



IFE Manufacturing

25-27 March 2024 | ExCeL London

Exhibitor Manual

As of 10/11/23

Sections:

Team Contacts & What We Do –

Exhibition Timetable –

Compulsory Order Forms & Deadlines –

Optional Order Forms & Deadlines –

Official Suppliers & Useful Contacts –

Health & Safety –






Food Sampling & Safety Regulations










Space Only Regulations & Information –

Shell Scheme Stand Regulations & Information

A-Z General Regulations & Information –

TEAM CONTACTS & WHAT WE DO

 <p>Meet Will Coley Operations Assistant</p> <p>T: +44 (0)207 886 3111 E: will.coley@montgomerygroup.com To book a call click here</p>	 <p>Meet Kate Bridle Operations Manager</p> <p>T: +44 (0)207 886 3024 E: kate.bridle@montgomerygroup.com To book a call click here</p>
<p>Will and Kate work closely as a team to give you any advice or support you need to make organising your stand as simple and effective as possible. This will cover questions on Health & Safety, Food Sampling, your Shell Scheme, the Venue, Build Up etc. They are also responsible for Health and Safety, managing the official contractors, liaising with the venue, and organising the infrastructure that goes in to creating the whole environment on-site at the event. Hopefully you can find the information you need in other sections of this manual but if not please contact them. If they don't know the answer, they will know someone who does!</p>	
<p>Meet Johanna Shirley Stand Plan Approver</p> <p>T: +44 (0)208 946 1536 E: johanna@scot-baker.com</p> <p>Johanna is appointed by Kate to approve Space Only stand plans. Once Johanna has the details of the appointed stand builder, she will liaise directly with them to ensure she has the necessary documents and plans to approve them. Once approval is received in writing (and only from then) the contractor is permitted to go ahead with the construction of the stand.</p>	
<p>Meet Philippa Christer Portfolio Director</p> <p>T: +44 (0)207 886 3085 E: philippa.christer@montgomerygroup.com</p>	
<p>Meet Ania Messara Commercial Manager</p> <p>T: +44 (0)20 3048 4785 E: aniamessara@montgomerygroup.com</p> 	<p>Meet Caspar Davey Commercial Executive</p> <p>T: +44 (0)203 743 0086 E: caspar.davey@montgomerygroup.com</p> 
<p>It's not just about selling stands. The IFEM Commercial Team help UK companies understand if International Food & Drink Event is the right show to help build their business. Then of course making sure they choose the right stand to fulfil their objectives.</p>	

Meet James Murray International Sales Director  <p>T: +44 (0)207 886 3094 E: james.murray@montgomerygroup.com</p>	
Meet Cameron Ellis International Sales Executive  <p>T: +44(0)207 886 3072 E: cameron.ellis@montgomerygroup.com</p>	Meet Marina Stewart International Sales Manager  <p>T: +44 (0)207 886 3096 E: marina.stewart@montgomerygroup.com</p>
<p>James, Marina and Cameron are experts at working with overseas companies interested in exhibiting. This means working with Country Pavilion Organisers or companies who want to book independently always ensuring they have all the information they need to make informed decisions.</p>	
Meet Sophie Wright Marketing Manager  <p>T: +44 (0)20 7886 3059 E: sophie.wright@montgomerygroup.com</p>	
Meet Rachael Tsang Marketing Executive  <p>T: +44 (0)20 7886 3090 E: rachael.tsang@montgomerygroup.com</p>	Meet George Findlay Marketing Assistant  <p>T: +44 (0)20 7886 3027 E: george.findlay@montgomerygroup.com</p>
<p>The Marketing Team's main focus is to get all the top industry buyers to the show so you can introduce them to your amazing products! They do this through our website, creating relationships with media & industry partners, emails to our database, social content across our channels, press releases and much more. They also help support the sales team with any sponsorship packages exhibitors have. They are always on the search for content to shout about so if you have an exciting or new product then please get in touch.</p>	
Meet Phoebe Dunn Content Manager  <p>T: +44 (0)20 7886 3066 E: phoebe.dunn@montgomerygroup.com</p>	Meet Annabel Stalley Marketing Executive  <p>T: +44 (0)20 7886 3137 E: annabel.stalley@montgomerygroup.com</p>
<p>Phoebe and Annabel are responsible for curating cutting-edge content programmes which are truly relevant and educational for the industry. Combining their knowledge of events and passion for the industry, they bring together thought-leaders, innovators, and pioneers to deliver programmes designed to educate, engage, and inspire.</p>	
Meet Nicola Macdonald PR Director  <p>T: +44 (0)20 7886 3002 E: nicola.macdonald@montgomerygroup.com</p>	

Nicola looks out for the latest trends and debates shaking up the food, drink, and hospitality sectors, and loves coming across genuinely different and inspiring ideas. She has a background in both journalism and PR, meaning she prioritises writing informative and relevant content for our shows and partners. If you've got some news to shout about then get in touch!

Meet Stavy Tedesco

Accounts Queries

T: +44 (0)207 886 3103

E: stavy.tedesco@montgomerygroup.com

If you have queries regarding your payments or need a copy of your invoice, then please get in touch with Stavy.

EXHIBITION TIMETABLE

This is for the following sections only:

- IFE Manufacturing
- Ingredients

BUILD UP	HALL OPEN	SCHEDULE — Click here for the build-up vehicle procedures
Saturday 23 March	0800–2200hrs	Space Only stand construction begins. Contractors should check plumbing and electrical services have been pulled through in the correct position. Last minute instructions and orders placed with contractors to ensure delivery before open day. Construction waste must be taken away each day. Click here for our waste policy and advice.
Sunday 24 March	0800–2200hrs	Space Only stand construction continues. Shell Scheme and Pavilions are ready for exhibitors to begin interior display at 10am. Construction and Decorative waste must be taken away each day. Click here for our waste policy and advice. All stands to be complete, litter and stand construction materials to be removed from the halls by 2000hrs. There will be no access to the lorryway between 2000hrs – 2200hrs, only work inside the hall is permitted.

Work outside of these set hours is discouraged and we urge contractors to make sure that the stand can be built within these set times, with the correct number of staff. If you would like to enquire about working late, the Organisers must be informed no later than 1300hrs that day.

Please note: An hourly charge PER STAND, PER MODULE will be required to be paid onsite to cover extra costs incurred from the venue, security and for Health & Safety cover. These charges are:

From 1800 – 2000 will be

£150 + VAT PER HOUR, PER STAND, PER MODULE

From 2000 – 2200 will be

£250 + VAT PER HOUR, PER STAND, PER MODULE

Under no circumstances will work be permitted after midnight / no late working after 2200hrs on Sunday 24 March

OPEN PERIOD	HALL OPEN	OPEN HOURS
Monday 25 March	0800 – 1730hrs	1000 – 1700hrs <i>(please remember to not leave anything of value unattended, including overnight)</i>
Tuesday 26 March	0800 – 1730hrs	1000 – 1700hrs <i>(please remember to not leave anything of value unattended, including overnight)</i>
Wednesday 27 March	0800 – 2200hrs	1000 – 1600hrs <i>(please remember to not leave anything of value unattended, including overnight)</i>

BREAKDOWN	HALL OPEN	SCHEDULE
Wednesday 27 March	Until 2200hrs	Breakdown begins at approx. 1630hrs once visitors have cleared the halls. All exhibits and portable displays should be removed from the hall by 2200 hrs. All Shell Scheme stands must be cleared of exhibits, graphics, furniture and stand fitting by the time the hall closes. Please note that ONLY vehicles under 7.5 tonnes will be able to access the hall. Click here for the full breakdown procedures. DO NOT LEAVE ANY ITEMS IN HIRED CABINETS
Thursday 28 March	0800 – 1600hrs	Dismantling of Shell Scheme begins at 0800hrs. Hall to be completely clear by 1600hrs. <u>EXHIBITORS WILL BE CHARGED FOR ANY RUBBISH LEFT BY THEM OR THEIR CONTRACTOR</u> Please make sure your contractor has clear instructions to remove all stand construction materials (including flooring, carpet, and carpet tape). Waste must be taken away. Click here for our waste policy and advice. Should it be left a waste charge and fine will be charged to the exhibitor. Please ensure the appointed stand builder removes the stand waste to avoid these charges.

NB: IFEM is a TRADE ONLY event and persons under the age of 16 will not be admitted into the Exhibition Hall throughout the tenancy, this includes build-up, breakdown, and the open period. Please note this is a strict rule for both exhibitors and visitors.

COMPULSORY ORDER FORMS & DEADLINES

COMPULSORY FOR ALL EXHIBITORS

FORM	RETURN TO	DEADLINE
Health & Safety Declaration, Risk Assessment, Food and Alcohol Sampling/Cooking	Montgomery Group	Friday 9 February
Exhibitor Badges	Via Exhibitor Hub	ASAP

COMPULSORY FOR SPACE ONLY EXHIBITORS

FORM	RETURN TO	DEADLINE
Contractor Nomination¹	Scot-Baker	Friday 22 December

¹ Please provide the contact details of your contractor and we will liaise directly with them regarding plan approval and 'Permission to Build'. If you are building the stand yourself, please tick the relevant box on the form.

NB: deadline date for submitting stand plans for approval is Friday 12 January 2024.

OPTIONAL ORDER FORMS & DEADLINES

OPTIONAL		
FORM/ SERVICE	RETURN TO/ CONTACT	DEADLINE
Audio Visual Equipment	Immersive AV	Order before 2 nd March 2024 for a 20% discount.
Catering – Stand Orders and Hospitality	ExCeL London Hospitality	ASAP - order by 11 th March for Advanced Rates
Electrical Services Order via the web shop	Showlite	Wednesday 21 st February
Floorcovering (Space Only) Order via the web shop	Showlite	Order before Friday 16 th February for early bird prices
Chilled & Frozen Equipment	Lowe Refrigeration	Order by 4 th March for early bird prices
Cleaning & Waste Webshop	ExCeL Event Services	ASAP - order before Thursday 22 February for Advanced Rates
Furniture	Creative Hire	ASAP due to stock availability
Furniture	Xpect	ASAP due to stock availability
Graphics	Perton Signs	Friday 8 th March
Graphics Order via the web shop	Showlite	Order before Friday 16 th February for early bird prices
Hotel Accommodation	HotelMap	ASAP to ensure you get the best rate!
IT Web shop	ExCeL Event Services	ASAP - order before Thursday 22 February for Advanced Rates
Lifting, Handling & Freight Forwarding IFE MANUFACTURING 2024 - ILS Logistics Live (ils-logisticslive.co.uk) Password: IFEM24	ILS	Friday 1st March
Plumbing & Gas Piped Services Web shop	ExCeL Event Services	ASAP - order before Thursday 22 February for Advanced Rates

Onsite Cold Storage	Lowe Refrigeration	Monday 4 th March
Rigging Web shop	ExCeL Event Services	ASAP - order before Thursday 22 February for Advanced Rates
Shell Scheme Accessories, Graphics & Extras Order via the web shop	Showlite	Order before Friday 16 th February for early bird prices

Any exhibitor joining the exhibition after the published deadlines should please treat these forms as urgent.

OFFICIAL SUPPLIERS & USEFUL CONTACTS

GDPR

When you exhibit with us we will share your contact data with our official suppliers under the lawful basis of "Contract" because they will need to engage with you operationally in a timely manner to ensure you get the best possible exhibiting experience but also so that sufficient personnel and equipment resources can be made available for the show. The suppliers will only use this information to fulfil the purpose outlined below and will not be able to use the information for any other purpose. If you do not require any of the services listed contact the supplier and they will remove you from their database. You can see more about how your data is used and your rights in relation to your data in our privacy policy [here](#).

Immersive AV
HotelMap
ExCeL

Showlite
ILS
Live Buzz
Perton Signs
Scot-Baker
Creative Hire/Xpect

AV
Hotel Bookings
Compressed Air, Rigging, Water and Waste, Internet, Catering, IT, Cleaning & Waste
Electrics, Shell Scheme, Floorcovering, Graphics
Lifting and Freight Forwarding
Exhibitor Badges
Graphics
Space Only Stand Plan Approvals
Furniture

OFFICIAL SUPPLIERS

<u>AUDIO VISUAL</u> Immersive AV T: +44 (0)20 8961 2555 E: enquiries@immersivav.com Click here for the brochure	<u>CARPET/ FLOOR COVERING HIRE</u> Showlite T: +44(0)1264 36550 E: mailto:exhibitorsales@showlite.co.uk W: www.showlite.co.uk
<u>CATERING</u> ExCeL London Hospitality Hospitality on Stands: T: +44 (0)20 7069 4126 E: sales@excelhospitality.london Stand Orders: T: +44 (0)207 069 4100 E: sales@excelhospitality.london http://excellondonhospitality.exhibitorcatering.co.uk/	<u>ELECTRICAL CONTRACTOR</u> Jenni Green Showlite T: +44 (0)1264 365 550 E: jgreen@showlite.co.uk W: www.showlite.co.uk

<p><u>EXHIBITOR BADGES</u></p> <p>LiveBuzz E: exhibitors@livebuzz.co.uk Please register for Exhibitor Badges via your Exhibitor Hub homepage</p>	<p><u>FREIGHT FORWARDING</u></p> <p>ILS John Lawson T: +44 (0)247 633 7955 E: jl@i-l-s.co.uk Click here for the order form</p>
<p><u>FURNITURE</u></p> <p>Creative Hire Exhibitor Services Team E: sales@creativehire.co.uk T: +44 (0)1676 5410</p> <p>Xpect E: sales@xpectfurniture.co.uk T: +44 (0)1923 954 875 W: www.xpectfurniture.co.uk</p>	<p><u>GAS & COMPRESSED AIR (venue mains supply)</u></p> <p>ExCeL Event Services T: +44 (0)207 069 4648 E: exhibitororders@excel.london W: https://www.excel.london/webshop</p>
<p><u>GRAPHICS</u></p> <p>Rafal Damski Perton Signs T: +44 (0)208 992 5775 E: rafal@perton signs.co.uk</p> <p>Showlite T: +44(0)1264 36550 E: mailto:exhibitorsales@showlite.co.uk W: www.showlite.co.uk</p>	<p><u>HOTEL ACCOMMODATION</u></p> <p>HotelMap</p> <p>Please click here for the Hotel Map website</p>
<p><u>INTERNET</u></p> <p>ExCeL IT & Communications T: +44 (0)20 7069 4400 E: exhibitororders@excel.london W: https://www.excel.london/webshop</p>	<p><u>LEAD SCANNERS</u></p> <p>Live Buzz E: exhibitors@livebuzz.co.uk Please register for Exhibitor Badges via your Exhibitor Hub homepage</p>
<p><u>LIFTING</u></p> <p>ILS John Lawson T: +44 (0)247 633 7955 E: jl@i-l-s.co.uk Click here for the order form</p>	<p><u>RIGGING</u></p> <p>ExCeL Event Services T: +44 (0)207 069 4400 E: rigging@excel.london</p>

<u>REFRIGERATION</u> Lowe Refrigeration T: +44 (0) 28 9260 4619 E: info@lowerental.com W: www.lowerental.co.uk Click here for the order form	<u>SHELL SCHEME CONTRACTOR</u> Showlite T: +44(0)1264 36550 E: exhibitorsales@showlite.co.uk W: www.showlite.co.uk
<u>STAND PLAN SUBMISSION</u> Johanna Shirley Scot-Baker T: +44 (0)208 946 1536 E: johanna@scot-baker.com	<u>WATER & WASTE</u> ExCeL Event Services T: +44 (0)207 069 4400 E: exhibitororders@excel.london W: https://www.excel.london/webshop

USEFUL CONTACTS

We do not share your details with the following companies, but you may require some of these services.

<u>CLEANING & WASTE</u> ExCeL Cleaning Department T: +44 (0)20 7069 4400 E: exhibitororders@excel.london W: https://www.excel.london/webshop	<u>CUSTOMS CLEARANCE</u> HM Revenue & Customs (HMRC) T: +44 (0)845 010 9000 W: www.hmrc.gov.uk <i>Or contact the Freight Forwarding company – Agility Fairs & Events</i>
<u>ENVIRONMENTAL HEALTH</u> Newham Environmental Health Office T: +44 (0)20 8430 2000 E: food@newham.gov.uk	<u>PLATFORMS</u> Jake Tatlow Expo Floors Ltd T: +44 (0)1922 721177 E: sales@expo-floors.com W: www.expo-floors.com
<u>SECURITY</u> Selven Govindsamy Operations Director The Event & Exhibition Partnership Ltd T: +44 (0)7966 485289 E: selin.govindsamy@theeventpartnership.co.uk	<u>SPACE ONLY STAND BUILDERS</u> <i>You can find a stand contractor via the ESSA Supplier List, contact details and links below:</i> Nicola ESSA – Event Supplier & Services Association T: +44 (0)1442 285819 E: info@essa.uk.com // nicola@essa.uk.com W: ESSA - Member List // ESSA - Tender Click here for our Recommended Stand Builder List.

TEMPORARY STAND STAFF

Bond Associates

Event Staff & Management

T: +44 (0)845 130 4548

E: info@bondassociates.co.uk

W: www.bondassociates.co.uk

HEALTH & SAFETY – Legal Responsibilities & General Information

Montgomery Group Statement & Exhibitor Duties

MONTGOMERY GROUP HEALTH & SAFETY STATEMENT

It is the policy of Montgomery Group to endeavour to seek the co-operation of all concerned in order to achieve the highest standards, in all aspects, of health and safety.

The Health and Safety at Work etc. Act 1974 [HASAWA] and its subsidiary legislation is criminal law, a breach of which is a criminal offence. In general terms HASAWA places a responsibility on companies and individuals to exercise a duty of care for employees and non-employees who may be affected by their acts and omissions. These duties can be discharged by doing what is “reasonable” to prevent loss or harm where risk is foreseeable. It applies to all premises used as a place of work, including temporary locations such as ExCeL London, and includes build-up, open days, and breakdown.

Montgomery Group and ExCeL London, within the scope of their own laid down policies, have a responsibility to ensure that safe working practices are always maintained, which includes ensuring that provision is made whereby persons, other than Montgomery Group or ExCeL London employees, are reminded of their responsibilities whilst working at the exhibition center.

EXHIBITOR / STAND HOLDER DUTIES

Exhibitors and stand holders have a legal duty of care for the safety of anyone who may be affected by their activities. This includes responsibility for all aspects of safety on the stand during the build-up, the open period of the show and during breakdown. Where an exhibitor has booked a Space Only stand and the building and finishing of the stand is contracted out, exhibitors and stand holders are still vicariously responsible for the activities of their contractors. It is therefore essential that exhibitors appoint a contractor who is fully aware of their Health and Safety responsibilities including CDM 2015. The Organisers Official Shell Scheme Contractor is responsible for Health and Safety regarding the build of all shell scheme stands and the Organisers will liaise directly with them to ensure all appropriate information and documentation is provided.

Exhibitor/stand holder duties are to comply with the Organiser’s health and safety requirements as laid out in this manual, **including submitting health and safety documentation such as Health & Safety Policy, Health & Safety Declaration and Risk Assessment.**

CONTRACTOR DUTIES

A contractor’s legal duty of care is as above, including taking into consideration any sub-contractors that they might employ.

IFE MANUFACTURING SITE RULES

As part of the CDM 2015 Health and Safety Regulations all staff (exhibitors or contractors) who wish to access the hall during build up or break down must read and understand the Site Rules for **IFE Manufacturing**.

1. **ACCESS** - Authorised access to the halls will only be allowed for personnel who have read and understood these site rules.
2. **TRAFFIC RULES** - The maximum speed limit for vehicles within the exhibition hall is **always 5mph and pedestrians have right of way**. However, all contractors and exhibitors must be vigilant and aware that forklifts will be operating during build-up and breakdown.
3. **EMERGENCY GANGWAYS** - Emergency gangways will be clearly identified and must be kept clear of all building material, waste and exhibits in order to allow forklift movement and emergency access/egress at all times.
4. **PERSONAL PROTECTIVE REQUIREMENTS (PPE)** - Contractors & exhibitors are required to wear suitable protective clothing relevant to their job. This includes protection for eyes, ears, hands, and feet. **Anyone wearing open toed shoes will not be able to access the halls**. Protective footwear should be worn at all times. High visibility jackets **must** be worn in all locations where vehicles are operating (i.e., loading bays/ lorry ways).
5. **HOT WORK RULES** - A hot working permit must be obtained from the venue, prior to commencement of hot work e.g., ox -acetylene, cutting/welding, arc welding, gas/ oil blowlamps, grinders, tar boilers, soldering or cutting of LEV metal pipes etc.
6. **WORKING AT HEIGHT RULES** - Appropriate management and safe methods of working at height are required at all times, checks on suitable equipment will be made onsite.
7. **LATE WORKING RULES** - Exhibitors and contractors should plan to ensure that working outside the published hours is not necessary. All staff must be made aware of and adhere to the current Working Time Regulations.
8. **ACCIDENTS AND 'NEAR MISSES'** – Any incident that occurs onsite must be reported to the Health & Safety Officer, Floor Manager or the Organisers Office.
9. **SMOKING** - Smoking (including e-cigarettes) is not allowed in the halls, boulevard, lorry way/anywhere in the venue at any time. Smoking is only permitted in designated smoking areas outside the venue.

Contact Numbers

Organisers Office: TBC

First Aid/Medical Emergency: 0207 069 4444

Security Emergency: 0207 069 4444

Locations

Organisers Office

Toilets

Drinking Water

First Aid

Seating

Cafe

Follow link to download: [Site Rules & Location Plan](#)

GENERAL REGULATIONS

Below are some of the principal areas that need to be brought to the **attention of contractors and exhibitors**.

1. Exhibitors must have an understanding of the Fire and Emergency Procedures of the venue and the location of the First Aid Centre. All incidents to be reported to the Organisers or the Health and Safety Officer, including near miss accidents.
2. Exhibitors must maintain emergency gangways, as indicated on the plan throughout the exhibition, including during build-up and breakdown, and to ensure that good housekeeping is maintained in all work areas, thereby minimising hazards and allowing any remaining hazards to be easily identified.
3. PPE including Hi Visibility Jackets and Steel Toe Capped Footwear must be worn during the Construction phase of Build Up and Breakdown. Hard hats should be worn when working beneath or near overhead working, or if this is not practical, access to such areas should be restricted.
4. Other suitable PPE relevant to the job being undertaken must be worn e.g., hard hats, goggles ear defenders etc. **NB** PPE is the last line of defence when all other alternatives have been considered. PPE must be suitable and sufficient for the job and employees trained in its uses and limitations.
5. Exhibitors are responsible for the safe use and storage of flammable liquids and substances, and segregation from waste and other risk areas. Full compliance with the COSHH regulations is required.
6. Deep fat fryers are **NOT** permitted for cooking purposes within the ExCeL. If you have any queries about this, please get in touch with ops.ifem@montgomerygroup.com.
7. Portable power equipment must be used for the purpose for which it was designed and that safety guards are correctly fitted and used, and only operated by fully trained and certified personnel.
8. Portable electrical tools must be used with the minimum length of trailing leads and that such equipment is not left unattended with a live power supply to it. Trailing leads and electrical cables must not cross over gangways, passageways or fire exits. Any work using power or hand tools to be restricted to the stand space, i.e., no drilling or sawing in the gangways.
9. Any work area is maintained free from general waste materials that could hazard operatives.
10. All materials used for construction or displays are to Local Authority Standards and not less than British Class 1 standards of flammability. (See ***Materials for Stand Construction***)
11. All construction materials, ladders, trolleys etc. must be removed from the building prior to any public entering the building. Similarly, no contractors will be permitted access for breakdown until all members of the public have vacated the building.
12. A hot working permit must be obtained prior to commencement of hot work (ox-acetylene, cutting/welding, arc welding, gas/oil blowlamps, grinders, tar boilers, soldering or cutting of LEV metal pipes).
13. Safe working at height is a priority whether using ladders or scaffold towers. For more information, please visit www.stop-the-drop.co.uk.
14. Exhibitors should ensure that all staff (their own and those of any company contracted by them) are aware and adhere to the current Working Time Regulations (S.I 1998/1883). Guidance in regard to these regulations can be gained by contacting your local HSE office or visit <https://www.hse.gov.uk/contact/faqs/workingtimedirective.htm>.

Any queries with regards to the above, please contact ops.ifem@montgomerygroup.com.

Any violations or concerns regarding any of the above points should be reported to the Health & Safety Officer, Floor Manager, or the Organisers Office. Internal telephones are located around the hall perimeter and can be used to contact the emergency services:

EMERGENCY - FIRE/ MEDICAL/ SECURITY: (Internal) 4444 (External) +44 (0)207 069 4444

RISK ASSESSMENTS – ALL EXHIBITORS

ALL exhibitors must complete a suitable and sufficient Risk Assessment (RA) for their own company's activities at the exhibition whether during Build-up, the Open Period or Breakdown. This is called the [Exhibiting Company Risk Assessment](#). It needs to identify all significant risks to your own staff, other exhibitors, visitors etc that may arise from your activities. Significant risks are those which are reasonably foreseeable in terms of probability and severe enough in outcome to warrant consideration, i.e., they are more than trivial.

What is it and why do I need to complete one?

A Risk Assessment is the most effective way of documenting, assessing, and controlling risks and under Health & Safety legislation is an absolute legal requirement.

It is an assessment of all stand activity that could potentially cause harm to people

- **Hazard** – anything that can cause harm e.g., hot oil, electricity, manual handling, machinery/appliances etc
- **Risk** – is the chance, great or small, that someone will be harmed by the hazard e.g., low, medium, or high risk

Completing a Risk Assessment does not mean that you are guaranteeing that there will not be any accidents on your stand. It means you have simply taken the time to think through your actions in advance and on an on-going basis. By filling out a Risk Assessment you will be able to reduce the risks of an accident happening or the severity of the accident if it does. If you were unfortunate enough to have an accident on the stand, you may need to prove that you took all reasonable steps to prevent it happening; a risk assessment would be part of this proof. Without it you could be found liable (both personally and corporately).

[Click here](#) to find the risk assessment template or for further assistance contact your own company's Health & Safety Officer or visit the [HSE website](http://www.hse.gov.uk/risk/) / <http://www.hse.gov.uk/risk/>.

- ◆ **ALL EXHIBITORS MUST COMPLETE A RISK ASSESSMENT** to cover their activities during the Build-up (e.g., off-loading vehicles, delivering boxes, setting up display or exhibits), the Open Period (e.g., replenishing stock, demonstrations, sampling, cooking) and Breakdown (e.g., removal of boxes, dismantling of display or exhibits, re-loading vehicles). **This is SEPARATE to the RA required from the stand contractor.**
- ◆ **Exhibitors must send a copy of their Exhibiting Company Risk Assessment to the Organisers no later than Friday 9th February 2024, please attach this when you complete and submit the online compulsory H&S Declaration form.** The Organisers cannot approve Risk Assessments but require copies in order to add them to the show Health & Safety file. This file will be made available for inspection by the venue, the visiting EHO or the HSE should they request to see it.
- ◆ A copy of the Risk Assessment (and HACCPs if applicable) must also be available on the stand for presentation to the EHO (Environmental Health Officer) or the HSE (Health & Safety Executive) should they visit your stand; both parties have the power to close your stand if they believe there are any unsafe practices.
- ◆ If you have booked a **SPACE ONLY SITE**, whoever is building the stand – either you or a contractor – will need to submit a separate detailed Risk Assessment, which covers the building of and breaking down the stand, together with a Method Statement, when submitting the stand drawings for approval.

If you need help completing your Risk Assessment, please contact ops.ifem@montgomerygroup.com.

WORKING AT HEIGHT

Exhibitors and contractors should familiarise themselves with and adhere to the Working at Height Regulations 2005 (as Amended 2007). A simple rule of thumb would be:

- Avoid working at height wherever possible
- Use work equipment or other measures to prevent falls where this cannot be avoided
- If working height cannot be avoided, use work equipment or other measures to minimise the distance and consequences of a fall should one occur

Every employer shall ensure that work at height is:

- a) Properly planned and organised
- b) Appropriately supervised
- c) Carried out in a manner which is so far as it is reasonably practicable safe
- d) Carried out by competent persons or if being trained, is being supervised by a competent person (including the organisation, planning and supervision of working at height).

The Working at Height Regulation 2005 (as Amended 2007) includes, but is not restricted to:

- Suitable and sufficient steps to be taken to prevent, so far as is reasonably practicable, the fall of any material or object and prevent any person being struck by any falling material or object which is liable to cause personal injury
- Take into account of weather conditions that could endanger health and safety
- Take into account the distance and consequences of a potential fall and the need for easy and timely evacuation and rescue in an emergency
- Carried out in an area that is safe
- Utilise equipment that has been appropriately inspected
- Ensure that fragile surfaces and falling objects are properly controlled
- Must be included in the stand Risk Assessment
- Ensure all working platforms are of suitable strength and rigidity for its intended purpose
- Working platforms are to be erected and used to ensure that its components do not become accidentally displaced so as to endanger any person
- Working platforms and any supporting structure shall not be loaded so as to give rise to a risk of collapse or to any deformation which could affect its safe use

The Association of Exhibition Organisers (AEO) have developed an online information resource for use in relation to safe working at height. Please visit www.stop-the-drop.co.uk and read the [The Do's & Don'ts of Ladder Safety](#).

For further information, the Working at Height 2005 Regulations can be viewed at: [The Work at Height Regulations 2005](#)

See following link for Working at Height - a HSE Brief Guide <http://www.hse.gov.uk/pubns/indg401.pdf>

EMERGENCY PRECAUTIONS & PROCEDURES

FIRST AID CENTRE / MEDICAL EMERGENCIES

The Medical First Aid room is located on level 0 between N4 and S4 boulevard shutters down the stairs. A fully equipped First Aid Centre will be manned and operational throughout the hours of build-up, open and breakdown periods.

For **general medical enquiries**, call 5556 (Internal) / 020 7069 5556 (External). In the event of a **MEDICAL EMERGENCY**, dial 4444 (Internal) / 020 7069 4444 (External), giving the exact location of the casualty and details of injuries sustained.

EMERGENCY PRECAUTIONS

It is of the utmost importance that each exhibitor and employee is familiar with the Emergency Procedures. Exhibitors should nominate a sufficient number of staff to ensure the observance of procedures at all times.

Checking the stand

Stands should be checked regularly to ensure that no unidentifiable packages, cases, or bags have been deposited. If suspicions arise, do not touch the article but call the Security Suite on 4444 (Internal) or 020 7069 4444(External).

When leaving the stand each night, (or in the event of an evacuation), please ensure that:

- Appliances are switched off
- The stand is checked for potentially dangerous items e.g., naked flames

EMERGENCY BOMB PROCEDURE

Please make sure that all your stand personnel are familiar with the procedures as given below. A copy will be distributed to all exhibitors with the onsite 'Welcome' information.

BOMB ALERT PROCEDURE

In the event of a bomb threat, you will hear the following announcement:

"ATTENTION PLEASE. ATTENTION PLEASE. STAFF CALL 100"

- Do not leave the building
- Inform your colleagues, and then assist in searching for suspicious objects on your stand and immediate area
- If nothing is found, tell the Organisers Office or Fire Warden who will report ALL CLEAR to the Security Suite
- If you receive a bomb threat on your telephone:
 - Remain calm and listen carefully
 - Write down all that is said
 - Try to discover
 - Where is the bomb located?
 - When is it going to explode?
 - What does it look like?
 - What type of bomb is it?
 - What will cause it to explode?
 - Did the caller plant the bomb?
 - Why?
 - Any other useful information
 - Write down the exact time of the call
 - Inform the Security Suite by dialling 4444 on an internal telephone immediately

IF YOU FIND A SUSPICIOUS OBJECT

- Do NOT touch or move it
- Calmly clear the immediate area of your people
- Report it to the Security Suite on 4444 giving the exact location and description of the object
- **DO NOT USE A RADIO OR MOBILE PHONE NEAR THE PACKAGE**

ALL CLEAR

The emergency is cancelled by the following announcement:

“ATTENTION PLEASE. ATTENTION PLEASE. STAFF CALL 100 IS CANCELLED”

FIRE PRECAUTIONS

Fire extinguishers will be located as stipulated by the Authorities. At least two persons employed on each stand should know how to use these extinguishers and also know the position of the nearest fire alarm point in the building. The extinguishers will be supplied free of charge and will be collected at the end of the exhibition. If a fire extinguisher is missing from the stand or damaged after the event, exhibitors will be charged for its replacement.

Exhibitors, who, because of the nature of their exhibits, require special arrangements, should contact the venue Fire Officer.

FIRE PROCEDURES

IN THE EVENT OF DISCOVERING FIRE

- Break the glass on the nearest Manual Call Point (coloured RED), which are located adjacent to all exits, or contact the Security Suite by dialling 4444 on an internal telephone or 020 7069 4444 immediately. 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.

IN THE EVENT OF A REPORTED FIRE

If you are in the venue, you will hear the following instructions over the public address system:

“ATTENTION PLEASE, ATTENTION PLEASE. MR GOODFELLOW REPORT TO THE SECURITY SUITE”

Take no immediate action, stand-by and wait for further instructions. You and your staff should prepare to evacuate the building, i.e., collect your personal belongings only if at hand.

EVACUATION

If the situation becomes worse, the following announcement will be made:

***“ATTENTION PLEASE. ATTENTION PLEASE. HERE IS AN IMPORTANT ANNOUNCEMENT.
IT IS NECESSARY TO ASK EVERYONE TO LEAVE THE BUILDING. PLEASE MAKE YOUR WAY CALMLY TO THE NEAREST EXIT.
EVERYONE WILL BE RE-ADMITTED AS SOON AS POSSIBLE.”***

In the unlikely event that an evacuation is necessary, please remember to take your visitors with you.

ALL CLEAR

The fire procedure is cancelled by the following instructions broadcast over the PA system:

“ATTENTION PLEASE. ATTENTION PLEASE. MR GOODFELLOW IS NO LONGER REQUIRED.”

FOOD SAMPLING AND SAFETY REGULATIONS

If you are cooking or sampling on your stand it is essential that you read and comply with the following regulations. Failure to do so could result in Environmental Health Officers terminating your sampling/ cooking activities. The [e-Guide](#) contains a complete list of Food Safety regulations.

Please read the below information carefully, along with [clicking here](#) for a Food Safety Checklist.

COMPULSORY REQUIREMENTS

1. Declare what you are cooking and/or sampling on the Compulsory Health & Safety Declaration Form. Following submission of this form you will be sent further information depending on whether you are sampling low, medium or high risk foods, which will include any additional information required e.g. HACCP, Temperature Control Measures, Hand Wash Facilities etc.
2. Provide allergen information specific to the food/drink being sampled. This information must also be displayed / available on the stand.

ALCOHOL – SAMPLING & SERVING

In compliance with current legislation both the sale and supply of alcohol must be licensed under The Licensing Act (2003), therefore sampling is also a licensable activity.

Any stands who wish to supply alcohol (except that provided by the official caterers) whether for on-site or off-site consumption, must adhere to the sampling sizes and supply details of a Personal Licence.

Under the terms of the Licensing Act 2003, the venue stipulates that all stand holders sampling alcohol must be covered by a Personal Licence Holder and notify the Organisers by completing the Alcohol Sampling form. Please take note of the restrictions on the form.

For more information on alcohol sampling & serving legislation please visit:
www.legislation.gov.uk/ukpga/2003/17/contents

Alcohol Wholesaler Registration Scheme (AWRS)

Do you produce or sell alcohol wholesale?

If you sell alcohol to another business, you may need to apply to register for Alcohol Wholesaler Registration Scheme (AWRS).

Do you buy alcohol to sell to others?

From 1 April 2017, if you buy alcohol from UK suppliers to sell to others, you must check that your supplier has been approved under the Alcohol Wholesaler Registration Scheme (AWRS). Ask your supplier to tell you their AWRS Unique Reference Number (URN); they will also show the URN on their invoices.

You will need to keep records to prove you have checked that your supplier is approved, so you don't inadvertently become involved in selling duty unpaid alcohol.

You can find more information at:
www.gov.uk/guidance/the-alcohol-wholesaler-registration-scheme-awrs

In addition to the above, the following conditions apply:

- All terms of the Licensing Act 2003 must be adhered to.
- Alcohol must not be served to anyone who is under the age of 18, or who appears to be under the age of 18 (unless proof of age is shown).
- Alcohol must not be served to anyone who appears to be under the influence of alcohol.
- Any stand offering food / and or drink is by law categorised as a food premises and is therefore subject to legislation under the Food Safety Act 1990. The legal penalties for breaches of the Licensing Act are severe. If any exhibitor fails to comply with these conditions their activities will be curtailed and, depending on the severity of the breach, they may also be banned from site.

EXHIBITORS ARE NOT PERMITTED TO SERVE ALCOHOL AS HOSPITALTY (i.e., full sized drinks) UNLESS IT IS PURCHASED FROM THE VENUE'S CATERING PROVIDER.

If you wish to offer your own product as hospitality, please contact ExCeL London Hospitality to discuss this further on +44 (0)20 7069 4100.

Exhibitors are not permitted to sell products from the stand.

ALLERGEN LAW

Food Information Regulations state that all food service businesses must to be able to supply details of the product contents that contain any of the 14 recognised allergens within the ranges they serve. ***Any stand offering food and/or drink is by law categorised as a food premises and must therefore comply with these regulations.*** Accurate and verifiable food allergen information must be readily available (this can be in the form of original packaging) and signage should be in place on the stand to direct customers on how to obtain the information.

[Click here](#) for an Allergen Information Template

[Click here](#) for the example sign

[Click here](#) for the Official Government Website on Allergen Guidance for Food Businesses

COOKING ON STANDS

If you are cooking on your stand, please declare this on the Compulsory [Health & Safety Declaration Form](#).

You will be required to comply with Food Safety & Hygiene Regulations. Details must be provided as part of your Exhibiting Company Risk Assessment, including methods of storage, washing facilities, stand layout and type of appliance to be used in the cooking and sent to the Organisers no later than **Friday 9th February 2024**.

Appliances that run on Liquefied Petroleum Gas (LPG) are **NOT** permitted. Main's gas or electricity only may be used. Gas-fired cooking and heating appliances must be installed by Gas Safe registered fitters.

NB: Disposal of oil - please **DO NOT** dispose of your oil into the venue's drainage system either on the stand or in any of the washrooms. Used oil should be transferred to a suitable container and disposed of in the bin provided in the communal wash up areas. The location of the was up areas will be provided 4 weeks out from the show.

FIRST AID EQUIPMENT

Each stand or kitchen where open food is handled, prepared or dispensed must hold a suitable and sufficient First Aid Kit including blue plasters (complying with the Health and Safety-First Aid Regulations).

FOOD LEGISLATION

All food businesses must comply with current (UK & EU) Food Safety Legislation, details of which can be found using the following link: www.food.gov.uk/enforcement/regulation.

All exhibitors carrying out food operations should be registered as food businesses with their local authority (UK). This should be completed 28 days before 'food operations' take place.

Food operations include as least one of the following activities:

- Cooking food
- Storing or handling food
- Preparing food
- Distributing food
- Supplying food for sampling

FOOD HYGIENE REGULATIONS - EHO VISIT

Any exhibitor, who is cooking on the stand and / or offering their products as samples to visitors, must make sure they comply with all current Food Hygiene Regulations.

Montgomery Events employ the services of an independent Environmental Health Officer to carry out a food hygiene audit during the 3-day open period.

In addition to this, officers from the Local Authority may be onsite at any time during our tenancy, carrying out inspections. They have the authority to close stands, or to ask you to cease sampling, if they are not satisfied that standards are being met.

FOOD RISK ASSESSMENTS - HACCPs

Any company bringing food into the venue and offering it as samples to visitors should undertake a Food Risk Assessment (HACCP- Hazard Analysis & Critical Control Point). Please follow the link for a [HACCP How To, Example & Template](#) or for the HACCP template only please [click here](#).

HACCPs should be completed with your overall Risk Assessment and the main steps include:

- A. Identifying hazards
- B. Defining control measures
- C. Establishing if they are critical
- D. Setting targets and limits for critical control points
- E. Monitoring if necessary

For more information on HACCPs, please visit <https://www.food.gov.uk/business-industry/food-hygiene/haccp>.

It is the responsibility of each exhibitor to assess the extent of their operation and ensure that adequate and suitable washing facilities and refrigerated/frozen facilities are provided.

FOOD SAFETY

Stands will not be permitted to process or serve food if they are in poor hygienic condition or pose an imminent risk of contamination to food or an imminent risk to health.

Stands/kitchens/food preparation and dispensing areas must be in good order to ensure they can easily be cleaned and maintained in a hygienic state of repair. All surfaces likely to be used during the event should be non-porous and easily cleansable.

Anyone processing food must be able to identify the risks associated with their operation. The Government has developed a range of food safety management packs for different sectors of the food industry to help food business operators manage their food safety management procedures. These include [Safer Food Better Business](#) which is particularly relevant to smaller companies. For a full list of the management systems please [click here](#).

All staff engaged in food handling must be properly trained, appropriate to their duties, and supervised to ensure they work hygienically. Evidence of this training may be required for inspection, so all relevant documentation should be made available onsite.

Key controls expected by venues where exhibitors are serving food within the confines of the venue must cover the following:

- Delivery
- Storage
- Preparation and display
- Hot or cold food holding

[Click here](#) for more detailed information on the controls required for the above. These controls should be detailed on a HACCP (Hazard Analysis, Control & Monitoring for the Preparation, Cooking, Storage and Serving of Foods).

FOOD SURPLUS AND FOOD DONATIONS

IFE is proud to partner with City Harvest to collect and distribute food donations from exhibitors; there will be a donation point which will be confirmed shortly. Please find further information [here](#) regarding surplus food donations.

IMPORTATION OF FOOD PRODUCTS INTO THE UK

When you import food into the UK for commercial purposes, you need to familiarise yourself with regulations that apply to specific products and with more general rules about things such as labelling and additives.

We suggest that you consult the Food Standards Agency website for useful information: www.food.gov.uk or alternatively contact our official Freight Forwarding Agents – [ILS](#).

PERSONAL HYGIENE

All food handlers working with open food must:

- Keep their hands clean and cover any cuts with a blue, waterproof dressing.
- Wear clean and washable over-clothing.

- Keep personal clothing and bags out of areas where open food is handled unless it is stored in a cupboard.
- Change gloves (where used) regularly and wash hands in between
- Not handle open food when suffering, and within 48 hours of suffering from gastro-enteritis, dysentery, any infection, boils or septic cuts etc. likely to cause food poisoning. They should contact their doctor immediately.

PENALTIES

Environmental Health Officers may make an inspection of stands. Failure to comply with the requirements of the legislation may result in formal action being taken and likely stopping of sampling activity or even closure of the stand. A person found guilty of an offence is liable to a fine or imprisonment or both.

If you require any further information, please contact:

Newham Environmental Health Office

T: +44 (0)20 8430 2000

E: food@newham.gov.uk

SAMPLING REQUIREMENTS AND CONDITIONS

ExCeL's regulations state that all food and drink to be consumed on or given away from a stand as Hospitality (not including exhibitors own products) must be purchased from ExCeL London Hospitality (the official onsite catering provider); otherwise, you will be liable to pay a concession/corkage fee to ELH. Please contact ELH for clarification.

See information under **Catering** if you wish to provide stand hospitality.

1. All samples must be given out Free of Charge
2. Sample sizes must adhere to the following:
 - **Unwrapped Food - "bite size" portions**
 - **Individually Wrapped Items – off-site consumption only**
 - **Drinks:**

Soft and Hot Drinks	50ml
Beers/ Ciders or similar	50ml
Wine/ Fortified Wines/ Champagne/Alcopops or similar	25ml
Spirits or similar	5ml

A charge will be levied by the venue for serving sample sizes that do not conform to the above.

3. Any proposed sampling activity must be declared on the Health & Safety Declaration Form and verified by the venue. An exhibitor sampling alcohol must also complete the **Alcohol Sampling Form**.
4. You must complete a HACCP - Food Safety Risk Assessment (Hazard Analysis, Control & Monitoring for the Preparation, Cooking, Storage and Serving of Foods). See Food Risk Assessment –HACCP section.
5. You must make adequate provision for food safety on the stand. Environmental Health Officers will be visiting the show and will have the authority to stop sampling activity if necessary. As a guideline, please find a simple guide on the following page.
6. Sampling must be carried out in such a way that visitors do not touch food that other people will eat, in order to minimise the risk of cross-contamination. The guidelines to follow are:
 - a. Samples should be placed where the exhibitor can see it to supervise visitors and clearly segregated from other stock.
 - b. Ideally samples should be offered to visitors from individual, disposable plates, or small bowls.
 - c. Try to avoid using food items e.g., breadsticks to sample food from dishes/bowls such as a sauce or

chutney due to the possibility that it could break off into the sample and visitors could put fingers into the food to retrieve broken pieces.

- d. Large bowls or mounds of food for sampling should be avoided, as this increases the risk of visitors touching food other visitors will eat.
- e. Customers should not be allowed to 'double dip' sampling sticks/spoons/food items.
- f. Bowls, dishes, or plates should not be topped up unless they have been properly cleaned before being replenished.
- g. Provide a bin or rubbish bowl for visitors to place any discarded items, such as stones, from food or sampling sticks/utensils.
- h. Accurate and verifiable food allergen information must be readily available (this can be in the form of original packaging).

All sampling must be contained within the stand –no sampling may take place in the aisles or the venue Boulevard unless arranged with the Organisers, this includes the distribution of leaflets advertising your products to be sampled. If you're interested in a sponsorship opportunity to sample in the aisles, please speak with your sales contact (who booked your stand).

WASHING FACILITIES

There will be communal wash-up areas within the show, exact location/s will be confirmed closer to the show. These wash up areas are specifically for utensil washing, if required, hand wash facilities must be made available on your stand. Once you have completed and returned your Compulsory Health and Safety Declaration detailing the products you will be sampling you will be advised if hand wash facilities are required.

Please Note – hand wash facilities can be provided in a number of different ways and do not necessarily involve the space and cost requirements of a plumbed-in facility.

For more advice, please contact ops.ifem@montgomerygroup.com.

SPACE ONLY STAND REGULATIONS & INFORMATION

Space only means **no walls, no carpet, and no electricity**, just a marked-out area on the floor.

All space only exhibitors are responsible for their own stand design and construction, and for ensuring that they, or their contractor, has received a written 'Permission to Build' before arriving on-site.

All work must be carried out in conformity with the Rules and Regulations of the venue and the Local Authority. The [e-Guide](#) provides guidance on achieving common regulative standards for events. We recommend that exhibitors use a member of the Event Suppliers & Services Association (ESSA) to build their stands, which will provide the security of knowing their contractor is backed by the association's [Code of Conduct, Quality Charter and Bond](#).

Make sure your contractor checks the location and orientation of your stand in relation to an up-to-date floorplan, and that they build within the given parameters. The thickness of walls must be calculated inside the outer dimensions of the stand. The Organisers will not be liable for any costs incurred to rectify mistakes or make adjustments on-site. Below are some considerations when planning your stand.

- How many walls will be required? An exhibitor's Contract to Exhibit will indicate 'one', 'two', 'three' or 'four' open sides. Three open sides indicate the need for one back wall, two open sides indicate the need for two walls etc.
- **Space only exhibitors may not make use of walls provided by neighbouring stands that are built from the Organisers shell scheme.**
- What are the other requirements or issues that need to be taken into consideration, e.g., store area, reception desk, and kitchen or sink requirements, disposal of waste from sampling etc.
- If services such as water and waste are being used, exhibitors should consider the use of a platform to avoid unsightly pipes and connections (which could also cause a trip hazard) from the service ducts.
- What floor covering should you have? If you have a kitchen area, carpet is not a suitable floor covering – the floor here should be washable.
- How much lighting do you need? Use spotlights to highlight particular products or graphics.
- You may supply your own electrical fittings, provided that all pre-wiring is carried out before you arrive onsite. Whoever has done the wiring then needs to sign a certificate to the effect that the work has been done by qualified personnel and in accordance with all rules and regulations governing electrical installations. This certificate needs to be handed to the electrical contractor before power to the stand is made live.
- When appointing a contractor, exhibitors should obtain guarantees that the stand will be finished and all litter and stand construction materials removed from the exhibition halls by **2000hr on Sunday 24th March**. After this time should be interior dressing only.

BUILDING REGULATIONS

CDM (CONSTRUCTION DESIGN MANAGEMENT) 2015

You will need to ensure that the build of your stand at the event is carried out safely. The CDM Regulations provide a framework to help you ensure that your stand is constructed safely and fulfil your legal obligations.

As organisers we carry out a number of activities as part of our own responsibilities some of which will help you fulfil your obligations. Please contact ops.ifem@montgomerygroup.com if you need any further help or information.

Organisers Support:

- We ensure that all Space Only Contractors provide us with, Construction Phase Plans, consisting of Risk Assessments, Method Statements, Stand Plans and Welfare Arrangements. We employ Scott-Baker to provide help and support to Space Only Contractors with CDM queries - johanna@scot-baker.com. They can provide templates to assist in the completion of these documents.
- We ensure suitable welfare facilities are available including toilets, seating, access to drinking water and food outlets.
- We provide Health and Safety Site Rules to all contractors and exhibitors prior to coming onsite and onsite at entrances to the hall. There is no access to the hall during Build Up and Breakdown without having received the Site Rules and passes are issued only on this basis.

Exhibitor Responsibilities

Under CDM you are defined as **The Client** with regards to the build of your stand. Below is a list of your responsibilities, we have highlighted those that can be delegated to the Principal Designer and / or the Principal Contractor:

- Make arrangements for managing your project i.e., building your stand. You do need to ensure that someone is named as responsible for ensuring all the required roles are fulfilled.
- Appoint a Principal Designer and Principal Contractor. These roles are often the same company or person and can be an external company or someone you appoint within your company.
- Ensure construction work is carried out safely and that welfare requirements are complied with. **This would be delegated to your Principal Designer/Contractor.**
- Ensure that a Construction Phase plan is drawn up and a Health & Safety file is prepared. **This would be delegated to your Principal Designer/Contractor who will do this as part of their obligations under this and other Health and Safety legislation.**

Principal Designer Responsibilities

The Principal Designer is the person or company in control of the 'design' of your stand and they must:

- Ensure that planning, design, and pre-construction is carried out in compliance with the law.
- Ensure that risks are identified, eliminated, and controlled at the design stage.
- Ensure that pre-construction information is provided to contractors.
- Ensure a Construction Phase Plan is drawn up and a Health and Safety file is prepared.

Principal Contractor Responsibilities

The Principal Contractor is the person or company in control of the 'build' of your stand. If they employ a 3rd Party to deliver onsite this company would become the Contractor, whether one company or two they must:

- Plan, manage and monitor the construction phase (build-up & breakdown) and the way the construction work is carried out, ensuring it is safe to construct and remove within an event environment and that it has little or no impact on the neighbouring constructions or contractors.
- Ensure work is carried out without risks to Health & Safety.
- Draw up site rules for the stand area (these will often mirror the Event's rules, but should not be limited to this), ensure suitable inductions and welfare facilities; provide information, instruction, and training.
- Restrict access to your site if required by the work being carried out at the time.
- Liaise onsite with Event Operations team.

EXHIBITION BUILD REGULATIONS

Proposed stand designs must be forwarded to [Johanna Shirley](#) by FRIDAY 12th January 2024.

As per the CDM Regulations above please ensure a Construction Phase Plan is sent to [Johanna Shirley](#) If you have a stand contractor, they will do this, and it should consist of:

- Stand Plan
 - Method Statement
 - Risk Assessment
 - Contractor Health and Safety Declaration
 - Welfare Arrangement Form
-
- All space only stands are responsible for building all their walls and cannot make use of neighbouring stand walls whether they are space only or shell scheme stands.
 - All work must be carried out in conformity with the Rules and Regulations of the industry accepted e-Guide and the UK Building Regulations including all BS Standards. [Click here](#) for the e-Guide.
 - We recommend that exhibitors use a member of the Event Suppliers & Services Association (ESSA) to build their stands, which will provide the security of knowing their contractor is backed by the association's [Code of Conduct, Quality Charter and Bond](#). If you would like to put your stand design and build out to tender visit ESSA – [Submit Your Contract for Tender](#).
 - The **maximum height** for Space Only Stands is **6m**, and **7m** for multi-story stands.
 - The **minimum height** for Space Only Stands is **2.5m**.
 - All advertising and logos must be within specified height limits.
 - On divided sites if your wall is above 2.5m you must decorate the back of your wall facing your neighbours stand, down to 2.5m. these walls must be finished in a neutral colour only to the satisfaction of the Organisers.
 - No advertising and logos will be allowed on the reverse side of dividing walls.
 - Do not allow any off-site construction to begin until written approval has been received. If written approval has not been received building will not be allowed to commence onsite and last-minute approvals could involve the exhibitor in delays and / or additional costs.
 - Stands must be designed in a way as to not discriminate against disabled visitors.
 - All work must be carried out using non-flammable materials.
 - The design of the stand must be such that it can be erected and dismantled within the published time schedule (see Exhibition Timetable).
 - The Organisers may, at the expense of the exhibitor, remove or alter anything forming part of any stand, if in their opinion it is desirable to do so in the interest of the exhibition.
 - The stand floor area must be covered with a suitable floor covering e.g., Nonslip, easy clean surfaces in food preparation areas.
 - Any presentation or demonstration likely to interest groups of 10 or more people must be located towards the centre of the stand and clearly shown on stand drawings.

- If any presentation or demonstration causes obstruction in the gangway and/or nuisance to any other exhibitor, we reserve the right to cancel the presentation or demonstration or restrict the frequency.
- Vehicles are not permitted without prior written approval from the Organisers.
- No fixings can be made to the hall floor, or any other part of the hall structure. Any damage to the floor or structure of the building will be charged to the exhibitor.
- Exhibitors are responsible for all actions of any contractor they employ to work for them. Any damage caused will be charged back to the employing exhibitor.
- Balloons are only permissible with written approval from the Organisers.
- All stand structures: signs, etc. must be confined within the area allotted and must not project into or over the gangways.
- All painting onsite must be carried out using water-based paints.
- Designs incorporating long runs of solid walling will not be approved. At least 50% of each frontage must remain open or fitted with an approved transparent material. This is subject to the approval of the organisers.
- Solid walling over 5m in length on a designated open side must be set back at least 0.5m from the stand perimeter.
- All stands must clearly show the stand number and exhibiting company name.
- Doors from offices, stores or meeting rooms must **NOT** open outwards on to a gangway. Vision panel windows must be fitted to all doors built into the interior of a stand.
- Drop wires, rigging of banners and lighting are permitted. See further information under **General Stand Building Information – Rigging found below**.
- Exhibitors and their contractors should familiarise themselves with the Working at Height Regulations 2005, and amendment published in 2007.
- Exhibitors who have two stands either side of a gangway who wish to connect them in some way must contact the Organisers for permission and specification regulations before implementing any design work.

ELECTRICAL REGULATIONS & INFORMATION

ELECTRICAL CONTRACTOR

Showlite

T: +44 (0)1264 365 550

E: jgreen@showlite.co.uk

W: www.showlite.co.uk

Showlite are responsible for and will carry out all electrical work on stands within the exhibition halls.

Orders must be made by **Wednesday 21st February** to receive early bird prices. Other prices can be provided if required. The price for fittings covers the hire, power requirements, maintenance during the open period and removal at the close of the exhibition.

If you have any questions about the exact electrical requirements for your stand, please contact the electrical contractor using the details above who will be happy to advise you.

If machinery or working equipment is to be operated, please inform the electrical contractor, including the electrical requirements and ratings; this applies particularly where high fluctuating currents are involved. Electrical supplies (three- and single-phase) will be assessed on the information provided. The contractor will then be responsible for ordering the required mains from the venue. The installation of these supplies will be subject to a connection charge.

The standard supplies of electrical current available are:

Single-phase alternating at 240 volts, 50 Hz

Three-phase alternating at 415 volts, 50Hz

BASIC GUIDELINES FOR SOCKET SIZES AND USAGE

Listed below are examples of "typical" loadings for items plugged in to socket outlets:

500 watt sockets: computers, TV's, video's, spotlights to 500W, refrigerators

1000 watt sockets: domestic filter coffee machines, lighting up to 1000W

2000 watt sockets: kettles**, machinery up to 2000W

3000 watt sockets: hired coffee machines, machinery 2000W to 3000W

Note ** kettles and refrigeration / freezer requirements vary between 2000 and 3000 watts. Please check with the supplier or check the reference tag or plate on the machine

E-GUIDE REGULATIONS

Multi-way plug-in and bayonet adapters shall not be used.

The use of trailing/Block type 4-way fused sockets shall be restricted to the following: one 4-way lead per fixed socket outlet, subject to a maximum loading of 500 watts total and its plug shall be fused accordingly.

A maximum flexible cord length of 2 metres from plug to trailing block unit.

It is the owner or user's responsibility to ensure that portable appliances are safe to be plugged into the electrical system.

The use of batteries to provide mains stand power is strictly prohibited, as batteries are not currently considered to be a safe source of power. This is primarily due to the concern of being unable to identify power sources clearly within a stand and therefore to isolate power in case of a fire, as well as concerns over defects due to lack of maintenance and poor transportation and storage.

Examples of Power Requirements

2amp (500w) Socket - Laptops, Computers, TV's, DVD's, Lighting up to 500w

5amp (1000w) Socket - Small Domestic Microwaves, Lighting up to 1000w

10amp (2000w) Socket - Small Nespresso Machines, Small Vacuum Cleaner, Hair Dryers. Lighting not permitted

13amp (3000w) Socket - Vacuum Cleaner, Coffee machines, Jug Kettles, Urns. Lighting not permitted

Note: Lighting circuits may not exceed 1000w

This is for guidance only. We recommend that you check the rating plate of your appliances so that you are 100% correct when you place your order.

DEADLINE DATE

Early Bird – orders placed before **Wednesday 21st February 2024**

Standard Rate – orders placed between **Thursday 22nd February 2024 to Monday 11th March 2024** (20% on early bird rate)

Surcharge rate (includes onsite rate order) - orders placed from **Tuesday 12th March 2024** (20% on standard rate)

ENQUIRY DESK

During the build-up period, an enquiry desk will be located outside the Organisers Office (N4) to assist exhibitors with any electrical queries or problems. The desk will be manned from 0800-1800 hours daily.

SUPPLY TIMETABLE

Electricity will be energised to stands as quickly as possible during the build-up period, subject to satisfactory inspection and testing of installations. Occasionally delays may occur because adjoining stands are not complete and ready for inspection.

TEMPORARY POWER

If you require a temporary power supply during the build-up period, you should order this **direct with Showlite**.

ELECTRICAL TESTING

Every circuit installed on an exhibition stand must be tested before it's finally energised. Costs for this are shown separately on the electrical order form.

For further information on how this impacts your stand, please contact [Showlite](#).

EXCEL T&Cs

Cancellation

100% Credit back on the Cancellation of Items 21 days before 1st day of build.

50 % Credit back on the Cancellation of items between 14 days and 8 days before 1st day of build.

No Credit Back on the Cancellation of items within 7 days of 1st day of build and onsite.

Main and Stand Moves

Excel can't guarantee Mains adjustments or new mains within 7 days of 1st day of show tenancy due to Venue T&C.

There will be additional charges for main moves within 15 days of 1st day of show tenancy due to Venue T&C.

If your stand Moves there may be a charge for your electrics to be moved within 15 days of show tenancy due to Venue T&C.

ExCeL Mains Info

ExCeL Main Box is approximately 27cm x 37cm x 20cm.

ExCeL Mains cable has a round profile and is 32mm in diameter. The venue do offer flat cables on request but subject to availability.

Please incorporate mains cable into stand design.

GENERAL STAND BUILDING INFORMATION

Access

ExCeL is adopting the Voyage Control pre-show vehicle booking system for deliveries to the show floor to ensure clarity in terms of access and to reduce waiting times.

For a seamless process, it is **essential** that all vehicles needing access the venue's loading bays are pre-booked on the ExCeL London Vehicle Booking System.

To book your vehicle please go to excellondon.voyagecontrol.com

Any exhibitor or contractor vehicles that are not booked system will be denied access to the loading bay by the on-site traffic team.

DISPLAY / MODULAR STANDS

If you do not plan to construct a stand but utilise a "pop up" structure as a backdrop, all stand regulations still apply to your stand. You are required to submit a Stand Plan, Risk Assessment and Method Statement and any additional CDM Regulation information.

FLOORCOVERING

No carpet is provided for space only sites. Appropriate floor covering e.g., carpet or non-slip, easily cleanable floor covering in food preparation areas must be installed to all space only sites. Whoever is responsible for laying the flooring down to the hall floor must ensure that an acceptable tape is used and that all flooring and tape is removed from the hall along with all other stand fitting material at the end of the exhibition. Failure to do so will result in a dilapidation charge of £25.00 per linear metre.

Exhibition flooring is often disposable generating a lot of waste so we encourage exhibitors and contractors to use sustainable options where possible such as reusable flooring or carpet that is recycled after the event.

If a large number of services (water & waste, gas, electrics, etc.) are required, the Organisers recommend the use of a platform. Please contact [Expo Floors Ltd](https://www.expo-floors.co.uk) direct for a quotation.

GAS / LPG

Exhibitors requiring a gas supply on their stand should order via the [web shop](#) by **22nd February 2024** to receive the early bird rate.

To locate the position of your nearest duct, please request a 'Ducting Plan' from ops.ifem@montgomerygroup.com.

Please note that the use of LPG is not permitted at ExCeL, please contact ops.ifem@montgomerygroup.com for information if it is essential in the demonstration of an appliance specifically designed to operate on LPG.

HEIGHT RESTRICTION

- The **minimum height** for walls on space only stands is **2.5m**
The **maximum height** for walls on single storey space only stands is **6m, and 7m** for multi-storey space

only stands.

LATE WORKING

Work outside the timetabled hours will not be allowed. In emergency situations e.g., unavoidable delays due to circumstance outside the contractor's control, an hourly charge PER STAND, PER MODULE will be required to be paid onsite to cover extra costs incurred from the venue, security and for Health & Safety cover. These charges are:

From 1800 – 2000 will be £150 + VAT PER HOUR, PER STAND, PER MODULE

From 2000 – 2200 will be £250 + VAT PER HOUR, PER STAND, PER MODULE

Under no circumstances will work be permitted after midnight / no late working after 2200hrs on Sunday 24th March.

Depending on when any late working is requested, we cannot guarantee that a sufficient amount of required support, from the venue, Health & Safety Officer etc can be provided. We therefore require all exhibitors and contractors to ensure that space only stands are designed to be completed in the time available.

MATERIALS FOR STAND FITTING & DECORATION

There are strict regulations governing the materials used in the construction and decoration of stands and in the demonstration of products.

All stands will be inspected during the build-up by the Health and Safety Officer and the Venue Fire Safety Officer. Any fittings or materials not meeting the fire regulations will need to be removed, or the stand will be closed down. You should draw attention to these requirements to any contractors working on your behalf.

- Decorative materials used for stand dressing must be flame proofed or purchased already treated with an appropriate chemical.
- **Artificial flowers and plants are highly flammable and give off toxic fumes and must not be used for stand dressing.**
- Gangways must be kept clear and free from exhibits, stand dressing, furniture etc at all times during the open period of the exhibition. Offending items are liable to be removed without warning.
- No empty packing cases may be stored on, around or behind your stand, as this constitutes a fire hazard.

For more information, please check the [e-Guide](#) page 116

PERMISSION TO BUILD

A Construction Phase Plan as required by the CDM Regulations must be sent to [Johanna Shirley](#) ASAP, but definitely before the deadline date – **Friday 12th January 2024**. Please ensure your stand contractor (if you appoint one) complies with this deadline date, failure to do so could result in delays and / or additional costs. The design of the stands must be such that it can be safely erected and dismantled in the limited time available.

- CDM Regulations requirements are:
 - Stand Plan – these must include:
 - A ground plan and elevation drawing
 - All dimensions, which should be to a recognised scale (e.g. 1:20, 1:25, 1:50, 1:100)
 - Method Statement including materials to be used

- Risk Assessment including a Fire Risk Assessment that covers precautionary measures to be undertaken during build-up if working within a hazardous environment such as welding, toxic or flammable substances, etc.
- Contractor Health and Safety Declaration
- Welfare Arrangement Form

If a stand is considered to be 'Complex' the Local Authority requires certification by an Independent Structural Engineer. There will be a charge for this inspection and certification of £310.00 + VAT. If you have any questions about what constitutes a 'Complex' stand please contact [Johanna Shirley](#).

No construction will be permitted in the hall until permission to build has been issued.

Stands Over 4m or Complex Structures

For stands incorporating features over 4m, or deemed a complex structure, plans must be submitted by **Friday 12th January 2024**.

It is the responsibility of the stand designer to determine whether a structure is complex or not.

A complex structure is any stand which is:

- ◆ Any structure, regardless of its height which requires structural calculations
- ◆ Multi-storey stands
- ◆ Any part of a stand or exhibit which exceeds four metres in height
- ◆ Custom-built/bespoke suspended structures
- ◆ Sound/lighting towers
- ◆ Temporary tiered seating (refer to Temporary Demountable Structures section)

The organizer reserves the right to deem a structure 'complex' where not correctly identified.

- ◆ **All suspended elements which are constructed from timber and/or metal structure will be deemed as complex structures.** Suspended elements consist of canopy, fascia, trusses clad with timber etc. [Click here](#) for guidelines. For further details on [Complex Stands - Suspended Elements](#).

Structural Calculations

If any of the above apply to your stand design you must provide your own structural calculations together with your drawings proving stability of your structure. These calculations and drawings will then be submitted to our structural engineer for checking.

Complex rigs must include connection details between venues rigging point to suspended elements, constructed details of joints between elements etc. Calculations are to provide that the rigging elements are capable of supporting the weight of the elements. Lifting points should be clearly indicated in the drawings together with magnitude of load for each individual suspension point. A factor of Safety of 1.5 should apply to the rigging load.

The Organisers will forward this information to an independent Structural Engineer, ExCeL and Local Authority who will (if satisfied) complete a Certificate of Integrity (Design Stage) for the plan at which point you will receive a Certificate to Build. The same Structural Engineer will then attend onsite during build-up and when satisfied you have built as per your drawings submitted and calculations will provide the stand with a second Certificate of Integrity (Construction Stage).

**There will be a charge £375 + VAT for stands over 4m in height and stands deemed to be complex
£503 + VAT for double decker stands**

ExCeL and the Local Authority need copies of both Certificates of Integrity signed by an ExCeL recognised Structural Engineer before they will allow the stand to be opened to visitors. Those with complex rigs must submit the signed Certificate of Integrity to the organiser before the rig can be flown.

It is the exhibitor's responsibility to ensure that any contractor working on their behalf is aware of this procedure and can comply with these deadline dates.

For more information, please refer to the e-Guide - see page 47

PLATFORMS

For advice and a quotation please contact Expo Floors Ltd on:

T: +44 (0)1922 721177

E: sales@expo-floors.com

RAMPS AND HANDRAILS

Please check the [e- Guide](#) from page 9 for Regulations relating to the use of ramps and handrails.

RIGGING

To order drop wires and rigging points please contact the ExCeL rigging department or [click here](#).

Banners directly above your own stand are permitted and will be considered as part of your stand build. You will need to book rigging for any banners directly with the ExCeL rigging department. All rigging is required to be a minimum of 4 metres from the floor to the underside of structure / banner. A maximum height of 6m from the floor is permitted.

When submitting drawings to johanna@scot-baker.com for your stand please advise if the rig you are doing has a complex element.

All rigging other than lightweight banners and lighting rigs made of truss (without cladding) are now subject to checks by a Structural Engineer. Those with complex rigs must submit the signed Certificate of Integrity to the organisers before the rig can be flown. The organisers arrange for a Structural Engineer to check these stands, but will pass the cost onto the exhibitor.

**There will be a charge £375 + VAT for single storey stands
£503 + VAT for double decker stands**

Drop wires are not allowed to be used for stabilising stand fitting. All works from the halls roof cannot be connected to anything that touches the hall floor.

STAND CONTRACTORS

Please complete the Contractor Nomination Form as soon as possible but **by no later than Friday 22nd December 2023**. We will then liaise with them regarding any information required.

Use An ESSA Member

As an exhibitor, you have a responsibility to appoint a **competent** exhibition contractor. For the supply of products and services at this event, we strongly recommended that you use ESSA Members – ESSA is the Events Supplier and Services Association. All ESSA Members observe a strict Code of Conduct and Quality Charter, which covers service, ability, experience and business practice. Full members are also covered under the ESSA Bond – you can find more information here <https://www.essa.uk.com/find-a-supplier/why-use-an-essa-member>

In addition, ESSA Accredited companies have attained an annual company-level H&S qualification for event suppliers and contractors. Independently audited, it provides demonstrable proof that a company is operating at the required level to meet industry standards. For those constructing stands, it assesses against stage one requirements of assessing competence under Construction Design & Management (CDM) 2015. You can find more information here <https://www.essa.uk.com/accredited/essa-accredited>

Accredited ESSA members also have an option to undertake a module in Sustainability enabling them to demonstrate to you that they are considerate of their impact to the environment in their working practices.

All ESSA members will be able to provide you with an up to date certificate of membership and logo or you can find your ESSA company here www.essa.uk.com/members / <https://www.essa.uk.com/accredited/accredited-members>

Before appointing your stand builder, please read our [Sustainability and Waste Policy](#) and ensure that you and your stand builder consider these points.

Should you need assistance on which stand builder to approach to build your stand, please [click here](#) for our Recommended Stand Builder list.

Waste

Exhibitors are responsible for waste created in the building, decorating and dismantling of their stands. Any waste created must be planned for. The idea would be that the appointed stand builder will take away any stand construction waste away with them daily. **Make sure you agree this with the stand builder at the beginning. Should they not be able to take the waste away, then please pre book the waste bins/skips required for waste.** One of these two options will be far cheaper than booking waste bins/skips onsite or worst will be us as organisers having to charge the exhibitor the waste bin charge (price dependent on the amount of waste) PLUS a fixed fine of £300. For more information please [click here](#). To order your waste bins now, [click here](#).

WATER & WASTE

Exhibitors requiring a water and/or waste supply on their stand should [click here](#) to make orders by 22nd February 2024, orders received after this date **may incur a 20% increase**.

If necessary it is advisable to build a platform to cover unsightly pipes and connections, and to avoid potential trip hazards. To obtain a 'Ducting Plan' showing the location of the ducts on your stand, please contact [Johanna Shirley](#).

SHELL SCHEME STAND REGULATIONS & INFORMATION

A shell scheme stand is one that the Organiser's contractor, Showlite, will build on your behalf. Shell Scheme stands will be ready for interior decoration and deliver of products at 10.00am on Sunday 24th March. They include:

- Walls – number will depend on whether the stand is one, two or three sides open. This information can be found on your contract. If you would like to double check this, please contact ops.ifem@montgomerygroup.com.
- Flooring – anthracite (grey) cord carpet. If you would like to change the colour of your flooring, there will be an additional cost for this. If you would like to provide your own floorcovering, please contact ops.ifem@montgomerygroup.com. No refund will be given if you decide to supply your own floorcovering.
- Ceiling beams that lighting can be attached to.
- Fascia and company nameboard. Your company name will be displayed as that detailed on your contract.
- Fingerboard.

Dependent on your shell type/ package your stand also includes:

- Lighting
- Electrical Socket
- Furniture Package

To check if your stand type/ package includes the above extras please check your contract and read your stand types full specification. If you are unsure of your stand type, please contact ops.ifem@montgomerygroup.com to clarify.

Additional items such as electrics, shelves, storage areas or worktops can be ordered from Creative Hire/Xpect.

Showlite

T: 01264 365550

E: exhibitorsales@showlite.co.uk

W: www.showlite.co.uk

FULL SPECIFICATIONS

Below you will find links to the full specification for the shell scheme at IFE Manufacturing 2024. **Please ensure you download and follow the correct Specification for the stand you have booked.** You can find your stand type on your contract. If you have any questions regarding your specification, please contact ops.ifem@montgomerygroup.com who will be able to help.

[Click here for IFE Manufacturing Shell Specification.](#)

ELECTRICAL REGULATIONS & INFORMATION

The electrical contractor is Creative Live who is responsible for and will carry out all electrical work on stands within the exhibition halls.

LIGHTING AND ELECTRICAL SOCKET PACKAGES

Check the full specification for your stand type to see what (if any) electrical packages you have included. If you require any/additional lights or sockets, please place your orders through Showlite. Orders must be made by **Wednesday 21st February** to avoid surcharges.

BASIC GUIDELINES FOR SOCKET SIZES AND USAGE

Listed below are examples of "typical" loadings for items plugged in to socket outlets:

500 watt sockets:	computers, TV's, video's, spotlights to 500W, refrigerators
1000 watt sockets:	domestic filter coffee machines, lighting up to 1000W
2000 watt sockets:	kettles**, machinery up to 2000W
3000 watt sockets:	hired coffee machines, machinery 2000W to 3000W

Note ** kettles and refrigeration / freezer requirements vary between 200 and 2000 watts. Please check with the supplier or check the reference tag or plate on the machine.

If you have any questions about the exact electrical requirements for your stand, please contact the electrical contractor using the details above who will be happy to advise you.

E-GUIDE REGULATIONS

Multi-way plug-in and bayonet adapters shall not be used.

The use of trailing/Block type 4-way fused sockets shall be restricted to the following: one 4-way lead per fixed socket outlet, subject to a maximum loading of 500 watts total and its plug shall be fused accordingly.

A maximum flexible cord length of 2 metres from plug to trailing block unit.

It is the owner or user's responsibility to ensure that portable appliances are safe to be plugged into the electrical system.

The use of batteries to provide mains stand power is strictly prohibited, as batteries are not currently considered to be a safe source of power. This is primarily due to the concern of being unable to identify power sources clearly within a stand and therefore to isolate power in case of a fire, as well as concerns over defects due to lack of maintenance and poor transportation and storage.

Examples of Power Requirements

2amp (500w) Socket - Laptops, Computers, TV's, DVD's, Lighting up to 500w

5amp (1000w) Socket - Small Domestic Microwaves, Lighting up to 1000w

10amp (2000w) Socket - Small Nespresso Machines, Small Vacuum Cleaner, Hair Dryers. Lighting not permitted

13amp (3000w) Socket - Vacuum Cleaner, Coffee machines, Jug Kettles, Urns. Lighting not permitted

Note: Lighting circuits may not exceed 1000w

This is for guidance only. We recommend that you check the rating plate of your appliances so that you are 100% correct when you place your order.

DEADLINE DATE

Early Bird – orders placed before **Wednesday 21st February 2024**

Standard Rate – orders placed between **Thursday 22nd February 2024** to **Monday 11th March 2024** (20% on early bird rate)

Surcharge rate (includes onsite rate order) - orders placed from **Tuesday 12th March 2024** (20% on standard rate)

ENQUIRY DESK

During the build-up period, an enquiry desk will be located outside the Organisers Office (N4) to assist exhibitors with any electrical queries or problems. The desk will be manned from 0800-1800 hours daily.

SUPPLY TIMETABLE

Electricity will be energised to stands as quickly as possible during the build-up period, subject to satisfactory inspection and testing of installations.

From the time your sockets are energized they will remain on 24 hours until 30 minutes after the show closes, which will be 1700hrs on Wednesday 27th March.

Any exhibitor needing electricity for the running down of machinery or refrigeration equipment etc. when the exhibition closes at 1630hrs on Wednesday 27th March, must inform the Organiser's Office of their requirements no later than 1700hrs the day before (Tuesday 26th March), for this to be arranged in time.

Access

ExCeL is adopting the Voyage Control pre-show vehicle booking system for deliveries to the show floor to ensure clarity in terms of access and to reduce waiting times.

For a seamless process, it is **essential** that all vehicles needing access the venue's loading bays are pre-booked on the ExCeL London Vehicle Booking System.

To book your vehicle please go to excellondon.voyagecontrol.com

Any exhibitor or contractor vehicles that are not booked system will be denied access to the loading bay by the on-site traffic team.

Sustainability & Waste

We ask our exhibitors to be mindful of their impact while exhibiting with us. Waste is unfortunately inevitable; however we can all certainly do a lot more to reduce waste. Exhibitors are responsible for the waste created in the building, decorating and dismantling of their stands. Any waste created must be planned for. Waste created during build up is just as important to plan for as breakdown. Should the waste not be able to be taken away daily, then pre book the waste bins/skip required for the waste. One of these two options will be far cheaper than booking waste bins/skips onsite or worst will be us as organisers having to charge the exhibitor the waste bin charge (price dependent on the amount of waste) PLUS a fixed fine of £300. For more information please [click here](#). To order your waste bins now, [click here](#).

A - Z REGULATIONS & GENERAL INFORMATION

ALCOHOL CONSUMPTION - SERVING & SAMPLING

The consumption of alcohol within the halls during build-up and breakdown is **not permitted**. Alcoholic drinks will not be available from the catering outlets within the halls during these times.

Guidelines on Alcohol Sampling can be found under Food Sampling and Safety Regulations – Alcohol Sampling and Serving. If you intend to serve Alcohol as Hospitality, please see the information under Catering – Stand Hospitality.

BADGES & PASSES

No one be allowed access to the halls without registering, whether exhibitor, contractor, or visitor. This applies at each point of entry to the venue. During Build Up and Breakdown CDM Regulations include that everyone who needs to access the hall must have read and understood the [site rules](#) will be sent closer to the event and confirmation that they have been read and understood is required before entry is permitted.

- **Exhibitor Badges**

You can register for Exhibitor Badges using the link on the homepage of your Exhibitor Hub. If you have any queries regarding Exhibitor Badges, please email exhibitors@livebuzz.co.uk.

Once registered you will receive an email containing your badge. These must be printed out in advance and brought to the event. Due to Coronavirus the registration system will be as contactless as possible so there will be limited facilities on-site to address any issues.

The badge will carry your name and company. Exhibitor badges give exhibitors free access during build-up, open and breakdown periods.

Remember to order badges for any temporary staff you are employing to work on your stand.

- **Contractor Passes**

Build-up & breakdown e-badges are valid only for the build-up and breakdown periods only. All contractor staff will need to register to have a build-up & breakdown e-badge. Access to the hall will require this e-badge or exhibitor badge.

[Click here](#) to order to order build-up & breakdown e-badges. Please circulate as required.

To ensure your appointed contractor receives this link to register please complete the Contractor Nomination Form and we will liaise directly with them to register their staff.

Exhibitors must request build-up & breakdown e-badges for use by their own staff who will not be onsite during the Open Period.

BUSINESS SERVICES

For business services, including Faxing, internet access, printing from USBs, laminating, mobile phone hire and charging services are available from Business Service, located on level 0 of the boulevard down the stairs by N4/S4. Business Services also sell a range of products including stationary, tools, tape, extension leads and batteries. Telephone +44 (0)20 7069 5050 or email: info@abouttowncarriages.co.uk.

CAR PARKING

ExCeL London offers onsite parking for 1,800 cars beneath the venue, including 85 accessible spaces. 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 undercroft **Orange Car Park** Zones 1 – 16 have a 1.9m height limit. [Click here](#) to view an Excel Parking Facilities Map.

Car parking charges apply equally to the build-up, open and breakdown periods, and are **£25 per day**.

Parking is available for cars, transit vans and minibuses up to 3.5t. Please note there is no hourly rate.

Parking must be pre-booked via [ExCeL's Website](#). For more information

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

Motorcycle parking is free of charge.

Parking for vehicles transit size and upwards is available in the northwest lorry park.

Transit size vehicles up to 2.8m high:

Build & break days – free of charge

Open days – £30.00 per day

Last open day (After 14.00) – free of charge

Vehicles 3.5 tons and above:

Build & break days – free of charge

Open days - £35.00 per day

Last open day (After 14.00) – free of charge.

These are available on a first come, first served basis by arrangement through the Traffic Administration Office off-site. The ExCeL London team can then brief the driver direct regarding security measures, access, and the no-overnight sleeping arrangements.

All cars should be parked in normal car parks which are chargeable. For further information on traffic marshalling please telephone 020 7069 4568.

[Click here](#) for Car Parking FAQs

CATERING

A selection of restaurants and café bars will be open during the exhibition, some of which will also be open during the build-up and breakdown periods. A schedule of catering and refreshment facilities will be advised to you prior to the exhibition.

STAND ORDERS

Catering for the stand can be ordered through ExCeL London Hospitality (ELH). Stand catering is designed to be a prepaid drop-off service for all your on-stand food and drink requirements.

Orders should be placed 72 hours before delivery is required. An order is only confirmed once payment has been fully received.

ExCeL London Hospitality

T: +44 (0)207 069 4126

E: sales@excelhospitality.london

[Click here](#) for the website

STAND HOSPITALITY

Exhibitors who wish to provide stand visitors with extensive hospitality are advised that all catering requirements must be obtained from ExCeL London Hospitality (ELH), the official onsite catering provider.

Exhibitors are requested not to bring their own food and drink onto stands, with the exception of their own

products. Exhibitors are also reminded that entertaining should take place in areas of the stand that are partitioned off and not open to the public.

Please also contact ELH if you require on stand services such as waiters and waitresses.

Product sampling will be allowed under certain conditions please see information under Sampling.

If you are serving alcohol that is NOT purchased through ELH, with the exception of your own products, you will be charged a Corkage Fee per bottle. You must seek permission from ExCeL London Hospitality in order to do so, please contact:

ExCeL London Hospitality Team

T: +44 (0)20 7069 4100

E: sales@excelhospitality.london

[Click here](#) for the website

CHARITIES

If it is your intention to allow a charity to collect donations within your stand area at the exhibition, you must inform the Organisers, in writing at least 14 days prior to the event, of the full charity name, address and charity registration number.

IFEM is proud to partner with City Harvest to collect and distribute food donations from exhibitors. Please find further information [here](#) regarding surplus food donations.

CHILDREN

This is a **TRADE ONLY** event and **persons under the age of 16 will not be admitted** into the Exhibition Hall throughout the tenancy, this includes build up, breakdown and the open period. Please note this is a strict rule for both exhibitors and visitors.

CLEANING

All gangways and common areas within the exhibition hall will be cleaned overnight by ExCeL's Cleaning Department.

You and your contractor are responsible for removing and disposing of excessive waste from the exhibition hall. Waste materials (e.g., carpet, carpet tape, construction materials, flooring, furniture, food waste and pallets) MUST NOT be abandoned onsite. Organisers are not responsible for the clearing of such rubbish and will pass on any costs incurred to the contractor or exhibitor should any "dumping" occur.

Any waste created must be planned for. This ideal would be that the appointed stand builder will take away any stand construction waste with them daily. **Make sure you agree this with the stand builder at the beginning.** Waste created during build up is just as important to plan for as breakdown. Should they not be able to take the waste away, then pre book the waste bins/skips required for the waste. The same applies should you produce any waste whilst decorating. **One of these two options will be far cheaper than booking waste bins/skips onsite or worse will be us as organisers having to charge the exhibitor the waste bin charge (price dependent on the amount of waste) PLUS a fixed fine of £300.**

For more information please [click here](#)

To order your waste bins now, [click here](#)

STAND CLEANING

Cleaning of all stands is included in the stand cost, however please contact ExCeL direct if you have any special cleaning requirements, such as window/glass cleaning or scrubbing of vinyl floors.

ExCeL Cleaning Department

T: +44 (0)20 7069 4400

E: exhibitororders@excel.london

Exhibitors with locked areas on their stand must ensure they leave a duplicate key on the last day of build-up, with the Organisers Office. This will be retained by the cleaning contractor until the end of the exhibition.

If the activities on your stand mean that you will produce a large amount of waste that needs to be removed regularly throughout the day, please contact ExCeL's Cleaning Department direct to obtain a quotation for these services. Rubbish should be placed each evening in the gangways and NOT left on the stand.

CODE OF PRACTICE

During the open days please ensure your stand is manned throughout the day and all exhibits remain on display during the open hours. In order that no discourtesy is shown to last minute visitors, there must be no dismantling of any displays or exhibits before breakdown commences approx. 1630hrs on Wednesday 27th March.

CUSTOMS CLEARANCE

For clearance of goods/exhibits through customs, please contact our freight forwarding agents ([ILS](#)) who will be able to help you. They can provide a complete package for the transportation of goods which includes clearance, temporary import bonds, processing of ATA Carnets and re-exportation documentation. They can also give free advice on all aspects of import procedures and will provide you with a quotation on request.

DELIVERY OF GOODS

No deliveries can be made prior to the first day of tenancy (Thursday 21st March 2024).

ExCeL is adopting the Voyage Control pre-show vehicle booking system for deliveries to the show floor to ensure clarity in terms of access and to reduce waiting times.

For a seamless process, it is **essential** that all vehicles needing access the venue's loading bays are pre-booked on the ExCeL London Vehicle Booking System.

To book your vehicle please go to excellondon.voyagecontrol.com

Any exhibitor or contractor vehicles that are not booked system will be denied access to the loading bay by the on-site traffic team.

All exhibits and materials must be delivered carriage paid, direct to the stand. The goods should be clearly marked with the company name and stand number:

Attn: (company name and stand number)

IFEM 2024, North Hall

ExCeL London

1 Western Gateway

Royal Victoria Dock

London

E16 1FR UK

Exhibitors must ensure that a representative of their company is onsite to receive and sign for deliveries. The Organisers are unable to accept responsibility for any goods delivered to stands that are unmanned and regret that they are unable to sign for goods, exhibits or other material on behalf of an exhibitor or contractor.

If you are not bringing your products to the venue yourself, the Organisers recommend that you use the services of our freight company - ILS- especially if sending goods from overseas. Their details can be found under Freight Forwarding on the list of Official Contractors.

COURIERS

Please consider carefully before using the services of a courier company to deliver to ExCeL London. Courier companies are often not prepared to queue in a traffic system, NOR indeed will they make sure that packages reach the correct destination. If packages go astray, it is often difficult to trace them.

We strongly recommend you at least contact ILS for a quote as this might be cheaper than you think. Please complete and return the Lifting, Handling & Freight Forwarding Order Form to receive a quote on the services you require.

Deliveries during the open period can only be made between 0800 – 0930hrs, before the exhibition opens.

DILAPIDATIONS / DAMAGE TO HALL

Please remember you are responsible for making good any damage caused to the fabric of the exhibition buildings - by you, your agents, or your contractors. It is in your own interests that you should satisfy yourselves as to the condition of your stand site before the building of your stand and after its clearance.

EQUALITY ACT 2010

The Equality Act meaning of disability is a person that 'has a physical or mental impairment which has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities'.

Discrimination is when a person with a disability is treated less favourably than others would be treated and that this treatment in question relates directly to their disability and it cannot be justified.

Please note that it is unlawful to discriminate against a disabled person in refusing to provide, or deliberately not providing, to the disabled person any service which is offered or provided to other non-disabled persons. This also relates to the standard of service which is provided to the disabled person or the manner in which it is given. Therefore, all exhibitors must design their stands in a way as to not discriminate against disabled visitors; this would include, among other things, access to displays, literature, hospitality areas and meeting rooms.

For further information and guidance on what constitutes a disability, we suggest you look at www.direct.gov.uk and search for the Equality Act 2010.

FIRST AID CENTRE/ MEDICAL EMERGENCIES

A fully equipped First Aid Centre will be manned and operational throughout the hours of build-up, open and breakdown periods. It is located down the stairs by N4/S4 from level 0 on the Boulevard - accessible via stairs or a lift. For general medical enquiries call 5556 (Internal) / 020 7069 5556 (External). In the event of a MEDICAL EMERGENCY dial 4444 (Internal) / 020 7069 4444 (External), giving the exact location of the casualty and details of injuries sustained.

GANGWAYS

During the build-up and breakdown periods, Emergency Gangways will be in operation and must remain completely clear at all times. Details of which gangways are affected will be issued prior to the show. Under no circumstances should any part of your stand, furniture, or exhibits etc. project beyond the boundary of your stand, with the exception of the Organiser's Shell Scheme finger signs. Exhibitors should only work within the confines of their stand. No doors or windows shall open outwards onto an aisle. The exhibitor should not engage in any activity or employ any person or device that tends to create unreasonable congestion in the gangways in the opinion of the Organisers. [Click here](#) for the locations plan which shows the emergency gangways clearly

GRATUITIES

Neither ExCeL London staff nor contractors' personnel are permitted to accept gratuities for services rendered or a service to be rendered. Please notify the Organisers if any personnel solicit gratuities.

HOTELS & TRAVEL

Hotel Map has been appointed to help you with hotel reservations, please [click here](#) for more information.

INSURANCE

Stand contracts with Montgomery Group require all exhibitors to have a minimum level of insurance cover of £5 million (or equivalent) in order to participate at the show.

Please note that, as the main contracted stand-holder, you are responsible for any loss, damages, claims, etc. arising out of your stand and the activities of any stand-sharers at the Exhibition.

If there are other Companies sharing your stand, it is in your interest to ensure that they too hold adequate insurance cover. Further details are found in the terms and conditions on your contract.

If you have any queries, please contact the [organisers](#).

LICENCES (PPL & PRS)

If you intend to play pre-recorded background music or have live music on your stand during the course of the exhibition, you are required by law to obtain music licences. If you would like to do this, please go to <https://pplprs.co.uk/business/other/>.

LOST PROPERTY

Any lost property found should be handed to the exhibition security team, who will retain it until the end of the show, when it will be transferred to the venue security office.

NOISE

Exhibitors creating excessive noise that disturbs adjacent exhibitors will be asked to reduce the sound to an acceptable level (a maximum of 60dB at the edge of your stand). If this is not complied with to the satisfaction of the Organisers, they will be asked to cease such activities in the interest of the overall exhibition.

ORGANISERS OFFICE

There will be two Organisers Offices for the exhibition that will be manned every day during the build-up, open and breakdown. On Thursday 21st March – Saturday 23rd March the Organisers Office will be manned from 08:00 – 18:00hrs and on Sunday 24th March they will be manned from 08:00 – 22:00 hrs. During the open period Monday 25th March – Tuesday 26th March the offices will be manned from 08:00 – 17:30hrs and on Wednesday 27th March they will be manned until 22:00hrs as breakdown will commence at around 16:30. Thursday 28th March the offices will be manned from 08:00 – 18:00 and Friday 29th March the offices will be manned from 08:00 till 16:00 when the hall should be clear.

Organisers Office numbers: TBC

***Please do not ring this number before 0800hrs on Thursday 21st March. If you have any operational queries, contact the organisers on +44(0) 207 886 3003.**

REMOVAL OF EXHIBITS

Exhibitors wishing to remove exhibits during the open period of the exhibition must obtain a security pass from the Organisers Office. Exhibits may only be removed while the exhibition is closed to visitors. Hiscox Event Insurance, Tel: +44 (0) 845 213 8453 37

ROOM HIRE

Should you require a private area to entertain clients or hold meetings there are a limited number of hospitality suites available to exhibitors to hire. Please contact email ops.ifem@montgomerygroup.com.

SAMPLING REQUIREMENTS AND CONDITIONS

For sampling requirements and safety regulations, please visit the *Food Sampling & Safety Regulations* section of the manual.

[Click here](#) for the Food Safety Checklist.

SECURITY

Security will begin at 0800hrs on Sunday 24th March, with 24-hour security commencing at 0800hrs on Monday 25th March 2024. It is therefore recommended that portable exhibits are not delivered to the hall before this time. This cover will end at 1600hrs on Friday 29th March, although **it is recommended that nothing of value be left on stands overnight on Wednesday 27nd March**; this includes product, graphics, and furniture or display items of any type.

Exhibition halls are vulnerable places, particularly during the build-up and breakdown periods. Your stand is an open shop without windows or doors. Please consider how you can look after your products and belongings whilst onsite.

Exhibitors requiring additional security guards on their stand should contact EEP direct on +44 (0)7989 160 609 or alternatively, email selven.govindsamy@theeventpartnership.co.uk.

Security Advice for Exhibitors

1. Delegate one member of staff to be responsible for safety and security at the exhibition.
2. Do not leave cash, handbags, mobile phones, valuables, etc. in unlocked drawers, cupboards or on exhibits on the stand. Do not leave wallets or purses in unattended jackets or coats.
3. Do not ask a neighboring exhibitor to look after the stand as they may get too busy with their own stand.
4. Exhibitors should arrive prior to the official opening time and not leave their exhibition stand at night before visitors are clear of the show.
5. Check all lockable desks and cupboards before leaving the stand.
6. Any exhibitor with small valuables, which they wish to leave on their stand, should provide themselves with a lockable steel cabinet or other safe storage area.
7. Do not lock goods away in hired cabinets on breakdown evening. The furniture contractor will be collecting these items on Wednesday evening
8. Any exhibitor wishing to change their stand exhibits during the open period must do so between 0800 and 0930 daily. Contractor or exhibitor passes will be required for this period.
9. Please note that build-up and breakdown days are high-risk periods. Exhibitors are recommended to work in pairs so that the stand is manned at all times. Do not assume your goods are safe just because you have packed them up and have left the stand to get your vehicle.
10. Please report anything of a suspicious nature immediately to the Organisers office.
11. Please do not hesitate to check with the Organisers on any security problems or queries.
12. Exhibitors sustaining losses must notify the Organisers Office and the Security department immediately, giving all relevant information. **Do not wait until you have cleared site.**

SPECIAL EXHIBITS

Please note any company intending to exhibit the following: cars, motorbikes, any engine driven vehicle [see also Vehicles on Stands], balloons etc., water features, or have activities on the stand not previously covered in this manual, such as massaging, tarot readings etc., must advise the Organisers in writing as special rules and regulations and licensing arrangements may apply.

Balloons may be used as part of the stand display. However, the topside of the inflated balloon must not exceed the stand build height limit of 6m, neither should it any time be released into the roof. Exhibitors are liable for any charges incurred whilst retrieving, or damage caused by, loose balloons.

With the exception of Guide Dogs, no animals are permitted in the exhibition halls at any time. Under no circumstances may live animals be used as a stand attraction or demonstration at this event.

STORAGE

Exhibitors wishing to store empty packing cases for the duration of the exhibition should contact the lifting contractor directly for a quotation – please contact ILS John Lawson at jl@i-l-s.co.uk or +44 (0)247 633 7955.

By utilising the storage offered through the official contractor this should help speed up the breakdown procedure. ILS will be able to deliver the empty packing cases to your stand before your own vehicle may have gained access to the Lorryway, thus enabling you to continue packing goods and be ready for loading as soon as your vehicle arrives.

On no account should exhibitors store product or empty packing cases behind their stands as this presents a fire risk. Offending items are liable to be removed and destroyed without warning. **All product storage, for the duration of the show, should be contained within the stand area. Alternatively, exhibitors can re-stock their stand each morning between 0800 and 0930 hrs.**

Please note that the Organisers are not able to provide accessible product storage for the open period of the exhibition.

TOOL KIT

Exhibitors are recommended to bring an 'exhibition' tool kit onsite. We suggest that it includes velcro, double-sided tape, scissors, malleable wire, string etc., all of which may help you with dressing your stand. Also include stationery such as coloured pens, writing pad, paper clips, and stapler etc. for use throughout the exhibition. Perhaps you need to bring rubbish sacks or dust cloths with you to help keep the stand tidy. You may also consider bringing your own trolley.

TRAVEL TO EXCEL LONDON

[Click here](#) for more information regarding Travel to ExCel London

By Tube

The closest stations to ExCeL are both on the DLR underground line – Custom House (for ExCeL) and Prince Regent. Trains pull up at a covered walkway leaving visitors with less than a two minutes' walk to the entrance. All DLR trains towards Beckton will stop at Custom House and Prince Regent.

By Road

A road network links ExCeL London directly to the North Circular (A406), the M11 and M25, providing convenient access to the country's motorway network.

ExCeL London is located just 1 mile east of Canary Wharf and 1 mile west of London City Airport. Another landmark reference is Tower Bridge, which is just 4 miles west of ExCeL London.

ExCeL London is situated between Royal Victoria Dock and Victoria Dock Road. Key road sign to look out for are: ExCeL London, Royal Docks and London City Airport.

It is important to highlight to visitors travelling by road to ExCeL London whether they should be following the signs for ExCeL London West or East as they approach the venue. Visitor car parking is available at either entrance.

There are 1,800 car parking spaces onsite – for more information please refer to the information under **Car Parking**.

For a location map and local street guide please key “E16 1FR” into www.streetmap.co.uk or for a route planner please key “ExCeL London” as your destination within www.theaa.com

By Air

ExCeL London is just a 5-minute taxi ride from London City Airport (LCY) with flights available from all major European destinations. For information or to book a flight please visit www.londoncityairport.com

VEHICLE ENTRANCES

There are 12 vehicle entrances serving the hall. Each vehicle entrance is 5.3m high x 7m wide.

VEHICLES ON STANDS

To display a car, bus, motorbike or any other vehicle on a stand, exhibitors must advise the Organisers via email to ops.ifem@montgomerygroup.com no later than **9th February 2024**.

VEHICLE PROCEDURES / ACCESS TO LORRYWAYS

ExCeL is adopting the Voyage Control pre-show vehicle booking system for deliveries to the show floor to ensure clarity in terms of access and to reduce waiting times. For a seamless process, it is essential that all vehicles needing access the venue's loading bays are pre-booked on the ExCeL London Vehicle Booking System.

To book your vehicle please go to excellondon.voyagecontrol.com

Any exhibitor or contractor vehicles that are not booked system will be denied access to the loading bay by the on-site traffic team.

There are lorry-parking facilities available for contractors, situated within the Northwest Lorry Park. All lorry parking is subject to availability and is free of charge during build-up and breakdown days, but is charged at the following rates during the open period:

Transits (up to 2.8m high) £ 30.00 per day

3.5T and above £35.00 per day

All cars should be parked in normal car parks which are chargeable. For further information on traffic marshalling please telephone 020 7069 4568

BUILD-UP VEHICLE PROCEDURES

All exhibitors, contractors and show suppliers must book every time they need to access the loading bays, whether during build-up, break-down or in exceptional circumstances during show open. This does not apply to couriers (please see the Delivering to your Stand section).

Exhibitors will be notified by the organiser that the ExCeL Vehicle Booking System is live 21 days prior to the event's first tenancy date. No vehicle will be permitted access to the loading bay without a booking confirmation.

PLEASE NOTE

Please arrive no earlier than 15 minutes prior to the confirmed booking time. Early arrivals will cause unnecessary delays and congestion.

We recommend using Google Chrome as the browser to use the system requires an up-to-date internet browser. The system will work on mobile devices and smart phones and has its own dedicated app available through the App Store or Google Play, please search – Voyage Control.

To schedule the loading bay slot for the vehicle, please follow these instructions:

- *Sign-up to the ExCeL London booking system by going to this url excellondon.voyagecontrol.com*
- *Select 'IFE24' and your user type (Space or Shell).*
- *The stand location can be identified from the floor plan that is shown in the system. Please make a note of the zone colour as you will need this for later on in the process.*
- *Select the appropriate event phase (Build Open or Break) and the date when the vehicle will be on site.*
- *Select the access point (zone colour) and the type of vehicle that is making the delivery.*
- *Once all details have been entered, press the "Get time" button at the bottom of the page to see the available time slots. Time slots are allocated on a first come first served basis. Time slots and unloading/loading times will vary based on availability, user type and vehicle size*
- *Once the timeslot is selected, please provide the following details:*
 - *Exhibitor company details*
 - *Delivering company details (if different)*
 - *Stand details*
 - *Driver name*
 - *Origin postcode of vehicle*
 - *Vehicle registration number*

Please note if the driver details or vehicle registration number are not known at the time of booking, the time slot can still be reserved, and the details provided at a later date. Please note that all details must be completed prior to arriving at the venue.

- *The time slot will be confirmed by email along with the vehicle pass. Please ensure your driver has this before arriving at the venue. This can either be printed or presented electronically.*
- *Once registered on the system, any time you need to book another slot your details will already be stored associated with your username and password.*
- *If you need any support using the system or have any questions about its operation, please use the "support" button in the vehicle booking system itself or email the organiser.*

Details can be amended, or a booking made at any time before arriving at the venue. This means traffic delays can be taken into consideration as the system will remain live until the end of that day. If driver did not make the booking, please make sure they let the administrator know of any delay so the slot time can be amended.

Contractors building space-only stands are advised that their breakdown booking time is based on when the stand is broken down and ready to load. **Do not book the slot for any time before the stand is dismantled, as the driver will not be able to stay on the loading bay beyond the allotted time.**

1. Once this your time slot arrives, please drive to the venue.

2. Once you arrive at the venue, please follow the direction of the ExCeL Traffic Team into the correct land, determined by your pass. This will depend on your stand location and how busy certain sections of the lorry way are. **Please do not automatically drive to the shortest traffic queue – it will not be quicker for you!**
3. Once there is space on the North Lorryway for your vehicle you will be instructed to turn left from your land and onto the access ramps.
4. To access the correct North Lorryway please follow the appropriate directions on the signs.
5. A member of the ExCeL Traffic Team will check your pass and record your access time. Please then display your vehicle access document in your windshield. Please comply with the timings display for your vehicle, those exceeding the time limit may be clamped or removed and given a financial penalty. If extra time is needed drivers should discuss this with a marshal on the North Lorryway outside the hall.

Unloading / loading times stamped on the documents are, as a rule of thumb:

18.5 tonne articulated lorry	1hour 30mins
7.5 tonne lorry	50-60mins
Transit / Luton / 3.5 tonne	30-45mins
Cars	15mins

6. Once the vehicle has been unloaded it must be removed from the North Lorryway. The marshal at the exit point will collect your document. Transit sized vans and cars can park onsite at a cost, all other vehicles must leave site.

In the event of a breakdown or accident, please contact a marshal immediately.

The co-operation of all drivers will be much appreciated and will help facilitate a smooth build up for everyone.

VENUE ADDRESS

**IFE 2024
North Hall
ExCeL London
1 Western Gateway
Royal Victoria Dock
London E16 1FR UK**

WI-FI

ExCeL London has free, unsupported Wi-Fi available in the central Boulevard & halls. Please [click here](#) for the alternative internet connection options or contact exhibitororders@excel.london.