Frequently Asked Questions

Location

ACC Liverpool, King's Dock, Port of Liverpool, Kings Dock Street, Liverpool, L3 4FP. Directions, travel information and car parking information for the ACC can be found here:

https://www.accliverpool.com/visiting-us/travelling-here/

Please access the venue via the city side entrance on the piazza. The riverside entrance will not be open for delegate access.

Accessibility

ACC Liverpool is fully committed to providing experiences that are accessible to all. A suite of supporting information is available here: https://www.accliverpool.com/accessibility/

Security

To promote and encourage a safe and secure environment, ACC Liverpool employ a range of event security measures. Security and stewarding staff will be on-site throughout the event. Bag searches will take place on entry so please ensure you arrive in good time.

Conference registration

All conference attendees, delegates, speakers, exhibitors etc, must register on arrival. Registration will be located on the ground floor through the main doors on the city side entrance.

Approximately one week prior to the event, all attendees will be issued with a unique QR code. Please present this code to the registration staff who will produce your conference badge and lanyard.

It is essential that all delegates wear their badges throughout the conference. Failure to do so may result in non-entry. Replacement badges will be available from the registration desks if necessary. Please note that proof of identity will be requested before replacement badges are issued.

Cloakroom

ACC Liverpool has a staffed cloakroom for delegates. The venue recommends that you don't bring anything larger than a laptop bag, or A4-size bag, if possible. Please use bag storage at your accommodation wherever possible.

Wifi

Select the "Free-Wifi" option at the venue.

Conference app

NCASC is a paperless conference with all programme and speaker information on the conference app. Instructions on how to download the app will be issued in the joining instructions. App support will be available on site, located near to the conference registration desks.

Catering and refreshments

All refreshment breaks and lunches will take place in the exhibition hall. Dietary requirements, which have been shared with us in advance, have been catered for.

As part of the catering staffing arrangements, ACC Liverpool has 'allergy champions', identifiable by their green aprons, who are available to assist with any queries:

Allergy Champions

ALLERGY CHAMPION

We are always focused on the delivery of catering for guests who have allergies or dietary requirements, particularly with a marked increase in these requests.

Providing a varied and nutritious menu is an important aspect of every conference and event, however we realise that some visitors may be unsure as to what they can and cannot eat if they have dietary needs. All our team receive allergen training however our designated 'Allergy Champions' are on hand at every event at ACC Liverpool wearing green aprons, so they are easy to identify to support our guests.