



13 – 15 January 2026 |

**Welcome to EAG Expo 2026
London Casino & Gaming**



ExCeL, London

**Incorporating SIE Expo and
Show**

Your Exhibitor Manual contains comprehensive technical information to help you plan a successful and trouble-free exhibition. Please read the manual carefully, passing on all relevant information to your stand contractors or members of staff. For the avoidance of doubt, unless otherwise stipulated, all references to EAG Expo includes SIE Expo and LCG Show.

We continue to work closely with the venue, our stand contractors and other organisers to ensure we always adopt the best industry practices for health & safety and sustainability whilst still trying to keep your costs to a minimum.

Build Up and Breakdown Times

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

Important things to consider when booking your slot:

- Bookings will normally be available 21 days prior to the first day of build-up (Friday 19th December). Please note we are working with the venue to allow earlier access to the system in light of the Christmas break and will communicate this once it has been confirmed.
- Ensure the correct vehicle type is booked.
- 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.

Exhibitor Orders

The deadline dates are also important. Please take time now to ensure that you meet all the deadlines, it will save you inconvenience later and could save your company the expense of late order surcharges.

However, the manual is not designed to replace our personal service. Our Operations Team (Ops Squad Ltd) will be happy to answer any questions, explain any regulation or offer any special assistance you may require.

Please call Ops Squad if you need help on +44 (0)1293 401 051 where the team will be happy to assist or alternatively email admin@opssquad.co.uk

We look forward to seeing you at EAG Expo Europe.

The EAG Team

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Exhibition Timetable

Build Up – Space Only Stands

Saturday 10 th January 2026	14:00 – 20:00hrs
Sunday 11 th January 2026	08:00 – 20:00hrs
Monday 12 th January 2026	08.00 – 20.00hrs

Build Up – Shell Scheme Stands

Monday 12 th January 2026	08.00 – 20.00hrs
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ALL DISPLAYS AND EXHIBITS TO BE COMPLETED BY MONDAY 12TH JANUARY AT 20.00 hrs.

Open Period

Tuesday 13 th January 2026	10.00 – 18.00hrs
Wednesday 14 th January 2026	10.00 – 18.00hrs
Thursday 15 th January 2026	10.00 – 16.00hrs

* Exhibitor access will be from 08.00hrs each morning

Break Down

Thursday 15 th January 2026	16.30 – 22.00hrs	All exhibitors
Friday 16 th January 2026	08.00 – 18.00hrs	Space only exhibitors only

NO EXHIBITS MAY BE REMOVED BEFORE THE EXHIBITION CLOSSES AT 16.00 HRS ON THURSDAY 15TH JANUARY 2026.

For reasons of security all exhibitors are advised to remove all portable and valuable items and not to leave the stand unattended until it has been cleared.

Important Breakdown Information

All exhibits must be removed from stands by 18.00 hrs on Friday 16th January 2026. Any items left onsite 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 cost of approximately £1,100 + VAT per skip.

NOTE: It is very important that you inform the Organisers Office on Thursday 15th January by 14.00 hrs, if you intend to leave any items on your stand for collection after you have left the venue. Any items left should be clearly addressed with a contact name and onward destination. Please note that there is no where for the Organisers to store any of these items on your behalf. You should ensure that no valuables are left unattended for collection in this way. We cannot be held responsible for any items left unattended.

LIST OF OFFICIAL CONTRACTORS

Accommodation	Event Express Ltd	Tel: +44 (0) 1905 732737 Email: reservations@eventexpressuk.com Web: EAG International 2025	Deadline: 12/12/2025
Audio Visual Equipment	Euro Presentations AV	Tel: +44 (0)208 830 5461 Email: info@europresentations.co.uk Web: europresentations.com	Deadline: 12/12/2025
Catering	ExCeL London Hospitality	Tel: +44 (0) 207 069 4126 Email: sales@excelhospitality.london Web: https://www.excel.london/webshop	Deadline: 12/12/2025
Carpet & Floorcovering	Event Exhibition Services	Tel: + 44 (0) 204 518 8610 Email: orders@eesl.ltd Web: www.eventexhibitions.co.uk/login Show Ref Code: EAG2026	Deadline: 28/11/2025 (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: 12/12/2025
Electrics & Lighting	Event Exhibition Services	Tel: + 44 (0) 204 518 8610 Email: orders@eesl.ltd Web: www.eventexhibitions.co.uk/login Show Ref Code: EAG2026	Deadline: 28/11/2025 (after this date a 20% surcharge will be added)
Furniture	DZine	Tel: +44 (0) 1299 824100 Email: info@dzinefurniture.com Web: www.dzinefurniture.com	Deadline: 12/12/2025
Graphics	Event Exhibition Services	Tel: + 44 (0) 204 518 8610 Email: orders@eesl.ltd Web: www.eventexhibitions.co.uk/login Show Ref Code: EAG2026	Deadline: 12/12/2025
IT/ Wi-Fi	ExCeL London Services	Tel: +44 (0) 20 7069 4400 Email: exhibitororders@excel.london Web: https://www.excel.london/webshop	Deadline: 12/12/2025
Lifting, Handling & Storage	ILS	Tel: +44 (0) 24 7633 7955 Email: kelly@i-l-s.co.uk Web: https://www.ils-logisticslive.co.uk Password: EAG2026	Deadline: 12/12/2025
Music on Stands	PPL/PRS	Tel: +44 (0) 800 015 6225 Web: https://pplprs.co.uk	Deadline: 12/12/2025
Patent & Copyright	Intellectual Property Office	Tel: +44 (0) 1633 814000	Deadline: 12/12/2025

Press & Public Relations - EAG Expo and SIE Expo	Scott & Jones	Chris Jones Email: cj@sjc.co.uk	Deadline: 12/12/2025
Press & Public Relations - London Casino & Gaming Show	EAG	Phil Gibbs phil.gibbs@eagexpo.com	Deadline: 12/12/2025
Press & Public Relations - London Casino & Gaming Show	Spray Lakes Consultancy	Nick Harding Email: nick@spraylakesconsultancy.com	Deadline: 12/12/2025
Rigging	ExCeL London Services	Tel: +44 (0) 20 7069 4400 Email: exhibitororders@excel.london Web: https://www.excel.london/webshop	Deadline: 12/12/2025
Temporary Staff	Bond Associates	Tel: +44 (0) 845 130 4548 Email: info@bondassociates.co.uk Web: www.bondassociates.co.uk	Deadline: 12/12/2025
Water, Waste & Compressed Air	ExCeL London Services	Tel: +44 (0) 20 7069 4400 Email: exhibitororders@excel.london Web: https://www.excel.london/webshop	Deadline: 12/12/2025

SECTION 1 - EXHIBITOR INFORMATION A-Z

Accommodation

ExCeL London has 8 onsite hotels, ranging from luxury to budget, all within just a few minutes' walk of the venue.

In addition, there are over 10,000 hotel rooms within 20 minutes of ExCeL London.

For convenience we have appointed a hotel booking agency, Event Express Ltd, which has negotiated preferential rates and will be pleased to assist with all your accommodations requirements. <https://www.eventexpressuk.com/exhibitors.html> or <https://resx.eventexpressuk.com/event/EAGExpo2026>

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.

Audio Visual Equipment

Euro Presentations AV Ltd have been nominated as the supplier of all your audio-visual equipment requirements.

Please visit their website: europresentations.com or alternatively email info@europresentations.co.uk

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.

Build Up and Break Down

Please see the Exhibition Timetable for the build-up and breakdown times.

Shell Scheme exhibitors are advised not to arrange delivery of exhibits before the appointed date, to allow for all stand construction to be completed.

Whilst every endeavour is made to secure the halls during build up and breakdown, we would ask that everyone is extremely vigilant whilst the access doors are open and to ensure that your stand is always manned during this vulnerable time.

All stands must be completed by 20.00 hrs on Monday 12th January 2026.

Business Services

The Business Services centre is open during event open hours for printing, laminating, etc. It is located at the bottom of the central boulevard staircase close to the Hall N5/S5 entrances on Level 0.

Business Services also sell a range of products including stationery, tools, tape, extension leads and batteries.

They also purchase any foreign currency in exchange for GBP, however, they do not sell any foreign currency.

Cash Machines

You will find two HSBC Machines at the West End of the boulevard, and Barclays and HSBC ATM's situated in the boulevard on Level 0, and one at the East end of the Boulevard by N6/S6. All machines accept all bankcards.

Car Parking

ExCeL London offers on-site car parking for 1,800 vehicles in the orange car park, located under the venue.

All onsite parking is pay and display. The ticket machines are located within the car parks and accept credit cards only. As ExCeL London is a green venue, all pay and display machines will be found on stand-by which will activate as soon as you insert your card or cash.

Please note that the car parks are allocated on a first come first served basis. You can pre-book your parking via the [ExCeL website here](https://www.excel.london/visitor/getting-here/parking-and-taxis).

The car park has a 1.9m height limit.

Overnight sleeping within vehicles is prohibited. The on-site hotels have their own private car parking facilities. Please contact the relevant hotel for further information.

Bicycles can be parked at the racks opposite the entrance to the Novotel Hotel or located at the West Taxi rank.

Full up-to-date parking information can be found here:
<https://www.excel.london/visitor/getting-here/parking-and-taxis>

Carpet

Gangway colours:	EAG: GREEN / SIE: BLUE / LCG: BLACK Carpet will be laid in all gangways throughout the exhibition.
Shell Scheme Stands	Grey carpet will be supplied on Shell Scheme stands.
Space Only Stands	No carpet is supplied; however, a variety of floor coverings and prices are available from the official contractor. Floorcovering is mandatory.

Where carpet is included or purchased for your exhibition stand, it will be pre-laid by Event Exhibition Services Ltd (EESL) prior to your arrival onsite.

Please take care when placing heavy equipment, products, or machinery onto the carpet, as this can cause movement or rippling. We strongly advise taking necessary precautions when positioning or moving such items to avoid damage or displacement.

Please note: **EESL will not be responsible for re-laying or adjusting the carpet** once products or machinery have been placed.

Should you have any concerns in advance, feel free to get in touch.

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.

Catering

ExCel London Hospitality are the official onsite caterers at ExCeL. All food and beverage, for both stand and hospitality catering, must be purchased from the official contractor.

<https://excellondonhospitality.exhibitorcatering.co.uk>. Full contact details can be found in the Quick Reference Guide.

Venue Dining

There is a wide range of food and beverage on offer at ExCeL London with more than 30 cafes, bars and restaurants within the venue - [ExCel Food & Drink](#).

Campus Dining

If you're out and about on the ExCeL Campus, you will find an even wider choice of dining options that will suite every occasion - [ExCel After Hours](#).

Children

Build Up/Break Down – **children under the age of 16 are NOT permitted** in the halls at any time.

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

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

Cleaning

It is your responsibility to maintain your stand in a clean condition at all times.

Arrangements have been made for basic stand cleaning (vacuuming of stand floors and waste removal) to be carried out nightly during the open period of the event. Please ensure that all packaging is flat packed for disposal.

Any special services that may be required, such as the removal of bulk rubbish or the cleaning of exhibits or other stand surfaces, will remain your responsibility.

To arrange additional cleaning services please see: www.excel.london/webshop.

Any waste building materials left onsite after 20.00hrs on Friday 16th January 2026, will be deemed as rubbish, removed and thrown away. Any costs incurred as a result, will be forwarded to the Exhibitor concerned.

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.

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 15th January 2026 or until visitors are cleared from the building.

Collections

See Section 3: Handling of Exhibits

Contractors

Exhibitors may employ stand builders of their choice. You must inform the Organiser of your contractor details.

It is essential that your contractor is fully aware of all Rules and Regulations, Health and Safety procedures, relevant forms and deadlines.

Contractor wristbands will be issued on all the access doors when you arrive onsite for build-up. We do not send these out by mail in advance.

Please ensure they are worn at all times to conform with venue security procedures.

Everyone who enters the building during build up on Saturday and Sunday will be required to wear hi-vis vest and sturdy shoes/boots. Open toed-sandals, trainers, etc are not permitted.

NB. Please do not order Exhibitor Badges on behalf of your stand contractors. Exhibitors will need contractor passes to enter the halls before 12:00 on Monday 12th January 2026.

Exhibitor badges will be available for collection from the show entrance at midday on Monday 12th January.

Customs Arrangements

See Section 3: Handling of Exhibits

Delivery Address

Company Name, Stand Number (& mobile number)
EAG Expo 2026
Halls N1-N6
ExCeL London
Royal Victoria Dock
London E16 1XL

Please remember that deliveries can only be accepted during tenancy times – anything delivered outside these times will be turned away.

Dilapidations

Please remember that you are responsible for any damage caused to the fabric of the venue by you, your agents or contractors – as such - **Nothing may be fixed to the fabric of the building or bolted to the floor.**

In your own interest you should satisfy yourselves as to the condition of your stand site before the building of your stand and after its clearance.

It is essential that you use a recognised adhesive tape when fixing any carpet directly to the hall floor as all carpet tape must be removed at the end of the Exhibition.

ALL CHARGES INCURRED AS A RESULT OF DAMAGE OR FAILURE TO REMOVE CARPET/CARPET TAPE WILL BE PASSED ON TO THE EXHIBITOR.

Disabled Access

ExCeL London was designed to allow unrestricted access for disabled visitors.

Disabled toilets are provided throughout the venue.

Disabled parking bays are available at all car parks.

ExCeL London has wheelchairs available for use which can be picked up from the Information Desks at each end of the building, on a first come first served basis, with a full refundable deposit.

Distribution of Promotional Material

Exhibitors are reminded that business may only be conducted from their stand. The distribution of leaflets or any other promotional material will not be permitted in the aisles or any other part of the hall without the organiser's permission.

Electrical Installations

Event Exhibition Services has been appointed the official contractor for EAG Expo and will carry out all electrical work in the hall. For your convenience, a service desk will be set up on-site, adjacent to the hall entrance during build-up.

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

For electrical prices or placing your electrical order please visit www.eventexhibitions.co.uk/login

Please register as a user (if you haven't used our portal before) or login with your username (company name, NOT email address) and password (if you have used our portal before). Once you have logged in or registered, you will be prompted to enter the show reference code: **EAG2026**. 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 EAG 2026.

If you have any queries on any of our items, please contact EESL on orders@eesl.ltd or +44 (0) 204 518 8610

Employment of Labour

In order to prevent any misunderstanding in respect of labour employed in connection with stand construction and display work, exhibitors are strongly recommended to use a contractor who is a member of ESSA – the Exhibition Suppliers & Services Association (<https://www.essa.uk.com>)

Exhibitor Badges

For security reasons, Exhibitor Badges must be worn at all times, even if you have a company name badge.

EAG Expo 2026's registration services are being provided by JET. Please use this link to complete your exhibitor badge registrations: <https://www.eagexpo.com/exhibitor-registration>

You will see that the system allows one main contact from your organisation to register all stand staff working at EAG 2026 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 12th January 2026.

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

NB 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.

First Aid

If you require first aid, please contact the Organisers Office.

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.

Gangways

Gangways must remain unobstructed and 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.

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 and place an order please visit: www.eventexhibitions.co.uk/login

For any questions or bespoke requirements, feel free to get in touch with the EESL team directly at orders@eesl.ltd

Health & Safety

Please also refer to Section 2 of this manual.

It is the responsibility of the stand holder to ensure the health, safety and welfare of all employees, contractors and visitors as far as is reasonably practicable throughout the event.

It is recommended that the stand holders appoint a supervisor for the stand, with the specific responsibility for ensuring the health & safety of their staff and stand builders.

Exhibitors are responsible for undertaking their own Risk Assessment prior to the event, a blank risk assessment form can be found attached to the end of the manual. Please email completed documents to admin@opssquad.co.uk

Helium Balloons

The distribution or use of gas-filled balloons on your exhibition stand will only be permitted once written approval has been provided by the Organiser. You will be charged should any helium filled items escape from your stand.

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 our 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 £2,000,000 public 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 by **Friday 12th December 2025**.

Failure to do so may result in delays onsite.

IT and Communications

For details of IT offers please see the ExCeL web shop – www.excel.london/webshop.

Lead Capture

If you are interested in obtaining the lead capture app or scanner from our registration company, JET, you can do so via the link below:

<https://eventdata.uk/Scanner/EAGExpo2026.aspx>

Licensing Requirements

Exhibitors intending to supply, promote, or distribute gaming equipment at the exhibition are reminded of their legal obligations under the Gambling Act 2005. It is a legal requirement that any individual or organisation supplying gaming machines or related gaming equipment in the UK holds the appropriate licence(s) from the Gambling Commission.

All exhibitors involved in the display or supply of gaming equipment must ensure that:

They hold a current Gambling Commission licence (e.g. Gaming Machine Technical Operating Licence, Gaming Machine Supplier Licence, or equivalent), where applicable.

Any promotional or transactional activity undertaken during the event complies fully with UK gambling laws and regulations.

Copies of relevant licences must be made available upon request by the organisers or enforcement authorities.

Failure to comply with these requirements may result in removal from the event, and/or referral to the relevant regulatory authorities.

For full details and guidance, please refer to the Gambling Commission's website:
<https://www.gamblingcommission.gov.uk>

Lifting, Shipping and Storage

International Lifting & Shipping (ILS) has been appointed as the official Lifting, Shipping & Storage contractor for EAG International Expo.

To book any logistics services, please complete visit: <https://www.ils-logisticslive.co.uk>

Password: **EAG2026**

Literature

The distribution of leaflets and other promotional materials is confined to your stand area and is not permitted in the gangways or elsewhere in the exhibition grounds. The Organisers reserve the right to prohibit the display or distribution of advertising matter that could give rise to offence and to confiscate the supplies thereof for the duration of the event.

Marketing Manual

To assist exhibitors in maximising their presence at EAG Expo, a dedicated Exhibitor Marketing Manual is being finalised and will be available via the Exhibitor Ezone page on eagexpo.com. The Marketing Manual will provide information and clear guidance on how to update your online profile on the EAG website, including uploading press releases and products, as well as accessing downloadable marketing collateral—including official event logos, email footers, and social media assets. If you require any further assistance or have any questions, please contact phil.gibbs@eagexpo.com.

Music on Stands

If you intend to play recorded, background or live music on your stand during the event, you are required by law to obtain the relevant music licences. For full information please see: <https://pplprs.co.uk/themusiclicence/sectors/exhibitions-trade-shows>.

PPL/PRS charge a licence fee (+ VAT) per stand per day, to request a quote please follow the link above.

AV equipment, amplifiers or live music may not be used without the Organisers written consent. All loudspeaker and PA Systems must be turned inwards and located as far into the middle of your stand as possible, so as not to cause nuisance to any adjacent stands. The Organisers reserve the right to adjudicate in any dispute and will terminate any

demonstration causing a disturbance. AV displays must not cause any obstruction in the gangways and must be kept to 80dB(a) maximum.

Name Boards

All shell scheme stands are provided with a fascia board bearing the company name in standard script. Please access the **EESL portal** to add your nameboard requirements, this must be completed by 12th December 2025. If this is not completed, the name of the company as it appears on the contract will be shown.

Please note, any changes to name boards on site will incur a charge of £35 + VAT.

Organisers' Office

The Organisers' Office will be operational throughout the tenancy period from 08.00hrs until 20.00hrs. This will be located adjacent to the main entrance and will be clearly signposted. If you have any queries prior to this, please contact Ops Squad on 01293 401051 / admin@opssquad.co.uk

Patent and Copyright

Exhibitors are responsible for the protection of all patents and copyrights for equipment or products on display and for following all legal regulations in force. The Organisers cannot be held responsible for any breaches or disputes in this area.

Photography

An official photographer has been appointed to EAG Expo 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.

Contact details: Website [Apollo Photographers](https://www.apollophotographers.co.uk) Email patrick@apollophotographers.co.uk

Piped Services

Piped services (water/waste/natural gas/air) must be ordered via the ExCeL web shop - <https://www.excel.london/webshop>

All piped services are brought onto the stands via floor ducts on the hall floor and it is recommended that you consider building a platform to avoid any unsightly pipes on your stands. If you require any piped services, please indicate on a stand plan which floor duct is most suitable and submit via the web shop.

Press and Public Relations

Any press enquiries, please reach out to the relevant contacts for each show:

For EAG Expo and SIE Expo please contact Chris Jones at:
cj@sjc.co.uk

For London Casino & Gaming Show, please contact Phil Gibbs at phil.gibbs@eagexpo.com

Public Address System

A public address system will be in operation during the build-up and breakdown. During the show open days, the system will only be used for official announcements and emergencies. It is not available for exhibitor use.

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For EAG Expo, please contact Chris Jones at:
cj@sjc.co.uk

For London Casino & Gaming Show, please contact Nick Harding at
nick@spraylakesconsultancy.com

For SIE Expo, please contact Kevin Williams at:
kevin.williams@eagexpo.com

Public Address System

A public address system will be in operation during the build-up and breakdown. During the show open days, the system will only be used for official announcements and emergencies. It is not available for exhibitor use.

Rigging

Only venue services can supply/fix rigging at this event.

You must not rig any structure that will unfairly obstruct another exhibitor's view, whether neighbouring or opposite. Should any dispute arise, the Organiser's decision will be final.

Exhibitor rigging must be approved by the Organisers before any orders are placed. All rigging is approved on an individual basis. Once your rigging has received approval by the Organisers you can get your rigging quoted, ordered and paid to the venue.

Orders must be submitted with a full set of drawings for the stand, showing rigging points orientation and loading calculations. Please visit the ExCeL web shop for further information - <https://www.excel.london/webshop>

Security

The Organisers will provide general security within the exhibition halls. 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 worn at all times for security reasons.

Stand Sharing/Sub-Letting

The Organisers of EAG Expo operate a strict policy regarding the sharing and sub-letting of stands.

Subletting

No subletting of stands is permitted

Stand Sharing

Stand sharing may only be allowed with prior permission from the organiser where the main exhibitor is:

1. A trade association whose members are exhibiting on the same stand.
2. A parent company hosting distributors, subsidiary or affiliated companies.
3. A company or organisation heading a national pavilion.

Taxis

Taxi drop off and pick up points for black cabs are located at ExCeL London's West and East Entrances.

Business Services are also able to provide an extensive range of chauffeured vehicles as well as executive and luxury coaches to get you about whilst visiting our venue. Please let the Operations Team know if you require further information on this.

Temporary Staff

Bond Associates have been appointed to provide stand staff and hostesses. They can staff entire stands, or provide staff for selected roles such as sales, demonstrations, hospitality, presentations, receptions and leafleting.

For further information please contact them directly – see Quick Reference Guide.

Test Certificates - 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 16th January 2026.
- 2) A valid Report of Design Review relating to the specific ride and theming present at EAG Expo
- 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: +44 (0)207 730 6444
Email: info@bacta.org.uk

Wi-Fi

There is general wi-fi available throughout the venue, which is suitable for checking email, etc.

This service is complimentary, and therefore not supported by the ITC team, however there will be a link to a troubleshooting page that users can access should they experience difficulty using the free wifi service.

The free wifi service is **NOT** designed for business-critical purposes. Customers wishing to purchase an upgraded, supported wireless network that can be tailored to their specific event needs must speak directly with the ITC team for practical advice and the most cost-effective solution. Please contact them via the [ExCeL web shop](#).

SECTION 2 -HEALTH & SAFETY

The Organisers take their responsibilities, as laid out in accordance with the Health & Safety at Work Act, Etc, 1974 (HASAWA74), very seriously and it is vital that Exhibitors and their Contractors do likewise.

The Health & Safety at Work Act embraces exhibition and conference venues as places of work and as such the build-up, open and breakdown periods are covered by these and other mandatory requirements.

- The Health & Safety at Work Act, Etc, 1974 (HASAWA74)
- The Management of Health & Safety at Work Regulations 1999
- The Manual Handling Operations Regulations 1992
- The Personal Protective Equipment at Work Regulations 1992
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Provision and Use of Work Equipment Regulations 1998
- The Control of Substances Hazardous to Health Regulations (COSHH) 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995
- The Building Regulations 1991 (England and Scotland)
- Environmental Protection Act 1990
- The Work at Height Regulations 2005
- The Health and Safety (Display Screen) Equipment Regulations 1992
- Local Authority Regulations

As Organisers, it is our policy to manage EAG Expo in accordance with the above and make the exhibition a safe environment so far as is reasonably practicable. This section of the manual has been produced to provide Exhibitors with clear, simple suggestions for understanding and implementing a suitable and sufficient safety management programme to comply with Health and Safety procedures.

As an Exhibitor you have a duty under HASAWA74 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 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.

The following are principal areas to which you must give due thought and consideration, before and during your time on site.

- Understanding the ExCeL London Emergency Procedures contained in this section and the location of the First Aid Centre. (All staff should be notified of these procedures).
- The need to keep emergency exits and gangways clear during build up / breakdown and throughout the open period. All emergency exits will be suitably signed.
- All staff are trained to ensure that good housekeeping is maintained in their work areas, thereby minimising hazards and allowing any remaining hazards to be easily identified.
- Operatives must wear suitable protective clothing relevant to their job, which includes head, eye, hearing, foot and hand protection.
- Working at height must be done in a safe manner, using suitable equipment in the approved way e.g. steps, mobile scaffold towers, powered access equipment, personal protective equipment.
- That all powered access equipment is only operated by fully trained and certificated personnel.
- That only acceptable substances be allowed on-site, and full compliance with the COSHH regulations is required. For example, disused fluorescent type lighting tubes must not be disposed of in the general waste system. They require specialised disposal as hazardous waste into waste receptacles, provided by the Venue.
- That Personal Protective Equipment (PPE) is used only where other protective measures have been considered unrealistic and that such PPE is suitable and sufficient for the job and all employees are trained in its use and limitations.

- That all portable power equipment is only used for the purpose for which it was intended, and the correct safety guards and devices are fitted and used. Trailing power leads must be kept to a minimum and should not cross gangways. Petrol powered equipment must not be used. Power requirements must not overload the system ordered and such equipment must not be left unattended with the power supply connected.
- Please ensure that all contractors employed by you are aware of their Health & Safety responsibilities.

At all times, exhibitors must obtain the contractors Health & Safety Policy, details of specific safety procedures, competence and training of staff, and the named individual safety officer responsible for the company.

NB: We remind all exhibitors that you are obliged to report any accidents that occur onsite to the Organisers Office

Health & Safety Declaration

The Management of Health & Safety at Work Regulations 1999 requires co-operation and co-ordination with all parties whilst sharing a workplace. It is a condition of entry into the exhibition that every exhibitor, contractor, supplier and their agents comply with the Health & Safety at Work Act etc. 1974 (HASAWA74) and all other legislation covering the Venue. The Exhibitor accepts that it is their legal and moral responsibility to ensure that their own and others health and safety is not put at risk by their actions (or inactions) during EAG Expo. Please complete the form affirming your commitment to cooperation and co-ordination with the Organisers and the venue.

Electrical Regulations

Please note that all exhibitors and contractors must work within the guidelines set out in the eGuide for Events and Exhibitions with regards to electrical regulations and electrical safety.

Only the official electrical contractor is permitted to make the connection to the venue mains.

Working at Height

The Work at Height Regulations 2005, apply to all work at height where there is a risk of fall liable to cause personal injury.

Organisation and planning:

- Work at height must be properly planned and appropriately supervised.
- It must be carried out in a manner which is as safe as is reasonably practicable.
- Planning must include the selection of work equipment (scaffolding or ladder, etc),

Competence

- Staff involved in planning, undertaking and supervising work at height must be competent for their role.

Avoidance of Risks

- Working at height must be risk assessed.
- It must be avoided where it is reasonably practicable to undertake a task without working at height.
- Where work at height is to take place, suitable and sufficient measures must be put in place to prevent a fall. This extends to access and egress, which must be:
- Stable, have sufficient dimensions and be designed to prevent a fall. There should be no gaps large enough for a person to fall through.

- Constructed to prevent, as far as is reasonably practicable, the risk of slips and trips and trapping between adjacent structures.
- Where the above measures do not eliminate the risk of a fall, work equipment must be provided, as far as is reasonably practicable, to minimise the fall distance and the consequences of a fall. Training, instruction and other additional measures may also need to be provided.

Selection of Work Equipment

The equipment selected for working at height must be appropriate and take into account all of the following:

- The working conditions and the risk to personnel.
- The distances to be negotiated with regard to the access to and egress from the work area.
- The distance of and potential for fall.
- The duration and frequency of use.
- Emergency and rescue.
- Additional risks posed by the installation and removal of the equipment.
- Other provisions of the Working at Height Regulations.

Work Equipment Requirements

- Guard rails, toe boards, barriers, etc, must be of sufficient size and strength and placed and secured correctly.
- Working platforms and the supporting structure must be stable and capable of supporting the load.
- Wheeled structures must have wheel locks or other measures to prevent slippage. They must be safely erected, used and dismantled.
- Nets, air bags and other collective safeguards must be risk assessed to demonstrate that no other, safer, work equipment is available and that appropriate training has been provided.
- Scaffolding has specific requirements, which include the provision of plans, calculations and measures to prevent objects falling.

Fragile Surfaces

The employer must ensure that staff do not work or walk over fragile surfaces. Where this is not feasible, the following measures must be put in place:

- Suitable and sufficient walkways, coverings, or other suitable means.
- Safety signage and warning notices must be displayed on approach.

Falling Objects/Danger Areas/Fall Protection Systems

- The employer shall take steps to prevent the throwing, tipping and falling of objects.
- Where there is a risk of falls or falling objects, areas must be cordoned off and warning signs must be provided.
- Rope access and work positioning, fall arrest and fall restraint systems are covered in Schedule 5 of the Regulations.

Inspection

An inspection regime must be in place and must include inspection of work platforms above two metres. Schedule 7 of the Regulations details the reporting requirements. In addition to compliance with LOLER, the following must be carried out:

- Checks prior to commencement of work.
- Reporting of unsafe conditions and activities.

Ladders

Ladders are only to be used if the risk assessment has shown that the use of other equipment is not necessary, because of the following:

- Low risk
- Short duration of use
- Existing features on site which cannot be altered
- Provisions for safe positioning, securing and height of ladders

Users must maintain a safe handhold when carrying loads. A risk assessment may justify the use of step ladders without handholds used for carrying loads, when there is low risk or short duration of use.

Further information concerning The Work at Height Regulations 2005 can be found online at <https://www.hse.gov.uk/construction/safetytopics/workingatheight.htm>

Risk Assessment

All exhibitors must complete a Risk Assessment prior to exhibiting.

All Space Only stands must undertake a risk assessment suitable and sufficient to their activities prior to the event. It should identify the hazards present on-site and the ways in which you will minimise and control these hazards. The risk assessment should be made available for inspection onsite, together with a copy of your company's Health & Safety Policy.

What is a risk assessment?

Risk assessment is a practical and methodical procedure for identifying work-related hazards, and for evaluating the risks associated with them. The aim is to take remedial action to deal with these risks and review them at regular intervals.

The risk assessment enables you to deal with hazards according to their health or safety priority and is an opportunity to gain commitment to health and safety objectives of all concerned.

Definitions

Hazard: In this context means a machine, substance or practice which has the potential to cause harm to people. This is a neutral concept, embracing both the trivial and the catastrophic.

Hierarchy of risk management

This is the order in which a workplace risk should be tackled:

1. Can the hazard be eliminated altogether – the long-term solution?
2. Can it be reduced at source?
3. Remove the employee from hazardous situation.
4. Contain hazard by enclosure.
5. Reduce employee's exposure to hazard.
6. Use protective equipment – a short-term option.

Risk

The probability of the harm due to a 'hazard' being realised linked to its consequences. It is usual to take account of the consequences should the worst happen; thus, a potential disaster with far

reaching consequences may be judged a high risk even though the probability of it happening is very low.

Legal requirements

The 'Management of health and safety at work regulations 1999' impose a duty on all employers and self-employed to:

- use competent personnel to identify the hazards.
- make suitable and sufficient assessment of the health and safety risks posed by their work activities and anyone else affected by them, so far as is reasonably practicable.
- determine and implement remedial actions, which will eradicate or reduce those risks, (this includes management programmes to ensure the controls are maintained).

Risk assessments should be tailored to suit the size and complexity of the organisation. How each organisation is to carry out these assessments should be identified in the company safety policy.

Action list

Preparing for risk assessment

Identify a senior person to organise the process and act as champion throughout the organisation.

Gather a team of competent personnel to manage the risk assessment process. This includes communication with all relevant personnel, both internal and external. Classify the various work activities and agree the types of risk assessment to be undertaken. Include infrequent activities involving few personnel, as well as mainstream activities. Do not forget lone workers, young people, pregnant women and new mothers.

Organise for risk assessment by gathering information on:

- the controls currently in place.
- what activities are currently taking place.
- what legislation applies to your organisation.
- instructions and data available from organisers/contractors/venue.

Competent personnel

Experience and knowledge

- People with practical and theoretical experience of working within the environment to be assessed e.g. H&S Manager, Safety Officer.
- The ability to make an assessment of the problem.

Training

- A recognised health and safety qualification; e.g., NEBOSH certificate.
- Membership of a professional body at an appropriate level; e.g., IOSH.
- Appropriately experienced consultant – your trade or professional bodies hold lists.

Consultation

One of the key elements to achieving a safety culture within your organisation is to consult as many personnel as is practical at each stage of any health and safety initiative. The 'Health and Safety consultation with employee's regulations' formalised the requirement for this process where there are no recognised trade unions. In workplaces with trade union representation there is a requirement to consult safety representatives.

Five Steps to Risk Assessment

Assess the risks by completing the following five steps:

Step 1: Look for the Task / Hazard.

Step 2: Decide who could be harmed and how.

Step 3: Evaluate the risks and write down the Control Measures.

Step 4: Record and notify the findings.

Step 5: Review your findings.

Generic Areas for Consideration

Equipment Hazards, Physical Hazards

- machinery e.g. cutting, drilling, printing
- slips, trips and falls
- services (electricity, water, compressed air)
- ergonomics
- motor vehicles
- noise and vibration
- laser products
- extremes of temperature
- lifting equipment
- radiation, including UV and infrared
- trailing cables
- working at height
- manual handling

Chemical and Biological Hazards Housekeeping

- hazardous substances
- general cleanliness
- pathogens
- non-slip surfaces
- genetically modified organisms
- clean equipment
- clear access & egress to stand/gangways
- spillage procedure

EXCEL LONDON EMERGENCY PROCEDURES

Safety information to all Event Suppliers/Contractors

Emergency Numbers

In the event of an accident or an emergency, dial these numbers first or contact a member of security. Please be as accurate and concise as possible with details especially the exact location. If you are using a mobile phone or dialling from an outside line, dial 020 7069 4444 or if you are using an in-house phone dial these extensions:

Fire/Security/Medical – 0207 069 4444

Please do not dial 999, contact the Security Suite who will contact the emergency services for you. The Medical Treatment Room is situated in Level 0 adjacent to boulevard entrance S4.

Fire Safety

On discovering a fire - Break glass at nearest EXIT. Contact the Security Suite by dialling 4444, state "Fire" and give the exact location.

Only if you have been trained and it is a very minor fire, and it is safe to do so, tackle the fire with the nearest suitable fire extinguisher. Always ensure there is a safe exit route before attempting to extinguish any fire.

IF YOU FIND A SUSPICIOUS OBJECT:

Do NOT touch or move it.

Calmly clear the immediate area of people.

Report it to the Security Suite by dialling 4444 giving the exact location and description of the object.

DO NOT USE YOUR RADIO OR MOBILE PHONE.

IF YOU RECEIVE A BOMB THREAT ON YOUR TELEPHONE

If you receive a bomb threat on your telephone, obtain as many details as possible and then inform the Security Suite on internal number 4444.

EVACUATION

If evacuation is necessary, you will hear the following broadcast over the public address system:

- **"Attention please, attention please, here is an important announcement. It is necessary to ask everyone to leave the building, please make your way to the nearest exit. Everyone will be re-admitted as soon as possible."**

SECTION 3 - HANDLING OF EXHIBITS

Lifting and Storage

To assist in the unloading of material and exhibits, which require the use of mechanical equipment, the Organisers have appointed International Lifting & Shipping (ILS) as the Official Contractor. ILS will be the only Lifting contractor who will be allowed to operate in the halls during EAG. In addition to the onsite services, they can also offer both international and domestic transport services to and from the exhibition.

To order any logistical services, please visit the ILS web-shop here: <https://www.ils-logisticslive.co.uk>
Password: **EAG2026**

For further information and costs on these services, please contact:

Tel: +44 (0) 24 7633 7955

Email: kelly@i-l-s.co.uk

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 "EAG 2026", with your stand number and company name clearly shown. Consignee:

(Company Name & Stand Number)

EAG 2026

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.

Consignee:

(Company Name & Stand Number)

Exhibition: EAG Expo 2026

Halls N1-N6

ExCeL London

London E16 1XL

To arrive on the same day as required unloading to stand.

Airfreight/Sea Freight

We would recommend that you use the services of our associate agent in the country of origin. Please contact ILS for details of your local agent.

International Lifting & Shipping
International House, Colonnade Po
Central Boulevard, Prologis Park
Coventry CV6 4BU

Tel: +44 (0) 24 7633 7955
Email: kelly@i-l-s.co.uk

If you decide to use your own forwarder and wish to consign goods to ILS in the UK for customs clearance and delivery, please complete a pro-forma invoice and forward to ILS prior to arrival with all supporting shipping documents. A pro-forma invoice template and detailed consigning instructions may be requested by contacting ILS in advance.

Consignee:

(Company Name & Stand Number)
C/o International Lifting & Shipping
Exhibition: EAG Expo 2026
Notify:
Tel:
Email:
Halls N1-N6
c/o ExCel London
London E16 1XL

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
EAG 2026
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.

Insurance

It is the responsibility of the exhibitor to ensure that they have adequate insurance for their goods whilst in transit to & from the exhibition, whilst there and/or in storage and also in transit to other destinations. ILS can arrange insurance on your behalf but this must be requested in advance.

Storage - Solvents, Gases

Solvents and other substances which have a flashpoint lower than 54C (130F) are not permitted within the Exhibition Hall without prior written permission and approval being obtained from the Chief Fire Officer at the Venue.

Tariff

Comprehensive quotations will be supplied upon receipt of consignment details where requested or a copy of our onsite tariff can be sent to you in advance.

Payments

A full quotation for all services required will be supplied. Once confirmation is received payment against our pro-forma invoice will be required prior to work commencing.

All business, without exception, is handled subject to ILS's trading terms and conditions.

SECTION 4 - STAND CONSTRUCTION

Stand Space

It is your responsibility to examine, or cause to be examined, the site allotted to you in order to avoid costly adjustments to stand structures, as minor obstructions or reduced headroom, for which we can accept no responsibility, cannot always be indicated on the plans of the exhibition.

Stand fitting regulations contained within this section must be observed by you when planning your presentation.

No stand fitting, walling, electrics or floor covering is provided by us on Space Only Sites.

You may use a contractor of your choice for the construction of complete stands on Space Only sites and interior fitments for Shell Stands. It is strongly recommended that any contractor appointed is a member of an industry association.

Please contact: **Event Supplier and Services Association Limited (ESSA)** – www.essa.uk.com

Shell Scheme Package Stands

Event Exhibition Services has been appointed the official Scheme Contractor for EAG Expo.

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.

Carpet

Grey Cord Carpet

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, please use the order link provided.

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 the Shell Scheme Contractor. Details of available items are given on the order form. 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.

Floor Covering

Gangway colours: EAG: GREEN / SIE: BLUE / LCG: BLACK
 Carpet will be laid in all gangways throughout the exhibition.

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

Space Only Stands: If you have opted for a Space Only stand, please be aware no carpet is supplied. However, a variety of floor coverings and prices are available from **Event Exhibition Services**. Please be aware that floorcovering 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.

Space Only Sites

Stand Fitting Regulations

- Space only exhibitors are responsible for their own stand design and construction.
- Prior to build-up, your contractor must examine the site allotted to you, in order to avoid costly adjustments to stand structures and minor obstructions. These cannot always be indicated on the plans of the exhibition, and the Organisers can accept no responsibility for these.
- The maximum height of stand fitting for single storey stands is **4 metres** from the floor level and must not be exceeded. This limit includes the overall height of the stand fitting, any branding and all raised platforms. The minimum height for dividing walls is 2.4m.
- Some perimeter stands may build a 6-meter back wall, but permission must be sought from the Organiser and structural calculations will be required.
- Double Decker stands are not permitted.
- On divided sites, **you are responsible for erecting and decorating** side and back walls facing onto your stand areas to a height of 2.4m. Walls above this height must be clad and decorated on both sides from 2.4m upwards by the Exhibitor who has them erected. Such walls overlooking adjoining stands must be finished in a plain and neutral colour only.
- Space only sites which back onto shell scheme stands are not permitted to attach any materials to the shell scheme and must not assume that panels facing their stands will be finished (i.e. covered with fabric etc.).
- Space only sites between shell schemes must deduct 55mm from the overall measurements to fit within the allotted space, i.e. a 3m x 2m site would have a floor space of 2.945m x 1.945m. Failure to note this will mean your stand will not fit into the allotted 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 0.5m from the open perimeter of the site.
- Walls along open perimeters must be relieved with display items and not left in plain colours. No item of display may project over the frontage of the space taken by the Exhibitor.
- Exhibition stands must be accessible to all – consider ramps, bevelled edges, etc.
- All stand construction and displays must be made from fireproofed materials and installed to the satisfaction of the authorities.
- High Intensity Lighting Rigs must be suspended at 8m from the floor to the underside of the lighting structure. The attachment of banners or graphics is not permitted.
- Exhibitor rigging must be suspended at 6m to the lowest part of the rigged item from the floor level.

- All electrical installations must be carried out by the official contractor.
- Where illuminated fascia boards are used on stands, the lighting of them must be of sufficient power to light the fascia board only and must not cause any spill of light onto neighbouring stands.
- No flashing lights will be permitted. We reserve the right to disconnect the electrical supply to any illuminated fascia which, in our opinion, is causing a nuisance to any other Exhibitor.
- Mobile Exhibition Units, caravans or similar vehicles are not permitted without our written consent.

The minimum height for dividing walls is 2.4m. **THE MAXIMUM HEIGHT FOR DIVIDING WALLS IS 4M.**

Stand Plans

Full dimensional drawings - showing all proposed construction details, elevations, building materials, and positions and dimensions of machinery exhibits must be submitted before the **deadline of 12th December 2025**. Please email your plans for approval to: admin@opssquad.co.uk

If you have any questions, please contact the Operations Team on +44 (0) 1293 401051

You must also include:

- A method statement to cover the build and dismantle of the stand
- A risk assessment to cover the build and dismantle of the stand
- A copy of your stand builder's public liability insurance

Written approval will be given. No work can commence prior to a permission to build certificate being received.

Please note that all space only stands are required to have a visual inspection during the build-up of the show. This will be carried out by our appointed structural engineers at no cost to the exhibitor.

Complex Structures

Double Decker stands are not permitted however, the stability and safety of all complex structures must satisfy the venue, and application must be made for inspection in respect of each structure before it may be installed on the premises.

Your stand is classed as complex structure if:

- It features a platform over 600mm high
- It features sound/lighting towers
- The rigging is considered complex
- Any element of the stand is more than 4m high

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

Fire & Safety Regulations

Any goods attached to your stand will constitute part of your stand and will be subject to the following regulations:

Timber used in stand construction and displays

All timber under 1" thick must be impregnated (pressure process) to CLASS1 standard in accordance to BS 476-7. Boards, plywood, chipboard etc under 3/4" thick must be treated to ensure they comply with test stipulated in BS476 - part 7. The exception to this is MDF, which is acceptable for use, due to its density. Timber over 1" thick need not be treated.

Treated boards will have BS476 - Part 7 - CLASS 1 marked on them.

Plastics

Plastics used for construction and display purposes (including exhibits) must conform to BS476 – Part 7 - CLASS 1 fire regulations. Plastic plants, trees, etc must also confirm to this standard.

Fabrics used in display

Textile fabrics used for interior display purposes on the stand must be flame proofed or purchased already treated by use of the approved chemicals.

Certain fabrics need not be proofed, i.e. wool, twill and felt.

Textile fabrics used for interior decorative purposes within stands must be fixed taut and/or in tight pleats (not draped) to a solid backing and secured at 3" above floor level, not touching light fittings.

Gangways

The gangways used in this venue are the **minimum** permissible in law. Under no circumstances will exhibits, stand dressings, tables and chairs etc, be allowed to encroach into the gangways. Offending items are liable without warning to be removed. Please keep all exhibits inside your stand area at all times.

Storage

No excess stock, literature or packing cases may be stored on, around, or behind your stand.

ALL DOORS ON STANDS MUST HAVE VISION PANELS IN.

SECTION 5 -ENGINEERING SERVICES

Electrical Installation

Event Exhibition Services has been appointed the official and sole contractor for EAG Expo and must carry out all electrical work within the hall. For your convenience, a service desk will be set up on-site adjacent to the hall entrance during build-up. Full contact details can be found in the Quick Reference Guide.

All electrical installations on stands must be ordered through the official electrical contractor. Details of your requirements must be forwarded to the above company as early as possible, as surcharges are applied to late orders.

It is recommended that computer installations (integrated or PC additions) be fitted with power surge protection to guard against any variations in on-site electrical power supplies.

Any electrical equipment radiating a magnetic field can cause problems for both the venue and other Exhibitors in the hall. Such equipment may only be used if adequate precautionary measures have been taken to prevent this, including provision of suitable screening.

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 not 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

It is hoped that the following precis 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

- 18 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.
- 19 All installations must be approved by the Local Authority in writing prior to the 'build-up' period.
- 20 Particular attentions 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.
- 21 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.

Please note: A full copy of the "EVA" Rules and Regulations is available from the Organiser. These regulations are subject to revision or addition at any time, details can be obtained from the Organiser.

Water, Drainage, Gas and Compressed Air

Piped services (water/waste/natural gas/air) must be ordered through [ExCeL web-shop](#)

Regulations Regarding The Use Of Water On Exhibition Stands

The following regulations are now in place by the HSE regarding the use of water on Exhibition Stands and should always be adhered to. These regulations relate to the avoidance of health risks associated with water based and airborne diseases such as Legionnaire's Disease.

Exhibitors are not permitted to use open, flowing, sprayed or atomised water (for example in whirlpools, fountains, air humidifiers, stand-alone air conditioning units, high pressure cleaning systems etc) unless the following conditions are fulfilled:

- Exhibitors wishing to use water within the confines of the exhibition hall MUST obtain the supply from a portable water mains source.
Water obtained from the fire hoses will set off the fire alarm system, is NOT potable and may not be used under any circumstances.
- Water which is outside the Legionella risk category (i.e. colder than 20C and hotter than 60C) should, wherever possible, be changed daily and preferably more often. Is recommended that thermometers be used to demonstrate that the water is too hot or too cold to pose a health risk.
- Water that comes within the risk category (i.e. between 20C and 60C) may be used in whirlpools and fountains etc, provided that at least 0.3 milligrams of chlorine per litre of water has been added and that the water is changed at least twice a day, if not more. It is recommended that other disinfecting measures (e.g. ozone) be used as well.

Exhibitors are required to co-operate in all conceivable tests, samples or spot check inspections that may be carried out by the organisers and other official bodies.

For further guidance see HSE Approved Code of Practice for the prevention and control of Legionellosis (including Legionnaire's Disease) (Rev) L8 HSE Books 1995 ISBN 0 7176 07323 1

Service Ducts

All Services will reach your stand through under-floor service points. You are advised to place exhibits that require services, on top of, or as near to, a service point as possible. SERVICE TRENCHES CANNOT BE ACCESSED BY THE EXHIBITOR.

SECTION 6 – COMPULSORY FORMS

Stand Contractor Form

Deadline Date: Friday 12th December 2025

Please complete the form below with details of your stand contractor.

Once received, we will ensure all correspondence with regard to the show and your stand is sent to your contractor as well as yourself.

EXHIBITING COMPANY	
STAND NUMBER	

CONTRACTOR COMPANY	
---------------------------	--

CONTACT NAME	
TEL:	
EMAIL	

Please return this form to: admin@opssquad.co.uk

If you have any questions, please contact the Operations Team - +44 (0) 1293 401051

Health and Safety Declaration

Deadline Date: Friday 12th December 2025

TO BE COMPLETED BY ALL SHELL SCHEME & SPACE ONLY EXHIBITORS

THE HEALTH & SAFETY AT WORK ACT, ETC. 1974 (HASAWA74)

It is a condition of entry into the exhibition that every Exhibitor, Contractor, sub-Contractor, supplier and their agents comply with the HASAWA74 and all other legislation covering the Venue. The Exhibitor accepts that it is their legal and moral responsibility to ensure that their own and others' Health & Safety is not put at risk by their actions (or inactions) throughout tenancy.

TO BE SIGNED BY A SENIOR PERSON WITHIN THE EXHIBITING COMPANY

Please tick indicating which stand type you have booked.

☐

SHELL SCHEME STAND

We have trained and made our stand staff aware of the potential risks present on site. Our exhibits, demonstrations and work practices cause NO HAZARDS to either ourselves or others on site. Where hazards are present, we have produced a risk assessment to cover these and reduced risk as far as reasonably possible

or

☐

SPACE ONLY STAND.

- My principal Contractor(s) has undertaken a specific Risk Assessment for this event in accordance with HASAWA74 and he has trained and notified his staff and sub-Contractors in all such areas identified as being of risk. A copy is available on request:
- I have ensured that our principal stand Contractor(s) has a suitable and sufficient Method Statement and Risk Assessment prepared for the show - and they have satisfied me of their competence to undertake the tasks required of them:
- I will make available a copy of our own company's Health & Safety Policy and Risk Assessment. Our stand staff will be sufficiently instructed and trained in relevant matters in order to carry out their tasks competently:

The Exhibitor accepts that it is their legal and moral responsibility to ensure that their own and others' Health & Safety is not put at risk by their actions (or inactions) throughout tenancy.

Exhibiting Company	Stand Number

Signed _____

Name (in caps) _____

Date _____

Please return the form to: admin@opssquad.co.uk

Electrical Regulations & Safety – Signature required

All Exhibitors & Stand Contractors,

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 flouted 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 _____

Date _____

Please return this form to: admin@opssquad.co.uk

Risk Assessment

Deadline: Friday 12th December 2025

Please use this page as a guide to help you complete your risk assessment. All exhibitors must complete a risk assessment and those who are building their own stands (without employing contractors) should submit a copy along with their stand plans.

This assessment is for exhibiting companies to complete relating to the part they are to play within the exhibition. It is compulsory for ALL EXHIBITORS to complete this form fully with the relevant risks. If you require an example sheet, please email admin@opssquad.co.uk

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
STEP 1	LIST HAZARDS: 1. 2. 3. 4.			
STEP 2	WHO MIGHT BE HARMED: 1. 2. 3. 4.			
STEP 3	LIST THE CONTROL MEASURES: 1. 2. 3. 4.			
STEP 4	WHAT FURTHER ACTION IS NECESSARY TO CONTROL THE RISKS: 1. 2. 3. 4.			

Signed:

Company Name:

Stand Number:

Public Liability Insurance

Deadline: Friday 12th December 2025

It is a requirement of the exhibition and venue that each exhibitor has a minimum of £2 million Public Liability insurance cover 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

Please keep a copy for your records.