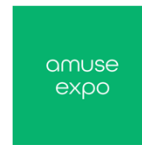




the smile economy



12-14 January 2027
Excel, London

Exhibitor Manual

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Essential Information

1.1 Event Team

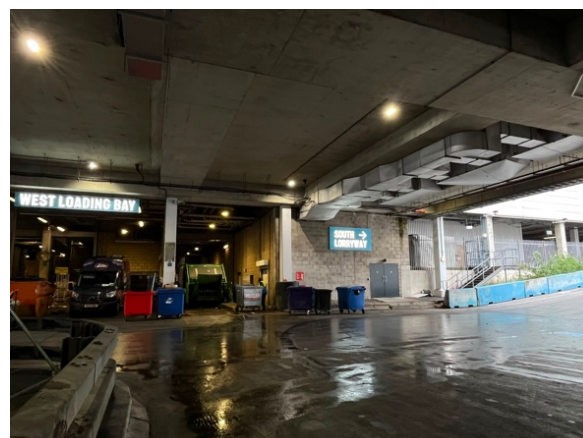
Operations	Maz Wones	admin@opssquad.co.uk	01293 401 051
Sales	Tom Hackett	tom.hackett@eagexpo.com	07555 707 942
	Steve James	steve.james@eagexpo.com	07795 651 095
Marketing	Phil Gibbs	phil.gibbs@eagexpo.com	07970 148 025
Exhibition Director	Nicola Lazenby	nicola.lazenby@eagexpo.com	07787 217 228

1.2 Venue & Delivery Address

Delivery address

(Include your stand name, stand number, your full name and contact number)

EAG360 2027
Halls S4-S8
Excel London
Royal Victoria Dock
1 Western Gateway
E16 1XL



Event Vehicles can only access Excel London via Royal Albert Way using postcode E16 1FR.

For more information please visit: <https://www.Excel.london/uploads/Excel-london-traffic-guide.pdf>

All couriers should be instructed to report to the **traffic office** where they will be directed to the **south lorry way ramp** to access the lorry ways and vehicle doors at hall level.

Any packages left by couriers in the west loading bay must be retrieved by the exhibitor themselves.

Please note deliveries must be made directly to your allotted stand space during build up and **not before 2pm on Saturday 9 January 2027**. Please also read [section 2.6](#) for further information on freight, logistics and storage.

Trolleys are not provided; exhibitors should bring their own. Alternatively, book a forklift for the transfer of materials through ILS. Please advise couriers to bring their own trolleys.

We cannot take responsibility for any items left unattended in the halls or the west loading bay.

1.3 Contractor Details

Accommodation	Event Express Ltd	Tel: +44 (0) 1905 732737 Email: reservations@eventexpressuk.com Web: Book Here	Deadline: ASAP
Audio Visual Equipment	Euro Presentations AV	Tel: +44 (0) 7920 855090 Email: andywilliams@europresentations.co.uk Web: Book Here	Deadline: 04/01/2027
Catering	Excel London Hospitality	Tel: +44 (0) 207 069 4126 Email: sales@Excelhospitality.london Web: https://www.Excel.london/webshop	Deadline: 13/12/2026
Carpet & Floorcovering*	Event Exhibition Services	Tel: + 44 (0) 204 518 8610 Email: orders@eesl.ltd Web: https://www.eventexhibitions.co.uk/ Show Ref Code: EAG2027	Deadline: 27/11/2026 (after this date a 20% surcharge will be added)
Cleaning	Excel London Cleaning	Tel: +44 (0) 20 7069 4400 Email: exhibitororders@Excel.london Web: https://www.Excel.london/webshop	Deadline: 13/12/2026
Electrics & Lighting*	Event Exhibition Services	Tel: + 44 (0) 204 518 8610 Email: orders@eesl.ltd Web: https://www.eventexhibitions.co.uk/ Show Ref Code: EAG2027	Deadline: 01/12/2026 (after this date a 20% surcharge will be added)
Furniture	DZine	Tel: +44 (0) 1299 824100 Email: info@dzinefurniture.com Web: www.dzinefurniture.com Order Form Here	Deadline: 05/01/2027
Graphics*	Event Exhibition Services	Tel: + 44 (0) 204 518 8610 Email: orders@eesl.ltd Web: https://www.eventexhibitions.co.uk/ Show Ref Code: EAG2027	Deadline: 01/12/2026
IT/ Wi-Fi	Excel London Services	Tel: +44 (0) 20 7069 4400 Email: exhibitororders@Excel.london Web: https://www.Excel.london/webshop	Deadline: 13/12/2026

Lifting, Handling & Storage	ILS	Tel: +44 (0) 24 7633 7955 Email: kelly@i-l-s.co.uk View Order Form Here Show Ref Code: EAG2027	Deadline: 18/12/2026
Music on Stands	PPL/PRS	Tel: +44 (0) 800 015 6225 Web: https://pplprs.co.uk	Deadline: 11/12/2026
Patent & Copyright	Intellectual Property Office	Tel: +44 (0) 1633 814000	Deadline: 11/12/2026
Press & Public Relations – Amuse Expo	Chris Jones	Chris Jones Email: cj@sjc.co.uk	Deadline: 11/12/2026
Press & Public Relations – CompSocUK	Martin Izzard	Martin Izzard Email: martin@weareplaster.com	Deadline: 11/12/2026
Press & Public Relations - London Gaming Show	Phil Gibbs	Phil Gibbs Email: phil.gibbs@eagexpo.com	Deadline: 11/12/2026
Rigging	Excel London Services	Tel: +44 (0) 20 7069 4400 Email: exhibitororders@Excel.london Web: https://www.Excel.london/webshop	Deadline: 13/12/2026
Shell Scheme Extras*	Event Exhibition Services	Tel: + 44 (0) 204 518 8610 Email: orders@eesl.ltd Web: https://www.eventexhibitions.co.uk/ Show Ref Code: EAG2027	Deadline: 01/12/2026
Water, Waste & Compressed Air	Excel London Services	Tel: +44 (0) 20 7069 4400 Email: exhibitororders@Excel.london Web: https://www.Excel.london/webshop	Deadline: 13/12/2026

* Event Exhibition Services Ltd (EESL) Online Ordering

EESL have a new portal for exhibitor orders this year. You do not need to register, instead follow the link above, click on **online ordering** and you will be prompted to enter the booking code **EAG2027**. Once you have entered this code, you will be able to view the items available and order any additional items you might need for your stand at EAG360 2027.

1.4 Travel & Access

Please click [here](#) for travel and car parking details.

To guarantee a parking spot throughout the event tenancy, you can pre-book online before arriving.

[Click here to prebook parking](#)

Voyage Control

When you're arriving at the venue to unload or load your vehicle, we require you to book a time slot through an online vehicle booking system called [Voyage Control](#). This will ensure your build-up and breakdown process is quicker and smoother for you.

Event Vehicles can only access Excel London via Royal Albert Way using postcode E16 1FR.

The booking system will open on approx. Friday 11 December. All exhibitors and contractors will receive an email from admin@opssquad.co.uk ahead of the booking system opening.

Bookings would normally be available 21 days before each event but due to the festive period, the venue will work to bring this forward by 1 week as far as possible.

- Ensure that the correct vehicle type is booked.
- Please refer to the floor plan to see which lorry door is closest to your stand. Contact admin@opssquad.co.uk to receive a copy of the floor plan, noting your lorry door may change on the day due to vehicle control around the back of the hall.
- Stick to your time slot and do not arrive in advance.
- Consecutive or multiple bookings for the same vehicle are not permitted.
- Print your pass and display clearly in your vehicle ready for pass check by Excel London traffic staff.
- Loading / unloading slots are only valid for the period booked. When the booked slot has ended, you will be asked to remove your vehicle from the marshalling area.
- Please follow Excel London traffic staff instructions.

For more information please visit: <https://www.Excel.london/uploads/Excel-london-traffic-guide.pdf>

Schedule

2.1 Overview Timetable

Saturday 9 January 2027	14:00 – 20:00	Space only stand construction
Sunday 10 January 2027	08:00 – 20.00	Space only stand construction
Monday 11 January 2027	08.00 – 20.00	Shell scheme exhibitor access
Tuesday 12 January 2027	10.00 – 18.00 – show open	Halls open at 8am
Wednesday 13 January 2027	10.00 – 18.00 – show open	Halls open at 8am
Thursday 14 January 2027	10.00 – 16.00 – show open	Halls open at 8am
	16.30 – 22.00	Breakdown
Friday 15 January 2027	08.00 – 18.00	Space only exhibitors only

Please refer to red, amber and green site phases for PPE and Health & Safety observations in [section 4.4](#).

2.2 Setting Up of Heavy Equipment (use of forklift and Mechanical Handling)

Please note that the use of heavy machinery takes place as early as possible from 2pm Saturday 9 January 2027. If you require a forklift service, this must be booked with ILS, please refer to [section 1.3](#).

2.3 Setting Up of Light Equipment & Demonstration Materials

Space only contractors can access the hall to begin stand construction from **2pm on Saturday 9 January**.

Early access on Saturday morning should not be assumed and will only be considered if expressly requested and with unique circumstances. This is usually limited to access on foot to supervise any rigging or floor work on your stand space. Please contact admin@opssquad.co.uk for more information.

2.4 Lighting & Electrics

Only the official contractor can provide electrical connections for your stand.

Space only stands do not include electrics or power.

Event Exhibition Services Ltd (EESL) are the official electrical contractor for this exhibition.

Shell scheme comes with a lighting package only.

2 x 120w spotlights on track per 9sq.m. of shell scheme (to a maximum of 6 spotlights).

Orders for all other electrics should be placed directly using their online order form in [section 1.3](#), no later than 1 December 2026, after which time, a 20% surcharge will be applied.

Power **is not on a 24-hour supply** and will be terminated 30 minutes after the close of the show each day, unless you order a 24-hour supply or temporary supply if required outside of these times.

Your stand may require a mains box and cable to be located within your stand space. Wherever possible this will be positioned in the top corner or in a void.

2.5 Breakdown Period

Exhibits must **not be removed** before the show closes at 16.00 on Thursday 14 January 2027.

All exhibits **must be removed** by 18.00 Friday 15 January 2027.

Exhibitors must remove all portable and valuable items before leaving. Please inform the organiser office before you leave if you intend on leaving items for a 3rd party to collect on your behalf. Items must be clearly labelled and collection **arranged before 18.00 on Friday 15 January**. Any items left after this time will be deemed as rubbish, removed and thrown away. Any costs incurred as a result will be forwarded to the exhibitor concerned. Waste skips are available for hire at a typical cost of approximately £1,100 + VAT per skip.

THE ORGANISERS WILL NOT TAKE RESPONSIBILITY FOR ANY ITEM LEFT UNATTENDED AT ANY TIME.

2.6 Freight, Handling & Logistics Company

ILS are the official freight handler for this event, and no other lifting or handling contractors can operate machinery such as forklift trucks in the hall for reasons of safety.

You are not permitted to store any items or empties in the void areas behind the show walls or behind your stand. **There is no guarantee of storage space in the hall.** If you require storage, please contact ILS in [section 1.3](#)

The use of heavy machinery takes place as early as possible on **Sunday 10 January**. If you require a forklift service, this must be booked with ILS.

In addition to the onsite services, ILS can also offer both international and domestic transport services to and from the exhibition.

Shipping and Forwarding Agents

You may use your own shipping and forwarding agents. However, ILS is experienced in exhibition work and will be pleased to deal with any enquiries. ILS has agents in most countries.

Please ensure that your deliveries are marked as "EAG360 2027", with your stand number and company name clearly shown.

Consignee:
(Company Name & Stand Number)
EAG360 2027
International Lifting & Shipping
C/o Excel
London E16 1XL

Direct Delivery by Road

If you are using your own forwarder, please give the driver instructions to report to ILS Service desk below or if your forwarder is making direct delivery please ensure you are on your stand to receive your consignment.

The driver should have clear paperwork detailing marks and numbers including stand number. You should make arrangements for a representative to be on-site to receive delivery.

Your shipment should arrive on the same day it is to be unloaded on to your stand.

Courier Shipments / Easy Life Service

If you are sending courier shipments, you have the option of using our advance warehousing service or delivering direct to site. For on-site deliveries, you must order this service in advance if you require ILS to sign for your consignment(s). We will not accept courier shipments where we have no pre-order to do so.

PLEASE NOTE – If you ship your goods using a courier, you must tick the box, on the consignment note for duties and taxes prepaid. ILS cannot be held responsible for any duties and taxes that may be levied.

Freight Deadline Dates

AIR Freight	EC Consignments:	2 Working days prior to goods being required on the stand.
	Non-EC Consignments:	4 Working days prior to goods being required on the stand.
SEA Freight	FCL Containers:	7 Working days prior to goods being required on the stand.
	LCL Groupage:	10 Working days prior to goods being required on the stand.
Road Freight	EC Consignments	2 Working days prior to goods being required on the stand.
Direct deliveries:		The day goods are requested on the stand

Packing & Labelling

All packages should be securely packed for forklift handling and general transit and labelled on at least 2 sides.

Company Name & Stand Number

EAG360 2027

Item Number 1 of

Customs Arrangements

Exhibitors requiring customs clearance should employ the services of ILS or your official freight forwarder in advance of freight arriving in the UK. Please note that all exhibition goods must be customs cleared at the point of entry into the UK as HM. Revenue & Customs no longer attend UK exhibition sites. For further information or advice please contact our approved lifting contractor for this event.

Please contact: International Lifting & Shipping – see [Quick Reference Guide](#)

Please note new UK Customs procedures now require any non UK exhibitors to complete an EORI application (Economic Operator Registration + Identification) prior to your goods arriving to the UK. Please contact ILS for more details.

Arrival at Excel

The venue is only accessible during the hours shown on the exhibition timetable.

On arrival, vehicles need to make their way to the Traffic Administration Office, where a valid site access document will be issued. This should be displayed at all times.

Information on the location of the traffic office will be sent to you prior to the event.

Lorry Parking

Lorry parking is free of charge during build up and break down days, there is a £35 per day charge for parking even during the open days.

Storage - Packaging and Removal

Packing cases must be removed from the Exhibition Hall. You should therefore make prior arrangements for the safe keeping of such items with the lifting contractor, or with your shipping and forwarding agent.

Stand Information

3.1 General Stand Rules

- Advertising and logos must not be sited on the back of dividing walls, especially where they overhang an adjoining stand.
- All stand structures, signs, exhibits etc. must be contained within the area allotted and may not project into or over the gangway.
- Nothing may be drilled, attached, or bolted to the hall floor.
- The Organiser may, at the expense of the exhibitor, remove or alter anything in, on or form any part of the stand if, in their opinion, it is desirable to do so in the interest of the exhibition.
- Any door leading to an enclosed area must have a vision panel and must not open directly on to a gangway.
- Helium or gas-filled balloons are not allowed without the written permission of the Organisers and **latex balloons will not be permitted.**
- Exhibitors are responsible for ensuring their stand contractor employs safe working practices and are aware of their responsibilities under the Health & Safety at Work Act.
- During the period of the exhibition, especially during the build and breakdown periods, gangways must be kept clear of obstructions.
- **During the build and breakdown periods of the exhibition babies and children under 16 years are not permitted entry into the hall, even in the cab of vehicles.**
- Banners suspended above stands will only be permitted with written permission from the Organisers and must be shown on all stand plans/drawings.

3.2 Standard Shell Scheme

Event Exhibition Services (EESL) are the official Scheme Contractor for EAG360.

Shell Scheme includes the following:

Walling

2.480m high wall panels with a plain white finish supported at 1000mm centres by aluminium uprights. No fixings may be made to the panels; however, a range of brackets and clips are available to carry panels, shelves, signs etc. off the aluminium uprights - see "Additional Fittings" below.

Fascia Panel

Fascia panels are provided on open sides supported by aluminium posts at the corners and midpoint where necessary. The fascia is raised and will display your Company Name and Stand Number.

Electrical Fittings

For every 9sqm of Shell Scheme stand you will be provided with:

2 x 120w spotlights on track to a maximum of 6 spotlights

If you require additional electrical fittings or power, please use the order link provided in [section 1.3](#).

Additional Fittings

A comprehensive range of standard items, including wall panels to form office enclosures, shelving, display or ceiling panels, etc can be hired from Event Exhibition Services (EESL). Details of available items are given on the order form.

Floor Covering

Shell Scheme Stands: **Dark Grey cord carpet** will be supplied on Shell Scheme stands.

Space Only Stands: No carpet is supplied. A variety of floor coverings and prices are available from **Event Exhibition Services**. Please be aware that floor covering is mandatory.

All carpet/carpet tape must be removed before the end of tenancy. The venue will make a charge for any carpet/carpet tape that they remove, and this charge will be forwarded to the Exhibitor concerned.

3.3 Shell Scheme Visual & Specification



Please note that this size is generic and may not be your exact stand size. The visual shows a 3m x 3m shell scheme stand with 2 sides open.

3.3. Shell Scheme Stand Regulations

The shell scheme is only on hire to exhibitors and should not be painted, nailed or screwed into.

Graphics/posters may be attached to the walls using double sided Velcro (hook and loop) or blue tack.

Double sided sticky tabs, pins and glue are strictly prohibited. Panels damaged due to misuse and/or using these items will be charged to the exhibiting company.

All Interior stand fittings must be contained within the shell structure and must not exceed 2.4m in height.

Health & Safety and CDM

If you intend on carrying out any construction within your shell scheme stand (i.e. build within your shell scheme), please ensure you read the Health & Safety and CDM section of this manual ([section 4](#)) and comply with all the regulations and advice. Please ensure this information is also passed across to all staff and temporary staff you are using. **Stand dressing, posters, placing display cases, freestanding furniture etc. do not constitute construction.**

3.4 Space Only Stand Regulations & Approval

Construction

All stand construction must comply with the regulations contained in the eGuide, which can be viewed at <https://www.aev.org.uk/resources/e-guide>. These regulations are common to the UK's main exhibition venues and are based on Building Regulations and British Standards.

There is a maximum build height of 4m, however a maximum height of 6m will be considered for perimeter stands by written approval only.

Stand Plans

You must submit your stand plans and supporting documentation to **Ops Squad** as soon as possible so they may be checked to ensure that they comply with the venue and local authority regulations detailed later in this section.

The deadline date for all plan submissions is **Friday 11 December** to admin@opssquad.co.uk.

If you are employing an external stand contractor to build your stand, please ensure they submit all the below documentation:

Detailed Stand plans

Must include all dimensions, detail build materials, include at minimum a ground plan and elevation drawing, include any inflatables or rigged elements, prove the structural stability, be specifically for this exhibition.

Stand contractors' Public Liability Insurance

If you are not employing an external contractor and are building the stand within your own company please submit your own company's public liability insurance.

A detailed Risk Assessment

Must cover the build and breakdown of the stand which must include details of any unusual exhibits or activities on the stand (any machinery, working kitchens, moving visitor attractions).

A Method Statement

Must cover the build and breakdown of the stand which must include details of materials used, contractor contact information and regulations followed.

A Health & Safety Declaration

A Construction Phase Plan

- All documents must be submitted in English and should clearly state the exhibiting company's name, stand number and the contact name and company of the person responsible for the stand build.
- Approval must not be assumed until written approval is received. Once approval has been received, no alteration may be made to the approved design without further approval being sought.

Stand Construction Regulations

- Space only stands do not come with walling or flooring. You are responsible for constructing walls on all closed sides and ordering sufficient flooring for your stand space.
- Long runs of walling must be avoided, particularly along open perimeters of stands and are restricted to a maximum of 50% of the overall dimension. Such walls should be set back 1m from the open perimeter of the site.
- On divided sites it is the responsibility of each exhibitor to erect and decorate walls on their closed sides.
- The minimum walling height on all closed sides is 2.5m.
- Space only stands building over 2.5m should decorate both the front and the back panels. However, no advertising material, logos etc. may be displayed above or onto neighbouring stands. The back wall of any closed side must be finished in a plain neutral colour down to 2.4m
- All construction and displays must be made from fireproof materials and installed to the satisfaction of the authorities.
- Exhibitors will be charged for making good any damage to the hall such as paint marks, tape, bolt/screw/nail holes etc.
- You are responsible for examining your allotted space and building your stand within the correct floor markings – if you are in any doubt, please see the Organisers Office.
- All platforms 40mm and above must include a ramp of at least 1m wide and must be well defined from the rest of the stand platform.

Complex Stands

Complex Stands are defined as:

- Stand designs that contain any part of the stand which is over 4000mm in height
- Stand designs including a platform of over 600mm above floor level
- Stand designs or equipment that contains steps

In all COMPLEX cases, structural calculations providing the strength and stability of the complex structure will be required. If complex, fees are applicable, invoices for complex fees will be paid for in advance of the stand being approved. The exhibitor will be liable for all costs and charges relating to this.

Rigging & Banners

All rigging must be approved first by the Organiser.

Please contact admin@opssquad.co.uk in the first instance with details of what you would like to rig. Once your rigging has been approved you will need to order your rigging points directly through the venue rigging team.

Rigging Regulations

- Stand fitting must not include rigging of any sort – all stand fitting must be completely freestanding.
- All rigging must be completed by the venue rigging contractor, and their requirements and recommendations in terms of equipment, etc. must be adhered to.
- All items to be rigged must be delivered by the venue's rigging department in a specified period prior to the commencement of the tenancy of the event.
- All banners and other rigged items must have a trim height to the lowest edge of 6m.
- The size of item/s to be rigged will be considered on an individual basis and over – large items or banners may not be allowed.

- Rigging of lights, the need for electric motors and other electrical requirements must be agreed prior to the final order being placed. Electrical suppliers required onsite but not previously notified will be recharged to the client and a surcharge may be applied.

Flags, Inflatables & Gazebos

If you are displaying flags on or above your stand, please make sure you consider the following:

- Your branding must not overlook or face directly into a neighbouring stand.
- The **full height of your flags** counts towards your overall stand height. If your stand, including flags, is over **4m high**, it will be classed as a **complex stand**.
- Please make sure your flags are securely attached to your stand and consider how they will be supported safely.

If you are displaying an inflatable exhibit, you must:

- Submit a **Risk Assessment and Method Statement (RAMS)**.
- Provide a valid **fire safety certificate**.
- Ensure the inflatable complies with **PIPA standards**.

Please note that 24 hour power is usually required for an inflatable as the venue power is terminated 30 minutes after the show closes each day. Contact EESL for more information, details can be found in [section 1.3](#).

If you are bringing a gazebo, please make sure:

- You have a valid **fire safety certificate**.
- The gazebo is securely weighted and cannot be moved or blown over. We recommend using **heavy steel or rubber weight plates**.
- The gazebo fits fully within your allocated stand space and **does not extend into the gangways**.

Health & Safety and CDM

Please ensure you read the Health & Safety and CDM section of this manual ([section 4](#)) and comply with all the regulations and advice. Please ensure this information is also passed across to any stand Contractors and all staff and temporary staff you are using.

Stand Contractors

Please ensure that your Contractor receives a copy of this Exhibitor Manual and apply for the appropriate passes.

- Exhibitors will be charged for making good any damage to the hall such as paint marks, tape, bolt/screw/nail/staple holes etc.
- Any construction that backs onto a gangway must be finished on the reverse.
- You are responsible for examining your allotted stand space.
- You are responsible for ensuring that your stand is built on the correct floor markings. If you are in any doubt, please see the Organisers Office onsite.
- You are not allowed to fix to the fabric of the building or to neighbouring stands.
- All stand construction (including graphic overlays must be completely self-supporting.
- The construction material for all stands, signs and fascias must be non-combustible material, inherently non-flammable or durably flame proofed.

3.5 Electricity

Only the official contractor can provide electrical connections for your stand.

Space only stands do not include electrics or power.

Event Exhibition Services Ltd (EESL) are the official electrical contractor for this exhibition.

Orders for all electrics should be placed directly using their online order form in [section 1.3](#), no later than 1 December 2026, after which time, a 20% surcharge will be applied.

Power **is not on a 24-hour supply** and will be terminated 30 minutes after the close of the show each day, unless you order a 24-hour supply or temporary supply if required outside of these times.

Electrical Supplies

The standard supplies of electrical current available at the venue are:

- a) Single-phase alternating at 240 volts, 50Hz b) Three-phase alternating at 415 volts, 50Hz

The cost of connections to single phase mains, including the cost of current consumed, is included in the prices quoted for electrical fittings. Quotations for non-scheduled fittings will include a charge for mains connections and current consumed.

Electrical supplies for machinery/working equipment (three phase and single) will be assessed by the Electrical Contractor based on information given to him by you. The necessary mains will then be ordered by the contractor from the Venue on your behalf. **The installation of these supplies will be subject to a connection charge.**

You are requested to indicate the types of machinery/working equipment to be operated, their electrical requirements and ratings. This applies particularly where high fluctuating currents are involved so that the correct mains can be assessed.

24-hour supplies and 380-volt non-standard currents can be arranged provided sufficient notice of requirements is given to the Electrical Contractor. They will obtain quotations for such supplies on request.

It is essential that full information concerning electrical installations on the stand be in the hands of the Electrical Contractor by the date indicated, in order that the necessary mains may be ordered in sufficient time for them to be laid in the hall before general construction commences. Orders received late will be subject to an additional cost.

Supplies will be switched off at source 30 minutes after the Exhibition closes each evening (including the final day). If you require an electrical supply at times other than those stated (e.g. For maintenance purposes), you must make an application to the Organising Office on-site by not later than 12.00 hours on the day that a supply is required.

Any Exhibitor needing electricity for the running down of machinery/working equipment etc, after the Exhibition closes on the final day must inform the Organising Office by no later than 17.00 hours on the previous day.

Electrical Installation Regulations

All electrical work must comply with the Regulations of the "Association of Event Venues" (AEV), the Hall Owner, and the Exhibition Organiser, a copy of which may be obtained from the official Electrical Contractor (Exhibition Event Services).

It is hoped that the following information will enable you to fully understand the implications of the Regulations and ensure that safety is maintained by their implementation.

1. All wiring must be carried out in PVC, Elastomeric or other plastic sheathed cables, not less than 1.5mm² and 300/500-volt grade, complying with the appropriate British Standard specification and with a current density not exceeding that recommended by the Institute of Electrical Engineers. All wiring must be physically protected to the satisfaction of the venue and all circuits must be separately protected for excess current with appropriate fuses.
2. Prefabricated, pre-wired units may be used, provided that the electrical contractor is informed in advance of the electrical loading of the unit, and that the wiring of the unit is to the required standards and that any electrical work on site relevant to the unit is carried out by the contractor appointed for the stand on which the unit is to be displayed. A lighting final sub-circuit is limited to a maximum of 1200 watts. A 30mA RCD must be fitted at the installation source in an accessible position.
3. All installations will be tested for compliance with the Regulations and will NOT be energised if found to be unsafe.
4. Appliances supplied and used by stand holders must be tested before being used and proof of this will be required. Stand holders own equipment must also comply with the Regulations and will be subject to spot checks.
5. Stand switch fuses and distribution boards must be accessible at all times.
6. No exposed means of cable joints will be permitted.
7. Socket outlets must never be closer than 2 metres to a sink unit (Unless protected by an RCD) and floor sockets must be waterproof.
8. Adaptors - multi-way plug-in type and bayonet adaptors are not allowed. The use of Trailing-Block type 4-way fused sockets is restricted to one 4-way unit per fixed socket outlet, subject to a maximum loading of 500 watts total. The plug must be fused accordingly and the maximum flex length from plug to Trailing Block Unit is 2 metres.
9. All electrical equipment must be suitably guarded with proper consideration for its use.
10. Lamps and appliances with high temperature surfaces should be guarded and used well away from combustible materials.
11. All appliances for heating purposes (including kettles, cookers or heaters) must be thermostatically controlled.
12. The wiring of stands in flexible cords is not allowed. The maximum length of flexible cord to an appliance is 2 metres. Extension leads on reels/drums or in coils of flexible cord are not permitted.
13. Plug tops must comply with the appropriate British Standard and be suitably fused. Not more than one flexible cord shall be connected to one plug.
14. No flashing lights or signs will be permitted, but sequence lit displays may be used subject to our approval. Where a fascia or display is illuminated, the strength and colour of lighting must not interfere with other stands.
15. Approval to suspend Banners & High Intensity Lighting Rigs may be given subject to strict installation and removal criteria being met. Requests will only be considered provided that they are made in writing to the Operations Team: admin@opssquad.co.uk
16. The use of laser equipment can be permitted only with our written consent. This consent is subject to Local Authority approval and any inspection charges incurred may be passed on to the Exhibitor.
17. All electrical installations must conform to BS 7671:1992 Requirements for Electrical Installations (formerly the IEE Wiring regulations Sixteenth edition).
Regulations for the installation of luminous tube signs or lamps
19. Any installation below 2.5m must be totally enclosed in a non-combustible case with a transparent front. Installations above 2.5m do not require enclosure. Signs or lamps erected on metal framed stands must be adequately insulated. The electric circuit supplying such installations must be totally

separate and controlled by an easily accessible FIREMANS EMERGENCY SWITCH to an approved pattern.

20. All installations must be approved by the Local Authority in writing prior to the 'build-up' period.
21. Particular attention should be paid to the Regulations relating to extra low voltage lighting (SELV). Bare conductor catenary bar/rod type low voltage systems are not permitted.
22. We reserve the right to disconnect the electrical supply to any installation which in our opinion or the opinion of the Electrical Contractor, is dangerous or likely to cause annoyance to visitors or other Exhibitors.

3.6 Space only Stand contractors

Space only stand bookings are simply the space and do not include flooring, walling, electrics, furniture etc. This must all be ordered separately.

You are required to provide your own flooring that covers the full area of your stand space. You are also required to provide a minimum walling on all closed sides to a minimum height of 2.5m. Exhibitors are encouraged to design a stand that is appealing and will draw visitors to the stand.

If your stand backs onto a shell scheme booth you are **not permitted** to use this wall as your own, you are required to construct your own wall.

Please ensure that you forward this exhibitor manual to your appointed stand contractor. Additionally, the operations team will require the contact details of your appointed contractor.

Once appointing your chosen stand contractor, please submit the Space Only Contractor Contact Details form in [section 6.6](#) of this manual.

Any fees payable to the Local Authority and/or the Structural Engineers for special approval must be paid by the Exhibitor.

Please note that Contractors Passes will be issued directly to your contractors upon receipt of your stand design drawings. **Please do not order Exhibitor Badges on behalf of your stand contractors.**

Should you have any further queries regarding your stand design requirements then please contact the Operations Team admin@opssquad.co.uk

Health & Safety

4.1 Statement

It is the policy of EAG360 to endeavour to seek the co-operation of all concerned in order to achieve the highest standards, in all aspects, of health & safety. EAG360 and Excel London within the scope of their own laid down policies have a responsibility to ensure that safe working practices are maintained at all times, which includes ensuring that provision is made whereby persons other than Excel London or EAG360 employees are reminded of their responsibilities whilst working at the Centre.

As an Exhibitor, Contractor or Agent you have a duty under The Health and Safety at Work Act 1974, and all of its component parts, to ensure that all personnel contracted by you are aware that they have a responsibility, so far as is reasonably practicable, for the health, safety and welfare of all employees, and that any plant or systems of work which may be used are, so far as is reasonably practicable, safe and without risks to health. This includes that all employees are provided with

information, instruction, training and supervision to ensure not only their own health and safety but also that of others working or attending the vicinity.

Under the current COSHH Regulations (Control of Substances Hazardous to Health), exhibition stands are considered to be a workplace. It is therefore your responsibility to ensure that all your staff and subcontractors have received sufficient Health and Safety training and are provided with the correct protective clothing and equipment to enable them to carry out their work in a safe manner in accordance with COSHH and the Act.

You are also required to have in your possession a copy of your own Health and Safety policy, a Risk Assessment and certificate of Liability Insurance and a copy of the Health and Safety policy document of each contractor employed by you which may be requested during the exhibition. You must also ensure that you have a copy of the Health and Safety Policy for each subcontractor employed by you excluding those appointed by the Organisers.

The following principal areas need to be brought to your attention. If you have any queries, please contact: HSE National Information line on 08701 545 500.

4.2 General Regulations

- The exhibitor responsible for the stand should ensure that a suitable and sufficient assessment of risks to the health and safety of employees whilst they are at work has been carried out. It should also cover persons not in his employment, arising out of, or in connection with, the part the exhibiting company is to play within the exhibition (i.e. during the exhibition build-up, open days & breakdown). Such an assessment should be recorded and reviewed as necessary.
- A person must be appointed who is responsible for health and safety matters on the stand. Their contact details should be detailed in your risk assessment.
- Operatives should wear suitable protective clothing relevant to their job which includes eye, hearing, foot, and hand protection.
- During the build-up and breakdown periods, your staff and subcontractors should be constantly reminded by you of the need for vigilance regarding the health and safety of themselves and those working in their vicinity.
- You must ensure that portable power equipment is used for the purpose for which it was designed and that the safety guards and dust collection bags are correctly fitted and used.
- It is your responsibility to ensure that all equipment is PAT tested, and pre-wired units comply with venue regulations before they are installed on site.
- You must ensure that portable electric tools are used with a minimum length of trailing leads, and that such equipment is not left unattended with a live power supply to it.
- No electrical cables must be allowed to cross gangways, passageways, and fire exits.
Any work area must be maintained free from general waste materials that could present a hazard to operatives.

Any equipment being demonstrated (such as operated as part of an exhibit) on the stand must be inherently safe and not create a hazard to staff or visitors at any time. Moving parts of machinery and other working equipment must be efficiently guarded to the UK Health & Safety standards, which is normal for its operation in an industrial setting.

CDM Regulations (Construction, Design, Management Regulations 2015)

Exhibitors need to ensure that their participation at an event is carried out safely.

The Construction, Design & Management (CDM) Regulations do not replace any existing law but are intended to provide a framework to help you ensure that your stand is constructed safely and help you understand your obligations.

4.3 Heavy Lifting

- If you have large items being delivered, please ensure that you can move them, either by contacting ILS to book a forklift to unload and/or deliver the item to your stand, or by providing your own trolley or pallet truck to move items to your own stand. You may not bring your own forklift.
- Please ensure that any of your staff that will be moving items have been trained in manual handling procedures.
- If an item is too heavy do not lift it, ask for help.

4.4 Site rules and induction

CDM places duties on the Principal Client, Principal Contractor & Principal Designer, as well as all contractors on site to apply the following safety principles.

- Eliminate or control risks so far as reasonably practicable.
- Ensure work is effectively planned.
- Appoint the right people and organization(s) at the right time.
- Make sure everyone has the right information, instruction, training and supervision to carry out their work safely and without risk to health.
- Have systems in place to cooperate and communicate with other contractors/persons onsite.
- Consult workers with a view to securing effective health, safety, and welfare measures.
- Any actions required should always be sensible and proportionate to the risk.

Why have site rules & induction?

- It is a stated requirement under CDM.
- The law requires all of us to work safely.
- We are responsible for our own actions. Anyone can be prosecuted, fined, or even imprisoned for not working safely.
- Everyone has the right to expect to work in a safe environment and go home without injury.

Site Phases

The event period (tenancy) is from **Saturday 9 January – Friday 15 January 2027** and is split into three clear phases. Be aware of what phase the site is in when you are working on site:

Site Phase	Day	Date	Time
Red	Saturday	9 January	14.00 – 20.00
	Sunday	10 January	08.00 – 20.00
Amber	Monday	11 January	08.00 – 20.00
Green	Tuesday	12 January	10.00 – 18.00
	Wednesday	13 January	10.00 – 18.00
	Thursday	14 January	10.00 – 16.00
Amber	Thursday	14 January	16.00 – 17.00
Red	Thursday	14 January	17.00 – 22.00
	Friday	15 January	08.00 – 18.00

RED – please wear PPE and sturdy shoes as this will be a CDM site due to build of stands taking place
AMBER – PPE no longer required on site, exhibitors to be aware of their surroundings and no big builds taking place
GREEN – event open

First: be aware of the types of accidents most likely to happen on the Exhibition site. For example:

- Vehicle and mobile plant accidents
- Falls from height/ being struck by falling objects
- Accidents with hand and power tools

Second: be aware of your own employer's inductions & risk assessments

Your employer should provide you with a task specific induction / toolbox talk on arrival at work. You need to know what your employer's risk assessment says – and apply them to the work you do

Third: be aware of the Exhibition site safety rules

As well as your employer's assessments, you need to comply with the following site safety rules:

Follow the Contractors' & Employers' Code of Conduct

- Always be mindful of your behaviour.
- Do not smoke or vape: Smoking and vaping is not permitted, including E-Cigarettes and vapes
- Hi-vis vests and appropriate footwear to be worn at all times.
- You must ensure that the utmost care and consideration is taken when working.
- Do not drink alcohol: Alcohol on site is not permitted.

First aid arrangements

- Bring a first aid kit.
- If you need help, please speak to venue Security, positioned throughout the hall.

General safety requirements:

- Keep the place you are working tidy – avoid slips, trips, and falls.
- See something unsafe? – deal with it yourself if you can or report it to the Organisers Office.
- Report accidents – even minor ones – it could prevent a more serious one.
- If you see someone acting unsafely, it is your duty to stop it and report it to your supervisor.
- If in doubt, stop and ask your supervisor.

General site requirements

- Use the toilets and hand-wash facilities provided throughout the venue.
- The use of alcohol or drugs is strictly prohibited onsite. Random testing may be carried out.
- Check any equipment you are using before you start and report any concerns immediately.
- You are responsible for removing your own waste and disposing of it safely.
- Liquid waste must not be poured into either rainwater, foul water sewers or drains.

Site rules for use of vehicles, and operation of mobile plant:

- Valid full driving license for the type of vehicle used.
- Evidence of training for the type of vehicle/plant used, as well as employer's authorisation to drive.
- Mph speed limit on site.
- Seat belts used if fitted.
- No passengers carried, unless a proper seat is fitted for each person.
- All reversing vehicles have a banksman.
- Plant and Site vehicles (including forklifts, pickers, and site vehicles) may only be driven by people who have supplied a relevant, in date license to the Operations team.

- Safety reversing alarms used on all vehicles operated in reverse, if applicable.
- Passengers MUST NOT be carried on forklifts or vehicles if there is no provision for a passenger. Authorisation to drive may be removed by organiser for repeated breaking of these rules

Site rules for work at height:

- Avoid working at height where possible.
- Suitable towers, ladders, and stepladders are fit for purpose, in good condition, and used safely.

Site rules for use of power tools:

- Training and your employer's authorisation are required for the use any type of power tool.
- Use of eye, hearing or other Personal Protective Equipment (PPE) is used where appropriate.

All hot work activities that may generate enough heat to cause ignition are prohibited. This may include gas or electric arc welding; use of LPG torches or blowlamps; hot air paint strippers; lead welding; angle grinding; If in doubt, ask!

Site rules for basic PPE:

- Hi-vis (worn properly) & safety footwear to be worn at all times.
- Other PPE: e.g. safety helmet, are worn as required by your own risk assessment

Disciplinary action in relation to safety

Safety is in the same category as work performance, and other disciplinary issues. Breaking safety rules will result in a warning to the person concerned and to the company employing them. Repeated breaches of the safety rules may result in the Principal Contactor requiring the removal of a contractor from site

General Information

5.1 Accommodation

We have partnered with Event Express to find the best deals on hotels for the event.

To book your hotel please visit: <https://resx.eventexpressuk.com/event/EAG360TheSmileEconomy2027>

If you have any questions or would like to reserve alternative accommodation, please contact Event Express directly on +44 (0) 1905 732 737 or email reservations@eventexpressuk.com.

5.2 Alcohol

It is a condition of the venue's licence that we must comply with the Licensing Act and their own Premises Licence conditions, as such, all alcohol must be ordered through official onsite catering. Please refer to the catering section below.

5.3 Audio Visual

Euro Presentations AV Ltd have been nominated as the supplier of all your audio-visual equipment requirements. To order AV, please refer to [section 1.3](#)

Audio Visual presentations/demonstrations must not exceed a 'reasonable volume' or cause gangways to be obstructed.

If any presentation/demonstration causes an obstruction within the gangway and/or any form of nuisance to any other exhibitor, we reserve the right to restrict the frequency and/or cancel the activity.

5.4 Catering, Food & Food Sampling

Please note that exhibitors are not permitted to bring their own catering contractor onsite. Excel Hospitality is the sole stand catering contractor at Excel London, and, as such, catering requirements must be purchased from them.

To order catering for your stand please order via the [Excel Hospitality webshop](#), or contact Excel Hospitality directly: Tel: 020 7069 4126 (09:00 - 17:30) E: sales@Excelhospitality.london

Food & Drink Sampling

If you want to give away food or drink samples from your stand, here's a summary of what you need to know. For the comprehensive guide to food safety, please refer to the eGuide here:

<https://www.aev.org.uk/resources/e-guide>

Please also refer to [Excel's Food & Beverage Sampling Guidelines](#).

General rules

- All stand catering and hospitality must be provided by the venue.
- You can give away free samples from your stand, but:
 - **You cannot sell or hawk samples** – they must be free.
 - All products and ingredients must be approved for sale and consumption in the UK.

Drink sampling

Drinks must be served in sample-size portions:

- **Soft drinks and hot drinks:** up to **50ml**
- **Beer and cider:** up to **50ml**
- **Wine, champagne and alcopops:** up to **25ml**
- **Spirits:** up to **5ml**

Drinks should be served in small sample cups or in sample-size cans or bottles.

If you're serving alcohol, you must:

- Hold and provide a valid **Personal Licence** under the Licensing Act 2003.
- Have public liability insurance (min. £5m in any one claim).
- Provide a list of the alcoholic products you'll be serving.
- Ensure all staff serving or handing out alcohol are **18 or over**.
- Display **Challenge 21** signage.

Food sampling

Exhibitors promoting an edible product at the event may offer samples of their product to visitors, providing that:

- any proposed sampling activity is notified in writing to the venue
- all samples are offered free of charge
- the product being sampled is a core part of their business

Food sampling is considered a “food operation” and in the UK, any organisation carrying out a ‘food operation’ must be registered as a ‘food business’ with their local authority or provide evidence of exemption from registration. This must be completed no later than 28 days before the event, for food operations to take place. Exhibitors should check with their local authority if in doubt.

The easiest option is to give away pre-packaged, bite-sized samples (maximum two mouthfuls).

Should a sponsor or exhibitor wish to offer samples that are larger than the acceptable size, this must be agreed by the venue and a fee may be applied.

For pre-packaged food:

- Packaging must clearly list all ingredients and allergens.
- Display allergen information and an **"Ask for Allergens"** sign.
- Staff must ask customers about allergies before giving out samples.
- Be prepared to complete the required forms and submit the necessary documents before the event.

If you're serving open food (hot or cold)

You'll need to meet UK food safety requirements, including: -

- Submit all required documents **at least 28 working days before the show.**
- Provide a handwashing station with hot water on your stand.
- Monitor food temperatures using a food probe and/or record fridge/freezer temperatures hourly.
- Keep cold food at **5°C or below** and hot food at **63°C or above.**
- Store food at least **45cm off the floor** in closed containers.
- Use sneeze guards where food is served.
- Wear aprons, wash hands regularly and keep surfaces clean.
- Provide fire extinguishers if you're cooking.
- Remove all food waste, oils and fats after the event.

Your stand must also be suitable for food preparation and service, with the correct:

- | | | |
|-----------------|---|-------------------------------------|
| • Layout | • Handwashing and washing-up facilities | • Qualified staff |
| • Power supply | • Storage space | • Space to manage any queues safely |
| • Refrigeration | | |

Please do not: -

- Hide ingredients behind a "secret recipe" – full ingredient and allergen information is required.
- Prepare, store or cook food on the floor.
- Use bottled gas, open flames or unapproved fryers.
- Hand out samples in the aisles – sampling must stay on your stand.
- Leave food uncovered for more than **4 hours** (less for high-risk foods).
- Rely on gloves instead of proper handwashing.

Please return the below paperwork to admin@opssquad.co.uk by Friday 11 December.

- Food & Drink Sampling Declaration Form
- Employer's Liability and Public Liability Insurance (minimum **£5 million** cover per claim)
- Alcohol licence (if serving alcohol)
- Risk Assessment (including any hot equipment or sharps)
- HACCP Food Safety Plan (including preparation, storage and serving procedures)
- Food Business Registration certificate (or exemption certificate)
- Food Hygiene Certificates for anyone serving food
- Allergen chart and **"Ask for Allergens"** sign
- Correct labels on all pre-packaged food

Finally, think about: -

- Where you'll store stock and remove waste.

- How you'll restock samples throughout each day.
- Whether you'll need ice or cocktail supplies.

The venue and local authority can inspect your stand at any time. If the rules aren't followed, they can restrict or stop your sampling.

If you have any questions, please contact admin@opssquad.co.uk or call us on 01293 041 051.

5.5 Children

No one under the age of 16 years old will be allowed in the halls during build up and breakdown. There are no exceptions.

Open Days – children under the age of 18 years must always be accompanied by an adult.

For the London Gaming Show there is a strict no under 18s policy in place. For full details please visit: <https://www.eagexpo.com/terms-conditions-entry>

5.6 Cleaning & Waste Disposal

Practical cleaning of your stand will automatically be carried out by the venue overnight. If you have a night sheet protecting your stand, please supply the Organisers Office with a key to enable the cleaners to access your stand.

If you require any type of specialist cleaning services, please order via the Excel London [Exhibitor Webshop](#) or contact the venue directly: T: +44 (0) 207 069 4400 E: exhibitororders@Excel.london

Any items left in the aisles overnight will be considered rubbish and will be disposed of by the cleaners.

All sacks of waste should be left in the aisle beside your stand at the close of each day. Please ensure that food waste is separated from other waste.

Please also note that the cleaning contractors are not responsible for disposing of large quantities of litter produced by exhibitors as a result of giveaways, etc.

5.7 Cloakroom

There is an onsite cloakroom available but please note that Excel London cloakrooms cannot accept laptops, phones or other electrical goods. The cloakroom will open half an hour before an event opens and half an hour after the event closes. There is a cloakroom located on Level 0 off the Boulevard.

There is also a cloakroom located on the show floor, this is only open during show open days and closes the same time as the show.

5.8 Code of Practice

The distribution or display of printed materials, other than by Exhibitors on their own stands, is strictly prohibited.

Stands must be staffed, and all exhibits remain displayed at all times during the open period of the exhibition.

No dismantling of displays or exhibits may commence before 16.00 hours on Thursday 14th January 2027 or until visitors are cleared from the building.

5.9 First Aid/Medical

In case of emergency, it is imperative that you do not call an ambulance directly but contact the Organisers to request medical attention as they will then be able to direct help and/or an ambulance to the correct location, and this prevents confusion.

5.10 Floor Loadings

Please notify the Operations Team if you think you have any item with an exceptional floor loading. No fixings whatsoever may be made to Hall Floors, which is a concrete slab.

5.11 Gangways

Gangways must remain unobstructed and remain accessible at all times.

Under no circumstances can any part of your stand, furniture or exhibits project beyond the boundary of your stand at any time.

5.12 Graphics

Please note that exhibitors are not permitted to attach their own graphics directly to the shell scheme infrastructure. If you would like to brand your shell scheme stand, **Event Exhibition Services Ltd** offers a full range of graphic solutions tailored to your stand. To explore available options please refer to [section 1.3](#).

5.13 Insurance

Although every precaution is taken to protect your property during the event the Organisers are not responsible for any loss or damage. The Organisers recommend that you insure any property you are bringing with you to the event.

Exhibitors 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, exhibitors should protect their expenditure against abandonment, cancellation or curtailment of the event due to reasons beyond the organiser's control.

All exhibitors should ensure and will be asked to prove that they have adequate insurance protection when attending one of our events. As a minimum at this show, the venue state (within our tenancy contract) that you are required to hold no less than £5,000,000 public liability cover and £5,000,000 employer's liability cover. For professional advice on this and other insurances available please talk to an insurance broker regulated by the Financial Services Authority.

Please note that all exhibitors must submit the Public Liability Insurance Form in [section 6.3](#) of this manual by Friday 11 December 2026. Failure to do so may result in delays onsite.

5.14 Internet & Wi-Fi

Excel London offers complimentary Wi-Fi across the whole venue. This service is recommended for light internet and office usage and is not recommended for business-critical connections.

Due to the high number of visitors to the venue, Excel London staff are unable to offer assistance to any user having difficulty in connecting to this complimentary service. If you wish to purchase internet for your stand, please order via the Excel London [Exhibitor Webshop](#) or contact the venue directly:

T: +44 (0) 207 069 4400 E: exhibitororders@Excel.london

Please note that advanced orders will receive a 20% discount automatically applied for orders made before the 11 December 2026 after which time, the standard rate will apply. For on-site orders please visit the Excel service desk in the hall during build-up.

For more information regarding Excel London IT services please [click here](#).

5.15 Lead Capture

If you are interested in obtaining the lead capture app or scanner from our registration company, JET, you can do using this link: <https://eventdata.uk/Scanner/EAG2027.aspx>

5.16 Licensing – Music, Special Treatments, etc

Music

Please ensure that music and commentary for demonstrations, video, DVD and other presentations are kept to a level that will not interfere with neighbouring exhibitors. The recommended level is not more than 80dBa. Exhibitors who consistently cause nuisance may have the power to their stand terminated.

Please be aware that you have by law to hold the relevant PRS (Performing Rights Society) or pre-recorded and live music, as they collect royalties on behalf of the composers & PPL (Phonographic Performance Ltd) license for pre-recorded music as they collect royalties on behalf of the copyright holders. You can find further information on this license on their website www.pplprs.co.uk.

To apply for a PRS & PPL license please contact our Operations Team by emailing admin@opssquad.co.uk who will then apply for this on your behalf.

Hands on Treatments

Hands on treatments include massage, reflexology, finger prick blood testing, etc where direct contact is made with the patient/client.

Any exhibitor wishing to carry out any type of hands-on treatment must notify the Operations Team on admin@opssquad.co.uk at least 28 days prior to the event. Local Authority approval is required for many treatments, and a fee may be payable (approximately £60 per therapist) for the relevant license if the necessary pre-requirements are not in place.

Late submission of information may result in practitioners being unable to carry out treatments at the event.

5.17 Photography

An official photographer has been appointed to EAG360 and will be available to carry out all on-site photography.

No other photographer will be permitted to work within the Exhibition without written permission from the Organisers.

5.18 Registration – Exhibitor, Contractor Passes, etc.

For security reasons, Exhibitor Badges must be worn at all times, even if you have a company name badge. EAG Expo 2027's registration services are being provided by JET. Please use this link to complete your exhibitor badge registrations: <https://eventdata.uk/Exhibitor/EAG2027.aspx>

You will see that the system allows one main contact from your organisation to register all stand staff working at EAG360 2027 to input the details and manage the registrants in the run up to the event (e.g. add

or change names). Alternatively, you can forward the url to your individual team members to complete for themselves.

Badges will be available for collection at the main registration desk from midday on Monday 11 January 2027.

If you encounter any difficulties registering using the link above, please contact phil.gibbs@eagexpo.com for further assistance.

This link should only be used for exhibitor registrations. Any visitors wishing to register should go to eagexpo.com and click on the register now button at the top of the home page.

Contractor Passes

Contractor passes will be issued by security for build and breakdown on all entrances to the halls. No pre-ordering needed.

5.19 Security

The Organisers will provide general security within the exhibition halls, security to patrol wear orange bibs with Exhibitor Security on the back. However, the security of individual stands and exhibits remains the responsibility of each exhibitor. If you intend to have your own security company present at the event you must get prior approval in writing from the Operations Team.

Please do not leave valuable items on your stand unattended at any time, particularly during the build-up and breakdown period.

Any incident involving the loss of property should be reported to the Organisers office or the nearest security guard. Failure to do so could result in insurance companies refusing to meet claims.

Please ensure that passes are always worn for security reasons.

Sufficient staffing: Be sure to have enough staff to man your stand at all times. Never ask a neighbouring Exhibitor to watch your stand. They may become busy and leave your stand unattended.

Avoid leaving your stand each evening before all visitors have cleared the exhibition hall, and ensure your stand is staffed prior to the show opening (remember the exhibition hall will be open from 8am for other Exhibitors and maintenance staff).

Lockable Cupboards: We recommend you have somewhere to lock away briefcases, mobile phones, handbags and laptops etc. during the day – even when you are on the stand. If you are busy, you may not notice if they are taken.

Please note - most hired cabinets have common locks and should not be regarded as completely secure units.

5.20 Storage

The organisers cannot guarantee storage in the show hall for exhibitors. Please consider what you are planning to bring to site during the build period and what you will need to access during the event. Products must fit in your allocated stand space and cannot be stored in other areas of the hall.

Our official show logistics company ILS can provide empty case storage during show days. Please refer to ILS' information in [section 1.3](#).

Lockable storage options on shell scheme stands are available to hire as shell scheme extras with EESL. Please refer to EESL's information in [section 1.3](#).

We advise space only exhibitors to discuss building a secure storage space into the stand with their stand contractor or ordering lockable cabinets from our allocated Furniture hire company DZine. Please refer to DZine's information in [section 1.3](#).

5.21 Testing

Operation and Demonstration Of Rides and Simulators

These requirements apply to any amusement device that may be used to carry passengers, including major rides, juvenile rides, inflatables and simulators. There is no derogation for mature rides and the documentation will need to be provided even if the rides have been used or exhibited previously at any exhibition or at any site.

All exhibitors demonstrating amusement devices with passengers will need to provide the following documentation:

- 1) A valid Amusement Devices Inspection Procedures Scheme (ADIPS) and Document of Operational Compliance (DOC):
 - This DOC should relate to the particular ride that is being demonstrated and should include the particular serial number of the ride that is being demonstrated
 - This DOC can only be issued by an inspection body registered in the UK under the ADIPS scheme
 - This DOC should contain the registration number of the Registered Inspection Body
 - All expiry dates within the DOC should be no earlier than 18.00hrs on 15th January 2027.
- 2) A valid Report of Design Review relating to the specific ride and theming present at EAG360
- 3) Report of Assessment of Conformity to Design
- 4) Report of initial test:
 - For any ride that is designed to be static, this will have to be carried out on site after the ride is built up and will need to be witnessed and reported on by an ADIPS registered inspection body
 - For rides that are designed to travel, this initial test may have been carried out elsewhere, but will still need to have been witnessed by an ADIPS registered inspection body

All the above requirements are outlined in "Fairgrounds & Amusement Parks_ Guidance on Safe Practice" published by the British Health and Safety Executive, or in Entertainment Sheet 8, which outlines the ADIPS Scheme.

Simulators are in the same category as normal rides, and exhibitors will need to provide all the documentation as listed above. For these and all other rides, information of ADIPS registered inspection bodies may be obtained from: NAFLIC: info@naflic.co.uk.

Small coin operated juvenile rides (a slow-moving ride fitted on a stationary base operated by coins or tokens designed for the unattended use of one or two persons between the ages of 3 and 10 years) do not need to provide such a rigorous level of documentation as all other rides, but they do still require a DOC. Advice on how to obtain a relevant ADIPS DOC may be obtained from:

BACTA

29-30 Ely Place
London
EC1N 6TD

Tel: 0207 730 6444
Email: info@bacta.org.uk

5.22 Water & Waste

Water and waste services are only available in some areas of the hall. It is worth noting that a platform floor may be required to cover service pipes.

If you require piped services on your stand, please order via the Excel London [Exhibitor Webshop](#) or contact the venue directly: T: +44 (0) 207 069 4400 E: exhibitororders@Excel.london

Please note that advanced orders will receive a 20% discount automatically applied for orders made before the 11 December 2026, after which time, the standard rate will apply.
For on-site orders please visit the Excel service desk in the hall during build-up.

Compulsory forms for Exhibitors

- Exhibitor Health & Safety form – *Mandatory for ALL Exhibitors*
- Exhibitor Risk Assessment form – *Mandatory for ALL Exhibitors*
- Exhibitor Public Liability form – *Mandatory for ALL Exhibitors*
- Exhibitor Wristband form – *Mandatory for ALL Exhibitors*
- Electrical Regulations & Safety – *Mandatory for ALL Exhibitors and stand contractors*
- Space only Contractor Contact Details form – *Mandatory for Space Only Exhibitors*

Please scan these pages to complete the forms and return to admin@opssquad.co.uk

If you would prefer to fill in a word document version of any of the below forms, please request a word document version from admin@opssquad.co.uk.

6.1 Health & Safety Stand Activity

TO BE COMPLETED BY ALL EXHIBITORS

Return Deadline: Friday 11 December 2026

The current Management of Health & Safety at Work Regulations require co-operation and co-ordination with all parties whilst sharing a workplace. It is a condition of entry into the event that every exhibitor, contractor, sub-contractor, supplier and their agents comply with the Health & Safety at Work Act, 1974 and all other legislation covering the venue. In order to enable this, please complete and return this form affirming your commitment to co-operation (as required by Reg. 9 MHSWR92) with the organisers and venue.

This declaration is to be signed by a senior person within the exhibiting company.

'I can confirm that the named contact has authority to make decisions on behalf of our company with regards to safety matters at EAG360.

My company's risk assessment for this event and health & safety policy is endorsed with this form and all our personnel are sufficiently trained in matters relating to health & safety in order to carry out their tasks competently. I have ensured so far as it is reasonably practicable that our principal stand contractor and all other agents working on behalf of World of Triathlon Live 2026 are fully aware of their responsibilities under the Health & Safety at Work, etc. Act 1974 and they have satisfied us as to their competence to carry out their tasks and I am receipt of their risk assessment/s, as necessary.

Please indicate if any of the following will form part of your participation at the show:

Stand fitting/structure over 4m in height:	Y / N	Any form of bottled gas	Y / N
Musical performance (live or recorded):	Y / N	Working mechanical exhibits	Y / N
Food handed out/prepared on stand:	Y / N	Platforms over 600mm in height	Y / N
Hazardous substances (under COSHH)	Y / N	Other – items of special risk	Y / N

Company Name:		Stand Number:	
Contact Name:		Contact Number:	
Email Address:			
Address:			

Signed: _____ Date: _____

Please complete and return to: admin@opssquad.co.uk

IMPORTANT: Please also complete the Exhibitors Risk Assessment Form in conjunction with this form.

6.2 Exhibitor Risk Assessment

TO BE COMPLETED BY ALL EXHIBITORS

Return Deadline: Friday 11 December 2026

Please use this page as a guide to help you complete your risk assessment. All exhibitors must complete a risk assessment. **This assessment is for exhibiting companies to complete relating to the part they are to play within the exhibition. Any stand contractors for space only sites will complete a separate risk assessment for the stand build and breakdown.**

A risk assessment is a careful examination of what, during the build-up, exhibition open period and breakdown of your stand could cause harm to other people. Weigh up whether you have taken enough precautions or if you need to take further actions to prevent harm. The important aspect is if a hazard is significant and if you have covered it by satisfactory precautions to lower the risk as far as possible.

You can work you the risk level using this table

Worse Case Outcome		Probability Rating	
HIGH – certain to cause death	4	PROBABLE	4
MEDIUM – likely to cause injury	3	POSSIBLE	3
LOW – possible need for 1 st aid	2	UNLIKELY	2
VERY LOW – unlikely to cause injury	1	REMOTE	1

List Hazards:	Risk Level (Outcome x Probability)	Who might be harmed:	Control Measures:	What further action is Necessary to control the risks:
1.	1.	1.	1.	1.
2.	2.	2.	2.	2.
3.	3.	3.	3.	3.
4.	4.	4.	4.	4.

Company Name:		Stand Number:	
Signed:			

NB: As an exhibitor you have a legal requirement to assess risk appertaining to your participation in any exhibition. This form is intended as a guide only and completion does not absolve you from your legal responsibilities or transfer them to the venue or organisers of the show.

Please complete and return to: admin@opssquad.co.uk

6.3 Exhibitor Public Liability Insurance

TO BE COMPLETED BY ALL EXHIBITORS

Return Deadline: Friday 11 December 2026

It is a requirement of the exhibition and venue that each exhibitor has a minimum of £5 million Public Liability insurance cover in place and exhibitors must provide evidence of this.

If you have adequate insurance cover in place, please provide details of the insurers and policy number below:

Exhibitor / Company Name	
Show name and year	
Stand Number	
Contact Name	
Insurance Policy Number	
Insurer	
Expiry Date	
Limit of indemnity	

Please complete and return to admin@opssquad.co.uk along with a copy of your insurance letter.

Please keep a copy for your records

6.4 Electrical Regulations & Safety – Signature required

TO BE COMPLETED BY ALL EXHIBITORS

Return Deadline: Friday 11 December 2026

We have received a directive from Excel re-iterating an already existing regulation at the venue. Regarding the use of 4-way extension leads, the following **must** be adhered to:

- It is prohibited to plug one 4-way extension lead into another (creating a daisy chain effect)
- If you are using a 4-way lead the maximum length of the flex cannot exceed 2m and the minimum size (wattage) of socket outlet that you must order is a 2kw socket.
- Any exhibitor/contractor failing to do this and using a 4-way lead with a socket that is not rated at a minimum of 2kw will have their power turned off until sufficient additional electricity has been ordered.
- Adaptors or any other extension leads other than a 4-way lead as specified above are prohibited.”

Please be aware that the venue has given strict instructions and have notified EESL (as the electrical contractor) and Ops Squad (Health and Safety) to ensure these regulations are strictly adhered to. Excel will also be carrying out independent inspections prior to opening.

Stands that are deemed to have ignored the above regulations will not be permitted electrical supply until regulations are met with additional electrical supplies installed. This will incur additional costs of installation onsite.

Please be aware that if a problem arises on opening morning of the event, due to work not being permitted during open hours of the show, installation/changes will be delayed and therefore your stand will be without electrical supply until work is permitted after the show closes.

We are asking for your co-operation to make sure that when ordering your electric requirements, the above is considered.

EESL want to avoid any potential problems and avoid the exhibitor/contractor incurring additional onsite costs, so please ensure enough power is ordered in the first instance.

Please ensure this information is passed to the person responsible within your organisation or your official stand contractor. We thank you in advance for your co-operation. If you have any queries, please get in touch with us.

Please sign to acknowledge the above.

Name			
Company		Stand Number	
Signed			

Please complete and return to admin@opssquad.co.uk.

6.5 Contractor Contact Details Form

TO BE COMPLETED BY SPACE ONLY EXHIBITORS

Return Deadline: Friday 11 December 2026

This form is only required by Space Only stand bookings.

Please enter the details for your principal contractor below. If you are not hiring in an external contractor to build your stand, please enter the details of the lead person responsible for your stand build within your company.

Principal Contractor Company Name:	
Principal Contractor Contact First and Last name:	
ON-SITE Contractor Contact First and Last name: <i>(If different to above)</i>	
Principal Contractor Email address:	
ON-SITE Contractor Email address: <i>(If different to above)</i>	
Principal Contractor contact number:	
ON-SITE Contractor contact number: <i>(If different to above)</i>	

Please complete and return to admin@opssquad.co.uk.

6.6 Food & Drink Sampling Form

TO BE COMPLETED BY ANY EXHIBITOR SAMPLING FOOD/DRINK PRODUCTS TO VISITORS

Return Deadline: Friday 11 December 2026

Rules for Sampling Food

Exhibitors may provide tasting samples of their products, but must adhere to the following conditions: By offering samples, you agree to follow all guidance within the manual and the points listed below

- **Guidelines and Permissions:** By offering samples, you agree to follow all guidance within this manual.
- **Inspection and Compliance:** stands may be inspected by the onsite food safety consultant and may also be visited by local authority Environmental Health Officers (EHOs), who have the authority to shut down non-compliant stands.
- **Supervised Sampling:** Food samples must always be supervised and positioned securely to prevent contamination. When sampling alcohol you must ensure visitors are over 18 and display a challenge 21 sign.
- **Presentation of Samples:**
 - Samples should be served using plates, small bowls, or other appropriate serving tools.
 - Avoid using large bowls or piles of food for sampling.
 - Drinks should be served in small sample cups or in sample-size cans or bottles.
- For items like biscuits used with dips, ensure only sturdy items that will not break into the foods offered to prevent contamination (to prevent customers putting fingers into the food to retrieve the biscuit)
- **Hygiene Standards:**
 - Customers must not be allowed to “double dip” sampling tools like sticks, spoons, or biscuits.
 - Used plates, bowls, or dishes must be cleaned thoroughly before being refilled.
 - Adequate waste disposal facilities must be provided for customers near the sampling area.
- **Allergen Management:**
 - Clearly display allergen signage at the sampling location.
 - Use tent cards or similar signage on trays stating: **“Please Ask for Allergen Information.”**

Please complete and sign overleaf, to agree to be compliant to ensure a safe experience for all visitors to the show.

Company Name:		Stand No:	
Main Contact:		Job Role:	
Email:		Mobile:	
Business Address:			
Post code:			

Please complete and return to admin@opssquad.co.uk.

Please give a full description of the sampling you stand will be doing (i.e. What will you be sampling? Is it cold food, ambient food or hot food.	
Is your business registered with a local authority? Please state which Local Authority.	YES/No/Pending
Please give your Food Premises Approval Number.	
Please post a link to your Food Hygiene rating. https://ratings.food.gov.uk/	
What type of waste will your sampling produce?	
If you are prepping or heating food you will require a hand wash facility on your stand. Please tick yes in the box to the right if you have arranged this either by hiring something from one of our contractors or bringing your own. If you require some further information, please contact admin@opssquad.co.uk .	
Yes/No	
What type of equipment will you be using on your stand?	

Please tick here that you agree to carry out Temperature Control Measurements where appropriate on your stand. Temperature Control Measurement Sheets must be used to prove this when onsite. Templates here Cold Temperatures Hot Temperatures	
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Please tick that you have attached the following documents to the form. All these documents are required to ensure you can cook and/or sample on your stand:	
1. HACCP (Standard operating Food Safety Management System). This should detail the control and monitoring of the preparation, storage and serving of foods.	
2. Up to date Food Hygiene Certificates for each Food Handler/ Evidence of Food Hygiene Training by food handlers	
3. Risk assessment and method statement bespoke to activities on your stand	
4. Allergen Information Chart – specific to the food/ drink being sampled	
5. Public Liability Insurance	
6. Personal License – Only required when sampling alcohol	

Signed:

Print Name:

Date: