Conference Services
The Event Management Office at the University of Vienna offers you a wide range of services, from pre-conference planning to post-conference follow-up. We offer superior management of conference logistics, giving organizers back precious time to focus on the conference program.

**AIP 2009** (350 attendees)
- Attendee management
- Social program

**Deutscher Geographentag 2009** (2400 attendees)
- Attendee management
- Hotel management

**EVAN 2009** (80 attendees)
- Attendee management
- Hotel management
- Social program
- Catering

**EASAA** (300 attendees)
- Abstract management
- Attendee management
- Hotel management
- Social program

**EPC 2010** (900 attendees)
- Website (programming and administration)
- Attendee management
- Hotel management

**Katalanistentag 2010** (100 TN)
- Website (programming and administration)
- Attendee management
- Hotel management
CONFERENCE WEBSITE

We will be happy to create your conference website with our in-house CMS system Typo3 – facilitating the information and registration of attendees (with regard to corporate design).
ABSTRACT MANAGEMENT

Speakers should be able to easily access submissions online. Following online review of abstracts (according to our evaluation system), a committee can allocate submissions to specific conference sessions. Oral presentations become poster presentations and vice versa. At the end of the review process, the submissions can be printed as a „Book of Abstracts“ or as „Conference Proceedings“.

Call for Papers
During the Call for Papers, speakers can easily submit abstracts for presentation online. Abstracts can either be uploaded or submitted as plain text.

Abstract Reviews
Abstracts can be assigned to a committee (or single person) to be reviewed and evaluated online.

Reports and Statistics
The current status of the submitted abstracts and the review process can be checked at any time.

Print
A word template to print the Book of Abstracts and the Conference Proceedings is included in the price. Formatting is not included; any further changes will be charged at cost.
ATTENDEE MANAGEMENT / REGISTRATION

We provide attendee management services, including everything from online to on-site registration.

Online registration and payment of attendance fees

- Creating a multilingual online registration link (German / English as standard languages), that can be integrated into your conference website (further languages are available on request)
- Attendees can register via an online registration form
- After successful registration, all attendees will receive an automatically generated e-mail confirming the registration and registration details
- Attendance fees can be paid by credit card (online) or invoice
- Attendees can update their details at any time (personal data as well as registration details)
- Alternatively, registration forms can be submitted by mail or fax
On-site registration

- Setting up and staffing the registration desk (internet access, laptop, telephone etc.)
- On-site registration of attendees
- Distributing conference materials to attendees
- Providing confirmation of payment and attendance
- Printing name badges and vouchers

Payment of fees / Financial management

- Payment processing: credit card (online), debit card, wire transfer, cash
- Special rates negotiated by the University of Vienna will be available to you, if you pay by credit card (American Express, Diners Club, MasterCard, Visa) or debit card
- You will receive a detailed statement of fees with the balance sheet
- Invoicing and reminders
  - Invoicing attendees
  - Statement of cash flows
  - Statement of attendance fees
  - Reminders: Controlling payment deadlines and sending reminders
- Financial statement at the close of the conference

Reporting

Regular reporting and communication of statistical data:
- Attendee statistics including all details
- Payment statistics

Cost management

We keep accurate records of the financial transactions of the conference. We also provide regular reporting on financial information such as revenue, expenses, payments, invoices, budget planning, profit and loss etc.

Bank account management and monitoring of transactions
Name badges for attendees and organizers

- Creating (layout, graphics) and printing badges according to your wishes and in line with your corporate design
- University of Vienna lanyards are made available to conference attendees free of charge

Creating conference materials

- University of Vienna conference folders (A4), notepads (A4) as well as ball pens are provided free of charge

We also provide your attendees with image brochures (small format) or research brochures. The brochures are available in German and English and give a short overview of research as well as teaching and studying at the University of Vienna.
As an alternative to the conference folders, the University of Vienna sponsors conference bags if the university logo is clearly visible on the bag (promotional discount of Eur 1,-- per conference bag). The organizer is responsible for the production of the bags.

We provide information about WLAN, parking (pay and display), restaurants and ATMs in the vicinity of the conference venue. City maps are available, too. We will be happy to recruit staff to prepare the conference folders or bags.
HOTEL ROOM RESERVATIONS

Hotel reservations

The event management office at the University of Vienna makes enquiries, invites offers, books hotel rooms and arranges prospective accommodation according to your wishes.

We provide hotels in all categories as well as pensions, apartments and youth hostels.

- Inviting offers
- Reserving rooms in hotels close to the event venue
- Negotiating special rates
- Online booking of rooms and management of hotels as well as negotiating booking and cancellation fees
- Managing accommodation for conference VIPs

Booking for attendees

Online hotel reservation
Reserved or pre-arranged accommodation can be booked online in the course of registration or at a later stage. Following the booking, all attendees will receive an e-mail confirming the reservation and reservation details (hotel details, contact data, room and board, price).

Attendees can update their details online using their login-ID and password (which will be provided automatically on registration)

Room reservation in writing
Alternatively, attendees can reserve their rooms in writing (via e-mail, fax or mail), after which they will receive an e-mail or fax confirming the booking.

Reporting

- Regular reporting as well as communication of various statistics (hotels, number of attendees, payment etc.)
- Regular reporting to hotels
Coordinating all hotel-related deadlines and dates
TOURIST SERVICES

We will be happy to offer your attendees the following tourist services:

**Austrian Airlines (conference fare)**

Austrian Airlines offers special fares: attendees who book their flights online at [www.aua.com](http://www.aua.com) will receive a **15 % discount** on all available fares.

Please contact us for more information about Austrian Airlines special fares

**Transport**

- Pick-up/drop-off
- Individual conference pass
- Vienna Card

**Sightseeing tours / Guided tours**

Discover Vienna and its surroundings on one of our sightseeing tours, and choose between a half-day and a full day tour. We will be happy to provide suggestions according to your wishes. To name just a few:

- Vienna guided tour (about 3 hours)
- Historical Vienna including a visit to the Schönbrunn Palace (about 3.5 hours)
- Kahlenberg – Klosterneuburg (about 3.5 hours)
- Romantic Danube valley – „Wachau“ (about 9 hours)
- Boat trips on the Danube
- Guided tours of the University of Vienna
- Guided walks in Vienna

**Social program / Specials**

Enjoy the social events organized by us to round off the conference. Unique experiences will surely motivate you more than yet another meeting.

We organize original social events according to your wishes, e.g. a safari dinner in the Emperor’s Pavilion at the Vienna Zoo.
Ticket service

We will be happy to arrange tickets for cultural events (Vienna State Opera, Vienna People’s Opera, musicals etc.)

For more information concerning our tourist services, please visit our website at http://event.univie.ac.at or request our tourist brochure.
CONFERENCE STAFF

Conference management

To help with the conference logistics, we provide a professional and experienced conference manager, who will be assisting you in organizing and running the conference. The conference manager will be available to you if you choose the large conference service package.

If you need more staff, we will be happy to meet your needs:

Additional conference staff
We provide additional conference staff, for which we charge by the hour.

- Technical staff
- Cloakroom staff
- Cleaning staff
- Seating and stage management staff
- Registration staff
- Attendants to prepare conference folders
MARKETING & PR – GENERAL STRATEGY

- PR
- Invitations, brochures etc.
- Event calendar
  - Use the event calendar to search for events. Organizers can schedule conferences themselves (university staff can log in with their personal account). Scheduled events will be activated once they are reviewed.
  - Click this link to view the event calendar http://kalender.univie.ac.at/index.php?id=130&no_cache=1
**Prices and packages**
Depending on your wishes, you can either book a package or take advantage of our services individually. The following table provides an overview of our offers:

**Basic conference service package (large) / attendee**  \[ \text{Eur 16,--} \]
**Small conference service package / attendee**  \[ \text{Eur 6,--} \]

Any additional services and modules can be booked separately. Services offered by other departments of the University of Vienna are marked as such. If you do not opt for a package, you can book services for the price given in the table „Additional services“.

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<thead>
<tr>
<th>Services</th>
<th>Package EUR 16,--/ registered attendee</th>
<th>Package EUR 6,--/ registered attendee</th>
<th>Additional services</th>
<th>Individual module (charged at cost)</th>
<th>Services of other departments</th>
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