

EXHIBITOR FAQS

PRACTICAL INFORMATION

When does the show take place?
24th & 25th September 2021

What are the opening hours for the show?
Friday 24th September: 09:00 - 18:30
Saturday 25th September: 09:00 - 16:30

What are the future show dates?
Dates are the Friday, 13th & Saturday, 14th May 2022

Where does the show take place?
Halls S17 - S21 (East End) - Entrance S9, ExCeL, London, One Western Gateway, Royal Victoria Doc, London E16 1XL

How do I get to ExCeL London?
The nearest DLR station is Prince Regent. For a comprehensive travel guide please see our [travel page](#).

What accommodation is available?
The Clinical Pharmacy Congress has a number of exclusive accommodation offers in London, within 10 minutes of ExCeL and with easy access to Central London, available to those who are visiting and exhibiting at the event. You can access these hotel offers via our partner Event Express. <https://www.pharmacycongress.co.uk/accommodation>

My question is not here. Who can I contact?

Sales & Sponsorship:

Laura Shapiro
Group Event Director
Email: l.shapiro@closerstillmedia.com
Direct: 02476 719 681

Liz Taylor
Business Development Director
Email: l.taylor@closerstillmedia.com
Direct: 07795 143931

Marketing:

Jasmin Mathans
Marketing Manager
Email: j.mathans@closerstillmedia.com

Alisea Gohlisch
Marketing Executive
Email: a.gohlisch@closerstillmedia.com

Operations team:

For queries relating to the build of your stand, venue, Exhibitor Technical manual and logistics:
Email: medops@closerstillmedia.com



The Home of Clinical Pharmacy
24th-25th September 2021 ExCeL London
pharmacycongress.co.uk

EXHIBITING

Are there still spaces available for my organisation to exhibit?

Space is being snapped up so please get in touch as soon as possible. Contact the sales team.

Where can I find out more about becoming an exhibitor?

General details can be found in the [exhibitor section](#) of our website but we recommend that you give us a call to find out exactly how the show can benefit you. Speak to sales on +44 (0) 2476 719681.

What happens after I have signed up to exhibit at the show?

After signing up you will be contacted by our marketing team, who will explain a range of opportunities to help you maximise your exposure pre-show and on-site, provide you with a link to the exhibitor manual and the exhibitor zone.

Am I able to share stand space with a partner?

You can but we would advise against as only you will receive marketing and branding at the event so delegates will not be able to find the partner organization.

Where can I find a floorplan for the upcoming show?

Click here: <https://floorplan.live/data/api/events/1925/views/21/pdf-external>

What if I need to cancel or downsize my booth?
Please contact our sales team.

How do I register my stand personnel?

Register your team for badges via the CircData microsite. You should receive your login details in an email from CircData shortly after your stand is confirmed.

What is the difference between a build up and breakdown pass, an exhibitor badge and a delegate badge?

Build Up & Breakdown passes give access to site during build up and break down. Exhibitor badges allow access to the show floor during the open period. Delegate passes allow access to the exhibition floor on show days and during published show times only and they allow access to seminars and conference theatres for both days.

Will my exhibitor badge be posted to me?

No, you can collect these from Registration after 10AM on 24th & 25th September. Or during build-up on the 23rd September 2021 from 2PM.

My colleagues are arriving on the first day of the show, how do they get their exhibitor badge?

They can either collect from registration upon arrival or you can collect them all and keep on your stand.

How do I invite my customers?

We can also provide you with invites to help you promote the event to your clients and make sure you are on their must-see list. Details of these opportunities will be sent to you by the marketing team.

INDUSTRY SCAM WARNING TO EXHIBITORS
Please visit this page for [scam alerts](#).

MARKETING

How can I become a media partner for the event?

The marketing team would love to hear from you so please contact Jasmin Mathans at j.mathans@closerstillmedia.com

What is the exhibitor zone (eZone)?

The eZone is an online portal which lets you update your online listing on our website, including logo, contact details and press releases. You will be sent your login details by the marketing team.

How do I access the eZone?

Use this link www.pharmacycongress.co.uk/ezone and login with your username and password which will be sent to you by the marketing team.

How do I update my contact information on your website?

To update any part of your online listing, login to the eZone with your username and password.

Can I change my Company Name on the website?

Yes, please complete the change my name form in the eZone as this change must be made by the team in the back office.

What pre-show and on-site marketing opportunities are available?

Ensure that you have generated leads before the show even starts: research shows that a lot of visitors decide which stands to visit well in advance of arriving at the show. We've done the hard work for you and put together a range of marketing materials to ensure that your stand is on everyone's 'must-see' list (and they won't cost you a thing).

How many of my company logos do you require?

You must provide us your logo through the eZone this will appear on the website. If we require a high res version we will contact you directly.

How do I download a show logo?

Show logos can be sent to you by our marketing team. request them through the marketing materials form online.

How do I feature in the Show Guide?

All exhibitors are given a 50 word listing in the Show Guide. Enhanced listings and advertising opportunities are available; please contact the sales team for more details.



OPERATIONS

When will the eZone be ready?

The eZone will be available from late June.

Have I done everything you need?

We do not hold all of your orders here at CloserStill Media, please contact the necessary contractor to clarify what you have/have not done. We can however advise whether you have completed your Health & Safety Declaration form.

Where do I order furniture and electrics for my stand?

You can do this via the My To Do List tab in the Exhibitor Technical Manual which can be found through the Ezone.

What do I need to wear during the build-up of the show and the breakdown?

The Clinical Pharmacy Congress has a large number of Space Only stands, therefore similar to a building construction site. Please ensure you wear closed toe shoes at the very least but preferably reinforced toe boots. Under no circumstances can flip-flops or pumps be worn. Long trousers are also advisable.

Can I change the colour of my carpet? (Shell Scheme stands)

Yes, at an additional cost. Please contact the official contractor GES. Contact details can be found in the Contractors & Services tab in the Exhibitor Technical Manual.

Do I get to keep the furniture from the contractor?

No, this is a hire service. The furniture will be collected by the contractor once the show has closed on Day 2.

Where do I get Build Up & Breakdown pass?

Complete the link within the My To Do List tab in the Exhibitor Technical Manual, print the pass and exchange for a wristband with a member of Security at the access gates/ doors upon arrival.

My colleagues are arriving on the open day, how do they get their exhibitor badge?

They can either collect from registration upon arrival after 10AM or you can collect them all from 2PM on Thursday, 23rd September 2021 at the registration areas and keep on your stand.

I need to have something delivered to the venue, how do I go about this?

Materials must arrive onsite on the 23rd September ideally there should be someone on your stand to sign for the packages; failing that it can be left with the GES courier receiving desk. You must collect your packages from there as soon as you arrive on the 23rd. Please label all parcels as follows:
Contact Name / Mobile Number
Company Name: Stand number:
Clinical Pharmacy Congress 2021
Halls S17 - S21, ExCeL, Sandstone Lane
London, E16 1XL

I have a pop-up stand to go within my shell scheme, what do you need?

Please send the pop up dimensions (height x width x depth) to Operations along with your stand number and size, who will be in touch with any comments.



Is there Wi-Fi in the hall?

Yes. Network name: ExCeL Free wifi. Please note that this service is complimentary, and therefore not supported by the Clinical Pharmacy Congress team.

I have a pop-up stand and have booked a space only stand?

You will need to contact the sales team to convert you booking to shell scheme there is additional cost to swap from space to shell.

I need to arrange a courier to collect my items after the show closes, can this wait until Monday?

Unfortunately not no. We only have tenancy at ExCeL until 10pm on the 25th September therefore all items must be removed or risk being disposed of. If you need assistance with this please consult GES for details of storage and delivery.

PRESS

Who should I contact with press enquiries?

Our Marketing Manager, Jasmin Mathans, will be more than happy to help. Please contact her on j.mathans@closerstillmedia.com

How do I access the media list for the show?

The media list will be compiled and sent out by Jasmin Mathans. For more information please contact her on j.mathans@closerstillmedia.com

What makes a perfect press pack?

Press packs should include a relevant press release, background on your company and good, appropriate, captioned photography. It is important to bear in mind that journalists will be interested in news stories, so brochures and other sales materials alone are not suitable. Ideally all the information should be contained in a clearly labelled folder, CD or USB.

When and where should I leave press packs?

Bring 20 press packs to the Speakers and Press Lounge on the show floor on the afternoon of build-up or before the show opens on the first day.

