



9-10 October 2025 | ICC Wales, Newport

Joining Instructions Sponsors and Exhibitors

Please take time to read all of this document prior to arriving in Newport as it contains essential information that you need to know about the conference and venue.

Venue

ICC Wales
Coldra Woods
Newport, South Wales
NP18 1DE

What3Words: ///drives.shape.region
GPS position: 51.60279, -2.92915
Visit the ICC Wales website

Travel

Located just off Junction 24 of the M4 Motorway, ICC Wales is within easy reach whether you choose to travel by car, plane, public transport or on foot.

However, to reduce your carbon footprint we would strongly recommend travelling by public transport where possible. To plan your route, please visit the ICC Wales website:

<https://www.iccwales.com/getting-here>

Accommodation

MICE Concierge are providing accommodation services for all attendees, they have exclusive accommodation rates at all surrounding hotels, and will ensure you receive the best possible rates. We advise you to book through the official channel as the service is supported by the event. By staying in one of the accredited hotels, you will be with other attendees, and will therefore be able to network/socialise more to get the most out of the event.

To view all exclusive rates and to book online, please click [here](#).

Registration and badges

The registration desk will be located on the ground floor and will be staffed by the RCGP events team. You can collect your badges from 15:00 – 19:00 on Wednesday 8 October. We will be using self-service scanners to make your registration onsite as quick and efficient as possible.

Please ensure that you have your e-ticket **ready** on your smartphone/device when you arrive, in order to scan your barcode and print your badge. This process helps to reduce crowding and minimise onsite contact at a number of touch points.

Members of staff will be on hand to help should you have any questions about this process. Please ensure that you wear your badge at all times.

All badges must be pre-booked online.

If you have paid for a delegate upgrade ticket, your session bookings will be printed on the back of your badge. Please ensure that you wear your badge at all times.

Overview Timetable

	Date	Timings
Build up for Space Exhibitors	Tuesday 7 October	08:00 – 18:00
	Wednesday 8 October	08:00 – 20:00
Build up for All Exhibitors	Wednesday 8 October	12:00 – 20:00
Exhibitor Registration Open	Wednesday 8 October	15:00 – 19:00
Exhibition Open *Exhibitor access from 07:00	Thursday 9 October	07:45 – 17:55 (Afternoon break ends at 16:50) <i>Please note this year there will be no networking drinks on day 1 in the exhibition hall. This is due to delegate social activities being held at ICC Wales on day 1.</i>
Exhibition Open *Exhibitor access from 07:30	Friday 10 October	08:00 – 17:30 ((Last break ends 15:40)
Breakdown for Shell Scheme	Friday 10 October	16:00 – 17:00
Breakdown for Space Only	Friday 10 October	17:00 - 22:00

Conference app

The Official RCGP Annual Conference 2025 app is available for download, helping you navigate through the conference with ease. Install the app on your phone or mobile devices and access all conference information in the palm of your hand.



You will need the app to:

- View the full conference agenda
- Access the interactive Exhibition Floorplan
- Receive important update notifications on the day

We won't be offering printed agendas on the day so it's important you download the app before the conference to help you find what you need on the day.

Please note that the app is only available to delegates that have registered for the event..

Delegate Upgrade Tickets

If you have purchased a delegate upgrade ticket, your personalised agenda will be printed on the back of your name badge and will include details of any sessions you have pre-booked.

IF YOU HAVE PRE-BOOKED A SESSION - Please ensure that you arrive at the session room 5 minutes prior to your session start time. All of the sessions you have booked as well as the times will be listed on your badge. Please note, your booked place will be held for 5 minutes after the session start time during the conference. After this point, your place will be made available to onsite delegates on a first-come, first-served basis.

IF YOU HAVE NOT PRE-BOOKED A SESSION - Please note that priority is given to those delegates who have pre-booked. Once all pre-booked delegates have been seated then remaining spaces will be offered on a first- come first-served basis, so please arrive in plenty of time before the session starts.

Please note we will not be offering printed agendas. The full agenda will be displayed on signage throughout the venue. The agenda is also available via the official conference app and via the RCGP website.

GENERAL INFORMATION

Delivery Information

Please ensure all items are clearly labelled with the below address.

Delivery address:

All packages should be labelled as follows

FAO: *Exhibit 3Sixty

C/O: *Event Title, Event Date, Sender/Client Name, Stand Number*

International Convention Centre Wales

Loading Bay 1

Coldra Woods

Newport
NP18 1DE
Box Number (e.g. Box 1 of 4)

ICC Wales will not accept responsibility for misplaced parcels if they are not labelled correctly.

It is possible to use What 3 Words to assist with deliveries finding the correct area: For Loading Bay 1 use: solved.roses.crowd

Please note deliveries cannot be made before build-up on Tuesday 7 October.

Trolleys are not provided; exhibitors should bring their own. Alternatively, book a forklift for the transfer of materials through Exhibit3sixty logistics@exhibit3sixty.co.uk. Please advise couriers to bring their own trolleys. We cannot take responsibility for any items left unattended in the halls.

More information is available via the venue website:

<https://www.iccwales.com/>

If you need to unload during build-up or breakdown of the show, you must complete the [Vehicle Form](#) ASAP as slots are allocated on a first come first served basis.

Access requirements

Full accessibility information is available via the website here:

<https://www.rcgpac.org.uk/info/accessibility>

If you did not advise us of any accessibility requirements you have during registration, please contact rcgp@haymarket.com as soon as possible. We will try, as far as possible, to accommodate requests.

Cloakroom

There are 3 staffed cloakrooms at the conference venue. They are located on the Ground floor, -1 and -2. The cloakroom is provided at no charge to participants however, please note that items are left at your own risk. There is limited space for luggage, so it is strongly recommended that luggage is left at hotels prior to your arrival at the venue and collected after your departure on Friday evening.

Breakdown

Under no circumstances may any goods be removed or packed away on stands before 15:40 on Friday 10 October.

Please note that any items left unattended in the hall from 17:30 on Friday 10 October could be deemed as rubbish and thrown away, any items left after 22:00 will be deemed as rubbish and disposed of. Exhibitors will be charged for any excess waste left including any stand flooring, carpet, excess literature, graphic panels, items of furniture, excess stock, etc.

THE ORGANISERS WILL NOT TAKE RESPONSIBILITY FOR ANY ITEM LEFT UNATTENDED AT ANY TIME.

Items left onsite for collection must be in secure packaging and labelled with the below:
Recipient and/or Company Name

Recipient/Company Address
Box Number (e.g. Box 1 of 4)
Collection paperwork/courier barcode (if applicable)

At the end of an event, please contact the ICC Wales Duty Manager on 07879 624 645. They will arrange storage of the items in a secure designated area ready for courier arrival. Please ensure your courier has all the required information, we will not hand over an item unless a delivery note and identification is produced.

Any items left onsite with no planned collection will be stored for a maximum of 2 working days, after which time they will be referred to a recycling company for reuse or destruction.

Lead Retrieval/ Scanners

Maximise your ROI at RCGP 2025, by purchasing a lead retrieval licence. The licence allows you to download an official event app to your personal device, which will allow you to scan delegate badges and collect contact data from onsite leads.

The app is quick and easy to download and only requires minimal space on your device. Using the camera on the device, scan the barcode on the visitor's badge to capture the information. The App will work using your mobile data signal or Wi-Fi. Complimentary event Wi-Fi will be provided. Don't worry if this isn't very stable, the app will store all the scans and when connection is re-established the leads will sync back to the main account.

Within the app you can manage and follow up on your exhibition leads and set up qualifying questions (these need to be set up in advance). There is also a handy notes field so you can add anything more you need to.

Cost
£372 plus VAT unlimited app licenses
£234 plus VAT per account, includes 2 licenses
£90 plus VAT each additional device

It is not too late to hire a scanner, please book online [here](#).

Exhibitors who purchase a LeadReference App will receive an email at the point of purchase from Event Reference. This email will contain full instructions and access to your exhibitor account, where you can view and download lead. We strongly recommend you book using the email address of the person that will be using the scanner(s) onsite, when you are completing the purchase.

If you need any assistance on site, please visit the General Enquiries desk in the registration area. We recommend that you test set up and seek assistance on set up day, before the Exhibition is open to the public to avoid any delays.

If you have any queries in relation to your Lead Reference order, please contact the team via scanners@reftech.co.uk and a member of our team will be more than happy to assist.

Exhibitor Query Desk

An exhibitor queries desk will be available in the exhibition hall. For any questions or assistance during the conference, please feel free to stop by. It will be located to the left of mini theatre 1 inside the exhibition hall.

Photography & Videography

Throughout the Conference photography and videography will be taking place throughout sessions and the exhibition hall. This is so we can capture moments of you and your colleagues together for future communications. We're also keen to hear your feedback on your experiences of attending Annual Conference - do get involved if you're approached. If you have any queries about this, please speak to a member of staff at the registration desk.

Refreshments and Dietary requirements

Refreshments and lunch will be available in the Exhibition hall approximately 30 minutes before delegates. This is included with your exhibition package.

Refreshments and lunch will be available in the Exhibition hall for all participants and is included in the cost of your registration fee.

If you did not advise of any special dietary requirements (e.g. intolerances, allergies) at the time of registration please advise us immediately by emailing rcgp@wonderly.agency. We will try, as far as possible, to accommodate such requests.

Security

There will be constant security cover at the exhibition. However, Exhibitors should remember that exhibition halls are very vulnerable places and should take appropriate precautions against theft.

Any incidents of theft must be reported immediately to the Organisers so that security can be informed, and incident reports can be written. Please note the following security advice regarding exhibiting at shows:

Build-up and breakdown: These are the most vulnerable times for theft. Ensure that there are at least two representatives setting up or dismantling your stand so that the stand is never left unattended. It is important that all products and portable items should be removed from your stand on the first evening of breakdown.

Sufficient staffing: Be sure to have enough staff to man your stand at all times. Never ask a neighbouring Exhibitor to watch your stand. They may become busy and leave your stand unattended.

Avoid leaving your stand each evening before all visitors have cleared the exhibition hall, and ensure your stand is staffed prior to the show opening (remember the exhibition hall will be open from 8am for other Exhibitors and maintenance staff).

Lockable Cabinets: We recommend you have somewhere to lock away briefcases, mobile phones, handbags and laptops etc. during the day – even when you are on the stand. If you are busy, you may not notice if they are taken. Please note - most hired cabinets have common locks and should not be regarded as completely secure units.

NB: Please make sure adequate arrangements have been made to insure your goods, as Haymarket Media Group and the Royal College of General Practitioners are not liable for any Exhibitor goods (hired or purchased).

Please note that name badges must be worn at all times for security purposes and to gain access to sessions and social events.

Social Media

We would love to see your pictures and hear your feedback of your experiences at Annual Conference this year – remember to use the hashtag #RCGPAC and #TeamGP.

You can follow the Royal College of General Practitioners social channels to stay updated on what's going on, and connect with our community and your peers.

Join us on Twitter [@RCGP](#), on Facebook [@RCGP](#) and on Instagram [@royalcollegeofgps](#).

You can also stay up to date on all aspects of Annual Conference via [@RCGPAC](#) Twitter and [@RCGPAC](#) Facebook.

Sustainability

The conference is working towards limiting its impact on the environment through careful consumption of energy and resources. For more information, please visit the RCGP Conference website here: <https://www.rcgpac.org.uk/sustainability>

Wifi

Wi-Fi access at the venue is complementary and widely available.

If you have any queries please do not hesitate to contact us on rcgp@haymarket.com.

We look forward to seeing you in Newport.

Kind regards,
RCGP Conference Team
rcgp@wonderly.agency