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Dear Kasia and Noel,

I would like to thank you and all the team at Keynote for your assistance in organizing the 10th IWA International Conference on Biofilm Reactors held in UCD last year.

I won the bid to organize the conference about two years before the event and I then set about selecting a Professional Conference Organizer. As someone new to hosting conferences I felt the task ahead of me would be daunting. As soon as I met with Noel and after he outlined what Keynote could offer to me I was reassured. I talked to others who had previously used the services of Keynote and their recommendations were universally positive, so I made up my mind to go with Keynote.

The conference was a success on many levels: feedback from delegates, from the sponsoring society (IWA) and from the various committees was very positive.

Your work in the conference planning showed great attention to detail. Any issues that arose before, during and after the event were dealt with by you and your team with great professionalism.

Without a doubt, I will use Keynote in the future and I feel that the next conference I chair will not be daunting knowing that I can have Keynote as a professional partner.

I would have no hesitation in recommending your company to anyone who is planning a conference.

Yours sincerely,

Prof Eoin Casey