



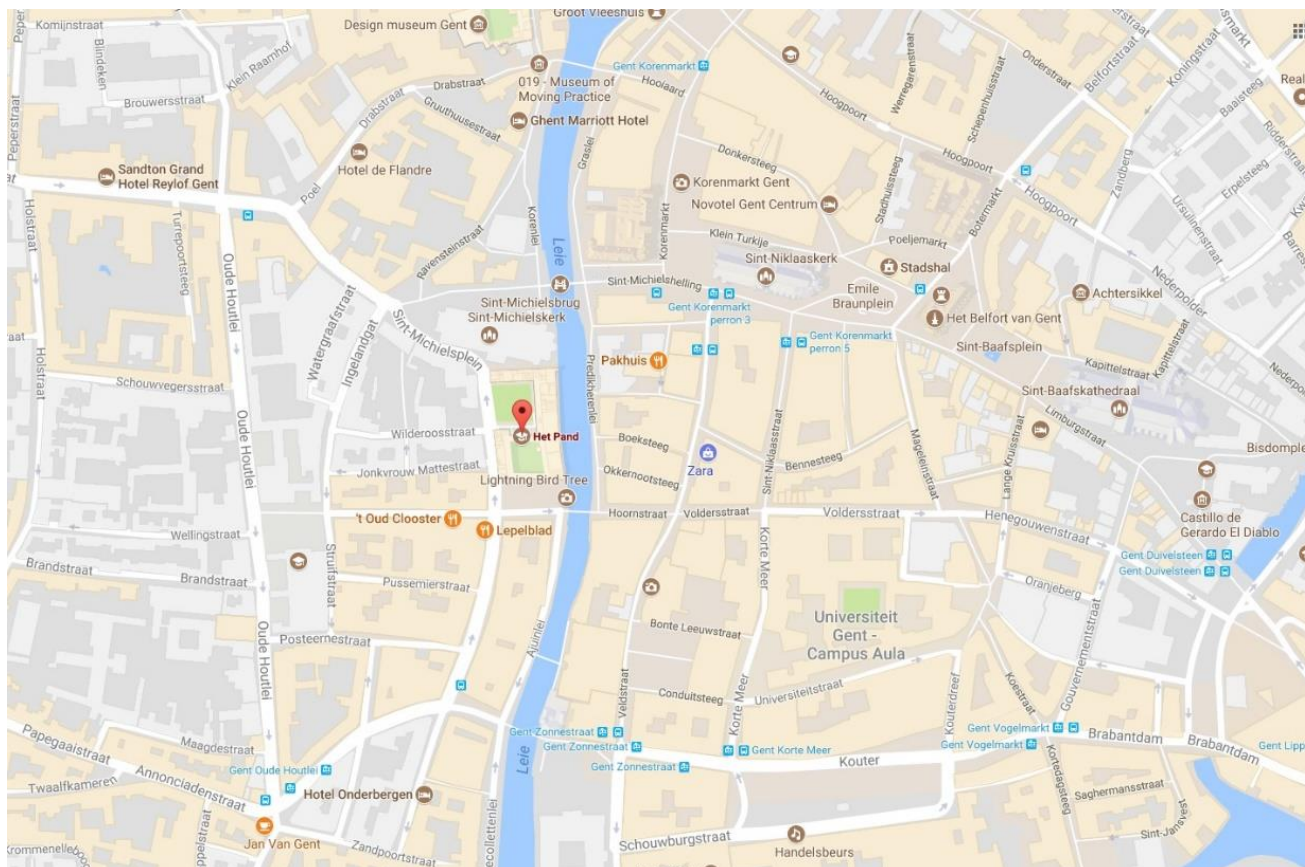
Dear Conference Participants,

We are eager to welcome you to the upcoming ISSA Conference 2017. In the meantime, we would like to share some practical information regarding conference logistics as you prepare for the event.

Conference Venue

The conference will take place at **Het Pand**, the culture and congress center of the Ghent University. It is a former Dominican monastery located in the heart of the city, on the banks of the river Leie. Het Pand was founded in 1201.

Address: Onderbergen 1, 9000 Ghent. Website: www.ugent.be/het-pand/en



Conference Plenaries and Concurrent Sessions

We are proud to say that ISSA Conference 2017 is fully booked. This also means that the venue will be operating at full capacity.

Please note that plenary sessions will take place in two rooms; the **Rector** on the ground floor and in room **Rector Vermeylen** on the second floor. Those who sit in Rector Vermeylen will watch the plenary via live streaming. We suggest that you take your place 10 minutes before sessions start to be sure there is room at the session you would like to attend.

Conference Welcome Reception

Tuesday, 3 October | 19:00

Location: Ghent City Hall, Pacificatiezaal

Address: Botermarkt 1, 9000, Ghent

Attendance at the Welcome Reception is included in the conference registration fee. During the reception, drinks and finger food will be served. The reception will also feature entertainment from a local band, the *Gent Gipsy Devils*.

Social Events

Wednesday, 4 October | 19:00 – duration 3.5 – 4 hours

A'Petit I - Culinary Walking Tour (optional by registration)

Price: 73 EUR pp for minimum 18 person per guide.

The culinary walk is a delightful tour through the historical center of Ghent. You can purchase tickets at the Conference venue during your registration. Tickets will be available until October 3rd.

Thursday, 5 October | 19:30 – 24:00

Buffet and Entertainment at Cocteau (optional by registration)

Address: Jan Palfijnstraat 17, 9000, Ghent

Price: 25 EUR pp

Get ready for a fantastic evening of music and dancing at the unique feestzaal Cocteau. Delicious food and drinks will be served. This event is almost sold out. To find out if seats are still available, check at the registration desk.

Conference Program

As ISSA strives toward more sustainable practices, we have decided that **the conference program will only be available via the conference app and on the conference website, and no printed program will be provided by the organizers.**

The *detailed conference program*, including the descriptions of the sessions *is available only online*, posted on the conference website: http://issa2017.net/wp-content/uploads/2017/09/issa_conference2017_program-1.pdf.

If you would like to have a copy of the program with you, we kindly ask you to print it in advance and take it with you to the event.

Conference App

The conference App is ready for you download. Please go to [Google Play store](#) or to the [App store](#) and search 'ISSA Conference 2017 App'. Register using the email address you used to register for the conference and a password of your choice. The App is free, easy to set up and simple to use. Find more help here, how to register: <http://issa2017.net/app>

The app helps attendees connect with one another via the “Activity Stream” and through direct messaging. You’ll also find the full version of the conference program and important conference updates on the app. Don’t forget to register so that you can stay up-to-date.

Internet and Email

Internet is free of charge for all ISSA Conference delegates, please use the following Wi-Fi code.

Log in: **guestlssa**

Password: **ft2TyfUi**

In the conference venue, you cannot establish a VPN-connection (to a remote workplace). This means, you will not be able to check your professional email if it is linked to your server or connect with your work server remotely. If you would like to check emails at the conference location, you may consider directing your professional mail to a personal email address.

Alternatively, if you have a smartphone and 4G you can set-up a Wi-Fi hotspot and connect your laptop to the internet. By doing so, you may establish a VPN connection on your laptop.

If you operate email via an email service (Gmail, Hotmail, Yahoo, Webmail, etc.) you will have no problem checking email during the conference.

Conference Registration Desk

The Conference Registration Desk is located in the ground floor of Het Pand. You may contact the desk for registration, accommodation bookings, information and tickets for the social program and walking tour.

Opening hours for registration and information are as follows:

Tuesday, 3 October: 14:00 – 17:30

Wednesday, 4 October: 8:00 – 17:30

Thursday, 5 October 8:00 – 17:30

Friday, 6 October 8:00 – 14:00

Lunch

Two sandwich lunches are included in the registration fee on Wednesday, 4 October and on Thursday, 5 October. Please note that no lunch will be provided on Friday, 6 October.

Official language

The official Conference language is English, interpretation will not be provided.

Note for Presenters

All PCs provided during the conference will have MS Office (EN version). We kindly ask you to prepare your power point presentation in the following format:

- Please use all fonts for Microsoft Office.
- The resolution of the presentation should be 1024 x768.
- Please use width 4 height 3 (4x3) for your presentation.
- All video sections need to be included as a hyperlink in the presentation, or separated out from presentation to a pen drive / flash drive / USB memory stick.
- Please bring your presentations on a USB stick.
- Please inform Conference Staff in advance, if you plan to use your own computer.
- Please bring an adapter if you plan to use MAC computer for your presentation.

This format is the most suitable for the computers provided in the session rooms. If you do not manage to prepare and send it in advance, please take it with you on a pendrive. All presenters are asked to leave an electronic copy of their presentation with the volunteer responsible for the session room in advance.

Getting to Ghent

BY PLANE

Zaventem 'Brussel Airport': Ghent is only 45 minutes from this international airport, where flights arrive from and depart to more than 70 destinations. On the lowest level you will find the airport's own railway station, Brussel-Nationaal-Luchthaven, accessible by lift and escalator from the arrivals hall. There are several connections to Ghent.

Brussels South/Charleroi airport is 70 minutes from Ghent. From here, you may choose to travel to Ghent by bus or train.

Shuttle bus

Nine times a day a shuttle bus travels between Charleroi Airport and Bruges via Ghent.

The bus service is offered by Flibco.com, a company specialized in transport to city-trip destinations from transport hubs.

The bus stops near the Gent-Sint-Pieters railway station, where you can easily hop onto tram no. 1 and head to the historical city center.

You can book a seat on www.flibco.com.

Train

There are also bus connections from the airport to Charleroi-Sud railway station. Trains for Ghent can also be boarded there. A ticket that combines the bus and train services can be purchased at the Airport Ticket Desk.

The **other Belgian airports (Ostend, Antwerp and Liège)** receive flights from various European cities and have easy direct connections to Ghent.

Please note that there are no transfers organized by us upon arrival and at departure, unless you contacted the conference agency, or ordered it for yourself.

BY TRAIN

Ghent is easy to reach by train from all Belgian and European cities and is only half an hour from Brussels South Station.

The two main stations in Ghent are:

Gent-Sint-Pieters Station: From here tram no. 1 will take you direct to the city centre, temporary stop 'Korenmarkt'. Visitors arriving in Ghent by train at the Gent-Sint-Pieters railway station can browse information at a digital 3D information point.

Dampoort Station: From here, buses 3, 17, 18, 38 and 39 will also take you direct to the city, stop 'Korenmarkt'.

From Gent-Sint-Pieters railway station you can reach the station Brussel Zuid in half an hour (by 'IC' Inter City or 'IR' InterRegio train). Here the Eurostar and Thalys high-speed trains can rush you to Paris (1½ hours) and London, Amsterdam or Cologne (2½ hours).

BY CAR

Ghent is located on the intersection of two major European motorways: the E17 connects Northern Europe to the South, and the E40 runs from the North Sea right across to Eastern Europe.

From the E17 you take the 'Gent Centrum' turnoff. On the E40, from the motorway intersection in Zwijnaarde you first follow 'Antwerpen' (E17) and then take the 'Gent Centrum' turnoff.

The center of the city of Ghent is a pedestrian area. The P-route leads you to the various car parks that give access to the city center. As soon as you enter the city, the digital signs of the P Route parking guidance system will quickly and conveniently direct you to the parking facility of your choice. If you wish to enter a pedestrian zone with a motorized vehicle between 11 am and 6 pm you will need a permit to avoid getting a fine. Parking on public property in a pedestrian zone is not permitted.

PARKING

There is a new parking system in the Ghent city center, both above and below ground. From now on, parking in the red zone is limited to maximum three hours during the day. Parking between 7 p.m. and midnight is allowed for a maximum of five hours. The rates at the underground car parks vary. The 'mixed-use car parks' (Ramen, Sint-Pietersplein, Savaanstraat and Tolhuis) have different prices from the 'rotation car parks' (Sint-Michiels, Reep and Vrijdmarkt). Please find more information [here](#).

BY BUS

There is a choice of international bus lines connecting Ghent with other European cities. These companies – Eurolines and Flixbus – provide bus journeys to over 500 European destinations on a daily basis. Please find the routes and buy the tickets on the [Eurolines website](#) or on the [Flixbus website](#).

Weather

Belgium has a temperate maritime climate. October is usually mild, but it can change very quickly and can rain. It is a good idea to bring a warmer jacket for cool evenings and an umbrella in case of rain showers. Daily weather updates can be found here: <http://www.bbc.com/weather/2800866>.

Currency

The official currency in Belgium is the **Euro**.

Visa and MasterCard are accepted in most shops, hotels, taxis and restaurants. You will find an ATM on nearly every corner.

Electricity

Plugs are European standard with two round pins. Voltage is 230v.

Liability and insurance

All participants are reminded that neither ISSA, the Organizing Committee nor the technical organizer KALANIS are liable for any losses, accidents or damage done to persons or private property. Participants are requested to make their own arrangements in respect of health and travel insurance.

If you need assistance with questions regarding registration, hotel bookings and social events please call Jurgita Jurkone from the Conference Secretariat at 00 370 682 28647.

For questions regarding local issues (e.g. lost passport, trouble with directions) please call Mike De Cloedt at 0032 (0) 486 533270.

Find the city's emergency service numbers [here](#).

We are looking forward to hosting you in Ghent soon!

Best wishes,
The Conference Organizers