

A-Z of Services and Regulations

Access and Delivery

On arrival, vehicles need to make their way to the Traffic Administration Office on Sandston Lane, sat nav postcode E16 1WW. There is a holding area in front of the Traffic Administration Office, please follow the Marshal's directions to park, then proceed to the Traffic Administration Office in person. Drivers will then be issued with a Lorryway Access Document (LAD). This will detail the date, show name, name of the stand, stand number and vehicle registration number. It will also indicate a time limit for unloading or loading. Drivers must adhere to the specified time limit. Those exceeding the time limit will be clamped or removed. If extra time is needed, please see a traffic marshal.

Exit the Traffic Administration Office and return to your vehicle. You will be directed to a queuing system where you should wait until space is available on the lorry way to unload which will be advised to you by a marshal.

On completion of unloading/loading, vehicles must be removed to the relevant parking area or leave the site immediately.

Open Period

Vehicles delivering stock during the open period may arrive from 0800 hours on each open day. All goods entrances and loading areas must be clear of vehicles before event opening.

Accommodation

HotelMap are the official accommodation supplier for The Publishing Show 2022. For all available options and prices please click on the link below

<https://hotelmap.com/events/MMNSC>

Activities & Demonstrations

Any exhibitor wishing to operate machinery or carry out mechanical demonstrations on their stand must ensure that a Risk Assessment is submitted 28 days prior to tenancy and that these practices constitute no fire nor safety hazard, nor interfere with the activities of visitors and exhibitors. All moving parts must be effectively guarded and controls situated beyond public reach. The Organisers reserve the right to curtail any practice, which they consider dangerous or detrimental to the show.

All seating for the public should be strictly contained within your stand area and comply with the current British Standard requirements for the Local Authority.

Exhibitors should not engage in any activity or employ any purpose or device that tends to create unreasonable congestion in the gangways. Demonstrations should be planned to take place in the center of the stands to give room for an audience. Where a demonstration is causing unreasonable congestion in the gangway which is either an emergency gangway, or is detrimental to the

environment of surrounding exhibitors, the Organisers reserve the right to curtail the activities on the stand.

Exhibitors must advise the Organisers if they intend to offer any massage, therapy or similar services on the stand, as special licenses may be required from the Local Authority.

Please complete the Stand Activity form in the Order Forms section of the manual to inform us of any demonstrations you may be holding on your stand.

Exhibitors running films/video back projectors with commentary or any form of presentation are reminded that sound must be kept to a level below 80 decibels. This level will be monitored within the exhibition area. If it is found that you are exceeding this level your stand manager will be informed. If you receive three warnings and do not reduce the sound on your stand, the organiser will ask you to stop altogether.

All audio speakers must be facing inwards on the stand and not facing the gangways.

If, on request, you are unable to produce a Risk Assessment for the activities on the stand, all demonstrations must cease until a Risk Assessment has been completed to the satisfaction of the Organiser. In the case of dispute, the decision of the Organisers and its appointed representatives is always final.

Please ensure you complete the activity and demonstration form in the order forms and send it back to info@maelstromeventsolutions.co.uk

Alcohol & Drugs Policy

The consumption of alcohol is not permitted during build up and breakdown. The venue has a strict drugs and alcohol policy which allows them to offer to test or eject from site any contractor suspected of being under the influence of drugs and alcohol.

Alcohol Sale, Supply / Sampling

ExCeL catering is the sole caterer for the venue, so all food and beverage has to go through ExCeL Hospitality. For any food and beverage stands that wish to provide samples, they are to make themselves known to ExCeL for approval. One ExCeL has further understanding of what they would like to sample, they will send across the relevant sampling regulations and forms to the specific exhibitor.

Please contact ExCeL on the below details:

Email: sales@ExCeLhospitality.london

Appointing Contractors

Exhibitors can appoint their own contractors for all elements of their stand requirements except those listed (official contractors). If you are appointing other contractors, it is essential, for security and ease of access to ExCeL, that you notify us of who they are. Please complete and return the form in the Order Forms section of the manual A.S.A.P.

Audio Visual

DB Pixel House has been appointed the official Audio Visual contractor for the exhibition. If you require any equipment for hire during the show please contact DB Pixel House or use the Order Form that can be found in the Order Forms sections of this manual.

Tel: +44(0)3452263083

Email: techdesk@dbpixelhouse.com.

Web: www.dbpixelhouse.com/book/

Enter password: Confex2022

Balloons

If you are using helium-filled balloons on your stand, please make sure they are secured, as charges for recovery will be incurred directly to the exhibitor if any float to the roof. It is essential that helium cylinders are removed from the venue before the show opens & cannot be left in the hall overnight during build up.

Banking Facilities

There are ATMs along the boulevard of ExCeL London which do charge for taking money out.

Business Centre

For all your business needs including photocopying, fax, and essential stationery supplies visit the Business Centre in the Boulevard.

Car Parking

ExCeL London offers on-site car parking for 3,700 cars, including over 2,000 spaces directly beneath the venue.

All onsite parking is pay and display. The ticket machines are located within the car parks and accept coins, notes and credit cards. 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.

The exception to this being Royal Victoria multi-Storey car park, which is located at the west end of the site, next to the Crown Plaza Hotel. Car park tickets are issued via a barrier system on entry and payment should be made on departure. Payment machines are located at the entrance to the car park on level zero and on level two and accept both cash and credit card.

The undercroft car parks have a 1.9m height limit, and the Royal Victoria (Blue) multi-Storey has a height limit of 2m. The East car park has no height restriction.

Please note that the car parks are allocated on a first come first served basis.

Overnight sleeping within vehicles is prohibited.

For more information, please click the link below to ExCeL London's website:

<https://www.ExCeL.london/visitor/getting-here/driving-and-parking>

Carpet

For all shell scheme stands we will provide carpet as part of your package. The aisles will be carpeted in cord carpet.

It is the responsibility of companies with space only stands to arrange for their own stand carpet requirements and this is not included within your stand cost and must ensure that they are completely removed at the end of the show. If not removed there will be a cost implication and will be charged direct to the exhibitor.

The recommended contractor is coming soon.

Catering Facilities

ExCeL London's exclusive caterers are ExCeL London Hospitality and Stand Catering. They have sole rights over the hospitality and stand catering activity at ExCeL London. All Food & Beverage for both stand catering or hospitality catering must be purchased from ExCeL.

ExCeL London Hospitality can deliver fresh food and beverages to your stand to cater for staff lunches, parties or client entertaining. For more information or to place an order, please visit <https://ExCeLlondonhospitality.exhibitorcatering.co.uk>

For your own personal consumption a wide range of food and beverage is on around the venue.

ExCeL Hospitality

Tel: 020 7069 4112

Email: sales@ExCeLhospitality.london

Children

No person under the age of 16 years can be admitted to the halls during build up or breakdown. This regulation also covers exhibitors' children and is necessary to comply with safety regulations. During the show open days children are allowed into the hall, provided an adult accompanies them. Baby changing facilities are available throughout the venue.

Cloakroom

Cloakrooms are located throughout ExCeL London & there will be a charge per item.

Contractor Passes

For ease of access to ExCeL and for security reasons, each contractor must wear a contractor pass. It is the Exhibitor's responsibility to ensure that their appointed contractors receive the passes. These will be distributed upon arrival at ExCeL.

Decorative materials

Decorative materials used for stand dressing must be flame proofed or purchased already treated by use of the appropriate chemical.

Untreated wallpaper and similar thin surface finishes, not exceeding 1mm in thickness, may be accepted, provided they are firmly fixed.

Artificial plants and flowers are combustible and give off toxic fumes. Therefore, they must not be used for stand dressing. Silk-type flowers are acceptable, providing they are fireproof or have been treated and marked as such.

Delivery of Exhibits

We highly recommend that all deliveries are carried out using CEVA Logistics who are our preferred supplier.

Mitchell Akehurst

Email: Mitchell.akehurst@cevalogistics.com

Delivery of large exhibits, mobile units and vehicles should be between 08.00 and 09.00 on Sunday 6th March .

For companies with mobile units or large exhibits the Organisers will allocate time slots.

All other goods must be delivered before 09:00 on Sunday 6th March, clearly marked as follows:

Attn: *(Contact Name & Mobile Number)*

(Stand Number and Stand Name)

(Confex 2022)

ExCeL London

Royal Victoria Dock

London

E16 1XZ

The Organisers cannot accept any deliveries on the buildup days. Please ensure that you arrange to have goods delivered when a stand representative is present. Please also bear in mind that trolleys will not be provided by the Organisers to transport goods to and from your stand.

Disabled Facilities

ExCeL is fully accessible with designated parking. Stands need to comply to Equality Act regulations, please refer to website https://www.aev.org.uk/_media/eGuide/eGuide-August-2019-clean-copy.pdf for further information.

Dismantling and Removal of Exhibits

Please refer to the [Exhibition Timetable](#)

Shell Scheme & Space Only Exhibitors - Exhibitors may commence dismantling stands on Wednesday 9th March once the show has closed and once all of the visitors have left the hall.

The exhibition shell scheme contractors will start dismantling shell scheme stands immediately after the exhibition closes and once all of the visitors have left the hall and it is safe to commence work. Any exhibitor who has items (including graphic panels) either attached to or displayed within the shell scheme should remove them as soon as the breakdown period commences. The organisers and shell scheme contractors will not be held responsible for any damage to articles left either attached to or within the shell scheme area once the breakdown period commences.

Details of vehicle marshalling for the break down will be available during the show. On no account will exhibitors be permitted to dismantle before 17:30 on Wednesday 23rd June or until all visitors have left the hall and transport arrangements should be made accordingly.

We strongly advise that all small or valuable equipment is removed as soon as possible after 17:30 on Wednesday 23rd June. If valuable equipment is left in the halls unattended it is at the exhibitor's own risk. All stands and equipment must be removed from the halls by 14:00 on Thursday 24th June.

Electrical Requirements

All electrical requirements should be ordered from the official contractor, Whitespace Expo before **coming soon**. Exhibitors must order their own requirements – there are no electricians supplied by the Organisers.

All electrical work must comply with the regulations of the National Association of Exhibition Hall Owners and Local Authorities.

Under normal circumstances, mains power to all stands will be available by 12 noon on Sunday 6th March however this cannot be guaranteed. The power supply to all stands will be switched off 30 minutes after the close of the show on each day.

Any exhibitor requiring a temporary mains supply before 12 noon on Sunday 6th March or a 24-hour supply throughout the show should contact the official electrical contractor for details.

No more than one exhibit may be connected to a 13amp plug and no more than one plug is permitted in each socket. We do allow 1 x 4-way adaptors with a maximum cable length of 2m. Daisy chaining (adapter into adapter) is not permitted.

All loose cable must be ramped. Ramps are supplied by electrical contractors.

It is essential that the electrical contractors are given full details concerning electrical installation so that the appropriate mains supply can be provided. A detailed diagram showing position of electrical sockets and lights is also required. Exhibitors are asked to switch off all stand equipment before leaving the exhibition hall each evening.

All installation and wiring must be carried out by Whitespace Expo.

Please note that under no circumstances are electrical or other cables allowed to run across the floor of an exhibition stand without suitable covering. Any Exhibitor who intends to have cables running across the floor of their exhibition stand must arrange for either a platform or appropriate trunking to be fitted to house the cables.

Electrical Services / Stand Power

All on-site electrical work must be carried out by a qualified, competent person and inspected by the appointed electrical contractor prior to energising.

A temporary supply must be ordered for use during build up and breakdown, if required. Use of the venue's electrical sockets is not permitted and cables must not cross gangways. Once power has been energised during build up, it will be switched off each night, including the pre-open night. If you need power overnight, you will need to order a 24-hour supply.

Power to your stand will be switched off 30 minutes after the show closes each day and will not be switched back on until the following morning. If you require 24-hour power, please arrange this with the electrical contractor. On the last open day, power will not be switched back on under any circumstances, due to the hazards presented during the breakdown of stands. If you need a supply beyond this time, please arrange this with the electrical contractor.

If you wish to pre-fabricate any electrical installations, you must ensure they comply fully with ExCeL's Rules and Regulations; a brief summary follows:

All electrical installations must comply fully with ExCeL's Rules and Regulations, of which the following is a brief summary:

General

- Electrical fittings should be ordered from the appointed contractor on the official order form in this manual.
- All electrical equipment and exhibits must be guarded to prevent accidental contact with live terminals. Items intended for use on stands must be PAT tested and labelled accordingly.
- Electrical cables must not be run under carpet or up stand fitting support posts. Cables on the floor which may be walked on must be protected by conduit or with protective ramping (tape is not acceptable). All other wiring below 2.4 meters must be protected in PVC or metal tubing.
- In the event of electrical failure, please report this to the organisers' office.

Lighting

- Light fittings must be secured using clips or heavy-duty electrical ties and earth bonded appropriately.
- Light fitting flex must not be draped across the ceiling grid (if applicable), or left hanging in coils or wrapped around any part of a metal structure. Cable ties must be used to secure flex to the structure.
- Spotlights/floodlights/halogen lamps, etc must be guarded and mechanically fixed, so as to prevent risk of injury to persons.
- All lighting must be kept at least 300mm away from muslin/fabric ceilings and other combustibles.
- Lighting circuits must not exceed 1,000 watts. They must not be looped or connected to power circuits.
- Heavy fittings (over 1 kg) require a secondary means of support.

Socket Outlets

- Only one 4-way extension lead may be connected to each socket outlet and the maximum length of lead permitted is 2 meters.

- Extension leads must not be plugged into other extension leads (commonly known as 'daisy-chaining').
- Block adaptors and drum reel extension cables must not be used.

Emergency Procedures

Please ensure that you are familiar with the procedures to be followed in the event of an emergency at the venue.

Please refer to the procedures located under the Emergency Procedure section.

Entertaining on Stands

If you plan to hold a drinks reception on your stand after the closing time of the show, please email info@maelstromeventsolutions.co.uk with details including date, timings and numbers involved. Arrangements will need to be made with security, lighting, stand power and additional costs may be applicable.

Excessive Waste

Please consider the waste from your stand before you come to the event and Reduce, Re-use and Recycle where possible.

Excessive waste is described as: left over carpet provided by the exhibitor, more than 2 boxes of literature, stand fitting material, pallets, material packaging and quantities of unsold stock or "giveaways." Any excessive waste will be charged directly to the exhibitor.

Exhibitor Badges

All exhibitor staff are requested to wear name badges for the duration of the show.

Fabrics, drapes, curtains and hangings

Drapes, curtains, hangings, etc, must be inherently or durably flame-proofed. Otherwise, they may be treated with a proprietary flame retardant. Test certificates must be available for inspection for any materials intended to be used.

Fabrics used for interior stand decoration must be fixed taut and/or in tight pleats (not loosely draped) to a solid backing, secured above floor level and not touching light fittings.

Curtains on exit routes should hang 75mm clear of the floor, be parted in the center and not conceal any exit signs.

Fascia Name Board

For exhibitors with Shell Scheme Stands Only: -

Please complete the form located in the Order Form Section stating your requirements and return to Whitespace Expo. If you do not complete this form, the fascia panel will be produced from the

details on your contract which often is not how you wish to appear at the show. Please note that any changes made on site will be chargeable.

Fire Precautions

In accordance with the Regulations and Standards Procedure, fire extinguishers will be placed within the exhibition hall. Any exhibitor with special risk products on their stand must provide the appropriate fire extinguisher and ensure that at least two people on the stand are familiar with the use of a fire extinguisher.

First Aid

The First Aid room is located on Level 0 in the Boulevard. If you require first aid, please contact the medical treatment room on T: +44 (0) 20 7069 5556. Alternatively, contact the Organiser's Office and contact will be made from there.

Fire Regulations

The following regulations are included in the eGuide and must be complied with by all contractors and exhibitors. They do not apply to exhibits:

All materials used in the construction of stands, features and displays, including signs and fascia's, shall be:

- of a suitable nature and quality for the purposes and conditions of their intended use
- adequately prepared and fixed in order adequately to perform the functions for which they are designed
- non-combustible, inherently non-flammable or durably flameproof in accordance with BS476-Part 7
- water-based, where applicable, e.g. adhesives and paint

British Standards are the minimum acceptable standards for construction materials. Suitable samples of materials may be submitted to the venue for approval. Materials may be tested on site to ensure that they comply.

Floor covering

All floor coverings must be secured and maintained so that they do not cause a hazard. Fixing of floor coverings to the hall floor may only be carried out using approved tape. Other forms of fixing to the hall floor, such as cable clips, nails and bolts are prohibited.

Floor Loading

Stand structures, equipment and vehicles must not exceed the Venue loading limits and where appropriate base plates must be provided.

Food & Drink Sampling

If you wish to carry out food and drink sampling on your stand, please advise Maelstrom Events, Tel: 01743 606 744 in order to ensure that all relevant regulations are adhered to. If permission is granted, only bite sized portions, individually wrapped items or 85 ml (3 fl oz) of drink or in the case of spirits 35 ml (0.9 fl oz) may be offered. Food hygiene regulations must be adhered to and are available online at <https://www.aev.org.uk/media/eGuide/eGuide-August-2019-clean-copy.pdf>

Furniture

City furniture Hire Ltd has been appointed as the official furniture contractor for The Publishing Show 2022, please see contact details below:

Tel: 01279 434781

Email: lowell@cityfurniturehireltd.com

Web: www.cityfurniturehireltd.com

Gambling / Gaming

Gaming activities include raffles, lotteries, prize draws and some charity collections, where profit-making occurs. Licenses are required for such activities, so it is vital that you contact the organiser at least 6 weeks before the event to inform them of any intention to hold gaming activities on your stand.

Gangways

During the build-up and breakdown periods, Emergency Gangways will be in operation and must remain completely clear at all times.

During the open period under no circumstances must any part of a stand, furniture, or exhibits project beyond the boundary of the stand, with the exception of the Organisers' shell scheme fingerboard, which will project into the gangways.

Doors or windows must not open outwards onto gangways. All doors must have vision panels.

Exhibitors should not engage in any activity or employ any person or device that, in the opinion of the Organisers, tends to create unreasonable congestion in the gangways.

Glazing

All glazing used in the construction of stands must consist of safety glass (laminated or tempered) a minimum of 6mm thick. Areas of glazing within 800mm of floor level and over 0.5m², where the smaller dimension of the pane is greater than 250mm, must conform to the thicknesses shown below (in order to comply with the 'Code of practice for safety related to human impact'):

<i>Nominal thickness</i>	<i>Maximum pane size dimensions</i>
8mm	1100mm x 1100mm

10mm	2250mm x 2250mm
12mm	4500mm x 4500mm
15mm or thicker	no limits

Any uninterrupted, large areas of clear glazing shall be indicated with warning stripes, dots, logos, etc. Overhead glazing shall be of wired or laminated glass, or be otherwise adequately protected from shattering.

Hands On Treatments - e.g. Massage, Aromatherapy etc.

If you are looking to have treatments on your stand the following documents/information must be in place/submitted:

- The stand holder needs to be registered with Newham and hold public liability insurance.
- Each individual masseur/therapist working for the licensed stand holder also needs to acquire a Newham ID card which is in date.

The stand holder and the individual therapist need to submit a copy of their qualifications and evidence they have been professionally trained with their insurance details in date aswell as a copy of their Newham ID card. Please also ensure that you complete the consent form below to allow us to check your qualifications. Please submit all documents to info@maelstromeventsolutions.co.uk

- Please [click here](#) to download Special Treatment License Consent Form

Please see below documents/information from Newham which may be useful to you. The information explains what treatments are covered, license application including costs.

- [Fees List - Special Treatment Licence](#)
- [Application Form - Newham Council](#)

Insurance

Exhibitors should ensure they have adequate insurance protection when attending one of our Exhibitions. As a minimum we require you to have £5 million Public Liability Insurance cover against personal injury, damage to or loss of exhibits etc.

Internet Connections & Telephone Services

ExCeL IT & Communications have been appointed the official contractors for the Show, and if you require telephone/fax/ISDN lines for your stand, orders should be placed directly with them using the form in the order form section.

ExCeL London - IT & Communications

1 Western Gateway
Royal Victoria Dock
London
E16 1XL
Tel: +44 (0) 20 7069 5444
Fax: +44 (0) 20 7069 5445

Email: itc@ExCeL-london.co.uk

Website: www.ExCeL-london.co.uk

There is free unsupported Wi-Fi within the venue. If elements of your stand are internet critical, we suggest you order a hard wire or a dedicated Wi-Fi login for this as these will be supported.

Lifting

CEVA Showfreight have been appointed as the recommended contractor for this service. If you require lifting within the buildup or breakdown period, please refer to their form located in the *Order Forms section* of the manual or contact Mitchell Akehurst Email:

Mitchell.akehurst@cevalogistics.com

Lost Property

Lost property will be retained by the venue's security office for a limited period; if at the end of that period the property has not been claimed the venue will consider that it has been abandoned and shall become entitled dispose of the items.

Mobile Unit Installation

The organisers must be notified of any mobile units being brought into the Exhibition, e.g. caravans, motor vehicles etc A.S.A.P. by completing the form located in the Order Forms section of the manual, in order that we can arrange an appropriate delivery time. Exhibitors should refer to the eGuide -

https://www.aev.org.uk/_media/eGuide/eGuide-August-2019-clean-copy.pdf, for detail referring to fuel, oil, petrol caps, drip trays and batteries. All mobile units and vehicles must be installed by 09.30 on Sunday 24th June.

Music Licenses

Exhibitors who wish to play any kind of recorded music or music videos in public or broadcast them (or copy them in order to do so) in the UK, **MUST** obtain a music license from **PPL PRS (now called TheMusicLicence) for Music** otherwise you will be infringing copyright laws.

It is a condition of taking a stand at this exhibition that those exhibitors:

1. Provide accurate information about their intention to play music and pay the appropriate license fees to **PPL PRS (TheMusicLicence) for Music**.
2. Do not play music on their stand unless they have made an application for the relevant licenses and the fee invoiced.
3. Fully indemnify the organisers against any claim made for any non-payment, omission or infringement connected with the licensing requirements for playing music on stands.

Previously exhibitors would have had to obtain separate music licenses from PPL and PRS for music. However, they have merged together to form PPL PRS LTD and launched TheMusicLicence. Therefore, meaning only need one contact, one invoice and one license.

Application Process

Applications for TheMusicLicence must be made directly with TheMusicLicence. To obtain a license please click here (<https://pplprs.co.uk/getyourlicence/>)

For more information click here (<https://pplprs.co.uk/faqs/>)

Alternatively, please call them on 0800 0720 808

Please be aware that a **PRS** license is also required if you wish to play LIVE MUSIC on your stand.

Noise Controls

Exhibitors and contractors are obliged by law to reduce the risk of hearing damage to employees to the lowest level reasonably practicable. Hearing protection is required for staff working at noise levels in excess of 80 dB.

Night sheets

Night sheets must be made of inherently non-flammable material or of material satisfactorily treated to render it non-flammable. They shall be stored rolled-up and firmly secured and not cause any obstruction while not in use.

Organisers Office

The Organisers' office is located adjacent to the exhibition entrance at the front of the Hall. Prior to this if you have any queries regarding your participation please contact:

Maelstrom Event Solutions

Tel: +44 (0)1743 606744

Fax: +44 (0)1743 606749

Email: info@maelstromeventsolutions.co.uk.

Paint

Only water-based paint may be used on site. If paint-spraying equipment is to be used, the method must be approved by the venue and not cause a nuisance to others. Protective measures shall be taken to ensure that no paint is spilt or sprayed on to the fabric of the building.

Pallets

You are reminded that you are responsible for the removal of any pallets used to deliver goods to your stand. A charge will be made to you for the disposal of any pallets which are not removed.

Plastic

All plastic, including plastic plants and materials used for vision panels, etc, must conform to BS476-Part 7, Class 1. Polycarbonate materials are acceptable.

Pressurised Gas Equipment and Cylinders

TBC

Regulations for Stand Construction

Recognised stand contractors will be fully aware of the regulations concerning stand construction.

The main points which should be emphasised are:

- All material used for stand construction and stand fitting must be non-combustible, inherently non-flammable, durably flame-proofed or self-extinguishing plastic. Full definitions of any of these can be obtained from the appropriate regulations. The Local Authority and venue may wish to see certificates to this effect.
- The Local Authority and ExCeL Fire Officers will carry out inspection of all stands prior to the opening of the Exhibition. They will insist that all material be either stamped to prove its Class 1 fire resistance or for a certificate to be produced to this effect. This is an extremely important aspect which must not be overlooked by exhibiting companies, particularly those who are non-resident in the UK.
- Other areas of concern include the use of regulation sized timber. Timber of any thickness must be impregnated and branded to this effect. Generally, the minimum acceptable thickness is 25mm. The Local Authority also finds the use of standard PVC, acrylic sheeting and expanded polystyrene totally unacceptable.
- All complex structures should be submitted for approval to the Organisers. The submission should include 2 sets of layout plans, construction drawings and calculations and a Chartered Structural Engineer's Certificate confirming that the proposed stand will be safe. The contractor should also be prepared to provide a certificate for a qualified Structural Engineer on site to confirm that the stand has been built in accordance with the plans submitted and that no modifications have been made. Please note that a contractor has a legal obligation to conduct a risk assessment for this type of work a copy of which will be required by the Local Authority. The definition of a complex structure is as follows: -
 - (a) Any structure, regardless of its height, which requires structural calculations that visitors can access
 - (b) Any part of the stand which exceeds 4m in height
 - (c) Certain suspended items, e.g., lighting rigs or signs over 400kg
 - (d) Sound / Lighting towers
 - (e) Temporary tiered seating
 - (f) Platforms and stages over 0.6m in height and all platforms and stages for public use
 - (g) Multi-Storey Stands

There are specific requirements for staircases and handrails on multi-Storey stands - please refer to the regulations in the eGuide which can be accessed on the website

https://www.aev.org.uk/_media/eGuide/eGuide-August-2019-clean-copy.pdf

All stand fittings must be constructed so as to present a clean appearance from gangways and adjoining stands.

No long runs of solid walling (i.e. in excess of 4m) are permitted.

Rigging

Any exhibitor wishing to rig any items at the show should, in the first instance, contact Maelstrom Event Solutions. Rigging is permitted for Headline sponsors.

If permission is given for rigging then this must be ordered through ExCeL Rigging Department - they are the only rigging company permitted to attach to the fabric of the building.

Rigging details are:

Tel: 020 7069 4400

Email: rigging@ExCeL.london

Risk Assessment/Health & Safety Declaration

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 your 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.

All Exhibitors must firstly submit a copy of the [Health and Safety Declaration form](#) to Maelstrom Event Solutions before arriving on site. This states that you have fulfilled your legal obligations. Failure to return this form could render your company directors liable to prosecution in event of an incident.

As exhibitions and events are deemed as hazardous environments, all exhibitors are also required to undertake a suitable and sufficient Risk Assessment for their activities on site which should include all work practices, hazardous exhibits and the risks to be found on site. Space Only exhibitors must also ensure that they or the company responsible for building and dismantling their stand send a separate, suitable and sufficient risk assessment and method statement from their principal contractor when submitting stand plans.

Please note that the Organisers do retain the right to demand a full risk assessment if deemed necessary.

Rules & Regulations

It is essential that you ensure that you comply with the venue's regulations in all aspects of your participation at the event. These are contained in the eGuide, which can be viewed at <https://www.aev.org.uk/media/eGuide/eGuide-August-2019-clean-copy.pdf>. These regulations are common to the main UK venues.

Security

Security is provided for the show from 08:00 Sunday 6th March until 14:00 Thursday 10th March. Please do not arrange for goods to be delivered to the hall before this time. Please assist us by wearing your exhibitor pass at all times. Entry to the hall will not be permitted without a pass.

Please take account of the following security advice from the venue:

- Make contact with the exhibition security company for advice on how to secure the items on your stand. There may be an overnight secure store for valuable items.
- Take home any valuable items each night if there are no secure storage facilities on site.
- Do not leave your stand unattended at any time during build up, the open period or the pull-out of the show. Do not leave the hall until all visitors have gone each evening.
- Do not position desirable items at the front of your stand, where you may not be able to keep an eye on them.
- Ensure you have enough staff, so that the stand is not vulnerable to thieves and do not ask a neighboring exhibitor to watch over your stand while you go for a break. They may become busy and not be able to keep an eye on your stand.
- Remove all portable or valuable items from the stand on the evening the show closes. Do not leave them until the following day for collection.
- Arrive in time for the show. Ensure your stand is staffed at least 15 minutes before show open time each day, but remember that the hall is open from 08:00.
- Use a lockable cabinet to store your personal possessions during the show open hours.
- Use a night sheet.
- Hire an alarm for your stand if you are exhibiting valuable or portable items.
- If you are a victim of theft, please report it immediately to the show security company.

The organisers cannot be held responsible for the loss or damage to exhibitors' property.

Exhibitors should note that on show open days there will be no access to the Exhibition Hall after 19:00. Exhibitors can gain access at 08:00 on the following morning.

Shell Scheme Extras

Whitespace Expo, the shell scheme contractor, will be pleased to quote you for all your internal requirements, i.e., structure, shelves and accessories. If you require any of these services, please complete the order form, located in the order forms section of the manual.

Shell Scheme Interiors

Construction of interior stand displays in shell scheme stands must not go over the height of the shell scheme walls, which is 2.4m. Should exhibitors wish to exceed this height or use any special effects on their stand, they must consult the Organisers prior to the show.

Shell Scheme Package

The official shell scheme contractor is Whitespace Expo.

The shell scheme supplied at the show will consist of white panels with white poles and beams.

Please note: Shell Scheme Panels

Shell Scheme Foamex Panels are provided on a hire basis and must be returned in the condition they were hired in. If you wish to fix graphics to the panels the only acceptable method is to use the Velcro. Double sided sticky tape, carpet tape, staples, pins, screws, sticking pads, blue tak etc are not acceptable.

Signage

Coming Soon

Simulators

If you are planning to have a simulator on your stand, please notify the organisers as soon as possible. A valid ADIPS document will need to be provided, in accordance with the Fairground and Amusement Parks Code of Safe Practice at Fairs.

Site Survey

It is the exhibitors / contractor's responsibility to examine the site allocated in order to avoid adjustments to stand structure or displays. Although we give stand dimensions on the plan, if precise measurements are required, we strongly advise a site survey, please contact Maelstrom Events, Tel: 01743 606 744 to arrange this.

Work on Space Only Stands must be complete by 20:00 Monday 7th March.

Smoking

Smoking within the venue is not permitted by law, anyone wishing to smoke should use the smoking pod located outside the venue. This includes the use of e-cigarettes.

Sound Levels

Exhibitors using sound equipment including video on their stand must ensure that sound levels do not exceed 80db. The organisers will strictly enforce this specification and reserve the right to require exhibitors to reduce sound levels should they exceed the specification and cause disturbance to other exhibitors.

Space Only Exhibitors - Stand Design

All stands must be contained within the space area contracted. No stand should impinge or overhang the gangway. Exhibitors choosing space only are responsible for their own stand design and construction. If stand walls exceed 2.4m the exhibitor is responsible for cladding both sides of the wall.

All Space Only Exhibitors should submit a full set of plans, no later than 24th January 2022, to:

Maelstrom Event Solutions
Mercury House
Sitka Drive
Shrewsbury Business Park
Shrewsbury
Shropshire
SY2 6LG

info@maelstromeventsolutions.co.uk

Plans should include:

- All dimensions
- Building materials to be used
- A ground plan and elevation drawing
- The name, postal and email address and telephone number of the exhibitor, contractor or designer submitting the plans
- A copy of the Risk Assessment and method statement
- For complex structures, a full copy of the structural calculations

NB: Exhibitors planning to build a display 4 meters high or above or who wish to rig from the ceiling must contact the organisers by 24th January to discuss details and complete the form located in the *Order Forms section*.

If stand plans are not received together with the appropriate documentation from structural engineers (where necessary), stand building will not be allowed to begin until the organisers, and where necessary the venue, has approved them. Late submissions of plans can result in the venue failing to gain a license for the show; therefore, the stand will not be allowed to be constructed.

All stand and display material must be made of fire-proof materials. All stands will be inspected by the Fire Officer before the opening of the show. Where there are adjoining space only stands, each stand must have their own dividing wall or a single wall could be constructed and the cost split between the two companies: in this instance, please contact Matthew Lambert for the adjoining stands contact name and phone number as we prefer for the companies to speak directly to each other. If a space only stand adjoins a shell scheme stand, the shell scheme dividing wall will not be finished off on the side of a space only stand.

All space only stands must clearly show their stand number and company name.

Space Only Contractor

Skyline Whitespace are a global, award-winning exhibition stand production company specialising in modular, reusable solutions, with sustainable practices at our core. Providing everything from design to construction all under one roof, we can help you transform your brand spaces in an easy, affordable and eco-conscious way.

“We are International Confex’s preferred exhibitor supplier and sponsor partner.”

Special Effects

If you are planning to use any special effects on your stand, you must inform the organiser as soon as possible. Special effects include lasers, strobe lights, pyrotechnics and smoke machines. The information which will be required includes a risk assessment and full details of the operator and manufacturer. Certification from an independent specialist may also be required.

Spatial Analytics

Want to understand visitor engagement and brand exposure of your stand at EPS 2022 or at any future events? Meshh's Spatial Analytics platform can help develop a better understanding of how consumers are interacting with your stand. Price starts from as little as £450 (including a post-event report) for EPS Exhibitors. Drop us a line by using the contact form below and we'll be in touch.

Find out more about Meshh's Spatial analytics platform here: <https://meshh.com/products/spatial-analytics/> or email us at info@meshh.com

Stand Cleaning

Your stand will be vacuumed each day and rubbish will be removed, but exhibits will not be cleaned. Please leave bags of rubbish in the gangway after the show has closed each day for collection.

If there are any special cleaning requirements, please contact the ExCeL on:

ExCeL Cleaning Services
Tel: 020 7069 4400
Email: cleaningservices@ExCeL.london

Stand Plan Approvals

If you have a space only stand, you must supply two sets of plans, including elevations and details of materials used, to the organiser no later than 9th May 2021 so that we can ensure they meet the venue's regulations.

If you are building a complex structure, you must also supply structural calculations and written confirmation from a structural engineer that the stand is fit for its purpose.

Complex structures will also be inspected and certified by an independent structural engineer onsite for which there will be a charge from £295.00 plus vat (this will be invoiced directly to the exhibitor once we have received your stand plans). Double Decker stands are from £415.00.

A complex structure is defined as any form of construction of any height, which would normally be designed by an engineer and/or has, through a risk assessment, been found to present a significant risk. The following are always treated as complex structures:

- Structures over 4 meters in height
- Multi-Storey stands
- Suspended items of 400kg or over in weight
- Rigged constructions made from wood or similar material

- Platforms and stages for public use and all platforms and stages over 0.6 meters in height
- Tiered seating structures

All plans should be sent to:

Maelstrom Event Solutions, Global House, Sitka Drive, Shrewsbury Business Park,
Shrewsbury, SY2 6LG

Email: info@maelstromeventsolutions.co.uk

If stand plans are not received together with the appropriate documentation from structural engineers (where necessary), stand building will not be allowed to begin until the organisers, and where necessary the venue, has approved them. Late submissions of plans can result in the venue failing to gain a license for the show; therefore, the stand will not be allowed to be constructed.

Storage

CEVA Showfreight have been appointed as the recommended contractor for this service. If you require storage, please refer to their form located in the Order Forms section of the manual or contact Mitchell Akehurst Email: Mitchell.akehurst@cevalogistics.com

Sustainability

Confex are working with Event Cycle to make the event more sustainable

Tel: 020 7050 0734

Email: eventsycleuk@gmail.com

Web: <https://www.eventcycle.org/>

How it works: -



TURNING YOUR EVENT MATERIALS INTO DONATIONS



WHAT WE DO

We help you reduce waste from your events and create a positive social impact in the process. Whether you invite us to join you in the planning phase or call us whilst onsite, we can help you repurpose and redistribute items you no longer need to charities and community groups as well as back into the events industry.

THE PROCESS

Where items are likely to be leftover, start making a list. Detail everything you know about the items - this will help make the donation process easier.

In an ideal world, we would like to know the **number of items**, **type of item**, approximate **height** and **weight** and we would like accompanying **photographs** where possible. Please also let us know your **company** and **stand number**.

WHAT WE ACCEPT

Includes but is not limited to:

- Furniture
- Stationery and Art Supplies
- Textiles (e.g. cushions and rugs)
- White Goods and AV
- Decorations
- Merchandise
- Set and Building Materials

If in doubt, give us a try.

PRICING

Pricing is based on volume of donated items, examples below:

Pallets	Skips	Cost
< 1 Pallet	< 2 Yard Skip	£75.00
5 Pallets	8 Yard Skip	£300.00
10 Pallets	16 Yard Skip	£550.00
20 Pallets	40 Yard Skip	£1050.00

Cost includes: Handling fee, redistribution of items, certificate of donation and Success Story write up following the donation to the end destination.



WWW.EVENTCYCLE.ORG

Contact us for a quote:
+44 (0)20 7050 0734
eventcycleuk@gmail.com

Timber

Timber under 25mm thick must be impregnated to Class 1 standard. Treated materials should have 'BS476-Part 7, Class 1' marked on them.

Boards, plywood, chipboard, etc, must be treated if under 18mm thick. The exception to this is MDF, which is acceptable for use due to its density. MDF may not be machined on site, as its dust is hazardous to health.

Touch Screen Provider

Coming Soon

Transport & Handling

CEVA Showfreight have been appointed as the recommended contractor for this service. If you require lifting within the buildup or breakdown period, please refer to their form located in the Order Forms section of the manual or contact Mitchell Akehurst Email:

Mitchell.akehurst@cevalogistics.com

Trolleys

Trolleys are not provided at the venue, so please bring your own if you need one to deliver goods to your stand.

Trolleys are only permitted on the exhibition floor outside show open hours for the safety of visitors.

Upholstery

Upholstered seating must be non-combustible and marked with the appropriate standard.

Water Features

If you are exhibiting any product or feature which requires water and is capable of producing spray or droplets, it is essential that you adhere to the regulations contained in the eGuide, in order to ensure that the risk of legionella bacteria is controlled.

Under no circumstances can connections be made to fire hydrant points and water must not be discharged on to the floors or into ducts, but disposed of properly. Water and waste facilities can be ordered from the venue directly.

Water & Waste

If you are looking to have water & waste for your stand, please contact ExCeL directly:

ExCeL Piped Services

Tel: 020 7069 4648

Email: pipedservices@ExCeL.london

Working at Height

A person is working 'at height' if there is a possibility of them being injured from falling, even if they are working at or below ground level.

The Working at Height Regulations refers to 'duty holders': employers, self-employed and employees. This includes all contractors and exhibitors (for example, when accessing areas above floor level to dress stands).

Duty holders' responsibilities are to ensure that:

- no work is done at height if it is safe and reasonably practicable to do it other than at height
- ensure that the work is properly planned and organised, appropriately supervised and carried out in as safe a way as is reasonably practicable
- plans are in place for emergencies and rescue
- a suitable and sufficient risk assessment is carried out and the significant findings recorded and acted upon
- they do all that is reasonably practicable to prevent anyone falling
- all work at height takes account of conditions that could endanger health and safety
- those involved in work at height are trained and competent
- the place where work at height is done is safe
- equipment for work at height is appropriately inspected
- the risks from fragile surfaces are properly controlled
- the risks from falling objects are properly controlled

Equipment used for work at height must be suitable for the task. All equipment must be industrial quality (including ladders; domestic quality ladders are not permitted).