

BSAVA

Congress + EXPO 2025

congress reinvented

20-22 March 2025
Manchester Central



Exhibitor Technical Manual



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INTRODUCTION

We would like to take this opportunity to thank you once again for choosing to exhibit at the British Small Animal Veterinary Association (BSAVA) 2025 Congress & Expo.

This exhibitor technical manual is designed to provide you with all of the relevant information that you will need prior to and during the congress. Please read the whole document carefully to ensure that you do not miss any key deadlines, order dates or any other information that may be important to your planning and attendance at congress. Please note that a separate sponsorship technical manual will be published, for any sponsorship opportunities purchased.

You'll notice reference to the Congress [exhibitor portal](#) throughout this document. In this you can view a task manager which will help ensure you complete all the required documentation as detailed in this manual and have all the necessary information to assist with your preparations for Congress.

Please note that for 2025 the build phase will commence on Tuesday 18th March – there is no access to the venue before this.

Should you require any additional information, please do not hesitate to contact the BSAVA Congress team on the contact details below.

Best wishes

Amelia Coates, Account Manager

Kim Blick, Sponsorship Fulfilment

Victoria Giordano & Chelsea Thomas, Sales and Partnership Liaison

Telephone: 01452 726 704

Email: exhibition@bsava.com

EVENT TIMETABLE

Day	Date	Start	End	Action	Restrictions	Pass type
Tuesday	18-Mar	07:30	22:00	Space only stand build	3-point PPE due to overhead rigging – Hard hat (when necessary – please have to hand), Hi-vis and appropriate safety footwear	Contractor
Wednesday	19-Mar	06:00	13:00	Space only/shell scheme stand build	3-point PPE due to overhead rigging – Hard hat (when necessary – please have to hand), Hi-vis and appropriate safety footwear. Exhibitors delivering items to the stand who require access via the loading bay, minimum. PPE required; Hi-vis and to avoid trips, slips and the risk of a foot injury-appropriate closed toe, low- heeled footwear suitable for the task in hand	Contractor
		13:00	22:00	Stand set-up/dressing	None	Contractor/ Exhibitor
		12:00	20:00	Exhibitor pass collection/registration		
Thursday	20-Mar	06:00	08:00	Stand dressing		None
		08:00	19:20	Exhibition Open		
		09:50	11:20	Morning Programme Break		
		12:20	14:20	Lunch Programme Break		
		15:20	17:00	Afternoon Programme Break		
		17:50	19:20	Exhibition Drinks Reception		
Friday	21-Mar	08:00	17:50	Exhibition Open	None	Exhibitor/ Delegate
		09:50	11:20	Morning Programme Break		
		11:50	13:50	Lunch Programme Break		
		15:10	16:30	Afternoon Programme Break		
Saturday	22-Mar	08:00	15:50	Exhibition Open	None	Exhibitor/ Contractor
		09:50	11:30	Morning Programme Break		
		12:10	14:20	Lunch Programme Break		
		14:40	15:50	Afternoon Programme Break		
		15:50	20:00	Stand undressing. NO SPACE ONLY OR FREE BUILD BREAKDOWN		
Sunday	23-Mar	07:00	17:00	Space only stand / BSAVA contractor breakdown	3-point PPE due to overhead rigging – Hard hat (when necessary – please have to hand), Hi-vis and appropriate safety footwear	Contractor

Please note.

Space only build access from Tuesday 18th March – there is NO ACCESS to the venue on Monday 17th March.

The loading bay must also be vacated by the stated end times.

Timings are subject to change – please check final timetable in the exhibitor portal before travel.

KEY CONTACTS LIST

BSAVA Exhibition & Sponsorship Enquiries	Amelia Coates / Kim Blick	+44 (0)1452 726704	exhibition@bsava.com
Health & Safety (EMSS)	Ray Critchley	+44 (0)7711 475107	enquiries@em-ss.co.uk
Venue Manager (Manchester Central)	Craig Beardall	+44 (0)161 8278741	c.beardall@manchestercentral.co.uk
Catering Manager (Manchester Central)	Mark Collins	-	catering@manchestercentral.co.uk
Exhibition Rigging (Knight Rigging Services)	-	+44 (0)1253 894688	MCCC@knightrigging.co.uk
IT/Telephone Services (Manchester Central)	-	-	eventsit@manchestercentral.co.uk
Logistics/Freight (DSV Fairs & Events UK)	Steve Andrews	+44 (0)7909 917698	steve.andrews@dsv.com
Electrics (Expo-lec)	-	07870 668824	info@expo-lec.com
Furniture (Concept Furniture)	Conceptfurniture.co.uk Use code FREETRAN	+44 (0)1294 444599	Scott@conceptfurniture.co.uk
Shell Scheme Contractor (Whitespace Expo)	-	+44 (0)20 8687 5346	bsava@whitespacexpo.com
Structural Engineer (Campbell Reith Hill)	-	+44 (0)1618 193060	manchester@campbellreith.com

KEY INFORMATION

ACCOMMODATION

MICE Concierge will be providing an enhanced service for all exhibitors to help ensure you are fully looked after. As our trusted supplier, they have exclusive accommodation rates at all surrounding hotels, and will ensure you receive the best possible experience and most importantly, the best rates for all accommodation requirements. We advise you to book through the official channel as the service is supported by the event. By staying in one of the accredited hotels, you will be with other attendees, and will therefore be able to network/socialise more to get the most out of the event.

To view all exclusive rates and to book online, please click here <https://miceconciierge.com/bsava2025>

Alternatively, if you would like to reach out to MICE Concierge Ltd directly, please feel free to contact Kay Bowers on +44 (0) 1438 908770 or email hello@miceconciierge.com and a member of the team will be happy to assist.

AWARDS

Prizes will be awarded to our exhibitors who are judged to have really gone above and beyond with their presence at Congress. Categories are;

Delegate Choice Award; Given to the exhibitor who obtains the most votes from delegates. Delegates vote via the Congress app and are advised to think about engagement, interactivity, design and customer service.

BSAVA Choice Award; Given to the exhibitor who is chosen by the President and Vice President of BSAVA for demonstrating excellence in customer engagement, product showcasing and/or innovation.

Sustainability Award; Given to the exhibitor who best demonstrates the use of sustainable construction materials and giveaways. To be considered, exhibitors should email the details to exhibition@bsava.com

COVID-19 GUIDELINES

In the event that BSAVA are obliged due to specific Government restrictions, to cancel BSAVA Congress 2025, taking place at Manchester Central, the agreed booking will be deemed as cancelled and any payment received will either be held in full as credit for BSAVA Congress 2026 or refunded in full. Please refer to the BSAVA website for COVID 19 updates in relation to the BSAVA Congress.

DELIVERIES & COLLECTIONS

Courier deliveries can be made on Tuesday 18th or Wednesday 19th March but you MUST have stand personnel or contractors on site to sign for them. Neither Manchester Central, nor BSAVA will accept any responsibility for the items sent to the venue in advance of your staff. Deliveries made before the start of specified build days will be returned at the sender's expense.

All deliveries made to the venue should be clearly marked as follows:

Manchester Central (Exhibition and Conference Centre)
Windmill St
Petersfield
Manchester, M2 3GX
BSAVA Congress 2024, 20-22 March 2025, CENTRAL HALL
[Recipient name/Telephone number]
[Company name/Exhibition space number]

Manchester Central cannot store any deliveries before or after the event days, Manchester Central will not accept responsibility for storage so all deliveries/pick ups must be made during the build up/breakdown period. Any delivery or storage requirements you have prior to Tuesday 18th March must be sent via the exhibition freight contractor, DSV Fairs & Events UK.

If you are using your own courier to collect goods from the venue, collection of goods must be made before stand staff leave the venue. Manchester Central does not have on-site storage or the capability to forward remaining items. Anything left on-site after break-down may be removed/disposed of at the sender/recipient's expense.

DISCLAIMER

The British Small Animal Veterinary Association claim no liability for the act of any supplier to this congress, nor liability for: personal injury, the safety of any attendee while in transit to or from the congress, for any loss or damage, for delays in transport by air, sea, rail, road, weather, in case of strikes, sickness, war or other causes.

FLOORPLAN & LISTINGS

Please visit the exhibitor portal or email [exhibition](mailto:exhibition@bsava.com) for the latest copy of the exhibition floor plan. Exhibitor listings can be found at www.bsavacongress.com

LEAD RETRIEVAL

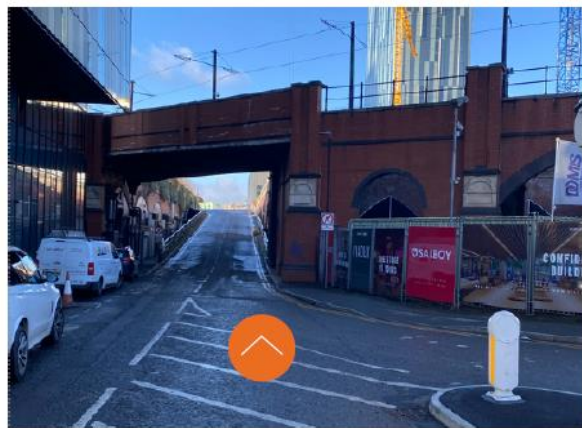
The 2025 lead retrieval service will be operated through the Congress app which is run using Swapcard. There is a flat fee of £200 + VAT to access this service which will allow all your registered stand reps to collect leads using the Congress app on either their smartphone or tablet. Please use the exhibitor portal or email exhibition@bsava.com to order this service.

LOADING BAY

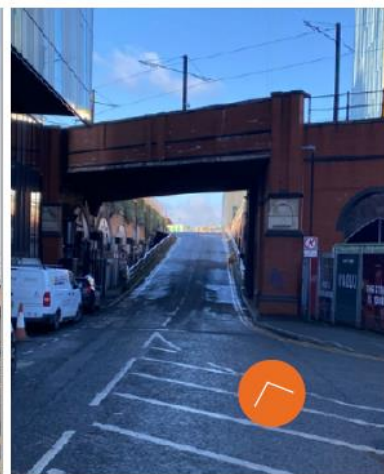
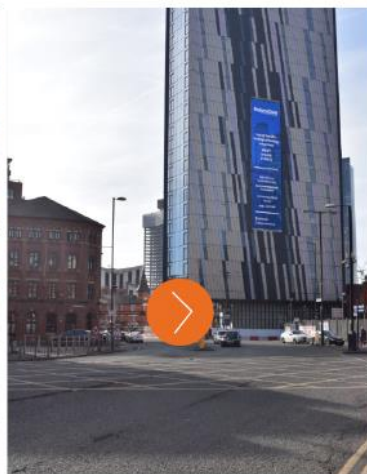
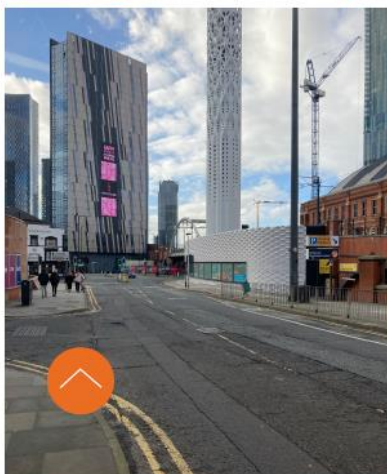
Delivery access to Central Hall is at the back of Manchester Central via the ramp off Albion Street. If using a satellite navigation system - please follow the postcode M1 5JB.

2 Delivery access to Central Halls & Charter Suite: Albion Street, M1 5JB

Approaching from Medlock Street



Approaching from Lower Mosley Street



Please ensure you/your drivers advise the Traffic Management Team they are delivering to BSAVA Congress. Vehicles will be directed to the relevant goods entrance for unloading. Manchester Central's traffic management team issue vehicle passes on-site. Vehicle and driver details are required and once issued, passes must be displayed in the vehicle window at all times. Once unloaded, vehicles should be taken off site.

Trolleys are not available at the venue; recipients of deliveries must ensure that they can transport items from the loading bay to the appropriate location. If required a portering service can be pre-booked via DSV Fairs & Events UK. If required forklifts can also be hired via DSV Fairs & Events UK. Please contact steve.andrews@dsv.com for more information. No vehicular access or movement will be allowed in the hall while it is open to the public or without PPE guidelines. No vehicular access or movement will be allowed in the hall while it is open to the public or without PPE guidelines.

PARKING

The Manchester Central NCP (National Car Park) directly below Manchester Central is open 24 hours a day all year round. It has 720 spaces including 18 disabled parking bays and three electric vehicle charging points. There is direct access to Manchester Central by lift, stairs and escalators.

The height restriction for this Car Park is 1.98m. For larger vehicle please use Water Street, Stone Street, Bridgewater Hall or Hulme Street car parks (standard rates apply)

Exhibitor car parking is available to pre-order via a 'Parking Voucher' and is charged at £14.00 per 24hrs including VAT. Spaces are limited to 250 per day and will be allocated on a first come-first served basis. This will need to be booked online or via the parking app that is available on the exhibitors portal using the discount code MCEXHIB14

Alternatively, the hourly charge on car park pricing is as follows:

Pricing (correct at time of print):

Pay on the day		Pay via the NCP App	
1 hour	£4.45	1 hour	£3.45
1 to 2 hours	£8.90	1 to 2 hours	£6.90
2 to 3 hours	£13.35	2 to 3 hours	£10.35
3 to 4 hours	£17.80	3 to 4 hours	£13.80
4 to 5 hours	£22.25	4 to 5 hours	£17.25
5 to 6 hours	£26.70	5 to 6 hours	£20.70
6 to 24 hours	£29.95	6 to 24 hours	£27.95
		evening rate 1800-2359	£7.95

EXHIBITOR PASSES

Exhibitor passes include access to the Conference Centre and Central Hall (the Exhibition). Exhibitor passes include free lunch, tea/coffee on congress days, access to the Exhibitor Lounge located on the exhibition floor and access to all sessions in the main scientific programme. Please refer to your order confirmation for clarification on the number of exhibitor passes you are entitled to. Exhibitor Pass holder details must be submitted in the exhibitor portal, no later than 1st March 2025.

Please note;

- Extra passes can be purchased at a rate of £195 + VAT – either email exhibition@bsava.com or add the extras via the portal and you will be invoiced accordingly
- If you wish to buy delegate passes for any guests or customers, you can obtain a 15% discount by using the code EXDEL1525 during their registration (please register these via www.bsavacongress.com/registration)
- Pass holders will be emailed a QR code to use to print their badges on site. Badges can be printed from 12:00 on Wednesday 19th March in the main registration area
- All personnel working on your stand during the live event require exhibitor passes – this includes any waiting/bar staff
- Contractors accessing the hall outside of the live event phase will not need exhibitor passes but do require to be added to the portal to gain access for the build/breakdown phases

SECURITY

The organisers will provide general security within the exhibition halls. However, the individual security of the stands and exhibition lies within the responsibility of each exhibitor. Valuables should be locked away overnight and additional care should be taken during exhibition build & break down. During the breakdown period, extra care must be taken, as this is a vulnerable time. In the unlikely event of a theft, please report

to the organisers' office or exhibition desk immediately. No exhibits may be removed from the hall during the live days of the exhibition without obtaining a pass of authorisation from the exhibition desk. Both exhibitors and contractors must wear badges/wristbands at all times on-site. Do not leave your stand unattended at any time.

There is a Security Control Room within Manchester Central where members of the team can be contacted through the Concierge at the main entrance.

STORAGE/SHIPPING/FREIGHT FORWARD SERVICES

Storage/shipping/freight forwarding services are being supplied by DSV Fairs & Events UK. For details of these and other logistical services provided by them please email steve.andrews@dsv.com. Please pre-advise DSV Fairs & Events UK of any freight that is to be sent to them in order that they can process the orders and ensure that both warehouse and vehicle space can be allocated. You will also need to pre-book logistical services with them. For any shipments arriving from outside of the UK, please arrange your logistical requirements ASAP in order to avoid any avoidable delays.

Please note there are no storage facilities at Manchester Central. Fire Regulations prohibit the storage of packing cases, literature, etc in areas behind or to the side of stands and we therefore recommend building storage into your stand design wherever possible. Offsite storage can be arranged with DSV Fairs & Events UK.

SUSTAINABILITY & STAND COLLATERAL

Please consider your environmental impact when planning your stand set up and activities. Things to think about; materials used in the build of your stand, using non-plastic giveaways, keeping printed sales literature to a minimum. Upon vacating the exhibition hall, please do not leave any materials. Cleaning surcharges will be levied to any exhibitor who does not adhere to this policy

SHELL SCHEME BUILD INFORMATION

Fascia nameboard wording, graphics & stand extras can be ordered through the Whitespace portal <https://bsava.exhibitionarchitect.co.uk/>



320 Western Road, Wimbledon, London, England, SW19 2QA




Equip is the perfect solution for effective exhibiting, offering a number of opportunities to enhance your presence. **Equip** is a modular build system that allows for any size stand to be created in a multitude of configurations using its poles, beams and panels. The **Equip** stand will include your fascia nameboard, walls and carpet.

As shown in the image the build includes a minimal ceiling grid in order to give the stand it's rigidity. Ceiling beams are also used to attach lighting systems, however if you have any exact requirements we should be aware of which will affect what you are looking to achieve, or if you have anything you would deem heavy, please don't hesitate to get in touch to discuss this.

If you plan on attaching display materials to the shell scheme panels we suggest you use Command Strips or similar, as these will not damage the panels. Please ensure you do not affix anything to the metal structure. All damage to the system will be charged for..

For more information on your stand, or our design and build solutions, please contact us.



Post Profile
40mm (actual size)

B
Seen Size
455mm x 2340mm
Cut Size
469mm x 2340mm

A
Seen Size
950mm x 2340mm
Cut Size
964mm x 2354mm

990mm centre between posts
960mm between posts
488mm between posts
495mm centre between posts
70mm

Telephone: +44 (0)20 8687 5341 | Email: info@whitespaceexpo.com
Company (Whitespace XPO Ltd) registered in England and Wales No. 13229370

SPACE ONLY BUILD INFORMATION

No stand services are included with space only stands.

If you require assistance with building your space only stand, our preferred supplier is Skyline Whitespace – a UK-based exhibition and event services company specialising in creating custom-designed exhibition stands and displays. They offer a range of services, including modular stands, bespoke exhibits, and portable displays tailored to their clients' branding and marketing goals. Known for their innovative, sustainable, and flexible solutions, Skyline Whitespace aims to help businesses stand out at trade shows and exhibitions. Please contact them to discuss your requirements - bsava@whitespacexpo.com

Please provide the details of your stand contractors via the Stand Build Contractor Details Form, and Contractor Pass Request Form located in the [exhibitor portal](#)

Please ensure that you refer to the following pages of the technical manual to ensure your stand is compliant.

Please note, to ensure adequate visibility for all of our exhibitors, walling built on the open sides of any space only stand should have a vision panel that equates to at least 30% of the area of the walling

Please take note of the location of service ducts and electrics supply when designing your stand. If you have any questions, please liaise with the event electric suppliers - info@expo-lec.com

Any walls over 2.5m in height should have the rear finished in a neutral plain colour with no branding visible

ALUVISION BUILD INFORMATION

These modular systems combine style, sustainability, value & convenience making your Congress involvement as cost effective and easy as possible

Package includes walling, graphics, a 40" TV, a small shelf under the TV and a branded counter as well as grey carpet and a socket for the TV. Please visit the [exhibitor portal](#) for a link to order your graphics or any additional stand services. NB furniture is not included with the package and must be ordered separately

HEALTH & SAFETY, FIRE SAFETY, WELFARE & EMERGENCY PROCEDURES

Health & Safety Statement

For the attention of all Exhibitor Contractors, BSAVA Show Contractors and Exhibitors
Successful safety management requires the commitment, involvement and co-operation of all those on-site at the event.

Exhibitors and Contractors have a legal duty under current Health and Safety Regulations, with which they must comply.

To assist Contracted Stand builders and Exhibitors please read and note the following information.
Thank you in advance for your cooperation and support

Ray Critchley - BSAVA Health & Safety Representative, Event Management Safety Solutions Ltd.
07711 475107 enquiries@em-ss.co.uk

Manchester Central ref: eGuide September 2024 (which replaces the August 2023)
<https://www.aev.org.uk/resources/e-guide>

- The eGuide is recognised as best practice in the event industry, and has been fully adopted by Manchester Central.
- The status of the eGuide is similar to that of an Approved Code of Practice.

- BSAVA expects Exhibitors and all Contractors including those building the Exhibition stands to refer to the [eGuide](#) to ensure they meet their obligations and also work with the BSAVA safety representative to create a safe working environment for all involved.
- To assist all involved, the BSAVA's safety representative has selected a number of examples from various headings within the guide together with the page and point numbers. Please refer to the guide for further details of any of the points listed below
- The eGuide examples are not intended to be a complete statement of law or other regulations but are there to assist and support exhibitors and contractors to meet their legal obligations.

Stand Platforms Corners

[eGuide](#) page 111 points 47 & 48

- Platform corners must be splayed, rounded or angled and there must be a contrast in colour between the gangway and the platform to denote the change in level.
- Where a bevel edge is applied to the perimeter of a platform, it must be conspicuous

Doors/Vision Panels

[eGuide](#) page 110 points 39, 40, 41 & 42

- Doors must have a vision panel with a zone of visibility spanning from 500mm to 1500mm above the floor.
- The exception to this is doors to small storerooms, where a small panel may suffice.
- Emergency exit doors must open outwards in the direction of escape.
- Doors must be recessed where they open on to public circulation areas, e.g. they must not open directly on to a gangway.
- Sliding doors are not acceptable as emergency exit doors.
- Emergency exit doors must open outwards in the direction of escape.
- Fire Safety note storerooms:
Vision panel must offer a clear view of the interior. No frosted effect vision panels or security type peep holes, as these do not allow a clear view for the venue fire marshals to confirm "all clear" in the event of an evacuation.

Construction Materials

[eGuide](#) page 114 points 94 & 95

- All materials used in the construction of stands, features and displays, including signs and fascia's, shall be:
- Compliant with the British Standard relevant to the particular material or item and ultimately, non-combustible, inherently non-flammable or durably flameproof in accordance with BS 476-Part 7
- Water-based, where applicable, e.g. adhesives, paint and fillers
- 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.

Timber

[eGuide](#) page 116 points 110, 111 & 112

- Timber under 25mm thick must be impregnated to Class 1 standard. Treated materials should have 'BS 476-Part 7, Class 1' marked on them.
- Boards, plywood, chipboard etc. must be treated if under 18mm thick. The exception to this is MDF, which is acceptable for use due to its density. MDF and chipboard must not be machined on site, as the dust produced is hazardous to health.
- Chipboard must not be used as a weight-bearing material.

Glazing

[eGuide](#) page 115 points 105 & 106

- All glazing used in the construction of stands must consist of laminated safety glass with a minimum thickness of 6mm. Areas of glazing within 800mm of floor level and over 0.5m², where the smaller dimension of the pane is greater than 250mm, must conform to the thicknesses shown below (in order to comply with the 'Code of practice for safety related to human impact')
- Any uninterrupted, large areas of clear glazing shall be indicated with warning stripes, dots, logos etc. Overhead glazing shall be of wired or laminated glass, or be otherwise adequately protected from shattering.

Decorative Materials

[eGuide](#) page 114 points 96 & 98

- Decorative materials used for stand dressing must be flame proofed or purchased already treated by use of the appropriate chemical.
- Artificial plants and flowers are combustible and give off toxic fumes. Therefore, they must not be used for stand dressing. Silk-type flowers are acceptable, providing they are fireproof or have been treated and marked as such.

Fabrics, Drapes, Curtains and Hangings

[eGuide](#) page 114 points 99

- Drapes, curtains, hangings etc. must be inherently or durably flame-proofed. Otherwise they may be treated with a proprietary flame retardant. Test certificates must be available for inspection for any materials intended to be used.

Stand Plans - General Guidance

[eGuide](#) pages 117 & 118 point 1-7

- All stand plans must be checked by a competent person to ensure compliance with all relevant standards
- That the structure can be built safely within the time available.
- That the design is suitable for its purpose and safe for use by all.

Stand Plans - Space Only Stands

Including complex structures

- Detailed scale drawings, including plan views and elevations of all space only stands must be submitted to the event organiser prior to the event, so that they may ensure that the plans comply with the venue's regulations.
- Details of the materials used to construct the stand; a plan showing its location within the exhibition, a risk assessment, (to include fire hazards), where applicable fire retardant certificates, and method statement must also be submitted.
- It is the organiser's responsibility to ensure that space only stand and rigged structure plans comply with all relevant regulations.
- Where plans are required to be submitted to the venue, as in the case of complex structures, the organiser or appointed stand plan approval contractor must be satisfied that the plans and all accompanying documents are complete and fully comply before submitting them. Submission Procedure Complex Structures eGuide pages 118 & 119 points 8,9,10, 11 & 12 further information refer to eGuide.

Complex Structure Definition

A complex structure is any form of construction, either ground-based or suspended, that, through risk assessment, has been found to present a significant risk.

It is the responsibility of the stand designer to determine whether a structure is complex or not. Examples of complex structures:

- Any structure, regardless of its height, which requires structural calculations
- Any part of a stand or exhibit which exceeds four metres in height (overall height to INCLUDE platform)
- Platforms and stages over 0.6m in height and all platforms and stages for public use (not including stand floor flats and platforms)
- Multi-storey stands

The venue reserves the right to deem a structure 'complex' where this has not correctly been determined by the designer.

Submission Procedure Complex Structures

Organisers are responsible for submitting full details of all complex structures by 31 January 2025. Please refer to the 'Deadlines' section of the manual for further details.

Permission to build any complex structure will not be given until the venue has received 2 copies of the following (written in English):

Detailed, scaled structural drawings showing:

- Plan views of each storey of the stand/structure
- Sections through each storey of the stand/structure
- Elevations including full steelwork and staircase details
- Width and position of gangways within the stand
- Floor and/or roof loading
- Specifications of materials used
- Structural calculations
- Risk assessment (to include fire hazards) and method statement

Written confirmation from an independent structural engineer, with adequate professional indemnity cover, that the design is safe for its purpose is required. Please refer to the Key Contact List for details of our recommended structural engineer.

If any complex structure is modified after the submission of the above information, plans must be re-submitted with details of all modifications and a structural engineer's confirmation that the final overall design is safe for its purpose

Contractors and Exhibitors Risk Assessments

eGuide page 88 points 10,11 & 12

- It is the responsibility of all contractors and exhibitors to ensure that they have suitable and sufficient health and safety and fire risk assessments in place.
- Organisers will vet all exhibitors and contractors risk assessments, to ensure they are suitable and sufficient and relate to the specific event.

Stand/feature Manchester Central - Construction Certificate of Completion (CCC)

- BSAVA's Health & Safety Representative will distribute a CCC to the responsible person representing the contractor.
- Prior to departure from site a completed CCC must be returned to BSAVA's Health & Safety Representative.

Working at height

Ladders [eGuide page 138 point 7](#)

- Ladders must be used in accordance with manufacturer's instructions at all times.
- Additionally, the following guidelines must be followed:
 - Leaning ladders must be placed at the correct angle
 - Ladders should only be used on level ground and must be secure e.g. suitably tied or, as a last footed
 - The top treads or steps must not be used as a platform for work
 - Users should face the ladder at all times whilst climbing or dismounting
 - Stepladders should not be used sideways-on where sideways loads are applied
 - Only one person should climb or work from a ladder or a stepladder
 - Users should not overreach
 - Steps and ladders should be checked for suitability and defects each time they are used

Access Equipment [eGuide page 136 points 5,6 & 7](#)

- Scaffold towers must be built and used in accordance with the manufacturer's instructions.
- Where the working platform is more than 3 times the minimum base dimension, outriggers must be used.
- Powered access equipment shall have been inspected and tested for safety in the previous 6 months. It must only be used by competent persons trained in the use of the equipment who can provide a valid licence or training certificate.
- Operators must comply with current IPAF guidance.

Standard banners

eGuide page 85 points 21,22 & 23

- A standard banner is a straight, flexible banner, normally made from PVC/vinyl. *
- Banners shall be fit for suspension. Suppliers shall be responsible for the integrity of banners and their suspension fittings. Screw-in eyes are not acceptable and the venue reserves the right to refuse to allow the suspension of any banners where the suspension fitting supplied is inadequate.

- Any drop-weighting applied to the bottom of banners must be within a sealed pocket enclosed by one of the following methods: stitching, vinyl welding, cable ties fixed taut through eyelets, or fixed with heavy-duty stapling and large head screws and washers. The weight must not be allowed to move around within the pocket.

*Note from author - banner materials must be inherently flame retardant or treated with retardant chemical.

INDUCTION PROCEDURE

for both exhibitors and contractors

- Exhibitors - will have access to the venue induction presentation via the portal. Please ensure all personnel who will be on site at any point during the event have viewed this then complete the form in the portal to confirm.
- Contractors - will receive from BSAVA safety representative an attachment with information and a link to the induction video. Follow the instructions and return via email.
- Upon arrival - Manchester Central will have staff on doors front and rear and will request confirmation that all contractor personnel have viewed the induction video. Those personnel who have not viewed the video will be instructed to read a copy of the induction script and sign a log to confirm they have done so. Note: No Induction No Entry.

Personal Protective Equipment (PPE)

MANCHESTER CENTRAL HI-VISIBILITY VEST POLICY:

Manchester Central enforces the wearing of Hi-visibility vests e.g. Yellow, Red, Orange during build & breakdown and any person not wearing one will not be allowed in or to work in the event space.

Manchester Central requires Hi-vis vests to comply with EN20471 standard (yellow, red or orange)

IMPORTANT NOTE: BLACK VESTS WITH REFLECTIVE STRIPES DO NOT COMPLY AND ENTRY WILL BE REFUSED

PPE Schedule

Day	Date	Start	End	Action	PPE Requirements	Pass type
Tuesday	18-Mar	07:30	22:00	Space only stand build	3 point PPE due to overhead rigging – Hard hat (when necessary – please have to hand), Hi-vis and appropriate safety footwear	Contractor
Wednesday	19-Mar	06:00	13:00	Space only/shell scheme stand build	3-point PPE due to overhead rigging – Hard hat (when necessary – please have to hand), Hi-vis and appropriate safety footwear. Exhibitors delivering items to the stand who require access via the loading bay, minimum PPE required; Hi-vis and to avoid trips, slips and the risk of a foot injury- appropriate closed toe, low- heeled footwear suitable for the task in hand	Contractor
		13:00	22:00	Stand set-up/dressing	None	Contractor/ Exhibitor
Saturday	22-Mar	15:50	20:00	Stand undressing NO SPACE ONLY OR FREE BUILD BREAKDOWN	Exhibitors removing collateral items from stands who require access to the loading bay, minimum PPE required - Hi-vis and to avoid trips, slips & the risk of a foot injury-appropriate closed toe, low- heeled footwear suitable for the task in hand. No PPE required for exhibitors using the main exit	Exhibitor/ Contractor
Sunday	23-Mar	07:00	17:00	Space only stand / BSAVA contractor breakdown	3 point PPE due to overhead rigging – Hard hat (when necessary – please have to hand), Hi-vis and appropriate safety footwear	Contractor

NOTE

- Your own risk assessment may require additional PPE to the above in that case that requirement must be met.
- Any changes to times or PPE requirements will be communicated by BSAVA's safety representative to all parties affected

Fire and Evacuation

- Venue Announcement:
Attention Please! Attention Please!
Will Everybody Please Leave The Building by The Nearest Exit. This Is An Emergency.
The Staff Will Assist And Direct You. Please Do Not Use The Lifts
- On hearing the alarm, all contractors, staff and visitors must make their way out of the venue by the nearest available exit.
- The venue has two assembly points;
 1. The Rear Car Park, and The Front Forecourt, Windmill Street
 2. All persons are to evacuate to the closest assembly point.

Hot work permit

- No hot work (grinding, welding) can take place in the venue or Event space without a Hot Work Permit being issued.

Hazardous Substances

- No Hazardous Substances to be used on site without prior permission of the venue and BSAVA Health & Safety representative. Please contact the BSAVA safety representative for further information.

Smoking policy

- Smoking cigarettes and e-cigarettes is not allowed in any of Manchester Central's internal areas. If you or your visitors, delegates or exhibitors wish to smoke, there are designated and marked smoking areas outside Charter Foyer, Central Foyer and Exchange Lower Foyer. Smoking bins are provided.

Gangways

- Under no circumstances will exhibits, stand dressing, tables and chairs, etc. be allowed to encroach into the gangways. All exhibits must be kept inside their allocated space at all times.

Medical First Aid

- If you need urgent medical assistance, please advise either a venue steward, venue security or a BSAVA staff member. If near an in-house telephone please dial First Aid direct extension 2211 or Security 2206 and give the location of the casualty and details of any injuries (e.g. bleeding or unconsciousness). A member of the first aid team will come to help.

Children

- For Health and Safety reasons, children aged 16 and under are not permitted in the exhibition hall during build-up or breakdown periods at any time, nor are they allowed in the hall during the open days unless under exceptional circumstances and it has been pre-arranged with the BSAVA.

Noise

- Noise levels may not exceed 70dBA when measured at the edge of the stand. Please be considerate of your neighbours.

Alcohol and Drugs

- Any person suspected to be under the influence of drugs or who is intoxicated will be ejected from the venue.

Non-Compliance

- Exhibitors or Contractors who do not comply with Health and Safety Regulations will be issued with an official warning (verbal) and will not be permitted to continue working until they meet requirements laid down. Any persistent unsafe work or behaviour may result in the person or persons being ejected from the venue.

Documentation

- Contractors – once details of contractors are given in the exhibitor portal, the BSAVA Health & Safety representative will email them a Contractors Agreement & Confirmation form and also request all relevant documentation including RAMS, insurance, fire retardancy certification
- Exhibitors – so long as stand activities are clearly without significant risk, method statements and risk assessments are NOT required. You will be required to download, complete and submit a No significant risk declaration form (NSRDF) via the exhibitor portal which is valued for all activities that take place during the live event phase. Please ensure a NSRDF is also completed, as all exhibitors must complete a NSRDF.

For shell scheme exhibitors with display cabinetry, light boxes etc., a stand plan should be submitted which will be assessed by the BSAVA Health & Safety advisor who will decide if any further documentation is required.

Dismantling

- Under no circumstances can any form of stand undressing or breakdown commence prior to delegates leaving the hall at approx. 15:50 on Saturday 22nd March
- From 15:50 on Saturday 23rd March exhibitors may undress their stands and remove high value items
- Please do not leave any goods or equipment in shell scheme cupboards or leave display material on the walls or stand. The organisers cannot be held responsible for the loss of exhibits.
- Space only stands may break down from 07:00 – 17:00 on Sunday 23rd March, during which time anybody on the exhibition floor will need to wear PPE as the hall will be in CDM mode

Penalties

If any exhibitor/contractor over runs past the exhibition close time during build-up or break down, and have not vacated the Loading Bay by the times set out in the Exhibition Opening Time Schedule, an immediate penalty of £1,000 + VAT per hour will be imposed until 23:59. After 23:59 access will be denied. This is non-negotiable.

SERVICES & PRODUCTS

AV and IT Supplies

The supply of AV and IT is provided by Manchester Central and can be ordered via the [Manchester Central Portal](#). Contact details are included in the Key Contacts table.

Business Centre

If you need help with printing, photocopying, scanning and faxing documents Manchester Central's Business Centre can be found at the concierge desk in the Central Foyer. Manchester Central can also help with stationery supplies, travel adaptors and restaurant bookings. For more information, please contact Manchester Central's concierge team, contact details below.

T: 0161 834 2700

E: concierge@manchestercentral.co.uk

Cash Machine

There is an ATM/cash machine in the Central Foyer of Manchester Central that charges a small fee per use. Alternatively, the closest banking facilities are: Royal Bank of Scotland, Mosley Street and Barclays, Mosley Street.

Catering

Morning and afternoon tea and coffee is provided for registered delegates and exhibitors within the exhibition hall (Central Hall) at the advertised times in the programme. There will also be one catering point that will provide tea and coffee throughout the exhibition open times.

Lunch is available for full Congress delegates each live day at the advertised times in the programme. Lunch for exhibitors will be served 45 mins prior to delegates.

There is also a retail catering stand available on the exhibition floor if you wish to buy any refreshments and snacks. In addition, there are a variety of outlets to purchase food from close to Manchester Central.

Should you require catering on your exhibition stand; this can be ordered directly with Manchester Central Hospitality via their [portal](#). Please note there is a facility charge of £285 + VAT per day for exhibitors to provide their own catering on their stand. This should be arranged and paid for with the catering team via the Manchester Central [portal](#) no later than 15 March 2025. Please also ensure full details of your catering are given to the MC catering team so they can ensure all necessary paperwork is in place

A drinks reception will be held in the Exhibition for all delegates from 17:50-19:20 on Thursday 20 March 2025. Exhibitors are welcome to order food and drink for their stands for this period.

Chemist

Cameolord Chemist is located 0.1 miles from Manchester Central: 16 Oxford Road, M1 5AE.

Cloakroom/Left Luggage

A cloakroom will be located in the Charter Foyer area exclusively for the use of all BSAVA Congress attendees. It will be open during the live opening times of Congress, which can be found within this manual.

Cleaning

All carpeted stands will be vacuumed free of charge at the end of each day. Please do not leave rubbish in public areas or exhibition gangways, ensure you dispose of rubbish and water correctly.

Should you require a specialist stand clean, Manchester Central will be able to provide you with a cost upon enquiry. If you have any questions or wish to discuss cleaning with Manchester Central, please contact Craig Beardall, Event Manager. Details are included in the Key Contacts section.

Doctors (walk-in)

Boots Pharmacy, situated on Market Street operates a walk in doctors clinic for minor ailments.

Electricity

The official electric contractor for Congress is EXPO-LEC - info@expo-lec.com

All electrical installations must comply with the Venue Regulations.

Only one four-way trailing outlet per socket may be used.

Trailing leads may not be longer than two metres.

The electrical voltage is 230v single phase and 400v three phase.

Please be aware an electrical distribution board will be installed on your stand. Incoming main cables will come from the floor.

24 hour power supply may be available please contact info@expo-lec.com

Space Only Stand Electrics

These type of stands are subject to an individual quote which can be obtained by emailing info@expo-lec.com

Shell Scheme Stand Electrics

Every shell scheme stand will be provided with a 500w socket and a LED strip light as part of the your package.

To upgrade your basic package please note;

- An order form can be found in the exhibitor portal
- An 'early bird' rate is available up to and including 27th February 2025 after which time all prices will increase by 25%.
- After filling out the order form you will see a grid where you must indicate the positions for all the items that you require (an example is shown as guidance).
- If no plan is received Expo-lec Ltd will install the items at their discretion and if these need moving on site a fee of £50.00 per item moved will be implemented.

- The prices quoted include installation, electrical supply and de-rig.

Upgrade options include;

- Package upgrade: This is an option to change your LED strip to 4 x spots on a track.
- LED strip light: This is the LED version of the old-style fluorescent light and is installed behind your fascia boards. They are 1500mm long and are used to generally brighten your stand. One light is adequate for every 6sqm.
- Spotlights: These are suitable for highlighting specific areas or products on your stand. They are LED and are 4000k which is a cool to warm white. They are installed behind the fascia boards on your stand and are completely adjustable to focus in any direction. One spotlight is adequate to highlight one shell scheme panel from a distance of up to 3m.
- Long-arm spotlights: These lights are normally chosen if you do not have a fascia, or you want a very bright light on posters for example. They are attached to the top of your shell scheme panels and directed to the panel. The lamp used is the same as the spotlights (LED, 4000k).
- Track complete with 4 x spots: This option uses the same lights as the spotlight option but is installed on a track system which is 1.8m long. The lights can be installed anywhere along this track. Please note that with this option you will get 4 lights for the price of 3.

Sockets

It is very important that when placing your order for sockets that you order the correct wattage for the appliances that you intend to plug in. If you under order the wattage, there is a high chance that your supply will be interrupted and an upgrade fee plus surcharge will be applied for re-connection.

Most plug-in appliances will have a label stating wattage attached to them. Below is a basic guide as an example as to what can be plugged into each socket size. If you have any doubts, then please email Expo-lec Ltd for guidance.

Sockets will be attached to the nearest shell scheme upright pole to where indicated on your plan.

Only 1 x 4-gang lead is permitted to be plugged into a socket and strictly no 'daisy chaining' of leads is allowed.

Please note that appliances rated over 3000w will be quoted separately.

500w Socket: Rated at 2amps this socket is generally used for laptops, small tv's (up to 32inch), phone charging.

1000w Socket: Rated at 4amps this socket is suitable for larger tv's (up to 65 inch), small Nespresso type coffee machines, clients own lighting systems (up to 10 LED lights).

2000w Socket: Rated at 8amps this socket is suitable for mid-size coffee machines (please check label), Large tv's (over 65 inch), small machinery (please check label).

3000w Socket: Rated at 12amps this socket is suitable for Kettles, Coffee machines, small heaters, most plug-in machinery.

Environmental Policy

AT BSAVA we are committed to environmental sustainability and are consciously reducing and eliminating waste wherever possible during congress. We encourage all exhibitors, stand builders and suppliers to commit to using sustainable materials when planning their stands and giveaway items. We are continuing to publish our sustainability efforts in the lead up to Congress on the BSAVA website.

To view Manchester Central's Sustainability Policy, please [click here](#).

Event Hosts

Should you require additional host assistance during live exhibition days, Moore People are the leading event personnel supplier to the exhibition industry and can provide friendly and professional front of house personnel. For more information, please contact Moore People directly: enquiries@moorepeople.co.uk.

Exhibitor Lounge

All exhibitors and sponsors are welcome to use the exhibitor lounge to rest and refresh. There will be refreshments and light snacks available throughout the live days along with tables & comfortable seating. The lounge will be open in line with the exhibition opening hours; Exhibitor passes will be required to access

the lounge. Please note this is an area to relax in and should not be used for customer meetings. Any complimentary refreshments in the lounge should only be consumed here and not taken away.

Furniture

Furniture for your stand can be order from Concept furniture. Please order via their website <https://conceptfurniture.co.uk/> and use code FREETAN to avoid shipping costs or contact Scott@conceptfurniture.co.uk for assistance. Please remember NO furniture (tables, chairs etc.) is included with space only or shell scheme stand packages.

Internet Access / Wi-Fi

Although Wi-Fi will be available for delegate use during the congress, standard Wi-Fi may not be suitable for large data transfer and therefore is not recommended for use by exhibitors that need a reliable internet connection for their stands. Unauthorised rogue Wi-Fi networks operating in Manchester Central are not permitted as this causes significant disruption and interference. Manchester Central Wi-Fi system will automatically block all unknown networks. Exhibitors can purchase hard wire internet connections from the Manchester Central Computer Services Team.

Should you require hard-wired internet connections, please do so with Manchester Central via the [Manchester Central Portal](#) If you have any questions or wish to discuss internet access with Manchester Central, please contact the Manchester Central IT Services Team directly. Details are included in the Key Contacts section.

Lead Retrieval

We are delighted to be using our upgraded event app for lead retrieval services at Congress 2025. Exhibitors can purchase this service for £200 + VAT which allows ALL stand reps to download the app to their hand-held device and scan the QR code on delegate badges to obtain their contact data. This service can also be used to request meetings, add notes to contacts, and ask pre-loaded questions to qualify your leads. Please purchase your lead retrieval service via the [exhibitor portal](#)

Lost Property

Lost property will be taken to the Concierge Desk in the Main Central Foyer. If you have lost something or if you wish to hand in anything that you have found, please do this at the Concierge Desk.

Post Box

A Royal Mail post box is located in Albert Square, a 3-minute walk from Manchester Central.

Prayer Room

A prayer room is available at the venue. Registration desk staff will provide directions to this room.

Press

Make the most of opportunities to interact with the press at Congress. Book a slot in the press briefing room free of charge by emailing details to press@bsava.com. If you have a press release for a product launch, new services or research you would like shared, please upload this via the exhibitors portal

Programme

Please [click here](#) to view the most up to date congress programme. Please note that the programme is subject to amendments.

Restaurants

Manchester Central is located in the heart of a vibrant city centre and is minutes from an incredible selection of restaurants and bars. [Click here](#) for a list of local bars and restaurants to try whilst in Manchester.

Rigging

If you wish to order rigging for the congress, please complete and return the order form accessible via the [exhibitor portal](#). If you have any questions or wish to discuss rigging at Manchester Central, please contact Knight Rigging Services. Details are included in the Key Contacts section.

Taxis

Manchester Central works with Manchester's black cab drivers to keep them informed about upcoming events and to make sure they know when events are happening. There is a dedicated taxi rank at the front of the venue. Black cab taxis are also readily available at Manchester Airport and both Piccadilly and Victoria train stations.

Waste, Water and Recycling

During build and breakdown, the organisers will arrange for waste containers to be situated within the exhibition hall to accommodate exhibitors. Please ensure you use the bins responsibly, checking what type of waste can be deposited in each bin. We request you follow our sustainability guidelines and keep waste to a minimum.

During build, open, breakdown waste should not block gangways or fire exits and sharp objects should be hammered flat so as not to cause a hazard.

During build up excessive waste is the responsibility of the stand contractor. Please ensure that waste does not block the gangways and waste removal is ordered through Manchester Central, please contact Craig Beardall, Event Manager. Details are included in the Key Contacts section.

During breakdown, exhibitors and their contractors must ensure that all stand materials are removed from the hall. Waste left unaccounted for will be charged directly to the stand contractor by the venue.

Contractors must ensure that adequate arrangements are in place to dispose of liquid waste in a safe and environmentally sound manner. Discharges must not be made into any site drainage system, sanitary facility or floor duct. Please contact exhibition@bsava.com if you have any concerns surrounding this.

Wheelchairs

All entrances at Manchester Central are fully ramped and accessible for wheelchairs and there are some self-propelled wheelchairs available for use within the venue. Please contact Craig Beardall, Event Manager. Details are included at the back of this manual.

RULES & REGULATIONS

Carpets

Carpets are slate grey in colour for shell scheme. Carpets are not included for space only exhibitors.

Clean Finishes

Any space only stands neighbouring a shell scheme stand that exceeds the height of the shell scheme (2.5metres) must be finished clean and in white on reverse.

Demonstrations

Exhibitors intending to use televisions or any other potentially loud appliances for stand demonstrations, or who wish to hold live demonstrations must contact the conference organisers for approval at least one month prior to the show to gain written permission.

External Events

In order to ensure that all Customers receive the full benefit of attendance by delegates at the Exhibition, the Customer undertakes both for itself and on behalf of all members of its group of companies that no such person shall during the opening hours of the Exhibition (as notified to the Exhibitor in writing prior to the Exhibition), directly or indirectly conduct, hold or arrange any event at a venue or location within a two

mile radius of the location of the Exhibition which is external to the Exhibition and which may in the reasonable opinion of BSAVA lessen the footfall of delegates within the Exhibition during such opening hours, without the prior written consent of BSAVA.

If you are looking to host a fringe event outside of the BSAVA Congress Exhibition hours, take advantage of Manchester Convention Bureau's complimentary venue finding service. To enquire contact conference@visitmanchester.com.

Insurance

All exhibitors should be aware of the need for adequate insurance cover. Whilst we take every precaution to protect your property during the event, we are not responsible for any loss or damage, and we strongly advise you to check your own insurance policy to ensure you are adequately covered. You are also responsible for insuring against any legal liability incurred in respect of injury or damage to property belonging to third parties. In addition to this, you should protect your expenditure against Abandonment and Cancellation or curtailment of the event due to reasons beyond our control.

Live Animals

Live animals on exhibition stands are prohibited from the Congress, with the exception of personal assistance dogs. The BSAVA requests advance notice of this. BSAVA would actively & strongly discourage any exhibitor from undertaking any activities that could be misinterpreted as exploitation of animals for commercial reasons.

Maintenance

No maintenance work will be permitted during exhibition opening hours. If any repairs do require attention during this time, the exhibitor must seek approval from BSAVA and Manchester Central prior to carrying out works.

Music, Noise & AV Displays

Exhibitors wishing to play any recorded material (including CD/record/Cassette/Video) must obtain a license from the Phonographic Performance Limited (PPL) and Performing Rights Society (PRS). Exhibitors are solely responsible for obtaining any license required to play music on their stand.

The use of microphones, videos or music is permitted, but the volume must not be such as to cause annoyance to other exhibitors. Noise levels may not exceed 70dBA when measured at the edge of the stand.

AV displays should not directly overshadow neighbouring stands or where congestion may be caused in the aisles.

The organisers reserve the right to prohibit their use if, in the organisers' opinion, any annoyance is being caused and remove the offending equipment and/or exhibitor from the Hall.

Occupation of Space

A stand space is personal to, and may only be occupied by, the Exhibitor to whom it has been allotted and by their accredited agents as notified to and previously approved by the BSAVA. Exhibitors should occupy the space allotted to them by 08:00 on Thursday 20 March 2025 until 15:50 on Saturday 22 March 2025. Should the Exhibitor fail to occupy such space and render it fully functional during this time, the Organiser reserves the right to deal with the space as they see fit. Non-occupation will not absolve an Exhibitor from their financial obligation to the Organisers. Every stand must be adequately staffed, and not left unattended during the opening hours of the Exhibition. Employees of the exhibiting company must wear Exhibitor Badges and staff their stand throughout the opening hours of the Exhibition. The allocation of stands is at the discretion of the Organiser whose decision shall be final and binding. The acceptance of such allocation is entirely the responsibility of the Exhibitor. Stands must be built within the marked floor space allocated. This includes the edging of the floor space. Building outside of your allotted space could cause the Exhibition to close, and anyone exceeding limits will be penalised.

Photography

BSAVA will have an official photographer on site; it's a condition of entry that unless otherwise stated attendees give their permission to be included in any images taken. This disclaimer only covers images taken by the official photographer. If you take stand photos that include delegates, you must have their permission before publishing. If you have a photographer or videographer attending Congress, BSAVA must be notified. Photographers will require the appropriate badge to gain access. BSAVA and Manchester Central reserve the right to prohibit the filming or photography of any area.

Position Statements

These statements have been carefully researched by our scientific committee and represent the views of the Association. Promotion of any product, service or distributor which, in the opinion of Congress Committee, runs contrary to the fact or spirit of these statements will not be permitted in the scientific programme, the exhibition or any associated literature. We would specifically draw attention to the Position Statement in relation to Aversive training methods. Promotion, distribution or sale at Congress of any device which can deliver an electric shock to an animal is prohibited. The full list of statements can be found [online](#).

Power

Power requirements should be confirmed to Expo-lec prior to the event. Additional power will not be available once the Exhibition has been built. Any requirements for 24-hour power should be made clear.

Security / Security Advice

The organisers will provide general security within the exhibition halls. However, the individual security of the stands and exhibition lies within the responsibility of each exhibitor. Valuables should be locked away overnight and additional care should be taken during exhibition build & breakdown. During the breakdown period, extra care must be taken, as this is a vulnerable time. In the unlikely event of a theft, please report to the organisers' office immediately.

Exhibitors are warned not to leave valuables unattended on their stands during build-up, open or breakdown periods. Special care should be taken of mobile phones, as these can be easily misplaced or stolen.

Do not leave your stand unattended at any time. No exhibits may be removed from the hall during open days of the show without obtaining a pass out authorisation from the conference organisers.

Please be prepared for bag searches upon arrival, purely for security reasons. All suitcases entering the venue will be searched. Security staff will be present throughout the event to prevent access to the Exhibition by anyone not wearing the appropriate badges.

Site Examination

When arriving on site, please ensure that your stand space is in accordance with your contract, and as indicated on the floor plan issued by the Organiser. Any errors in dimensions must be reported to the Organiser immediately. Any errors in dimensions found after work has started must be corrected at the Exhibitor's expense.

Touting

In order to protect Exhibitors, BSAVA strictly forbids any touting within the exhibition hall and remainder of Manchester Central by companies who are not contracted to exhibit. Exhibitors are encouraged to immediately alert the BSAVA where this occurs, so that swift action can be taken by the Organisers. Please be advised that Exhibitors are not allowed to leaflet anywhere other than their stand space or their sponsored event. Any person leafleting away from their stand or sponsored event will be asked to leave and marketing collateral destroyed.

Unauthorised Goods

In the past there have been occasional instances where Exhibitors have promoted products that are not authorised medicines, for which claims are made, and/or medicinal products that are not authorised for use in the UK. BSAVA asks all Exhibitors to adhere to the following regulations:

Under the Veterinary Medicines Regulations (VMR) 2013 it is an offence to sell or promote a veterinary medicine unless it is authorised for the sale in the UK. The Veterinary Medicines Directorate (VMD) enforces the VMR. Further information about the work of the VMD can be found at;

<https://www.gov.uk/government/organisations/veterinarymedicines-directorate>.

It is also an offence under the VMR to advertise:

- A veterinary medicine available on prescription to the general public
- A veterinary medicine if the advertisement is misleading or contains any medicinal claim that is not in the summary of product characteristics (SPC)
- A veterinary medicine that is not authorised for use in the UK, including products that have import certificates.
- A human medicine for veterinary use
- A veterinary medicine prepared extemporaneously ('specials') including active ingredients
"Advertising" includes display of the product, or advertisements and sales literature and the statements of staff on Exhibition stands. A product can be considered medicinal in the following ways:
 - The product is "medicinal by presentation", i.e., it is being promoted for a veterinary medicinal purpose, but is not authorised
 - The product is "medicinal by function", i.e., it contains active substances which are normally accepted as being medicines, but is not authorised

For further assistance, please contact the VMD's Enforcement Team; enforcement@vmd.defra.gsi.gov.uk.

Finally, we remind all those medicine companies that are signatories to the NOAH Code of Practice that the Code's remit includes promotion at Exhibitions; <https://www.noah.co.uk/focus-areas/promotion-of-animal-medicines/> Any Exhibitor seeking clarification on whether a particular product should be included on their stand is recommended to read the following guidance; Legal Controls on veterinary medicines; <https://www.gov.uk/guidance/legal-controls-on-veterinary-medicines> Advertise veterinary medicines legally; <https://www.gov.uk/guidance/advertise-veterinary-medicines-legally>

TERMS & CONDITIONS

Please refer to your signed booking form for Terms and Conditions. Please contact us should you have any queries.