

Leids Congres Bureau

Leids Congres Bureau (LCB) is a congress organisation bureau that offers logistic support in organising national and international congresses and meetings about various subjects. In addition, we organise more than 20 up to date congresses, symposiums and seminars ourselves in areas such as (youth) care, welfare and traffic. This means that we do research on suitable topics, we develop the congress programmes, find speakers and chair persons, and are responsible for the (on-site) logistic management.

Are you planning to organise a congress? Then why don't you call us? We can help you with the complete or part of the organisation, e.g. taking care of registration of participants or making hotel reservations. Of course, we will be happy to advise you with respect to the contents of your programme or on possibilities regarding length and venue of the meeting. In other words, we offer you the best of our knowledge and organisational skills.

About LCB:

Stichting Leids Congres Bureau (*Leids Congres Bureau Foundation*) was founded on 28 April 1986, as a joint initiative of Leiden University and the municipality of Leiden in order to organise congresses and meetings and to encourage people to come to the Leiden region for this purpose.

In 1995, the Foundation turned into a private limited company. The management in office purchased all shares in the company. LCB started to work nationally instead of regionally and began to develop its own congress programmes in addition to organising congresses for others. Since then, the number of employees has increased from two to seven. The fields in which LCB operated, and still operates, range from the government to the care and welfare sector.

In order to promote the city of Leiden as a venue to host meetings and congresses Stichting Congresondersteuning Leiden (*Leiden Foundation for Congress Support, SCL*) was founded. Members of the Board represent the municipality of Leiden, Leiden University and Leids Congres Bureau. One of the achievements of the Foundation has been to establish the Leiden Congress Fund which offers financial support to congress organisers. This Fund can be appealed to for pre-financing and underwriting guarantees for congresses.

Congress support:

People planning to organise a congress often think they can just do that next to their other work. In actual practice this turns out to be rather difficult as organising a congress involves a lot more than secretarial activities.

Leids Congres Bureau has great experience in organising various kinds of meetings such as congresses, symposiums, conferences and seminars. We are commissioned to organise around 10 national and international congresses yearly. These congresses vary in length from one day to four or five days, and may be attended by 50 or 2000 participants for example. Our services are not restricted to the Leiden region; the meetings take place all over the Netherlands.

You may choose to assign the complete organisation of your meeting to us, or part of it. We can work on your meeting on our own or together with your staff, if desired. We will be happy to compose package of services that fulfils all your wishes and meets with all your requirements. In other words, we offer each client a tailor-made package of services!

Our services include:

1. Congress planning and management
 - a) Logistic organisation
 - b) Accommodation
 - c) Printing and mailing
 - d) Transport
 - e) Public Transport
 - f) Interpretation services
 - g) Translations
2. Registration of participants
 - a) Registration of participants and speakers
 - b) On-line registration
 - c) Hotel reservations
3. Abstract-handling and administration of speakers' data and contributions
4. Finances
5. Sponsoring
6. Exhibitions
7. Social programme (programme for partners and excursions)
8. Publicity
9. On-site management

Ad 1. Congress planning and management

Logistic organisation

- Setting up a time frame;
- Drawing up a script for the congress;
- Consulting with the organising committee.

Accommodation

- Advising on and looking for suitable congress venues;
- Responsible for all contacts with congress venue;
- Coordinating catering arrangements during the congress (coffee/tea, lunch, informal gathering);
- Decorating conference rooms;
- Arranging poster signs;
- Advising on and renting audiovisual equipment.

Printing and mailing

- Assisting in the following:
Design of a logo for the congress, stationery and envelopes, sending out a first and second announcement for the congress, composing a programme book and abstract bundle;
- Assisting in typesetting and printing of the above-mentioned items;
- Compiling mailing lists for mailings of press releases or congress brochures;
- Coordinating mailings through a mailing service.

Transport

- Arranging for transport for participants during congress;
- Arranging for Shuttle bus services between congress venue and hotels.

Public Transport

- Arranging public transport tickets for participants and speakers.

Interpretation services

- Renting interpretation booths and related equipment;
- Contracting and maintaining contact with professional interpreters.

Translations

- Making sure texts are translated in the languages required.

Ad 2. Registration of participants

Registration of participants and speakers

- Running a secretariat and act as contact person for participants and speakers;
- Processing registrations of participants and speakers;
- Taking care of financial administration (accepting credit cards and/or making bank transfers);
- Sending confirmations of registrations, incl. financial statements and hotel reservations;
- Sending out reminders, if necessary;
- Making badges;
- Compiling participants' lists;
- Making attendance sheets.

Internet

- Designing a webpage that enables participants to register for the meeting on-line, and allows on-line payments through a secure webpage.

Hotel reservations

- Advising on and making optional reservations at hotels in various price categories;
- Assigning rooms to participants and speakers;
- Financial administration of participants regarding hotel reservations;
- Sending out confirmations of bookings incl. financial statements and hotel vouchers.

Ad 3. Abstract-handling and administration of speakers' data and contributions

Abstract-handling

- Entering (address) data of speakers/authors into LCB database;
- Entering titles and subjects of abstracts into LCB database;
- Sending out abstracts for peer review;
- Making overviews of abstracts received;
- Sending out letters of acceptance or rejection to speakers and/or presenters of posters.

Speakers

- Coordination of practical agreements with speakers (e.g. fees, specific wishes regarding audiovisual equipment, travel- and hotel bookings);
- Corresponding with speakers about the delivery of summaries and presentations (in PowerPoint);
- Monitoring deadlines;
- Welcoming and accompanying speakers at the congress.

Ad 4. Finances

- Drawing up, monitoring and adjusting a budget;
- Opening and managing a bank account in the name of the congress;
- Making agreements with credit card companies;
- Updating participants' database incl. payment data;
- Drawing up financial statements, incl. the final statement.

Ad 5. Sponsoring

- Advising on a sponsoring plan;
- Organising a meeting for sponsors;
- Contacting of potential sponsors (in consultation with the organising committee);
- Concluding contracts and settling finances with sponsors;
- Coordination of sponsored items such as satellite symposiums, advertisements in magazines, congress brochures etc., ordering a congress bag, folder and writing pad and organising receptions or informal gatherings.

Ad 6. Exhibitions

- Inviting potential exhibitors (in consultation with the organising committee);
- Selling of space for stands;
- Maintaining contacts with people that will build up stands for an exhibition;
- Making a list of exhibitors and taking care of arrangement of stands;
- Sending out necessary information to exhibitors regarding the construction and breaking down of stands;
- Financial administration;
- Drawing up a plan of the exhibition hall;
- Coordinating the construction and breaking down of stands during the congress.

Ad 7. Social programme, programme for partners and excursions

Social programme, programme for partners

- Organising various entertainment programmes during the congress such as social evenings, dinners etc.;
- Organising activities for partners, in cooperation with a cultural organisation bureau;
- Arranging for transport between the various (congress) venues and hotels;
- Maintaining contact with suppliers.

Excursions

- Organising excursions in addition to the congress programme;
- Arranging for transport between the various (congress) venues and hotels;
- Maintaining contact with suppliers.

Ad 8. Publicity

- Advising on a plan to advertise the congress;
- Writing a press release;
- Collecting addresses of relevant press;
- Composing a press folder;
- Contacting and making arrangements with photographers.

Ad 9. On-site Management

- Welcoming and registering participants and speakers;
- Making sure that things run smoothly during the congress;
- Dealing with the cash register and the financial administration;
- Monitoring the social programme / partner programme;
- Accompanying the excursions.

References:

LCB was recently involved in the organisation of the following national and international meetings:

March 2005

‘Schema Therapy’ Masterclass

Principal: Expertisecentrum Forensische Psychiatrie (EFP)

Number of participants: 80

- Venue: Bilderberg Résidence in Vinkeveen
- Subject: As part of their series “Experts in Discussion”, EFP organised a unique masterclass about schema therapy for forensic patients with dr. J. Young. This masterclass was attended by professionals in the field of forensic psychiatry. The masterclass lasted for two days and consisted of a plenary programme.
- LCB services involved the registration of participants.

August 2004

25th Annual ISCB Conference

Principal: The International Society for Clinical Biostatistics

Number of participants: 380

- Venue: Holiday Inn Hotel in Leiden
- Subject: Clinical Biostatistics. Professionals in this field are involved in starting clinical-scientific research and analysing statistic data. This congress yearly attracts some 300 to 400 professionals in biostatistics, mainly from universities and pharmaceutical companies. The international congress gets considerable input from Europe and the USA. This time the congress lasted for four days and consisted of both a plenary programme and workshops.
- LCB services involved the complete logistic organisation, i.e. registration of participants and making hotel reservations, handling of abstracts, dealing with printing and mailing, arranging for sponsoring, publicity, financial management and on-site management.

July 2004

IOSOT XVIIIth Conference

Principal: International Organisation of the Study of the Old Testament

Number of participants: 580 (more information->)

- Venue: various buildings of Leiden University and the Marekerk church in Leiden
- Subject: The Old Testament. The congress of the International Organisation for the Study of the Old Testament takes place every three years. The last congress took place in Basel, in 2001. Together with the 18th IOSOT congress, the congresses of the International Organisation for Targumic Studies (IOTS), the International Organisation for Septuagint and Cognate Studies and the International Organisation for Masoretic Studies (IOMS) took place. The complete programme lasted for seven days and consisted of plenary and parallel sessions and a book fair.
- LCB services involved the registration of participants.

May 2004

2nd Professional ANSE Conference on Supervision and Coaching

Principal: National Association of Supervision, Coaching and other forms of Guidance, instructed by the Association of National Organisations for Supervision in Europe (ANSE)

Number of participants: 200 (more information->)

- Venue: Hogeschool Leiden
- Subject: The starting point for this biennial conference was that supervision and coaching can help to make values explicit, stimulate people to make choices and discover their personal limits. The programme lasted for two days and consisted of plenary lectures and workshops.
- LCB services involved the complete logistic organisation, i.e. registration of participants, handling of abstracts, publicity, printing, interpretation services, translations, financial and on-site management.

May 2004

XIIth Eucarpia meeting on Genetics and Breeding of Capsicum & Eggplant

Principal: Plantum NL

Number of participants: 130 (more information->)

- Venue: NH Hotel Leeuwenhorst
- Subject: Genetics and breeding of capsicum, courgettes and egg plants. During this three-day congress there were plenary sessions, workshops and poster presentations.
- LCB services involved: printing and mailing, registration of participants, making hotel reservations and on-site management.

November 2003

AEIMS Annual Congress, 2003

Principal: Naturalis, National Museum of Natural History

Number of participants: 100 (more information->)

- Venue: National Museum of Natural History in Leiden
- Subject: The "AEIMS Annual Congress" 2003 was a two-day congress organised by the **Association Européennes des Illustrateurs Médicaux et Scientifiques (AEIMS)**. Various aspects of the profession came up during the congress. Furthermore, an exhibition of four centuries of medical, botanical and natural history drawings and pictures was officially opened.
- LCB services involved the logistic organisation, including making a time frame and plan of action, taking care of the registration of participants, mediation for hotel reservations, sponsoring, mailings, ordering congress materials, financial management and on-site management.

Employees:

At this moment six people are working at Leids Congres Bureau.

Henk Woudenberg is managing director. There are five project managers, one of which is responsible for the organisation of congresses for third parties. The other project managers are responsible for developing the programmes of congresses that LCB organises itself.

Two congress assistants support the project managers with financial administration, registration of participants and logistic organisation of meetings.

For more information on the employees, please see below.

Henk Woudenberg has a background in marketing & communications. He has worked as a project manager in several sectors and has been involved in the organisation of many business and informative meetings. He has ample experience in management positions and is in charge of the day-to-day management of the bureau.

Jacqueline van Wieringen has been working as a project manager at LCB for several years. She is responsible for the organisation of congresses and symposiums - as regards their contents - in the fields of government, cure & care, and traffic. The social involvement and many contacts with both scientists and professionals working "in the field" make this work interesting to her and bringing people together to exchange knowledge and share experiences is very satisfying. Apart from that, she enjoys working in a small team and coming up with new interesting concepts and ideas together.

Irene van Baalen (project manager) organises congresses and symposiums in the youth- and health care sector and traffic sector. In addition, she organises meetings & seminars for the (local) government and police. The great diversity in topics, having contact with people in many different sectors and different positions, and working both in the office and on congress venues makes this an interesting and versatile job.

Janet Knipmeijer is a project manager and has final responsibility for the complete logistic and financial organisation of meetings commissioned by third parties. She is therefore contact person for organising committees during the complete duration of a project. Janet completed her education in International Hospitality and Tourism Management in 1998 and started her professional career as a Professional Congress Organiser (PCO). In recent years she has gained a lot of experience in organising different kinds of international and national meetings. Her 'drive' in this position: seeing a satisfied and happy smile on the face of clients and participants.

Kim Meeuwenoord is one of the congress assistants – the first contacts of Leids Congres Bureau. Kim's main activities involve the registration of participants and related aspects such as abstract-handling, making hotel reservations etc. She is responsible for financial administration, keeps in touch with congress venues, and is hostess during the congresses. She composes mailing lists and works out the questionnaires filled out by participants. In addition, she is responsible for the logistic operation of congresses and seminars organised by LCB. The variety in her work makes it interesting to her.

Ellen Hoekjan

also works as a congress assistant. Her main activities involve the registration of participants and related aspects such as composing mailing lists, handling abstracts, making hotel reservations, working out questionnaires that have been filled out by participants etc. In addition, she is responsible for financial administration, keeps in touch with congress venues, and hosts congresses. Ellen is responsible for the logistic operation of congresses and seminars organised by LCB. She likes the diversity in working for third parties and dealing

with issues regarding the congresses organised by LCB itself. She works in a pleasant team of colleagues, which is very important to her.