



Keynote PCO,  
Suite 26, Anglesea House  
63 Carysfort Avenue  
Blackrock, Co Dublin

**Re: World Association for the Advancement of Veterinary Parasitology 2021**

23<sup>rd</sup> November 2021

Dear Noel, Rachel, Mary-Rose and team,

I am writing to thank you and all of your Keynote colleagues for your outstanding work as our partner PCO in bidding for and running WAAVP 2021. Sincerely, I am convinced that we could not have had better partners in this venture.

Our local organising committee's decision to choose Keynote as our PCO was made on the basis of your evident professionalism, knowledge, track record and empathy for academics starting on the arduous journey of planning to host a scientific conference. Our confidence in what Keynote brought to the table continued when you worked with us to produce the bid document, and Mary-Rose travelled with us to WAAVP 2017 in Kuala Lumpur, where we won the bid for the 2021 Conference to be held in the Convention Centre in Dublin.

Mary-Rose held our hands again in Madison at WAAVP 2019, where we all agreed that our presentation was very-well received, and that the level of interest from both delegates and sponsors was high.

And then we got hit with a pandemic. As we moved through the Spring and Summer of 2020, our team pressed on with plans for the Convention Centre in July 2021. It became clear, later in 2021, that COVID-19 was going to continue to play havoc, and we worked together to pivot to hybrid, and then fully online plans. This was uncharted territory for everyone, but I can unequivocally say that Keynote were wholehearted in their support for our difficult decision to move ahead on the original date, but in a virtual format.

Throughout, communications to sponsors and delegates, queries, and logistical changes were handled promptly, professionally and cordially. I was so pleased that the sponsors were kept on board, even though they could only avail of virtual



UCD Veterinary Sciences Centre,  
University College Dublin,  
Belfield, Dublin 4, Ireland

Ionad Eolaíocht Tréidliachta UCD,  
An Coláiste Ollscoile, Baile Átha Cliath,  
Belfield, Baile Átha Cliath 4, Eire

T +353 1 716 6100  
F +353 1 716 6104

[vetprogrammes@ucd.ie](mailto:vetprogrammes@ucd.ie)  
[www.ucd.ie/vetmed](http://www.ucd.ie/vetmed)

networking opportunities. I was delighted also at the creativity applied to engage delegates through the cookery and cocktail-making demonstrations, and the drumming video.

Thanks to Leone, ever patient and unflappable, the abstract submission and reviewing processes, as well as the timetabling of parallel and plenary sessions, was superb. With 643 delegates, 12 invited speakers, over 500 oral and poster presentations, and parallel and plenary sessions to suit multiple time zones, this was no small task.

No matter what request came from the WAAVP or our own LOC, it was handled quickly and efficiently by the Keynote team, and we could always rely on Rachel as Operations Director to be at the end of a phone or email and to apply her considerable organisational skills to any problem.

WAAVP 2021, despite the difficult circumstances, was clearly a very successful event, scientifically, socially, and in terms of value for money. Pandemic or no pandemic, I would certainly choose to work with Keynote again in organising an academic conference.

Thank you all so much, again, and wishing you every continued success.

With very best wishes

Grace Mulcahy MVB PhD MRCVS Dip EVPC MRIA  
Chair, Local Organising Committee WAAVP 2021  
Full Professor, Veterinary Microbiology and Parasitology  
University College Dublin