Virtual events FAQ's

Q. What is a virtual event?

A.   Virtual events are online events that feature a combination of webinars, interactive roundtables, workshops, exhibition booths, 1-2-1 networking via chat and video, keynote speaker presentations, and much more! In summary, our virtual event is an online event that involves people interacting in a virtual environment, rather than a physical location.

Q.   *What technology do I need to access the event?*

A.   Any smart device (mobile, PC, Mac or Laptop) with an internet connection is all you need.

Q.   *Can I test the technology before the event to check I can gain access to the event?*

A.   Yes, we will send you a link prior to the event so that you can familiarise yourself the platform and a chance to complete your online profile.

Registration and ticketing

Q.   *How do I register?*

A.   You can register at bit.ly/GRRONLINE and pay via credit or debit card. You will receive an email confirmation so make sure you look out for that.

Q.   *When will I receive my log in details?*

A.   A week before the event goes live you will receive your unique magic link via email. Simply click on the link to access the event.

Q.   *I have registered for multiple passes – how will that work?*

A.   Each pass purchased will receive a unique log in via email.

Q.   *I want to change the name on my registration – how can I do that?*

A.   Please email us at events@russellpublishing.com

Q.   *Can I get unlimited access for my company or organisation?*

A.   There are multiple purchase options on the event website. Please email delegates@russellpublishing.com for corporate access.

Q.   *Is VAT applicable?*

A.   UK clients - VAT chargeable at 20%
EU clients - VAT not chargeable. A valid EU VAT number must be provided.
ROW clients - VAT not chargeable

The event

Q.   *Do I have to attend all the sessions, or can I pick and choose?*

A.   You can absolutely attend as much or as little as you want. Our platform allows you to plan your schedule in advance and is as flexible as you need it to be! All sessions will be able available on demand for 4 weeks after the live event days, so you can always catch up on any presentations that you missed.

Q.   *Will I have access to the presentations post the event in case I am not able to attend the whole day?*

A.   Yes, you can join live and interact with speakers during the audience Q&A or watch the presentations and Q&A sessions on demand and at your leisure. The event will remain online for 4 weeks post live event days.

Q.   *How do I network at a virtual event?*

A.   There are many networking opportunities available. You can chat with all the speakers, attendees and exhibitors via text messaging, you can arrange 1-2-1 video meetings as well attend speed networking sessions.

Our artificial intelligence matches you with other like-minded attendees – to fully enable this feature, be sure to complete your profile and interests when you first log in.

Q.   *Will I be able to meet exhibitors?*

A.   Yes! You can interact, set up meetings and view all the collateral that exhibitors have to offer. If there are any specific sponsors or exhibitors you are interested in connecting with, let us know and we can help you get in touch.

GDPR

Q.   *Is your platform GDPR compliant and will it protect the privacy of my data?*

A.   Our virtual event platform undertakes to comply with data protection regulations and in particular with EU regulation 2016/679 of the European Parliament and Council of 27 April 2016 (General Data Protection Regulation). Please refer to our [Privacy Policy.](#)

Q.   *How will my data be shared at the event and after the event?*

A.   No data will be shared without your express permission. On registration we will ask for your permission to share data that will enhance your networking opportunities at the event. You can opt out of this on registration or by emailing us at dataprotection@russellpublishing.com

For networking purposes, we inform attendees about the networking solution and have enabled you to opt-out of the networking on registration. If you have opted out of sharing your data with our event platform, you won't be listed in the networking solution, so no one will be able to connect with you. If you change your mind and want to join the networking platform at a later date, we will ask you for your consent again.

All information requested is required by the event platform and is designed for you to get the most out of the event. The event platform aims to enable users to share content and easily connect with each other before, during and after the event, in order to expand your professional network.

Q.   *Where can I find your terms and conditions?*

A.   Purchasing terms and conditions can be found here

Sponsors & exhibitors

Q.   *How can I get involved as a sponsor or exhibitor?*

A.   Contact us today and we talk you through the process step by step.

Q.   *I am an exhibitor and need help with my virtual stand is this something you offer and if so, what are the costs?*

A.   Once you confirm as an exhibitor, we will walk you through the process and help you build your virtual booth. Contact us today for pricing and full details.

Q.   I have more questions, who can I contact?

A.   You can contact us at events@russellpublishing.com and we will be more than happy to answer any questions you may have.