



## UCAS exhibitions

# Exhibitor manual

**Date:**

**17 – 18 March 2020**

**Venue:**

**Westpoint Exeter**

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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, in the entrance foyer.

**Accommodation**

There are several hotels located near the venue:

[Premier Inn Exeter \(M5 J29\)](#)

Tel: 0333 321 9332

[Hampton by Hilton Exeter Airport](#)

Tel: 0139 234 8348

[Travelodge Exeter M5](#)

Tel: 0871 984 6228

[Holiday Inn Express Exeter M5, Jct. 29](#)

Tel: 0871 902 1611

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

**Alcohol and drug policy**

The consumption of alcohol is not permitted during build-up and 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, you must register details of who will be attending before the event through your ENet account – instructions on how to do this will be sent to the lead booker by email.**

Contractor wristbands and exhibitor lanyards must be worn at all times. The wristbands/lanyards will be available to collect when you arrive, from the loading bays and main entrance.

## B

### Balloons

Helium-filled balloons are not permitted in the venue.

### Build-up and breakdown

#### Build-up times:

Monday 16 March	16:00 – 18:00 (Deliveries can be made from 08:00)
Tuesday 17 March	08:00 – 09:15
Wednesday 18 March	08:00 – 09:15

#### Event open times:

Tuesday 17 March	09:30 – 15:00
Wednesday 18 March	09:30 – 14:00

#### Breakdown:

Wednesday 18 March	14:05 – 15:15
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#### Build-up and access to the loading bay

Loading bays are situated at either side of the hall. Should the main bay become too busy, you'll be directed to the second loading bay. The main loading bay can be accessed by going down the drive, past the management offices on the left-hand side, and as you approach the venue, drive to the left-hand side. You will see the loading doors along the side of the hall.

Westpoint Exeter operates a strict drop-off and unloading system. As soon as you have unloaded, please move your car and leave it in the car park. Please display your vehicle pass, which is at the back of this manual.

Please note, no vehicles will be given access to unload or deliver goods after 09:00 on Tuesday 17 March. For any late deliveries during the opening times of the event, the main entrance doors may be used. No trollies will be permitted in the hall once the event opens at 09:30 – after this time, goods will need to be carried by hand.

If you believe that you require extra time to build your stand (outside of the build-up times stated above), please contact the organiser at [h.golden@ucas.ac.uk](mailto:h.golden@ucas.ac.uk). In some circumstances, early access to the venue on the build-up day may be granted, but this is only with advance permission from the organiser. If advance permission has not been granted, exhibitors will be turned away from the venue until 16:00 on Monday 16 March.

**Please ensure your stand is completed and the aisle around it is clear at least 15 minutes before the event opens, to allow it to open on time.**

## Breakdown

Exhibitors must remain on their stands and refrain from dismantling them until the exhibition is clear of visitors. We anticipate this to be five – ten minutes after it closes at 14:00 on Wednesday 18 March. To help facilitate this, and ensure health and safety is maintained, the loading bay doors will remain closed until the venue is clear of visitors – which we expect to be by 14:05. Vehicle access to the loading bay for breakdown will not be permitted until all visitors have vacated the hall. Vehicles will not be permitted to enter the hall until the carpet has been removed.

After 15:15 on Wednesday 18 March, UCAS contractors will have access to dismantle the event. If exhibitors are still breaking down their stands, they must wear a hi-vis vest.

If exhibitors start to dismantle 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 given in the [eGuide](#). 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 exhibitor code of conduct, all issues raised will be logged and reviewed regularly by UCAS and HELOA. The same principles will apply for dismantling as accessing. The event will not close for lunch on any day.

If you have a courier arriving to collect goods, please do not ask them to arrive any earlier than 14:30, or they may be turned away.

When leaving the venue, please ensure any waste is removed – this includes literature that is not in a box, and is not being collected by your courier. Removal of any excess waste will be charged for.

## Business centre

Westpoint Exeter does not have a business centre.

## C

### Car parking

There is ample free parking for exhibitors at the rear of the venue. Traffic staff will be on duty on Tuesday 17 and Wednesday 18 March, and their directions should be followed at all times.

Please print off the parking pass at the end of this pack and display it in the windscreen of your vehicle.

Disabled parking facilities are available at the venue. Traffic marshals will direct any exhibitors requiring disabled parking to the relevant area. Please ensure you display your disabled parking badge.

Westpoint Exeter operates a strict no-parking policy around the perimeter of the hall. These areas are highlighted with yellow hatched lines. During the opening hours of the event, any vehicles parked on the hatched lines surrounding the hall will be issued with a penalty charge; UCAS has no control over this.

### Carpet

The hall floor will be covered with a light grey carpet on the stands, and a dark grey carpet in the aisles. If you have specific flooring requirements, please contact Formula Exhibitions on 01904 608 855, or use the 'Additional items order form' on the [UCAS Media website](#).

### Cash machine

A cash machine can be found in the entrance foyer during event open times. Please note that there is a charge to use this.

### Catering

The exhibitor and teacher lounge is at the back of the exhibition hall in the Lime Tree Café, serving hot and cold food and drinks. You will be provided with four tea and coffee vouchers each day, which can be redeemed here. Tea and coffee can also be purchased here. Please go to the general information desk to collect your vouchers. There will be a catering area outside the entrance of the exhibition hall, primarily for visitors, so this may be very busy at times. Please be aware, the event will not close for lunch. If you would like to pre-order your lunch and have it delivered to your stand, please use the order form at the back of the manual.

In a bid to reduce the amount of plastic waste at exhibitions, UCAS will be providing water points near the exhibitor lounge. Please don't forget to bring a reusable water bottle.

If you're a lone exhibitor and don't want to leave your stand during the day, we have event staff, identifiable in red t-shirts, who will be happy to fetch you any refreshments, if they can.

### 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

A black bin liner will be placed on your stand each morning. Please use this for general waste, and leave bags of rubbish in the aisle for collection after the event has closed. Leave

any cardboard boxes, flat-packed on your stand, ready for our event staff to collect throughout the day and place in the recycling.

Common areas and aisles will be vacuumed each day and rubbish will be removed, but exhibits will not be cleaned. If you wish to arrange for stand cleaning, please contact the organiser for details, but there is a charge for this service.

## Cold weather

Due to the time of year, the exhibition hall will be cold when the loading doors are open. Heating will be on during opening times, but please be prepared for cold weather conditions by wearing layers and appropriate clothing, especially during build-up, and when the hall is closed to visitors.

## 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, in the [eGuide](#).

For security reasons, all contractors must wear a wristband to gain entry to the venue. This will be provided on arrival, provided we're aware they'll be on-site. Please ensure you (or your contractor) send the stand's risk assessment, method statement, and stand plans to [events@ucas.ac.uk](mailto:events@ucas.ac.uk), at least five weeks before the event.

## D

### Deliveries

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

There are no facilities for the advanced storage of exhibition material at Westpoint Exeter, meaning **deliveries arriving before Monday 16 March will be refused and returned to the sender**. Exhibitors are therefore requested to arrange for all deliveries to be made during the above access times. Deliveries won't be accepted once the event is open. Westpoint Exeter staff will not be responsible for signing for deliveries. UCAS staff will sign for deliveries when in tenancy, but delivery of stock to your stand remains your responsibility.

Any deliveries to your stand on event open days must be completed, and your vehicle removed from the loading areas, no later than 09:00. The venue will not allow the event to open if vehicles are blocking fire exit routes. Trolleys are not permitted on the exhibition floor during open hours, in consideration of public safety.

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

The venue address for couriers is:

**Exhibitor name**

**Stand number**

Westpoint Exeter,  
Clyst St Mary,  
Exeter,  
EX5 1DJ

All deliveries not clearly addressed, or arriving prior to build-up, are likely to be lost or returned to sender. Please make sure the staff on your stand know:

- who your courier is
- the contact details for your courier
- what is being delivered

If using a delivery company, it is responsible for ensuring your prospectuses and any other items are delivered safely to your stand, and 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 Monday 16 March, so 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 and off half an hour before and after the event.

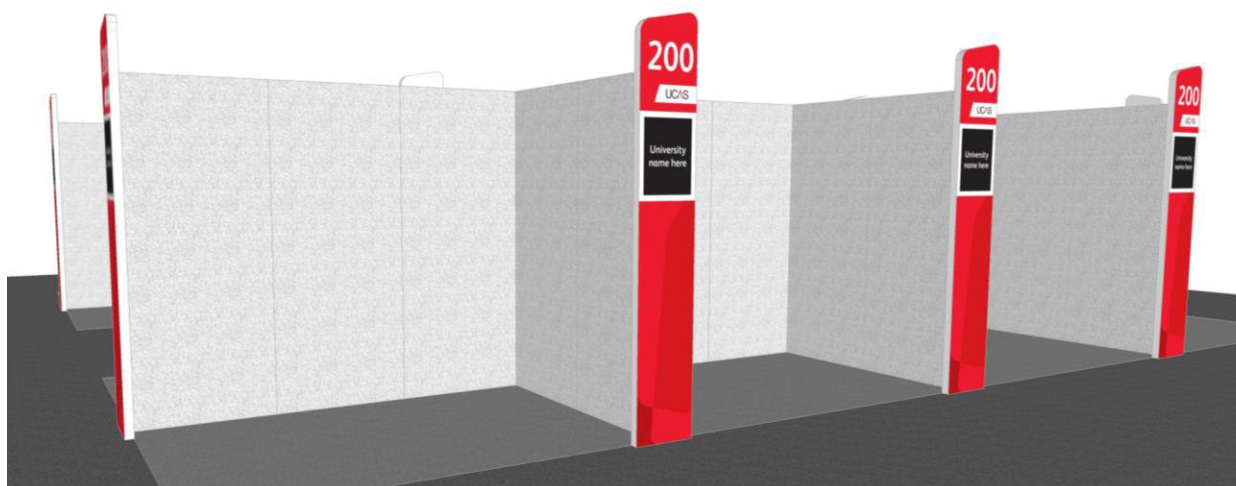
### Emergency procedures

Please ensure you're familiar with the procedures to be followed in an emergency at the venue. The emergency procedures document will be on your stand when you arrive.



## 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 [h.golden@ucas.ac.uk](mailto:h.golden@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 Media immediately if there are any amendments to be made, at [events@ucas.ac.uk](mailto:events@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, if 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 0.6 metres 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:

- 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 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 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 [h.golden@ucas.ac.uk](mailto:h.golden@ucas.ac.uk).

**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, they 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, so as 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 build-up and open times – they are easily identifiable by 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, and are not allowed on the loading bay.

### Exhibitors' property

Exhibitors' stands, and exhibits on stands, are not accepted into the custody or control of the venue, and exhibitors shall make their own insurance arrangements. 24-hour security is provided during the event. However, while Westpoint Exeter/UCAS Media Events take every precaution to protect exhibitors' property during any event, they are not responsible for any loss or damage.

Westpoint Exeter/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 Wednesday 18 March. Any items left on the premises after the tenancy has expired will be kept by Westpoint Exeter. Staff will endeavour to contact the owner prior to disposal, but cannot guarantee contact.

We would recommend insurance cover to include, as a minimum, legal liability for personal injury, and damage to third party property, based on a limit of indemnity of £2 million. It is also prudent to extend cover to include abandonment and cancellation or curtailment of the event, due to circumstances beyond your control. All exhibits of jewellery should have a block insurance policy.

## F

### Filming and photography

If you are planning on filming, or taking any photographs at the event, you must get permission from the organiser, preferably seven working days prior to the exhibition – at [h.golden@ucas.ac.uk](mailto:h.golden@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 adequately 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, or breakdown, please go to the organiser's office. The venue also has a medical room, which is at the back of the exhibition hall, in the portacabin outside.

### 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 the furniture hired when booking. If you wish to hire any additional furniture, or upgrade your furniture package, please sign in to your ENet account and add it on, at least two weeks prior to the exhibition date.

## 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:

- 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

The height limit of displays is 4m. Anything over 4m is classed as 'complex' and requires independent structural sign off. If you are planning to build a stand which you believe may be a 'complex' stand, please contact the organiser at [h.golden@ucas.ac.uk](mailto:h.golden@ucas.ac.uk).

If you have purchased a shell scheme only stand, please be aware that the stand panels are 1m wide and 2.44m high. Exhibitors wishing to build above 2.44m should contact the organiser at [h.golden@ucas.ac.uk](mailto:h.golden@ucas.ac.uk).

## Hi-vis policy

During the hazardous parts of build-up and breakdown (when shell scheme is being built and forklift trucks are moving around the venue), a hi-vis policy will be in operation. Anyone in the hall must wear a hi-vis vest. UCAS aims to have all hazardous work completed by the time exhibitors have access, but sometimes it may be necessary for this policy to be put into action.

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

Internet will be available at the exhibition, and further information will be available soon. It is prohibited for exhibitors to create their own wireless networks on or around their stand location.

Exhibitors requiring a permanent internet connection, or higher bandwidth, should order this directly through the venue, no later than two weeks before the exhibition – please email [events@ucas.ac.uk](mailto:events@ucas.ac.uk) for the form.

## UCAS

UCAS can offer a TV AV hire package – for more information and to book, please sign in to your ENet account. The items will be on your stand during build-up day, and on-site technical support will be available. If you require further information, please call the Events Team on 01242 544 645.

## L

### Lost property

All property found in the hall will be handed to the venue's reception desk, and kept for 12 weeks.

## M

### Music

Exhibitors requiring music to be broadcast, whether live or from devices on stands or other areas, will require a licence for the performance of music from the Performing Rights Society Limited, which has rights under The Copyright Act 1988.

Any person wishing to have music broadcast in the hall must inform the event organiser, who in turn will inform Westpoint Exeter in writing. Exhibitors will be required to pay all fees due to The Performing Rights Society Limited on request. More information can be found at [www.prsformusic.com](http://www.prsformusic.com).

All licences must be served in advance of the event. UCAS and Westpoint Exeter reserve the right to restrict sound levels emanating from any stand or feature, which they consider to be disturbing or disrupting the business of other occupiers in the building.

## O

### Organisers

The organiser's office is in the entrance foyer. The lead organiser is Holly Golden. During the exhibition, Holly can be contacted on 07741 313 319.

Prior to the exhibition, please contact Holly on 01242 544 725, or at [h.golden@ucas.ac.uk](mailto:h.golden@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.

**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](mailto: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 – 09:15 on Tuesday 17 March, at the general information desk at the front of the hall by the main entrance doors.

Scanners must be returned at the end of day two of the exhibition.



## Security

Security is provided for the event throughout build-up, during the event, and breakdown. To gain access to the venue, **contractors and exhibitors must sign in**, and will be issued with wristbands/lanyards that must be worn at all times. Further information can be found in the 'Arrival' section of this document.

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

- 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 open period, or the breakdown of the event. Do not leave the hall until all visitors have gone each afternoon.
- 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 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 event closes. Do not leave them until the following day for collection.
- Arrive in time for each event. Ensure your stand is staffed at least 15 minutes before event open time each day, but remember that the hall is open from 08:00 on Tuesday 17 and Wednesday 18 March.
- If you are a victim of theft, please report it immediately to security.

## Smoking

Westpoint Exeter operates a strict **no smoking** policy in the venue, and would ask for your full cooperation in ensuring this is complied with. There are designated smoking areas outside the venue.

## Social media

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

## Storage

**Important:** Storage is available at the venue during the build-up and open times of the event, but this may be limited. Any items left in storage are left entirely at the owner's risk, and neither UCAS nor Westpoint Exeter will accept any liability for items lost or stolen.

Therefore, UCAS recommends that any personal items, or items of value, are not stored in the storage area.

## T

### Taxis

If you require a taxi during your visit to Westpoint, please contact [Apple Taxis](#) on 01392 666 666.

### 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](mailto:events@ucas.ac.uk).

TO WHOM IT MAY CONCERN

1<sup>st</sup> 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 <sup>st</sup> August 2019 to 31 <sup>st</sup> 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 <sup>st</sup> August 2019 to 31 <sup>st</sup> 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 parking permit

## Exeter UCAS HE exhibition 2020

**Valid for parking at:**

Westpoint Exeter,  
Clyst St Mary,  
Exeter, EX5 1DJ

**Date valid:** Monday 16 – Wednesday 18 March 2020

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

**Exhibitor Lunch Order Form**

Please complete this form for each person on your stand. Forms must be returned and paid for **at the Lime Tree Restaurant by 10am on the day of the event.** Your lunch will be delivered to you by 1pm.

- NAME:**
- COMPANY:**
- STAND NUMBER:**
- CONTACT NUMBER:**
- DAY FOR DELIVERY:**

Please choose **one** item from each section below for our £6.00 meal deal.

**Please advise catering staff of any dietary requirements**

**SANDWICHES – deep filled freshly baked bread -One item per person**

Item	Person 1:	Person 2:	Person 3:	Person 4:
Tuna Mayonnaise & Cucumber on Brown Bread				
Tuna Mayonnaise and Cucumber on White Bread				
Mature Cheddar & Homemade Chutney on Brown Bread (v)				
Mature Cheddar & Homemade Chutney on White Bread (v)				
Chicken & Bacon with Salad on Brown Bread				
Chicken & Bacon with Salad on White Bread				
Honey Roast Ham and Mustard Mayo on White Bread				
Honey Roast Ham and Mustard Mayo on Brown Bread				
Egg Mayonnaise and Watercress on White Bread (v)				
Egg Mayonnaise and Watercress on Brown Bread (v)				

**CRISPS OR TREATS One item per person**

Item	Person 1:	Person 2:	Person 3:	Person 4:
Burts Lightly Salted Crisps				
Burts Sea Salt & Balsamic Vinegar Crisps				
Burts Mature Cheese & Onion Crisps				
Homemade Chocolate Brownie				
Homemade White Chocolate & Apricot Flapjack				

**DRINKS One item per person**

Item	Person 1:	Person 2:	Person 3:	Person 4:
Pepsi 330ml				
Sprite 330ml				
Tango 330ml				
Pepsi Diet 330ml				
Sparkling Mineral Water 500ml				
Still Mineral Water 500ml				