

→ Organiser information pack





→ Getting here

→ Welcome

We are delighted to introduce to you the Møller Institute, a purpose-designed leadership development and conference centre. We work with you to organise key residential business meetings, development programmes and conferences to inspire your teams. We give you complete peace of mind in a stunning, dedicated, collaborative learning environment.

The Møller Institute is the place that brings together the worlds of academia and business, an environment conducive to learning, providing the very highest standard of education and customer service.

Our team deliver firstclass customer service; phenomenal food; state-of-the-art tech support and on-site four star equivalent accommodation and on behalf of all staff we look forward to welcoming you and your delegates to the Institute. We are delighted you have chosen to use the Møller Institute to host your event.

Our Team put you at the heart of everything we do and channel your experience, passion and creative flair to ensure that you achieve event objectives and exceed expectations. Our flexible meeting rooms are designed to promote collaborative learning based on our experience and understanding of what makes an impactful meeting.

As a dedicated conferencing facility with experienced Client Relationship Managers, you can be assured your event is in safe hands. This Organiser Information Guide aims to support you with your planning arrangements and provide you with all the information you may need about the Institute and services offered. We additionally have a comprehensive Delegate Information Pack which can be distributed to all your attendees and offers practical information, such as directions and facilities on site.

By car

150 onsite car parking spaces available to delegates free of charge. This includes disabled parking close to the main entrance and overnight parking. If you are travelling to the Møller Institute using a satellite navigation system you should enter postcode CB3 0DS as this will lead you directly to the Møller Institute entrance.

By train

Cambridge Railway Station (CB1 2JW.) is a short taxi ride away and has frequent links to London Kings Cross, London Liverpool Street and Stansted Airport. The station address is: Cambridge Railway Station, Station Road, Cambridge CB1 2JW.

By taxi

Our recommended local taxi service provider, CamCab +44 (0) 1223 704704 , www.camcab.co.uk.

Approximate taxi travel times: Cambridge Train Station (15 minutes), Stansted Airport (30 minutes), Heathrow Airport (2 hrs), Gatwick Airport (2 hrs 30 minutes). Please note that actual travel times may vary depending on traffic.

By coach

Cambridge has a network of buses and coaches run by Stagecoach www.stagecoachbus.com, National Express - www.nationalexpress.com and megabus uk.megabus.com.

By air

For delegates travelling by private helicopter, a heli-pad is available within the grounds of Churchill College. Please speak to your Client Relations Manager to make arrangements.

How else can we help?

- ◆ Reserve car parking for special guests or speakers.
- ◆ Arrange taxi travel to and from the Møller Institute site for organisers, delegates or speakers. All taxi costs will be charged to your invoice and payable after your event.
- ◆ Book a coach or minibus for travel to or from excursions.



→ Accommodation

All bedrooms at The Møller Institute are of authentic contemporary Danish design and are furnished with iconic Hans J. Wegner furniture. The majority of our bedrooms overlook the grounds of Churchill College, a peaceful haven in today's modern world and just a short walk from Cambridge city centre, with its stunning architecture and unique history.

All of our bedrooms come with the extras you would expect of a four-star establishment, including tea and coffee making facilities, mini bar with fresh milk, iron, hairdryer, safe and flat screen digital TV. Our bedrooms also have international plug adapters, quality linen, dressing gowns and complimentary toiletries. There is an on-site laundry; alternatively a same day dry-cleaning service is available (subject to charges). All rooms have complimentary Wi-Fi and provide extra-large work areas for laptops and documents.

All residential guests have access to the beautiful grounds of Churchill College, as well as our onsite car park, gym and Tower Lounge Bar with roof terrace that boasts some of the finest views across Cambridge's historic skyline.

Checking in/out

Our standard check in time is 14:30 and our check out time is 10:30.

We try to accommodate all delegates' needs as much as we possibly can. If you would like to request an early check in or late check out for your delegates, please contact a member of our staff who will endeavour to do so, however, this cannot be guaranteed.

If delegates are arriving after 22:00 please advise them to ring the bell at the main entrance and the Night Porter will be able to check them in to their bedroom and assist where necessary. Our catering facilities will be closed from this time. Cold platters or refreshments can be prepared for your delegates, however, this should be arranged prior to arrival at an additional charge.

Our catering facilities will be closed from this time. Cold platters or refreshments can be prepared for guests, however, this should be arranged prior to arrival at an additional charge.

Luggage hold

We offer our guests a secure luggage holding room for those arriving prior to check in or staying on site after check out. This complimentary service is accessible at main reception.

Booking accommodation

If you require bedrooms beyond that agreed in your contract at booking stage, it is important to inform your Event Planner as soon as possible to ensure you are not disappointed. Any bedrooms reserved can be paid for individually by the delegate on departure, or if you are covering the costs for delegate accommodation, via your invoice. If you do not wish to secure bedrooms for your delegates they can alternatively book privately by calling +44 (0) 1223 465500 or emailing reception.moller@chu.cam.ac.uk

Alternative local hotel

We try wherever possible to accommodate guests on-site, however, due to demand this is not always possible. If we are unable to accommodate your delegates our Front of House Team will happily offer information and contact details on alternative local accommodation.

Smoking

It is illegal in the United Kingdom to smoke in any enclosed public area. It is also strictly prohibited to smoke in our bedrooms and guests found smoking will automatically be charged £166 + VAT. This cost is for servicing the bedroom and for lost revenue in having the bedroom out of service. If you would like to smoke please only do so outside and use the appropriate bins provided.

How else can we help?

- ◆ Book accommodation and collate a rooming list and delegate information on your behalf.
- ◆ There is a rooming list tool available via our website or by request. This tool aims to support you if you are collating bedroom and delegate information.
- ◆ Organise special requirements, such as early check in, late departure and luggage storage.



→ Food and drink

All food is cooked on the premises by our team of internationally trained chefs. We use seasonal, sustainable and locally-sourced produce in our dishes.

Tea and coffee stations

Delegates are invited to help themselves at anytime to refreshments throughout the day, including Fairtrade® coffee, fruit and herbal teas, cereal bars, canned soft drinks, bottles of still and sparkling water, fresh and dried fruit, Danish pastries, and a selection of home-made cookies and cakes.

Breakfast

For our residential guests we offer a superb selection of freshly baked pastries, fruits, cereals and yogurt. Alternatively you can enjoy an impressive full English breakfast selection.

Breakfast is served in the Restaurant 07:00 – 09:30 on weekdays and 07:30 – 10:00 at the weekend.

If you are looking for a special way to welcome your delegates we can also offer supplementary bacon or egg rolls at an additional charge - a great way to ensure delegates arrive on time!

Lunch and/or dinner

Lunch is a three-course hot and cold buffet and can be held in the Restaurant, Tower Lounge Bar, Study Centre, or privately in one of our meeting rooms. Fine dining and bespoke menus are available on request.

If you require alternative lunchtime arrangements please speak with your Client Relationship Manager.

Dinner

Like lunch, a three-course hot and cold buffet dinner can be held in the Restaurant, Tower Lounge Bar, Study Centre, or privately in one of our meeting rooms. Again, fine and/or private dining is available and bar meals are also served in the Tower Lounge Bar during the evenings.

Drinks receptions and canapés

The Tower Lounge Bar, Has J. Wegner Lounge and Study Centre are popular areas to host a drinks reception, with or without canapés, as they all overlook the Churchill College lawn. Drinks can be charged on a consumption basis or restricted based on your budget.

Tower Lounge Bar

This facility is light and spacious, offering stunning views over Cambridge. In the evening the tower is used as a fully functional bar with mood lighting where guests can purchase beverages and order food from our extensive bar menu.

Hans J. Wegner Lounge

Filled with iconic Danish furniture and looking out on Churchill College's lawns, the Wegner Lounge offers an attractive area to work or relax in. In the summer, the lounge is complemented by a spacious patio that can also be used by day or residential guests.

Tea and coffee are available in the Wegner Lounge throughout the day and in the evening the bar is also open, where delegates can purchase alcoholic and non-alcoholic drinks.

Mini Bar

All bedrooms have a fully stocked mini bar where snacks and beverages can be purchased.

Dietary requirements

We use fresh, local and sustainable produce wherever possible and we try our very best to accommodate all dietary requirements.

If you have a dietary requirement that you would like us to make provisions for, then please either contact the course organiser for your event or alternatively call the events team via main reception +44 (0) 1223 465500 or email reception.moller@chu.cam.ac.uk.

How else can we help?

- ◆ Organise a private dinner or special arrangements, such as a drinks reception or celebration cake (additional charges apply).
- ◆ Book and organise external college dinners on your behalf.



→ Meeting rooms and facilities

Your meeting room will be allocated to you based on your preference, final numbers and layout requirements. All our meeting rooms are modern, collaborative learning spaces, intelligently designed based on our experience and knowledge from consulting with clients to understand their thinking and the features required to run impactful meetings and events.

Equipment at the Møller Institute we pride ourselves on flexibility and customising each meeting room to ensure it is fit for your needs. We have a wide range of professional equipment available, to ensure you get the best from your environment.

The list below states some of the most commonly requested equipment, however, this is by no means an exhaustive list:

- ◆ data projector
- ◆ screen (dual projection available)
- ◆ PA system
- ◆ microphones
- ◆ white board
- ◆ flip chart
- ◆ lectern
- ◆ speaker and/or panel table
- ◆ laptop
- ◆ videoconferencing
- ◆ telephone
- ◆ registration desk.
- ◆ Apple AirPlay
- ◆ audience participation equipment

Free WiFi is available in all meeting rooms and public areas.

Your Event Planner will be in touch to confirm what equipment you require prior to your event. If you have specific equipment requirements that may need special attention, please inform your Event Planner who will be happy to make appropriate arrangements for you.

Room layout

You may have a clear idea of what layout you may require. If not, or if you would like another opinion, your Client Relationship Manager will be able to suggest what might work best in your space for the purpose.

Technical assistance

We have a team of experienced technical assistants that are on hand throughout the day to ensure all your technical requirements are catered for. If you experience any problems they will be there to quickly assist.

Registration

If you are registering your guests on site we have a variety of different registration areas and stands which can be used. We can also prepare customised name badges or lanyards ready for when you arrive (additional charges may apply).

Pods

The pods, located in the Study Centre, whose walls are adorned with motivational quotes from leaders ranging from Michelle Obama to Sir Winston Churchill, a flexible, collaborative work space without the need of a private syndicate room. Light flows freely into each pod through double-glazed glass screens which also reflect and minimise the noise from the adjacent vibrant networking area. The pods include adjustable height tables, seating for six, individual lighting and full tech-connectivity.

Studio

In addition to your meeting room space, you can also book access to our on-site studio, an innovative, multi-media, interactive work space. The Studio includes full audio/video recording capabilities with an integrated green screen and purpose built lighting, which can be edited using our in-house service.

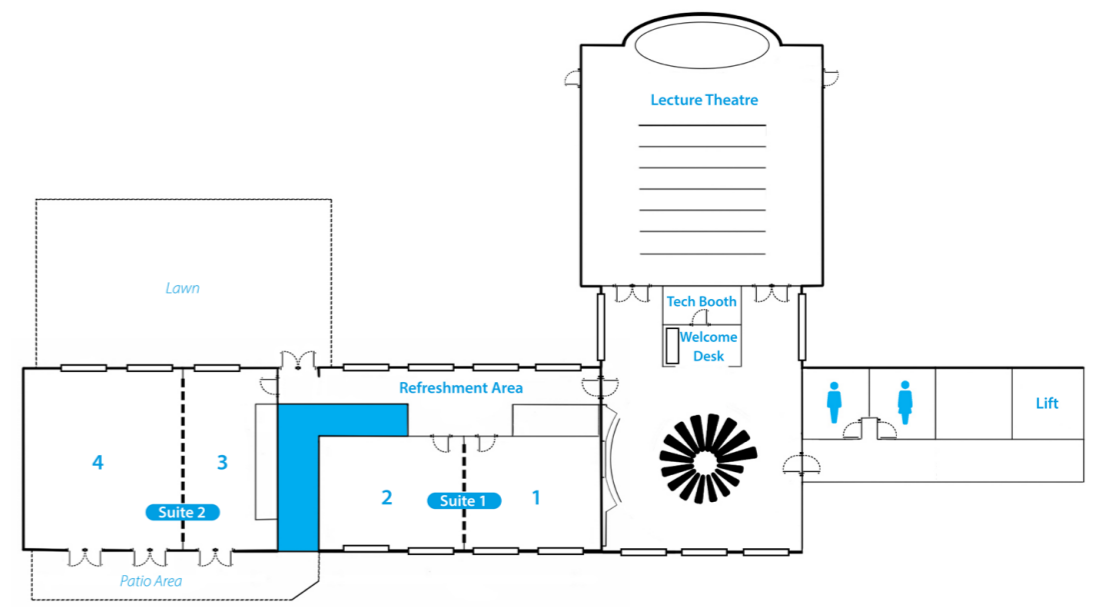
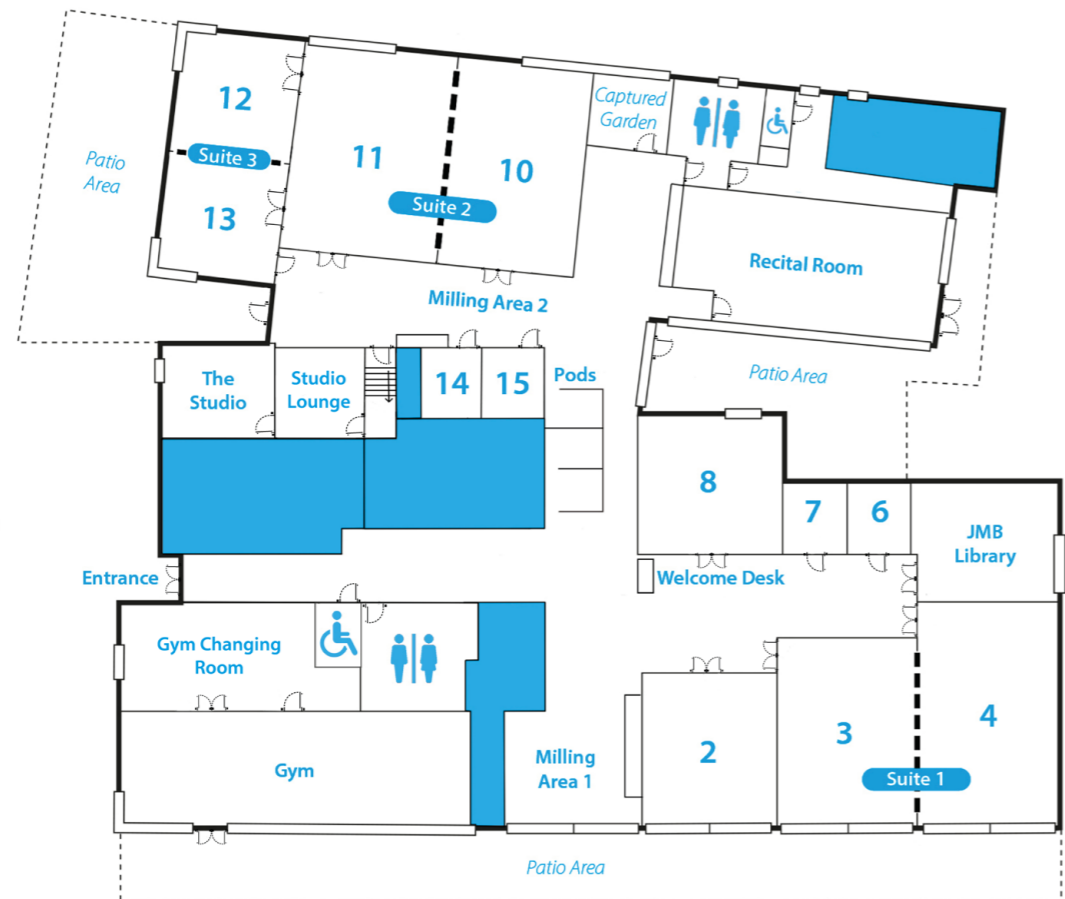
How else can we help?

- ◆ Offer recommendations on the meeting room and layout, as to which may best compliment your event.
- ◆ Advise on additional equipment and services available, such as staging, printed posters or video conferencing.
- ◆ Organise registration and exhibition displays areas.
- ◆ Provide a bouquet or pedestal of flowers for your meeting room.



→ Study centre

→ Main building





→ Further info

Accessibility

The Møller Institute is fully accessible to guests. Designated disabled car parking is available at the front of the building close to the main entrance. We also have a wheelchair accessible bedroom and a hearing loop is available in all training facilities on request. If you require any assistance please do not hesitate to contact your Client Relationship Manager.

Cultural activities

We can help guests make the most of their stay in this exciting city, whether you have an hour or a weekend to spare. There is so much to do in Cambridge – from guided walking tours of the city, chauffeured punting along the College Backs, inspirational museums, theatres and art galleries, to name just a few. If you would like to book a leisure activity please contact your Client Relationship Manager.

Your feedback

Feedback is very important to us so we can monitor our performance and improve our customer experience. Once your event has finished you will be sent a branded Møller Institute email by BDRC, asking you to provide feedback regarding your event through the completion of a short online questionnaire. Your response will not be attributable to you or your company unless you indicate that you wish them to be. If you would prefer not to be contacted by BDRC please let your Client Relationship Manager know.

Changes or Cancellations

Circumstances can often change over time and this may affect your delegate numbers, or your meeting room and/or equipment requirements. We aim to be as flexible as possible, however, it is best to inform your Client Relationship Manager as early as possible of changes so appropriate arrangements can be made. If you need to cancel your event your Sales Manager or Client Relationship Manager will be able to inform you of any cancellation charges that may apply. A breakdown of your cancellation charges can be found on your sales contract or are available on request.

Event planning

It is important to us that we understand your priorities to ensure we deliver an event that exceeds your expectation. We encourage event organisers to come on site to see their meeting space and discuss individual requirements face to face. If you are unable to come on site we can happily discuss your requirements via telephone, video link or email.

If at any time you would like to discuss your event please feel free to get in touch.

For more information please contact us:

+44 (0)1223 465500

+44 (0)1223 465555

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