



UCAS exhibitions

Exhibitor manual

Date:

Wednesday 11 and Thursday 12 March 2020

Venue:

Brunel University London, Indoor Athletics Centre
(IAC), Kington Lane, Uxbridge, UB8 3PH

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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 immediately. Members of the team will be located at the 'Information desk' near the visitor registration area.

Should injury occur as the result of an accident, a first aid team will be on hand to assist – they'll also be located near the visitor registration area.

Accommodation

There are a range of hotels in the local area should you be planning an overnight stay.

There is a hotel on-site – The Lancaster Hotel and Spa. All rooms have a private en-suite bathroom, with some rooms offering both a shower and a bath. Room rates start from £73.95 per night including breakfast (full English and continental buffet style).

To make a booking or for further information please email the hotel at Lancaster-suite@brunel.ac.uk, or telephone +44 (0)1895 268006 quoting 'UCAS exhibition'.

Alternatively, there is a Travelodge in Uxbridge, Premier Inn in Denham, or the Red Lion pub a few minutes' walk from campus.

This is a general list for information only, and not a recommendation from UCAS.

Arrival

Exhibitors need to use the front entrance to the Indoor Athletics Centre (IAC), located on the concourse. There is a campus map located at the back of this manual. Exhibitor lanyards must be worn at all times which will be ready to collect when you arrive, from the front of the IAC.

To gain entry to the venue, 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.

B

Build-up and breakdown

Build-up

Tuesday 10 March 2020 16:00 – 19:00

Wednesday 11 March 2020 08:00 – 09:15

Thursday 12 March 2020 08:00 – 09:15

Breakdown

Thursday 12 March 2020 14:30 – 18:00

Courier companies should load and unload through the rear entrance of the Indoor Athletics Centre, via the access road. Security will be on hand to deal with any queries. Space in the loading area is limited so couriers will be given time slots in which they can drop off and pick up materials. Please liaise directly with your courier if you are planning on arriving to set up at the same time as your delivery.

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 14:30 on Thursday 12 March 2020. 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.

Business centre

Printing/faxing facilities will not be available at the event.

C

Car parking

Event location

Brunel University London, Kingston Lane, Uxbridge, Middlesex, UB8 3PH

If travelling by car and using a satnav, please use postcode **UB8 3PN**, and then enter via Kingston Lane. Full instructions for reaching campus can be found here:

www.brunel.ac.uk/about/campus/directions.

Upon arrival on campus via the Kingston Lane entrance, you will see a long domed building ahead of you, slightly to your left – this is the Indoor Athletics Centre (IAC) where the event will be taking place.

Parking for exhibitors will be available in the sports centre car park on a first-come, first-served basis. To access this, turn right at the internal roundabout then take the first left

after the security barriers. There will be no parking restrictions during the event so please ignore any pay and display signs. Once this car park is full, exhibitors are free to park in any other free space on campus excluding those marked 'Reserved'. Parking stewards will be on hand to direct you on both days of the exhibition.

Catering

Complimentary tea and coffee will be available in the teachers and exhibitors lounge in the Indoor Athletics Centre. There will also be a retail offer selling hot chocolate, a range of pastries, cakes, confectionery items, and sandwiches.

A lunch pre-order service will be available on each of the exhibition days. There is a pre-order form located at the end of this manual. There will also be forms in the exhibitor pack – there will be a copy on each stand on the Wednesday morning. Catering staff will visit stands each morning before the exhibition opens to collect pre-orders and collect payment. Lunches will then be delivered to your stand from 11:30.

Outside the exhibition hall, there will be a street food style hot food stand on the concourse opposite the IAC entrance.

There is also a range of other outlets on campus:

- bite (proudly serving Starbucks), located in the Eastern Gateway Building
- The Beldam (table service restaurant), located in the Eastern Gateway Building
- The Coffee Room (serving artisan coffee), located in the Lecture Centre
- 1966 café (serves Costa coffee), located in the Bannerman Centre
- Subway, Locos (Student Union bar), The Junction (food hall) incorporating Izzi's Pizza, Hola Pollo (chicken restaurant) all located in the Hamilton Centre
- Lancaster Hotel restaurant

The event will not close for lunch. Bottled water will not be provided, but there will be a water refill station in the exhibitors' lounge, so please bring a reusable bottle with you. If you're a lone exhibitor and don't want to leave your stand during the day, we have event staff who will be happy to fetch you any refreshments, if they are able to do so.

D

Deliveries

If you are arranging for deliveries to be made by a courier, please ensure they are aware of the set-up dates and times outlined in the 'Build-up and breakdown' section of this manual.

All deliveries should be marked with the following information and sent to the below address:

- name of organisation
- UCAS institution code (where available)

- stand number (if available at time of sending)

Delivery address

Indoor Athletics Centre c/o UCAS exhibition
Brunel University London,
Kingston Lane,
Uxbridge,
Middlesex,
UB8 3PH

E

Electrical services and stand power

Electricity will not be available to stands during this 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, following the instructions of the Brunel University London staff, who will lead you to the designated meeting point. Should you require additional help or assistance during an evacuation, please ask the nearest member of staff.

The UCAS exhibition has been approved by the university's health and safety team, to ensure the safety and welfare of our exhibitors and visitors.

Exhibition stands and furniture

Exhibitors are allocated a 2m x 1.5m 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.

Please note that all bulky items of equipment (flight cases etc.) must be stored in the storage area at the rear of the Indoor Athletics Centre, and not behind your stand. Any bulky equipment found behind stands will be moved to the storage area.

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, or high-vis jackets if on parking duty. 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.

F

First aid

If you sustain any personal injuries, or are present when an accident happens, please ask for assistance from the organisers.

Designated first aid staff will be on hand at the venue for the duration of the event, located near to the visitor registration area. Should medical assistance be required, please alert the first aid team or a member of event staff.

If medical assistance is required outside of the exhibition opening hours, please contact the Brunel security team on 01895 255 786.

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

Height restrictions

For this event, there are no height restrictions to stands.

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 will be accessible on campus through Eduroam – please go to www.jisc.ac.uk/eduroam/participating-organisations to check if your university or organisation supports this scheme. If they do, to connect to Eduroam at the event, please go to <https://connect.brunel.ac.uk/eduroam/> and follow the instructions.

If you do not have access to Eduroam and require access to Brunel's WiFi, please email recruitment-events@brunel.ac.uk with the following details:

- first name
- last name
- email address
- phone number
- company/provider name

Each individual attendee **must** submit a separate request.

You will receive an automated email as soon as your temporary two-day WiFi pass has been actioned. Please do not attempt to use this temporary account prior to the first day of the event, to ensure your access does not expire prematurely.

If you are staying overnight in the on-campus Lancaster Hotel and Spa, please note that WiFi access will be included with your booking.

L

Lost property

For the duration of the event, all lost property enquiries should be directed to the information desk, located near the visitor registration area in the venue.

In the event of lost property enquiries outside the exhibition opening hours, please contact the Brunel security team on 01895 255 786.

O

Organisers

The organisers can be found at the information desk. The lead organiser is Becky Robson.

During the exhibition, Becky can be contacted on 01895 265 598.

Before the exhibition, please contact Becky on 01895 265 598, or at Rebecca.robson@brunel.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 08:30 and 09:15 on Wednesday 11 March, from the UCAS general information desk in the Indoor Athletics Centre.

Scanners must be returned at the end of the exhibition.

Security

Brunel Security is on hand across campus 24/7. The venue will be locked at night and reopened on the morning of each event day. For safety, it is recommended that any valuable items, such as laptops and iPads, are not left in the venue outside of the event running times, or unattended if leaving your stand for a break.

Smoking

The university operates a total ban on smoking (including e-cigarettes) on all premises, including catering outlets. Smoking is permitted only in open spaces well away (a minimum of four metres) from building entrances and windows.

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 or 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 events@ucas.ac.uk.



Parking Key

- Parking for permit holders and Pay & Display
- Accessible parking
- Reserved parking
- Motorbike parking
- Charging station
- Pay & Display machine

- G3** Advanced Metal Casting Centre
- D3** Antonin Artaud
- E4** Arts Centre
- D4** Bannerman Centre
- D5** Bragg
- F3** Brunel Science Park
- B4** Chadwick
- D4** Conference Office
- E3** Counselling Service
- D4** Design and Print Service
- F4** Eastern Gateway
- F3** Elliott Jaques
- F3** Gardiner
- B4** Gaskell
- D4** Hamilton Centre
- D5** Heinz Wolff
- D3** Howell
- F4** Indoor Athletics Centre

- D2** Joseph Lowe
- E5** Lancaster Suite
- D4** Lecture Centre
- C4** Marie Jahoda
- F4** Mary Seacole
- E3** Medical Centre
- C4** Meeting House
- D4** Michael Sterling
- D4** Quad North
- F3** Russell
- E4** Sports Centre
- F5** St Johns
- B4** The Student Store/ Amenity Building
- D3** Tower A
- D3** Tower B
- D3** Tower C and D
- C4** Wilfred Brown
- D5** Wolfson Centre

Residential

- Bishop Complex**
- 1** Bishop Hall (Reception)
 - 2** Kilmorey Hall
 - 3** Lacy Hall
 - 4** St. Margarets Hall
 - 5** Faraday Complex
 - 6** Clifton Hall
 - 7** Chepstow Hall
 - 8** Saltash Hall
- Lancaster Complex**
- 9** Gordon Hall
 - 10** Stockwell Hall
 - 11** Southwark Hall
 - 12** Maria Grey Hall
 - 13** Borough Road Hall
 - 14** Mill Hall

- 15** Fleming Hall
 - 16** Galbraith Hall
- Isambard Complex**
- 17** North Hall
 - 18** Meadow Hall
 - 19** Michael Bevis Hall
 - 20** Concourse Hall (Reception)
 - 21** Stephen Bragg Hall
 - 22** West Hall
 - 23** Maurice Kogan Hall
 - 24** David Neave Hall
 - 25** Central Hall
 - 26** East Hall
 - 27** Runnymede Hall
 - 28** George Shipp Hall
 - 29** Trevor Slater Hall
 - 30** Shoreditch Hall
 - 31** Syd Urry Hall

- 32** South Hall
 - 33** Brian Winstanley Hall
- Main Reception
 - Academic Buildings
 - Residential Buildings
 - Recreational Buildings

Brunel University London
 Kingston Lane
 Uxbridge
 UB8 3PH, UK
 Tel 01895 274000

Sat Nav users: Please enter the road address (Kingston Lane) and the postcode (UB8 3PN).

PIELD HEATH ROAD
 120419

To Whom It May Concern

Our ref: KP/IND

24 May, 2019

Zurich Municipal Customer: **Brunel University and Subsidiary Companies**

This is to confirm that Brunel University and 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:
claire.cripps@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-01CA29-0013	
Limit of Indemnity:		
Public Liability:	£50,000,000	any one event
Products Liability:	£50,000,000	for all claims in the
Pollution:		aggregate during
		any one period of
		insurance
Employers' Liability:	£50,000,000	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

Taste Kingdom lunch pre-order form UCAS

Name:	Other Info:
Stand Number:	

£5.60 Packed Lunch

(Includes sandwich, packet of crisps, bottle of water and a chocolate)

Please choose your sandwich below

Sandwich Selection	Quantity	Total Cost
UE BLT - Sweetcure bacon, lettuce and tomato with seasoned mayo		
UE Chicken Salad - Chicken with tomato, cucumber, mayonnaise and salad leaves		
UE Tuna Mayo - Pole and line caught tuna with cucumber, mayonnaise		
UE Cheese and Caramelised Onion		
UE Egg Sandwich - Free range egg mayonnaise with sliced boiled egg		

Please sign, pay and return by no later than 10am on the day

Signed:	Date:
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