



UCAS exhibitions

Exhibitor manual

Date:

23 – 24 March

Venue:

ExCel London

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A

Accidents and near misses

If you are involved in, or witness, an accident or near miss while on-site, please report it to the organiser's office immediately, which is located at the front of the hall.

Accommodation

There are several hotels located near to the venue:

Doubletree by Hilton London, ExCeL London	Tel: 0207 540 4820
Travelodge London ExCeL	Tel: 0871 984 6298
Premier Inn London Docklands (ExCeL)	Tel: 0871 527 8650

This is a general list provided for information only, and is not to be treated as a recommendation from UCAS. For details on more hotels in the area, please visit the [ExCeL London website](#).

Alcohol and drug policy

The consumption of alcohol is not permitted during build-up or breakdown. The venue has a strict drugs and alcohol policy, which allows them to offer to test or eject from site any contractor suspected of being under the influence of drugs or alcohol.

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

Animals

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

Arrival

To gain entry to the venue, exhibitor lanyards must be worn at all times. Your lanyard will be ready to collect when you arrive, from the front entrance.

All exhibitors must wear a lanyard throughout the duration of build-up, and during event opening hours. Contractors will be provided with a wristband which must be worn throughout build-up and breakdown. Exhibitor and contractor registration will take place at the loading bay doors, and at the contractor entrance (5).

B

Balloons

Helium-filled balloons are not permitted in the venue.

Build-up and breakdown

Loading bays S7 – S10 (south entrance)

Boulevard contractor entrance 5

Build-up times:

Sunday 22 March 2020	17:00 – 19:00
Monday 23 March 2020	08:00 – 09:15
Tuesday 24 March 2020	08:00 – 09:15

On Sunday 22 March, access for exhibitors is from 17:00 – 19:00. To proceed to the loading doors, please make your way to the traffic office, and get an access document to the lorry bay to unload. Please ensure your vehicle pass is displayed in your vehicle at all times.

Event open times:

Monday 23 March 2020	09:30 – 15:00
Tuesday 24 March 2020	09:30 – 15:00

On Monday 23 and Tuesday 24 March, access for exhibitors is from 08:00 – 09:15. Please note, the loading bay area will be closed from 09:00 for health and safety purposes – should you arrive after this time, you'll be directed straight to exhibitor parking, a short walk away from the exhibition. We strongly recommend you're set up and parked by 09:00 to avoid this. **Please ensure you have left the loading bay by 09:00.**

Breakdown time:

Tuesday 24 March 2020	15:00 – 16:15
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Exhibitors must remain on their stands, and not start dismantling them until the exhibition is clear of visitors. We anticipate this to be five to ten minutes after the exhibition closes, at 15:00 on Tuesday 24 March. To help facilitate this, and ensure health and safety is maintained, the loading doors will stay closed until the venue is clear of visitors.

If exhibitors start dismantling stands while the event is still open, there will be no alternative but to close the exhibition, irrespective of how many visitors remain in the hall. This is standard industry practice, in line with guidance in the [eGuide](#). Stands which are broken down while visitors are still in the hall pose a health and safety risk. As stated in the exhibitor code of conduct, all issues raised will be logged and reviewed regularly by UCAS and HELOA. The same principles apply for dismantling, as accessing.

After 16:15, UCAS contractors will have access to dismantle the event. If exhibitors are still breaking down their stand, they must wear a high vis vest.

Schedule

Sunday 22 March

08:00 – 17:00 Stand build (PPE area – no exhibitor/contractor access).
17:00 – 19:00 Exhibitor/contractor access.

Monday 23 March

08:00 – 09:15 Exhibitor access.
09:30 – 15:00 Exhibition open – trolleys will not be allowed on the exhibition floor once the exhibition has opened to the public.
15:00 – 16:00 Stand replenishment.

Tuesday 24 March

08:00 – 09:15 Exhibitor access.
09:30 – 15:00 Exhibition open – trolleys will not be allowed on the exhibition floor once the exhibition has opened to the public.
15:15 – 16:15 Exhibitor/contractor breakdown.
16:15 Stand breakdown (PPE area – no exhibitor access).

If you're employing a contractor to deliver goods, please ensure they have a copy of the vehicle pass for unloading and they go to the traffic office to gain their access document. All vehicles must be moved from the loading bay once unloaded, as the venue traffic team operates a strict time limit.

Please note, trolleys are not provided, and will not be allowed on the hall floor once the exhibition has opened.

Business centre

If you require any photocopying or other services, there is a business centre down the stairs between N4/S4 entrances in ExCeL London.

C

Car parking

The main multi-storey car park is underneath the venue. The orange car park is pay and display, and is allocated on a first-come, first-served basis. There are car park payment machines (which accept card payment) in the orange car park, with a standard fee of £20 per day per vehicle. More information can be found on the [ExCeL London website](#).

Transit vans and vehicles of similar size and larger are not permitted in the orange car park. You will be able to park these vehicles in ExCeL London's lorry park. Transit vans up to 3.5T are charged at £20 per day per vehicle, and vehicles over 3.5T and lorries are charged at £35 per day per vehicle.

Disabled badge holders are able to pre-book online and park in a disabled bay, subject to availability. If a disabled bay isn't available, the venue's traffic team will find a space as near as possible to the venue entrance.

Carpet

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

Cash machine

There are cash machines located along the boulevard in the venue.

Catering

The exhibitor and teacher lounge can be found towards the rear of the exhibition hall, next to the interactive workshop area. The lounge will be open while the exhibition is open to the public, serving snacks and sandwiches – cash and card payments are accepted. There are also several outlets along the boulevard.

UCAS will provide each stand with four tea and coffee vouchers per day. If you are on a double stand or larger, we will provide eight vouchers per day. These entitle you to a complimentary tea or coffee, and can be redeemed in the exhibitor lounge.

Each stand will also receive a bottle of water each day. There are water refill stations located along the boulevard and by the east and west entrances.

London ExCeL have a stand delivery service available. Exhibitors can make use of this by visiting the following link: [UCAS HE Exhibition stand delivery service](#).

Children

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

Cleaning and recycling

Common areas and aisles will be vacuumed each day, and rubbish will be removed. However, exhibits will not be cleaned. Please leave bags of rubbish in the gangway after the show has closed each day for collection.

If you require your stand to be cleaned this can be purchased through the [ExCeL exhibitor webshop](#).

Cloakroom

The main cloakroom is located centrally in the boulevard on level 0 (below the level of the boulevard). All items are charged at £1 each. There is a lift adjacent to entrance N4 to access level 0. Normal operating hours are 30 minutes before the event opens, and 30 minutes after it closes. Please be aware, the cloakroom cannot store cameras, laptop equipment, or any other electronic devices.

Competitions

Please note that in the interests of health and safety, entrance areas, aisles, and gangways must be kept clear, and competitions may only be organised and operated from an exhibitor's own stand. The PA system is for emergency announcements and organisers' use only and may not be used to announce competition results.

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 let us know your contractor's company name so our security team is aware. They must also adhere to the venue's rules and regulations, which are contained in the [eGuide](#). Please also ensure you, or your contractor, send the risk assessment, method statement, and stand plans to k.flower@ucas.ac.uk, at least four weeks before the event.

For security reasons, all contractor staff must wear a wristband to gain entry to the venue. This will be provided on arrival at the venue, as long as the organisers are aware they will be on-site.

D

Deliveries

Please refer to the build-up and breakdown section.

Exhibitors must arrange for all deliveries to be made between 08:00 – 19:00 of the build-up day (22 March), or in the morning prior to the exhibition opening to the public. Deliveries made outside of these times will not be accepted by the venue, and may be returned to the sender. Neither UCAS nor the venue will be held responsible for the transportation of deliveries to individual stands, nor are they permitted to sign for any exhibitor deliveries. All deliveries should be clearly marked with the following information:

UCAS HE London exhibition

Exhibitor company/provider name

Exhibitor contact name

Stand number

ExCeL London

South Entrance S7 – S10

One Eastern Gateway

London

E16 1XL

Any deliveries not clearly addressed or that arrive prior to build-up, are likely to be lost, or returned to sender.

Please make sure you inform the staff manning your stand:

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

Please note, if using a delivery company, they are responsible for ensuring your prospectuses and any other items are delivered safely to your stand, and that surplus materials are placed in the on-site storage area.

E

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 [electrics order form](#) is available on the [UCAS Media exhibitions 2020 web page](#). Please complete and return the form to Formula Exhibitions, whose contact details are on the form.

Orders for additional electrical services must be completed at least 16 working days before Sunday 22 March, 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) and bear the PAT test pass certificate.

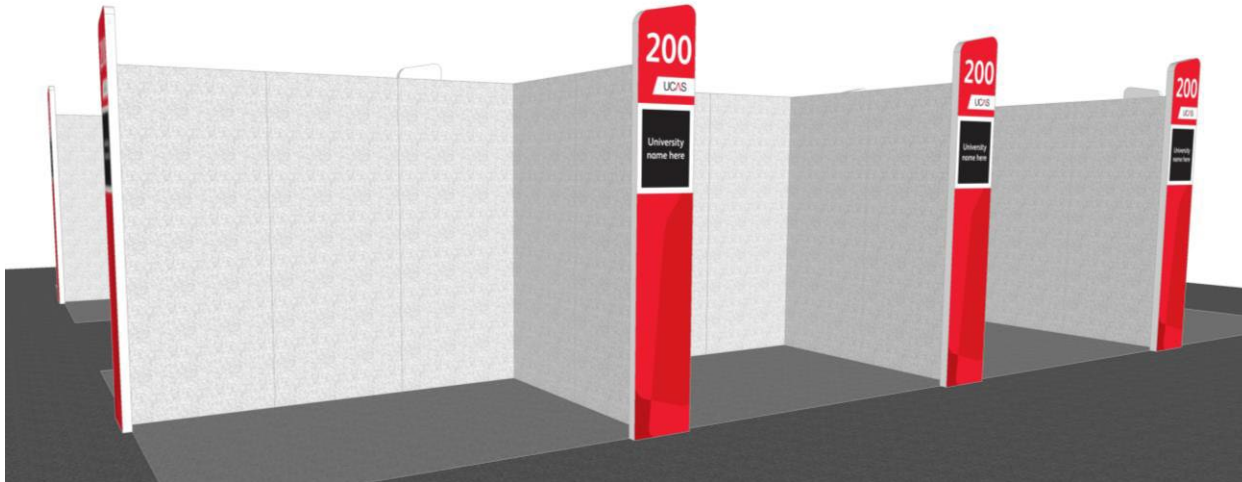
The stand mains supply will be switched on half an hour before and switched off half an hour after the event.

Emergency procedures

Please make sure you're familiar with the procedures to be followed in an emergency. The emergency procedure document will be on your stand. If an alarm sounds, please evacuate the building immediately, and make your way to the assembly points.

Exhibition stands and furniture

An example of what the exhibition stands look like is below:



The shell scheme panels are finished in high quality, fire retardant, nylon loop material, and are manufactured to comply with class 1 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. **Please note that 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 at k.flower@ucas.ac.uk to double-check the internal 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 k.flower@ucas.ac.uk. Any name boards altered within ten working days prior to 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 exhibitions web page](#) for additional electrical requirements. This must be returned to Formula Exhibitions no later than 16 days prior to the event (including weekends). **Please note**, electrical sockets are not provided as standard as part of the shell scheme exhibition stands.

Space-only stands

Important: 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 when necessary. All structures, materials, special designs, unusual constructions, and all 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').

Complex structures

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 structure includes:

- 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 details are required for complex structures:

- Detailed, scaled, structural drawings (including staircases, plan views, and elevations).
- Calculations, specifications, and method statement, each showing the event name and the structure's 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 confirm the design is safe for its purpose, and certify all complex structures.

Space-only

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

- copy of a scale drawing, including plans and elevations
- construction timetable
- method statement
- risk assessment
- full details of fabrics and materials being used
- 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 prior to commencement of the works.

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 mean the stand will not fit in the allotted space. All partition surfaces

built above the standard 2.44 metre shell scheme height must be decorated. If in doubt, please email k.flower@ucas.ac.uk, who will advise.

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

Construction materials

- Artificial flowers and similar decorations are combustible and give off toxic fumes. They must not be used for decorations. Silk type flowers are acceptable, providing they have been fireproofed to BS 5438, and are marked as such. Cellulose plants are flammable and must not be used as stand dressing.
- Carpets, flooring, and other flexible floor covering 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. For fixing of floor coverings, all contractors and suppliers will be 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 use this, to ensure they do not incur any unnecessary dilapidation charges. The tape is readily available from the manufacturer, Stikatak. Other forms of fixing – such as cable clips, nails, or bolts – are strictly prohibited.
- Drapes, curtains, hangings, and temporary decorations shall be flame-retardant, and 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 the 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 the venue is not satisfied that any material meets the standards required, it shall be removed from the venue.
- Glazing must comply with the 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 indicated, to be readily apparent (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 be otherwise adequately protected from shattering.
- Paint spraying – a notice of 28 days in writing of any proposed use of a paint sprayer must be provided, as the sprayer shall not be used without the consent of the venue. Paint spraying will be permitted, provided:
 - only water-based paints are used
 - protective measures are undertaken to ensure no paint is spilt on floors, or sprayed or splashed on the walls, or other parts of the building, structures, or equipment
 - no nuisance is caused to other persons in the venue

Event staff

Event staff will be available throughout the day, and easily identifiable from their red, UCAS-branded t-shirts. They will ensure empty boxes are cleared away, aisles are kept tidy, and will direct students and exhibitors as necessary.

Please do not hesitate to ask for their assistance. However, they will not undertake any excessive lifting.

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 ExCeL London and UCAS Media Events take every precaution to protect exhibitors' property during any event, they are not responsible for any loss or damage.

ExCeL London and UCAS Media 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 24 March. Any items left on the premises after the tenancy has expired will be kept by ExCeL London. They will endeavour to contact exhibitors prior to disposal, but cannot guarantee contact.

F

Filming and photography

If you are planning on undertaking any filming, or taking any photographs at the event, you must inform the organiser, preferably seven working days prior to the exhibition, at k.flower@ucas.ac.uk.

Fire regulations

The following regulations are included in the [eGuide](#), and must be complied with by all contractors and exhibitors.

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

- of a suitable nature and quality for the purposes and conditions of their intended use
- adequately prepared and fixed to effectively 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 comply. Any decorative materials, drapes, curtains, etc., must be flameproofed. Floor coverings must be secured in place, so as not to cause a hazard.

It is understood exhibitors will use paper-based products as part of their stand materials (which is a combustible material). 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, this should be considered and controlled by a separate risk assessment, subject to the approval of the event organisers (e.g. a cooking display).

First aid

If you require any first aid during the build-up, event opening hours, or breakdown, please come to the organiser's office. If you have a medical emergency, please use any of the internal phones to alert security on 4444, who will then radio a medic. The venue also has a medical room on level 0 of the boulevard.

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.

H

Hazardous exhibits

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

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

Height restrictions

Please note that the height limit of displays is 6m. If you have purchased a shell scheme only, the stand panels are 1m wide and 2.44m high. Exhibitors wishing to build above 2.44m should contact the event organiser, at k.flower@ucas.ac.uk.

I

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

Internet access is available for exhibitors – the login details will be provided in your exhibitor welcome pack, which will be on your stand. If you require a more reliable connection, you can purchase this through the [ExCeL exhibitor webshop](#).

Free WiFi is available. Users can access the WiFi by signing in to 'ExCeL free WiFi' using the venue's standard sign in details, or via LinkedIn, Facebook, or Twitter.

L

Lost property

All property found should be handed to the venue or the organiser's office, where it will be retained during the event, or until the owner comes forward. If no owner is found for the duration of the event, the property will be left with the venue. If after one to two months no claim in respect of that property has been made, the licensor shall consider the property to have been abandoned, and shall receive the rights to offer that property for sale.

O

Organisers

The organiser's office is located at the visitor entrance to the exhibition hall, and is signposted by a large flag. Before the exhibition, please contact Kristi Flower on 01242 544 817, or at k.flower@ucas.ac.uk.

P

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.

Prayer room

The prayer room can be accessed through the grey door next to the S8 entrance on the boulevard near the Wrapid retail space.

R

Risk assessment

All exhibitors, by completing their booking to attend the event, have legally agreed to provide their own health and safety documentation at this exhibition – a risk assessment, and if necessary, a method statement with stand drawings. This highlights the significant risks that exist during such an event. It is your responsibility to provide this documentation to your staff working at the exhibition.

Please ensure you bring a copy with you to the event, upload the documentation to your ENet account, and if the latter is not possible, email a copy to the organiser at events@ucas.ac.uk.

S

Scanner collection

If you have booked to hire a scanning device at the exhibition, you will be able to collect this between 08:00 – 09:15 on Monday 23 March, at the front of the hall.

The scanners must be returned at the end of day two of the exhibition.

Security

Security is provided for the exhibition at all times. Please do not arrange for goods to be delivered to the hall before 08:00 on Sunday 22 March. Please ensure you are wearing your exhibitor lanyard at all times. Entry to the hall will not be permitted without a pass.

Please consider the following security advice:

- Contact the exhibition security company for advice on how to secure the items on your stand. There may be an overnight secure store for valuable items.
- 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 your stand while you go for a break. They may become busy and not be able to keep an eye on 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 exhibition open time each day, 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 immediately to the exhibition's security company.

Smoking

Please note, throughout both the build-up and the duration of the exhibition, there is a strict policy of **no smoking** inside the venue. This includes e-cigarettes and vaping.

Social Media

We will be tweeting about the event using our Twitter account, with the hashtags #accelerate, #ucasexhibition, and #ucas2020. Please feel free to use these hashtags and help us share details of the event.

Storage

There are limited unsecured facilities for the storage of exhibition material, cases, and catalogues. No storage is allowed in areas behind stands, in gangways, in the loading bay

area, under stairs, obstructing fire exits, etc.

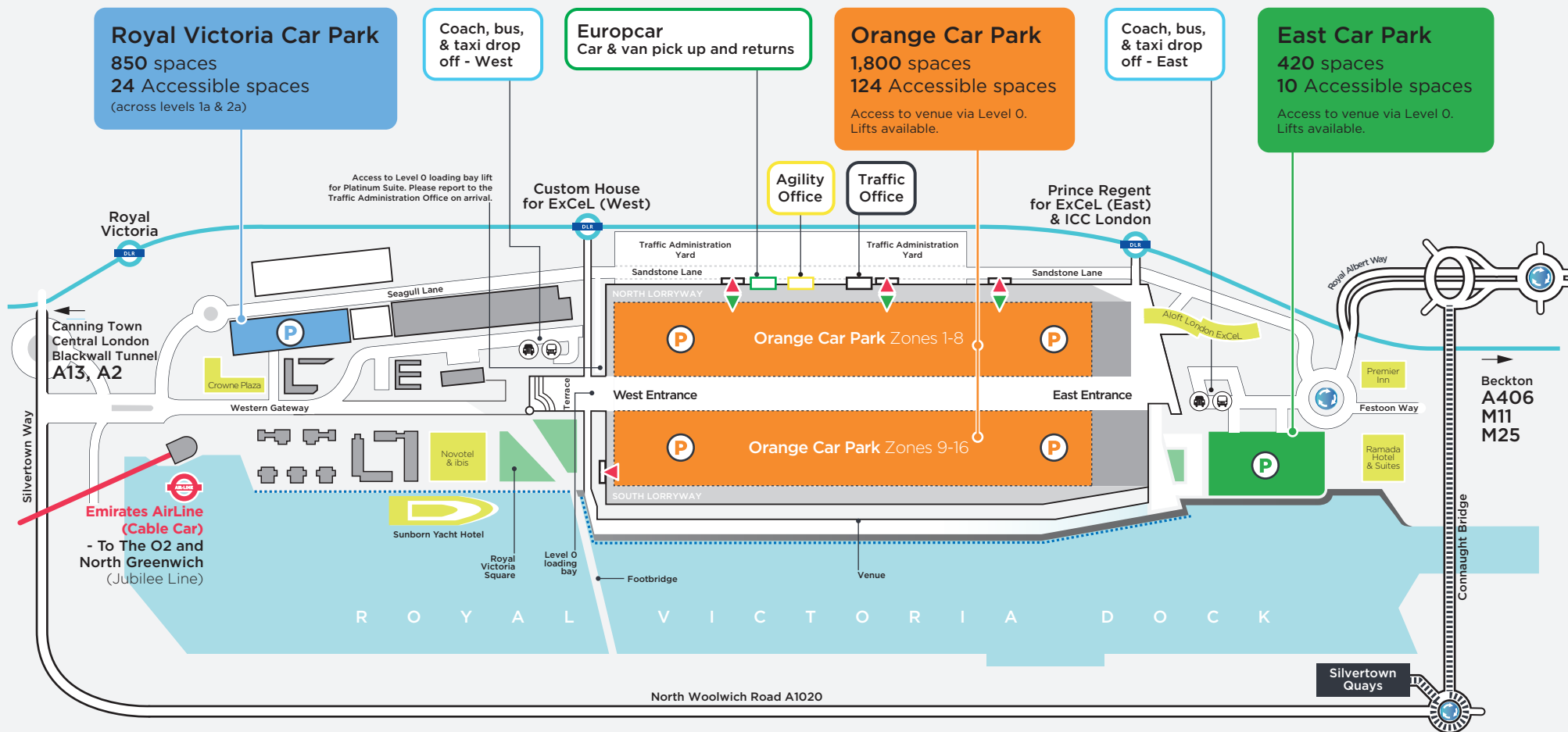
T

Trolleys

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

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

ExCeL London Parking Facilities

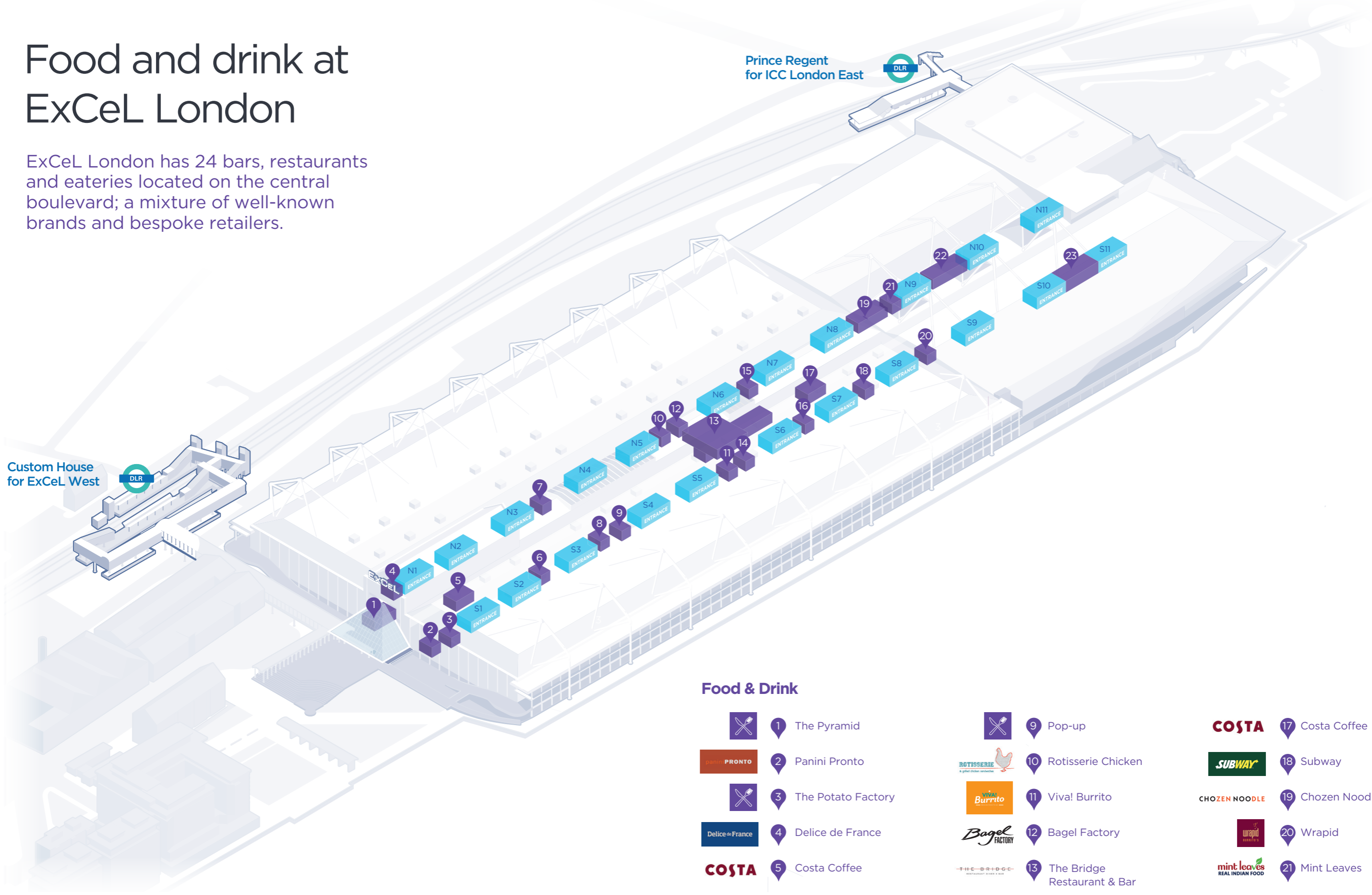


Key
























- P Royal Victoria Car Park
- P Orange Car Park
- P East Car Park
- DLR Docklands Light Rail
- Berthing points
- Emirates AirLine
- Route to temporary car park at Silvertown Quays
- Entrance / Exit for Orange Car Park

Food and drink at ExCeL London

ExCeL London has 24 bars, restaurants and eateries located on the central boulevard; a mixture of well-known brands and bespoke retailers.

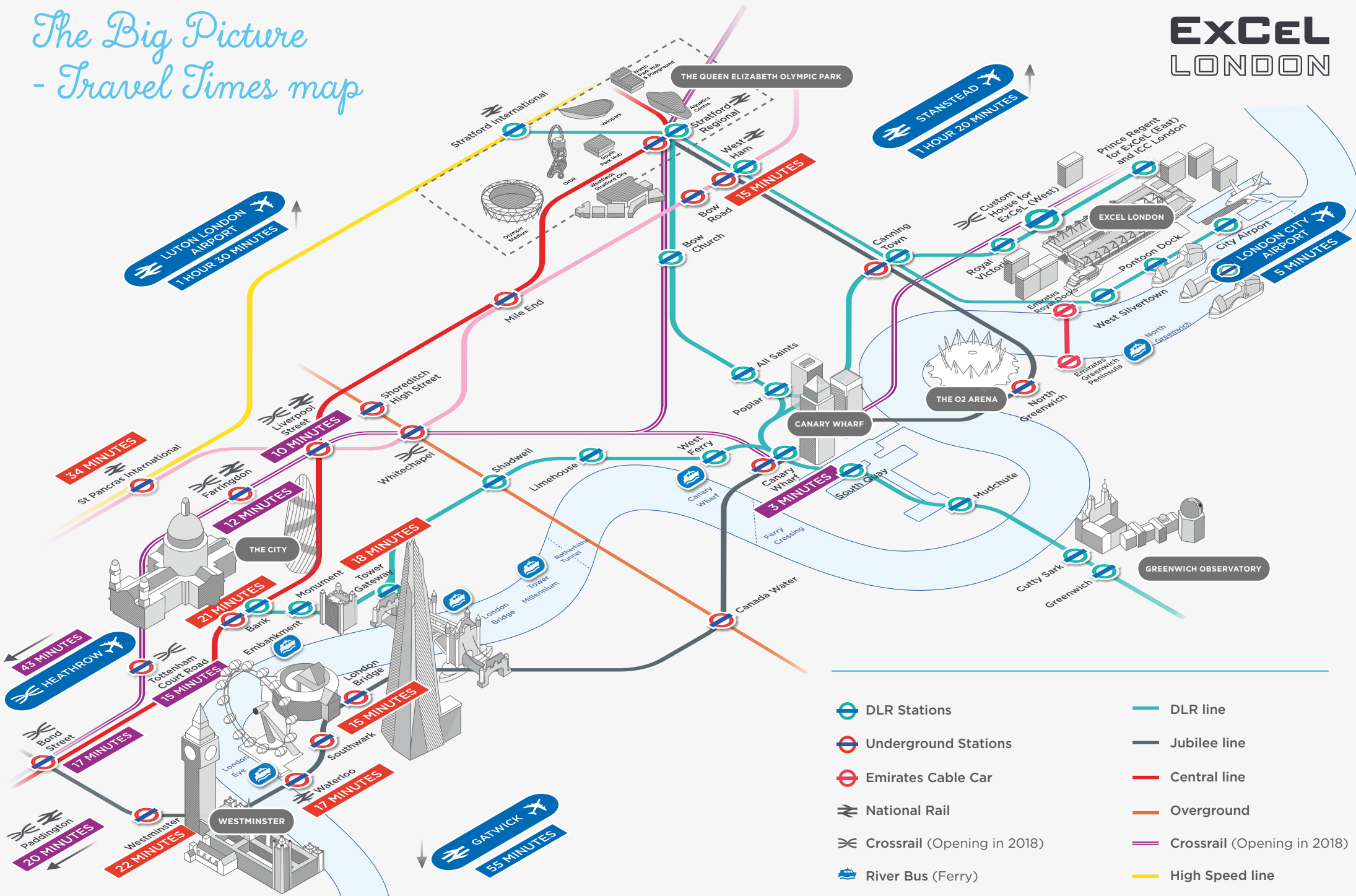


Food & Drink

- | | | | | | |
|---|----------------------|---|--------------------------------|---|------------------------|
|  | 1 The Pyramid |  | 9 Pop-up |  | 17 Costa Coffee |
|  | 2 Panini Pronto |  | 10 Rotisserie Chicken |  | 18 Subway |
|  | 3 The Potato Factory |  | 11 Viva! Burrito |  | 19 Chozen Noodle |
|  | 4 Delice de France |  | 12 Bagel Factory |  | 20 Wrapid |
|  | 5 Costa Coffee |  | 13 The Bridge Restaurant & Bar |  | 21 Mint Leaves |
|  | 6 Whistlestop |  | 14 Pummaro |  | 22 River Cottage |
|  | 7 Prime Burger |  | 15 The Bridge Burgers & Dogs |  | 23 E16 Bakery & Lounge |
|  | 8 E16 Coffee |  | 16 Upper Crust | | |

Please note that availability of units is subject to change.

The Big Picture - Travel Times map



TO WHOM IT MAY CONCERN

1st August 2019

Dear Sir/Madam

UNIVERSITIES AND COLLEGES ADMISSIONS SERVICE AND ALL ITS SUBSIDIARY COMPANIES

We confirm that the above Institution is a Member of U.M. Association Limited, and that the following covers are currently in place:

EMPLOYERS' LIABILITY

Certificate No.	Y016458QBE0119A/074
Period of Indemnity	1 st August 2019 to 31 st July 2020
Limit of Indemnity	£15,000,000 any one event unlimited in the aggregate
Includes	Indemnity to Principals
Cover provided by	QBE UK Limited and Excess Insurers

PUBLIC AND PRODUCTS LIABILITY

Certificate of Entry No.	UM074/05
Period of Indemnity	1 st August 2019 to 31 st July 2020
Includes	Indemnity to Principals
Limit of Indemnity	£10,000,000 any one event and in the aggregate in respect of Products Liability and unlimited in the aggregate in respect of Public Liability
Cover provided by	U.M. Association Limited and Excess Cover Providers led by QBE UK Limited

If you have any queries in respect of the above details, please do not hesitate to contact us.

Yours faithfully



Paul Cusition
For U.M. Association Limited



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.
- Waste will be removed by the organiser during the exhibition. Exhibitors are responsible for removing waste at the end of the exhibition and may liaise with event organisers to arrange appropriate disposal and recycling where appropriate. Exhibitors must not leave large amounts of waste without prior discussion with event organisers.

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 events@ucas.ac.uk.