



# AT YOUR SERVICE...

EXCELLENCE AS STANDARD

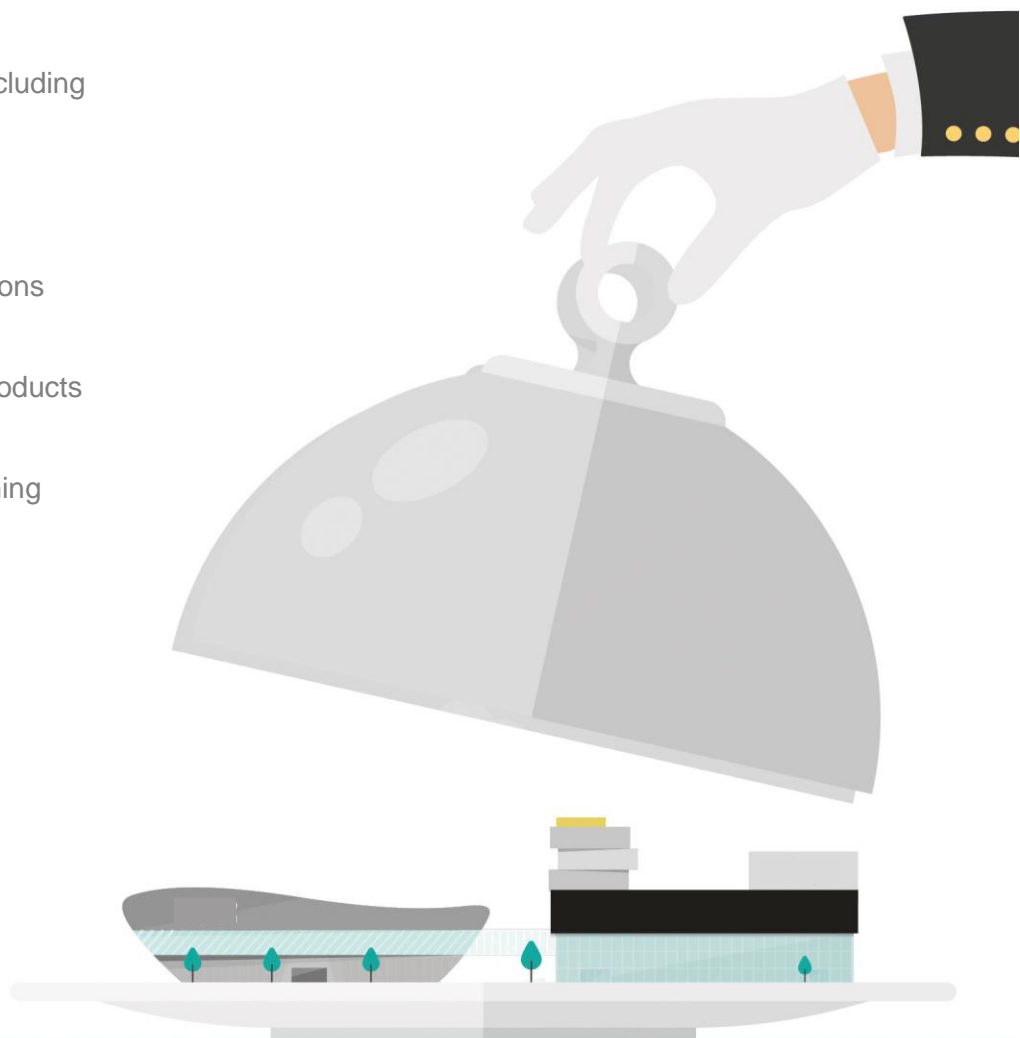
Guest Relations  
Concierge Support Service



## Guest Relations

At ACC Liverpool your event is in safe hands with our dedicated Guest Relations team who provide a one-stop shop service for clients, exhibitors and delegates.

- Event registration Services
- Production of delegate badges and conference packs
- E.ON Business Centre and Boardroom hire
- Organiser Office enhancement packages
- Branded items for use during your event
- Private & group transfers
- Floristry
- Courier services
- Delegate concierge services including
  - Printing
  - Taxi booking
  - Restaurant booking
  - Ticketing for city attractions
  - City information
  - Stationery / technical products
  - Toiletries
  - Garment steamer & ironing
  - Gifts and souvenirs





## Registration Services

At ACC Liverpool, we believe that you never get a second chance to make a first impression. Registration is a vital element of a successful event but can often be the last thing to be considered. We can manage this aspect of your event on your behalf to ensure the welcome and registration process for delegates is aligned to your event objectives and representative of your brand values.

### Create the best registration experience for your visitors

ACC Liverpool Guest Relations team will ensure that your registration layout is perfect for your event. Pre-registered visitors gain fast track entry and are badged quickly. Non registered attendees are quickly registered and badged with all data captured. Our onsite staff are experienced and professional and support the values and quality of your event brand.

### We provide event staff for the following services:

- Registration
- Welcome hosts/hostesses
- Promotional staff
- Costume Characters to promote brand awareness
- Bag Packing

Event staff at ACC Liverpool are fully trained, professional and well-presented and briefed to ensure that your event is remembered for top class service.

### Delegate Badges

ACC Liverpool can produce your delegate badges onsite. Utilising our Sky Visitor software our badge template can be amended to suit your event requirements providing a cost effective accreditation service. Innovative laminated designs can be produced at your request. Plain or branded lanyards and clear or coloured cardholders complete the package.

### Conference Packs

ACC Liverpool can organise for you to have a printed conference pack personalised with your corporate image, helping your delegates be more prepared for those important meetings while advertising your logo or brand at the same time. Our team can source and custom design delegate bags and promotional items to suit any budget

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## E.ON Business Centre Rental Packages

**Six net pods with complimentary internet access. PC's come complete with standard Microsoft Office programs and Adobe Reader.**

- PC Homepage branded to the client specifics
- Vinyl branding for the back of the net pod chairs
- Internal Printing to the value of £250.00
- Courier to the value of £100.00
- Guest Relations team on hand between 08:00 and 18:00





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## E.ON Boardroom Rental Packages

The E.ON Boardroom is conveniently located next to the Guest Relations desk in the Galleria.

8 seater fully equipped boardroom with the following features:

- Dedicated PC with hard wired internet access
- 50 inch Plasma Screen
- Conference Call facilities
- White Board and Markers

### Additional Items are also available:

- Printing package
- Courier package
- Pads and Pens
- Valet Garment Steamer
- Refreshment Pack (tea, coffee, water and biscuits) or enhanced catering
- Private Chauffeur
- Personalised pads / pens / bags



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## Organiser Office Enhancement Packages

**Let us create the perfect organiser office for you...**

Available for your event duration

- 2 PC's fully equipped with Microsoft Office
- Wired Internet access to PC's
- Dedicated phone line with up to £20.00 worth of calls
- Courier to the value of £100.00
- Printing to the value of £100.00  
(Printing requests can be sent in to the team to be available for when you arrive or during your event)



**To further enhance your office package the additional items are available:**

- Catering
- Stationary and Souvenir packages
- Floristry
- Increased Printing

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## Branded Items

We can organise for you to have a printed conference pack personalised with your brand or logo, available to distribute to delegates throughout your event. This will help your delegates to be more prepared for those important meetings while promoting your brand at the same time.

### Branded Drinkware



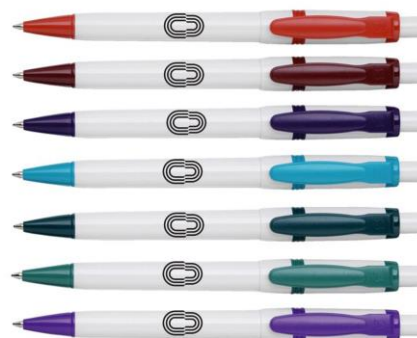
### Branded A5 Notepads



### Plain or Branded Lanyards



### Branded Pens



### Branded Delegate Bags





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## Transfer Services

### Group Transfer

Guest Relations are happy to take care of your transport needs leaving you free to concentrate on the real focus of your event.

Should it be a coach transfer to collect your delegates from the airport or simply a shuttle service across Liverpool we can cater for all your travel needs.



### Private Chauffeur Transfer

Arrive at your meeting chauffeur driven, prepared and relaxed with our tailor made corporate travel service. No matter what your plans, what time you need to arrive or how long you plan to stay our experienced and professional chauffeurs will make every effort to ensure you arrive at your destination on time and in style.

## Floristry

Floral displays are a great way to capture the mood of your event and create just the right atmosphere.

Ideas for your event:

- Exhibition stand
- Registration display
- Table flowers (for a special business dinner)
- A gift to a guest or client.







## Business Centre Courier Service

If you require items for collection and have not arranged a courier yourself then please fill in the details below and Guest Relations will be happy to arrange this service for you. Please note charges apply for this service. You will receive a quote before booking any items for collection.

## Delegate Services

ACC Liverpool's Guest Relations team are on hand to provide a friendly concierge service for your delegates before they arrive in the city and for the duration of your event. From restaurant bookings to printing and taxi services, the team are on hand to ensure their visit to ACC Liverpool is an enjoyable one.

We have various items on site for your delegates to purchase or hire, including:

- Charging cables and travel adapters
- Toiletries
- Stationery
- Souvenirs
- Garment steamer and ironing facilities
- Printing facilities

### ACC Liverpool Privilege Card

We want your delegates to enjoy Liverpool. That's why every delegate receives an ACC Liverpool Privilege Card on arrival, available from Guest Relations. The card is packed with exclusive offers, discounts and tailored privileges for a range of attractions throughout the city. Find out more [here](#).



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### **Tickets For Local Attractions**

For visitors enjoying a longer stay in Liverpool, tickets for some of the city's best attractions are available to purchase directly from our Guest Relations team. See the sights from a City Explorer open top bus, sample the delights of Liverpool's Gin Distillery or take a walking tour of the world famous waterfront. Simply drop by the Guest Relations desk in ACC Liverpool's Galleria for more information.

Attractions include:

- City Explorer Liverpool
- Liverpool Gin Distillery
- Beatles Story
- RIBA Walking Tours
- The British Music Experience

And more...

**Please contact our Guest Relations Team to enquire about any of the services featured in this brochure. You can email [guestrelations@accliverpool.com](mailto:guestrelations@accliverpool.com) or call 0151 239 6002.**

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We are 'At Your Service' and look forward to supporting you. Contact us and experience a level of excellence that comes as standard.

ACC Liverpool  
Kings Dock  
Liverpool Waterfront  
L3 4FP

