

EXHIBITOR MANUAL

Date: 9 June 2022

Venue: Kent Event Centre
Kent Showground
Detling
Maidstone
ME14 3JF



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Accidents and near misses

If you are involved in or witness an accident or near miss while onsite, please report it to the organiser's office immediately, which is located at the back of the Maidstone exhibition hall.

Accessibility

Full details on accessibility can be found on the [Kent Event centre website](#).

Accommodation

There are several hotels located near the venue:

[Orida Hotel Maidstone](#)

Tel: 01622 734322

[Village Hotel Maidstone](#)

Tel: 01622 235170

[Premier Inn Maidstone \(Sandling\)](#)

Tel: 03333 211288

UCAS does not recommend any hotel or have preferential rates with any accommodation provider. This list is provided for your information only.

For details on more hotels in the area, please visit the [Kent Event centre website](#).

Alcohol and drug policy

The consumption of alcohol is not permitted during the event at any time including 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 show. However, if you plan to have any other animal(s) on your stand, you must apply for permission via the organisers as there are licensing implications, and the city vet's approval will be required.

Arrival

To gain entry to the venue, you must register the details of who will be attending before the event. This should be done via your ENet account – instructions on how to do this will be sent to the lead booker, by email.

All exhibitors must wear a lanyard throughout the duration of build-up, and the lanyard must be worn 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 to the hall.

AV hire

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 need more information, please call the Events Team on 01242 544 645, or email events@ucas.ac.uk.

B

Balloons

Helium-filled balloons are not permitted in the venue.

Build-up and breakdown

Build-up times:

Wednesday 8 June	16:00 – 18:00
Thursday 9 June	08:00 – 09:15

On Wednesday 8 June, access for exhibitors is from 16:00 – 18:00. To proceed to the loading doors, make your way to the traffic office and get an access document to the lorry bay to unload.

If you're employing a contractor to deliver goods, please ensure they have a copy of the vehicle pass for unloading and 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.

There will be no vehicle access to the loading bay after 09:15 on the event open day's – the loading bay doors will close, without exception, and all vehicles must be removed.

Should you arrive after this time you will be directed straight to exhibitor parking where you will have a short walk with your goods.

Exhibitors should remain on their stands, and refrain from dismantling, until the exhibition closes at 15:00 on Thursday 9 June, an announcement will confirm when it is safe to start dismantling stands.

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.**

When leaving the venue, please remove any waste – this includes literature not in a box, and not being collected by your courier – e.g. spare prospectuses. **Removal of any excess waste will be charged for.**

Breakdown time: 15:00 – 16:00, Thursday 9 June 2022.

After 16:00 on Thursday 9 June, UCAS contractors will have access to dismantle the event. If exhibitors are still breaking down their stands, they must wear a high-vis vest.

Schedule

Wednesday 8 June

07:00 – 16:00 Stand build (PPE area – no exhibitor access).
16:00 – 18:00 Exhibitor/contractor access.

Thursday 9 June

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 Exhibitor/contractor breakdown.
16:00 onwards Stand breakdown (PPE area – no exhibitor access).

Business centre

Kent Event Centre does not have a business centre.

C

Car parking

There is ample free exhibitor car parking to the left of the venue. All cars must always display a parking permit, which can be found at the back of this manual.

Traffic staff will be on duty, and their directions should be followed at all times.

Disabled parking facilities are available at the venue. Traffic marshals will direct any exhibitors requiring disabled parking to the relevant area.

Carpet

The hall floor is already carpeted in light grey.

Catering

The staff room can be found just off to the side of both exhibition halls in the Astor Pavilion – please see the floor plan for the location. Hot and cold food will be available, and cash and card payments are accepted.

UCAS will provide exhibitors with four complimentary tea and coffee vouchers. Please go to the help desk to receive your tea and coffee vouchers.

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, stands will not be cleaned. Please leave bags of rubbish in the gangway after the event has closed for collection.

Cloakroom

There are no cloakroom facilities at the venue, and exhibitors are responsible for their own personal belongings.

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 P.A. 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 stand's risk assessment, method statement, and stand plans to g.rishworth@ucas.ac.uk at least three 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, provided we are aware they will be onsite.

Covid 19 precautions

Correct at date of publishing 29/04/2022, this information may change alongside government advice.

Face coverings

We highly recommend that you wear a face covering inside the venue and the hall unless you are exempt. We will have a provision of these at the organiser's office but advise that you bring your own.

Social distancing

We will be promoting a recommended social distancing of 1m+ within the hall.

Cleaning and hygiene

Kent Event Centre will be regularly cleaning high traffic areas throughout the event

Hand sanitiser

There are hand sanitiser stations located throughout the venue and our event hall. We will also have a provision of this at the organiser's office but advise that where possible you bring your own.

Handing out prospectuses etc.

We encourage exhibitors to use literature racks rather than personally handing out prospectuses and any other literature to visitors. Where possible, please use QR codes for visitors to access your online literature.

Stand risk assessment

Please see a list of recommended points to cover in your stand risk assessment:

- Sufficient stand cleaning
- Good hand hygiene for staff i.e., regular handwashing and or a supply of hand sanitiser on the stand
- Social distancing on stand and around the event hall
- Adequate supply of PPE for staff if required

Please see further guidance on the Working safely during coronavirus (Covid-19) - Events and attractions page:

<https://www.gov.uk/guidance/working-safely-during-covid-19/events-and-attractions#risk-3>

Reporting of any concerns about Covid during the event

If you have any concerns about Covid-19 during the event, please come to the organiser's office. Alternatively, if you do not wish to come to the office you can call the event organiser on 073420 72716.

Please note that the information and advice in the COVID 19 precautions section is based on the latest government advice as of 28 January 2022.

D

Deliveries

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

Exhibitors must arrange for all deliveries to be made between 08:00 – 18:00 of the build-up day (8 June), 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.

The venue will not allow the event to open if vehicles are blocking fire exit routes, and trolleys are not permitted on the exhibition floor during open hours, in consideration of public safety.

Neither UCAS or the venue will be held responsible for the transportation of deliveries to individual stands, nor are they permitted to sign for any exhibitor deliveries.

The venue address for couriers is:

UCAS Discovery Kent

Exhibitor company/provider name

Exhibitor contact name

Stand number

Maidstone Exhibition Hall

Kent Event Centre

Kent Showground

Detling

Maidstone

Kent

ME14 3JF

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

Please make sure the staff working on your stand know:

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

If using a delivery company, they're responsible for delivering your prospectuses and any other items safely to your stand and placing surplus materials in the on-site storage area.

E

Electrical services and stand power

All onsite electrical work must be carried out by a qualified, competent person, and inspected by the appointed electrical contractor prior to energising. Our stand contractor, GES, 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.

You can place your order for electrics via GES using the [online shop here](#). If you have any questions regarding electrics, please get in touch with the GES team by emailing them at UCASKent@GES.com, or by calling them on +44 (0) 2476 380190. Exhibitors bringing portable appliances should ensure the items have been recently PAT tested (Portable Appliance Tested) and bear the PAT test pass certificate.

Use of the venue's electrical sockets is not permitted, and cables must not cross gangways. Once power has been energised during build-up, it will be switched off each night, including the pre-open night. Power to your stand will be switched off 30 minutes after the show closes and will not be switched back on under any circumstances, due to the hazards presented during the breakdown of stands.

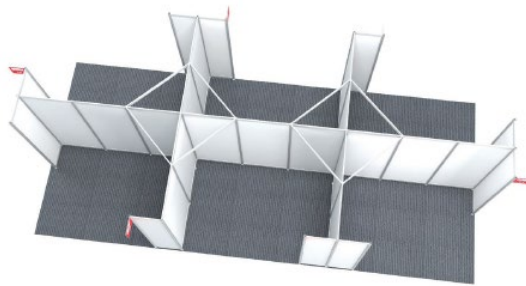
All shell scheme stands will be fitted, as standard, with one fluorescent light. Please note, electrical sockets are **not** provided as standard, as part of the shell scheme exhibition stands.

Emergency procedures

The venue's emergency procedures document will be provided on your stand on arrival and is also available for you to view via your e-net account in useful documents. In the event of an emergency please follow the instructions of our security team.

Exhibition stands and furniture

The shell scheme stands will be built by our contractors GES. Please see information on the shell scheme in the [document here](#). Below is how our shell scheme stands will look once built. The name board is located on the return on the front of the stand.



Please see this [Graphics guide document](#) if you will be ordering graphics for your stand.

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. Any name boards altered within ten working days prior to the exhibition will incur a charge.

Space-only stands

Important note: Contractors will not be allowed to commence their build-up until they have complied with all the requirements of the workplace (health, safety, and welfare) Regulations 1992

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 structures include:

- structures over 4m in height
- multi-storey stands
- viewing and service platforms
- suspended items, e.g. signs and lighting rigs
- raised walkways
- ramps
- sound and lighting towers
- temporary tier seating
- platforms and stages over 0.6 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:

- a copy of a scale drawing, including plans and elevations
- a construction timetable
- a method statement
- a risk assessment
- full details of fabrics and materials 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 events@ucas.ac.uk for advice.

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 the 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 do so, 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 will produce test certificates for any materials they intend to use. If the venue is not satisfied that any material meets the standards required, they will 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 the event, and easily identifiable by their UCAS-Discovery t-shirts. They will make sure empty boxes are cleared away, aisles are kept tidy, and students and exhibitors are directed as necessary. However, they will not undertake any excessive lifting. Please do not hesitate to ask for their assistance.

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

Kent Event Centre and UCAS Events also accept no responsibility for anything left on the premises, and exhibitors must make arrangements for all material to be removed from the exhibition by 20:00 on 9 June. Any items left on the premises after the tenancy has expired will be kept by Kent Event Centre. They will endeavour to contact exhibitors prior to disposal but cannot guarantee contact.

F

Filming

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 g.rishworth@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 and fascias, shall be:

- of a suitable nature and quality for the purposes and conditions of their intended use
- adequately prepared and fixed in order 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 standards for construction materials. Suitable samples of materials may be submitted to the venue for approval. Materials may be tested on-site to ensure that they comply.

Any decorative materials, drapes, curtains etc. must be flame proofed. Floor coverings must be secured in place so not to cause a hazard.

It is understood that 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 then 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

There will be first aid cover throughout the open day of the exhibition, and the venue has a medical room staffed by qualified first aiders. Should you require medical assistance, please contact the organisers in the organiser's office.

Footwear

Suitable footwear must be worn on-site during build-up and breakdown. Open-toed sandals/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 do so through your ENet account, 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 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.

Exhibitors who have purchased a shell scheme only and are wishing to build above the shell scheme panel should contact the event organiser as support beams may cause an obstruction and it may not be possible to remove them. Please email g.rishworth@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

Free WiFi is available to all – more information can be found in your onsite pack on your stand.

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.

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 forwards. If no owner is found for the duration of the event, the property will be left with the venue. If after one or 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.

M

Marketing opportunities

We offer several additional marketing opportunities that can help increase your impact, including:

- performances
- student talks
- floor tiles
- hanging banners
- interactive workshops
- adverts
- email content
- website content

For more information, please visit the [UCAS Media website](#).

If you would like to discuss these opportunities further, or are interested in sponsorship of the event, please contact the Events Team at events@ucas.ac.uk, or on 01242 544 645.

Music

Exhibitors requiring music to be broadcast, whether live or from tapes or discs on stands or other areas, are advised that they 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. Exhibitors will be required to pay all fees due to The Performing Rights Society Limited upon request. More information can be found at www.prsformusic.com.

Please note that all licenses must be served in advance of the event. UCAS and the venue reserves 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 within the building.

O

Organisers

The organiser's office is located between both exhibition halls, just off the Maidstone Exhibition Hall.

The main organiser is Grace Rishworth, g.rishworth@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.

1. 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.
2. The floor around your stand shall be kept level and even and shall not be allowed to become slippery or a source of danger.
3. 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 need to provide a risk assessment for your stand build and any activities that will be happening on your stand. Please send this through to Grace Rishworth, g.rishworth@ucas.ac.uk least 4 weeks before the exhibition date.

The event organiser has completed a risk assessment for the event, and also a separate COVID risk assessment. Copies of these can be found via your e-net account in useful documents along with some helpful templates and risk assessment advice.

Security

Security is provided for the event throughout build-up and during the event. 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 manual.

Bag searches and wand checks will be taking place.

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 evening.
- 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 watch 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 the 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 morning.

If you are a victim of theft, please report it immediately to security.

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.

Storage

There are limited unsecured facilities for the storage of exhibition material, cases, and catalogues. No storage is allowed to obstruct fire exits, or in areas behind stands, in gangways, in the loading bay area, etc. Please contact an organiser or event staff onsite for more details.

For health and safety reasons, neither the organisers nor event staff are permitted to deliver/replenish stock to your stand. Therefore, exhibitors are asked to ensure they have a sufficient supply of handouts available at the start of each day.

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 parking permit

UCAS Discovery Kent 2022

Valid for parking at:

Kent Event Centre, Kent Showground, Detling,
Maidstone, ME14 3JF

Date valid: 8 – 9 June 2022

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