

UCAS



CREATE YOUR FUTURE

EXHIBITOR MANUAL

DATE:

3 – 4 October 2022

VENUE:

Hall S11, London ExCeL

ADDRESS:

ExCeL London,
Royal Victoria Dock, 1 Western Gateway,
London, E16 1XL



Contents

A	2	Hazardous exhibits.....	14
Accidents and near misses	2	Height restrictions	15
Accessibility.....	2	I	15
Accommodation.....	2	Insurance.....	15
Alcohol and drug policy	2	Internet.....	15
Animals.....	2	L.....	15
Arrival.....	2	Lost property.....	15
B	3	M.....	16
Balloons.....	3	Music.....	16
Build-up and breakdown.....	3	O.....	16
Business centre	4	Organisers	16
C	5	P	16
Car parking	5	Passages and gangways	16
Carpet.....	5	Prayer room	17
Catering.....	5	R	17
Children.....	6	Risk assessment	17
Cleaning and recycling	6	S.....	17
Cloakroom.....	6	Security	17
Competitions.....	6	Smoking.....	18
Contractors	6	Social Media.....	18
Covid 19 precautions	7	Storage.....	18
D	8	T	18
Deliveries.....	8	Trolleys.....	18
Drinks reception.....	9		
E.....	9		
Electrical services and stand power.....	9		
Emergency procedures	9		
Exhibition stands and furniture	9		
Event staff	12		
Exhibitors' property	12		
F.....	13		
Filming.....	13		
Fire regulations	13		
First aid.....	14		
Footwear	14		
Furniture hire	14		
H	14		

A

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 front of the hall.

Accessibility

Full details on accessibility can be found on the [ExCeL London webpage](#).

Accommodation

For details on hotels in the area, please visit the [ExCeL London webpage](#).

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.

B

Balloons

Helium-filled balloons are not permitted in the venue.

Build-up and breakdown

Loading bays S19 – S22 (South entrance)

Boulevard contractor entrance – via Organiser Rooms S11-S18

Build-up times are:

Sunday 2 October	17:00 – 20:00
Monday 3 October	07:30 – 09:45
Tuesday 4 October	08:00 – 09:45

On Sunday 2 October, access for exhibitors is from 17:00 – 20:00.

Important update: Please be aware that the build day (Sunday 2 October) is taking place at the same time as the London Marathon. Exhibitors are advised to leave additional time when travelling to the event.

To gain access to the hall from the boulevard, if approaching from the East entrance, please proceed past hall entrance S10 and the toilets. Before you arrive at hall entrance S9, there will be a door which reads 'Organisers Rooms S11-S18'; please proceed through that door and down the corridor into the hall.

Note: Delivery procedure to the venue's loading doors has changed for this year; please see the below information

To proceed to the loading doors at the back of the hall, you will need to gain a Lorryway Access Document from the venue's traffic office. Due to an expansion project at the venue, the traffic office is located off-site for this event, 2 miles away, at Gallions Reach.

The traffic team at Gallions Reach will direct you to the appropriate parking area, and then to the traffic management office. At the office, they will provide you with your Lorryway Access Document; once you have the document, speak to a member of the traffic team outside about your time slot. **The what3words location for Gallions Reach is Senior.Winter.Simple.** For further information, please contact Holly Golden via h.golden@ucas.ac.uk.

If you're employing a contractor to deliver goods, please ensure they know to go to the traffic office to gain their access document to unload. 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 09:45 on the event open days – 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 4 October 2022.

To help facilitate this, and ensure health and safety is maintained, the loading bay doors will not open, and vehicles will not be permitted to the entrance of the doors, until the venue is clear of visitors – we expect this to be by 15:15. 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 are still in the venue.

Breakdown time: 15:15 – 16:15 on Tuesday 4 October.

Schedule

Sunday 2 October

07:00 – 17:00 Stand build (PPE area – no exhibitor/contractor access).
17:00 – 20:00 Exhibitor/contractor access.

Monday 3 October

07:30 – 10:00 Exhibitor access.
10:00 – 15:00 Exhibition open – trolleys will not be allowed on the exhibition floor once the exhibition has opened to the public.
15:00 – 16:00 Stand replenishment.

Tuesday 4 October

08:00 – 10:00 Exhibitor access.
10:00 – 15:00 Exhibition open – trolleys will not be allowed on the exhibition floor once the exhibition has opened to the public.
15:00 – 15:15 Exhibition cleared of visitors.
15:15 – 16:15 Exhibitor/contractor breakdown.
16:15 Stand breakdown (PPE area – no exhibitor access).

Business centre

If you require any photocopying or other services, there is a business centre on level 0 at the bottom of the stairs near N4/S4 which sells a range of stationery items and can also do photo copying and faxing.

Car parking

The main car park is the multi-storey car park. The orange car park is pay and display, and is allocated on a first-come, first-served basis. There are car park payment machines (which accept card payment) in the orange car park, with a standard fee of £20 per 24hrs per vehicle. More information can be found on the [ExCeL London webpage](#).

Transit vans and vehicles of similar or larger size are not permitted in the orange car park. You may be able to park these vehicles in the ExCeL London's lorry park; you should report to the ExCeL traffic office for advice. Transit vans up to 3.5T are charged at £20 per 24hrs per vehicle, and vehicles over 3.5T and lorries are charged at £35 per 24hrs per vehicle.

There are clearly marked disabled parking bays in the orange car park (the car park closest to the venue) and the Royal Victoria multi-storey car park. It is not possible to pre-book a disabled bay. If a disabled bay is not available, the traffic and parking team at ExCeL will endeavour to find you a space as near as possible to the venue entrance.

Please note that since 25 October 2021, the Ultra Low Emission Zone includes ExCeL London. For more information about whether your vehicle is subject to ULEZ charge, please see the [Transport for London website](#).

Carpet

The hall floor will be covered with a charcoal carpet in the aisles, and light grey carpet on the stands. If you have specific flooring requirements, please contact GES by emailing them at createyourfuturelondon@ges.com, or by calling them on +44 (0) 2476 380190 or order this via [their Espresso web shop](#).

Catering

The Staff Room (exhibitor and teacher lounge) can be found at the rear of the exhibition hall. The lounge will be open while the exhibition is open to the public, serving snacks and sandwiches. There are also several outlets along the boulevard. Due to COVID all food outlets are only operating a contactless card payment service; no cash will be accepted.

UCAS will provide each stand with four tea and coffee vouchers per day. These entitle you to a complimentary tea or coffee and are redeemable in the Staff Room at the back of the exhibition hall.

Each stand will also receive a bottle of water each day. There are water refill stations located by the East and West entrances of the venue.

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

Children

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

Cleaning and recycling

Common areas and aisles will be vacuumed each day, and rubbish will be removed. However, exhibits will not be cleaned. Please leave bags of rubbish in the gangway after the show has closed each day for collection. If you require your stand to be cleaned this can be purchased through the [ExCeL exhibitor web shop](#).

Cloakroom

The main cloakroom is located centrally in the boulevard on level 0 (below the level of the boulevard down the stairs, in between hall entrances N4 & S4). All items are charged at £1 each. Normal operating hours are 30 minutes before the event opens, and 30 minutes after it closes. Please be aware, the cloakroom cannot anything overnight, and cannot store cameras, laptop equipment, or any other electronic devices at any time.

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 h.golden@ucas.ac.uk by **5pm on 9th September**.

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 on-site.

Face coverings

We 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 operating social distancing of 1m+ within the hall.

Cleaning and hygiene

ExCeL will be regularly cleaning high traffic areas throughout the event, they may also be operating fogging of the hall after each day – if you have any technical or sensitive items, please could you remove or cover these items at the end of each day.

Fogging uses disinfectant sprayed from a machine to create what looks like fog in the room. It is an effective way to disinfect a large number of horizontal surfaces, hard to reach areas that are often missed or forgotten and small, confined spaces such as extractor units. It can also be effective at disinfecting vertical surfaces.

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 07741 313 319.

Please note that the information and advice in the COVID 19 precautions section is based on the latest government advice.

D

Deliveries

Please refer to the build-up and breakdown section.

Exhibitors must arrange for all deliveries to be made between 08:00 – 20:00 of the build-up day (2 October), or in the morning prior to the exhibition opening to the public. Deliveries made outside of these times will not be accepted by the venue, and may be returned to the sender. Neither UCAS 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. All deliveries should be clearly marked with the following information:

UCAS Create Your Future London exhibition

Exhibitor company/provider name

Exhibitor contact name

Stand number

ExCeL London

South Entrance S19 – S22

One Eastern Gateway

London

E16 1XL

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

Please make sure you inform the staff manning your stand:

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

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

Drinks reception

We are delighted to announce that we will be hosting a drinks reception for all exhibiting staff at 15:30 on Monday 3 October. Please join us at the main stage in the hall for a drink.

E

Electrical services and stand power

All on-site 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 createyourfuturelondon@ges.com, or by calling them on +44 (0) 2476 380190.

Exhibitors bringing portable appliances must 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.

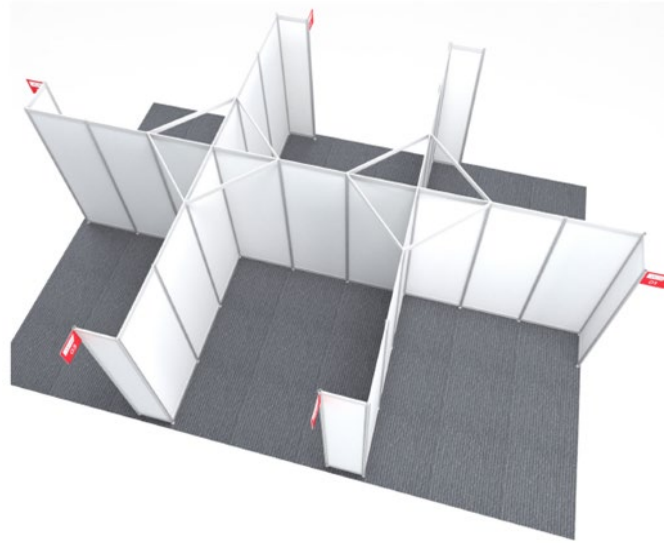
Emergency procedures

The venue's emergency procedures document will be provided on your stand on arrival, as part of the on-site pack, 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](#) from GES 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 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. An LED strip light will be included on the stands.

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-branded 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 ExCeL

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

ExCeL London 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 Tuesday 4 October. Any items left on the premises after the tenancy has expired will be kept by ExCeL London. They will endeavour to contact exhibitors prior to disposal but cannot guarantee contact; they may also charge for disposal service.

F

Filming

If you are planning on undertaking any filming, or taking any photographs at the event, you must inform the organiser, preferably by **Wednesday 21st September**, at 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 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).

Fire extinguishers will be distributed by the ExCeL fire safety team, and these must not be moved once put into position.

First aid

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

Footwear

Suitable footwear must be worn on-site during build-up and breakdown. Open-toed sandals/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, by **Monday 19th September** at the latest.

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.
- Lithium-ion batteries (nothing larger than those used for tablets/laptops are permitted at ExCeL London).

Height restrictions

Please note that the height limit of displays is 6m. If you have purchased a shell scheme only, the stand panels are 992mm wide and 2,430mm high. Exhibitors wishing to build above 2.43m should contact the event organiser, at h.golden@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

At ExCeL there is free, fast WiFi service available. When you arrive at the venue, you just need to sign in to '_ExCeL free Wi-Fi' using a standard log in, or via LinkedIn, Facebook, or Twitter.

If you require a more reliable connection, you can purchase this through the [ExCeL exhibitor web shop](#).

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 to two months no claim in respect of that property has been made, the licensor shall consider the property to have been abandoned and shall receive the rights to offer that property for sale.

M

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 who in turn will inform London ExCeL in writing. 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 London ExCeL 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 at the front of the exhibition hall. The main organiser is Holly Golden (h.golden@ucas.ac.uk). During the exhibition, Holly can be contacted on 07741 313319.

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.

Prayer room

The prayer room can be accessed through the grey door next to the S9 entrance on the boulevard.

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 Holly Golden at h.golden@ucas.ac.uk by **5pm on Friday 9th September**.

The event organiser has completed a risk assessment for the event. A copy of this can be found via your e-net account in useful documents along with some helpful templates and risk assessment advice.

S

Security

Security is provided for the show at all times. Please do not arrange for goods to be delivered to the hall before 08:00 on Sunday 2 October. Please ensure you are wearing your exhibitor lanyard at all times. Entry to the hall will not be permitted without a pass.

Please consider the following security advice:

- Contact the exhibition security company for advice on how to secure the items on your stand. There may be an overnight secure store for valuable items.
- Take home any valuable items each night if there are no secure storage facilities onsite.
- Do not leave your stand unattended at any time during build-up, the event, or breakdown.
- Do not position desirable items at the front of your stand, where you may not be able to keep an eye on them.
- Ensure you have enough staff, so the stand is not vulnerable to thieves, and do not ask a neighbouring exhibitor to watch your stand while you go for a break. They may become busy and not be able to keep an eye on your stand.
- Remove all portable or valuable items from the stand on the evening the show closes. Do not leave them until the following day for collection.
- Arrive in time for the show. Ensure your stand is staffed at least 15 minutes before show open time each day, but remember, the hall is open from 08:00.

- Hire an alarm for your stand if you are exhibiting valuable or portable items. These should be available from the show's security company.
- If you are a victim of theft, please report it immediately to the show's security company.

Smoking

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

Social Media

We will be posting lots of social media about the event via our Twitter/Instagram and TikTok accounts and we'll be using the hashtag #CreateYourFuture. Please feel free to use the hashtag and help us share details of the event.

Storage

There are limited unsecured facilities for the storage of exhibition material, cases and catalogues. This will be located at the back of the hall. No storage is allowed in areas behind stands, in gangways, in the loading bay area, under stairs, obstructing fire exits, etc.

T

Trolleys

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

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