

EXHIBITOR FAQs

PRACTICAL INFORMATION

When does the show take place?
13th - 14th May 2022

What are the opening hours for the show?
Friday 13th May: 09:00 - 18:00
Saturday, 14th May: 09:15 - 16:00

When can I access my stand to set it up?
Thursday 12th May
Space only 8am - 8pm
Shell Scheme 3pm - 8pm

What are the future show dates?
Dates are the Friday, 19th & Saturday, 20th May 2023

Where does the show take place?
Halls N11 - N15 (East or West End) - Entrance N7, ExCeL, London, One Western Gateway, Royal Victoria Doc, London E16 1XL

How do I get to ExCeL London?
The nearest DLR stations are Custom House (for ExCeL) and 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: lshapiro@closerstillmedia.com
Direct: 02476 719 681

Liz Taylor - Business Development Director
Email: ltaylor@closerstillmedia.com
Direct: 07795 143931

Bilal Domah - Sales Manager
Email: b.domah@closerstillmedia.com
Direct: 02476718552

Edmond Rama - Account Manager, Healthcare Portfolio
Email: e.rama@closerstillmedia.com
Direct: 07792 411123

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

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?

You will receive an email from 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?

We would advise against this as only you will receive marketing and branding at the event so delegates will not be able to find the partner organization as they will not be listed.

Where can I find a floorplan for the upcoming show?

Click here for the sales plan: <https://floorplan.live/data/api/events/2162/Views/75/pdf-external>

Click here for the technical floor plan: <https://floorplan.live/data/api/events/2162/Views/36/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. Available from March 2022.

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. You can order as many of these as you require.
- 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. Please note Exhibitor passes will not give you access to the conference sessions. You can upgrade your exhibitor passes to dual exhibitor/delegate for as little as £59 + VAT in the badge portal.

Will my exhibitor badge be posted to me?

No, we will email them the week of the show for you to print. Or you can collect these from Registration after 10AM on 13th & 14th May. Or during build-up on the 12th May 2022 from 2PM. We recommend collection on the 12th to avoid the rush on open days.

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 us on cpcmarketing@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 event 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. It will not change the displayed name in the ezone but it will on the website and the show guide.

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. Please note the 2022 logo is different from previous years.

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. The deadline to submit your profile is the 28th March.

DATA SCANNERS

How do I get my stand scanners?

As part of your booking you receive three licences to enable you to scan visitors badges who come onto your stand, The App can be downloaded onto three different devices. The data is available immediately. There is an instruction guide within the badge portal in the eZone.

What do I do if I don't want to use the App?

You must contact CircData (CPC registration partner) directly on exhibitors@circdata.com to arrange a swap to a physical scanner pen. CircData will only bring enough on-site for those pre-ordered.

Where can I collect the scanner pen, if pre-ordered?

CircData will be available in the registration area on CPC on the 12th may from 4pm or 8am - 11am on Friday 12th May

for pen collection. You must return the pens on the 14th May otherwise you may be charged for a lost pen and you wont be able to access your data.

How do I access my data from the scanners?

You must download your own data sheets from within the badge portal in the eZone. We can not access this for you. This can be done from Monday 16th May 2022.

I had a sponsored delivered session, how do I get this data?

All sponsor session data will be emailed directly to you by your CPC team member by five working days of the event (20th May).

How do we know if data can be used after the show?

As part of the CPC Privacy Policy and Terms and Conditions of registration we may share data with the session / theatre sponsors of sessions you attend. This is cleared advertised in the first stage of the registration process. Please see the CPC policy available here. Add link to the the word here please https://www.pharmacycongress.co.uk/privacy-policy?_ga=2.88794589.750979287.1643650933-265467129.154953542

BUILD & BREAKDOWN

When will the eZone be ready?

The eZone is available now. The Technical Manual will be available from the 14th Feb and the badge postal from the 1st March.

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 if I forgot to order furniture or electrics before the show?

You can request any orders from GES or Thorns by going to the temporary desks set up inside the show entrainer on build day - 12th May. Please be aware the CPC team cannot book electrics or furniture on your behalf. Please ensure you order what you require in good time ahead of the show - you will also receive the best price by doing this.

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, 12th May 2022 at the registration areas and keep on your stand.

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: medops@closerstillmedia.com

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

Materials must arrive onsite on the 12th May 2022 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 12th.

Please label all parcels as follows: Contact Name/Mobile Number, Company Name; Stand number: Clinical Pharmacy Congress 2022, Halls N11 -15, ExCeL, Sandstone Lane, London, E16 1XL

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 14th May 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 cpcmarketing@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 cpcmarketing@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.