



VOLUNTEER FAQ

Onsite Contacts

Volunteer Coordinator:

Crystal Liao

Phone: 416-407-8092.

Email: cliao@physics.utoronto.ca

Venue West Team

Reachable via phone and email

Kat Duda

Phone: 778-861-2347

Email: kat.duda@venuewest.com

Clare Taylor

Phone: 604-319-8064

Email: clare.taylor@venuewest.com

1. What are the registration desk hours?

Sunday, August 4:	17:00 – 19:00
Monday, August 5:	08:00 – 17:30
Tuesday, August 6:	08:00 – 18:30
Wednesday, August 7:	08:00 – 11:00
Thursday, August 8:	08:00 – 18:30
Friday, August 9:	08:00 – 17:30
Saturday, August 10:	08:00 – 13:30

2. If I haven't registered, can I do so on the day?

Please direct unregistered delegates to the registration desk since they **can** register on the day. Payments can only be made by credit cards.

Payments on site are **at higher rate**.

3. What are the delegate materials? Where can I find the program?

All delegates will receive a water bottle and a pair of socks upon picking up their name badge at registration. The full program will be available **online only on Indico**. The program can be found under the "Timetable" tab.

Full Program: <https://indico.cern.ch/event/688643/timetable/>



4. Where do the sessions take place?

Plenary sessions will take place in Harbour Ballroom B&C in the Westin Harbour Castle. Parallel sessions will take place in Harbour Ballroom A, B or C. The walls will be closed between the rooms.

5. What's happening on Wednesday?

Wednesday is a free day for delegates to explore Toronto.

There will be a few by invitation only meetings taking place for ICFA and C11 in Harbour Ballroom A and C.

There is an ICFA dinner by invitation only taking place in Pier 5 at 19:00.

6. When/Where are the poster sessions?

All Poster Sessions will take place in the Harbour Foyer, just outside of the Harbour Ballroom.

Red Poster Group

Monday, August 5:	15:30 - 16:00
Tuesday, August 6:	10:30 - 11:00 & 15:30 - 16:00

Green Poster Group

Thursday, August 8:	10:30 - 11:00 & 15:30 - 16:00
Friday, August 9:	10:30 - 11:00

The poster numbers will be the **same for both groups**. For any poster related questions, a desk will be set-up next to registration. A list of poster numbers will also be available at the desk.



7. Floor Plan



8. When/where is the conference group photo?

The conference group photo will take place on Tuesday, August 6 from 12:30 - 12:45. Delegates will be advised during the last session where to meet for the group photo before they go to lunch.

9. Name Badges

For security purposes, delegate name badges must be worn at all times.

All Volunteers are asked to check the name badges and ask the delegates without name badges to put them on or if they don't have one to come and see the registration desk staff.

Please see a name badge sample below.



10. Dietary requirements?

Any dietary restrictions advised by the delegates will be printed on the back of a name badge (if previously advised). All food breaks will be in a buffet form and will be labeled.



If the food provided is not suitable for the delegate allergies, advise the delegate with any Dietary Requirement that they should speak to one of the hotel servers.

Only previously advised allergies will be accommodated by the venue.

11. What do I do if I lost my conference name badge?

If the delegate has left their name badge in their hotel room, please kindly advise them to retrieve it. Be environmentally friendly! Do not just tell delegates that we can reprint without any reason. It takes time and manpower. If re-printing can be avoided, we would greatly appreciate it.

If they cannot find it, we can print them a new one at the registration desk.

12. How can I pay for my unpaid invoice?

Please visit the registration desk and provide your credit card to process the payment.

13. Where can I get my registration receipt?

All receipts were sent immediately via email after registration was completed. If you need a copy, please see registration desk.

14. What is the WIFI login?

Network: Westin_Conference

Password: LP2019

15. Social Media

Twitter: @LeptonPhoton19

Hashtag: @LP2019

16. Social Events

Welcome Reception

Monday, August 5 in the Harbour Ballroom Foyer and Lakeview Terrace at the Westin Harbour Castle

High Energy Social Night

Friday, August 9 at the Hockey Hall of Fame in downtown Toronto (Offsite)

17. How do you get to the Hockey Hall of Fame?

Please see below for directions to the Hockey Hall of Fame from the Westin Harbour Castle. Directions to the Hockey Hall of Fame will also be available at the registration desk.

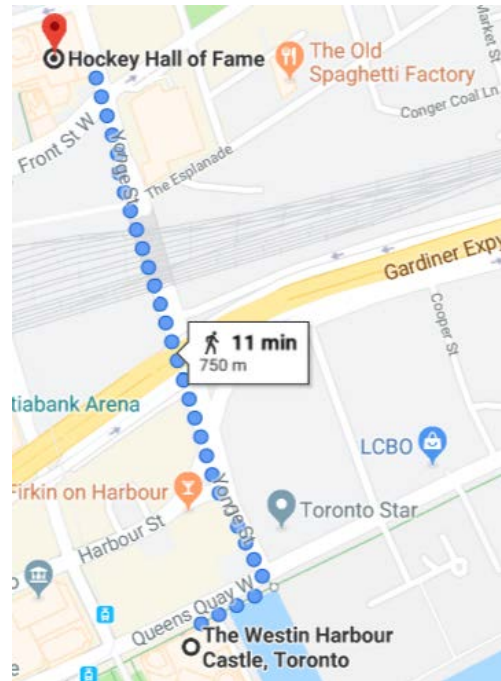
The Westin Harbour Castle, Toronto

1 Harbour Square, Toronto, ON M5J 1A6

1. After exiting the hotel, turn right onto Martin Goodman Trail toward Yonge St (120 m)
2. Turn left onto Yonge St (100 m)
3. Road curves slightly to the left, stay on Yonge St (550 m)
4. Destination is on the left.

Hockey Hall of Fame

30 Yonge St, Toronto, ON M5E 1X8





18. When/Where are the morning and afternoon breaks?

Location: Harbour Ballroom Foyer

Monday, August 5:	10:50 - 11:10 & 15:30 - 16:00
Tuesday, August 6:	10:30 - 11:00 & 15:30 - 16:00
Thursday, August 8:	10:30 - 11:00 & 15:30 - 16:00
Friday, August 9:	10:30 - 11:00 & 15:30 - 16:00
Saturday, August 10:	11:10 - 11:40

19. When/Where are the Lunches?

Location: Offsite

Delegates are responsible for their own lunches. A list of offsite restaurants nearby is available on the conference website and at the registration desk.

Monday, August 5:	12:30 – 14:00
Tuesday, August 6:	12:40 – 14:00
Thursday, August 8:	12:30 - 14:00
Friday, August 9:	12:30 - 14:00

20. When/Where is the Public lecture?

The public lecture will take place on Thursday, August 8 in the Harbour Ballroom between 19:00 – 20:30 with light refreshments served in the Harbour Foyer afterwards.

The title of the talk is “From the tiniest particles to the farthest reaches of the Universe” presented by Arthur B. McDonald. Attendees pre-registered using the link below and there will be many non-delegates in attendance.

<https://www.eventbrite.com/e/from-the-tiniest-particles-to-the-farthest-reaches-of-the-universe-tickets-64799953405>

21. Where can I find a map of the City?

City guides and maps will be available at the front desk of the hotel.

22. Where can I get a taxi?

The Westin Harbour Castle will likely have many taxis available near the front entrance. Delegates can also ask the staff to flag one down for them.

23. Lost and Found

Please refer to the Hotel Concierge Desk for Lost and Found and check at the registration desk of the conference.

24. Public Transit

For all current information and timetables, please go to the Toronto Transit Commission website:

<http://www.ttc.ca/>