



EXHIBITOR MANUAL

2022

YOUR EXHIBITOR MANUAL

This manual has been produced to help you prepare for a successful exhibition.

It is important to ensure that you have taken all the necessary actions in accordance with the checklist by the stated deadlines in order to prevent possible delays during the build-up period.

If you have questions or problems regarding any section of this manual please do not hesitate to contact:

Event Director	Gary Hackett	07866 410148	gary@beautyserve.net
Operations	Emma Hackett	07976 530079	emma@beautyserve.net

Look Good Live is organised by Beauty Exhibitions Ltd:

01332 226 605

www.LookGoodLive.com

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GENERAL INFORMATION

Organiser: Beauty Exhibitions Ltd

MacMillan Building, Parcel Terrace, Derby DE1 1LY

01332 226 605

www.LookGoodLive.com

Venue: Coventry Building Society Arena (Formerly the Ricoh Arena), Judds Lane, Longford, Coventry, CV6 6AQ.

Beauty Exhibitions Team:

Event Director	Gary Hackett	07866 410148	gary@beautyserve.net
Operations	Emma Hackett	01332 226578	emma@beautyserve.net
Marketing	Aimee Fowler	01332 227 680	aimee@beautyserve.net
Sales	Stephanie Sandford	07771 706107	stephanie@beautyserve.net
Accounts	Rachael Lockwood	01332 227685	rachael@beautyserve.net

GENERAL INFORMATION

Event Timetable

Build Day:

Thursday 24th November 2022

Space Only stands	6.00-20.00
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Shell Scheme stands 12.00-20.00

Show Open Days

Friday 25th, Saturday 26th and Sunday 27th November 2022

Exhibitor entry	8.00- 19.30
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Visitor entry	10.00-17.00
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Breakdown:

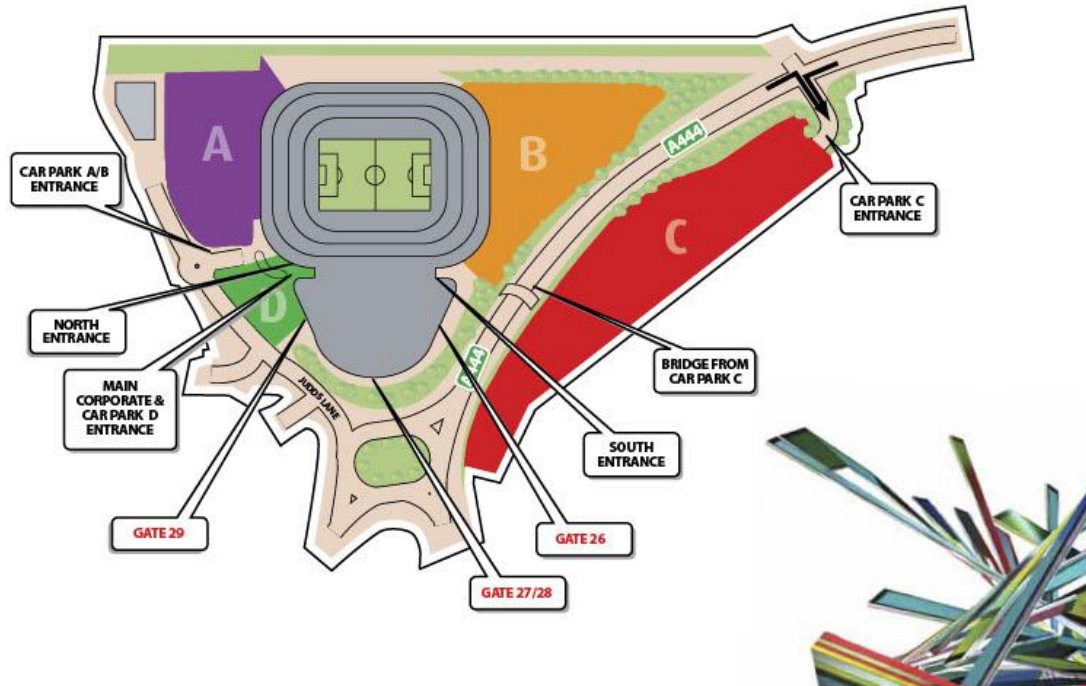
Sunday 27th November 17.30 – 23.59

We don't have access to the venue on Monday

GENERAL INFORMATION

Site Map

ON-SITE PARKING



GENERAL INFORMATION

DIRECTIONS

Situated in the heart of the UK, the Coventry Building Society Arena is within two hour drive of 75% of the population. Easy access makes Coventry Building Society Arena an ideal destination. With three train stations within 8 miles, Birmingham International Airport only a 20 minute drive away and London Euston 55 minutes by train. Coventry Building Society Arena also has its own on-site railway station.

If you're travelling by car, Coventry Building Society Arena is just 800 yards from Junction 3 of the M6 and within easy distance of the M1 and M40.

Coventry Building Society Arena has 2,000 on site car parking spaces.

BY CAR:

Please use the following postcode: **CV6 6GE**.

Make sure you check Highways England when planning your route to avoid any traffic disruptions.

DIRECTIONS FROM THE NORTH

- Take the M1 southbound, leave the M1 at Junction 21. At the roundabout take the 3rd exit onto the M69 (signposted Coventry, Birmingham)
- Leave the M69 branching left (signposted Birmingham M6, Coventry North and Central A4600)
- Keep in the right-hand lane then continue forward (signposted Birmingham) joining the M6 at Junction 2.
- Leave the M6 at Junction 3, then take 2nd exit onto Phoenix Way - A444 (signposted Coventry)
- At the next roundabout, take the 1st exit onto Rowleys Green Lane. At roundabout take 2nd exit onto Judds Lane.
- Arrive at Coventry Building Society Arena.

DIRECTIONS FROM THE NORTH-WEST

- Take the M6 Southbound.
- Leave the M6 at Junction 3 (signposted Coventry North) then at the roundabout take the 4th exit onto Phoenix Way - A444 (signposted Coventry).
- At the next roundabout, take the 1st exit onto Rowleys Green Lane. At roundabout take 2nd exit onto Judds Lane.
- Arrive at Coventry Building Society Arena.

DIRECTIONS FROM THE SOUTH

- Take the M40 Northbound
- Leave the M40 at Junction 15, then at the roundabout take the 4th exit onto Warwick Bypass - A46 (signposted Coventry).
- Continue forward to join the A444, take left hand lane (signposted City Centre) onto London Road - A4114.
- Continue forward on London Road - until you reach the Ring Road. Stay in right-hand lane and take 2nd exit onto the Ring Road.
- Leave the Ring Road at Junction 3 - at roundabout take 2nd exit onto Sky Blue Way.
- Proceed forward over traffic lights.
- At next roundabout, take 1st exit onto A444, signposted Nuneaton.
- Continue forward on A444, straight on at roundabouts until you see the Coventry Building Society Arena.
- At the last roundabout adjacent to the Coventry Building Society Arena on your right-hand side, take 3rd exit onto Rowleys Green Lane.

- At roundabout take 2nd exit onto Judds Lane.
- Arrive at Coventry Building Society Arena.

BY TRAIN:

Coventry Arena Train Station

Arena Park Shopping Centre, Classic Drive, Coventry CV6 6AS

We recommend that you check train times before travelling.

This station is located within walking distance of Coventry Building Society Arena (approx. 5 mins).

Coventry Train Station

Station Square
Coventry
West Midlands
CV6 6AS

The railway station is in the city centre and approximately six miles away. Taxis are available outside the station and it is roughly a 10 to 15 minute journey.

Please Note – The last train leaving Coventry Railway Station to London Euston is 23:31 (Saturday is 22:48). The last train leaving Coventry Railway Station to Birmingham New Street is 01:19 (Saturday is 23:30).

BY TAXI

Coventry Building Society Arena work closely with Allens Taxis, a Coventry-based taxi company with over 200 vehicles 02476 55 55 55.

GENERAL INFORMATION

OFFICIAL CONTRACTORS

Audio Visual	The Conference Works	01332 865441	sales@theconferenceworks.co.uk
Floor Coverings	Anchor Exhibitions	01455 612341	admin@anchor-exhibitions.co.uk
Furniture	Anchor Exhibitions	01455 612341	admin@anchor-exhibitions.co.uk
Electrics and Lighting	Anchor Exhibitions	01455 612341	admin@anchor-exhibitions.co.uk
Mobile PDQ	Wireless Terminal Solutions	0208 6692103	sales@wirelessterminalsolutions.co.uk
Shell Scheme	Anchor Exhibitions	01455 612341	admin@anchor-exhibitions.co.uk
Stand Graphics	Anchor Exhibitions	01455 612341	admin@anchor-exhibitions.co.uk
Transport, Lifting and Handling	Creative Freight	01676 542470 07403 514585	info@creativefreight.co.uk

The Coventry Building Society provide the following services:

Event IT	02476 933444	orders@cbsarena.co.uk
Catering	0844 873 6500	orders@cbsarena.co.uk
Pipped Services- Water	0844 873 6500	orders@cbsarena.co.uk
Rigging	0844 873 6501	orders@cbsarena.co.uk

Please see the Order forms part of this manual

GENERAL INFORMATION

ENTRY BADGES AND CAR PARKING

Exhibitor and Contractor Badges

We will email you a link when available to register all of your staff and contractors for entry badges.

Only staff with badges will be allowed into the venue.

Please collect exhibitor/ contractor badges from the Organisers Office.

Exhibitor unloading and loading

Two weeks before the event, we will email your build pass which confirms which gate to arrive at for build and the CDM documentation.

To get your vehicle to the loading gates, you must display your onsite build pass in your windscreen. This process will make the Build Up a quicker, safer and more enjoyable experience. To start your Build, please read the following steps.

- 1) Display your exhibitor pass in your windscreen before arriving onsite.
- 2) Report to the traffic marshal at the main gate on arrival.
- 3) Follow the instructions of the traffic marshal—you will either be directed to the holding car park or straight to the loading gates.
- 4) Once you have been given permission to access the loading gates, please ensure that you unload your vehicle as quick as possible—you will have a maximum of 15 minutes.
- 5) Once you have finished unloading your vehicle at the loading gates, please move your vehicle to the allocated exhibitor car park.

Exhibitor Car Parking

Exhibitors will receive free parking in Carpark C

Visitor Badges

E badges emailed to all visitors

Visitor Parking

Visitors will receive free parking in Carparks A & B

Disabled Facilities

The Coventry Building Society has a number of disabled parking spaces -

<https://www.coventrybuildingsocietyarena.co.uk/visiting-us/disabled-visitor-information/>

EXHIBITOR INFORMATION

For up-to-date guidance on best practice, please refer to the AEV e-guide (**use the complete e-guide version**)
www.aev.org.uk/e-guide/e-guide-other-formats

Addition Information:

AUDIO VISUAL

See the Official Contractors section at the beginning of this manual for contact details

CATERING – FOOD AND ALCOHOL

See the Official Contractors section at the beginning of this manual for contact and ordering details.

Exhibitors are not permitted to bring food or alcohol onsite to sell or offer to visitors from their stands. Exhibitors must apply for venue approval or purchase from the Coventry Building Society Arena.

CERTIFICATE OF INTEGRITY

Please contact emma@beautyserve.net if your stand is over 4m high

CHILDREN

No persons under the age of 16 can be admitted into the halls during build and breakdown

Prams and pushchairs will not be allowed into the exhibition

Cleaning

All stands will be hoovered each day before the exhibition opens by the appointed cleaning contractor. However, exhibitors are responsible for seeing that their stands are kept clean during the open hours of the exhibition and for the cleaning of exhibits displayed on their stands.

COUNTERFEIT GOODS

The sale or display of counterfeit or copy products is not permitted. If such items are found to be on the stand, the stock will be removed immediately and the exhibitor will be banned from any future exhibitions. It is to be expected that the local Trading Standards department will carry out spot checks of stands on the exhibition open days.

EXHIBITOR INFORMATION

CONTRACTORS

Exhibitors are reminded that they will be held responsible for the actions of their contractors/sub-contractors. Passes are required for entry into the venue.

DAMAGE AND LOSS

Neither the Organiser nor the VENUE accepts responsibility for damage and loss of any properties introduced by exhibitors and/or their stand contractors. Exhibitors should effect their own insurance against risks; the strongest possible precautions against pilferage should be taken at all times. Beauty Exhibitions Ltd does not accept any responsibility for any loss or damage as a result of exhibitors using the porter service available.

DELIVERY OF GOODS

Exhibitors must arrange in advance for the supply of labour, lifting equipment and storage. We advise you contact our official contractor in advance to arrange a quotation.

Space only - Exhibitors may deliver from 8.00am on the day of the build-up.

Shell Scheme - Exhibitors may deliver from 12.00pm on the day of the build-up.

No deliveries can be accepted prior to the build-up time. The Organiser and the venue personnel cannot accept deliveries on an exhibitor's behalf and arrangements must be made for a representative to be available before deliveries are accepted.

Please arrange for courier deliveries to be addressed:

Stand number, stand name, Coventry Building Society Arena, Judds Lane, Coventry CV6 6AQ

E-GUIDE

For up-to-date guidance on best practice, please refer to the AEV e-guide (**use the complete e-guide version**)

www.aev.org.uk/e-guide/e-guide-other-formats

ELECTRICAL INSTALLATIONS

Please refer to the e-guide.

Power to stands will be switched off 30 minutes after the exhibition closes.

FASCIAS/ NAME BOARDS

Stand names will be taken from your stand booking form for shell scheme stands.

FIRE PRECAUTIONS

Please refer to the e-guide for stand construction materials. If your stand by nature requires fire extinguishers, please include in your risk assessment.

FOOTWEAR DURING BUILD AND BREAKDOWN

Sensible footwear must be worn during build and breakdown periods; open toes sandals, bare feet or flipflops are strictly forbidden

EXHIBITOR INFORMATION

HOTEL

DoubleTree by Hilton Coventry Building Society Arena is situated onsite, for rates and to reserve a room call 02476 933340 (option 1).

INSURANCE

Public Liability Insurance (PLI)

Exhibitors must hold PLI at a minimum indemnity level of £2m which is a condition of contract, commencing with payment of the first deposit. However, individuals carrying out activities, treatments and demos involving the public require a higher level of public liability insurance of at least £5m.

You should note that Public Liability insurance is not the same as Employers' Liability Insurance which is mandatory in the UK. You may already have Public Liability cover, however, it is important to note that not all business policies offer cover for organised events taking place outside your business premises.

General insurance

Whilst we take every precaution to protect your property during the event we are not responsible for any loss or damage. We would recommend that you take the advice of an insurance broker. 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.

All these risks and more can be covered by an insurance broker under their Exhibitors Policy.

Exhibitors must insure all items destined for their stands, whether displays or exhibits, to their full replacement value. They must also cover themselves against third party claims. Neither the Organiser nor the venue will accept responsibility for the loss or damage to exhibitors' property howsoever caused.

Exhibition Abandonment

In the event of the exhibition being abandoned, cancelled or curtailed you are strongly advised to effect adequate insurance cover.

IT

See the Official Contractors section at the beginning of this manual for ordering contact details for the venue and also PDQs

WiFi is Complimentary - just access Coventry Building Society -Arena-WiFi

The venue has no direct control over the performance and capacity of the mobile network. Therefore the venue recommends a hard-wired cable connection is used wherever possible to ensure quality of service.

EXHIBITOR INFORMATION

MEDICAL EMERGENCIES

Please see the nearest venue security guard, come to the Organisers Office or call 07709 125525

MUSIC

Exhibitors wishing to play music on their stand must obtain a license from PPL who administer sound recordings for most recorded music.

NIGHT SHEETS

Exhibitors' own night sheets must be made of an inherently non-flammable material. To prevent obstruction, while stands are in use night sheets must be removed from the stand.

WE Strongly RECOMMEND THAT All Exhibitors USE NIGHT SHEETS TO Prevent ANY loss.

NUDITY

Nudity is not allowed during exhibitions

PUBLICITY MATERIAL

Distribution of promotional material must be confined to your stand area and not in the gangways or elsewhere

SECURITY AND EMERGENCIES

All reasonable precautions will be taken and the Organiser will arrange to have the area patrolled during the hours of public access. We recommend that valuables, particularly of a portable nature, are not left unattended on your stand.

Please ensure that any incident involving the loss of property is reported to the Organisers Office. Failure to do so could result in insurance companies refusing to meet claims.

For emergencies, please see the nearest venue security guard, come to the Organisers Office or call 07709 125525

SKIN PIERCING

Please refer to the e-guide.

A licence will be required for any skin piercing demos and treatments and so please allow **at least 3 weeks to obtain this.**

Guidance notes and application forms are available from emma@beautyserve.net

SPACE ONLY STANDS

Please email a copy of your stand plan including all dimensions, materials, ground and elevation drawings to markfire@outlook.com, copy lucy@BeautyServe.net

EXHIBITOR INFORMATION

STAND FITTING CONSTRUCTION

All work must be carried out in conformity with the requirements of the venue – please refer to the e-guide

STAND MANNING

All stands must be manned throughout the open hours of the exhibition

STORAGE OF PACKING

Exhibitors are responsible for the removal from the exhibition premises and storage of all crates and empty cartons not required on his/her display area.

TRANSPORTATION AND LIFTING OF GOODS

Exhibitors are responsible for the delivery, off-loading, and transportation of goods to their stands.

TREATMENTS AND DEMONSTRATIONS

Please refer to the e-guide. Should you be carrying our treatments and/or demos on your stand, please include these in your Risk Assessment. Email lucy@beautyserve.net should you require any help.

UNLOADING/LOADING

Two weeks before the event, we will email your build pass which confirms which gate to arrive at for build and the CDM documentation.

To get your vehicle to the loading gates, you must display your onsite build pass in your windscreen. This process will make the Build Up a quicker, safer and more enjoyable experience. To start your Build, please read the following steps.

- 1) Display your exhibitor pass in your windscreen before arriving onsite.
- 2) Report to the traffic marshal at the main gate on arrival.
- 3) Follow the instructions of the traffic marshal—you will either be directed to the holding car park or straight to the loading gates.
- 4) Once you have been given permission to access the loading gates, please ensure that you unload your vehicle as quick as possible—you will have a maximum of 15 minutes.
- 5) Once you have finished unloading your vehicle at the loading gates, please move your vehicle to the allocated exhibitor car park.

WATER CONNECTION

See the Official Contractors section at the beginning of this manual for ordering contact details

WIFI – see IT

E-GUIDE

Current legislation necessitates that exhibitors must establish and enforce appropriate measures of control and monitor health and safety procedures. Exhibitors are responsible for safety on their stands and for the health and safety of their employees and visitors to the stand.

Please refer to the e-guide for further details and minimum measures that must be adopted for your stand (**use the complete e-guide version**) www.aev.org.uk/e-guide/e-guide-other-formats

TREATMENTS AND DEMONSTRATIONS

The **e-guide** also provides you with a comprehensive guideline for all treatments and demonstrations you may wish to carry out on your stand.

EXHIBITOR H&S FORMS TO BE COMPLETED

As a condition of entry, all exhibitors must email the Organiser:

1. The H&S document
 - found in the 'forms' section of this manual (4 pages)
2. A copy of your Public Liability Insurance Certificate
 - Exhibitors must hold PLI at a minimum indemnity level of £2m which is a condition of contract, commencing with payment of the first deposit. However, individuals carrying out activities, treatments and demos involving the public require a higher level of public liability insurance of at least £5m.
 - please don't send Employers' Liability
3. A copy of your Risk Assessment
 - *please include all risks and precautions for all activities on your stand including treatments and demonstrations*
 - *please include all measures taken on your stand to protect visitors and your staff against Covid*

All forms are found in the FORMS section of this manual and must be emailed to lucy@beautyserve.net

VENUE INFORMATION

FIRE PROCEDURES

Discovering a Fire

In the event of discovering a fire, you must break the glass of the nearest fire alarm call point and/or contact the reception immediately stating that a fire has been discovered and state the exact location of this.

IN THE EVENT OF A FIRE

The following instruction will be heard over the public address system:-

Three short tones followed by:

"Attention please, attention please, we are investigating an alarm condition please await further announcements"

At this stage you do not have to do anything - but be prepared to evacuate if necessary.

Evacuation

If evacuation is considered necessary the following announcement will be made at regular intervals until the building is clear:-

Three siren blasts followed by:

"Ladies and Gentlemen may I have your attention please. Due to circumstances beyond our control it has become necessary to evacuate the building. Please leave the building by the nearest exit, DO NOT use the lifts."

Please leave the lounges quickly but without panic.

If all Clear

The signal for a return into the building is made by the cancellation of emergency procedures. Organisers, contractors, exhibitors, delegates and members of public may be able to re-enter the building after clearance. When it is safe to re-enter the building the following announcement will be made:-

"Attention, attention. Please disregard the previous security announcement."

ORDER CHECKLIST, FORMS & LINKS

CHECKLIST

SERVICE	CONTRACTOR	FORM/LINK
Audio Visual	The Conference Works	www.theconferenceworks.co.uk
Catering	Coventry Building Society Arena	Order form
Electrical Supplies inc.lighting	Anchor Exhibitions	www.anchor-exhibitions.co.uk
Furniture	Anchor Exhibitions	Furniture Anchor Exhibitions (anchor-exhibitions.co.uk)
H&S	Beauty Exhibitions	Forms
Hotel	Doubletree by Hilton	https://www.hilton.com/en/book/reservation/deeplink/?ctyhocn=CVTRADI&arrivaldate=2022-11-24&departuredate=2022-11-28&srpCodes=2411LG
IT	Coventry Building Society Arena	Order form
PDQ	Wireless Terminal Solutions	https://www.wirelessterminalsolutions.co.uk/beauty-exhibitions/
Pipped services- Water	Coventry Building Society Arena	Order form
Rigging	Coventry Building Society Arena	Order form
Shell Scheme Services	Anchor Exhibitions	www.anchor-exhibitions.co.uk
Transport , Lifting & Handling	Creative Freight	Order Form

Please find H&S and Contractor Order Forms on following pages.

STAND IT ORDER FORM

1st January - 31st December 2022

IMPORTANT INFORMATION

Due to the instability of wireless connectivity within the structure of an exhibition, we strongly recommend that you only use a wireless internet connection if you are only checking emails and browsing the internet. A wired connection is recommended if you need to do anything more than the above as these are the most secure and stable source of internet for an exhibition.

Please note it is YOUR responsibility to ensure that your stand builder correctly routes your cables to final location. Arena IT will pull the cable to the nearest floor duct and exit within your stand and provide approximately 6m of additional cable for your stand builders to route.

INSTRUCTIONS:

1. Select the services you require by specifying the quantity in the box provided.
2. Ensure you have read the Terms and Conditions on the website, including those specific to your type of Service.
3. Complete all contact details and payment details
4. Send your completed Order Form to orders@cbsarena.co.uk or fax to 0844 873 6598
5. All Orders should be received 14 days prior to 1st build up day. Any orders received after this will be subject to availability and a 20% surcharge payment and plus any out of hours labour charges.

WIRED SERVICES	PRICE	QTY	VALUE £
Standard Wired Internet Connection (up to 10MB) – 1 Device	£435		
Premium Wired internet Connection (up to 100MB) – 1 Device (only available in Ericsson Exhibition Hall)	£865		
Add on: 8 Port Switch For use with a Wired Internet Connection (Maximum of 7 outputs, additional cables available on request at an additional cost) Please note you will require a socket on your stand. 500watt socket	£110		
Wired Connection - Static external IP (Subject to availability, per connection)	£545		
IP Phone with external number	£545		
Additional cables			
5m	£12.50		
10m	£18		
15m	£23		

WIRELESS SERVICES	PRICE	QTY	VALUE £
Public WiFi is available FOC through Arena registration page			
Private WiFi Network (SSID)*	£1100		
PDQ Wireless connection*	£220		
Add On: Additional PDQ connections*	£58		

*The Event Manager will contact you for the details required for set up.

Contact Details (Please Complete in BOLD Print)

Name of Exhibition		Date:	
Hall No.		Stand No.	
Company Name		Stand Name	
Address			
Postcode		Website	
Company Tel No		Company Fax No	
Order Contact Name		Order Contact Number	
Order Contact Email		Position in Company	
Onsite Contact Name		Onsite Contact Number	
Arena IT		£	
Total		£	
VAT (Prevailing Rate)		£	
Grand Total		£	

Signed..... Name..... Date

By signing this document you are agreeing and contracting to all the terms and conditions set out below

Method	Details	Tick Method
Debit/ Credit Card	Please tick box and return booking form signed. We will send you an email with a link to make payment via WorldPay. We cannot accept card payment via phone, email or fax.	
Invoice	Please tick this box if you require an invoice prior to payment.	

Please note payments will be required a minimum of 5 working days prior to the event. Exhibition order deadlines apply. Please refer to your organiser for event specific deadlines.

All Orders should be received 14 days prior to 1st build up day. Any orders received after this will be subject to availability and a 20% surcharge payment and plus any out of hours labour charges.

VAT REG NO: GB 135 0288 32

Coventry Building Society Arena Conference & Banqueting is
managed by IEC Experience Limited. Reg. Office: Coventry
Building Society Arena, Judds Lane, Longford, Coventry,
CV6 6AQ

Tel: 0844 873 6500 - Fax: 0844 873 6598 - Email: orders@cbsarena.co.uk

STAND CATERING ORDER FORM

IMPORTANT INFORMATION

A minimum order value of £15.00 applies on ALL food & beverage or catering orders (including top up orders on site). Cancellations or part cancellations to your order will not be permitted within 7 days of your exhibition. Orders must be placed 14 days before the first event day of your exhibition. All prices are subject to VAT at the statutory rate. Please note that deliveries will be served within 30 minute time slots (For example between 09:00 - 09:30, 09:30 - 10:00) Price and products are subject to change. Please inform us if you have any particular dietary requirements.

Exhibitors are NOT permitted to bring food beverage (including alcoholic) onsite to sell or offer to visitors from their stands - exhibitors must apply for approval or purchase the food and beverages from Coventry Building Society Arena. The Coventry Building Society Arena reserves the right to confiscate any food or beverage brought onsite. Some of the menu items may contain a trace of nuts, seeds and other allergens.

INSTRUCTIONS:

1. Select the services you require by specifying the quantity in the box provided
2. Ensure you have read the Terms and Conditions on the website, including those specific to your type of Service.
3. Complete all contact details and payment details

Event Dates:

All items serve 10 unless otherwise stated	Per Item	Delivery	SUN	MON	TUES	WED	THU	FRI	SUN	SUN	Total
Breakfast Rolls	£38.00	09:00	X2								
Food											
Breakfast Rolls	£38.00										
Danish Pastries	£20.00										
Fruit Bowl	£10.00										
Platter of Muffins	£25.00										
Sandwich Platter with Chips	£ 50.00										
Platter of wraps and baguettes	£ 50.00										
Pack Lunch, serves one bag per person – Sandwich, Fruit, Crisps, Bole of Water and Chocolate Bar	£ 12.00										
Selection of Canapé	£ 50.00										
Selection of Mini Cakes	£20.00										

* Bespoke catering packages available on request

Hot Drinks											
Flask of Tea and Coffee Package (serves up to 6 cups each)	£20.00										

Hot Drink Package (serves 30) - x1 Hot water Urn, x1 jug of milk, x30 sugar sticks, x30 disposable cups, x30 stirrers * please note you will require a 3KW socket on your stand	£120.00										
Tea/Coffee Voucher Package - x20 vouchers * Redeemable from a kiosk for 1 cup of tea or filter coffee	£60.00										

Soft Drinks

Coke Bottle, 500ml x24	£45.00										
Diet Coke Bottle, 500ml x24	£45.00										
Sprite Bottle, 500ml x24	£45.00										
Juice Selection, 500ml x12	£36.00										
Mineral Water - Still, 500ml x10	£20.00										
Mineral Water - Sparkling, 500ml x10	£20.00										
Water Tower Package - Water Cooler with 120 cups	£100.00										

Alcoholic Drinks

Heineken (Glass bottles) x10	£40.00										
Heineken - Blade (15 pints)*	£60.00										
Birra maretto - Blade (15 pints)*	£75.00										
Cooler unit with Draught Lager (11 gallons)*	£300.00										
Cooler unit with draught bitter (11 gallons)*	£300.00										
Purity Mixed (440ml) x8	£29.60										
Gordon's Gin, 70cl	£30.40										
Courvoisier, 70cl	£30.40										
Smirnoff Vodka, 70cl	£30.40										
Jack Daniels Whisky, 70cl	£30.40										
House White Wine	£14.80										
House Red Wine	£14.80										
Pavillion des Trois Arches Merlot, PGI Pays d'Oc (red)	£18.00										
Prosecco	£22.40										
Champagne	£44.00										

* Please note you will require a 1kw socket

STAND CORKAGE

Exhibitors are NOT permitted to bring food beverage (including alcoholic) onsite to sell or offer to visitors from their stands - exhibitors must apply for approval or purchase the food and beverages from Coventry Building Society Arena. The Coventry Building Society Arena reserves the right to confiscate any food or beverage brought onsite. A Corkage charge is applied for any of the below items that will be brought in and offered on stands.

Event Dates:			
Wine per bottle	£10.00	3	£30.00
Beverages:			
Type	Cost	Amount	Total
Wine Still per bottle	£10.00		
Wine Sparkling per bottle	£12.00		
Champagne per bottle	£15.00		
Spirits 70cl bottle	£20.00		
Bottled Beer per bottle	£1.50		
Soft Drinks per bottle	£1.00		
Mixers per bottle	£1.00		
Small Coffee Pod Style Machine per day	£50.00		
Barista/Large Coffee Machine per day	£150.00		
Water per bottle	£0.50		
Food			
Confectionary items such as chocolate bars/biscuits	£1.00		
Cupcakes	£1.00		
Sandwiches	£2.00		
Please inform venue of any other food item not listed above and charges may apply.			
Total			

*All above prices are subject to VAT at the current rate.

**All food items must comply with food hygiene regulations and the venue will request relevant paperwork where required.

***None of these items can be sold.

Contact Details (Please Complete in BOLD Print)			
Name of Exhibition			Date:
Hall No.		Stand No.	
Company Name		Stand Name	
Address			
Postcode		Website	
Company Tel No		Company Fax No	
Order Contact Name		Order Contact Number	
Order Contact Email		Position in Company	
Onsite Contact Name		Onsite Contact Number	
Arena IT			£
Total			£
VAT (Prevailing Rate)			£
Grand Total			£

Signed..... Name..... Date

By signing this document you are agreeing and contracting to all the terms and conditions set out below

Method	Details	Tick Method
Debit/ Credit Card	Please tick box and return booking form signed. We will send you an email with a link to make payment via WorldPay. We cannot accept card payment via phone, email or fax.	
Cheque	To arrange a BACS transfer please use: Account Name: IEC Experience Ltd Account Number: 04126564 Sort Code: 40-18-17 ** Please note all prices are subject to VAT, ensure this is included into the amount paid**	
Invoice	Please tick this box if you require an invoice prior to payment.	

Please note payments will be required a minimum of 5 working days prior to the event. Exhibition order deadlines apply. Please refer to your organiser for event specific deadlines.

VAT REG NO: GB 135 0288 32

Coventry Building Society Arena Conference & Banqueting is managed by IEC
Experience Limited. Reg. Office: Coventry Building Society Arena, Judds
Lane, Longford, Coventry, CV6 6AQ

Tel: 0844 873 6500 - Fax: 0844 873 6598 - Email: orders@cbsarena.co.uk

PIPED SERVICES **ORDER FORM**

IMPORTANT INFORMATION

Prices are valid from 1st January - 31st December 2022

This form is to be returned to the above address no later than 28 days prior to the first day of build-up.

Orders after this date may be subject to a 20% surcharge

All prices are shown based on a 5 day hire period from the commencement of tenancy.

A 1/200 Ducted Floor Plan Indicating Required Mains Position and a Company Purchase Order must accompany this Order Form together with payment in full.

Receipt and Acceptance of this order on behalf of IEC Experience is subject to a signed acceptance of the Terms and Conditions available on request.

COMPRESSED AIR

	Unit Cost	Qty	Total
Depending on the flow rate, Pressure, Dry Air, Fittings, Pipe Diameter we can quote for an installation and supply direct to your stand (Ericsson Exhibition Hall). Please contact us, including a scaled plan for a bespoke quotation	POA		

PIPED SERVICES

0.5" (15mm) water 1.5" waste (40mm)	567.00		
Additional connections from water or drain (each) (i.e. for water heater not included-to be supplied by contractor)	125.00		

Name of Exhibition		Date	
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*All above prices a

re subject to VAT at the curr

ent rate.

Hall No.		Stand No.	
Company Name		Stand Name	
Address			
Postcode		Website	

Company Tel No.		Company Fax No.	
Order Contact Name		Order Contact No.	
Order Contact Email		Position in Company	
Onsite Contact Name		Onsite Contact Number	
Order Total	£		
Total	£		
Credit Card Surcharges – Standard 3%. Amex 5%	£		
VAT (Prevailing Rate)	£		
Grand Total	£		

Signed _____ Name _____ Date _____

By signing this document you are agreeing and contracting to all terms and conditions set out by the venue.

Method	Details	Tick Method
Debit/ Credit Card	Please tick box and return booking form signed. We will send you an email with a link to make payment via WorldPay. We cannot accept card payment via phone, email or fax.	
Invoice	Please tick this box if you require an invoice prior to payment.	

Please note payments will be required a minimum of 5 working days prior to the event.

Exhibition order deadlines apply. Please refer to your organiser for event specific deadlines.

All Orders should be received 14 days prior to 1st build up day. Any orders received after this will be subject to availability and a 20% surcharge payment and plus any out of hours labour charges.

Coventry Building Society Arena Conference & Banqueting is managed by IEC Experience Limited. Reg.

Office: Coventry Building Society Arena, Judds Lane, Longford, Coventry, CV6 6AQ Tel: 0844 873 6500 - Fax:

0844 873 6598 - Email: orders@cbsarena.co.uk

VAT REG NO: GB 135 0288 32

TERMS AND CONDITIONS FOR THE PROVISION OF VENUE SERVICES

This extracts of IEC EXPERIENCE LIMITED Terms of Business summaries the principal matters relating to the provision of Rigging Services. At all times IEC Experience Limited's full Terms of Business will apply and this extract is for clients' convenience only. IEC Experience Limited's full Terms of Business are available on request. Alternatively, a printed copy can be provided, on request, to the IEC EXPERIENCE LIMITED Company Secretary. For convenience paragraphs retain the numbering of the IEC EXPERIENCE LIMITED complete Terms of Business.

1. In placing a Client Order with IEC EXPERIENCE LIMITED the Client accepts, with no reservations, that these Terms and Conditions of Business take the place of any other document, prior written or oral agreement, as well as the Client's terms and conditions of purchase or hire.
 2. IEC EXPERIENCE LIMITED's Terms and Conditions of Business can only be amended in writing.
 3. The Contract will be interpreted and applied in accordance with English Law and the parties to the Contract agree to submit to the exclusive jurisdiction of the English Courts.
-
1. A Client Order must be evidenced in writing either by signing an IEC EXPERIENCE LIMITED Pre-Payment Order Forms or by accepting an IEC EXPERIENCE LIMITED Quotation. Except where stated, IEC EXPERIENCE LIMITED's terms and conditions of business for the placing of Client Orders, their variation and cancellation, will apply to Quotations, Pre-Payment Order Forms, site orders and Electronic sales orders.
 2. In the event that you cancel an order, even if only advised orally, you will be liable for any work put in hand in order to meet the timescales necessary to complete work to the deadlines of the Event for which the work is intended.
 3. All Client Orders placed after the defined Cut off Dates will be subject to late order surcharges. The same will apply for any request to change a Client Order and / or additional Client Orders made outside the aforementioned deadlines.
 4. Acceptance of a Client Order will be conditional on timing and on stock availability. IEC EXPERIENCE LIMITED reserves the right to supply in lieu and in place of the equipment ordered; any similar equipment fit for the general purpose of the required items of equipment or service.
 5. In the event of cancellation of a Client Order by a Client, the Client will pay to IEC EXPERIENCE LIMITED the labor and material costs of any work undertaken by IEC EXPERIENCE LIMITED in order to fulfil the Client Order, at IEC EXPERIENCE LIMITED's Fully Costed Rates.
 6. Any Client Order placed on Site will be charged at the surcharged price as detailed in the exhibitor manual or as detailed on any Prepayment Order Form.
 7. All Prices are exclusive of VAT.
 8. Where a Client wishes to amend a Client Order after work has started on Site, the Client will be charged in accordance with the terms set out below, for changed Client Orders. IEC EXPERIENCE LIMITED will only proceed to make any change after a Site Order Variation Sheet has been signed by the Client's representative on Site. Labor time incurred by IEC EXPERIENCE LIMITED or its contractors will be charged at the IEC EXPERIENCE LIMITED Fully Costed Rate.
 9. It is the duty of the hirer to provide at such event or exhibition, a duly authorised representative to accept the furnishings and to give a written receipt. If the hirer fails to provide for this, he will not be permitted to dispute subsequently the facts of the delivery and be deemed to have accepted the delivery and these conditions.
 10. In the event of non-delivery or if the Client is not satisfied that the goods or services that have been ordered are delivered in conformity to the Quotation then a member of the IEC EXPERIENCE LIMITED Site team must be notified before the Open Period of the Event. If the Client is not satisfied with the remedial action taken by IEC EXPERIENCE LIMITED, the matter should be addressed with the senior member of the IEC EXPERIENCE LIMITED site team or with the Event Organiser's on-site staff.
 11. In the event of a dispute that cannot be resolved on site, the Client will submit their complaint in writing to IEC EXPERIENCE LIMITED within seven days of the opening of the Event. IEC EXPERIENCE LIMITED will consider the complaint and respond to the Client within 10 working days.
 12. No complaint will be addressed unless it has been brought to the attention of IEC EXPERIENCE LIMITED's team before the Open Period of the Event.
 13. If, after return, apparently malfunctioning products are found by IEC EXPERIENCE LIMITED to be to specification and fully operational, then the Client will be charged for IEC EXPERIENCE LIMITED's costs in recovering and replacing the item with all costs calculated at the IEC EXPERIENCE LIMITED Fully Costed Rate.
 14. Once the Contract is complete, the Client will not be able to claim "force majeure" or an act of God against IEC EXPERIENCE LIMITED, as IEC EXPERIENCE LIMITED will be considered to have performed its contractual obligations.

Payment

1. Unless otherwise agreed, all Client Orders for items ordered from Pre-payment forms must be accompanied by full payment.
2. In the event of non-payment within the terms detailed in our Quotation IEC EXPERIENCE LIMITED reserve the right to withhold the goods or services that have been ordered.
3. In the event of late payment, with reference to the terms detailed in IEC EXPERIENCE LIMITED's Quotation, IEC EXPERIENCE LIMITED reserves the right to charge interest of 3% p.a. over the HSBC base rate until paid.
4. Save as expressly provided in all these Terms and Conditions, the Client shall indemnify IEC EXPERIENCE LIMITED against all actions, claims and demands whatsoever arising from any loss or damage of whatsoever nature suffered by any party as a result of its conduct in completing the Contract or complying with any Event or Site conditions.

5. It is the duty of the hirer to provide at an event or exhibition, a duly authorised representative to accept the furnishings and to give a written receipt. If the hirer fails to provide for this, he will not be permitted to dispute subsequently the facts of the delivery and be deemed to have accepted the delivery and these conditions.
6. As from its being made available, its delivery or acceptance, the Client will be responsible for the safety of IEC EXPERIENCE LIMITED's property throughout the Duration of the Event and will be responsible for any damage to IEC EXPERIENCE LIMITED's property caused by the actions of the Client or its customers.
7. During this period IEC EXPERIENCE LIMITED disclaims all responsibility concerning documents, objects, samples, equipment or other goods present in /under / on the equipment rented by the Client.
8. Clients are reminded that all equipment should be emptied of personal belongings immediately at the end of the Open Period of the Event, in order that IEC EXPERIENCE LIMITED's property may be removed from Site as quickly as practical. IEC EXPERIENCE LIMITED accepts no responsibility for the safe custody of goods left in cabinets, draws or similar storage items.
9. IEC EXPERIENCE LIMITED provides all goods, including complete stand structures on hire only and the Client undertakes:
10. To use the equipment in accordance with its usual purpose, to do nothing nor allow anything to be done that could lead to its damage or its disappearance, to give it the normal maintenance required, to keep it and to return it in good working order and clean, and to respect the IEC EXPERIENCE LIMITED's particular recommendations, specific advice for use, and appropriate warnings which it acknowledges having read notably in these Terms and Conditions, the specifications sheets, and/or the documents that were handed over to it on delivery.
11. Not to carry out any modification or repair to IEC EXPERIENCE LIMITED's property, however small.
12. Not to nail, apply adhesive or paint, or damage IEC EXPERIENCE LIMITED property in any way without IEC EXPERIENCE LIMITED's agreement or the express permission as set out in the Exhibitor manual for the Event.
13. To allow any of IEC EXPERIENCE LIMITED's representatives or persons authorised by the latter, unrestricted access to the equipment installed for purposes of maintenance and to take any necessary steps to make their mission easier.
14. To return goods to IEC EXPERIENCE LIMITED free of any object.
15. To pay IEC EXPERIENCE LIMITED the cost of repair or replacement (as appropriate) for any item damaged whilst in the care of the Client however caused.
16. All goods, materials, plant or machinery supplied by IEC EXPERIENCE LIMITED, shall be on hire unless otherwise stated. The period of hire will be Duration of the Event unless otherwise stated. IEC EXPERIENCE LIMITED shall enter the Site to collect and to remove its property as soon as permitted after the end of the Open Period.
17. The illustrations and / or photos featured in the sales documentation (irrespective of the medium) are for guidance only and are not binding specifications.
18. Clients may photograph work carried out by IEC EXPERIENCE LIMITED for their own marketing purposes only and attention is drawn to paragraph 9.2 above regarding the use of IEC EXPERIENCE LIMITED designs.

Health & Safety Declaration and Information Document

PART 1 : Exhibitor Details: *please complete details*

Company name	
Stand no.	
Telephone no.	
Email	

Person responsible for H&S on your stand during the exhibition:

Name	
Position	
Mobile no.	
Email	

It is a condition of entry into the venue that every exhibitor and their agents and contractors, comply with the Health and Safety at Work Act 1974 as well as all legislation and rules and regulations associated with the venue.

The exhibitor accepts that it is their legal and moral duty to ensure their own and others health and safety is not endangered by their actions or inactions throughout build, open and breakdown days.

We recognise that the event management and venue reserve the right to issue a suspended action notice for contravention of the Health and Safety rules and regulations or where the venue consider that the health, safety or welfare of personnel is at risk.

Please sign to agree to the above statements:

Name		Email	
Phone no.		Signature	
Mobile no.		Date	

Health & Safety Declaration and Information Document

Deadline 28th October 2022

PART 2: Questions about the Build of your stand:

Company name	
--------------	--

Is your stand: *please tick*

Shell Scheme	
Space Only with contractor	
Shell but self- building	

For Space Only stands, please provide details of your contractor:

Name	
Company name	
Mobile no.	
Email	
Address	

For Space Only stands and shell scheme stands where the exhibitor is self-building a structure:

It is the exhibitor's responsibility to ensure that anyone contracted to build on your stand is competent. You must ensure that you check their insurance details, design plans, H&S policy, method statements and risk assessment.

Have you checked these documents? **YES/NO**

For Space Only stands:

Please email a copy of your stand plan including all dimensions, materials, ground and elevation drawings to markfire@outlook.com, copy lucy@BeautyServe.net

For Shell stands where an exhibitor is self-building a structure on their stand:

Please email a copy of your stand plan including all dimensions to markfire@outlook.com, copy lucy@BeautyServe.net

Please sign to agree to the above statements:

Name		Email	
Phone no.		Signature	
Mobile no.		Date	

Health & Safety Declaration and Information Document

Deadline 28th October 2022

PART 3: questions about the activity on your stand during the exhibition:

Company name	
--------------	--

Does your stand have any items of special risk: naked flames, hot surfaces, flammable oils/liquids/gases, compressed gases, vehicle fumes, trailing cables and any other hazards? **YES/NO**

If **YES**, please give details below:

--

Treatments and demonstrations:

Please list all the treatments and demonstrations you intend to carry out on your stand

Teeth whitening

Are you intending to sell teeth whitening products at the exhibition? YES/NO

Please sign to agree the above:

Name		Email	
Phone no.		Signature	
Mobile no.		Date	

Health & Safety Declaration and Information Document

Part 4: Rules and regulations

Risk Assessment

It is condition of entry that all exhibitors must email the organiser with a Risk Assessment in relation to all activities on your stand including carrying out treatments and demonstrations on visitors to the exhibition, as well as all measures taken to protect visitors and staff against Covid.

Public Liability Insurance Certificate

Exhibitors must hold PLI at a minimum indemnity level of £2m which is a condition of contract, commencing with payment of the first deposit. However, individuals carrying out activities, treatments and demos involving the public require a higher level of public liability insurance of at least £5m.

Covid

It is a condition of entry that all exhibitors and their employees follow all government and venue Covid rules and regulations for safety of all exhibitors, visitors and venue staff.

Please sign to agree to the above statements:

Name		Email	
Phone no.		Signature	
Mobile no.		Date	

Transport, Lifting and Handling Enquiry Form



Ricoh Arena 25th, 26th & 27th November 2022

If you have any queries regarding the completion of this form, please contact Creative Freight on 01676 542 470 or alternatively email info@creativefreight.co.uk [Show Contact – Craig Kelly - 07403514585](#)

Onsite Information

Stand Name:		Onsite Contact:	
Stand Delivery Date:		Stand/ Hall No	

Company Information

Contact:		Telephone:	
Company:		Postcode:	
Invoice Address:			
Email:			

Required Services

Description	Tariff	Tick
Exhibition Transport (Road Freight) <i>We can quote everything from getting your goods to us and delivering to your stand and back after the event at times that suit you.</i>	Quotation Request	
Forklift unload/reload <i>Onsite qualified forklift driver at hand to deliver your goods safely to your stand from all vehicle types.</i>	£35.00 per lift	

Empty Case Storage <i>Storage area for your empty cases, boxes and cartons accessible during set up and breakdown.</i>	£30.00 per cbm (minimum 3cbm charge)	
Accessible Storage <i>Secure storage of your goods that can be accessed during the show if required.</i>	£45.00 per cbm (minimum 3cbm charge)	
Labour (stand assistance) <i>Qualified tradesmen can be provided to support the set up and breakdown of your stand.</i>	Quotation Request	
Courier Transport <i>Packages can be collected from your premises in advance of the show, delivered to us and then hand delivered to your stand awaiting your arrival. And the same services can be provided in reverse after the show.</i>	From £16.95 per parcel under 20kg	

COVID 19 Policy

- Should a cancellation of event take place due to Covid 19, All exhibitors will be offered a refund in full where applicable providing we have not accrued any charges for the booking. (Example; if we have couriered your goods in advance then that fee would not be refunded as that element of the quote would have been provided)
- Should the date of the event be moved then we will honour any open bookings and move them to the new date with no additional fee.
- Where pre booked courier transport is involved, this will need requoting and so additional fees may be incurred, however where possible our aim is to keep all costs exactly the same as the original quotation. If an increase due to transport costs occurs you will be offered a full refund as an alternative.

Creative Freight Events, Woodcorner Farm, Fillongley, CV7 8EP



Stand Name

Stand Number

Contact Name and
Number
