

## Frequently asked questions

### **1. I have a shell scheme stand – what is included with this?**

Carpet, Walls (as many as are required to separate your stand from neighbouring stands), fascia and a nameboard sign. Please note that electrics and furniture are NOT included in your stand and must be ordered separately through Melville. Please complete form 1 to ensure your Nameboard details are correct.

### **2. I have a Space-only stand – what is included with this?**

A Space-only stand means exactly that – an area marked out on the floor. Carpet will be included. If you wish to lay down your own carpet, you must put down a floor platform before you put on your own carpet. You must provide us with the following details: risk assessment, method statement, health & safety policy, public liability insurance and 2 sets of stand plans.

### **3. How do I book electrical sockets and lighting?**

If you have not booked one of our electrics packages from our sales team, Please contact Melville (who are the appointed electrical contractor) directly using the form within this manual, or book online at [www.melvilleonline.co.uk/productcatalogue.asp?eventid=2351](http://www.melvilleonline.co.uk/productcatalogue.asp?eventid=2351)

### **4. How do I book furniture?**

Melville Furniture is the appointed furniture contractors for the exhibition. You can order furniture online at [www.melvilleonline.co.uk/productcatalogue.asp?eventid=2351](http://www.melvilleonline.co.uk/productcatalogue.asp?eventid=2351)

### **5. How do I book a telephone, internet connection or isdn line?**

These can be ordered through Eforce by using the relevant form in this manual – a minimum of 2 weeks prior to the exhibition.

### **6. Does my stand get cleaned?**

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.

### **7. Will there be 24hr security?**

Yes there is, but it is designed to deny access to the building to intruders, NOT to protect goods on individual stands.

### **8. Is my stock insured?**

This is your responsibility and you must check with your own insurer to make sure you do not need additional cover. You are responsible for insuring against legal liability incurred in respect of bodily injury to third parties or damage to property belonging to third parties. In addition to this, you should protect your expenditure against Cancellation and Abandonment or Curtailment of the event due to reasons beyond our control. The financial Services Authority regulations do not permit us to advise you on any insurance matter, however you may wish to consider a specific insurance for exhibitors offered by Hiscox - [www.hiscox.co.uk/events](http://www.hiscox.co.uk/events)

### **9. What time does the hall open in the morning and close in the evening?**

For show and Hall open times please refer to the Event timetable.

### **10. How do we get exhibitor passes for our staff?**

You will automatically be sent 5 exhibitor passes prior to the Show as long as you have returned the health & safety form (form 1 for shell scheme exhibitors, form 2 for space only exhibitors).

### **11. Can I get additional Exhibitor passes once we are on site?**

Yes, the Organisers Office will be able to issue your staff with additional exhibitor passes if required.

### **12. How do my contractors get access to the hall?**

There are contractor passes available that allow access to the hall during build-up and breakdown but not during the open period. Please indicate how many passes you require for your contractors on Form 2.

### **13. How do I get into the venue with my vehicle?**

With the Exhibitor passes, we will send you one vehicle pass. These passes must be shown in the window of your vehicle and are only valid for the build-up and break down period. You must go to Olympia Way where you will be directed by traffic marshals.

**14. Are there trolleys available on site?**

No. You should provide your own trolleys or speak to Schenkers Freight and Handling Services to co-ordinate unloading of any pallets or bulky items. Exhibitors that need assistance, please contact Schenkers using the form in this manual.

**15. Where can I store packing materials?**

There is no storage available on site; however, Schenkers can provide this service for you at a cost. If required, please see the Schenkers form in this manual.

**16. Who is my point of contact on site?**

Please report any problems to the Organisers Office where staff will be happy to help you with any queries you may have.