



# **SOUTH AFRICAN NATIONAL RESOURCE CENTRE**

FIRST-YEAR EXPERIENCE AND STUDENTS IN TRANSITION

## **5<sup>TH</sup> ANNUAL SANRC FYE CONFERENCE 22-24 MAY 2019 FREQUENTLY ASKED QUESTIONS**

---

### **When will the conference take place? Where is it located?**

The 5<sup>th</sup> Annual SANRC FYE Conference is scheduled to take place on 22-24 May 2019 at the Garden Court Marine Parade in Durban, KwaZulu-Natal, South Africa.

### **How can I register? What are the registration rates?**

Please visit the SANRC registration page for deadlines, rates, and other registration information. Click on the link below to register.

<http://sanrc.co.za/sanrc-fye-conference-2019/>

### **How do I add a workshop to my registration? Are workshops included in conference registration?**

You can register for workshops and preconference workshops at the registration desk on the first day of the conference i.e. 22 May 2019. Workshops are included in conference registration and incur no additional fee.

### **How can I reserve a hotel room, and what are the rates?**

Delegates may book their accommodation directly at the conference venue- Garden Court Marine Parade, Durban. The dedicated contact at Tsogo Sun is Ms Lovinia Seme or Ms Lindelwa Nene (031 492 4001), they will assist with conference rates and bookings. Please site the following **RATE CODE: GRPF01** in order to receive the conference rate for accommodation at Garden Court Marine Parade, Durban.

### **I only want to attend one day of the conference, is that possible?**

Yes, one-day conference registration is available. Please note that your registration is valid only for sessions and events on that day and tags will be actively checked throughout the conference to ensure that participants have registered properly.

Please request one day registration via email ([lebom@uj.ac.za](mailto:lebom@uj.ac.za))

### **I just want to attend one session. Is that possible to do without registering for the conference?**

Individuals wanting to participate in one session must register for a one-day pass for that day; SANRC does not allow unregistered attendees to come to sessions or other conference events.

**Is the conference schedule available?**

Details will be posted on our website as they are confirmed. A full conference schedule, including conference sessions, will be available on our website in late May i.e. closer to the conference.

**How can I reserve exhibitor space in the exhibit hall?**

Email [lebom@uj.ac.za](mailto:lebom@uj.ac.za) for more information.

**How can my organisation become a conference sponsor?**

Sponsorship opportunities are limited, so act today. To become a sponsor and for more information, please contact [celinem@uj.ac.za](mailto:celinem@uj.ac.za).

**Is there funding available to help with travel/registration costs?**

SANRC is unable to assist with travel or registration costs.

**What meals will be served at the conference?**

Light refreshments are provided each morning prior to the scheduled start time. There will be morning and afternoon refreshment breaks and lunch will be provided for where expressly indicated.

**What are the social events and will I be charged for attendance?**

Two social events have been scheduled for the conference and these are included in your conference fee:

- Cocktail/ Welcome Event-22 May 2019 (Wednesday)
- Gala Dinner-23 May 2019 (Thursday)

**In my country/territory, I must apply for a visa to attend a conference being held outside of my country and that requires an invitation to the event. Can you send me an invitation?**

The SANRC is happy to provide an invitation letter to accompany your visa application after full payment is received. We recommend that as soon as you register and pay the full registration fee, contact [lebom@uj.ac.za](mailto:lebom@uj.ac.za) with your request. You will receive a PDF printable file on SANRC letterhead via an email attachment.

If you requested the invitation letter but are unable to acquire a visa for travel, The SANRC will refund your registration fee in full.

**What if I change my mind?**

Cancellations must be made in writing and may be emailed to [lebom@uj.ac.za](mailto:lebom@uj.ac.za). No refund will be processed without sufficient cause or notification.

**What is included in the cost of my registration?**

Your conference registration includes full and open access to all sessions and events. As applicable, morning refreshment, lunch, evening receptions and breaks are also included. Conference attendees are responsible for all related expenses such as air travel, ground transportation, and accommodation.

### **Can my guest attend the evening gala?**

Yes, at an additional cost per head. Contact [lebom@uj.ac.za](mailto:lebom@uj.ac.za) to reserve a seat for your guest and for payment options.

### **Can I substitute/transfer someone else to attend the Conference?**

You can substitute someone else by emailing [lebom@uj.ac.za](mailto:lebom@uj.ac.za) with the new registrant's name and contact information.

### **Where is the information centre?**

General questions about the Conference and the SANRC are answered at the registration desk at the lower level of the conference venue.

### **Is there an attendee list?**

Yes there is an attendee list. However, due to the Protection of Personal Information (POPI) Act, we cannot disclose any information related to the delegates at the conference. All conference delegates and speakers are urged to network at the welcome event and during tea breaks in order to acquire contacts.

### **What is the attire?**

The dress code for the Conference is business casual. Meeting room temperatures will vary, so wear layered clothing to ensure your personal comfort. We also recommend comfortable shoes.

*Note: For the gala dinner we recommend that you try and adhere to the set theme, for an opportunity to win the 'best dressed' prize.*

### **Is Wi-Fi Provided?**

The presentation venue is equipped with Wi-Fi and portable computer. The Wi-Fi code will be displayed in the venue.

### **I have special needs (dietary, mobility, etc.). How can I inform you of them?**

Please communicate all special needs to [lebom@uj.ac.za](mailto:lebom@uj.ac.za). SANRC will make every effort to meet your specific requirements. For Islamic delegates, unfortunately we are unable to cater separate meals. However, please note that all meals catered by the hotel are Halaal certified.

### **I cancelled my FYE Conference Registration. Will the SANRC also cancel my hotel reservation?**

No. Cancelling your Conference registration will not automatically cancel your hotel reservation. Please contact the hotel directly to cancel your reservation. Your hotel reservation cancellation is subject to the hotel's cancellation policy.