

## ESSENTIAL INFORMATION FOR ALL EXHIBITORS

### ACCESS

The only way to access Olympia 2, Level 3 is via a lift.

The passenger lifts are staffed and are operational from half an hour prior to event opening until visitors have left the hall at event close. The passenger lifts are not to be used to transport goods under any circumstances. These should be carried in the goods lifts.

G' Gate is the goods entrance serving Olympia Two. Goods lifts 16 and 17 operate between the Olympia Two loading bay and Level 3. Please note that if you arrive on site before 9.30am you can only gain access into the venue through G' Gate and not through the main doors.

### ACCOMMODATION

Please see Hotel Accommodation pdf within the manual.

### ALCOHOL

Alcohol is **NOT** to be sampled or sold to people under eighteen years of age. Any violation of this will result in the immediate termination of licence facilities.

### BALLOONS

Balloons are not allowed without written permission from the Organisers. Latex balloons are not allowed under any circumstances. The Organisers do not accept any responsibility or costs arising from the use of gas filled balloons becoming trapped in the roof structure or ventilation system. The cost will be passed onto the exhibitor.

### BANNERS

Banners suspended above stands or from the east hall ceiling is not permitted.

### BUILD UP AND BREAKDOWN

Please ensure you read build up and break down times shown on the exhibition timetable.

Whilst every endeavour is made to secure the halls during build up and breakdown, exhibitors are reminded to be extremely vigilant whilst all access doors are open and always ensure that someone is on the stand at all times.

### BUSINESS FACILITIES

Fax and photocopying facilities will be available from the business centre (at a cost), located in the Venue Management office. If you require high volumes of photocopying or printing please could you do this before coming to the show as the business centre will only be able to do a limited amount.

### CAR PARKING

For car parking at the venue please visit: <http://www.eco.co.uk/p/parking/173>

### CARPET/FLOOR-COVERING

The East Hall is permanently carpeted in grey/blue tiles. Tiles may not be uplifted and must be protected from damage. Alternative floor coverings may be used on stands, providing that floor flats or a platform are first laid on top of the carpet tiles. Floor covering may not be laid directly on to the tiles under any circumstances.

Please ensure all possible care is taken – as you will appreciate the carpet is a high cost item and any damage caused to the floor/carpet will be chargeable to the person(s) responsible. If you would like to order alternative carpeting please contact Ultimate Design.

### CATERING

On Thursday 23<sup>rd</sup> September refreshments will be available in the cafeteria between 12.00 and 18.00. If you require your own catering facilities, please visit: [www.leithsateco.co.uk](http://www.leithsateco.co.uk)

## CHARITIES

Charities will not be permitted to conduct their activities on Exhibitors stands or around the show without prior, written permission from the Organisers.

## CHILDREN WORKING ON STANDS

To comply with Health & Safety Regulations, no persons under the age of 16 will be admitted during build up and breakdown.

## CLEANING OF STANDS

Your stand will be vacuumed and bins emptied prior to opening each morning FREE OF CHARGE. Please note stand exhibits will not be cleaned. If you have any special requirements, please contact the organisers.

If you have a locked enclosure within your stand, it is essential that a DUPLICATE KEY is handed to the Organisers (clearly labelled with your company name and stand number) to allow access for cleaning. The cleaning contractors are not responsible for disposing of large quantities of litter produced by Exhibitors as a result of give-aways. Please note that anything left in the aisles overnight will be deemed as rubbish and will be disposed of by the cleaners.

## COMPUTER RENTAL

Computer Rentals can be ordered via PSAV by using the relevant form in this manual – a minimum of 2 weeks prior to the exhibition.

## CONTRACTORS

If Exhibitors are employing a contractor of their own choice, it is essential that Form 2 included in the space only information in this manual is completed and returned immediately.

It is vital that your contractor is fully aware of the Rules and Regulations, Health and Safety procedures, relevant forms and deadlines. Please ensure these details are forwarded or alternatively contact the Organisers who will be happy to send the relevant information.

## COSTUME CHARACTERS

Costume characters must be kept within the confines of your stand and must wear Exhibitor passes at all times. They must not in any way entice children away from the stand or around the show.

## DELIVERIES

Deliveries should arrive **before** the open hours of the Show each day. Current Health and Safety regulations state that the use of trolleys is not permitted during Show open hours. The Organisers **cannot** sign for deliveries, please ensure that someone is on your stand to receive deliveries. Postal packages should be addressed to:

[Addressee](#)

[Stand number and Company Name](#)

[French Property Exhibition](#)

[Level 3, Olympia Two](#)

[Olympia Exhibition Centre](#)

[London W14 8UX](#)

## DELIVERY OF EXHIBITS

All vehicles delivering exhibits, materials or goods are subject to the control of the Traffic Marshals, who staff a gate at the entrance to the venue. It is imperative that vehicles are unloaded as swiftly as possible and then removed before exhibitors return to dress their stand. In order to avoid traffic congestion during the build, the Traffic Marshals will strictly control the amount of time vehicles are allowed to off-load. Remember to remove your vehicle after unloading. ***Vehicle I.D.s are for delivering only and are not to be confused with Car Park Passes.***

Exhibitors having goods delivered by courier must be on their stand to receive them. The Organisers, whilst providing general hall security, can take no responsibility for Exhibitors possessions. Valuable items, which could be easily removed, should not be left unattended on stands at any time.

## DILAPIDATIONS

The Exhibitor is responsible for the cost of making good, restoring or renewing any case of serious dilapidation to the

Exhibition Hall or any part thereof. The Organisers will inspect every site before erection and after demolition of the stands. Dilapidation includes, for example, marks caused by or to paint, stickers, marking tape, bolt, screw, nail holes, etc. In your own interest you, as the Exhibitor, should satisfy yourself as to the condition of his site both before erection and after clearance. No painting or sawing is allowed on site. The Exhibitor will also be responsible for any damage to the floor coverings and will be charged for replacement and/or repair.

### **DISABILITY DISCRIMINATION ACT 1995**

Exhibitors are reminded that they must be aware of the Disability Discrimination Act 1995 and comply with all the regulations therein. When planning your stand construction and layout give careful consideration to the ways in which products and activities are displayed so that disabled people feel as though they can fully participate in the event e.g. ramps, induction hearing loops, low level desks, signage.

Please read the DDA compliance show policy and sign and return the DDA Compliance which is included in Form 1 in the Forms section of this manual. By signing this form you will have indicated your understanding and acceptance of your obligations to remove physical barriers to service, take reasonable steps to ensure you do not discriminate against disabled show visitors as required by the Disability Discrimination Act Part 3. If you require further help ensuring your stand complies with the DDA, please contact the Operations Manager.

### **DISABLED FACILITIES**

Toilet and catering facilities are easily accessible for the disabled and there is also disabled parking.

**DISMANTLING AND REMOVAL OF EXHIBITS** Please see timetable for full details.

Exhibitors may commence dismantling and removal of their exhibits at 17.30 on Sunday 26th September 2010.

**However under no circumstances must Exhibitors remove their exhibits or dismantle their stands while visitors are still in the exhibition Hall.**

The Organisers would like to make it very clear that all exhibits, hired equipment, stand-fittings and waste material must be completely removed by 20.00 on Sunday 26th September 2010. If any exhibits are left in the Hall after this period, the stand holder will be liable for clearance charges and any other Hall rental required. If this is a problem please contact the Organisers.

### **DISTRIBUTION OF MATERIAL/CANVASSING**

The display or distribution of any material, from any area within Olympia 2, other than within the boundary of your stand, is prohibited. For safety reasons, under no circumstances can give-aways be thrown into crowds. The Health & Safety Officers will close down any offending stands.

### **EARLY / LATE WORKING & MAINTENANCE**

Any Exhibitor or contractor wishing to work late to complete their stand construction must contact the Organisers Office by 2.00pm of that day. A charge will be levied. Exhibitors wishing to carry out maintenance work during Show open days must do so during the hour before and after opening times. Applications for extensions to these times must be made to the Organisers in advance. Any charges imposed on the Organisers for such arrangement will be passed on to the Exhibitor concerned. **No work is permitted during the hours when the exhibition is open to visitors.**

### **ELECTRICAL INSTALLATIONS ON STANDS**

All electrical work carried out on site, must be done by the appointed electrical stand contractor, *Melville Exhibition Services*. Their details can be found in the 'Contacts' section of this manual.

Exhibitors must ensure that their contractors and sub-contractors are familiar and comply with the EC&O Rules and Regulations. Your attention is particularly drawn the following points:

- **Clause 02a:** This requires all those working on stand electrical installations to be appropriately qualified for this competence / qualification to be demonstrated. If requested, documentary proof of this must be provided to the Organisers.
- **Clause 01b:** which requires all items connected to circuits previously completed, tested and energised, to be tested by a competent person prior to connection. Clearly this applies to all Exhibitors intending to make use of their own electrical fittings.

- Any prefabricated units already wired must comply in all respects with the safety regulations as deemed by EC&O. The cost of any modifications required to comply with these regulations will be charged to the Exhibitor by the Electrical Contractor.

### Important Notes:

- Under no circumstances is Exhibitors' own staff or any non-approved persons permitted to carry out electrical installation work within Olympia 2.
- A temporary supply should be ordered if required for build-up and breakdown.
- Socket outlet multi-way adapters are not permitted.
- Flexible cords must not exceed 2m in length.
- Appliances must have been tested by a qualified and competent person before connection to the power supply - see 'Rules and Regulations' in this manual.
- All lighting shall be designed and installed to avoid nuisance and discomfort to neighbouring stands and to visitors.
- Flashing lights or signs are NOT permitted, but sequence displays may be used, subject to prior written approval by the Organisers.
- No light fitting or other electrical appliance may be suspended from the roof of the Hall. Please see 'Rules and Regulations'.
- **If 24 hour supply is required, please contact Melville Electrical to arrange and for details of costing.**
- **Power to stands will be switched off 30 minutes after the show closes every day, unless a 24 hour power supply has been ordered in advance.**

A list of the most commonly requested electrical items, together with costs, will be found on the Melville Exhibition Services Electrics and Lighting Order Form. Please note that this form along with your payment should be sent directly to Melville using the contact details on the form.

Always double-check the power requirement of any appliance before ordering – a blown fuse on the day will only waste time.

### EMERGENCY PROCEDURES

Emergency Procedures are included as a separate form in the manual. Please ensure that you, your staff and your contractors read these instructions carefully.

### EMPLOYMENT OF LABOUR

Exhibitors must ensure that their Contractors and Subcontractors observe the Code of Practice from time to time issued the Advisory Conciliation and Arbitration Service pursuant to the Employment Protection Act 1975, in their dealing with their respective employees working in the Hall. Please also refer to 'Children Working on Stands'.

### FIRE REGULATIONS

There are strict regulations governing the materials, which may be used in the construction of stands and the demonstration of products. Please ensure that any fabrics, artificial flowers, etc used on your stand are fire retardant. Stands will be inspected during the build-up by Fire Safety Officers. Exhibitors are reminded that the Venue has the right to remove any offending fittings or material and ultimately to close down stands. Exhibitors should ensure their contractors are aware of these requirements.

Fire extinguishers will be positioned around the hall by the venue Fire Officers. Exhibitors must ensure that stand personnel are conversant with their use and that they are aware of the position of the nearest fire alarm. Items such as plastic flowers for dressing the stand should not be used.

### FIRST AID

There will be a First Aider on-site throughout the build-up, open period and break down of the Show. The first aid centre is located on the 1<sup>st</sup> floor of Olympia 2.

## FLORALS

The appointed floral and plant hire contractor for the show is Expo Flora. An order form showing their most popular items is included in this manual. Please also see their website: [www.expoflora.com](http://www.expoflora.com) for more information and a wider selection.

## FREIGHT AND LIFTING

Schenker's are the official freight handlers and UK Customs brokers for the France Show. An order form is included in this manual. Alternatively, details of how to contact them are included in the contact list of this manual.

## FURNITURE

The official furniture Contractor for the Show is Melville Exhibition Services. Your stand does not have any furniture provided and therefore any furniture required should be ordered from Melville or be the Exhibitor's own. To order furniture please visit: <http://melville-online.co.uk>. Melville also provides standard furniture pack of which is located in the manual with details of what this includes. **If you order before the 27<sup>th</sup> August, you will receive a 20% discount.**

**HEALTH & SAFETY** Please see the Health & Safety Policy document in this manual.

**HEIGHT RESTRICTIONS** Please refer to the property stand info document included in this manual.

## INSURANCE

The Organisers, whilst taking every reasonable precaution, expressly decline any responsibility for any loss or damage which may befall the property or person of an Exhibitor from any cause whatsoever. The Exhibitor must insure his or her legal liability and is strongly advised to effect adequate insurance to include cover for products during the overall period of the exhibition, including transportation. Hiscox offers a comprehensive scheme to exhibitors.

If you would like to find out more about 'Hiscox' click the link below to access their website:

<https://www.hiscox.co.uk/events>

## LIGHT PROJECTIONS

Light Projections must be contained within the stand area. They must not, under any circumstance, be directed onto the gangways, walls or roofs of the exhibition Halls.

## LIVESTOCK

No wild or domestic animals, except guide dogs, are allowed on the premises without the prior written consent of Olympia, London. Written application must be submitted to the organisers at least 35 days prior to the event. Animals must be appropriately supervised, housed, maintained, fed and watered to the satisfaction of Olympia, London.

Where appropriate; suitable warning notices shall be prominently displayed.

Where animals are exhibited, guidance as to animal welfare and appropriate safety measures shall be obtained from a suitably qualified veterinary officer. A copy of the officer's report shall be passed to the organisers for submission to the Licensing Authority. Any costs incurred are the responsibility of the person seeking guidance/consent.

## LOST PROPERTY

Any lost property should be handed in to the event security company during the open period of an event. At the end of each day, items should be handed over to the EC&O duty manager. Any items will be kept for three months. The lost property office can be contacted on 020 7598 2484.

## LOW LEVEL LIGHTING

Lamps and appliances with high temperature surfaces installed below 2.5m must be totally enclosed in a non combustible and non heat conducting case and used well away from combustible materials.

## NOISE LEVELS

Exhibitors must contact the Organisers if they are planning to make use of pre-recorded or live performances. Volumes should be kept to a level that does not cause disturbance to other Exhibitors. A recommended level is not above 80dBa. Speakers must be facing inwards towards the stand and must be at least 1.5m apart and the same distance from the perimeter of the stand. The Organisers will be monitoring sound levels around the Show. All stands will have their own means of power isolation and this will be switched off if the noise is excessive. Should there be an emergency announcement everybody in the Hall should be able to hear it. **Exhibitors failing to comply with this rule will have their power turned off.**

**OPENING TIMES** - Please refer to the timetable for full details.

Show days opening hours are Friday 10am - 5pm; Saturday 10am - 5pm; Sunday 10am - 5pm. Stands must be open for trading at least ten minutes before exhibition opening times each day.

## ORGANISERS' OFFICE

The office is situated just off the foyer area through a corridor next to the lifts and will be open throughout the Show.

## PRODUCTS TO BE EXHIBITED

No Exhibitor shall exhibit on their stand any products other than those described on their Booking Form without the prior written agreement of the Organisers. This agreement shall also be required in respect of the distribution, free of charge by the Exhibitor of any products, leaflets or refreshments from the stand. The Organiser reserves the right to remove from the Exhibitors Stand(s) any products or materials which the Exhibitor has on display in contravention of this condition. All components/goods on your stand must be kept in the confines of your stand area.

## PUBLIC TRANSPORT

See the travel information page.

## RESTOCKING

For the safety of visitors to the Show, the restocking of stands on Show days is only permitted during the hour before Show open and half an hour after Show close. Storage can be arranged through Schenker.

## RISK ASSESSMENTS

It is a legal requirement that all Exhibitors complete suitable Risk Assessments for the show. Please refer to Compiling a Risk Assessment and Operations Form.

## RUBBISH/WASTE REMOVAL

Contractors are responsible for the removal of all stand fitting waste at the end of the show.

## RULES AND REGULATIONS

All Exhibitors must comply with the Rules and Regulations as laid out on the contract and within this manual. Failure to comply with the Rules and Regulations in some cases could lead to fines, penalties and/or to the closing down of your stand. Please ensure that all contractors and sub-contractors are fully aware of all the rules and regulations.

## SECURITY

Although every reasonable security precaution is taken throughout the build up, open and breakdown periods, the Organisers cannot be held responsible for any loss, damage, or accident, which may occur to any Exhibitors/Contractors property or personnel. We strongly recommend that any small or attractive items be kept under constant supervision and removed each evening. **Your stand should never be left unmanned.** Such risks as mentioned above should however be covered by taking suitable insurance.

## SHIPPING AND FORWARDING

Overseas Exhibitors or British companies importing products for the Exhibition should communicate with Schenker immediately to ensure that you are familiar with the procedures and paperwork involved. Their address appears on the contacts page of this manual. UK Exhibitors can arrange carriage through Schenker or a contractor of your own choosing. In any event, Exhibitors needing cranes or fork-lifting should contact Schenker.

## SHOWGUIDE

Each visitor to the French Property Exhibition will receive an exhibition guide. As an exhibitor you will get a free listing in the Show guide, however you must complete and return the Guide Entry Form by the **27<sup>th</sup> August 2010** or your entry will be omitted.

## SMOKING

It is illegal in the exhibition.

## STOCK (BOXES)

We strongly advise Exhibitors to build a storage area on their stand to cope with boxes, merchandise, stock or any other materials not on display as they should not obstruct or be visible from the aisles. Boxes of stock etc. must not be stored in any recesses behind or beside stands or in areas not visible to the eye as this causes a fire hazard. Please see Restocking.

## STORAGE

If you need storage facilities, please contact Schenker by completing the relevant form contained in this manual. Alternatively, see the notes under 'Restocking'.

## TELEPHONES

Telephone lines and broadband can be ordered via EForce online at [www.eforce.co.uk](http://www.eforce.co.uk) or by using the relevant form in this manual – a minimum of 2 weeks prior to needing them fitted.

## TERMS & CONDITIONS

Please refer to your contract for Terms and Conditions. You are reminded of your obligations as printed on your contract and within this manual.

## VALUE ADDED TAX RECLAIM

In the European Union Value Added Tax is charged on a wide range of goods and services. If your organisation is based outside the United Kingdom it may be possible to recover the VAT (17.5%) paid on the cost of your exhibition stand plus other expenses incurred at the France Show, e.g. hotels, car hire (conditional on having the original invoices).

The French Chamber of Commerce in London offers a quality low cost service for those companies who wish to reclaim their UK VAT. The Chambre de Commerce Francaise de Grande-Bretagne can be contacted at:

Lincoln House  
4th floor / 4<sup>ème</sup> étage  
300 High Holborn  
London WC1V 7JH  
Tel: 020 7092 6600  
Fax: 020 7092 6601  
E-mail: [mail@ccfgb.co.uk](mailto:mail@ccfgb.co.uk)

## VEHICLES IN HALLS

Permission must be obtained from the Organisers to display any vehicles in the hall. To comply with local authority regulations any vehicles that are on display inside the hall must contain only sufficient fuel to move in & out of the venue, have a lockable fuel cap and the battery must be disconnected.

## WASTE DISPOSAL & SKIP HIRE

The Environmental Protection Act 1990 came into force in April 1992 which dictates strict controls on waste materials. **Waste materials however innocuous shall not be abandoned on site.** Should it be necessary for waste materials to be removed from site, please contact the organisers.