

Organiser's Handbook Information



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1. General information

Venue information

Full postal address
11 St Andrews Place
Regent's Park
London
NW1 4LE

Venue opening hours are from 8.00-17.00hrs with
24 hour security – contactable at the main reception.

Meetings & Events / Sales office

E-mail: events@rcp.ac.uk
Meetings & Events: 020 7034 4900
Website: www.rcpevents.co.uk

Smoking

The Royal College of Physicians (RCP) operates a strict no-smoking policy. Please inform your delegates of this policy and ensure that they do not smoke in the RCP, on the RCP forecourt, garden, or in the car park.

Green policy

The RCP is concerned about the environment and recognises that good environmental management must be an integral and fundamental part of its activities. As such, it encourages sustainability through recycling, reduction of water usage, energy efficiency, waste materials reduction and minimisation of carbon emissions footprint amongst its staff, suppliers and clients.



Access to the facilities

RCP London Events is open from 8.00hrs. If you require access earlier, please advise your event planner of your arrival time.

Complimentary access is available from 7.00hrs, earlier access (from 5.00hrs) is available at £250 +VAT per half hour.

An additional charge of £250 + VAT per hour is applicable for any catering requests before 8.00hrs. Should other staff be required to be onsite, prices can be quoted on request.

Please ensure that you vacate the rooms and registration area within the agreed time, as the rooms might be in use after your event.

Exhibitions

Organisers must submit a method statement, a risk assessment, along with PAT test certificates where appropriate prior to the date of the event. This is particularly relevant for events where you are using your own AV or those who are setting up large exhibition stands, stages, moving large pieces of furniture, bringing in electrical items for use in RCP, etc.

Confidential waste

If you have any confidential waste, please ensure you remove it from site at the end of your event.



Delivery & collection address

The RCP will only accept deliveries and collections between 9.00-17.00hrs, Monday-Friday (excluding bank holidays) at the following address, only:

ROYAL COLLEGE OF PHYSICIANS
53 Albany Street
London NW1 4EB

Any courier arriving at the main address will be directed to the delivery and collection area.

Deliveries

Please address your deliveries as follows:

The Royal College of Physicians

Title of event

Name of contact at the venue (e.g. organiser/ exhibitor stand name and number)

Date of event

Delivery address

Room the box needs to be on the day

Box (number) of (total number)

Collections

Please mark any items to be collected as follows:

Name of company (receiving)

Title of event

Name of contact and telephone number

Date of event

Delivery address (receiving)

Date of collection and by which courier company

Box (number) of (total number)

As storage is at a premium, please do not deliver items more than 24 hours prior to your event and collect them no later than 24 hours after your event. Any items left longer at the RCP may be recycled or destroyed.

All items stored are at your own risk and any items not labelled with return address will be disposed of.

The RCP will not be responsible for any item sent by post or courier that gets lost or damaged or for any items left at the RCP after the event has taken place.

Deliveries by pallet will only be accepted by prior arrangement. Should these arrive, an automatic charge of £50+VAT per pallet will be added to your booking to cover disposal if the courier does not off-load and remove them.



Parking

A limited amount of car park spaces are available at the RCP and will be offered to organisers as priority and thereafter on a first come, first served basis at £20 + VAT per vehicle per day.

- Parking fees are payable at reception on arrival, unless we have prior instructions to charge to the main account. All major credit cards are accepted except for American Express.
- Please see our location map for the NCP car park locations in the area. Pay and Display parking is also available around the perimeter of the park.
- The RCP is outside the congestion charge zone.

Toilets

Ladies', gentlemen's and accessible facilities are located on the lower ground level.

Showers

One shower cubicle is available in both the ladies' and gentlemen's toilet.

Climate control

The climate control system in all large rooms is computerised, so should you require the temperature to be changed, please alert your event manager or the main reception, who will contact the technician on duty.



Business services

The RCP offers general business services, which are available via our reception (current prices available on the tariff sheet enclosed).

Internet access

- Wireless internet access is available in all meeting rooms and in public areas on a complimentary basis.
- Wifi can be accessed by filling in your email address on the RCP login page, when you choose the RCP wireless network.

Portering

Porters are available to assist organisers, if required. This needs to be arranged in advance. Contact your event planner for more details and rates.

Cloakroom

A staffed cloakroom is provided in the lower ground floor of the RCP. All delegates should be urged to use this rather than taking coats into the function rooms.

The cloakroom is manned from 8.30-17.30hrs unless otherwise requested. Please note that for evening and weekend events as well as events of less than 60 people a charge may apply.



Filming and Photography

Special permission is required for all photographs, filming and video-taping within the RCP precincts. This is restricted to the contracted areas of your booking and not in any of the public areas of the building.

If you are considering having your event video recorded or web-streamed, our AV team will be happy to assist you. The team offers full HD event filming and post production services, as well as video streaming and on-demand solutions. For further details please email av@rcp.ac.uk or speak to your event planner.

If you require photography for your event, please contact us and we will provide a list of recommended photographers.

Please note that the name 'Royal College of Physicians' may only be used to indicate where the meeting is located. The use of its logo is not permitted. All mentions to the venue should refer to 'RCP London Events'.

Flowers

Your event planner can arrange flowers for your event, or you can contact our recommended florist Portland Florist directly on 020 8292 8530 (www.portlandsflorist.co.uk). Alternatively, you can arrange for your own florist.

Due to the historic nature of the building and the heritage within, no flowers are to be placed in front of portraits or can be attached to the walls or cages, or be placed near them. No pollen-heavy flowers or potted plants are to be put in the rooms, due to the risk of insect infestation and resinous fumes.



Reception

Reception is manned from 7.00-18.00hrs Monday to Friday and, when required, on Saturday and Sunday. Reception can assist with the following:

- Business services
- Local information
- Banks
- Post offices
- Hotels (the RCP has negotiated discounted rates with local hotels)
- Attractions
- Restaurants
- Taxis (please note that there are numerous black taxis available on Euston Road at any time of the day)

Accommodation

There is a good range of 3, 4 and 5 star hotels in close proximity to the RCP. Our recommended hotel booking agent has negotiated discounted rates with local hotels:

Jen Herbert

Diversity Travel

Telephone: 0161 235 5413

Email: rcpevents@diversitytravel.com



Security

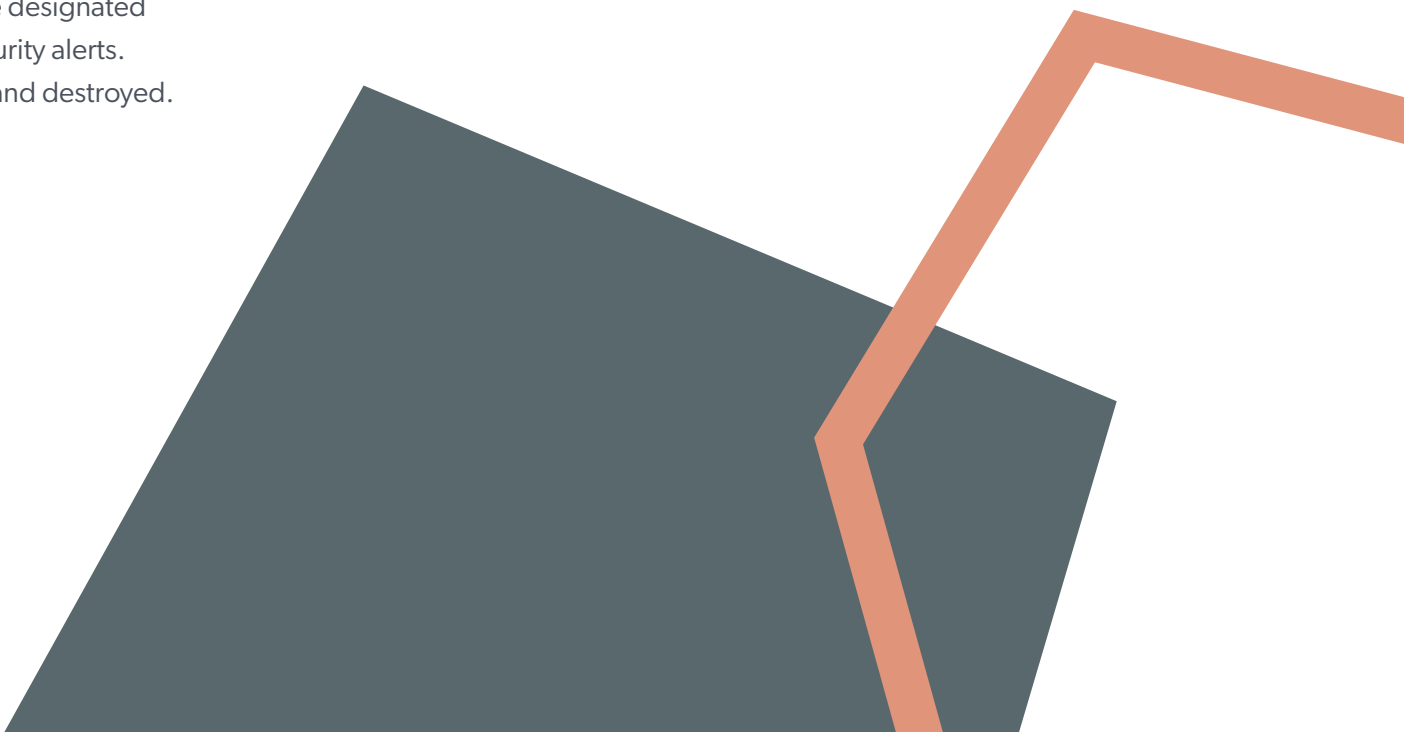
We have 24 hour security. This is RCP security and as a general rule will not be responsible for the security at your event. Please provide your own security where necessary, or advise us in advance so that this can be arranged on your behalf (quotation on request).

- Organisations hiring facilities must ensure that all participants are issued with and wear name badges.
- The RCP cannot accept responsibility for any items lost or mislaid on the premises.
- All personal luggage should be left in the designated cloakroom to avoid any unnecessary security alerts. Any unattended items may be removed and destroyed.

Badges

It is the client's responsibility to provide badges and lanyards for their events.

For security purposes, these should always be visible and all delegates will be required to wear these badges at all times while attending an event at RCP London Events.



Disabled facilities

The RCP has recently carried out extensive work to improve our accessible facilities. This includes taking into account physical, sensory and other disabilities to all our users. Our event staff are disability aware and will work with the organiser to ensure that the event is inclusive. Please refer to our website for more details. It is the responsibility of the organiser to inform the Meetings and Events staff of any attendees with additional requirements.

Assistance dogs are welcome.

Car parking

Guests with disabilities are very welcome to park their vehicles in the RCP car park, free of charge. Please notify the RCP in advance and a space will be allocated. Please also let us know if you require any assistance on your arrival at the RCP. There are two designated parking bays just to the right of the car park, opposite the RCP entrance.

Accessible entrance into the building

The lift platform to enter the building is to the left of the entrance, to access the lift platform follow the black rails. At the door entrance to the RCP is an automatic door opening inwards, allowing direct access to reception and an internal platform lift.

Finding your way

Via the front entrance, on the reception level there is access to the reception desk, a platform lift and the Wolfson Theatre wheelchair booths which are situated to the left and right of the Wolfson theatre entrance.

Accessing different levels in the building

There are six different levels in the RCP. They can be accessed either by using the platform lift, or the front service lifts. All lifts have tactile call buttons and an audible announcement of the level reached.

Hearing assistance systems

Mobile Connect assisted listening system is available in all event spaces. Audio streams can be accessed by scanning a dedicated QR code, placed within the event space, with a smart phone or similar electronic devices. Please note that you will be redirected to download the Mobile Connect app. At present, we have the capability to run 4 simultaneous assisted listening streams at any one time (i.e. 4 events or rooms).



2. Emergency procedures

The fire alarm

- Is a continuous alarm bell.
- Is tested every Wednesday morning at 9.00hrs. If your meeting is on Wednesday morning, please warn your delegates. The alarm will sound for approximately 10/20 seconds, no action is to be taken.

Fire exits

- Are indicated prominently in all rooms and corridors.
- Please familiarise yourself and your delegates of those exits which are pertinent to your meeting room.
- Exits must not be obstructed.

The assembly point

- Is on the cobblestone area outside the Nash Terrace Houses, 1 – 8 St Andrews Place (the precinct).
- On arrival at the assembly point, please report to the incident controller, who will ask you to confirm that all your delegates are accounted for.

On hearing the alarm

- If the alarm continues for more than 20 seconds, start evacuating immediately.
- Evacuate those present quickly and quietly by the nearest fire exits.
- No one should stop to collect personal belongings.

First aid facilities

The RCP has its own first aiders and first aid facilities. These include a defibrillator, oxygen and first aid kit. All requests for first aid must go through reception, please.



3. Access information

RCP London Events is easily accessible by all forms of transport:

By underground

- Regent's Park Station – Bakerloo line (2 minutes walk)
- Great Portland Street Station – Circle, Metropolitan and City lines (2 minutes walk)
- Warren Street Station – Victoria and Northern lines (10 minutes walk)

By train

- Euston Station (15 minutes walk)
- King's Cross station (5 minutes by taxi)
- St Pancras Station (5 minutes by taxi)
- Marylebone Station (5 minutes by taxi)

By car

Easy access via M40 and M1

By air

Heathrow: Express train from Heathrow Airport to Paddington Station, then 3 stops on the underground to Great Portland Street Station.

Gatwick: Express train from Gatwick Airport to Victoria Station, then 3 stops to Warren Street Station.

Stansted: Express train from Stansted Airport to Liverpool Street, then 5 stops to Great Portland Street Station.



Access to Regent's Park

Regent's Park gates open at 6.30hrs and close at midnight Monday to Friday for vehicles. Clarence Gate and Hanover Gate are open after midnight.

No coaches or commercial vehicles are permitted within Regent's Park and no parking is permitted between midnight and 9.00hrs. Park roads are closed from midnight to 7.00hrs (except for residential access).

Pedestrian gates into the park are open from 5.00hrs all year round. Closing times vary depending on the season, please visit [Royal Parks' website](#) for more details. Organisers will need to speak directly to Royal Parks regarding out-of-hours access.

Commercial vehicles are not allowed in Regent's Park at the weekend. Prior permission must be obtained from Crown Estates on 020 7935 8049.

Proof of why the access to Regent's Park is needed will be requested (email will suffice).



4. Tariff sheet

Business Services

Item	Cost
WiFi	Complimentary 1Mb
Printing	Black & white: 20p + VAT per page Colour: 50p + VAT per page
Posting	Courier services are available on request
Photocopying	Black & white: 20p + VAT per page Colour: 50p + VAT per page



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 @RCPVenue

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