

## FAQ - Frequently Asked Questions

### Venue facilities

- **Where can I make photocopies, send an email or fax?**  
A business centre, located in the exhibition area, will be available free of charge to all participants throughout the event.
- **Is there a cloakroom or "left luggage" facility at the event?**  
Yes. The cloakroom is free of charge and will be located close to the registration desk. Please avoid attending the event with large pieces of luggage, as space is limited.
- **Is there access for those with limited mobility?**  
The venue is accessible for those with limited mobility. All stands will be provided with an access ramp. If you have any specific requests, please contact Inside Events: +44 2476 510 014.

### Facilities near to venue

- **Where is the nearest pharmacy?**  
The nearest pharmacy is 10min walking distance from Parc Chanot:  
Pharmacie Grand Pavois, 320 Av Prado, 13008 MARSEILLE, Tel: +33 4 91 77 16 68
- **Where is the nearest shopping area?**  
Please download the [list of nearby shopping centres](#) (229 kb)
- **Are there any restaurants in walking distance from the venue?**  
Please see this [map](#) (141 kb) which shows the location and price category of 10 restaurants you can find in the area.

### Registration

- **How do I register?**  
Go to the [registration pages](#) to register online. Register before 1 December and save €100! You can also register onsite upon arrival at the venue.
- **What is included in my registration fee?**  
A conference delegate pass includes access to the conference, side events, exhibition and the job fair. It also gives the delegate access to lunches and coffee breaks. All conference delegates will be provided with a bag containing event materials on arrival (conference programme, exhibition catalogue, note pad, pen, etc.).  
  
An exhibition visitor pass includes access to the exhibition and the job fair, but does not include access to the conference sessions or lunch. All registered visitors will be provided with event materials on arrival (exhibition catalogue, etc.). For visitors who register onsite, event material is subject to availability.
- **We are a member of an association that is a member of EWEA, however we are not a direct member of EWEA. Does that still entitle us to the EWEA Member registration discounts?**  
No. The membership rate is reserved exclusively for those organisations that are listed on the EWEA membership list and therefore pay a direct membership fee to EWEA. For more information please consult the Members' Directory in the Membership section of the EWEA website ([www.ewea.org](http://www.ewea.org))

However, members of our partner organisations, France Energie Eolienne (FEE) and Syndicat des Energies Renouvelables (SER) are entitled to the membership rate.

- **If I decide to register onsite, am I guaranteed an entrance ticket or will it be sold out before I get there?**  
Onsite registration is unlimited.
- **I cannot attend. Are passes transferable?**  
Exhibition visitor passes are non-refundable and non-transferable both before and during the event.

Conference passes cancelled in writing on or before 1 December 2008 will be refunded minus an administrative fee of 75€ (including 19.6% VAT). Cancellations (including conference dinner tickets) received after 1 December 2008 will not be refunded. All refunds will be processed after the event. We do not allow conference delegates to transfer passes during the event. However, we can reissue the pass in a different name (free of charge) as long as we are notified in writing before 6 March 2009. Any name changes after this date will not be accepted.

To inform us of a cancellation or name change of a conference pass, please contact the Conference Secretariat: [registration@ewec.info](mailto:registration@ewec.info), + 32 2 779 5960 (fax).

- **Is the event open to everyone?**  
Yes. Anyone interested in attending can register for the event. No specific requirements are needed.
- **Can you help with visa application to exhibit / visit the show?**  
For assistance for visa applications, please contact Denis Braun: [denis@iceo.be](mailto:denis@iceo.be). EWEA reserves the right to decide whether an invitation letter is issued or not.

## Travel

- **How do I get to the venue?**  
Please see the [Travel page](#) on the event website or download [detailed travel information](#) (149 kb) in pdf.
- **Are there parking facilities at the venue? Is there a parking fee?**  
Esplanade 3 and 4, located behind Hall 1, will be available for all EWEC participants. The parking fee is 4€/day/car, payable with cash or credit card.
- **Which gate / exhibition hall should I use upon arrival?**  
Venue address: Parc Chanot, Rond-point du Prado, 13266 Marseille Cedex 08  
Once you arrive at the above-mentioned address, use Entrance A (Porte A). You will see the Conference Centre on your right where the registration desks are located.

## Conference

- **How/When do I get my badge and conference materials?**  
All participants will be provided with a badge upon arrival, which must be worn at all times whilst in the venue. You may also be required to show your badge at some social events. Conference delegates will not be allowed into session rooms without their badge.  
  
All registered participants will be provided with a bag containing event materials on arrival.
- **I am a speaker and / or poster presenter - what deadlines do I need to meet, what information do I need to know?**  
Full guidelines for preparing your presentation, including all relevant deadlines and practical onsite information, will be published on the EWEC 2009 website in January 2009. In the meantime, if you have any questions about presenting at EWEC 2009, please contact Amy Parsons: [ap@ewea.org](mailto:ap@ewea.org).
- **I am a speaker, moderator or poster presenter - do I still need to register?**  
Yes. All speakers, chairs/moderators and poster presenters should be registered as a conference delegate for at least one day of the conference. Unless you have been told otherwise by EWEA, you must pay and register by 1 December 2008 in order to secure your presentation slot.
- **In which language will the sessions be held?**

The official language of the event is English. However, many of the sessions will have live English to French interpretation, including all plenary sessions on 16 March (which will also have French to English translation). The majority of the event materials will also be translated into French.

Please check the [Conference page](#) towards the end of 2009 for details of which sessions will have interpretation. A [French version](#) of the event website is also available.

- **How do I obtain a copy of the proceedings?**

The conference proceedings with full access to all relevant information (presentations, papers, photos, videos and statistics etc.) will be sent to all delegates by email following the event. They are also freely available to EWEA members upon request.

For non-delegates and non-EWEA members, the proceedings will be available upon payment of a 50€ charge. An order form, which should be completed and returned to EWEA by fax, will be available on the website following the event.

For queries regarding the conference proceedings (including the proceedings of previous events), please contact Amy Parsons: ap@ewea.org, +32 2 503 5508.

## Exhibition

- **Can I still book a stand? What are the stand rates?**

190 exhibitors have already booked and only 900m<sup>2</sup> of space remains available. We have already extended the space available in Hall 3 to cope with the unprecedented demand.

Please contact Sanna Heinonen: sh@ewea.org, +32 2 400 1093 now to ensure you secure your stand. For information on stand rates please see the [EWEC 2009 floorplan and exhibition contract](#) (4 MB).

- **What is the difference between a full service stand and a space-only stand?**

Full service stands are provided with: back and side walls, carpeting, company name, electric point, daily cleaning service, 2 chairs and 1 table per 9m<sup>2</sup>.

Space-only stands consist of the allocation of a certain number of square metres, i.e. no walls or any other services are included.

- **What is included in the cost of exhibition space?**

- 1 free 35 word description in the exhibition catalogue
- 1 free exhibitor staff pass incl. lunches and coffee breaks per booked 9m<sup>2</sup>
- 1 free conference pass for up to 50m<sup>2</sup> booked, 1 free conference pass for each additional 50m<sup>2</sup> booked (e.g.: 120m<sup>2</sup> =2 conference passes)
- A direct link from the exhibitor list to the exhibitor website

- **I am an exhibitor - do I need to register my stand personnel?**

Each 9m<sup>2</sup> booked entitles exhibitors to one free exhibitor staff pass for the four days.

Any extra passes must be applied for on the relevant online form available in the Exhibition manual and returned to ICEO. These passes will be available at the registration desk as from 14.00 on Sunday 15 March 2009.

- **Is sharing space allowed?**

Yes. Co-exhibitors, who are not EWEA members, must pay the difference of the standard rate. Co-exhibitors exhibiting as part of a regional or national association pavilion are entitled to EWEA members rates. For a definition of a pavilion, please see the [Exhibition Policies](#) (119 kb).

For further information, please contact Sanna Heinonen: sh@ewea.org, +32 2 400 1093.

## Sponsorship

- **I am interested in your sponsoring opportunities - what is still available?**

Please see the sponsorship section on the EWEC 2009 website, where you will find a list of sponsorship opportunities as well as information on our customised sponsorship packages.

For further information, please contact Anna Hedrzak: [ah@ewea.org](mailto:ah@ewea.org), +32 2 400 1095.

- **I still have questions, who do I contact?**

For any further queries on EWEC 2009, please contact: [info@ewec.info](mailto:info@ewec.info), +32 2400 1079. We will be happy to help you!