

Accessibility

Is the venue accessible to people with limited mobility?

Yes, the venue is accessible. There is step free access to all venue space and accessible bathrooms.

Do you have a hearing loop?

Yes, hearing loops are available. Please note that it is recommended that you sit at the front of Jeffery and Elvin Hall, if you need assistance to find a seat, please approach the information desk or ask an on-hand steward for support.

Does the venue have baby changing/feeding facilities?

Yes, Baby changing facilities are located on the 4th Floor. The first floor changing facilities, located in the crush hall, also offer an area where babies can be changed. Breastfeeding is welcome throughout the venue, including during conference sessions. If you would like a private space to breastfeed, please present at the registration desk for directions on where to go.

I have a guide dog; can I attend the event?

Yes, assistance pets are welcome in the venue.

I have further questions about accessibility, who do I contact?

Please email conference@ocdaction.org.uk. We would be pleased to discuss any accessibility needs with you.

Getting to the venue

What is the closest tube/bus/train station?

For those travelling by tube: The closest tube station to us is Russell Square which is just 5 minutes' walk away but there are 6 more within a 5 to 15-minute walk, including: Euston, Euston Square, Goadge Street, Tottenham Court Road, Holborn and Warren Street, providing excellent access to most parts of the city via the Northern, Piccadilly, Victoria, and Central Lines.

For those travelling by bus: Bus stops, within a 5 to 15-minute walk, are located on Euston Road, Gower Street, Tottenham Court Road, Woburn Place and Southampton Row. The closest are on Woburn Place and Southampton Row. Bus stops, within a 5 to 15-minute walk, are located on Euston Road, Gower Street, Tottenham Court Road, Woburn Place and Southampton Row. The closest are on Woburn Place and Southampton Row.

For those travelling by rail: The closest station to us is Euston which is around a 10 minute walk or a short taxi ride away. Kings Cross and St Pancras stations are less than a mile away and provide access to national and international rail links and, because of our excellent tube links, most of London's principal railway stations are all within a 30-minute journey by bus or tube.

Is there parking at the venue?

There is unfortunately no car parking available on site. On-street parking in the neighbourhood is available and managed by Camden Council. Private parking is offered within a few minutes' walk by National Car Parks (NCP).

20 Bedford Way is located within the London Congestion Charging Zone.

I am visiting from outside of London; where can I stay?

There are numerous hotels in the vicinity, offering comfortable and convenient accommodation options for your stay

Livestream

Will the livestream footage be available after the conference?

Yes, we will release footage of some sessions following the event.

What will I have access to with a livestream ticket?

Livestream tickets provide access to watch the mainstage sessions on the day of the event and allow you to actively participate in Q&A sessions. Please note that livestream tickets do not grant access to breakout sessions.

Do I need to have my camera on to attend the livestream?

No, you do not need to have your camera on during the livestream.

Will I be able to speak/share my thoughts during the livestream?

You will have the opportunity to ask questions during the mainstage sessions conducting Q&A's.

On the day

Will there be free Wi-Fi?

Yes, there will be a free shared Wi-Fi network available on the day. Please note that you will need to provide your email address to access it.

Will there be a cloakroom?

Unfortunately, we are unable to provide a cloakroom on the day.

Is there a dress code?

No, there is no dress code. Please wear whatever makes you feel most comfortable.

Can I bring food/drink inside the venue?

Yes, feel free to bring your own food and soft drinks to the event. There are also plenty of nearby places to get lunch.

Do I need to bring anything with me?

Feel free to bring whatever you feel you'll need for the day, but please keep in mind that you are responsible for your belongings during the event. Some attendees find it helpful to bring a pen and paper for notetaking.

Will food be served at the event?

No, food will not be served at the venue. You are welcome to bring your own food and soft drinks and make use of the venue's canteen or nearby eateries.

What time should I get there?

The doors will open at 9:30 am, with the event starting promptly at 10:00 am. If you plan to join later in the day, we kindly ask that you be mindful and considerate of ongoing talks.

Can I register at the venue?

No, we are not accepting on-the-day registrations. Please note that we will not be able to grant you entry to the event if you do not have your ticket confirmation email printed or available to show us on your phone.

I bought a livestream ticket, and I now want to attend in person. Can I change my ticket?

Yes, please contact us at conference@ocdaction.org.uk.

If I have any questions on or before the day, who can I contact?

Before the day: conference@ocdaction.org.uk

On the day: We have dedicated staff and volunteers on hand to assist you throughout the event. You can easily identify them as they will be wearing name badges.

Will there be alcohol at the event?

No, the event is alcohol-free. If you would like to go for a drink after the event, there are bars and pubs nearby.

Do you have change facilities?

Yes, changing facilities are located on the 1st floor, adjoining Logan Hall.

Can I bring my pet?

Please be aware that only assistance animals are permitted entry to the venue.

Where can I go if I am feeling overwhelmed?

We've designated a quiet and supportive space located in the Crush Hall on the first floor for those seeking a moment of tranquillity or a place to relax during the event. Our volunteers will also be available should you wish to speak with someone

Ticket/Entry Information

Can I attend the conference if I'm under 18?

Yes, the conference welcomes attendees aged 17 and under, and young people can attend for free. However, they must be accompanied by a paying adult. Children under 5 years old do not require a ticket.

Am I entitled to a discounted ticket?

We offer discounted tickets to the following groups:

- OCD Action Members
- Volunteers
- Students (Proof of student status required)
- Individuals receiving means-tested benefits or other financial aid (Proof of eligibility may be required)."

What is a 'pay it forward' ticket?

We are dedicated to ensuring that everyone who believes attending the conference would be beneficial has an accessible ticketing option. You can contribute to providing a ticket for someone else by purchasing an additional pay-it-forward ticket.

What is a 'livestream' ticket?

Livestream tickets provide access to watch the mainstage sessions on the day of the event and allow you to actively participate in Q&A sessions. Please note that livestream tickets do not grant access to breakout sessions.

What is a 'bursary' ticket?

The bursary ticket provides an opportunity to attend the conference completely free of charge for those who could not otherwise afford it. Please note that there are a limited number of bursary tickets available, and they will be allocated on a first-come, first-served basis. To apply for a bursary ticket, simply visit our TicketTailor page and fill out the application form. If you have any questions or believe you qualify, please feel free to reach out to our team at conference@ocdaction.org.uk.

Can I arrive after 9:30?

Yes, you can arrive at any time. Please consult our program to plan your day accordingly.

What is your refund policy?

Tickets are non-refundable. However, if you encounter payment processing issues or errors, please inform us, and we will rectify them as quickly as possible.

Can I use my mobile phone for entry?

Yes, you can use the QR code included in your ticket confirmation email to gain entry to the venue, by displaying it on your mobile device