



UCAS



UCAS exhibitions

Exhibitor manual

Date:

24 – 25 February

Venue:

University of Surrey

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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 immediately to the Duty Manager at the front desk, in the entrance of the Sports Park.

All the Sports Park operations staff are first aid trained. Any incidents will need to be reported to the Duty Manager who will ensure an incident report form is filled out.

Accommodation

There are several hotels near the venue:

Hotel	Distance from Surrey Sports Park	Distance from Guildford train station	Price * (subject to change)	Notes
 Holiday Inn Egerton Road Guildford GU2 7XZ T: 0870 400 9036	0.7 miles Ten-minute walk Two-minute drive	1.2 miles 30-minute walk Four-minute drive	From £95 per night	Exhibitors staying here are advised that, due to heavy congestion in the mornings, it would be quicker and easier to walk to the venue, leaving your car in the hotel car park.
 Travelodge Woodbridge Meadows Guildford GU1 1BD T: 0871 984 6295	1.8 miles 40-minute walk Five-minute drive	0.3 miles 17- minute walk Three-minute drive	From £49 per night	The Travelodge is situated out of town, just off the A3. It is located above The Gym and Frankie and Benny's restaurant, opposite PC World and Currys at the Lady Mead Retail Park. Exhibitors staying here are advised that, although the estimated distance to the venue by car should take five minutes, this will be considerably longer during the peak rush hour traffic.

 Parkway Guildford GU1 1UP T: 0871 527 8482	3.8 miles 45-minute walk 11-minute drive	1.8 miles 25-minute walk Eight-minute drive	From £74 per night	The Premier Inn is situated out of town, just off the A3. It is with a joint Beefeater restaurant and bar, and a short walk from the Spectrum Leisure Centre, with a bowling alley and ice rink, and the Guildford Lido. Exhibitors staying here are advised that, although the estimated time to the venue by car should take ten minutes, this will be considerably longer during peak rush hour traffic.
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This is a general list for information only, and not a recommendation from UCAS.

Arrival

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

You must register details of who will be attending before the event, through your ENet account – instructions on how to do this will be emailed to the lead booker.

Event parking will be clearly signposted.

B

Build-up and breakdown

Build-up times:

Sunday 23 February	17:00 – 20:00 (Deliveries via courier can be made from 14:30)
Monday 24 February	08:00 – 09:15
Tuesday 25 February	08:00 – 09:15

Event open times:

Monday 24 February	09:30 – 15:00
Tuesday 25 February	09:30 – 15:00

Breakdown times:

Tuesday 25 February	15:00 – 18:00
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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 – ten minutes after the exhibition closes at 15:00 on 25 February. 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. This is because stands which are broken down while visitors are still in the hall pose a health and safety risk. As stated in the exhibitors' code of conduct, all issues raised will be logged and reviewed regularly by UCAS and HELOA. The same principles apply for dismantling, as accessing.

If you plan to set up on the Sunday evening, the Sports Park has agreed that exhibitors can park in the car park directly outside the venue. Please note, there is a three hour maximum parking limit.

There is an unloading bay at the main entrance to the Sports Park, and student ambassadors will be there on the Sunday from 17:00 – 20:00, and on Monday from 08:00 – 09:15 to help you unload. After this, we will stop exhibitors unloading at the entrance, and you will be required to park in the exhibitor car park – a five-minute walk from the venue.

Please remember that the Sports Park is a public venue, so as well as event staff and other exhibitors, there will also be members of the public. Please be considerate of their presence. Also, please only park in marked bays and do not block any entrances.

C

Car parking

During the event days, parking is limited and, therefore, exhibitors are encouraged to car share or use public transport, if possible.

It's worth noting the Holiday Inn (see accommodation section above) is within walking distance of the Sports Park. If you are driving, please pay attention to the signs and ambassadors directing you to the correct car park.

Parking permits will be issued on a first-come, first-served basis. If you would like to register for a permit, please email study@surrey.ac.uk.

Parking permits are limited so **we cannot guarantee parking**.

NB: We can only offer **one permit** per exhibitor/university.

It's **really important** that you print and display your permit when you park, as there is a strict number of permits available to us.

If you park your car without a permit, you may get a fine.

The car park is a five-minute walk from the Sports Park – please see below regarding unloading arrangements, if required.

Catering

Complimentary tea and coffee will be available for you on arrival, and throughout the day at the exhibition. This will be through the Bench Bar on the first floor of the venue – please ask a student ambassador for directions.

The event will not be closing for lunch. However, you will have the opportunity to pre-order a sandwich lunch – information will be in your exhibitor packs on the day of the event. The Bench Bar will be serving hot food, although waiting times can be long.

There is also a Starbucks selling some hot food and sandwiches, but this will be open to student visitors too, so again you may face long queues. You may prefer to bring lunch with you or go to Tesco (satnav: GU2 7UN), approximately half a mile away, en route to the Sports Park.

This year, to support UCAS' green initiative, we will not be providing bottles of water on your stand. You are encouraged to bring reusable water bottles which can be filled up at the water fountains around the venue. If you're a lone exhibitor and don't want to leave your stand during the day, we have event staff and ambassadors who will be happy to fetch you any refreshments, if they are able to do so.

D

Deliveries

Please refer to the build-up and breakdown section in addition to the information below.

The venue address for couriers is:

Exhibitor name

Stand number

UCAS Surrey HE exhibition

Surrey Sports Park

Richard Meyjes Road

Guildford

Surrey

GU2 7AD

Courier deliveries can be made from **14:30 on Sunday 23 February**. Any deliveries made before this will not be accepted by the venue, and returned to the sender.

If you are expecting goods to be delivered by courier, please make sure they are aware of the dates of the event, and venue opening times. All deliveries not clearly addressed, or those which arrive prior to the stated time, are likely to be lost or returned to the sender. Please make sure the staff on your stand are aware of:

- who your courier is
- your courier's contact details
- what is being delivered

There will be two goods entrances open for couriers to use. These are located around the side of the Sports Park. Couriers must not use the main entrances to unload goods. Specific instructions will be emailed to the well-known courier companies.

E

Electrical services and stand power

Exhibitors who have requested electricity will have access.

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

Exhibitors are allocated a 2m x 2m stand area, unless a double stand has been booked.

Tables and chairs are available but will only be provided if requested. Requests for furniture must be booked through your ENet account.

Event staff

Event staff will be available throughout the day to assist exhibitors – they are easily identified by their red UCAS 'Event staff' t-shirts. They can help with the breakdown of boxes, how to locate toilets, tea and coffee, and any other queries you may have.

The event organiser will also be wearing a UCAS branded red polo shirt, and the UCAS team can be identified by their UCAS branded black polo shirts. Please do not hesitate to ask for assistance from the exhibition team. Staff will be walking around the event and will also be on the University of Surrey stand.

F

First aid

All the Sports Park operations staff are first aid trained. Any incidents must be reported to the Duty Manager at the front desk, who will ensure an incident report form is filled out.

For a serious first aid incident, the Sports Park has green emergency call points at the entrances to the arenas. Once triggered, this will relay to the of the operation staff's radios, and they will attend the location with first aid equipment. If you press the first aid call point, someone should alert the front of house team, to make sure the alarm has been noticed.

If you sustain any minor personal injuries, or are present when an accident happens, please ask for assistance from the organisers, ambassadors in red t-shirts, or the front of house team at main reception.

An incident report form needs to be filled out for all incidents.

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.

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

WiFi is available at the Sports Park – you should be able to connect to the network using your Eduroam login details.

If you have any problems with the WiFi, please ask for assistance at the front desk of the Sports Park.

If you are not from a higher education provider, please go to www.surrey.ac.uk/visit-university/connect-wi-fi for access.

L

Lost property

If any property is lost or found in the venue, please report it to the reception desk which is at the entrance of the Sports Park.

O

Organisers

The organisers can be found at the general information desk, Surrey stand, or main reception.

The lead organiser is Becci Denmark. Before and during the exhibition, Becci can be contacted on 07971 073 916 or at r.denmark@surrey.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.

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 can collect this between 08:00 – 09:00 on 24 February, from the UCAS general information desk. Scanners must be returned at the end of the exhibition.

Security

Surrey Sports Park is a public recreational facility and will continue to be open to the public during the UCAS event. The Sports Park closes at 10:30 every evening, so please do not leave valuables on your stand overnight. However, the doors to the main halls will be locked after the event each day.

Smoking

The campus is non-smoking, but you will find smoking areas away from the university buildings.

T

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.



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.

To Whom It May Concern

Our ref: MB/IND

24 May, 2019

Zurich Municipal Customer: **University of Surrey and wholly-owned
Subsidiary Companies**

This is to confirm that University of Surrey and wholly-owned Subsidiary
Companies has in force with this Company until the policy expiry on
31 July 2020 Insurance incorporating the following essential features:

Zurich Municipal
Zurich House
1 Gladiator Way
Farnborough
Hampshire
GU14 6GB

Telephone: 0800 335500

E-mail:

nicola.pilsbury@uk.zurich.com

Zurich Municipal
Zurich Municipal is a trading name
Zurich Insurance plc
A public limited company
incorporated in Ireland Registration
No. 13460

Registered Office: Zurich House,
Ballsbridge Park, Dublin 4, Ireland.
UK Branch registered in England
and Wales Registration No.
BR7985.

UK Branch Head Office: The Zurich
Centre, 3000 Parkway, Whiteley,
Fareham, Hampshire PO15 7JZ.

Zurich Insurance plc is authorised
by the Central Bank of Ireland and
authorised and subject to limited
regulation by the Financial Conduct
Authority. Details about the extent
of our authorisation by the
Financial Conduct Authority are
available from us on request. Our
FCA Firm Reference Number is
203093.

Policy Number:	NHE-17CA01-0013	
Limit of Indemnity:		
Public Liability:	£ 35,000,000	any one event
Products Liability:	£ 35,000,000	for all claims in the
Pollution:		aggregate during
		any one period of
		insurance
Employers' Liability:	£ 35,000,000	any one event
		inclusive of costs
Excess:		
Public Liability/Products Liability/Pollution:		£ 250 any one
		event
Employers' Liability:		Nil any one
		claim
Indemnity to Principals:		
Covers include a standard Indemnity to Principals Clause in respect of contractual obligations.		

Full Policy:

The policy documents should be referred to for details of full cover.

Yours faithfully



Underwriting Services
Zurich Municipal