



BVNA Congress FAQs

Please find below some general information which we hope will be helpful to you regarding BVNA Congress.

Venue Address

Telford International Centre, St Quentin Gate, Telford, Shropshire, TF3 4JH
Tel: 01952 281 500

The exhibition hall, along with seminar rooms, lecture theatres and workshops can easily be found all under one roof, with many hotels within a short walking distance.

Parking

The venue has FREE car parking for 1,500 vehicles, all within easy walking distance. This is subject to availability.

Delegate Tickets

Delegates will receive a confirmation email of their registration with further details and information. They will receive an eTicket which will need to be presented at the registration desks upon arrival. This will enable you to print your badge, and collect your workshop and social tickets (if applicable), plus lanyard and delegate bag.

Workshops

There are a number of free to attend workshops this year, bookings should be made in advance where possible. Delegates that have pre-booked **MUST** ensure that they arrive for the workshop **NO LATER THAN 10 MINUTES BEFORE THE START**. If you do not arrive, your place may be given to someone on the waiting list.

Cloakroom

Delegates are welcome to use the venue's cloakroom facilities. This will be offered throughout the event. Please note that the venue does make a small charge for this facility.

RAMA (SQP) Points

If you are attending any RAMA (SQP) lectures and wish to claim the points that are available, please ensure you sign the register at the door of the lecture and provide your RAMA (SQP) number.

What if my employer wants to pay for my tickets?

If your employer wishes to pay for your tickets they can pay on the website – they will need your BVNA membership number in order to book for you. You can find your membership number in the members portal in your profile area. Find the log in www.bvna.org.uk at the top right-hand side of the home page. If your employer is paying and requires an invoice, please email bvna@bvna.co.uk.

My employer has purchased me a ticket but I want to buy a social/workshop ticket?

You can only purchase workshop or social event tickets if you have a ticket to attend Congress. Once you are registered to attend, you can then pay for your social event or workshop tickets on the ticket website.

What if I am now unable to attend?

Registrations can be transferred, subject to the same ticket type, to another person in the practice. Requests MUST be made in writing by Friday 27 September.

For cancellations a 50% refund is available if made prior to 1 September, thereafter refunds will not be made on any cancellation.

Please email bvna@bvna.co.uk to request a refund in writing.

Can I bring my baby/child?

Children are welcome to join you at BVNA Congress and we have some measures in place to make your visit as comfortable as possible:

- We have a family zone in a quiet area of the venue, upstairs next to our VIP Lounge
- We can provide a complimentary exhibition pass to partners who wish to come along to help a parent with their child. This can be made available on request, please contact us to discuss further.
- We kindly ask that parents attending lectures with children sit to the rear of the lecture room, so that they are able to leave quickly if they need to and with minimal disruption to others.
- Children are not permitted in workshops

Continued Professional Development [CPD]

We no longer provide paper certification. BVNA members should log CPD in the members portal, [instructions are located here](#). If you are not a BVNA member, please email us with the number of hours / sessions you attended Congress for, and we will send you a certificate of attendance for that number of hours.

If you have any other questions, please feel free to contact the BVNA office by calling 01279 969281 or by email bvna@bvna.co.uk.