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25 November, 2023

Noel Mitchell, PhD
Managing Director Keynote PCO
Suite 26 Anglesea House
63 Carysfort Avenue
Blackrock, County Dublin, Ireland

Dear Noel,

On behalf of the Dystonia Medical Research Foundation Board of Directors, staff, the Scientific Program Committee and for myself, I am writing to thank you for the outstanding support Keynote PCO provided the Samuel Belzberg 6th International Dystonia Symposium (SBIDS6) June 1 to 3, 2023 at Croke Park. The team at Keynote, particularly Rachel O'Hare, were spectacular in every aspect of their work with us. Our glowing experience in working with Keynote was summarized by one of our attendees at the conclusion, a global expert on dystonia genetics and seasoned conference attendee, when he said, "This was the best conference I have ever attended in my life – ever - ever!"

From the early planning stage, Dublin was selected as the location for this conference. Organizing an international conference in Ireland from the U.S.A. initially felt daunting, until we met with Keynote PCO. From the very beginning we knew we were in highly capable and professional hands. Rachel and her team demonstrated a keen attention to detail, responded promptly to our questions and requests for unique aspects of the conference, and anticipated our every need.

We were looking forward to a wonderfully successful symposium in June 2020. Then, like many other organizations, our plans for this international conference were interrupted by the global pandemic. Rachel and the team at Keynote never missed a beat. They provided the information we needed to calm concerns and explored options that supported our desire to continue to plan for an in-person conference. The guidance and assurance we received during the rescheduling process was invaluable.

Keynote's expertise was felt in the smooth operations of registration, the abstract submission process, plans for poster exhibits, satellite symposia, planning for an off-site faculty dinner, gifts for our speakers, and their prompt response to our last-minute requests for additional meeting rooms. Our attendees commented on how attentive and welcoming the Keynote team members were at the registration desk and how refreshing an experience that was for them. The meeting room management could not have gone better, creating the desired atmosphere for all the representatives from 32 nations who attended the symposium.

I strongly recommend working with Keynote PCO. Thank you.

Sincerely,


Janet L. Hieshetter
Executive Director