

UCAS higher education exhibitions

# **Exhibitor manual**

# Venue address

Royal Highland Centre Lowland Hall Ingliston Edinburgh EH28 8NB

Event date

Tuesday 17 September 2019

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#### Accidents and near misses

In the event of an accident or near miss, please report it to the organiser's office immediately.

#### Accommodation

Please find below details of hotels near the Royal Highland Centre.

- Holiday Inn Express, Edinburgh Airport
- Hilton Hotel, Edinburgh Airport
- Edinburgh Marriott Hotel
- Norton House Hotel & Spa

Please note, these hotels are recommendations only and are not endorsed by UCAS.

#### Alcohol and drugs policy

The consumption of alcohol is not permitted during build-up, event opening hours, or breakdown. The venue has a strict drugs and alcohol policy, and they will test or eject from the site any contractor suspected of being under the influence of drugs or alcohol.

Due to the nature of the event, the sale of alcohol is not permitted.

#### Animals

Assistance dogs are permitted entry to the show. However, if you plan to have any other animal(s) on your stand, you must apply for permission from the organisers. There are licencing implications and approval will be required from the city vet.

# Arrival

Please register your event staff through your ENet account before the event – <u>view</u> <u>instructions on how to do this</u>. On arrival, you must sign in, and you will be issued with an exhibitor lanyard. **This must be worn at all times**.



## Balloons

Helium-filled balloons are not permitted at this event.

#### Build-up and breakdown

#### **Build-up**

•	Monday 16 September	16:00 - 18:00
•	Tuesday 17 September	08:00 - 09:15
Break •	<b>down</b> Tuesday 17 September	15:00 - 16:15

#### **On arrival**

Please arrive through gate 5a (see the venue map). From here, you will be directed to the north loading bay of Lowland Hall.

Once you have unloaded, please remove your vehicle and park in the Lowland Hall hard standing car park. You will be able to access the hall from the west entrance after 09:00 on 17 September.

Parking is free of charge. You must display a parking permit – this can be found at the back of this manual.

On Tuesday, cars should be parked in the exhibitor parking area, which is in the Lowland Hall hard standing car park. Please see the map at the back of this manual for details. When all visitors have left, you will be able to bring your car around to the north loading bay.

Exhibitors should remain on their stands and refrain from dismantling until the exhibition closes at 15:00 on 17 September. The loading bay doors will not open, and vehicles will not be permitted in the hall, until the venue is clear of visitors – which we expect to be by 15:10. If exhibitors start to dismantle stands while the event is still open, there will be no alternative but to close the exhibition, no matter how many students remain in the hall.

Schedule:Monday 16 September08:00 - 16:00Contractor access (PPE area - no exhibitor access)16:00 - 18:00Exhibitor access

Tuesday 17 September08:00 - 09:15Exhibitor access



09:30 - 15:00	<b>Exhibition open</b> – trolleys will not be allowed on the exhibition floor once it has opened to the public.
15:00	Exhibition close.
15:00 - 16:15	Exhibitor breakdown – please ensure all materials are removed from the
	exhibition and loading bay areas by closing time. It is the responsibility of
	the exhibitor to liaise directly with the venue, and pay any fines. UCAS is
	not responsible for any items left in the exhibition hall.
16:00	Contractor breakdown (PPE area – no exhibitor access).

# Business centre

There is no business centre on-site.

# Car parking

Exhibitor parking is in the Lowland Hall hard standing car park, within walking distance of the hall. Parking is free of charge. Please see the map at the back of this manual for details.

# Carpet

The hall floor will be covered with a charcoal carpet to the aisles, and light grey carpet to the stands. If you have specific flooring requirements, please contact Formula Exhibitions on 01904 608 855.

# Catering

There will be a catering outlet in the Strathmore Restaurant in the exhibition hall.

We will provide each stand with four tea and coffee vouchers. These can be redeemed in the exhibitor lounge for a complimentary tea or coffee. If you have a double stand or larger, we will provide eight vouchers. Each stand will also receive a bottle of water.

# Children

Children under the age of 16 are not allowed in the venue during build-up or breakdown, to comply with health and safety legislation.



#### Cleaning

Common areas and aisles will be vacuumed each day, and rubbish will be removed, but exhibits will not be cleaned. Please leave bags of rubbish in the gangway after the show closes.

#### Contractors

If you're employing a contractor to build or design the interior of your stand, please ensure they receive a copy of this manual. Please also let us know your contractor's company name so our security team is aware. For security reasons, all contractors must wear a wristband to gain entry to the venue. This will be provided on arrival, as long as we know they'll be on-site.

D

#### Deliveries

#### Please refer to the 'Build-up and breakdown' section of this manual.

Any deliveries to your stand must be completed, and your vehicle removed from the loading areas, no later than an hour before the show opening time. The venue will not allow the show to open if vehicles are blocking fire exit routes. Trolleys are not permitted on the exhibition floor during open hours.

#### Royal Highland Centre staff and UCAS staff will not be responsible for signing for deliveries.

If you are expecting goods to be delivered by courier, please ensure they are aware of the dates of the show and hall opening times. Deliveries made before 08:00 on Monday 16 September will not be accepted by the venue.

The venue address for couriers is:

UCAS Edinburgh higher education exhibition Exhibitor Exhibitor contact name Stand number Lowland Hall Royal Highland Centre Ingliston Edinburgh EH28 8NB



Please make sure the staff on your stand know:

- who your courier is
- contact details for your courier
- what the delivery consists of

#### Ε

#### Electrical services and stand power

Our stand contractor, Formula Exhibitions, has a comprehensive range of electrical services for hire and installation, and offers an extensive range of light fittings and flexible power supplies, including three-phase. An electrical order form is available on the <u>UCAS Media exhibitions web</u> <u>page</u>. Please complete and return the form to Formula Exhibitions, whose contact details are on the booking form.

Orders for additional electrical services must be completed at least 16 working days before Monday 16 September, to ensure the mains can be laid before stand building begins. Exhibitors bringing portable appliances should ensure the items have been recently portable appliance tested (PAT) tested and bear the PAT test pass certificate.

The stand mains supply will be switched on half an hour before the event, and turned off half an hour after the event closes.

#### Emergency procedures

Please ensure you are familiar with the procedures to be followed in the event of an emergency.

The emergency procedures document is attached to this manual, and will be provided on your stand.

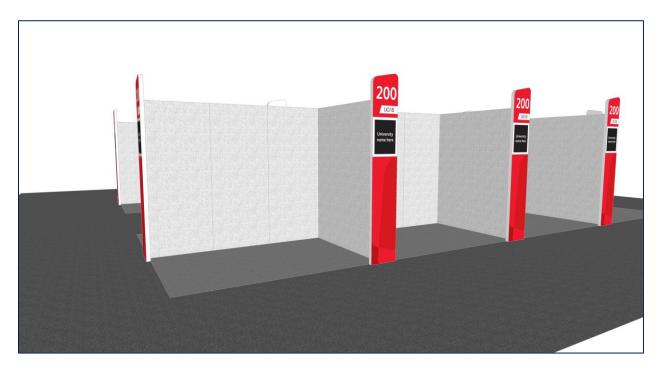
#### Event staff

Event staff will be available throughout the day and will be easily identifiable by their red UCAS t-shirts. They will ensure empty boxes are cleared away, aisles are kept tidy, and visitors and exhibitors are directed as necessary. Please do not hesitate to ask for their assistance. However, they will not undertake any excessive lifting.



# Exhibition stands and furniture

Below is how our shell scheme stands will look once built. The name board is located to the side of the stand, with an arrow pointing into the stand.



The shell scheme panels are finished in high quality, fire retardant, nylon loop material, and are manufactured to comply with class one fire regulations. They allow for the easy fixing of display items using Velcro tapes and tabs. The walls are butt jointed panelling, 2.44m high and 50mm thick, and are pre-finished in nylon loop material. 25 - 50mm may be lost from the width of your exhibition stand if you are situated in a block or as part of a row. If you are having graphics printed to fit the shell scheme walls, we would recommend contacting the organiser to double-check the measurements.

The name of your organisation and stand number will be displayed on the name board of your stand, based on the details provided during your online booking. Please inform UCAS immediately if there are any amendments to be made, at <u>events@ucas.ac.uk</u>. Any name boards altered within ten working days of the exhibition will incur a charge.

#### What's included with your exhibition stand?

An LED strip light will be included on the stands. An order form is included on the UCAS Media web page for additional electrical requirements. This must be returned to Formula Exhibitions no later than 16 working days before the event (including weekends).

Electrical sockets are **not** provided as standard with the shell scheme exhibition stands.



# Space-only stands

# Important note: Contractors will not be allowed to start their build-up until they have complied with all the requirements of the Health & Safety at Work Regulations 1992.

Exhibitors building a space-only stand are advised to make a site visit, where necessary. All structures, materials, special designs, unusual constructions, and signs must conform to British safety standards and codes of practice, and comply with local council regulations or those of any other statutory authority (see 'Fire regulations').

Any space-only stand exhibitor must provide the event organiser with:

- a copy of a scale drawing, including plans and elevations
- a construction timetable
- a method statement
- a risk assessment
- full details of fabrics and materials used
- a third party insurance certificate showing minimum cover of £5 million

The organiser reserves the right to submit any plans to a structural engineer, who will charge a fee which is not pre-determinable and must be paid by the exhibitor or their contractor before work starts.

Space-only sites are **not** permitted to attach any material to the shell scheme walls without prior permission. Space-only sites booked between shell scheme sites must take into consideration the size of the allocated space. Failure to take care over internal measurements could prevent the stand fitting in the allotted space. All partition surfaces built above the standard 2.44m shell scheme height must be decorated.

In addition, all stands must be finished on the front and back.

#### **Complex structures**

**Definition**: a complex structure is any form of construction of any height, which would normally be designed by an engineer, and has, through a risk assessment, been found to provide a significant risk.

Examples of complex structures include:

- structures over 4m in height
- multi-storey stands
- viewing and service platforms
- suspended items, e.g. signs and lighting rigs
- raised walkways
- ramps



- sound and lighting towers
- temporary tier seating
- platforms and stages over 0.6m high
- structures with a roof

The following are required for complex structures:

- detailed, scaled structural drawings (including staircases, plan views, and elevations)
- calculations, specifications, and method statement, each showing event name and structure name or number

For each complex structure, the organiser will be required to send two complete sets of the above, in English. Items should **not** be sent piecemeal.

A suitably qualified and experienced person – generally a chartered engineer, with adequate professional indemnity cover – must certify all complex structures for safety.

# **Construction materials**

- Artificial flowers, cellulose plants and similar decorations **must not be used for decoration**, as they are either flammable, combustible, or give off toxic fumes. Silk-type flowers are acceptable, provided they have been fireproofed to BS 5438 and are marked as such.
- Carpets, flooring, and other flexible floor coverings and underlays, when tested appropriately in accordance with BS 4790, should either not ignite, or have the effects of ignition limited to a radius of 35mm on both upper and under surface. To fix floor coverings, all contractors and suppliers are required to use Stikatak Eurocel code B7 38 x 50. Many of our contractors already use this, but from now on, it will be mandatory for all contractors to do so, to ensure they do not incur any unnecessary dilapidation charges. The tape is readily available from Stikatak. Other forms of fixing, such as cable clips, nails, or bolts, are strictly prohibited.
- Drapes, curtains, hangings, and temporary decorations shall be kept flame-retardant, and must comply with BS EN 4790. They should hang 75mm clear of the ground, be parted in the centre, and not conceal any exit signs. Curtains, hanging decorations, and upholstery shall be secured a minimum of 75mm above floor level by a 75mm deep skirting, fixed taut and/or in tight pleats to a solid backing. The organiser shall produce test certificates for any materials they intend to use. If NIAC is not satisfied that any material meets the standards required, these materials shall be removed from the venue.
- Glazing must comply with current UK Building Regulations and relevant British Standards, including BS 6206 and BS 6262. Any uninterrupted large areas of clear glazing, especially glazed doors, shall be clearly indicated (for example, by warning stripes, dots, or logos) to ensure people do not injure themselves by inadvertently walking into the glass. Any overhead glazing shall be of wired glass or otherwise adequately protected from shattering.



- A notice of 28 days, in writing, is required for any proposed use of a paint sprayer. The sprayer shall not be used without the consent of NIAC. Paint spraying will be permitted, providing:
  - o only water-based paints are used
  - protective measures are undertaken to ensure no paint is spilled on floors, or sprayed or splashed on the walls or other parts of the building, structures, or equipment
  - $\circ$   $\,$  no nuisance is caused to other persons within NIAC  $\,$

# Exhibitors' property

Exhibitors' stands, and exhibits on stands, are not accepted into the custody or control of the licensor, and exhibitors shall make their own insurance arrangements. While Royal Highland Centre and UCAS Events take every precaution to protect exhibitors' property during any event, they are not responsible for any loss or damage.

Royal Highland Centre and UCAS Events also accept no responsibility for anything left on the premises, and exhibitors must make arrangements for all material to be removed from the exhibition by 20:00 on Tuesday 17 September.

# F

# Filming and photography

If you are planning on undertaking any filming or photography at the event, you must inform the organiser prior to the exhibition, at <u>k.blindell@ucas.ac.uk</u>.

# Fire regulations

All materials used in the construction of stands, features, and displays, including signs and fascia boards, shall be:

- of a suitable nature and quality for the purposes and conditions of their intended use
- adequately prepared and fixed to perform the functions for which they were designed
- non-combustible, inherently non-flammable, or durably flameproof, in accordance with BS476-Part 7
- water-based, where applicable, e.g. adhesives and paint

British Standards are the minimum acceptable for construction materials. Suitable samples of materials may be submitted to the venue for approval. Materials may be tested on-site to ensure they are compliant.



Any decorative materials, drapes, curtains, etc. must be flameproofed. Floor coverings must be secured so as not to present a hazard.

It is understood that exhibitors will use paper-based products as part of their stand materials. A direct 'no smoking' control measure will be in place across all venues to reduce the associated risks of fire. If any display includes a flammable product or substance (e.g. a cooking display), this should be considered and controlled by a separate risk assessment, subject to the approval of the event organisers.

# First aid

Medical staff are on-site for the duration of the event. If there is a medical emergency, please report to the organiser's office so the appropriate response can be coordinated.

# Footwear

Suitable footwear must be worn on-site during build-up and breakdown – open-toed sandals or shoes, flip-flops, and flimsy footwear are not permitted.

# Furniture hire

Each stand will be supplied with any furniture hired when booking. If you wish to hire additional furniture, or upgrade your furniture package, please contact <u>events@ucas.ac.uk</u> before the event.

# Н

# Hazardous exhibits

No hazardous substance, object, or process is to be used, exhibited, or stored in the immediate confines of the exhibition complex. Examples of prohibited items include:

- real flame
- flammable materials, including petroleum spirits, paraffin, diesel
- flammable gases, including liquid petroleum gas
- toxic substances
- boilers, stoves, and furnaces
- moving displays
- laser beams or pyrotechnics



#### Height restrictions

The height limit for displays is 4m. If you have purchased a shell scheme stand, the panels are 1m wide and 2.44m high. Exhibitors wishing to build above 2.44m should contact the event organiser at <u>events@ucas.ac.uk</u>.

#### Insurance

It is essential you take out adequate employee and public liability insurance against personal injury, damage to or loss of exhibits, etc.

While the organisers take every precaution to protect exhibitors' property during an event, they are not responsible for any loss or damage. You should ensure you have adequate public and employers' liability cover, in line with the booking terms and conditions.

#### Internet

There will be an open WiFi network across the venue. However, if you require a more reliable connection, please contact UCAS so arrangements can be made with the venue.

#### Lost property

Any property found at venue should be handed in to the organiser's office – this will be held until the end of the event. After this, you will need to contact the Events Team on 01242 544 808 to arrange collection.

#### 0

# Organisers

The organiser's office will be situated to the side of seminar room C.



#### Passages and gangways

Any means of ingress and egress, passageway, or gangway must remain free from obstruction, and be kept free from obstruction for the duration of the exhibition.

- a) No part of any stand or exhibit is permitted to encroach on a passageway or gangway, and no door, window, or other similar facility may open outwards to project beyond the perimeter of the stand.
- b) The floor around your stand shall be kept level and even, and not be allowed to become slippery or a source of danger.
- c) Where an exhibition stand is not provided with a platform, the space shall be clearly defined, and the exhibits shall be arranged to maintain passageways and gangways of uniform width.

If you have any displays or activities which are likely to attract an audience, please ensure you plan your stand layout to allow people to gather in the stand area and not in the gangways.

# R

#### Risk assessment

All exhibitors have legally agreed to implement the control measures for exhibitors attending an event of this nature – as detailed in the generic risk assessment provided at the point of booking. This highlights the significant risks that exist during such an event. A copy of the risk assessment can be requested via email to <u>events@ucas.ac.uk</u> and will be available on the event day in the Exhibitor pack. You are strongly advised to read this document, and encourage all staff attending the event to do the same.

You may also have completed an additional risk assessment as part of your booking. Please ensure you bring a copy of this with you to the event, and also email a copy to the organisers at <u>events@ucas.ac.uk</u>.

#### S

#### Scanner collection

If you have booked to hire a scanning device at the exhibition, you will be able to collect this between 08:30 – 09:15 on Tuesday 17 September.



#### Security

Please take account of the following security advice from the organisers:

- Take home any valuable items each night if there are no secure storage facilities on-site.
- Do not leave your stand unattended at any time during build-up, the event, or breakdown.
- Do not position desirable items at the front of your stand, where you may not be able to keep an eye on them.
- Ensure you have enough staff, so the stand is not vulnerable to thieves, and do not ask a neighbouring exhibitor to watch over it while you go for a break. They may become busy and unable to watch your stand.
- Remove all portable or valuable items from the stand on the evening the show closes. Do
  not leave them until the following day for collection.
- Arrive in time for the show. Ensure your stand is staffed at least 15 minutes before opening time, but remember the hall is open from 08:00.
- Hire an alarm for your stand if you are exhibiting valuable or portable items. These should be available from the show's security company.
- If you are a victim of theft, please report it to the show's security company immediately.
- Please wear your exhibitor pass at all times.

# Smoking

The venue operates a strict no smoking policy.

#### Storage

There are limited unsecured facilities for the storage of exhibition materials, cases, and catalogues. No storage is allowed in areas behind stands, in gangways, in the loading bay area, under stairs, obstructing fire exits, etc. Please contact an organiser on-site for more details.

#### Т

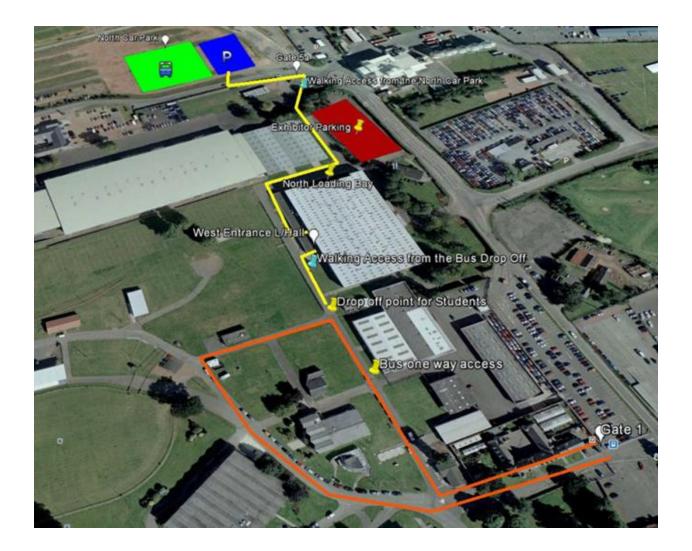
# Trolleys

Trolleys are not provided at the venue, so please bring your own if you need one to deliver goods to your stand.

Trolleys are only permitted on the exhibition floor outside event opening hours, for the safety of visitors.



# Venue map





V



# **Exhibitor parking permit** Edinburgh UCAS HE Exhibition 2019

Valid for parking at:

# Royal Highland Centre, Ingliston, Edinburgh, EH28 8NB

**Dates valid:** Monday 16 – Tuesday 17 September 2019

Please ensure this pass is displayed in the windscreen of your vehicle to avoid parking charges during your stay.





# **Exhibitor code of conduct**

# Who does this apply to?

This code of conduct forms part of the exhibitor terms and conditions and applies to exhibitors or organisations/sole traders of any background booking marketing opportunities or stand space at an exhibition or conference.

# Introduction

UCAS organises a network of events across the UK, for prospective students to gather information, advice and guidance about education and career opportunities, from a wide range of course providers and organisations. To ensure students' needs are at the heart of the events, and all exhibitors are able to engage effectively with them, all exhibitors must adhere to this code of conduct. The code of conduct has been agreed jointly between UCAS and HELOA.

# Staffing

- Exhibitors should arrive and set up in sufficient time before opening of the event, and not depart until it has officially closed. Exhibitors are required to remain at the event for the duration of the opening times, to ensure that all visitors have fair access to information and advice.
- All members of staff attending or working at events should be given a copy of the code of conduct, and fully comply with it. They should display a high standard of professionalism in their work, and offer information, advice and guidance effectively, and with integrity. Any member of staff, including contractors and couriers, who are rude, disregard instructions from the organisers, or behave in any way that is deemed inappropriate for a UCAS exhibition, will be asked to leave the event. All incidents of this nature will be followed up and reported to the provider/organisation the member of staff represents.
- Exhibitors should provide appropriate personnel to staff the stand, adequately trained with sufficient knowledge to offer quality representation of their provider or organisation. Pre-event information should be passed on to those attending the event.
- Please carefully consider the number of staff working at each event. All staff should be able to comfortably work within the allocated space provision. UCAS recommends no more than two staff on a 2m x 1m stand, three people on a 3m x 2m/3m x 3m stand, four people on a 4m x 3m and 5m x 3m stand, six people on a 6m x 2m/6m x 3m stand, and eight people on a 6m x 6m stand. Any additional staff may be asked to leave if the health, safety, or comfort of visitors or other exhibitors is compromised.
- Student talks are delivered on an impartial basis. To uphold the event's impartiality, those asked to deliver a student talk at an event must ensure their presentation delivers general advice and guidance, and not be perceived to deliver an unfair bias towards a particular higher education

provider, organisation, or company. Any presenter who does not support impartiality will be prohibited from delivering student talks at future events.

• Exhibitors should inform UCAS and the local event organiser if they are unable to attend an event. Many events are at capacity, with a waiting list of exhibitors. Non-attendance at events, without prior notice, may jeopardise future participation.

## **Marketing materials**

All promotional material should be relevant, and provide a balanced view of the organisation it represents.

Unless a specific stand size has been booked, the standard provision of space is:

- Shell scheme 3m x 2m. Furniture will not automatically be provided you can order furniture options when booking.
- Campus events 2m x 1m. Furniture will not automatically be provided you can order furniture options when booking.
- Specific stand sizes and locations are selected when booking stands at the Create your future exhibitions. Furniture will not automatically be provided you can order furniture options when booking.

Display stands and all materials must be of the appropriate dimensions to fit within this space allocation, without obstructing the aisles or neighbouring stands. Storage space at campus events is minimal, therefore all banner stands/prospectus storage must be kept within the stand area and must not obstruct neighbouring stands/aisle space or cause trip hazards. If the stand size exceeds the provided space allocation, exhibitors will be asked to dismantle/adjust their display materials to fit within the allocated space.

#### **During events**

- Stands must not be dismantled while visitors remain in the hall, for health and safety reasons.
- Exhibitors must remain on their stand throughout the event, and must not carry out any promotional based activity in the gangways or between stands. This is for health and safety, and to ensure visitors are able to access a range of information, advice and guidance.
- Exhibitors should not leave their stand when trying to get visitors' attention, or when having any discussions with visitors. Please stay on your stand, so the aisles are kept clear.
- Information, advice and guidance must not be to the detriment of other exhibitors.
- Trolleys/cases cannot be brought onto the exhibition floor during event opening hours.

#### Upholding the code of conduct

UCAS and HELOA recognise that exhibitors work hard to comply with the code of conduct, and in the unlikely event that issues arise, any concerns will be addressed quickly. Any exhibitor, local event organiser, or visitor with concerns should initially raise these with the UCAS representative attending the event. The UCAS representative will liaise with the relevant exhibitor(s) to seek a resolution. All issues raised will be logged and reviewed regularly by UCAS and HELOA. If issues arise repeatedly, the individual with overall responsibility for UCAS events at the provider/organisation will be notified, and appropriate resolution sought. Attendance at future events will be jeopardised if the code of conduct is not upheld.

If concerns relate to serious health and safety issues, the UCAS representative (or local event organiser) will take any immediate steps required to ensure the health and safety of staff, exhibitors, and visitors.

Outside of event opening times, UCAS can be contacted at <u>events@ucas.ac.uk.</u>



# **UCAS Exhibition 2019**

# **Royal Highland Centre - Tuesday 17th September**

# **EXHIBITORS PACKED LUNCH ORDER FORM**

Please send your orders to: d.swain@ucas.ac.uk by 11/09/19

All packed lunches to be collected & paid for in the Heather Bar at 12.30pm

# PACKED LUNCH DEAL 'A' - £8.00

Freshly made sandwich (various fillings) Saltire Patisserie Muffin (various flavours) Packet of crisps (various flavours) Bottle of 500ml juice or water Lemon wipe

# PACKED LUNCH DEAL 'B' - £8.00

Freshly made sandwich (various fillings) Fresh whole fruit Packet of crisps (various flavours) Bottle of 500ml juice or water Lemon wipe

Your name & order:

**Dietary requirements:**