



CELTIC MANOR RESORT

CASE STUDY

CLIENT NAME : METROPOLIS PUBLISHING – RESI CONFERENCE AND EXHIBITION FOR PROPERTY WEEK MAGAZINE

Type of Event :

Three-day Conference and Exhibition for the residential property market, including Gala Dinner, Golf day and team-building activities on final day. Celtic Manor has staged the RESI Conference and Exhibition for the last 10 years.

Number of delegates :

990

Number of bedrooms /nights for delegates :

397 (including 12 bedrooms in 3 Hunter Lodges) / 2 nights
(Many additional bedrooms outsourced to surrounding hotels)

Number of staff working on event :

250 staff

MEETINGS HELD AND ROOMS USED

Main conference sessions in Caernarfon Suite over two days. Exhibition in the ground floor Exhibition Hall. Sponsors breakout meeting rooms in syndicate rooms.

GALA DINNER DETAILS

Three-course dinner for 725 people

OTHER FOOD & BEVERAGE REQUIREMENTS

Breakfast taken in Olive Tree Restaurant, lunches in Exhibition Hall plus Platinum Lounge with a client sushi station and light lunch in bar area adjacent to Caernarfon Suite.

Sponsors used the resort's six restaurants plus private dining rooms to host dinners for delegates the night before the conference starts.

DID THE EVENT INCLUDE ANY INCENTIVE OR TEAM-BUILDING ELEMENTS?

Exclusive-use golf day with shotgun start for 72 golfers on Montgomerie Course.

Team-building activities on resort's polo field.

ANY SPECIFIC TRANSPORT LOGISTICS TO CONSIDER?

Frequent and timetabled shuttle service from Holiday Inn and surrounding hotels to Celtic Manor's Resort Hotel and Convention Centre. Several transfers to airports and train station.

EVENT PLANNING

The original file was handed over to Event Manager in January 2014 and regular contact with the client from this period including site visits to the Resort and a Menu Tasting two months prior. The month prior to the event, correspondence between us became more constant and pre-con meeting took place with operations teams on Monday 8th September.

HOW THE VENUE NEEDED TO BE ADAPTED (IF AT ALL)?

New self-catering Hunter Lodges utilised to create additional bedroom capacity. Proved a popular choice for Event Sponsors who were able to invite delegates to dine and stay in Lodges. All 10 Hunter Lodges have now been booked for the 2015 RESI Conference.

All resort restaurants used to host Sponsor Dinners.

THE VERDICT

"The Celtic Manor were extremely well equipped and prepared for our event. We had effective communication at all times with the hotel which meant that some of the stress that always comes with such large multi-faceted events was taken away. On site we were greeted by a professional, well-polished team who were available at any point to help us implement anything we possibly needed. We were extremely pleased that even though such a high-profile event (NATO Summit) had been in the day before our event, the hotel was completely ready for us and we were made to feel just as important as World Leaders."

- Events Logistics Co-ordinator, Property Week

"The clients were lovely to work with and the event ran smoothly thanks to effective communication and organisation between the client and our events and operations teams. Good organisation and planning meant the transport logistics for people staying at the Hunter Lodges and off-site at the Holiday Inn and surrounding hotels worked well. The event arrived the day after the NATO Summit and I think it enjoyed additional media attention as a result. Many of the delegates were excited to be following in the footsteps of President Obama and the other world leaders by attending a major conference here at Celtic Manor."

- Event Manager, Celtic Manor



Client has already confirmed for 2015 and Celtic Manor are delighted to host the conference again.