



24TH ANNUAL SYMPOSIUM  
A VIRTUAL CONFERENCE | 8-10 OCTOBER 2021

# DELEGATE FAQs

## General Information

### What is a virtual conference?

A virtual conference is hosted entirely over the Internet. It will allow attendees to access live and hear presentations from their computers/devices. Attendees participate through a conference webapp designed specifically for the virtual conference. The site is where you will watch conference presentations and participate with questions and comments in real time.

### Is the virtual conference replacing the face-to-face conference?

Due to the ongoing COVID-19 pandemic, the BOPA Committee made the decision to keep with a virtual format for the 2021 conference. BOPA are working hard to ensure that your experience of the conference is as stimulating and interesting as a face-to-face conference in a virtual way.

## Registration

### What are the registration fees for the virtual conference?

BOPA are offering a special discounted rate to its paid members of £49.00 to attend the 3 day virtual conference. To take advantage of this offer, you must register before the 6th September 2021.

### Do the registration rates include or exclude VAT?

All registration rates quoted include VAT at 20%.

### How to I become a member of BOPA?

To join BOPA and enjoy the many benefits, please [CLICK HERE](#).

This meeting is supported by the pharmaceutical industry through sponsorship and the purchase of exhibition stand space. Sponsoring companies have no influence or are involved in the preparation of this event.



## What's included in the registration fee?

The BOPA 2021 conference will offer you a full virtual experience and the opportunity to take part in every aspect of the programme including:

- Access to all virtual scientific sessions (and the opportunity to submit questions live)
- Access to the post conference recordings
- Visit the virtual exhibition hall
- Networking opportunities with the committee members and colleagues
- Access to all accepted abstracts and e-posters (with the option of emailing the authors directly)
- Join in live discussions
- Certificate of attendance
- Give feedback

## How do I register for the conference?

Registration for the conference is now open, please **CLICK HERE**.

## Do I have to pay the conference fee when booking?

Yes, you do need to pay when submitting your online booking, either by debit or credit card.

## Can my hospital or trust pay for a group to attend?

To register 10 or more people to attend the virtual conference, you will be required to complete and return a Group Booking Form for your delegates.

Please complete the booking form (which you can find on the conference page) and send it to [BOPA@media1productions.co.uk](mailto:BOPA@media1productions.co.uk).

**Please note:** We are unable to accept any invoice requests 6 weeks prior the event. This is because of the time it takes to process invoices. All invoices must be paid in full by the event date in order for the delegate to attend; if we have not received payment by this date, the delegate will not be given access to the online platform.

Alternatively, if your trust has a credit card, payment can be made via this method by the credit card holder contacting [BOPA@media1productions.co.uk](mailto:BOPA@media1productions.co.uk) with the following information:

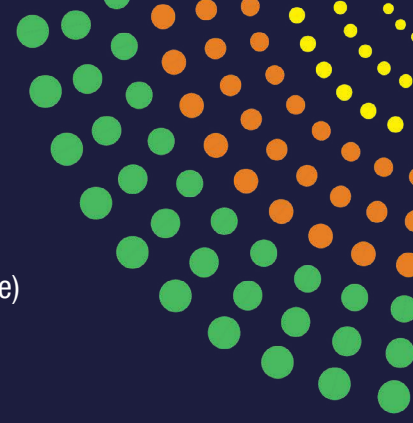
- Name of event
- Name of delegate(s) attending the event

## Can I transfer my delegate pass to a colleague?

Yes, you may transfer your delegate pass up to the day before the conference should your work/personal circumstances change and prevent you from attending the conference.

## How do I transfer my delegate pass?

Please email [BOPA@media1productions.co.uk](mailto:BOPA@media1productions.co.uk) with details of the person taking your place.



## What if I register but can't attend?

Your pass will remain completely fully-subsidised if you attend even for half a day.

## Can I cancel my registration?

Yes, cancellation charge of 75% of the registration fee will apply for cancellations received after Friday 24 September 2021. This cancellation charge will not apply if you are able to provide a substitute attendee.

No refund will be given if delegates do not access or are unable to access the online platform for reasons beyond the organisers' control (e.g. inadequate system requirements, slow internet connection, etc.)

# Pre-conference

## When will the virtual event be online?

The virtual event will be running over three-days:

- Friday 8 October: 09:00–13:30
- Saturday 9 October: 09:00–15:30
- Sunday 10 October: 09:00–13:00

## Is an agenda available to view?

Yes, you can view the latest agenda by visiting: <https://www.bopa.org.uk/latest-symposium-2021/>

## How can I interact with exhibitors?

You will be able to explore exhibitor profiles from the time you are granted access to the virtual platform. Built into the programme are 'Exhibition Live' slots where you can pre-book meetings with exhibitor representatives and speak to them directly.

## What are the technical requirements needed to participate?

To participate, you need an Internet connection and web browser. For the best viewing experience, we recommend that you join the conference using a supported internet browser, which includes Google Chrome, Firefox, and Safari. Internet Explorer is not recommended as some functions, such as chat, are not fully supported.

## Do I need to install any software?

No, the event can be accessed via your internet browser. The system is optimised for Google Chrome.

## What happens once I register?

Once you register, you will receive confirmation of your registration. An email with detailed instructions on how to connect to the conference will be sent to you 1 week prior to the conference dates.



## When and how can I access the online platform?

All pre-registered attendees will receive a login link via email one week prior to the event going 'live', on Friday 8 October. We recommend using a computer for the best user experience. Please keep a close eye on your emails, including checking your spam/junk folder, between now and the conference.

## If I am having technical issues on the day, who do I contact?

Simply navigate to the Helpdesk page on the platform where you will find multiple options for technical support, including contact details for the event organisers.

## How will the sessions work?

You can browse the full programme, including live, on-demand and sponsored sessions. The live-stream feed and pre-recorded videos will open within the platform.

Each of the live sessions will include Q&A with our expert speakers. There will be the capability for you to submit questions during each of the sessions.

# Post-conference

## Will the sessions be available after the conference?

Yes, each session video (where permission has been given) will be available on the BOPA website approximately 5 days after the conference so that participants can access all of the meeting content. This will be available to those who have registered for the conference.

## Can I receive a certificate of attendance?

Yes, you can access your certificate through the virtual platform, which can then be printed.

If you have any further questions, please do not hesitate to contact the conference team at [BOPA@media1productions.co.uk](mailto:BOPA@media1productions.co.uk)