
GENERAL INFORMATION

2.1 VENUE

See the Directory for full address details and the Venue Plans for access and other useful information

2.2 OPENING HOURS

See the Event Timetable.

2.3 STATUTORY REGULATIONS

Exhibitors and contractors must comply at all times with the rules and regulations of the Venue and the Local Authority and also with the following statutory requirements:

- Building Regulations 2000
- Construction (Design & Management) Regulations 2007
- Control of Substances Hazardous to Health Regulations (COSHH) 2002
- Copyright Design & Patents Act 1988
- Dangerous Substances and Explosive Atmospheres Regulations 2002
- Electricity at Work Regulations 1989
- Environment Act 1995, Part V waste materials
- Environmental Protection Act 1990 and Environmental Duty of Care 1991
- Fire Precautions (Work Place) Regulations 1997
- Food Safety Act 1990
- Gas Safety (Installation and Use) Regulations 1998
- Health and Safety at Work Act 1974
- Noise at Work Regulations 2005
- Personal Protective Equipment Regulations 1992
- Petroleum Regulations Acts 1928 and 1936
- Provision and Use of Work Equipment Regulations 1998
- Radioactive Substances Act 1960 or conditional exemption under the Radioactive (Exhibitions) Exemption Order 1961
- Regulatory Reform (Fire Safety) Order 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995

and all subsequent enactments and subordinate regulations and any other relevant regulations, standards or codes of practice

In addition exhibitors and contractors may follow guidance given in the following where this does not conflict with the requirements set out in this Manual:

- ESSA Accessible Exhibition Stand Handbook
- Institute of Structural Engineers Guidance on Temporary Demountable Structures 1999
- Requirements for Electrical Installations (IEE Wiring 17th Edition)

2.4 DISABILITY DISCRIMINATION ACT (DDA)

Exhibitors are responsible for ensuring that the design and construction of their stands provides for increased access for disabled people. This is not only about physical access to the stands for wheelchair users but also includes access to products and written information for people with visual impairments and access to the same standard of service for all other disabilities. However it is important to take account of health and safety legislation which has primacy over the disability regulations.

2.4.1 The Law

DDA aims to ensure that disabled people are not treated less favourable by requiring that reasonable adjustments be made to enable disabled people to access the services on offer or that reasonable alternative means are provided; in the case of wheelchair access to a stand this could be achieved by the provision of a ramp but could equally be achieved by ensuring that assistance by suitably trained staff is available at all times.

2.4.2 Getting onto the stand

Exhibitors choosing to incorporate a ramp for wheelchair access must ensure that this complies fully with the requirements set out in this Manual (see Exhibition Build Up, Open Days and Breakdown - Ramps); portable ramps are discouraged at this exhibition.

2.4.3 Moving around the stand & accessing information

Information and products must be displayed in a position and at a height that can be reached by everyone and to ensure that people can move about the stand with ease; circulation areas between stand displays should be at least 1m wide; goods and products should be placed at a height between 650mm and 1060mm and information displayed at a height between 900mm and 1200mm; where any of these provisions are not possible staff on the stand must be proactive in assisting people to reach the information that they require.

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2.4.4 Writing surfaces

The typical height of a counter top is between 1000 and 1200mm which provides very poor access to the writing surface for a range of disabled people; where possible provide a low level counter section at a height of 760mm with a clear 400mm horizontal depth below and a gently raised edge or provide a lightweight clipboard or lap tray for visitors to write on; sufficient lighting should be provided at the counter and this should not be positioned behind stand staff to avoid silhouetting their faces.

2.4.5 Seating

Different sizes, shapes and types of seating should be available since a seat that is too low or too high or has inappropriate armrests or side supports can have an impact on customer comfort; a variety of seating will accommodate those with differing mobility requirements. Seating arrangements must not obstruct access for wheelchair users or create trip hazards for people with visual impairments.

2.4.6 Flooring surfaces

No single floor finish is universally suitable for all disabled people but care should be taken in the choice of materials; flooring should be slip resistant even when wet, should not be highly glazed and should not create trip hazards at junctions of different materials; carpets should provide a firm surface to facilitate wheelchair passage and excessive use of underlay should be avoided.

2.4.7 Information and signage

The way that information is presented can impact significantly on the ease with which this can be accessed; signs must not create obstructions and glare from lighting should be avoided; avoid the use of high gloss finishes and internally illuminated signs; provide clear colour contrast between text and background and use upper and lower case text in preference to large blocks of upper case.

2.5 EMPLOYMENT OF LABOUR

Exhibitors may employ the stand contractor (but not electricians) of their choice to carry out construction work on space only sites or within shell scheme stands. The Organiser recommends using a contractor who is a member of the British Exhibition Contractors Association.

2.6 SECURITY

24/7 security will be provided through a system of static posts, patrols and CCTV coverage. However the Organiser will not be responsible for any loss or damage to the property of exhibitors and their staff. Exhibitors requiring full security should make arrangements with the security provider (see the Directory for contact details)

2.7 ORGANISER'S OFFICE

The Organiser's Office will be located adjacent to the hall entrance.

2.8 STAND ALLOCATION

Actual stand allocations will be notified separately. The Organiser will, as far as possible, take into account exhibitors' requests concerning position within the hall (e.g. corner site, relationship to other exhibitors, etc.) and these should be indicated at "Special Requirements" on the Exhibition Booking Form. If the stand allocated is not available due to any reason beyond the control of the Organiser the exhibitor shall only be entitled to the repayment of the rent, but not to damages. The Organiser shall have the right to re-locate in a different area or to slightly modify the size of the stand if necessary. In such cases the Organiser shall state the reasons for such modification if so requested. In the event that a stand is reduced in size the Organiser shall refund the appropriate rent but shall not be responsible or liable for any other charges. The Organiser reserves the right to alter or change the general layout, the entrances and the exits of the exhibition.

2.9 SMOKING

In accordance with the Health Act 2006 the Venue has a strict no smoking policy. Designated smoking areas are available externally.

2.10 BROADCASTING OF MUSIC (MUSIC and VIDEO LICENSES)

In accordance with the copyright Designs and Patents Acts 1988 licences are required from the Performing Right Society, Phonographic Performance Ltd and Video Performance Ltd where music (whether by means of television, DVD, video, slide tape presentation, record player etc.) or original video soundtracks are played. Any exhibitor intending to carry out such activities must complete and return the application forms by the due dates (see relevant Appendices). Live music is NOT permitted on exhibitors' stands.

2.11 MESSAGES/PUBLIC ADDRESS

The Organiser will endeavour to pass urgent messages to exhibitors, however it must be clearly understood that no guarantee can be given. The public address system will not be used for personal messages during exhibition open days other than those of the most urgent nature. The decision of the Organiser is final. A message board will be provided at the designated Meeting Point

2.12 CAR PARKING (INCLUDING DISABLED PARKING)

For full details of parking arrangements at the Venue see the relevant Appendix.

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2.13 LORRY PARKING

Limited lorry parking is available in the immediate vicinity of the hall. For full details including costs where applicable see the relevant Appendix.

2.14 TRAFFIC CONTROL & DELIVERIES

For information regarding access to the Venue for exhibitors' vehicles and the delivery address for couriers see the relevant Appendix. All traffic accidents or incidents must be reported immediately to the Venue Traffic Control.

2.15 EXHIBITOR & CONTRACTOR BADGES

Security staff are instructed to refuse access to the halls to those without an official exhibition badge and for their own convenience both Exhibitors and Contractors should ensure that these badges are worn at all times during build up, breakdown and on show opening days. The application forms for both Contractor and Exhibitor Badges must be returned by the due date (see the relevant Appendices). Exhibitors should not apply for Contractor Badges; contractors must obtain these directly from the Organiser.

2.16 BALLOONS

All types of balloons are prohibited within the exhibition halls as some can cause damage to the air-handling system; exhibitors will be charged for all costs arising from contravention of this regulation.

2.17 WASTE DISPOSAL

In order to comply with the regulations (see 2.3) waste materials, however innocuous, must not be abandoned on site or deposited in Venue skips. It is the responsibility of the exhibitor and their appointed contractor to keep designated emergency aisles clear and make sure all debris arising from building or dismantling stands is not blocking access for the cleaning tractors. Please note that the cleaning contractor will commence the pre-opening clean of the halls at 1900hr on the last day of the build.

Plastic sacks can be obtained from the venue for the disposal of small quantities of innocuous waste materials. These should be left for collection in the aisle adjacent to the stand once the Hall has been closed to the public. The Cleaning Contractor can provide skips on hire (for contact details see the Directory) and can also provide quotations for:

- a) The collection and removal of waste material produced by working demonstrations of exhibits.
- b) The removal and disposal of crates and stand fitting materials and other items from within the Halls or the adjoining Exhibition Site on behalf of exhibitors and contractors, both during or after the exhibition.
- c) The removal of chemicals, flammable liquids, needles and other medical waste, which must be specifically notified to the Venue for safe and proper disposal. **Such products must not be placed in plastic sacks, rubbish bins or skips** in accordance with Section 34 of the Environmental Protection Act.

Payment for this service will be required in advance. Exhibitors will be held responsible for the cost of removing any of their materials abandoned on or adjacent to their stand location or elsewhere within the Halls or the adjoining Exhibition Site.

2.18 EMERGENCY REMOVAL OF DISPLAY MATERIAL, EQUIPMENT etc

It is sometimes necessary to remove items from the exhibition (for example a faulty computer or an item for safekeeping overnight). Security staff have been instructed only to permit this between the completion of build-up and the closure of the exhibition on Saturday when the goods are accompanied by an Official Pass Out available from the Organiser's Office. This will only be issued by the Organiser upon submission of bona fide authorisation from the exhibitor. The Organiser will not be held responsible for loss under any circumstances.

2.19 FILMING, TELEVISION AND RECORDING

Full details of any filming or recording for television, radio, etc., must be submitted to Plancourt Limited by the due date (see Exhibitor Checklist Timetable). Only hand held, battery operated equipment is allowed in the hall during the open hours of the exhibition. The siting of cameras, cable runs or other equipment in the aisles is not permitted. Equipment must not be left unattended.

2.20 TELEVISION LICENCES

The television licences held by the Venue do not cover temporary use of television sets in the exhibition area or in the hospitality suites. If televisions are used in any of these areas an appropriate licence must be obtained by the exhibitor prior to the start of the exhibition and a copy sent to Plancourt Limited. Aerials must be ordered from the Venue by the due date (see Exhibitor Checklist Timetable).

2.21 SPECIAL EFFECTS

Strobe lighting, Smoke Machines, Pyrotechnics, Lasers, Ultraviolet Lights, High Power (services) Projectors, Real Flame Effects and Firearms are not permitted.

2.22 THEATRE-STYLE SEATING

Exhibitors intending to incorporate a closely seated audience of more than 15 people or an enclosed Seminar Theatre of any size on their stand will require specific approval. Details must be submitted to Plancourt Limited by the due date (see Exhibitor Checklist Timetable). Contact Plancourt well in advance of this date for guidance. Tiered seating on stands is not permitted at this exhibition.

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2.23 FLOOR LOADINGS AND BASE PLATES

Stand structures, equipment and vehicles must not exceed the Venue loading limits and where appropriate base plates must be provided. Contact Plancourt Limited for guidance.

2.24 HALL LIGHTING

Normal house lighting is provided within the hall and exhibitors should take this into account when planning their stands, in particular when considering lighting of the stand space.

2.25 CUSTOMS CLEARANCE

- a) Leaflets giving guidance on the regulations (Notice 6, Merchandise in Baggage & Notice 200, Temporary Importation) are available from HM Revenue & Customs and can be downloaded from www.hmrc.gov.uk
- b) Exhibitors who bring or send equipment from outside the European Union will be able to claim total relief from Customs charges by applying for a simplified Temporary Importation Authorisation (see Notice 200, Section 3) and following the import procedures set out in Section 11 of that Notice. A security to cover the potential duty and VAT will be required (Section 15) and exhibitors must follow the re-export procedures set out in Sections 13 and 27. Failure to comply with the latter will result in the security being taken to account rather than being returned and compensatory interest may be charged (Section 14).
- c) The Official Logistics Contractor can make all the necessary arrangements on behalf of exhibitors bringing equipment to the exhibition (refer to Directory for details).
- d) Non European Union exhibitors bringing equipment to the exhibition in their hand luggage, rather than sending it through a courier or as freight, should go into the Red Channel when they arrive in the UK and declare the goods as a temporary importation; customs officers will give guidance on the procedures to be followed.
- e) Further information can be obtained from:

H M Customs & Excise
Thomas Paine House
Torrens Street
Angel Square
London
EC1V 1TA

Tel: 0845 010 9000

2.26 LOST PROPERTY

Lost property will be retained by the venue for a limited period; if at the end of that period the property has not been claimed the venue will consider that it has been abandoned and shall become entitled to sell that property for its own account. Please refer to Directory for lost property queries.