

FAQs

IS³ X-Change 2026 - Frequently Asked Questions

Event Logistics

Q: When and where is the event taking place?

- The IS³ X-Change Conference takes place from 24–27 November 2026 at [The Capital Zimbali Resort in Ballito](#), KwaZulu-Natal.
- If you sign up to play golf, arrival and registration will take place in the morning on Tuesday, 24 November. Hotel check-in will only commence from 14h00 onwards.
- If you do not sign up for golf, registration and hotel check-in will take place on Tuesday, 24 November from 14h00.
- The conference will take place on Wednesday, 25 November and Thursday, 26 November 2026.
- Hotel check-out is on Friday, 27 November 2026.

Q: What time does the event start and end?

- **Day 1 – Tuesday, 24 November:**
Registration opens at 07h00 for all golf players.
Registration opens at 14h00 for all delegates that are **not** playing golf.
Dinner will commence at 18h00.
- **Day 2 – Wednesday, 25 November:**
Sessions begin at 09h00 and end at 16h00.
Dinner will commence at 18h00.
- **Day 3 – Thursday 26 November:**
Sessions begin at 09h00 and end at 16h00.
Closing Gala Dinner will commence at 18h00 until late.

Q: When can I check into my hotel room?

- Hotel check-in is available from 14h00 on Tuesday, 24 November.

- 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 at 10h00 on Friday, 27 November.
- 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.
- 3 nights single occupancy accommodation (24–27 November) at The Capital Zimbali Resort, Ballito.
- Breakfast, lunch, tea breaks, and dinner.
- Delegate badge, lanyard, and conference pack.

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 King Shaka International Airport and The Capital Zimbali Resort in Ballito.

Q: Can I book extra accommodation nights?

Yes, but not through the registration form. If you would like to book 23 November or 27 November, please contact the organisers directly. Extra nights are at your own cost and must be pre-arranged.

Please contact: x-change@is3.co.za

Q: I live in Kwa-Zulu Natal — do I have to stay at The Capital Zimbali Resort?

Staying on-site allows you to fully immerse yourself in the experience, make the most of all planned activities. You will also enjoy the convenience of being close to the event venue and building stronger relationships with the other delegates.

Q: Can I bring a partner?

Yes. Partners may join, with costs settled directly with the hotel at check-in. If you would like your partner to join, please contact the organisers directly at x-change@is3.co.za

The rate is R2 960 per person, per night (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 registration desk upon arrival. If you miss a session, you'll be directed to the next available session.

Accommodation & Venue**Q: What type of accommodation is included?**

The package includes single-occupancy hotel accommodation from Tuesday, 24 November to 26 November, with departure on 27 November.

Q: Is breakfast included?

Yes. Breakfast is included for all registered delegates staying at The Capital Zimbali Resort.

Q: Is parking available?

Yes. Onsite parking is available for hotel guests.

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 at [X-change@is3.co.za](mailto:change@is3.co.za)

Exhibition and Sponsorships**Q: How do I register as an exhibitor?**

Exhibitor registration is available via the event website under 'Sponsorships'.

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 conference sessions throughout the event.

Q: When can I set up my stand?

- Exhibitor set-up will take place on Tuesday, 24 November. The time will be communicated with all exhibitors.

Q: When must stands be dismantled?

- Stands must be cleared by 10h00 on Friday, 27 November.

Q: Can I ship materials in advance?

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

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 and will be for your own expense.

Q: Will alcohol be served?

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

Agenda and Content**Q: Will there be breakout sessions?**

- Yes. Session information will be shared closer to the event date.

Q: Who are the speakers?

- The Speaker line-up will be communicated closer to the event date.

Q: Do I need to attend the Closing Party?

- Yes. The Closing Party is part of the official program and a key networking opportunity. Day 3 sessions end at 16:00, and the Closing Party follows at 18:00. We strongly recommend staying over on 26 November rather than booking an evening flight.

Health & Safety**Q: What safety measures are in place?**

- The event complies with all safety regulations and venue requirements set by The Capital Zimbali Resort. A comprehensive safety file will be maintained on-site throughout the event.

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 all dinners will be communicated.
- Gala Dinner: Black tie

Q: What's the weather like in Kwa-Zulu Natal in November?

- November in Kwa-Zulu Natal is warm, with temperatures averaging 19°C to 25°C. Days can be hot, while evenings are cooler, so we recommend packing light clothing for the day and a light jacket for the evenings.

Q: Do I need cash?

- No. The hotel and venue accept card payments only.

Q: Can I smoke at the venue?

- Only in designated outdoor smoking areas.

Q: Who do I contact for help?

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