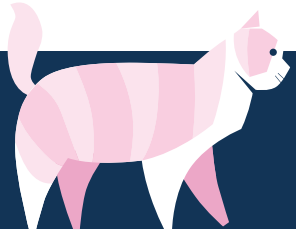


# EXHIBITOR FAQs



## EXHIBITING

### I'm interested in also exhibiting at BVA Live 2025, is there still space?

Yes, but space is limited. So get in touch with Katy McCormack on +44 (0)203 978 1688 as soon as possible!

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

After signing up you will be contacted by our 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. If you have any questions in the meantime however please contact your account manager.

### Am I able to share stand space with a partner?

We do not usually allow stand sharing however if this is something you are keen to do please get in touch and speak with the sales team.

### Where can I find a floorplan for the upcoming show?

For the most up-to-date floorplan please contact our sales team.

### What if I need to cancel or downsize my stand?

Please contact our sales team.

### How do I register my stand personnel?

Register your team for badges via the exhibitor zone. You should receive your login details in an email from London Vet Show shortly after your stand is confirmed.

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

As an Exhibitor you will receive an allocation of build-up & breakdown passes as well as exhibitor badges as part of your stand package. If you or your team would like Delegate passes to be able to attend the conferences then please contact the team for discounted rates! Build and breakdown passes can be applied for via a link in the technical manual.

### Will my exhibitor badge be posted to me?

No, you can collect your badge from registration after 10AM on 14 or 15 November or during build-up on 13 November from 2PM.

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

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

### How do I invite my customers?

Your customers can register to visit you at the show for reduced rates via our website. We also offer bespoke materials including a personalised registration link and invite 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.

## PRACTICAL INFORMATION

### When does the show take place?

14 & 15 November 2024

### What are the opening hours for the show?

14 November:  
8:15AM - 6:00PM

15 November:  
8:15AM - 5:00PM

### What are the future show dates?

Dates for 2025 are yet to be confirmed

### Where does the show take place?

ExCeL London -  
Entrances S3 & S5,  
Royal Victoria Dock,  
1 Western Gateway,  
London E16 1XL

### How do I get to ExCeL London?

The nearest station to ExCeL London is Custom House.

For a comprehensive travel guide please see our travel page.

### What accommodation is available?

London Vet Show has a number of exclusive accommodation offers available to those who are visiting and exhibiting at the event. You can access these hotel offers via our partner Event Express.

[www.eventexpressuk.com/e/london-vet-show-2024/](http://www.eventexpressuk.com/e/london-vet-show-2024/)



## OPERATIONS

### When will the exhibitor zone (eZone) be ready?

The eZone is available now.

### Have I done everything I need?

We do not hold 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?

London Vet Show has a number of space only stands, therefore similar to a building construction site. Please ensure you wear a High-Vis vest, 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 their badge from registration upon arrival after 10AM or you can collect them all from 2PM on Wednesday 13 November at the registration areas and keep them on your stand.

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

Please send a visual to [lvsoptions@closerstillmedia.com](mailto:lvsoptions@closerstillmedia.com) along with a Risk Assessment. The team will be in touch with any comments.

### Is there Wi-Fi in the hall?

Yes. Please note that this service is complimentary, and therefore not supported by the London Vet Show team. You can alternatively purchase wired internet for your stand via the eZone.

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

Please refer to the venue/deliveries section of the Exhibitor Technical manual.

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

Please send dimensions and a visual of the structure you are using to the operations team.





## MARKETING

### How can I become a media partner for the event?

The marketing team would love to hear from you so please email [lvsmarketing@closerstillmedia.com](mailto:lvsmarketing@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. Please watch out for an email from "London Vet Show" and make sure you are subscribed to our emails.

### How do I access the eZone?

Use this link <https://london.vetshow.com/e-zone> and log in with your username and password which will be sent to you via email from "London Vet Show".

### 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.

### 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). To find out more please email [lvsmarketing@closerstillmedia.com](mailto:lvsmarketing@closerstillmedia.com).

### How many of my company logos do you require?

You must send in 2 logos: one png and one eps which will be used across our promotions.

### How do I download a show logo?

Show logos can be downloaded via the eZone.

### How do I feature in the Show Guide?

In an endeavour to reduce printed materials, your previous 50-word company listing will now be hosted on our event app instead of the London Vet Show show guide. Please do ensure you confirm your

trading name and fill out the 50-word company listing as well as the 'Product Category' section in the eZone for this to be featured in either the show guide, app and/or website. Advertising opportunities are available; please contact the sales team for more details.

## PRESS

### Who should I contact with press enquiries?

Our in-house PR and marketing team will be more than happy to help. Please email [lvsmarketing@closerstillmedia.com](mailto:lvsmarketing@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 Speaker's and Press Lounge on the afternoon of build-up or before the show opens on the first day.

## MY QUESTION IS NOT HERE. WHO CAN I CONTACT?

### Your account manager

Harry Norman  
Group Event Director  
Direct: +44 (0)207 348 1846  
[h.norman@closerstillmedia.com](mailto:h.norman@closerstillmedia.com)

Katy McCormack  
Show Manager  
Direct: +44 (0)203 978 1688  
[k.carey-yard@closerstillmedia.com](mailto:k.carey-yard@closerstillmedia.com)

Aidan Gibbs  
Event Director  
Direct: +44 (0)20 7348 5752  
[a.gibbs@closerstillmedia.com](mailto:a.gibbs@closerstillmedia.com)

Joshua Parker  
Sales Manager  
Direct: +44 (0)207 348 5253  
[j.parker@closerstillmedia.com](mailto:j.parker@closerstillmedia.com)

### Marketing

Email: [lvsmarketing@closerstillmedia.com](mailto:lvsmarketing@closerstillmedia.com)

### Operations

(for queries relating to the build of your stand, venue, Exhibitor Technical manual and logistics):  
Email: [lvsoptions@closerstillmedia.com](mailto:lvsoptions@closerstillmedia.com)