

HOW WE WORK

1. Please ensure that the box against each item is completed and the quantity and specification of items required is noted.

If your order item amounts are not totalled don't worry we will do this for you.

Your order details are verified by our Customer Service Team. An itemised Pro Forma Invoice confirms the details of your order. Please check this invoice carefully.

You may have calculated your Order Total as you have been completing the form. If this is the case please provide your calculation below. Alternatively we will calculate this for you. Remember to provide your **E EXHIBITOR LAYOUT PLAN**

ORDER TOTAL	
UK VAT @ 20%	
TOTAL INC VAT	

SPECIFY PAYMENT TYPE

CARD PAYMENT

We operate Tyl Natwest Pay by Link. Simple and safe, it protects against fraud with '3D Secure' technology. The itemised Pro Forma Invoice and payment link is sent to the email address provided



BANK PAYMENT



Your itemised Pro Forma Invoice includes our bank details. ALL Bank Charges are the responsibility of the exhibitor.

CREATE YOUR ACCOUNT

Exhibition / Event Information

Exhibition Name	
Stand Number	

Personal Information

Name	
Email	
Phone Number	

Company Invoice Information

Company Name	
Company Address	
Company Address	
City	
Postcode	
Country	
Tax Number	
*To be exempt from UK Value Added Tax <u>Companies Registered Outside The UK</u> Must Provide Company Tax Reference Number	

PAYMENT INFORMATION

- 100% remittance is required with all orders
- Payment must be received, for items where a Booking Rate is specified (Electrical Services & Banners) by 5pm on the date the Booking Rate expires. Should payment not be received by the deadline the order will be cancelled and reissued at the higher rate.
- Exhibitors who require Moyne to register as Supplier or raise internal Purchase Order requests should leave at least 3 working days for this process to be completed prior to any deadlines. Moyne is not responsible for the internal processes of Organisations which may lead to missed payment deadline dates or surcharges.
- We reserve the right to charge a £10.00 administration fee for the completion of complex supplier registration forms.
- Orders are confirmed, upon receipt of payment, via a UK VAT Invoice. This is our confirmation to you that your order has been successfully processed. The VAT invoice is your record of items that will be delivered to your stand onsite. Please check the details carefully.
- Deadlines for order confirmation and payment are issued to ensure sufficient time to fulfil the order. Should order or payment deadlines be missed Moyne cannot guarantee that the order will be fulfilled.
- 20% surcharges are applicable to electrical and furniture items ordered onsite. To avoid surcharges please pre book these items

TERMS & CONDITIONS

By placing an order with Moyne Live Limited your purchase is subject to our **TERMS & CONDITIONS OF SALE**
Purchase of power supplies are subject to **ELECTRICAL SERVICES TERMS OF SUPPLY**

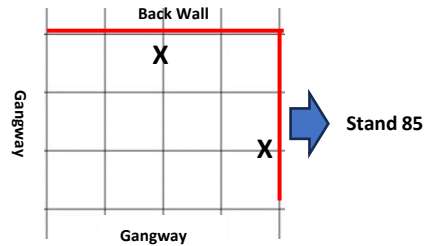
SAVE THIS PDF & EMAIL TO INFO@MOYNE.CO.UK

STAND DETAILS

Stand Number*	
Stand Type* – Shell /Space	
40mm Raised Floor Y / N	
Storeroom Y / N	

GUIDANCE

- Print this plan or use PDF edit function
- Your layout plan should be completed (hand drawn is fine) scanned or photographed and returned to us together with your Electrical ORDER.
- Draw your stand space on the grid opposite – 1 square = 1m. A 4m x 3m stand would be 4 squares by 3 squares



- Take into consideration that power cables are not permitted to run across stand floor space. Appliances requiring power are best positioned against stand walls. Read **ELECTRICS UNPLUGGED [CLICK HERE](#)**
- To provide the correct orientation of the stand refer to the show floorplan for surrounding stands. To request a copy of the latest floorplan email info@moyne.co.uk
- Remember to take a copy of your plan to the show

SITE RATES

Scale of Charges For
Repositioning Items Onsite:
Payable in advance via the Moyne
Service Desk

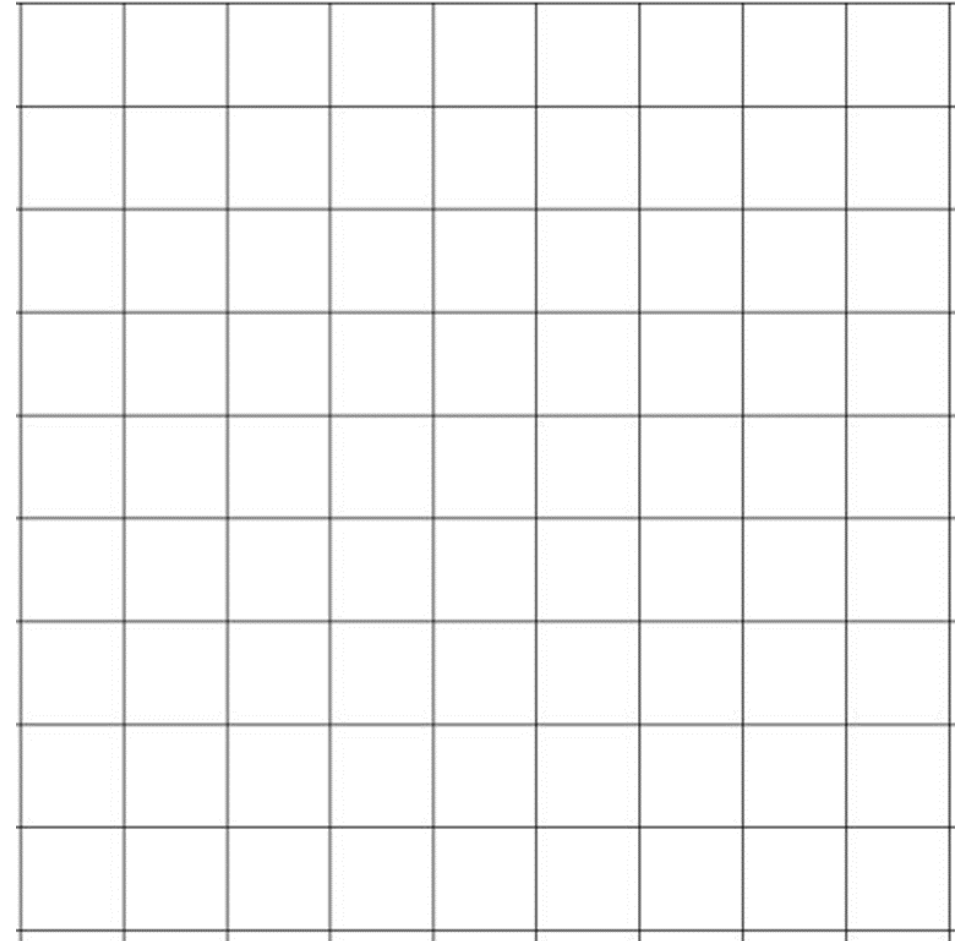
Electrical Sockets & Light Fittings
£27.00 + VAT per item reinstalled

Space Only Mains £190.00

KEY

ELECTRICAL	REFERENCE
Socket	X
Light Track inc 3 x Spotlights	—○—○—○—
Spotlight	○
Mains Power Supply	M

STANDFITTING	REFERENCE
Graphics Panel / Fabric Wall / Lightbox / Other	G1 G2
Store Room	DRAW POSITION
Store Room Door	DOOR
Shelf Flat, Sloping & Hanging Rail	—
Bespoke Couner	□



Scale: Each Square Represents 1metre x 1metre

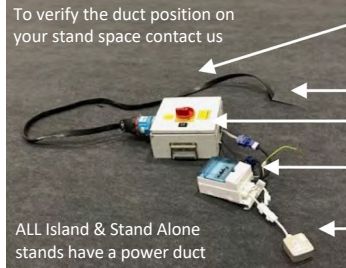


MAKING ELECTRICS WORK FOR YOUR STAND

- The position of sockets affects the overall layout of the stand – from the positioning of furniture to accommodate appliances requiring power to the design of artwork on walls
- The entry position of the venue power supply on your stand may necessitate the installation of a 40mm Raised Floor. Contact Moyne for 40mm Floor Price List.
- The requirement for sockets on open floor space (not installed to a stand wall) may require the installation of a 40mm Raised Floor.
- The addition of high power appliances such as ovens and Barista style coffee machines may require an independent power supply e.g. 16amp single phase supply or 32amp single phase supply.
- 24 Hour Power Supplies for fridges or LED computer walls are 20% more expensive than standard power supplies.

POWER DUCTS AND POWER BOXES

To verify the duct position on your stand space contact us



ALL Island & Stand Alone stands have a power duct

Cables CANNOT be distributed under floorcoverings or 18mm Raised Floors

Mains Power Cable

Floor Duct Position

Mains Box

RCD Box

Socket

- Mains power cable 32mm in diameter. The supply of flat cables cannot be guaranteed.
- It is the responsibility of the exhibitor / contractor to identify the position of power ducts prior to the exhibition and to make provision for the distribution of sockets from the duct position. This may be via a 40mm Floor.
- Mains power box dimensions : 27cm x 37cm x 20cm.
- RCD Box facilities socket distribution and protection
- It is the responsibility of the exhibitor to ensure that Mains Boxes /Cables do not create a trip hazard, are not accessible to the public but are accessible for our electricians. Positioning in a storeroom or counter is recommended.
- Without a 40mm Raised Floor to facilitate cable distribution sockets must be positioned at the mains box location

CALCULATING POWER USAGE

Sockets are provided in the following power ratings:

- 500 watts (2 amps)
- 1000 watts (4 amps)
- 2000 watts (8amps)
- 3000 watts (12amps)

- During build & open periods power is turned off overnight. 24 Hour Power must be ordered if continuous power is required.
- The power usage of appliances can be obtained via the hirer, manufacturer or via the Rating Plate on the appliance
- If an Extension Lead is used the total usage of all appliances must be calculated to order the correct size socket
- It is the responsibility of the exhibitor to correctly calculate power requirements. Surcharges apply onsite for increasing socket power size.

Example Rating Plate Made in EEC

Mod. EWF12040W Type HI942861

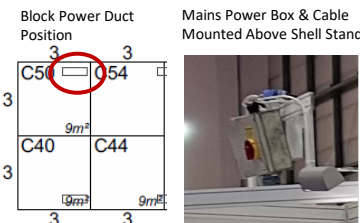
Prod.No. 914520402_05

220-230V - 50Hz 2200W

Ser.No. 12345678

POWER DUCTS AND POWER BOXES

- Power originates from ducts on the venue floor
- One stand on each block will have the power duct for the block and the mains power cable. All Island Sites & Stand Alone stands have a duct & mains box.
- Moyne endeavour to position mains boxes & cables to cause minimum disruption to exhibitors however, due to the positioning of ducts on stands, it may be the case that mains cables run across floors / up stand walls.
- Moyne reserve the right to best position power supplies. Once installed cables / mains power boxes cannot be moved



EARLY RATE - STANDARD RATE - SITE SURCHARGE RATE

Electrical items are priced in 3 stage rates to coincide with the submission, to the venue, of exhibitor power orders. Venue power orders are surcharged by 20% at each stage. These surcharges are passed onto exhibitors via the 3 rates quoted. Deadline dates cannot be extended for any reason.

SHELL SCHEME SOCKET POSITIONING - WHAT YOU NEED TO KNOW

1. Cables From The Position Of Sockets To Appliances Cannot Run Across The Stand Floor, Under Floorcoverings Or Under 18mm Raised Floors

Trailing power cables are a trip hazard and a danger to all accessing the stand space.

Sockets required off shell scheme walls, in the centre or to the front of the stand space, may require a 40mm Raised Floor. To avoid trip hazards cables are distributed under this floor type to the required position of the socket.



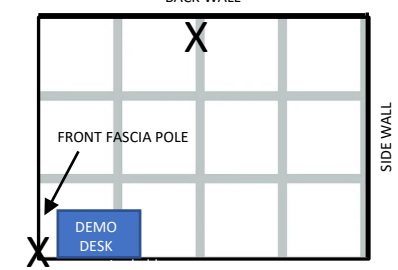
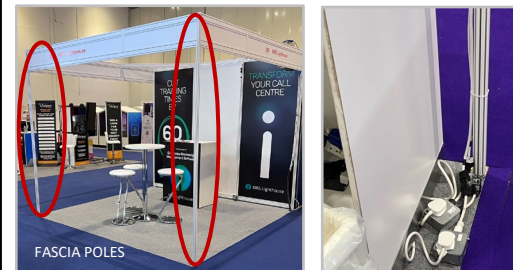
X Trailing Cables - **Not Permitted**

✓ Socket attached to shell scheme wall pole **Permitted**

✓ Socket at floor level from wall **Permitted**

✓ Socket to front of stand 40mm Floor **Permitted**

2. How To Position Power Sockets To The Front Of Shell Scheme Stand Space Without A 40mm Raised Floor



Shell Scheme stands have Nameboard Fascia support poles to the front. The Fascia structure can be used to distribute power from the stand back wall, overhead to the front pole.

*Stands with over 4m open side have corner and central fascia support poles

Example Socket Position Diagram
4m x 3m 2 Open Sides
X = Socket Positions – to back wall and fascia pole
1 Square = 1m

3. Extension Leads Must Be Maximum 2m Cable Length, No More Than 4 Sockets. One Extension Lead Can Be Used Per Socket Ordered. Power Usage Via The Extension Lead Cannot Exceed The Amount Of Power Ordered



1a. In placing a client order with Moyne Live Limited (Moyne) the client accepts, with no reservations, that these Terms & Conditions of business take the place of any other document, prior written or oral; agreement, as well as the client's terms & conditions of purchase or hire.

1b. Moyne's Terms & Conditions of business can only be amended in writing.

1c. The contract will be interpreted and applied in accordance with English Law and the parties to the contract agree to submit to the exclusive jurisdiction of the English Courts.

2a. Except where stated, Moyne's Terms & Conditions of business for the placing of client's orders, their variation and cancellation, will apply to pre payment order forms, site orders and electronic sales orders.

2b. In the event that you cancel an order, even if only advised orally, you will be liable for any work put in hand in order to meet the timescales necessary to complete work to the deadlines of the event for which the work is intended.

2c. Acceptance of a client order will be conditional on timing and on stock availability. Moyne reserves the right to supply in lieu and in place of the equipment ordered, any similar equipment fit for the general purpose of the required items of equipment or service.

2d. In the event of cancellation of a client order by a client, the client will pay to Moyne the labour and material costs of any work undertaken by Moyne in order to fulfill the client order, at Moyne's fully costed rates.

2e. In the event that a client order is cancelled 14 working days prior to build up of event they will be entitled to a 100% refund less administrative costs. (Bespoke items are chargeable @ 100% cancellation from the time the order is confirmed)

2f. In the event that a client order is cancelled less than 14 working days prior to build the client will be charged 100%.

2g. If for any reason the exhibitor withdraws from the exhibition or the exhibition is cancelled or postponed less than 14 working days prior to build up of show the client will be charged 100%.

2h. Any client order placed on site will be charged at the surcharged price as detailed in the exhibitor manual or as detailed on any prepayment order form.

3a. All prices are exclusive of VAT.

3b. Where a client wishes to amend a client order after work has started on site, the client will be charged in accordance with the terms set out below, for changed client orders. Moyne will only proceed to make any change after a on site order has been signed by the client's representative.

4a. It is the duty of the hirer to provide at such event or exhibition, a duly authorized representative to accept the furnishings and to give written receipt. If the hirer fails to provide for this, he will not be permitted to dispute subsequently the facts of the delivery and be deemed to have accepted the delivery and these conditions.

4b. In the event of non delivery or if the client is not satisfied that the goods or services that have been ordered are delivered in conformity to the Quotation then a member of the Moyne site team must be notified before the open period of the event. If the client is not satisfied with the remedial action taken by Moyne, the matter should be addressed with the senior member of the Moyne site team.

4c. In the event of a dispute that cannot be resolved on site, the client will submit their complaint in writing to Moyne within seven days of the opening of the event. Moyne will consider the complaint and respond to the client within 10 working days.

4d. No complaint will be addressed unless it has been brought to the attention of Moyne's team on site before the open period of the event and a docket has been provided by the Service Desk detailing the complaint before the open period of the event.

4e. If, after return, apparently malfunctioning products are found by Moyne to be to specification and fully operational, then the client will be charged for Moyne's costs in recovering and replacing the item with all costs calculated at the Moyne fully costed rate.

4f. Once the contract is complete, the client will not be able to claim "force majeure" or an act of God against Moyne, as Moyne will be considered to have performed its contractual obligations.

This extract of Moyne's Terms of Business summarises the principal matters relating to the provision of shell scheme fittings, electrical services, furniture hire, floor coverings and custom build stands. At all times Moyne Live Limited's full Terms of Business will apply and this extract is for the client's convenience. A copy of the full Terms can be obtained by calling our offices.

5. Our quoted prices are based on the current costs of materials and labour. We reserve the right to pass on any increase in same, which occur prior to the completion of any work.

6. We do not accept liability for damage to property or goods caused as a result of equipment not provided by Moyne but sourced from a third party.

7. We do not exclude our liability in respect of death or personal injury resulting from negligence by ourselves (but not subcontractors, if any).

8. We do not exclude our liability for loss or damage to exhibits or property of the customer where it has been caused by our negligence, provided that a claim is made within 14 days of the problem being brought to our attention.

9. We reserve the right to charge the customer for any additional costs incurred by works carried out in accordance with a request from any health or safety organisation.

PAYMENT

10a. Unless otherwise agreed, all client orders for items ordered from pre payment forms must be accompanied by full payment.

b. In the event of non payment within the terms detailed on our order form Moyne reserve the right to withhold the goods or services that have been ordered.

c. In the event of late payment, with reference to the terms detailed on Moyne's order form, Moyne reserves the right to charge interest of 3% p.a. over the NATWEST base rate until paid.

11. Save as expressly provided in all these Terms & Conditions, the client shall indemnify Moyne against all actions, claims and demands whatsoever arising from any loss or damage of whatsoever nature suffered by any party as a result of its conduct in completing the contract or complying with any event or site conditions.

12. The client will be responsible for the safety of Moyne's property throughout the duration of the event and will be responsible for any damage for Moyne's property caused by the actions of the client or its customers.

13. Moyne provides all goods, including complete stand structures on hire only and the client undertakes:

a. To use the equipment in accordance with its usual purpose, to do nothing nor allow anything to be done that could lead to its damage or its disappearance, to give it the normal maintenance required, to keep it and to return it in good working order and clean, and to respect Moyne's particular recommendations, specific advice for use, and appropriate warnings which it acknowledges having read notably in these Terms & Conditions, the specifications sheets, and/or the documents that were handed over to it on delivery.

b. Not to carry out any modification or repair to Moyne's property, however small.

c. Not to nail, apply adhesive or paint, or damage Moyne's property in any way without Moyne's agreement or the express permission as set out in the exhibitor manual for the event.

d. To allow any of Moyne's representatives or persons authorized by the latter, unrestricted access to the equipment installed for the purposes of maintenance and to take any necessary steps to make their mission easier.

e. To return goods to Moyne free of any object.

f. To be responsible for any electrical item connected to a socket or mains connections installed by Moyne and to accept full responsibility and all consequential costs resulting from the connection of a faulty or inappropriate electrical item connected to a socket or mains connection installed by Moyne.

g. To pay Moyne the cost of repair or replacement (as appropriate) for any item damaged whilst in the care of the client however caused.

14. All goods, materials, plant or machinery supplied by Moyne, shall be on hire unless otherwise stated. The period of hire will be the duration of the event unless otherwise stated. Moyne shall enter the site to collect and to remove its property as soon as permitted after the end of the open period.

Moyne Live Limited may on occasion sub contract services from a third party supplier. In the event of any dispute Moyne Live Limited will be responsible under the terms and conditions provided above for managing the dispute process and where required providing a refund. Please note the following which is applicable to all items purchased or hired from Moyne:

Refund

Issues with regard to product delivery, product installation or any other factor that means that there is less than 100% satisfaction with the product(s) supplied **MUST** be brought to the attention of the Moyne Service Desk staff or Moyne Show Manager **PRIOR TO THE OPENING OF THE SHOW.**

Moyne will not consider requests for compensation after the show without a record of the issue being addressed, with time to remedy the issue, before show opening.

- Moyne are the appointed Official Electrical Contractor for this event and an Approved Venue Electrical Contractor.
- Moyne are the sole point of contact for placing electrical orders and payment for electrical orders.
- Moyne will submit, to the event Organisers, the required Health & Safety documentation and Insurance for the event electrical installation.
- All installations are made in accordance with eGuide Regulations and IEE Wiring Regulations 17th Edition.
- The Electrical Supply is of a Temporary Nature.
- Electrical Fittings are provided on three tariffs, Early Booking, Standard & Site, with specified deadlines. These tariffs correspond with deadlines and surcharges made by the venue for the submission of our phased stand power orders. For this reason the deadlines and tariffs set out in our Order Forms are non negotiable irrespective of when an exhibitor has booked into the exhibition.
- Every effort will be made to provide uninterrupted power supply. However no liability will be accepted by Moyne for consequential loss or damage due to power failure.
- Completion of an Electrical Order Form or Organiser's order does not bind Moyne to provide a supply.
- Computer equipment or computer programmed equipment may be affected by voltage variations / fluctuations / spikes. Moyne is not liable for any damage to electronic or computer failure / damage.
- Wiring of exhibitor's electrical fittings is not included in the power supply charge. Our engineers may be able to undertake these works subject to a separate cost and pre payment. Wiring services are at the discretion of the show Electrical Foreman and no liability can be accepted by Moyne for subsequent operational issues or damage. We advise that all equipment is brought to the event tested and in working order.
- There shall be no interference with the electrical installation once supplied. Only Moyne's electricians are authorised to manage electrical installations.
- Structural metallic parts which are accessible from within the stand, vehicle, wagon, caravan, or container shall be connected through the main protective bonding conductors to the main earth terminal within the unit. This applies to any hanging rig or structure whether out of reach or not. The minimum size conductor used is 6mm, as per the eGuide. Moyne can provide protective equipotential bonding at a charge of £55.00 + vat per item installation.
- Space Only Stand Contractors undertaking their own wiring must complete a certificate for this work. The wiring must conform to BS7671: 2008 IEE Wiring Regulation 17th Edition Part 7 Special Installations and Locations, 705,711, 717. Electrical Test and Completion Certificates must be issued prior to energizing the supply. The installation shall be confined to the Trade Stand / Space where each supply is terminated.
- Moyne will provide open hours standby for sockets & light fittings ordered via Moyne. Standby services are not provided for exhibitors own light fittings or electrical wiring undertaken by independent contractors.
- Moyne open period Standby Electricians are contactable via the show Organisers Office or via the Moyne offsite office t: +44 (0) 208 997 8596.
- During the open period, power will be switched on and off daily; this is usually half an hour before and after the exhibition opens and closes respectively, any additional time will be charged accordingly.
- 24 hour power supplies will be switched off half an hour before the start of an exhibition and off at the close of the last day of the exhibition open period.
- Moyne cannot accept responsibility for loss of 24 hour power.
- Lighting is not allowed on a 24 hour main supply.
- If exhibitors are ordering a socket so as to be able to supply their own lighting arrangement's, then in accordance with the regulations, the maximum power rating of any single lighting circuit is 1000W (1kW), so if, for example, they have 3kW of lighting on their stand, they would need to order 3 x 1kW sockets for this arrangement.
- Moyne will provide advice on power usage however it is ultimately the responsibility of the exhibitor to ensure that power usage is calculated correctly and the correct size of socket is ordered. Moyne are not liable for any power upgrades required.
- Any electrical appliance connected to a socket must have been tested by a competent person before it is plugged in and energised. The responsibility for ensuring this testing is carried out is that of the person, or persons, responsible for bringing the equipment to the exhibition hall. Moyne provide a PAT test on site at £20.00 + vat per item tested. This can be booked via the Moyne Service Desk in the exhibition hall.
- Equipment or appliances connected to power socket outlets must be safe, in good condition and designed for purpose only.
- Temporary Supplies, whether 13 amp socket outlet or main supply, will only be used for the following: 1. Charging of battery-powered tools, saws, working lights and similar. 2. Testing of single items on the floor that have not been installed or are part of an installation such as a light fitting, iron, hoover, etc. Any item with a plug top must have a valid PAT certificate. Any temporary supply ordered will be taken out or de-energised before the event opens. To order Temporary Supplies please contact us.

- Temporary supplies MUST NOT BE USED for the following: to power installed electrical systems or part systems on a stand or rig. to power a stand's own fuse board. a water boiler or kettle.
- Timings - We do not provide a specific time for power to be live on exhibitor's stands. Moyne will endeavour to have shell scheme electrical fittings installed at the time of exhibitor access, however the power supply going live to shell scheme blocks and space only stands is subject to all installations being completed in the block (shell and space) and subsequent testing and energisation of the power supply to each mains power supply by the venue.
- Charges apply for the movement of electrical sockets and light fittings that have not submitted a positioning instruction or for amended positioning. Payment should be made in advance of work commencing via the Moyne Service Desk.
- Charges apply for the movement of mains supplies and any electrical fittings that have been connected to the supply. Mains supplies will be moved only when Moyne deem that it is necessary and viable to do so. Payment must be made in advance via the Moyne Service Desk.
- Extension lead to extension lead (daisy chaining) is not permitted. Extension leads must conform to regulations of maximum 4 way with 2m cable. Reel / Drum extension leads are not permitted. Only one suitable 13 amp rated multi way socket (extension lead) with a maximum of 2 meter flexible cable shall be connected to a power socket outlet.
- Cables are not permitted to run under floorcoverings or 18mm raised floors.
- Moyne are not permitted to make electrical installations or have ladders on the show floor once the event has opened. To allow for sufficient time to install new orders on opening morning the Moyne Service Desk will close for new order payment 30 minutes prior to show opening. Should the exhibitor require the order after this time it will be installed after the show has closed (end of Day One).
- Moyne reserve the right to terminate power to any stand deemed to be unsafe.
- Failure to comply with the above conditions may, at Moyne's discretion, cause the supply of electricity to be withdrawn.

For further clarification relating to the installation of electrical services and regulations in force for this show please read the eGuide: https://www.aev.org.uk/_media/eGuide/Sectional%20Downloads/Electrical-landTeGuide-August-2019-sub-section.pdf