

# A-Z General Information

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	<p>Sustainability Trolleys Vehicle exhibits Water &amp; Waste including Water Features Working at Height</p>
<p>Accidents, Emergencies &amp; First Aid</p>	<p>If you are involved in, or witness an accident or near miss whilst on site, please report it to the Organisers Office, Floor Manager or member of Security immediately.</p> <p>PLEASE DO NOT CALL 999 DIRECTLY. ALL EMERGENCIES MUST GO THROUGH THE ORGANISERS OR THE CONTROL ROOM.</p> <p>This is to ensure that the emergency services can be directed quickly and efficiently on arrival.</p> <p>If you require first aid please contact a member of the organising or security team.</p>
<p>Accommodation</p>	<p>Please refer to the contacts page for details of the official contractor.</p>
<p>Accessibility</p>	<p>Exhibitors should be aware that they also have obligations under the Equalities Act 2010 (which has replaced most of the Disability Discrimination Act) because Exhibitors are considered service providers.</p> <p>Disabled persons should be provided with the same service, on the same terms and to the same standard, that is provided to others. It is unlawful to not make a reasonable adjustment for a disabled person.</p> <ul style="list-style-type: none"> <li>• Reasonable adjustments must be made to services and environments so that disabled people can access them</li> <li>• A reasonable alternative, or means of avoiding inaccessible features and services, must be provided.</li> </ul> <p>Your risk assessment should cover disabled visitors, and we recommend that your staff are aware of your disabled facilities on offer.</p> <p>Further details about the Equality Act, and how you can obtain copies of the act, can be found on the <a href="#">Government Legislation Website</a> and in the <a href="#">eGuide</a>.</p> <p>The venue offers full access to people with disabilities. If assistance is required on site, please contact the Organisers or one of the Show Stewards. Further information is also available on the venue website.</p>
<p>Aisle Management</p>	<p>All items must be positioned within YOUR stand space and nothing may protrude into the aisles.</p>
<p>Alcohol, food &amp; drink</p>	<p>Exhibitors who would like to provide stand hospitality such as alcohol, food or drinks to visitors must order this through the official catering partner as listed in the contacts section.</p> <p>If you intend to have alcohol on your stand please indicate this on your compulsory form, please note exhibitors are not allowed to sell alcohol for onsite consumption. Please note you will need a personal license holder who will be on your stand whilst alcohol is being served. The below must be adhere to:</p> <ul style="list-style-type: none"> <li>• We will be operating 'think 25' (if somebody appears to be under 25, ask them for their ID to prove they are over the age of 18) Alcohol may not be served to anyone under the age of 18.</li> <li>• The terms of the Licensing Act 2003 apply</li> <li>• Alcohol cannot be served before 10am</li> <li>• Service Staff must be over the age of 18</li> <li>• Products for retailing / sampling must be held in a secure area</li> </ul>



- Alcohol must not be served to anyone who appears to be under the influence of alcohol

Only food purchased on-site or through the official catering partner can be consumed within the complex. A range of catering outlets will be operational throughout the tenancy period.

#### Food Safety

Companies sampling food will be required to supply the following before permission to serve food will be granted:

- Food safety & hygiene certificate level 3 (at least 1 member of the company)
- Food safety & hygiene certificate level 2 (other members of the company including those serving onsite)
- Details of the local authority where you are registered as a food business
- Local Authority Food hygiene rating level 3 (minimum rating)
- Risk assessment (including fire risk assessment) & method statement to cover onsite activities
- HACCP plan (Hazard analysis and critical control points)
- Employers liability insurance certificate
- Public liability insurance certificate
- PAT certificates for equipment (if relevant)
- Allergens information (must also be clearly displayed on stand)

Confirmation that they will comply with all safety requirements relating to their specific food preparation and service.

Companies or individuals selling or sampling alcoholic drinks will be required to supply the following before permission to supply alcoholic drinks will be granted:

- Copy of personal license (the personal license holders whose license is submitted MUST be present for the duration of the show)

Confirmation that:

- *They will be operating challenge 25 and this will be clearly displayed on your stand*
- *Sampling will adhere to the maximum sampling sizes*
- *They will comply with the terms of the Licensing act 2003*
- *Products for sampling will be held in a secure area*
- *Alcohol may only be served during the venue licensed hours*
- *Service staff must be over 18 years of age*
- *Alcohol must not be served to anyone who appears to be under the influence of alcohol*

#### Drink Sample Sizes

Soft and hot drinks - 50ml

Beers/ciders or similar - 50ml

Wine/fortified wines/Champagne/alcopops and similar Spirits and similar - 25ml

Spirits and similar - 5ml

#### Cooking

Please read the below carefully if you wish to cook at the show

- Ensure you let us know by
- Electrical cooking appliances only are permitted (NO gas permitted)
  
- Risk assessment and method statement to be supplied for all cooking activities
- PAT test certificate required for each piece of electrical cooking equipment being used at the event
- The position of the cooking equipment must be considered and a stand plan supplied; cooking equipment should be placed at the back of the stand, out of reach of visitors.
- If the equipment gives off smoke, ventilation must be considered (and covered within the risk assessment).
- Please check the electrical requirements carefully and ensure enough power is ordered for each appliance (refer to the electrical guidelines)



Animals	<p>Assistance dogs are the only animals permitted entry to the show without written permission from the organisers.</p> <p>If you plan to have any animals on your stand you must apply for the relevant permissions via the organisers and supply a copy of your risk assessment and safety documentation.</p>
Audio Visual Equipment Hire	Please refer to the contacts page for details of the official contractor.
Badges & Passes	<p><u>Exhibitor badges</u> Exhibitor badges are valid during the build-up, open period and breakdown - please ensure that your team wears their badges when they are in the halls. <b>Please order these ASAP - <a href="#">Exhibitor Badges</a></b></p> <p><u>Contractor access</u> Contractors are required to complete the site induction to access the hall throughout the build-up and breakdown. This is to be completed by contractors or anyone who <b>only</b> requires access during these times. <b>Please complete this ASAP - <a href="#">Site Induction</a></b></p>
Balloons (helium filled)	<p>If you wish to use helium filled balloons on your stand you must highlight this on your Health &amp; Safety Declaration and submit a risk assessment for this activity to the organisers. Please note the following regulations in regards to helium filled balloons in the venue:</p> <ul style="list-style-type: none"> <li>• Helium balloons must be safely secured, as hefty charges for recovery will be incurred if any float to the roof (chargeable to the exhibitor)</li> <li>• Helium balloons are only permitted when fitted with slow release valves.</li> <li>• Helium balloons cannot be filled while the exhibition is open to the public.</li> <li>• Helium canisters must be stored off site during the show open period.</li> </ul>
Canvassing / Off stand promotions	All business must be conducted on your stand, please plan your space accordingly. Activities may not spill into gangways or any other part of the show.
Chemicals	If you intend to use any chemicals, you must notify the organisers by declaring your activities on your health & safety declaration form. You will be required to submit a risk assessment and COSHH assessment, in order to comply with the venue's regulations. COSHH regulations must be adhered to.
Children	<p>Children under the age of 16 are not permitted in the halls at any time during the show build up and breakdown. <b>Children are / are not permitted access to the show during open.</b></p> <p>With regard to the show open periods, please refer to <u>Section 18 of the Children and Young Person's Act 1933</u>, which outlines the laws regarding conditions for children working. If you intend for a person under 16 years of age to be working on your stand you must notify the organisers in advance of the show. You may be asked to show a copy of the Employment Permit issued by the education department of your local authority.</p>
Cleaning & Waste	<p>Stand cleaning is provided by the venue as part of the exhibitors' package. However, exhibitors are responsible for cleaning their own exhibits. Anything left in the gangways will be treated as waste and will be disposed of.</p> <p>Please note:</p> <ul style="list-style-type: none"> <li>• All waste is now chargeable, including cardboard, plastic, and mixed waste (pre-open / post event waste)</li> <li>• Orders must be placed at least 24 hours before the first day of tenancy to ensure processing.</li> </ul>



	<ul style="list-style-type: none"> <li>• While on-site support is available for last-minute needs, pre-ordering is strongly encouraged.</li> </ul> <p>Exhibitors requiring locked areas on stands to be cleaned must deposit a duplicate key stating stand number with the organisers prior to the exhibition opening. This key will be returned to the organisers on the last open day of the exhibition.</p> <p>If you have any specific cleaning, skip or hazardous waste requirements you can arrange these directly with the cleaning contractor as listed in the contacts section.</p> <p>Exhibitors and their contractors must remove all waste, including carpet, carpet tape, pallets, stand fitting materials and literature, otherwise charges will be incurred.</p>
Code of conduct	<p>The stand must be staffed, and all exhibits must remain displayed during the hours that the exhibition is open to visitors.</p> <p>You are reminded that you must not transfer, sublet or subdivide your stand, whether for financial consideration or otherwise, or enter into any agreement to do so. The Organisers reserve the right to ensure that any products not belonging to the contracted company are removed, and any contracted company found subletting may not be offered a stand in future years.</p>
Compressed Air & Gasses	<p>It is not possible to use Compressed Air or Gasses within the venue.</p>
Customs & Excise	<p>Customer clearance of goods take place at port of entry. Further information regarding importing goods into the UK can be found here - <a href="https://www.gov.uk/import-goods-into-uk">https://www.gov.uk/import-goods-into-uk</a></p> <p>Please also contact the lifting contractor who will be able to assist you - please refer to the contacts page.</p>
Demonstrations	<p>Demonstrations should be highlighted on your compulsory form and a risk assessment completed for your activities.</p> <p>Crowding of the aisles, walkways and entrances by visitors watching presentations are not permitted.</p>
Dilapidations & Damages	<p>You are not permitted to fix to any part of the fabric of the building and charges will apply to any associated damages. Charges will also apply for paint spillage, abandoned carpet tape, etc.</p> <ul style="list-style-type: none"> <li>• In terms of rubbish anything that will not fit into a black plastic bag will <u>not</u> be collected by the cleaners - it will be deemed as abandoned waste and will be charged for.</li> <li>• Shell scheme exhibitors are also reminded they are responsible for all shell scheme panels and will be charged for any damages through inappropriate fixings, painted panels etc.</li> <li>• Space only exhibitors are reminded that ALL stand fitting materials, exhibits and flooring must be removed from the halls during breakdown</li> <li>• The venue management will charge for any damage made to the walls, floors, paintwork, carpeting and other facilities. Therefore exhibitors must protect the walls, flooring and fabric of the hall from damage at all times, particularly when moving materials or equipment and if painting or using other fluids on site.</li> <li>• Notices must not be affixed to the fabric of the building without prior permission. Sticky fixers, Blue tack, Sellotape must not be used on painted surfaces. Under no circumstances must cables, wires etc be attached or affixed directly to the walls or ceilings in the main exhibition areas. All Exhibitors need to be self-sufficient with regards to use and provision of equipment and the rigging/de-rigging of display material.</li> </ul>
Draping, Decorations	<p>All decorations, draping and artificial flowers used for stand dressing must be flameproof and comply with all Fire &amp; Safety Regulations. Copies of all appropriate certificates should be available for inspection on site.</p>



Artificial  
flowers,  
Candles

Please note that the use of lit candles, projectors and gobos are not permitted without seeking prior approval from the organisers - please highlight any such items on your compulsory form and submit together with a risk assessment for your activities.

Electrical &  
lighting services  
& information

Please check your stand package for any electrical inclusions.  
Electrical and lighting requirements can be ordered via the electrical contractor - please refer to the contacts page.

#### Extension lead regulations

- Only one 4-way extension lead may be connected to each socket outlet and the maximum length of lead permitted is 2m.
- Extension leads must not be plugged into other extension leads (commonly known as 'daisy-chaining').
- Block adaptors and drum reel extension cables must not be used.

#### Electricity supply during build up and overnight

If a supply is needed at the start of build, then a temporary supply must be ordered for use during build-up and breakdown from the electrical contractor. Use of the venue's electrical sockets is not permitted and cables must not cross gangways.

Once power has been energised during build-up, it will be switched off each night, including the pre-open and each open day night (30 minutes after show close). If you need power overnight, you will need to order a 24 hour supply from the electrical contractor:

#### Electrical Mains Power Boxes

On every block there will be an electrical mains power box. This will be placed on the wall of the stand which is placed over the duct. The organisers will, where possible, try to fix this so that it does not infringe on the stand aesthetics or on a stand with bespoke walling. Please do not cover this power box if it is fixed to your stand walling, as access may be needed at any time.

#### Power consumption reference guide

Standard 3-pin English 13A socket-outlets are provided when sockets are ordered, but with different power ratings. The list below indicates the sort of equipment that can be used with each of the power ratings, please check your individual item and discuss your requirements with the electrical contractor:

- 2amp (500w) Socket - Laptops, Computers, TV's, DVD's, Fridges, Lighting up to 500w
- 5amp (1000w) Socket - Small Freezers, Microwaves, Lighting up to 1000w
- 10amp (2000w) Socket - Small Nespresso Machines, Larger Fridges / Freezers, Hair Dryers
- 13amp (3000w) Socket - Vacuum Cleaner, Coffee machines, Jug Kettles, Urns

Under the current regulations it is not permissible to use a socket to supply a consumer unit if you are carrying out the installation of your own electrical wiring and equipment. In these circumstances you will need to order an electrical mains supply.

#### Lighting, including Neon

- Light fittings must be secured using clips or heavy-duty electrical ties and earth bonded.
- Light fitting flex must not be draped across the ceiling grid (if applicable), or left hanging in coils or wrapped around any part of a metal structure. Cable ties must be used to secure flex to the structure.
- Spotlights/floodlights/halogen lamps, etc must be guarded and mechanically fixed.
- All lighting must be kept at least 300mm away from muslin/fabric ceilings and other combustibles.



- Lighting circuits must not exceed 1,000 watts. They must not be looped or connected to power circuits.
- Heavy fittings (over 1 kg) require a secondary means of support.
- Neon lighting should be encased above 2m high and will need a fireman switch which the electrical contractor can supply. To note this does not apply to LED lighting which appears to be like Neon.

**Electrical Testing**

All electrical contractors are required to test their electrical installation to a minimum standard demonstrated in the Current EIA Electrical regulations e-guide also Incorporating BS 7671 17th edition.

If you are ordering mains only, the following criteria must be met:

- Copies of the relevant qualifications of any personnel responsible for the completion of the installation must be provided.
- The person carrying out testing must be qualified to the required standard.
- All qualifications, insurance and general details must be provided to the electrical contractor

An administration fee plus the cost of the main will be charged.

Following the completion of the installation by the allocated contractor the following must also be adhered to before energisation of the supply may be facilitated;

- The installation must meet the standards required by the regulations, however should the installation not meet these requirements, the electrical contractor are authorised to postpone energisation until they are met satisfactorily.
- If for any reason the electricians responsible for the installation cannot carry out the required test & inspection, the electrical contractor may carry out this service on their behalf and charge an additional fee. Please be aware that any personnel involved will still remain responsible for their own installation

For full electrical installation and testing information please refer to the [eGuide](#)

**Fire precautions**

The Fire Officer will provide fire extinguishers in designated areas to meet the Local Authority requirements. These extinguishers are not to be moved or covered. It is important that all exhibitors ensure that their staff and contractors are familiar with their operation and acquaint themselves with the location of the fire exits and alarm points in the venue.

Fire extinguishers are also available for individual stands. If you require a specific type of fire extinguisher for a particular type of work, please contact the Fire Officer via the Organisers.

Fire exits must be kept clear at all times and no exhibits or packaging materials may be stored behind stands.

No naked flames or LPG will be permitted without prior written approval.

For further information please refer to the [eGuide](#)

**Floor loadings**

The floor loadings vary throughout the venue and therefore any unusual loads must be discussed with the organisers prior to the build up. Failure to do this may result in items being unable to be brought into the hall.

**Fork lifts, lifting, freight forwarding, storage Furniture**

Please refer to the contacts page for details of the official contractor.

Please refer to the contacts page for details of the official contractor.



Gangways	<ul style="list-style-type: none"> <li>• The gangways within the event are the minimum permissible by law and have been subject to approval by the Local Authority.</li> <li>• Under no circumstances can any part of your stand, furniture or exhibits project beyond the boundary of your stand.</li> <li>• All gangways must remain unobstructed and accessible at all times.</li> <li>• Any exhibitor who has too much stock to fit onto their stand should make adequate arrangements to hold the excess stock elsewhere.</li> </ul>
Insurance	<p>Exhibitors are reminded that in accordance with the Rules &amp; Regulations they <b>MUST</b> take out adequate exhibition insurance cover.</p> <p>Whilst we take every precaution, we are not responsible for damage or loss to stand fittings and exhibits and cannot accept any responsibility for damage or loss of any properties introduced by the exhibitors and / or their agents / contractors. We advise you to take out adequate insurance to cover your property.</p> <p>Cancellation and Abandonment insurance to cover your costs and expenses is also highly advisable should you not be able to attend due to adverse weather for example or if the show was to be cancelled or abandoned for any reason. This is a specialist form of insurance normally only found on a separate Exhibition Policy.</p> <p><b>Public liability insurance can be arranged by the organisers on your behalf if required - please speak to your Sales representative to arrange.</b></p>
Intellectual Property Rights	<p>Exhibitor affirms that, to the best of its knowledge, it has the legal authority for its use of any intellectual property associated with any product or promotional material that it will display, offer, or otherwise use in its exhibit at the trade show/event and it will not knowingly infringe the intellectual property rights of another party.</p>
Internet & wifi	<p>Complimentary wifi is available at the venue. This is sufficient for checking emails etc but should not be relied upon to show presentations or streaming etc.</p> <p>If you need a more reliable, secure or maintained service, please book this via the official contractor - please refer to the contacts page.</p>
Lead retrieval & data collection (scanners)	<p>Please refer to the contacts page for details of the official contractor.</p>
Loudspeaker Announcements	<p>It is not possible to make announcements using the tannoy system.</p>
Machinery on stands	<p>If you are planning to have machinery demonstrations on your stand, please remember it is your responsibility to ensure these operate safely. The factors below are in line with the venue and show guidance and should be adhered to at a minimum:</p> <ul style="list-style-type: none"> <li>- A stand layout will be required to assess the impact on surrounding gangways</li> <li>- Machinery can be on the stand edge if it is made safe (and is not accessed during operation) whether that be through guarding, stand design or the machines integral design; if it cannot be made safe it must be set back</li> <li>- Any sides of machinery set on the stand edge must have no moving parts and be safe i.e. no heat, no open parts</li> <li>- Any side of running machinery which is not able to fulfil the above requirement must be set back from the stand edge by a minimum of 0.5m (more if your risk assessment suggests more is required)</li> <li>- Operating the machinery must be from within the stand space; the stand layout must show where each machine will be operated from</li> </ul>



- Showing & viewing a machine that is set on the stand edge can be done from the show aisle provided that the machine fills the criteria above and is deemed safe
- The collection/replacement of media and outputs must be done safely, and the output moved immediately on to the stand
- Moving parts of machinery and other working equipment must be suitably guarded to protect the public and the operator
- Where you remove guards for display purposes then:
  - A strong and suitable see-through guard must be in place
  - Additional barriers or screens may be required to protect visitors

A risk assessment will be required to include the use of the machinery and how you have protected visitors, exhibiting personnel or any other participant from harm. This should include the above as well as the below:

- Protection from any emissions, dust
- Removal of any excess waste materials
- Who is undertaking the demonstrations, and have they had sufficient instruction and training to ensure they are competent to undertake demonstrations
- Any PPE requirements
- Any additional fire prevention / fighting requirements
- Any other risk arising from using the machinery in the context of an exhibition

Music, noise levels & performing rights

The use of public address systems, microphones or sound amplification of any kind is not permitted without the express permission of the organisers.

Noise levels on stands must be kept so as not to cause annoyance to neighbouring exhibitors.

Where permission for music to be played is given, it is the exhibitor's responsibility to obtain the correct music licenses eg PRS, PPL, VPL. Costs for this must be covered by the exhibitor.

- The Music License (PPL & PRS): required by any exhibitor playing or performing music on their stand. If you are unsure which licence you may need please contact PPL PRS on 0800 068 4828 or at <https://pplprs.co.uk/contact-us/>
- VPL: required by any exhibitor playing music on their stand by means of video or DVD. It covers royalties for the artist and the video company. To obtain your license, call VPL direct on 020 7534 1400.
- Film Bank Distribution Ltd: any exhibitor playing a feature film or clip requires a license from this body. Please call the Film Bank Distribution Ltd direct on 020 7984 5958.

Naked flames, hot surfaces

Naked flames, flammable liquids or anything else which causes a heat or fire risk will only be permitted if they are an integral part of a product for sale and there are no alternative fuel sources available. You must get prior consent from the Organisers by submitting your risk assessment to include the following:

- No lit flames / hot surfaces at the front of a stand - they must be set back by at least 1m
- They should not be in reach of the public
- Some form of bulb/guard should be fitted around the flame / hot surface
- Prominent signage advising the use of naked flames / hot surface must be provide
- Only a minimal amount may be lit at any one time
- You must not refill / refuel when the show is open to the public
- Fuel must not be stored on your stand; the Fire Officer will be able to advise appropriate storage

Onsite Organisers Office

The organisers' office will be open throughout the tenancy period from 8.00am each day.

The organisers' office is located in the foyer .



<b>Photography</b>	<p>As stand holders you reserve the right to permit visitors taking pictures within your stand area or of your exhibits and products.</p> <p>You, the Exhibitors, may use your own photographers to photograph ONLY your stand. Please inform the marketing team if you wish to do this. However, photographers are not to solicit business from other stand holders, take photographs of show features, general areas of other stands, and not sell their work within the exhibition. The organisers reserve the right to refuse entry or remove from the exhibition anyone contravening this rule.</p>
<b>Risks on stands</b>	<p>If you would like to have any of the below activities taking place on your stand during the show, please forward a risk assessment and stand layout, showing where the activity will be taking place, to the Operations Team. Please note that most of the activities below will require specific licenses or authorisation from the venue or Local Authority.</p> <ul style="list-style-type: none"><li>• Airships / blimps</li><li>• Dangerous, noxious or hazardous substances or processes (including radioactive substances, flammable oils, liquids and gases, compressed gases, acetylene, LPG, hot surfaces and naked flames)</li><li>• Demonstrations</li><li>• Gambling (including raffles)</li><li>• Hazardous noise</li><li>• Seating (closely seated audiences) and seminars</li><li>• Simulators and rides</li><li>• Stepped access or staircases</li><li>• Temporary structures</li><li>• Visitor participation that may expose them to risks that would not normally be associated with visiting an exhibition hall</li><li>• Water equipment and features</li><li>• Weapons or dangerous exhibits (eg knives / tools even if they are replica)</li></ul>
<b>Sampling &amp; tasting rules</b>	<p>If you wish to carry our sampling or tasting from your stand please ensure you record this on your compulsory form - the organisers will then be in touch to obtain copies of your safety documentation in relation to this..</p> <p>Please note that all sampling must take place within your stand and not adjacent to the stand or within the show aisles.</p> <p>Sampling sizes are allowed as follows: -</p> <ul style="list-style-type: none"><li>• Food; Bite Size</li><li>• Soft &amp; Hot Drinks; 50ml</li><li>• Beers, ciders or similar; 50ml</li><li>• Wine / Fortified wine / Champagne / Alcopops or similar; 25ml</li><li>• Spirits or similar; 5ml</li><li>•</li></ul> <p>Food sampling must be carried out in such a way that customers do not touch food that other people will eat, in order to minimise the risk of cross-contamination. The guidance below should be followed:</p> <ul style="list-style-type: none"><li>• Food should be placed to be sampled where the exhibitor can see it and therefore supervise customers</li><li>• Customers should not be allowed to sample from food held as stock</li><li>• If possible, samples should be offered to customers from plates or small bowls if not individually wrapped.</li><li>• If food items such as biscuits are being used to take sample food from dishes/bowls, only items that will not break off into the sample must be used (to prevent customers putting fingers into the food to retrieve the biscuit)</li><li>• Large bowls or piles of food for sampling should be avoided, as this increases the risk of people putting fingers into the food</li><li>• Customers should not be allowed to ‘double dip’ biscuits/sampling sticks/spoons, etc.</li></ul>

	<ul style="list-style-type: none"> <li>• Bowls, dishes or plates should not be topped up unless they have been properly cleaned after use</li> <li>• Customers should be directed as to where to place any discarded items, such as stones from food or sampling sticks</li> <li>• Different containers for food and waste should be used to help avoid confusion by customers</li> <li>• Personal Licenses, risk assessment, public liability insurance, H&amp;S Policy and Health &amp; Hygiene certification is required.</li> </ul> <p>For more information, please visit the <a href="#">eGuide</a>.</p>
Security	<p>Although every reasonable precaution is taken and the hall is patrolled day and night, exhibition halls are vulnerable places and the Organisers can accept no responsibility for any loss or damage which may occur to your staff or property from any cause. Please consider these security tips when planning your stand:</p> <ul style="list-style-type: none"> <li>• Plan your arrival &amp; departure from the venue during Build-Up &amp; Breakdown. Ensure there are at least two representatives setting up and dismantling your stand, so that the stand is never left unattended during these vulnerable periods.</li> <li>• Book sufficient staff for your stand during the show. This ensures it is always staffed. Do not ask a neighbouring exhibitor to watch over your stand while you go for a break - they may become busy and not be able to keep an eye on your stand.</li> <li>• Place a lockable cabinet on your stand. Lock away brief cases, mobile phones, handbags, laptops, etc during the day even when you are on your stand</li> <li>• Do not position desirable items at the front of your stand. They can be easily removed.</li> <li>• Book a night security guard or hire an alarm or a night sheet. Remove high value items from your stand each evening.</li> <li>• Avoid leaving your stand each evening before the show is clear of visitors. Likewise, ensure your stand is fully manned by the show opening - remember, however, the halls are open each morning, 2 hours prior to opening for maintenance.</li> <li>• Report anything of a suspicious nature to the organisers or security. Leads can be followed up to avoid incidents of theft. Ensure you are adequately insured.</li> <li>• Ensure you are adequately insured - this is the responsibility of the exhibitor</li> </ul> <p>If you are a victim of theft please report the matter immediately to Security and the Organisers Office.</p>
Show staff	<p>Please refer to the contacts page for details of the official contractor.</p>
Site survey	<p>It is each exhibitors responsibility to examine their allocated site in order to avoid adjustments to stand structures or displays, as variations in the floor level or obstructions cannot always be indicated on the floor plan, In your own interest you should also satisfy yourself as to the condition of the site before both erection and after clearance.</p>
Special effects	<p>If you are planning to use any special effects on your stand, you must inform the organisers as soon as possible to seek approval.</p> <p>Special effects include (but are not limited to)</p> <ul style="list-style-type: none"> <li>• Lasers</li> <li>• Strobe lights</li> <li>• Pyrotechnics</li> <li>• Smoke machines</li> </ul> <p>The information you will be required to submit includes:</p> <ul style="list-style-type: none"> <li>• Risk assessment</li> <li>• Full details of the operator and manufacturer</li> <li>• Certification from an independent specialist may also be required</li> </ul>



	<p>Any costs associated with this will need to be covered by the exhibitor.</p>
<p>Special treatments</p>	<p>If you are planning to perform any special treatments on your stand, you must inform the organisers as soon as possible to seek approval.</p> <p>Special treatments include (but are not limited to): teeth Whitening / Skin Piercing / Make up / Micro-channelling, Micro-pigmentation, Micro-blading / Botox, Dermal fillers or other injectables / Fish Pedicures / Lasers / Massage / Nail Treatments / Tanning</p> <p>Full supporting safety documentation will be required for any application to carry out special treatments on your stand; please contact the organisers for more details.</p>
<p>Sustainability</p>	<p>Under the Environmental Protection Act, we are duty bound to dispose of waste correctly and safely by suitable and approved agents. It is all of our responsibility to ensure that waste is managed properly, and plans should be put in place to re-use and recycle stand fitting materials.</p> <p>It is in the best interests of everyone to progress towards a greener approach to exhibitions. When planning your stand look at elements that can be used at more than one event. If you are unable to take away your stand materials at the end of the show please contact the official cleaning contractor as listed on the contacts page.</p>
<p>Trolleys</p>	<p>Please bring your own trolleys as these are not available to hire from the venue.</p> <p>Trolleys are only permitted on the exhibition floor outside show open hours for the safety of visitors.</p>
<p>Vehicle exhibits</p>	<p>If you intend to display a vehicle exhibit on your stand, you must inform the organisers as soon as possible to seek approval.</p> <p><i>Due to the nature of the exhibition build, sometimes it is necessary to bring vehicles in before stands are built, depending of the stand location. This is to ensure the vehicle can access safely and without damage. Sometimes it is physically impossible to bring a vehicle onto a stand once the stands are build, especially for larger vehicles.</i></p> <p>Vehicle exhibits may not be exhibited without the prior written consent of the Organisers, and must comply with the regulations below. You are required to declare any vehicle exhibits on your compulsory form and submit a risk assessment covering your activities the organisers (please refer to the regulations below on your risk assessment)</p> <ul style="list-style-type: none"> <li>● The fuel tanks of motor vehicles manufactured prior to 1984 must contain only sufficient fuel to move the vehicle in and out of the hall, due to the absence of safety features which prevent leakage</li> <li>● Fuel tanks of motor vehicles manufactured from 1984 onwards may contain fuel</li> <li>● Fuel tanks on all other petrol engine equipment must be empty</li> <li>● The fuel tank must be sealed, wherever possible with a lockable cap</li> <li>● Vehicles may require a drip tray and must be positioned within the boundaries of the stand so that any protrusions, doors, tail lifts etc, do not infringe the stand perimeter</li> <li>● The running of engines during the open period of an exhibition is strictly prohibited</li> <li>● Vehicles must remain in situ for the duration of the open period</li> <li>● Filling or emptying of fuel tanks inside the hall is strictly prohibited at all times</li> </ul>
<p>Water &amp; Waste including Water Features</p>	<p>Water and Waste facilities can be ordered by contacting the official supplier - please refer to the contacts page.</p> <p>Exhibitors using water installations upon their stand are required to inform the operations team by declaring it on their compulsory form, and are subject to regulations. You must also submit a risk assessment covering your activities to the organisers.</p>

Working at  
Height

Please also note under no circumstances may water be discharged onto the floors or into ducts and fire hoses may not be used for filling.

A person is working “at height” if there is a possibility of their being injured from falling.

Where work at height is necessary, a risk assessment must be carried out to identify the appropriate means of access and all work at height must be properly planned, organized, supervised and carried out in as safe a way as is reasonably practicable

- Equipment used for working at height must be suitable for the task:
- Domestic steps and ladders are NOT permitted; only industrial steps and ladders are permitted
- Mobile tower scaffold shall be constructed and used as identified by the manufacturer
- All working platforms shall be protected by guardrails when at a height assessed to present a hazard
- Guard rails, toe boards, barriers, etc, must be of sufficient size and strength and placed and secured correctly
- Working platforms and the supporting structure must be stable and capable of supporting the loads
- Wheeled structures must have wheel locks or other measures to prevent slippage; they must be safely erected, used and dismantled
- Nets, air bags and other collective safeguards must be risk assessed to demonstrate that no other, safer work equipment is available and that appropriate training has been provided
- All equipment must be appropriately inspected.
- No work is done at height if it is safe and reasonably practicable to do it other than at height
- Those involved in work at height are trained and competent
- The place where work at height is done is safe
- The risks from fragile surfaces are properly controlled
- The risks from falling objects are properly controlled
- Equipment used for work at height must be suitable for the task.