



**WALES**  
**18 - 21**  
**OCT/21**

# Welcome Pack

IGTM Wales, Celtic Manor Resort, 18<sup>th</sup>-21<sup>st</sup> October 2021  
*Your essential guide to IGTM Wales*

#GolfTogether #IGTM2021



## Welcome to IGTM WALES

After a turbulent time for the golf industry, we cannot begin to express our excitement, as we plan to gather together for IGTM Wales and celebrate our incredible community of golf travel professionals.

Whether you're coming to meet old friends or new, you can expect IGTM Wales to raise the bar even higher this year with high-quality meetings, networking opportunities, and the IGTM golf tournament, involving courses that have played host to some of the biggest golf tournaments in the world!

This is your essential guide to IGTM Wales 2021, including where to eat and what to do.

We cannot wait to see you in person soon!

THEIGTMTEAM

## CONTENTS:

3 Safety Protocols

4-5 Key Dates

6-7 Event Programme

8 Appointment System

9 Need to Know A-Z

10 Contact The Team





# Safety Protocols

Adapting to our new world, please take some time to familiarise yourself with our new safety measures.

## Testing

All attendees entering the Venue will be required to provide one of the following:

- Proof of completion of a full course of vaccination two weeks prior to arrival
- Proof of a negative lateral Flow Test or PCR result taken within 48hrs of arrival
- Proof of natural immunity shown by a positive PCR test result for COVID-19, lasting for 180 days from the date of the positive test and following completion of the self-isolation period.

Please note neither physical lateral flow test strips nor physical vaccination cards will be accepted as a valid proof of status.

## Testing Onsite

We have arranged for a Covid-19 testing service to be in place on-site at IGTM between Tuesday 19th, Wednesday 20th & Thursday 21st October (10am-5pm on all three days). The facility will allow you to purchase fit to fly tests which you can use for your return journey home. Pre-booking is not necessary for this service.

## Face Masks

Please be aware that in Wales, face coverings are compulsory in all indoor public places, including the event hall and public transport, as well as taxis. However, you do not have to wear face coverings in places where food and drink is served, such as pubs, cafes, and restaurants.

## Cleaning

We will maintain the highest standards of cleaning before, during and after the event, including frequent cleaning of all high touch points.

## Hygiene

Hand sanitisers will be readily available throughout the venue. Please continue to follow guidance and wash your hands frequently.

## Exhibitor stands

The event team have reviewed all stand designs to avoid enclosed meeting areas and create more open, ventilated space.

## Ventilation

Ventilation will be increased, improving fresh air circulation in line with the latest guidance.

## Food and beverage

All catering facilities will be open but in line with the latest government guidance. Cashless payments are encouraged.

## Badging

Please ensure that you print your confirmation email with your barcode prior to the event so that you are able to print your badge on arrival.

## Be Kind

Please be mindful of individuals personal space, everyone will have their own unique levels of comfort as we return to events. Please give people space when you are walking past them and check before initiating personal contact.





# Added Information

## The IGTM App

Our custom-made portfolio app allows you to check your latest appointment schedule, provide appointment feedback and view the event programme.

The IGTM app is now live, please see live links below. Login details will be emailed to you prior to the event, if not please speak to the team at the information point to get yourself setup.

Don't forget to connect with your community by posting about your event experience in the activity stream!

To find our app on the Google play store click on the link below:

[IGTM 2021 - Apps on Google Play](#)

To find our app on the Apple App store follow the link below:

[IGTM 2021 on the App Store \(apple.com\)](#)



## Your Appointment Diary:

Your appointment diary will be live in the IGTM App, which is available to download from the app store. However, we do recommend that you have either a printed copy or saved copy of your diary on your phone or laptop.

A PDF copy of your diary will be emailed to you prior to the event, it can also be found in the Exhibitor Portal and Buyer Zone.

## Parking at The ICC Wales:

700 underground parking spaces with direct access to the main atrium

### Parking Tariff

0 – 5 hours £6

5 – 8 hours £9

8 – 12 hours £12

12 – 24 hours – £24

Parking charges apply to blue badge holders

## Key Dates: Transfers

<b>Monday 18<sup>th</sup> : Golf Tournament</b>		
<b>From</b>		
<b>Depart</b>		
<b>Transfers To Royal Porthcawl</b>		
	Celtic Manor Resort	07:30
	Holiday Inn Newport	07:45
	Coldra Court Hotel	08:00
<b>Transfers to The Vale Resort</b>		
	Celtic Manor Resort	07:50
	Holiday Inn Newport	08:05
	Coldra Court Hotel	08:20
<b>Transfers to St Marriott Pierre</b>		
	Celtic Manor Resort	08:05
	Holiday Inn Newport	08:20
	Coldra Court Hotel	08:35
<b>Transfers to The Twenty Ten</b>		
	Coldra Court Hotel	08:30
	Holiday Inn Newport	08:45
	Celtic Manor Resort	08:50
<b>Transfers back from Course to official hotels</b>		
	The Twenty Ten, Vale Resort, St Marriott Pierre & The Royal Porthcawl	16:30
<b>Monday 18<sup>th</sup> : Welcome Reception</b>		
<b>From</b>		
<b>Depart</b>		
<b>Transfers to Welcome Reception (Roman Rd Club House)</b>		
	Celtic Manor Resort (loop)	19:15 - 19:45
	St Pierre Marriott Hotel	19:00
	Coldra Court Hotel	19:15
	Holiday Inn Newport	19:15
<b>Transfers Back to Official Hotels</b>		
	Celtic Manor Resort (loop)	21:30 - 22:15
	St Pierre Marriott Hotel	22:00
	Coldra Court Hotel	22:00
	Holiday Inn Newport	22:00
<b>Tuesday 19<sup>th</sup></b>		
<b>From</b>		
<b>Depart</b>		
<b>Transfers to International Convention Centre Wales (ICC Wales)</b>		
	St Pierre Marriott Hotel	09:15
	Coldra Court Hotel	09:30
	Holiday Inn Newport	09:30
<b>Transfers to Hotels Commence</b>		
	International Convention Centre Wales (ICC Wales)	17:00 - 17:30
<b>Wednesday 20<sup>th</sup></b>		
<b>From</b>		
<b>Depart</b>		
<b>Transfers to International Convention Centre Wales (ICC Wales)</b>		
	St Pierre Marriott Hotel	08:45
	Coldra Court Hotel	08:45
	Holiday Inn Newport	08:45
<b>Transfers to Hotels Commence</b>		
	International Convention Centre Wales (ICC Wales)	17:00 - 17:30
<b>Thursday 21<sup>st</sup></b>		
<b>From</b>		
<b>Depart</b>		
<b>Transfers to International Convention Centre Wales (ICC Wales)</b>		
	St Pierre Marriott Hotel	08:45
	Coldra Court Hotel	08:45
	Holiday Inn Newport	08:45
<b>Transfers to Hotels Commence</b>		
	International Convention Centre Wales (ICC Wales)	16:45
<b>Thursday 21<sup>st</sup> : Farewell Reception</b>		
<b>From</b>		
<b>Depart</b>		
<b>Transfers to farewell Reception – The Celtic Manor Resort</b>		
	St Pierre Marriott Hotel	18:45
	Coldra Court Hotel	18:45
	Holiday Inn Newport	18:45
<b>Transfers to Hotels Commence</b>		
	International Convention Centre Wales (ICC Wales)	22:30





# Event Programme

## Monday 18<sup>th</sup> October

**IGTM Golf Tournament: 10:00-16:00**

Location: Various Locations

**Badge Registration: 14:00 – 17:30**

Location: ICC Wales

**Welcome Reception: 19:30-22:00**

Location: Celtic Manor Resort, Roman Road Club House

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## Tuesday 19<sup>th</sup> October

**Badge Registration: 08:30 – 17:00**

Location: ICC Wales

**Pre-Scheduled Appointments: 10:20-12:20**

Location: ICC Wales

**Lunch Break: 12:20-14:00**

Location: ICC Wales

**Pre-Scheduled Appointments: 14:00-17:20**

Location: ICC Wales

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## Wednesday 20<sup>th</sup> October

**Badge Registration: 08:30 – 17:00**

Location: ICC Wales

**Pre-Scheduled Appointments: 9:30-12:20**

Location: ICC Wales

**Lunch Break: 12:20-14:00**

Location: ICC Wales

**Pre-Scheduled Appointments: 14:00-16:05**

Location: ICC Wales





# Event Programme

## Thursday 21<sup>st</sup> October

**Badge Registration: 08:30 – 16:00**

Location: ICC Wales

**Pre-Scheduled Appointments: 9:30-12:20**

Location: ICC Wales

**Lunch Break: 12:20-14:00**

Location: ICC Wales

**Pre-Scheduled Appointments: 14:00-16:30**

Location: ICC Wales

**Farewell Evening: 19:15-22:00**

Location: Celtic Manor Golf Club, Caernarfon Suite

**Host After Party: 22:00-00:00**

Location: Exhibition Hall, Celtic Manor

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## Appointment Schedule:

**Tuesday 19<sup>th</sup> October**

**Pre-Scheduled Appointments: 10:20-12:20**

Location: ICC Wales

**Tuesday 19<sup>th</sup> October**

**Pre-Scheduled Appointments: 14:00-17:20**

Location: ICC Wales

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**Wednesday 20<sup>th</sup> October**

**Pre-Scheduled Appointments: 9:30-12:20**

Location: ICC Wales

**Wednesday 20<sup>th</sup> October**

**Pre-Scheduled Appointments: 14:00-16:05**

Location: ICC Wales

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**Thursday 21<sup>st</sup> October**

**Pre-Scheduled Appointments: 9:30-12:20**

Location: ICC Wales

**Thursday 21<sup>st</sup> October**

**Pre-Scheduled Appointments: 14:00-16:30**

Location: ICC Wales

# Appointment System

## Appointment Schedules:

All appointments are matched using the preferences submitted by buyers and exhibitors during the PSA process and are arranged on your behalf by IGTM. Each appointment is one-to-one and will last 20 minutes with a 5-minute break in between.

## Appointment Diaries:

Your appointment diary is emailed to you prior to the event. It is also available in the IGTM mobile app once you log in. We do not provide printed appointment diaries, so if you prefer to have a hard copy, please print this yourself before your arrival.

## Missed Appointments:

Buyers and exhibitors must attend each of their scheduled appointments. All scheduled appointments appear on the IGTM app, allowing the team to monitor all no-show appointments. If you do miss an appointment we recommend that you re-schedule as soon as possible.





# Need to Know A-Z

## ADDRESS:

Our event venue, The International Convention Centre Wales (The ICC Wales) is set in 2,000 acres of panoramic parkland in the beautiful Usk Valley.

*The ICC Wales' address is as follows:*

International Convention Centre Wales

The Coldra, Catsash Rd,

Caerleon,

Newport

NP18 1HQ

## BADGES:

To avoid overcrowding, all badge scanning will be contact free. Once you have received your badge, please have it ready on arrival each day of the event and as an invite only event, please ensure that you wear your badge at all times.

## CHECK-IN:

IGTM has partnered with some incredible hotels in Wales; Celtic Manor Resort, St Pierre Marriott Hotel & Country Club and the Holiday Inn Newport. When checking in at any of these hotels you may be asked to show ID.

## DRESS CODE

We are not enforcing a strict dress code, however, for the farewell evening we would recommend that all attendees wear smart or smart casual dress.

## LUNCH:

Lunch is held onsite at the ICC Wales a choice of hot and cold meals are available for you to purchase on Tuesday, Wednesday and Thursday lunchtime. Please be aware that pre-booking is not necessary.

## DINNER:

You can pre-book dinner at the Celtic Manor. Please see the link ([IGTM Group Dining | Celtic Manor Resort \(celtic-manor.com\)](#)) to get access to exclusive dining reservations at the Celtic Manor.

## VALUABLES:

While there is onsite security, please ensure that you keep your valuables with you during the event and do not leave anything unattended. IGTM does not take any responsibility for lost items.

## WI-FI

Complimentary WIFI will be available throughout the show but there is no guarantee of a stable, quality signal. As a precautionary measure, please prepare all presentations in an offline format.

Please see the **Wi-Fi** details for the **ICC Wales** below:

**Name:** ICC Event Wi-Fi

**Password:** ICCWales21





## Contact the Team:



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