Delegate Registration Management

O'Connell-Hoare were approached to set up delegate registration for a convention in Rotterdam. We created a delegate registration website branded with the event logo, opening the registration 3 months ahead of the event date.

Delegates were able to select from multiple delegate types, book optional tours, request special diets and indicate any special needs. They could also upload their photograph for their badge and book their accommodation at a choice of hotels around Rotterdam, VIPs and Speakers etc. also received their registration codes to access special rates.

Fully detailed terms & conditions and a FAQ page clarified the booking conditions and details. Joining instructions were sent out as pdf attachments

with every registration confirmation. The registration software created confirmation letters (which were also sent by email). The team at O'Connell-Hoare handled the inevitable changes to registrations with practised skill, patience and diplomacy.

In addition to the remote registration process, OH also provided an on-site system which allowed for the issuance of sponsored name badges and lanyards.

OH utilised bespoke reporting to keep our clients constantly informed of progress in terms of session & event booking as well as income and expenditure.