

## Frequently Asked Questions: Charity Retail Conference 2024

### Where is the conference taking place?

Harrogate Convention Centre (Entrance 1)

King's Road

Harrogate

HG1 5LA

### How do I get to Harrogate Convention Centre?

#### Directions from the South

21 minutes from the A1. Take the M1 and A1(M) before leaving at Junction 45 (Wetherby) then take the A661 to Harrogate. Alternatively continue on the A1(M) to Junction 47 (Knaresborough) then follow signs to Harrogate.

#### Directions from the North

24 minutes from the A1. Take the A1(M) and exit at Junction 47 (Knaresborough) then follow signs to Harrogate.

Parking is available at Harrogate Convention Centre – HG1 2HR, [Jubilee Car Park](#) – HG1 1DJ and [Victoria Car Park](#) – HG1 5LQ. Parking charges apply.

Use **HG1 2HR** when using your Sat Nav.

#### By Rail

Harrogate is linked to all major UK cities including six daily direct LNER services between London King's Cross and Harrogate Station (2 hours 46 minutes). Harrogate Convention Centre is just a seven-minute walk from the train station.

#### By Air

Leeds Bradford Airport (LBA) is just 12 miles away. To get from LBA to Harrogate, take the A2 bus which takes approximately 31 minutes, runs hourly and will drop you off at Harrogate's main bus station, from there it's a five minute walk to the Convention Centre.

### What is the dress code?

The dress code for the conference is smart/casual – whatever you're comfortable in.

### What time does registration open?

Registration opens at 9.30am on Wednesday 26 June, along with our packed exhibition, with over 50 companies and suppliers to the sector. On Thursday 27 June, registration opens at 8.30am

### How do I book a taxi?

If you want to book a taxi as part of your journey either to or from conference here are two taxi numbers: Blue Line Taxis: 01423 530830 or Elite Taxis: 01423 538509.

### What is the dress code for the awards evening?

SMART, some delegates prefer more formal eveningwear (no jeans or trainers please).

### How do I book accommodation?

Accommodation is not included with your ticket to conference, but there are lots of hotels, AirBnB and apartments in Harrogate you can book.

### **Tell me about the Charity Retail Awards 2024**

Join us from 6.45pm on Wednesday evening for our drinks reception, gala dinner and awards ceremony back in Harrogate Convention Centre to round off the conference. It will be a lovely way to spend the evening, celebrating all the success of our amazing sector. Don't forget to enter the awards this year!

**Tuesday Meet-up:** We're not holding a formal, corporate sponsored pre-conference social this year. CRA staff will be in Harrogate on Tuesday 25 June and we'll let you know a pub or bar we'll be in that evening, if anyone wants to join us for a drink and chat pre-conference. You may wish to book accommodation on the night of Tuesday 25 as well as Wednesday 26.

### **I want to make a group booking**

If you're looking to book 5 or more places at conference, we have created a group booking form to send round to your colleagues to book their focus sessions and complete their details. For a copy of this group booking form please email [kelly@charityretail.org.uk](mailto:kelly@charityretail.org.uk)

### **How do I pay for my place at conference?**

You can pay for conference by card through the booking site, at the time of booking, or request an invoice. The invoice will come directly from the Charity Retail Association. Please keep an eye out for this invoice and ensure it is paid promptly. All conference places should be paid in full before the conference commences on Wednesday 26 June 2024.

If you have not received an invoice within two weeks of making your booking, please contact the Charity Retail Association on 0300 030 1088 or email [kelly@charityretail.org.uk](mailto:kelly@charityretail.org.uk)

### **Conference day tickets**

If you are only able to attend for one day in-person you can buy a day ticket for Wednesday 26 June for £195 plus VAT. Further details about our conference day tickets can be found on our website.

### **Help with the costs of conference**

We offer bursary places for charities with 5 shops or fewer, kindly supported by Kudos Software. This discounts the cost of a delegate ticket by 50%. Further details about both of these can be found on our website.

### **My details for the conference have changed...**

If any of your details or requirements have now changed since you registered for the event please email: [kelly@charityretail.org.uk](mailto:kelly@charityretail.org.uk) or call 0300 030 1088 and we will happily assist you with any changes.

### **GDPR Policy**

The Charity Retail Association take GDPR very seriously. You can review our [policy here](#).

### **Additional Information and Downloads**

Additional information and relevant downloads [can be found on our website](#).