



PRACTICAL INFORMATION

Badge, transportation, venue, accommodation, catering...

1- PRIOR THE CONFERENCE

a) Book your room

Some rooms have been pre-booked at negotiated rates in Brussels city center (subject to availability):

<https://secure.hotel.visitbrussels.be/event/symfonycon-2023/congress/search>

Starting from Sunday, November 5th, preferential rates will no longer apply.

Important information:

Payments are to be made upon your arrival at the hotel, unless otherwise stated. A valid credit card must be given when making your online reservation in order to guarantee and secure your reservation.

All cancellation and modifications of reservation must be done in writing to the hotel, at the latest 72 hours prior to the confirmed arrival. If you do not cancel your reservation following this procedure, the hotel will be entitled to charge you for the entire stay booked. Cancellation and modifications are only considered as valid if approved in writing by the hotel.

For group request (more than 8 rooms), you can contact Brussels Booking Desk by phone **+32 (0)2 563 61 04** or by email **info@brusselsbookingdesk.be**

b) Complete your account information

Once you are registered, customize your SymphonyCon experience by completing your profile:

- Personalize your badge
- Select your workshops (if applicable)
- Select your talks
- Choose your t-shirt size and food preferences

c) Print your badge

For safety reasons we ask all participants to print their badge before arriving at the conference.

There will be no printing on site.

Lanyards and badge pocket will be available at the welcome desk.

Your Conferences

Redeem your voucher

Redeem

Vouchers grant access to conferences and/or workshops. If someone bought conference tickets for you, ask them for your voucher code and redeem it.



SymphonyCon Brussels 2023

December 7 – 8, 2023  Add to calendar



Create your Badge

Customize, download and print your conference badge.



Select your Workshops

Seats are limited and assigned on a first-come, first-served, basis. You can change your selection anytime **until**



Select your Talks

Select the talks you'd like to attend so we can prepare the best schedule possible.



Update your Preferences

Select your t-shirt size, food preferences, etc.



Transfer your Voucher

Transferring your voucher allows another person to attend the conference/workshop in your place. Your voucher code is



2- JOINING THE CONFERENCE CENTER

a) By train

Brussels is accessible from most of Europe by train! We recommend you to travel this way to limit your carbon footprint. Brussels has three train stations going from north to south they are **Brussel Noord, Brussel Zuid-Midi and Brussel Central**. Brussel Zuid-Midi handles the international services including Eurostar, Thalys and ICE along with a number of inter city routes. All three train stations are on the metro line.

- Brussel Noord: 24-minutes' walk to the Conference center or 7 minutes in public transports.
- Brussel Zuid-Midi: 20-minutes' walk to the Conference center or 7 minutes in public transports.
- Brussel Central: 3-minutes' walk to the Conference center.

b) By plane

For our most geographically distanced participants, we propose attractive discounts, up to -15%, on a wide range of public fares on all AIR FRANCE and KLM flights worldwide. If you wish to arrive before the conference or extend your stay, the discounts may also apply as the travel validity period runs from November 28, 2023 to December 15, 2023. Please access directly through [this page](#) and use the ID code 39636AF to activate the discounts.

Once landed in Brussels airport, you can reach the SymfonyCon Brussels 2023:

• **With a taxi**

To ensure a safe journey at a guaranteed price, we recommend that you always take an official taxi outside arrival hall. Do not use unlicensed taxis. You can recognize an official taxi by the T- license plate and the blue-yellow symbol at the front of the taxi (see the logo on the right). There is a clearly organised queue just in front of the arrival hall. Take your time to step into one, in all trust. If you are approached outside the baggage claim area by persons claiming to be taxi, we invite you to decline any offer of transportation. It costs around 50€ to Brussels city center.

The company Taxi Hendriks has taxis for wheelchair users. Be sure to book your taxi in advance. Website: www.hendriks.be. E-mail: info.melsbroek@hendriks.be
Tel: +32 2 752 98 00.



• **With a shuttle**

You will find the train station directly under the Departure and Arrival Halls of the airport (level -1). The escalator or lift will take you directly to the platform. Brussels Airport is a speedy 17 minutes by train from the **Central Station**, stopping at the European Institutions on the way. At peak times, 6 trains run every hour and from the Central Station, which is only three minutes walk to SQUARE. The ticket is 10,3€ / adult. Children under 12 can travel free with an adult.







3- JOINING SYMFONYCON

a) Workshops

The workshops will take place on December 5-6 at **SQUARE conference center, secondary entrance.**

Address: 2 rue Ravenstein, 1000, Brussels

Present yourself at the welcome desk with your pre-printed badge. We will be at your disposal for any further information.

Don't forget to **check the recommendations** received by email to participate in the workshops. This will make it easier to get started with the workshops.

The programme is regularly updated on the page <https://live.symfony.com/2023-brussels-con/workshop>

b) Main conference

The conference will take place on December 7 & 8 at **SQUARE conference center, Glass Entrance.**

Address: Square, Mont des Arts, 1000, Brussels

Present yourself at the welcome desk with your pre-printed badge. We will be at your disposal for any further information.

4- CATERING

a) Indicate your food preference

Once you have registered, log in to your conference profile, click on Conferences and then on Update your Preferences. Here you go, you can choose Your food preference as "No special meal" or "I'm vegan" or "I'm vegetarian".

If you don't specify your diet beforehand, you won't have priority on the spot.

b) Food and beverages included

All tickets (workshop, conference, workshop+conference) include a morning coffee break, lunch and afternoon coffee break per day. Dinners are not provided. In addition, a welcome coffee break will be served on **December 7** from 7:30 so **feel free to join us early to avoid the queue.**

Lunches will be served in lunch boxes. You can pick them up in the lobby and in the exhibition area. Only those who have registered and have a badge will be able to pick up their lunch box.

c) Water accessibility

Water will be available at all times in the back of the conference rooms.

5- EVENING PARTY

An evening party will be organized on **Thursday, December 7.**

More information will be communicated later.



6- DISABILITY INFORMATION

a) Slow walkers & wheelchairs

- All spaces are wheelchair accessible. There are four entrances providing easy access for disabled:
 - 3, Coudenberg
 - SQUARE terrace
 - 2, Rue Ravenstein
 - 2, Rue des Sols – access via parking -3
- Dedicated seating will be organized at front and side rows.
- 10-minute breaks are provided between each talk for moving time.

b) Visually impaired & color blindness

- Dedicated seating will be organized at front rows.
- Sign language interpreter during talks can be organized upon request by email (events@symfony.com)

c) Guide and assistance dogs

Guide and assistance dogs are welcome. They must have current travel documents (vaccination, document stating that the animal is a service animal), to be presented upon arrival. Participants must maintain control of their animal at all times and keep them on a leash or harness within the venue.

7- COMING WITH CHILDREN

a) Childcare

Babysitting is available upon advance request only (minimum of 7 days). The request must be sent by email (event@symfony.com) and be specific with the number of children, their age, requested day and duration.

b) Breastfeeding

Breastfeeding is permitted wherever breastfeeding visitors feel comfortable in the Conference center. There is no dedicated room available in the venue.

8- FURTHER INFORMATION

a) First aid station

Security agents, assigned on every level, are all trained to take care of participants in need and do first aid. If you begin to feel ill or need medical assistance, please do not hesitate to ask someone from the organization or security agents.

In case of an emergency, Square center is located next to a large hospital.

b) Non-gendered toilets

At Square most of toilets are gendered. For your comfort, a non-gender sign will be added on the toilets dedicated to reduced mobility persons.

c) Prayer room

There is no prayer room inside the conference area.



9- CARE TEAM & CONTACT

a) Code of conduct

In the interest of fostering an open and welcoming environment, the "Code of Conduct Active Response Ensurers", or CARE team, pledge to ensure that the spirit of the Code of Conduct is respected. Our main priority is to ensure the safety of our community members. The second goal is to help educate the community as a whole to be aware of the Code of Conduct and how to help implement its spirit throughout the community. In case these goals conflict, we will prioritize safety of community members over all other goals.

More information on <https://symfony.com/care>

Email: care@symfony.com

b) Contact our team

If you have any questions, suggestions or information please do not hesitate to contact our event team:

- email: events@symfony.com
- twitter: @symfonycon

We look forward to seeing you!