

**DIABETES UK**  
**PROFESSIONAL CONFERENCE**

22 to 24 April 2026  
Exhibition Centre Liverpool

Uniting to  
transform diabetes  
research and care

## Joining instructions

Please take time to read all of this document prior to arriving in Liverpool as it contains essential information that you need to know about the conference and venue.

### Venue

Exhibition Centre Liverpool  
Kings Dock  
Port of Liverpool  
Liverpool  
L3 4FP

What3Words: [///placed.zone.blocks](#)

[Visit the Exhibition Centre Liverpool website](#)

### Accommodation

MICE Concierge offers exclusive rates at nearby hotels, ensuring the best prices for all attendees. Booking through this official service is recommended as it's supported by the event and allows you to stay with other attendees, maximizing networking and social opportunities. Visit the [MICE Concierge website](#).

### Travel

Located just 20 minutes off of the M62 Motorway, Exhibition Centre Liverpool is within easy reach whether you choose to travel by car, plane, public transport or on foot. However, to reduce your carbon footprint, we strongly recommend travelling by public transport where possible. For more information travelling on public transport please see directions [here](#).

### Travel update: London Tube strikes

Planned London Underground strikes between 21 to 24 April may disrupt travel to Liverpool. Some lines will have no service, and others will be busier with delays.

If travelling via London, please plan ahead, allow extra time, and consider alternatives to the Tube. You can find more information on our website [here](#).

### Registration opening times

Tuesday 21 April	16:00-19:00 (early badge collection)
Wednesday 22 April	07:45-18:25
Thursday 23 April	07:45-18:00
Friday 24 April	08:00-15:35

Collect your badge in advance to avoid queuing on arrival. Early access is from 16:00-19:00 on Tuesday 21 April.

### **Registration and badge collection**

For quick and efficient registration and to reduce crowding, please have your e-ticket ready on your smartphone or device to scan your barcode and print your badge at a self-service print pod. Staff will be available to assist with any questions. Please wear your badge at all times.

In compliance with the ABPI Code of Practice, access to the Prescription Hub and all sponsored pharmaceutical sessions is strictly limited to healthcare professionals and decision makers, including professionals who may prescribe, purchase, supply, recommend, or administer prescription-only medicines. To access these areas you must have self-identified during registration as a Prescription Medicines Professional, Other Relevant Decision Maker or AHPs involved in prescribing decisions.

Access control: Entry is only permitted to attendees wearing a badge with an orange strip. If you believe your professional status entitles you to access these areas but you do not have an orange strip on your badge, please visit the help desk in the registration area for verification.

### **Speakers**

Speakers should collect their badge first, then go directly to the Speaker Lounge to upload their slides.

All speakers should visit the Speaker Lounge at least 2 hours prior to the start of the session they are presenting at, and if possible the day prior. Please ensure you bring your presentation slides with you on a USB / memory stick. Please note, you will not be able to preview your presentation in the conference room ahead of your session.

### **Pre-booked sessions**

You will receive an email 1 week before the event with a final confirmation of your booked sessions. You will also be able to see which sessions you have booked on the event platform under 'My booked sessions'.

Your pre-booked sessions will also be printed on the back of your name badge. Please note, your booked place will be held for 2 minutes after the session start time during the conference. After this point, your place will be made available to onsite delegates on a first-come, first-served basis.

If you haven't pre-booked any sessions, or if you wish to swap, please go to your desired session on the day and the room stewards will be able to let you know if there is any availability.

Please note that priority is given to those delegates who have pre-booked.

### **Event Platform**

The official Diabetes UK Professional Conference event platform is to help you navigate through the conference with ease. To access the official event platform, you can either use the mobile app or the web version.

## Using the app

Download the CrowdComms app from the App Store or Google Play Store. Once downloaded, open the app, enter the event code **dukpc26**, and click Enter. You will then be prompted to enter your email address, click Confirm, and create a password.

## Using the web platform

Alternatively, you can access the web version of the platform [here](#).

You can use both the app and the web platform to:

- View the conference programme
- View the exhibition floor plan
- Network with other attendees, speakers, and sponsors
- Update your profile
- Submit questions for the speakers to answer during sessions
- View helpful information from Diabetes UK

To help you navigate the conference, please ensure you have access to the event platform before you arrive, as printed conference guides will not be provided on the day. A limited number of pocket guides will be available at the registration desks.

Please note that the event platform is only available to delegates that have registered for the event, please use the same email address you registered with to gain access.

## Conference programme

A full agenda will be available to view on signage at the venue and on the event platform. To help you navigate the conference, please ensure you have access to the event platform before you arrive, as printed conference guides will not be provided on the day. A limited number of pocket guides will be available at the registration desks.

Download the app or [visit the website to view the programme](#).

## Sponsored sessions

This event is made possible by sponsorship from organisations including pharmaceutical companies, med tech companies and service providers none of which have influenced the event content or the choice of speakers. Sessions delivered with input from these organisations will be marked as such on the programme. Please see a full list of exhibitors and sponsors [here](#).

# General information

## Abstracts

**Posters:** Posters will be displayed on poster boards in the Poster Hub across all three days of the event. They will be organised by category to support easy navigation and ensure a clear and structured viewing experience for attendees. You will be able to search for specific poster numbers using the event platform.

This year, presenters will have a card to indicate when they are available during breaks, making it easier for attendees to connect and start conversations.

**Abstract presentations:** Some abstracts will also be presented at sessions within the conference programme, including facilitated poster presentations, oral presentations, oral award presentations and poster award presentations.

**Abstract awards:** There are ten abstract awards at the conference and the abstracts shortlisted for the awards will be presented as part of the oral award and poster award sessions. Award winners will be announced at the Award ceremony, scheduled for Friday 24 April from 11:40-12:10.

### **Accessibility**

Find out what we're doing to make the event more accessible, [visit our website](#).

If you have any questions or require further support, please email [diabetesuk@wonderly.agency](mailto:diabetesuk@wonderly.agency).

We will have green lanyards on site for anyone with accessibility requirements, they can request them at registration.

### **Badge scanning and data sharing**

Your delegate badge may, with your permission, be scanned by sponsors and exhibitors at exhibition stands and sponsored sessions.

By allowing your badge to be scanned at this session/at exhibition stands, you consent to your details being collected by sponsors or exhibitors for future marketing and communication purposes, including your name, job title, place of work and email address. This overrides any communication preferences provided at the time of registration.

If you do not wish to be contacted by our sponsors and exhibitors you have the right to not have your badge scanned when visiting exhibition stands or attending sponsored sessions.

If you allow your badge to be scanned, you agree for those sponsors and exhibitors to contact you about their products and services, some of which may be promotional in nature. You can withdraw your consent at any time by contacting the sponsor.

### **Cancellation**

We regret that any cancellations or no shows will be charged the full registration fee. Substitutions may be made without penalty but must be received in writing by email to [diabetesuk@wonderly.agency](mailto:diabetesuk@wonderly.agency) prior to the event.

### **Certificates**

Attendance certificates will be emailed within 10 working days of the conference, to attendees who have completed the post-event survey. Application for CPD Approval has been submitted to the Federation of the Royal Colleges of Physicians of the UK offering up to 18 CPD credits to support you in your professional development.

Presenter certificates for abstract presenters will be emailed to presenting authors within 10 working days of the conference.

### **Conference Dinner and wellbeing activities**

[The Conference Dinner](#) will be taking place on Thursday 23 April, from 19:30-23:30 at the [Titanic Hotel](#). The dinner requires advance booking and if you've booked to attend you'll receive your ticket in a separate email. The theme for the dinner is 'Disco on Deck' so don't forget to wear something sparkly!

A yoga session is scheduled for Thursday 23 April, from 07:30 to 08:15. This session requires advance booking. Please email [diabetesuk@wonderly.agency](mailto:diabetesuk@wonderly.agency) if you wish to be added to the waiting list.

### **Conference Dinner Menu**

- Starter: Roast Butternut Squash Soup, chilli oil
- Main Course: Roast Chicken, tarragon crushed potatoes, French beans, pan gravy
- Dessert: Sticky Toffee Pudding, butterscotch sauce, vanilla pod ice cream

Please note: Guests who have indicated dietary requirements or allergies in advance will be served an alternative menu tailored to their needs.

### **Cloakroom**

The cloakroom is provided at no charge to participants however, please note that items are left at your own risk. There is limited space for luggage, so it is strongly recommended that luggage is left at hotels.

### **Diabetes UK stand**

You can find our stand in the centre of the Exhibition Hall. Come and say hello and learn about Diabetes UK, our current campaigns and our work with both healthcare professionals and people with diabetes.

### **Emergency procedures**

In case of an emergency evacuation, venue staff will guide all attendees to the nearest and safest exit.

### **Exhibition**

We have an extensive industry exhibition at the Diabetes UK Professional Conference 2026. Full details of the companies exhibiting can be found on the [conference website](#) and event platform. Please ensure you take the time to visit the stands and engage with our exhibitors.

In compliance with the ABPI Code of Practice, access to the Prescription Hub is strictly limited to healthcare professionals and decision makers, including professionals who may prescribe, purchase, supply, recommend, or administer prescription-only medicines. To access this area you must have self-identified during registration as a Prescription Medicines Professional, Other Relevant Decision Maker or AHPs involved in prescribing decisions.

Access control: Entry is only permitted to attendees wearing a badge with an orange strip. If you believe your professional status entitles you to access these areas but you do not have an orange strip on your badge, please visit the help desk in the registration area for verification.

### **Insurance**

Participants are advised to take out their own travel insurance and to extend their personal policy to cover personal possessions. The conference does not cover individuals against cancellation of bookings or theft of belongings. We recommended not bringing any luggage to the venue, unless essential. Cloakroom storage is limited and left at your own risk.

### **Lunch and refreshments**

Refreshments and lunch will be available in the Exhibition Hall for all attendees and is included in the cost of your registration fee. If you haven't made us aware of any dietary

requirements (e.g. intolerances, allergies) at the time of registration, please let us know immediately by emailing [diabetesuk@wonderly.agency](mailto:diabetesuk@wonderly.agency). We will endeavor to accommodate late requests. Whilst every care is taken, the Exhibition Centre Liverpool cannot guarantee that their kitchens are an allergen free environment, nor guarantee the processes used by their ingredient manufacturers. Allergen champions will be wearing green aprons at the catering stations, please approach them for assistance if you have an allergy or any questions.

The conference lunch includes: One sandwich (choice from the daily menu below), crisps or a Nature Valley bar, one whole piece of fruit and a can of still or sparkling water.

Wednesday 22 April

- Veggie New Yorker (v)
- Roast Chicken Salad
- Tuna Mayonnaise
- Ham Hock & Chunky Egg

Thursday 23 April

- Egg Mayonnaise (v)
- Tuna & Sweetcorn
- Chicken & Sweetcorn
- BLT

Friday 24 April

- Cheese & Onion (v)
- Tuna Mayonnaise
- Roast Chicken Salad
- Ham & Cheddar

### **Retail units**

.The atrium will feature retail units open daily, offering specialty coffees, confectionery, and crisps.

### **Lost property**

If you have a lost or found item, please notify event staff (who will be wearing dark blue t-shirts with 'Event staff' on the back) or one of the venue stewards. Should you lose an item or find a lost item, please inform an event staff member or a venue steward. Event staff will be identifiable by their dark blue t-shirts marked with 'Event staff' on the back.

### **Mobile phone and electronic devices**

As a courtesy to speakers and fellow delegates, you are kindly asked to switch all mobile and handheld devices to silent / do not disturb mode during sessions. Video, audio and photographic recording of presentations on any device is not permitted.

### **Multi-faith Room**

Located on level 2, Room 15. We're committed to creating a space that respects and honours the diverse needs of our attendees. The Multi-faith Room is available onsite for anyone who requires a quiet, private space for prayer or reflection. The room is designed to accommodate individuals from all faiths and belief systems, offering a peaceful environment for meditation, worship, or quiet contemplation during the conference.

## **Parent Room**

Located on level 2, Room 7. This space (recommended for under 18 months) is designed for the care of young children by their parents/guardian. The room includes soft play, sensory toys, a baby changing mat, small fridge and microwave.

If your partner/childcare provider will be assisting with child care, they should collect a badge from the enquiries desk on arrival. Please note the companion ticket will only allow access to the Parent Room, it does not allow access to the conference sessions or the Exhibition Hall.

## **Photography and video production**

There will be photography and/or video production taking place during the conference and the resulting images may be used for promotional purposes online and/or in printed materials. If you have any objections to being photographed and/or filmed, please advise the organisers at the registration desk.

## **Quiet Room**

Located on level 2, Room 14. This quiet and sensory space is designed for anyone who needs to take themselves away from the event. Please feel free to come here to regulate and de-escalate. Please be mindful of others, this is not a meeting space. The Quiet Room will be open during the conference hours on all three days.

## **Security**

The Exhibition Centre Liverpool wants to ensure that every visitor has a safe and enjoyable time at the venue. To facilitate this, they have highly-trained teams in place as well as certain measures designed to provide comfort and reassurance for all.

Upon entry, all guests will go through the quick, contactless Evolv security screening system. Bag searches will only be conducted if the system flags an item. To ensure a smooth process, we strongly advise keeping personal possessions and bags to a minimum. Please note that bags should be no larger than a standard laptop bag. Any large bags or suitcases are more likely to be subject to a search.

Name badges must be worn at all times and to gain access to the conference.

## **Seating**

Seating areas and quiet spaces are available throughout the venue including the Terrace on level 1, the delegate foyer on level 2 and the Exhibition Hall.

## **Social media**

We'd love to see your pictures and hear your feedback of your experiences – remember to use the hashtag #DUKPC. You can follow the Diabetes UK social channels to stay updated on what's going on, and connect with our community and your peers.

## **Sustainability**

The conference is working towards limiting its impact on the environment through careful consumption of energy and resources. Find out more by [visiting our website](#).

## **Toilets**

Toilets are located on all floors of the venue.

**Water stations**

There are two water fountains located in the Exhibition Centre atrium and a water station on the level 2 delegate foyer. Help us be more sustainable by bringing your own refillable water bottle.

**Wellbeing Zone**

Escape the hustle and bustle at our Wellbeing Zone, located in the Exhibition Hall. Relax with calming audio on headsets, sink into comfortable beanbags, and unleash your creativity on the colouring wall.

**WiFi**

Free WiFi is available throughout the venue, kindly sponsored by Roche.

**Questions?**

If your query hasn't been answered or you'd like a member of the team to help you, please email [diabetesuk@wonderly.agency](mailto:diabetesuk@wonderly.agency) before the event or visit the enquiries desk onsite.