

IS³ X-Change 2025 – Frequently Asked Questions

Event Basics

Q: When and where is the event taking place?

The IS³ X-Change Conference will be held on **Tuesday, 28 October – Wednesday, 29 October 2025** at **Lagoon Beach Hotel, Cape Town.**

Q: What time does the event start and end?

- **Day 1 (28 October):** Registration opens at **10:00**. First session starts at **12:30**. Programme ends at **18:00**, followed by the Kick-Starter Dinner.
- **Day 2 (29 October):** Sessions begin at **08:30** and end at **17:00**, followed by the Closing Party until late.

Q: When can I check into my hotel room?

Hotel check-in is only available from **14:00** on 28 October. If you arrive earlier, you can register for the event, leave your luggage with the concierge, and enjoy lunch.

Q: What time is hotel check-out?

Hotel check-out is **11:00 on Thursday, 30 October**. A luggage storage facility will be available for late departures.

Registration & Attendance

Q: What is included in my registration fee?

- Full access to all sessions, panels, and breakouts
- 2 nights' single accommodation (28 & 29 October) at Lagoon Beach Hotel
- Breakfast, lunch, tea breaks, and evening events
- Delegate badge, lanyard, and conference pack
- Event swag pack and access to the Swag Shop

Q: Are flights included?

No. Delegates are responsible for booking their own flights.

Q: Are airport transfers included?

No. Delegates must arrange their own transfers between Cape Town International Airport and Lagoon Beach Hotel.

Q: Can I book extra accommodation nights?

Yes, but not through the registration form. If you would like to book **27 October** or **30 October**, please contact the organisers directly. Extra nights are at your own cost and must be pre-arranged.

Q: I live in Cape Town – do I have to stay at Lagoon Beach Hotel?

No. A **Cape Town Delegate Package** is available at **R32 500 incl. VAT**. This option excludes accommodation but includes:

- Full access to the conference on both days, meals, and evening events
- Uber vouchers for safe travel to and from the venue, please note: transport and safety remain your own responsibility.

Q: Can I bring a partner or family member?

Yes. Partners may join, with costs settled directly with the hotel at check-in.

The rate is **R1,098 per person for 2 nights (bed & breakfast, inclusive of VAT)**.

This includes:

- Shared accommodation with the delegate
- Access to evening entertainment and social events

Please note: Partners do not attend the daytime conference sessions.

Q: What if I arrive late?

You can still register at the event desk upon arrival. If you miss a session, you'll be directed to the next available session.

Agenda & Content

Q: Will there be breakout sessions?

Yes. Sessions are divided into Operations, Performance, Engineering, and C-Suite tracks. Delegates can select their preferred sessions in the event app.

Q: Who are the speakers?

A line-up of IS³ and AVEVA leaders, customer panels, partner panels, and an external motivational keynote speaker. The final list will be announced soon.

Q: Do I need to attend the Closing Party?

Yes. The Closing Party is part of the official programme and a key networking opportunity. Day 2 sessions end at **17:00**, and the Closing Party follows immediately. We strongly recommend staying over on **29 October** rather than booking an evening flight.

Accommodation & Venue

Q: Where is the venue?

Lagoon Beach Hotel, Lagoon Gate Drive, Milnerton, Cape Town.

Q: What type of accommodation is included?

Single-occupancy hotel accommodation for **28 & 29 October** only.

Q: Is breakfast included?

Yes. Breakfast is included for all registered delegates staying at Lagoon Beach Hotel.

Q: Is parking available?

Yes. Onsite parking is available for both hotel guests and Cape Town delegates.

Q: Is Wi-Fi provided?

Yes. Complimentary Wi-Fi is available in guest rooms and conference spaces.

Q: Is the venue accessible for people with disabilities?

Yes. Please advise the organisers in advance if you require special assistance.

Exhibitors

Q: How do I register as an exhibitor?

Exhibitor registration is available via the event website.

Q: What is included in an exhibitor stand?

- Standard event stand that includes, flooring, counter, lighting and screen
- Power supply
- Branding opportunities
- Access to the exhibition area throughout the event

Q: When can I set up my stand?

Exhibitor set-up will take place on **Monday, 27 October**.

Q: When must stands be dismantled?

Stands must be cleared by **10:00 on Thursday, 30 October**.

Q: Can I ship materials in advance?

Yes. Shipping and delivery instructions will be provided in the Exhibitor Pack.

Extras

Q: Are meals included?

Yes. Breakfast, lunch, coffee breaks, and evening functions are included. Personal extras such as minibar or room service are not covered.

Q: Will alcohol be served?

Yes, during evening functions. Delegates are encouraged to drink responsibly.

Health & Safety

Q: What safety measures are in place?

The event complies with all Cape Town venue safety regulations. A full safety file will be maintained on-site.

Q: Will medical staff be available?

Yes. Qualified medics will be present for the duration of the event.

Q: Is the event insured?

Yes. The event is covered by public liability insurance.

Practical Information

Q: What should I wear?

- Conference sessions: Business smart
- Evening events: Smart casual. The theme for both evenings will be communicated.

Q: What's the weather like in Cape Town in October?

Mild Summer weather, ranging from 12°C to 22°C. Evenings can be cool – pack a jacket.

Q: Do I need cash?

No. The hotel and venue accept card payments.

Q: Can I smoke at the venue?

Only in designated outdoor smoking areas.

Support

Q: Who do I contact for help?

Please contact:

- **Email:** x-change2025@is3.co.za