



Registration



KEEPING PARTICIPANTS HAPPY IN A NEW CONGRESS VENUE

Every year in April clinicians, physicians, scientists and hepatology experts come together from all over the world to learn about the latest in liver research. In April of this year the International Liver Congress, organised by the European Association for the Study of the Liver (EASL) took place in Paris.

THE CHALLENGE

The congress was held in the new Paris Convention Centre, which was opened in November 2017. With almost ten-thousand delegates, the ILC was the first congress of this size in the new venue. Due to this fact we were not able to benefit from the experience others might have had in this convention centre. Furthermore, our registration team had to deal with large groups of attendees, with up to a thousand participants each.

HOW CONGREX MASTERED IT

It was important for us to address each participant and each group individually and to offer customised solutions. In preparation for the conference, we spent a lot of time getting to know the new venue, familiarising ourselves with its layout and anything that might have caused a problem further down the line. It is always important to analyse a new venue in order to enable a tailor-made registration concept. This is particularly important to ensure the safety of each participant and to enable a speedy registration process so no one is kept waiting longer than necessary.