalf, to ensure the welcome and registration process for delegates is aligned to your events objectives and representative of your brand values.

Create the best registration experiences for your visitors

ACC Liverpool Guest Relations team will ensure that your registration layout is bespoke to your event. Pre-registered visitors gain fast track entry and are badged quickly. Non-registered attendees are quickly registered and badged with all data captured. Our on-site staff are experienced, professional and support the values and quality of your event brands.

Our Registration Services can include the following services:

- Registration Hardware and scanning system
- Fully customizable design and branding
- Branded badge printing
- Registration Staff
- Event staff are fully trained, professional and well-presented to ensure your event is remembered for top quality services.

Key Features of our registration systems:

- Accurate audit control – see at a glance who is on site
- Optional delegate questionnaire's on check in.
- Optional self-service check in available
- Allocate issuable items
- Email notifications for visits and customised arrival instructions
- QR code express check in.

For further information and to design your bespoke package please contact Rachel Kennedy at Rachel.kennedy@accliverpool.com

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Onsite Registration Support

We provide event staff for the following services:

- Registration
- Delegate Welcome & Bag Packing
- Promotional Staff
- Costume characters to promote brand awareness

Event staff are fully trained, professional and well-presented to ensure your event is remembered for top quality services.

Delegate Badges

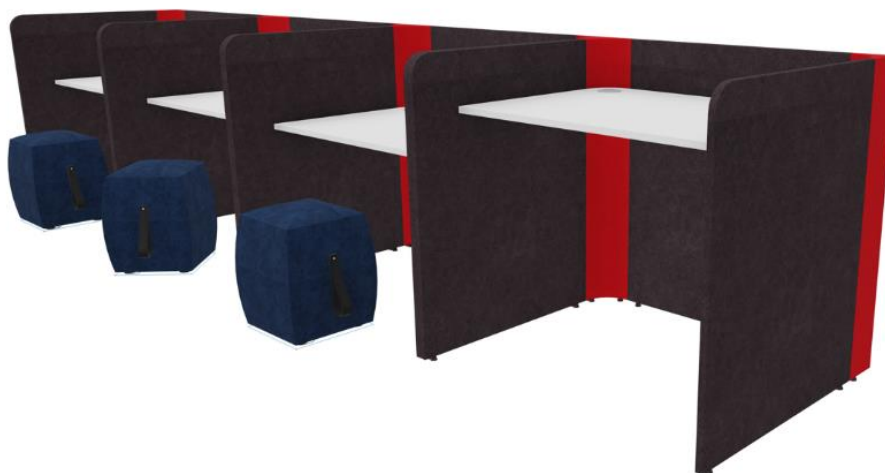
ACC Liverpool can produce your delegate badges on-site. Through our in-house software we customize the badge template to suit your event requirements, providing a cost effective accreditation service.

Conference Packs

ACC Liverpool can arrange for you to have a printed conference pack, personalized with your corporate image, benefiting your delegates while advertising your logo or brand as well. Our team can source and custom design delegate bags and promotional items to suit any budget.

Meeting Booths & Study Pods

Guest Relations provide three study pods, which consists of three sitting desks and one standing desk all with power points and charging facilities included. The pods can be hired for **£5.00** per hour. Please speak to the guest relations team to book your study pod.



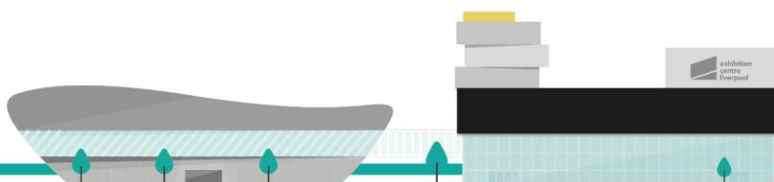
We also provide four private Meeting Booths which are located on the galleria. The Meeting booths seat four people and all have power points and charging facilities. The meeting booths can be hired for **£30.00** per hour. Please speak to the guest relations team to book your meeting booth.

The meeting booths can be hired out for the event duration for £150.00 per booth, per day.

Dimensions of booths: 1000mm x 2180mm x 1900mm (w,d,h)



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Boardroom Rental Packages



The Boardroom is conveniently located next to Guest Relations on the Galleria.

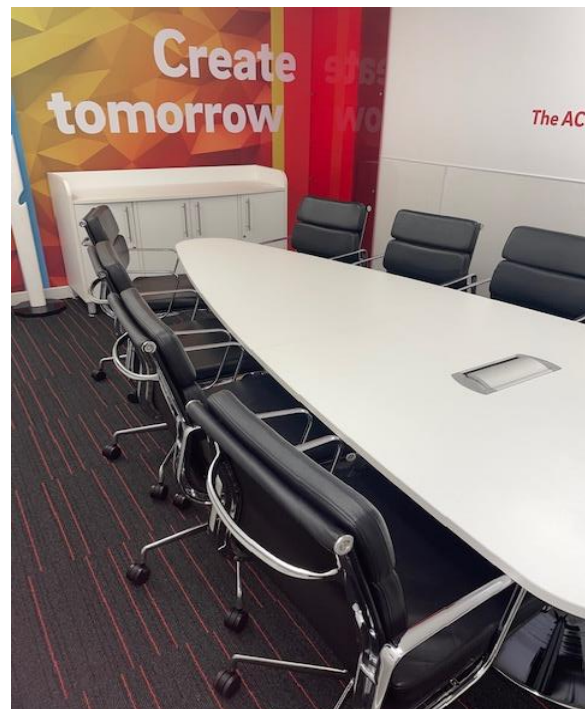
This fully equipped boardroom seats **eight** comfortably and includes:

- 50" plasma screen
- Conference call facilities
- White boards and markers
- Lockable storage facilities

Please speak to the guest relations team to book your private boardroom for **£50+VAT** per hour.

The following additional items are also available to hire for an additional cost:

- Printing package
- Courier package
- Valet garment steamer
- Refreshments and enhanced catering services
- Private chauffeur
 - Floristry
- Personalized stationery and bags
- Laptop with wired internet access



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Organiser's Office Enhancement Packages

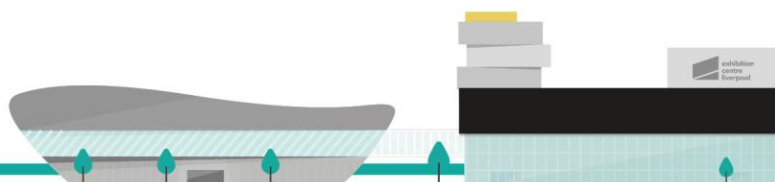
The Organiser's Office is located on the river side of the Galleria. Here's some ideas to enhance the space during your visit:

- Wired internet access
- Organiser welcome packages with branded items
- Laptop hire
- Printing services
- Refreshments and enhanced catering
- Stationery and Souvenir packages
- Floristry
- Chauffeur services
- Liverpool Merchandise

Please email guestrelations@accliverpool.com to discuss your requirements further and receive a bespoke quote.



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Branded Items

We can arrange for you to have a printed conference pack, personalized with your brand or logo, available for distribution to delegates throughout your event. This will ready your delegates for those important meetings while also promoting your brand at the same time.

Branded Drinkware



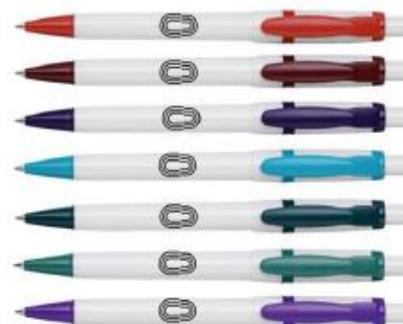
Branded A5 Notepads



Plain or Branded Lanyards



Branded Pens



Branded Delegate Bags

Please email guestrelations@accliverpool.com to discuss your requirements further and receive a bespoke quote.

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Transfer & Floristry Services

Group Transfer

Guest Relations are happy to take of your transport needs, leaving you free to focus on your event.

Should it be a coach transfer to collect your delegates from the airport or train station, or simply a shuttle service across Liverpool to your evening event; we can cater for all your travel requirements.



Private Chauffeur Transfer

Arrive at your meeting chauffeur driven, prepared and relaxed with our tailor-made corporate travel service. No matter what your plans, what time you need to arrive or how long you plan to stay, our experienced and professional chauffeurs will make every effort to ensure you arrive at your destination on time and in style.

Floristry

Floral displays are a great way to capture the mood of your event and create the right atmosphere. You might consider:

- Exhibition stand display
- Registration display
- Table flowers for a dinner



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Delegate Services

The Guest Relations team are on hand to provide a friendly and professional concierge service for your delegates, both before they arrive in the city and throughout the duration of your event. From restaurant bookings to printing and taxi services, the team are on hand to ensure their visit to ACC Liverpool is an enjoyable one.

We have various items on-site for your delegates to purchase or hire:

- **Technical equipment**

Extension leads - £12.00

Travel plugs - £6.50

HDMI cables £11.50

- **Printing**

A4 B/W - £0.25p per sheet / A4 Color - £0.40p per sheet

A3 B/W – £0.35p per sheet / A3 Color – £0.55p per sheet

Email guestrelations@Accliverpool.com for a quote to hire the entire printer for the duration of your event

- **Toiletries**

Shampoo/Conditioner - £3.00 each

Deodorant - £2.50

Toothbrush/Toothpaste - £2.50 each

Paracetamol – per x2 tablets - £0.50p

- **Stationary**

Stapler/Staples - £6.95 & £2.50

Scissors - £4.00

Hook & Loop - £7.00

Pens - £0.20p per pen

A5 notepad - £3.50

- **Merchandise**

Super lamb Banana Merchandise

Liver bird Merchandise

The Beatles Merchandise

I love Lpool GIFTS and Merchandise

Garment steamer and ironing facilities

Hire from £15.00 + VAT Per day

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Delegate Services

Restaurant Booking

Guest relations also provide restaurant and bar recommendations that we can also book for you if needed. We offer a package that provides a list of different restaurants, bars and private dining for you to hire out.

Taxi Bookings

We also provide taxi booking services, where delegates can pre book taxi's with us. You will receive a taxi booking number and a pick up location.

Business Centre Courier Services

If you require items for collection and have not arranged a courier yourself, then please get in touch with Guest Relations and we will be happy to arrange this for you. Please note charges apply for this service. You will receive a quote before booking any items for collection.

Email: guestrelations@accliverpool.com / Phone: 0151 239 6002

Tickets for Local Attractions

For visitors enjoying a longer stay in Liverpool, tickets for some of the city's best attractions are available to purchase directly from Guest Relations. See the sights from a City Explorer open top bus, sample the delights of Liverpool's Gin Distillery or take a walking tour of the world famous waterfront. Simply drop by the Guest Relations desk on the Galleria for more information. Attractions include, but are not limited to:

- City Explorer Liverpool / Liverpool Football Club City Explorer
- Liverpool Gin Distillery
- The Beatles Story
- RIBA Walking Tours
- The British Music Experiences
- Anfield Stadium tour

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Rental Items

Guest Relations provide a number of items for clients and delegates to hire out for their events. We hire out the following:

- A2 Flip Charts
- Wooden art Easels
- Forge steel tool kits
 - Ironing boards
- A4 Display Stands -
- Glass display cabinets
- Lanyard/Bag Holders
 - Steamer

Discount are available for multi-rentals and rentals over 3 days. Speak to our guest relations team **Email: guestrelations@accliverpool.com / Phone: 0151 239 6002**



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Rental Items

Phone Charging Locker

Located at our Guest Relations desk on a pay-per-hour basis, our phone charging lockers offer a secure and convenient way for delegates to charge their devices. Our unit has 8 compartments, each equipped with multi-use wires for different phone models, 8 individual keys, and a master key for management. This is also available for full hire, allowing you to provide free access for your delegates.



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ACC Liverpool Welcome Package

ACC Liverpool's Guest Relations team provide a welcome package put together with the exclusive incentives and discounts at some of the city's best places to stay, eat and explore to ensure your visit to ACC Liverpool is an enjoyable one.

Family Room:

At ACC Liverpool, your event is in safe hands with our dedicated Guest Relations team. We are on hand to create the perfect parent and child area for your delegates. Within your allocated family room*, we can provide a fully equipped space to bring maximum comfort to your delegates.

Family room package includes the following hire items:

- Soft furnishings
- Small fridge
- Kettle
- Microwave
- Baby changing mat.
- Nappy bin
- Live television (selected channels)
- Bottle warmer.
- Playpen
- Highchair

£350+VAT for the event duration including frequent cleaning throughout the event.

We are happy to accommodate additional requests with appropriate notice.

For further information and to design your bespoke package please contact the Guest Relations Team at guestrelations@accliverpool.com or call 0151 239 6002