



**10-12 MARCH 2020**  
**OLYMPIA LONDON**

TAKING WORDS FURTHER  
CONTENT ACROSS MEDIA

## The London Book Fair Operations Manual

Welcome to the The London Book Fair 2020 Exhibitor Manual.

This manual is designed to provide you with simple, step by step information to help you effectively plan your participation at The London Book Fair. This manual is not designed to replace our personal service, our **team** will be happy to assist you with any queries that you may have.

**Contact Us** - (<https://www.londonbookfair.co.uk/Help/contact-us/>)

- **Checklist** - A list of all the order forms and deadlines dates to help you complete these in a timely manner.
- **Exhibition Timetable** – Provides information of the build-up, show open and breakdown dates and times.
- **Badges & Passes** - Information on how to order and collect your badges and passes for onsite.
- **Stand Information (Shell/ Space)** - We advise that you to give this section a couple of minutes of your time, as it provides you with a quick and simple overview of what you need to do to have a successful exhibition.
- **Deliveries, Lifting & Storage** - Information and contact details for any lifting or storage requirements you regarding the show.
- **Venue & General Information** – Detailed information on the venue including the address and other specific details you may find useful.
- **Rules and Regulations (stand build)** - This section contains information about the rules and regulations set out for when you are onsite.
- **SmartSpace** – An innovative approach to stand design. SmartSpace manage the stand build on your behalf and provide a cost-effective solution to an enhanced presence at The London Book Fair.
- **Health & Safety** - Please ensure you read this section so that you understand all of the risks and safety procedures involved in anything you plan to do onsite.
- **Security** - Tips on how to keep your stand safe during the build-up, show open and breakdown.
- **Sustainability** – We encourage exhibitors to take steps to make exhibiting at The London Book Fair sustainable, and help us reduce impact on the environment.
- **Official Suppliers** - Contact details of the official contractors.
- **Emergency Procedures** – Information on what you will hear in emergency, and what you should do.
- **Appendix** – Voyage Control Traffic Information / Olympia Travel Guide / Emergency Access Map / Goods Access Map / Build-up & Breakdown Venue Service Map / Catering Concession Fee Guide

# LBF20 Exhibitor Checklist

## Operational Deadlines and Contact Details

Service	Supplier	Deadline	Contact Number	Email/Web Address
<b>Stand Plan Submission (Space Only Stands)</b>	The London Book Fair	10/01/2020		Via SCS Online submission <a href="http://exhibitor.standplans.co.uk/">http://exhibitor.standplans.co.uk/</a>  lbfoptions@reedexpo.co.uk
<b>Stand Build</b>	Freeman	10/02/2020	+44 (0)2476 309236	EMEA.ExhibitorServices@freemanco.com
<b>Flooring</b>	Freeman	10/02/2020	+44 (0) 2476 309 236	EMEA.ExhibitorServices@freemanco.com
<b>Electrics</b>	Freeman	10/02/2020	+44 (0)2477 601 601	EMEA.ExhibitorServices@freemanco.com
<b>Graphics</b>	Freeman	ASAP	+44 (0)2476 309236	EMEA.ExhibitorServices@freemanco.com
<b>Internet Connection &amp; IT</b>	eForce	10/02/2020	+44 (0) 207 598 2400	sales@eforce.co.uk
<b>Water &amp; Waste</b>	FVS	11/02/2020	+44 (0) 20 7598 5500	olivia.smith@freemanco.com
<b>Stand Cleaning</b>	Olympia Ltd	ASAP	+44 (0) 207 598 2510	kristina.jearrad@olympia.london
<b>Catering</b>	Levy Restaurants	Food - 07/03/2020	+44 (0) 207 598 5707	Katie Bryan Katie.bryan@levy.co.uk
		Drink – 09/03/2020		
<b>Lifting &amp; Handling</b>	ILS	ASAP	+44 (0) 2476 337 955	John Lawson jl@i-l-s.co.uk Kelly Gouveia kelly@i-l-s.co.uk
<b>AV</b>	Aztec Event Services Limited	ASAP	+44 (0) 20 7803 4000	sales@aztecuk.com
	DBpixelhouse	11/02/2020	+44 (0) 845 2263083	enquiries@dbsystems.co.uk
<b>Furniture</b>	Freeman	ASAP	+44 (0) 2476 309 236	EMEA.ExhibitorServices@freemanco.com
	Concept	ASAP	+44 (0)1299 254091	scott@conceptfurniture.co.uk
	JMT	ASAP		
	Thorns	ASAP	+44 020 8801 4444	maisie@thorns.co.uk
<b>Promotional Staff</b>	Bond Associates	ASAP	+44 (0)845 130 4548	info@bondassociates.co.uk www.bondassociates.co.uk

# Exhibition Timetable

**Unfortunately, no early access will be permitted at the London Book Fair 2020**

## **Build Timetable**

Friday 6 March	08.00 - 18.00	Space only
Saturday 7 March	08.00 - 18.00	Space only
Sunday 8 March	08.00 - 18.00	Space only and Shell scheme stands
Monday 9 March	08.00 - 20.00	Space only and Shell scheme stands
Monday 9 March	12.00 - 20.00	Press stands

All displays and exhibits must be completed and all excess products and packaging materials removed by 18:00hrs on Monday 9 March. Fines may be incurred by stands that are not completed by this time.

## **Show open days and times:**

Tuesday 10 March	09.00 - 18.30
Wednesday 11 March	09.00 - 18.30
Thursday 12 March	09.00 - 17.00

**(Visitor entrance – priority access from 08.45 on show open days)**

## **Breakdown:**

Thursday 12 March	17.30 - 22.00	Space only and Shell scheme stands
Friday 13 March	08.00 - 18.00	Space only
Saturday 14 March	08.00 - noon	Space only

Contractors and trolleys will not be permitted to enter the halls until it is clear of visitors, which we anticipate will be 30 minutes after the exhibition closes.

For reasons of security, exhibitors are advised to remove all portable and valuable items as soon as possible after the show closes and not to leave their stand unattended until all such items are clear.

All materials, packaging and waste must be removed from the halls and stand dismantling complete by 12.00 hrs (mid-day) on Saturday 14 March. Any waste or materials left for the Organisers disposal will be charged to the exhibitor/contractor.

## Badges and Passes

### **Exhibitor Personnel Badges:**

To order your badges for both Main Stand Holders and your Exhibiting Partners, you will need to return to login to the Exhibitor Portal and click on 'Register Exhibiting Partners and Badges' from the menu options.

### **Contractor wristbands:**

Contractor wristbands are required by any personnel that will be entering the exhibition during the build-up and/or breakdown only e.g. delivery persons, stand contractors etc and these will be issued at the venue by security staff or from the organisers office.

Please ensure your team received, read and understood the site rules - a copy can be downloaded [here](#).

### **Maintenance Passes:**

Contractors who need access to your stand during show open should collect maintenance passes from the organisers office during build.

## Stand Information

Please refer to your Exhibition Agreement, for your stand details, dimensions and number of open sides. If you are unsure of what you have booked or would like to upgrade your stand please contact the sales team.

### Shell Scheme Stand

There are two types of shell scheme stands offered at The London Book Fair 2020.

#### **System Shell Scheme Stand**

If you have booked a system shell scheme stand, your stand will be built from shell frames and infill panel walls. Only lightweight exhibits such as posters and panels may be attached to the wall panels using adhesive Velcro strips.

[Click here for stand specification](#)

#### **Traditional Shell Scheme Stand**

If you have booked a traditional shell scheme stand, your stand will be built from batton & plywood walls to which fixing of exhibits is permitted using nails, screws, staples and pins from the fixing points.

[Click here for stand specification](#)

#### **What is included in basic shell scheme stand?**

- Included: Stand carpet (grey)
- Not included: Furniture, shelving, electrical sockets, lights

#### **Furniture Package**

Following furniture packages are available to furnish your stand, which you can choose according to your stand size. These packages also include Wi-Fi connection. Please contact your sales agent to purchase a package or to request more information.

[Package A](#)

[Package B](#)

[Package C](#)

[Package D](#)

#### **Nameboard**

All exhibitor company names will be taken directly from the catalogue listing. Exhibitors are not permitted to attach their own name boards to their stands.

#### **Shelving**

Each shelf has a maximum weight limit of 10kg.

#### **Lights and electrical sockets**

No lights or electrical sockets are supplied with basic shell stand. Please contact the show team to find out what is included in your stand. For any electrical requirements other than those included in furniture package, please contact Freeman. There is £15 testing fee applicable to all electrical orders.

**You will need to specify using a grid plan the correct positioning for lights and sockets - should the grid not be submitted, the items will be positioned at the discretion of the contractor and charges may be levied for on-site changes.**

During build-up, initial connections are made as early as possible, but in some cases this could be the opening morning if the stand (or block of stands) is not complete. The power to all stands will be switched off 15 minutes after the close of the show each day. Please also remember to order a 24 hour supply for the open period if required.

### Small Press Stand

If you have a small press stand, please refer to the information [here](#). All small press stands need to indicate the location of their shelves ahead of the show build.

### Tech Pod

If you have a Tech Pod, please refer to the information [here](#).

### Space Only Stand

We realise that exhibiting can be a complex and daunting process so in the section below we have attempted to give you a brief overview of exactly what you will need to do to have a smooth and successful exhibition.

If you have booked a space only stand, you have a bare space allocated on the exhibition floor. It is your responsibility to fill this space with your exhibition stand.

Generally, you will either be managing this process yourself or employing a company to construct this for you - a stand-build contractor. **If you have a contractor then we advise that you share your exhibitor portal username and password so they can access Exhibitor Manual where they may reference the various rules and regulations for space only stand construction, and order the products and services they need.**

[Click here](#) for regulations, templates and guidance notes and here (link to Stand Build Regulations) for Stand Build Regulations.

#### **Lights and electrical sockets**

No lights or electrical sockets are supplied with basic shell stand. Please contact the show team to find out what is included in your stand. For any electrical requirements other than those included in furniture package, please contact Freeman. There is £15 testing fee applicable to all electrical orders.

**You will need to specify using a grid plan the correct positioning for lights and sockets - should the grid not be submitted, the items will be positioned at the discretion of the contractor and charges may be levied for on-site changes.**

During build-up, initial connections are made as early as possible, but in some cases this could be the opening morning if the stand (or block of stands) is not complete. The power to all stands will be switched off 15 minutes after the close of the show each day. Please also remember to order a 24 hour supply for the open period if required.

## Deliveries

This section contains information on how to get items delivered to Olympia London.

The London Book Fair has appointed **International Lifting & Shipping** as the official freight contractor. Please contact ILS for shipping and delivery requirements.

All deliveries to the show, must be addressed to:

**Contact Name & Mobile number, Company Name, Stand Number**

The London Book Fair 2020  
Olympia London  
Hammersmith Road  
Kensington  
London W14 8UX

**PLEASE NOTE** that the Venue nor the show Organisers will accept or sign for any deliveries. Please make sure that there is someone present on your stand to accept deliveries. Alternatively, you can contact our official courier contractor **ILS**, who can accept your deliveries and deliver them to your stand once you arrive onsite at an additional charge.

Please [click here](#) for the Official Delivery Contractor forms.

If you are sending deliveries through another courier company please ensure they have the correct delivery details on the order as listed above). **Direct** deliveries must not arrive at the venue before Friday 6 March 2020 - they will be returned to your local logistics/carriers depot. If there is no one at your stand to receive your delivery, and the delivery is accepted at the Venue then please be aware that there may be an additional handling fee.

If it is necessary for you to have a delivery made during the show open period, please ensure that this is made 30 minutes before the show opens - [click here](#) to view opening hours. Trolleys are not permitted on the show floor once the show is open and therefore any deliveries will have to be hand carried.

Information on;

- [Lifting](#)
- [Storage](#)

## Venue & General Information

### Venue Address and Access

The London Book Fair 2020 will take place at Olympia London.

#### Olympia London

Hammersmith Road

Hammersmith

London W14 8UX

Phone: +44 (0)20 7385 1200

Website: [www.olympia.co.uk](http://www.olympia.co.uk)

The London Book Fair Organisers Office will be open throughout the tenancy period from 0800hrs on Friday 6<sup>th</sup> March to 1200hrs on Saturday 14<sup>th</sup> March 2020.

For more information regarding the venue and for information on how to get there, please see Olympia's website <https://olympia.london/visiting/getting-here>.

### Access by car, vans and trucks

All exhibitors and contractors who are bringing stand materials and product to Olympia and want to unload or load a vehicle on site will need to book a time slot on the venue's vehicle booking system. Booking will be open roughly one month before the show dates. Please click on the Voyage Control website to register as a user and request a reminder email. <https://www.voyagecontrol.com/olympialondon>

Details of the event, stand name and number, unloading/loading zone colour and type of vehicle must be inputted, and the system will allocate the best available time slot; this can be amended if not convenient. Time slots for build-up and breakdown can be booked at the same time and a vehicle pass printed from the system. Exhibitors can make bookings for their stand contractors, or email them the booking link. There is a time limit of 30 minutes for cars, 1 hour for vans and 2 hours for lorries. Couriers are not required to make a booking.

Exhibitors are recommended to bring trolleys to transport goods to and from their stands, to reduce loading and unloading times. On breakdown night, access to the hall is only available to contractors and other staff assisting in the breakdown of stands once it is clear of visitors.

Vehicles delivering stock during the open period may arrive from 0800 hours on each open day and delivery slots should be booked on the online booking system. All goods entrances and loading areas must be clear of vehicles no later than 30 minutes before event opening.

### Accessing on foot

Exhibitors and contractors arriving at Olympia should enter the halls via B Gate on Olympia Way. For Hall Access Map go to <http://www.londonbookfair.co.uk/operations>

### Accommodation

For details on local accommodation, please [click here](#).

### Alcohol, Drugs and Smoking

The following restrictions apply:



- The consumption of alcohol is forbidden on the exhibition floor during the build-up and breakdown periods of the event
- Alcohol provided for the purposes of hospitality must be supplied by Olympia London’s hospitality caterer
- Alcohol sampling must conform to sampling regulations
- Alcohol may not be sold or served at the venue before 9am
- Exhibitors are not permitted to retail alcohol for on-site consumption

The taking of drugs is strictly forbidden at all times.

## Audio Visual Equipment

See [official suppliers](#) for details

## Banking

Barclays Bank	132-134 Kensington High Street	08457 555555
Lloyds Bank	112 Kensington High Street	08453 000000
HSBC Bank	92 Kensington High Street	08457 404404
The Royal Bank of Scotland	175/177 Kensington High Street	020 7937 3210

There are ATMs in the main entrance foyers of Olympia Grand, National, Central and West and on Level One of Olympia Central. A NatWest cash point machine is located on Olympia Way, opposite Kensington (Olympia) station.

## Business Centre

Photocopying, faxing, Internet access and other IT facilities are available to exhibitors in Olympia London’s Management Offices. Exhibitors may pay by cash, cheque or card.

## Car Parking

Please make your booking online from Olympia London website.

<https://olympia.london/visiting/parking/book-parking>

## Catering

### Stand Catering

Levy Restaurants offers a stand catering delivery service for exhibitors. Order online at;

<https://www.levyrestaurants.standdelivery.co.uk/>

On site, orders may be telephoned through to the stand catering office on 020 7598 5717.

Any exhibitor who wishes to serve or sell food or drink from their stand for on-site consumption, which exceeds sampling size limits, must obtain written permission from the venue and will be charged a concession fee. There will be onsite checks on stand catering activities, and we strongly advise exhibitors who are considering elements of food and drink offerings on stand, to follow the venue rules as set out in [Catering Concession Fee guideline](#).

### Food Health & Hygiene

Exhibitors planning their own stand catering must also satisfy all health and safety, food safety and hygiene requirements. Further catering information and regulations are contained in the [eGuide](#).

Please notify the Organisers if you are planning to arrange your own stand catering.

For Catering Concession Fee Guideline, please [click here](#).

### Coffee machines

Concession fee is charged for the use of coffee machines on stands, including enclosed kitchen areas. Please refer to Catering Concession Fee Guideline. ([Click here](#))

### Children

Children under the age of 16 will not be permitted in the halls during build and breakdown under any circumstance.

On event open days no one under the age of sixteen years will be permitted to attend unless they have obtained prior written consent of the Organisers and may be required by the Organisers to be accompanied by a parent or guardian. Visitors with children will be responsible for their children and will be asked to put their mobile number on a wristband to be worn by the child.

### Cleaning and Waste

See [official suppliers](#) for details

### Cloakroom

The cloakrooms are open from half an hour before the event opens until half an hour after it closes. A charge per item is payable by customers. Items left in the cloakrooms after they have closed each day, will be taken initially to the event security office and then handed to the duty manager at the end of the day. They can be collected on production of the correct ticket.

### Compressed Air, Gas, Water & Waste

See Stand Build Regulations section for details.

### Copyright Music

If you intend to play recorded or live music on your stand during the course of the exhibition, you must by law obtain music licence.

Phonographic Performance Ltd (PPL) & Performing Right Society (PRS ) have joined forces to provide a single, simple point of contact for licensing music when it is played and performed in public. The new venture is called [PPL PRS Ltd](#).

Exhibitors are solely responsible for obtaining any licence required to play music on their stand.

### Demonstrations

Exhibitors proposing to have demonstrations on their stands must first notify the Organisers. Demonstrations are subject to venue permission, whereby full details of such activities and relevant risk assessments submissions are required.

### Disabled Access and Parking

Information for visitors, including a useful access video and a link to a detailed access guide hosted by AccessAble, is available on our website at [www.olympia.london](http://www.olympia.london).

**Access:** Olympia Grand and Central have wheelchair lifts and Olympia West and National entrances have ramps. There are passenger lifts to the upper levels.

**Toilets:** The locations of accessible toilets are indicated on the ‘Services’ plans in the Plans section.

**Parking:** Step-free access is available to Olympia London’s car parks. Wide parking bays are available for wheelchair users on a first come, first served basis in the lower-ground floor of the multi-storey car park.

**Wheelchairs:** A limited number of manual wheelchairs are available on loan to visitors from the Control Room. It is advisable to reserve these in advance by phoning 020 7598 2411. They are available on a first come, first served basis and a returnable deposit will be required.

### First Aid

First aid assistance is provided via Control Room. Please call the Enquiry Number below for assistance, or contact a member of the security team or the organiser’s office.

Enquiry Number (non-emergency): 020 7598 2411 (Internal 2411)

If an ambulance is required, please do not dial 999 direct, all medical emergencies must be reported to the Control Room who will contact the relevant authorities.

Emergency Number: 020 7598 2666 (Internal 2666)

### Florists

Interflora (24 hrs)		0844 453 5600
Fleur	282A Kensington High Street, W14	020 7602 1314
Fast Flowers	609 Fulham Road, SW6	020 7381 6422
Turners	3 Beadon Road, W6	020 8748 5536

### Furniture & Floorcoverings

See [official suppliers](#) for details

### H M Revenue & Customs

Exhibitors requiring customs clearance should employ the services of the official freight forwarding agents in advance of the freight arriving in the UK. All goods must be customs cleared at the point of entry into the UK as HM Customs & Excise no longer attends UK exhibition sites.

### Information Desks

Please see show floor map for the locations of Visitor Information Desks.

### Internet Access & Communication Services

See [official suppliers](#) for details

### Lost Property

Any lost property should be handed in to the Organisers Office. At the end of each day, items will be handed over to the venue’s duty manager. Any items will be kept for three months. The lost property office can be contacted at [lostproperty@olympia.london](mailto:lostproperty@olympia.london).

## Patents and Copyrights

By entering into an agreement to attend this exhibition you warrant to Reed Exhibitions that all designs and artwork on or relating to your stand and any exhibits and items displayed on your stand shall not infringe any trade marks or copyright or patents or other intellectual property rights of any third party in any way.

In the event that the exhibition is under any legal obligation (whether by virtue of a court injunction or order or judgement or a recommendation or decision of a Trading Standards Officer or otherwise) to have removed either any item or items displayed on your stand or any design or artwork on or relating to your stand then (without prejudice to any other rights which Reed Exhibitions may have) Reed Exhibitions reserves the right to assist the relevant authorities and where appropriate to have that item or items removed from your stand or to close your stand at the exhibition. No compensation or damages will be payable as a result of such removal or closure by Reed Exhibitions.

The Organisers cannot accept responsibility for any conflict of trading at the Exhibition.

Please be advised that it is an offence under Section 107 (3) of the Copyright, Design and Patents Act 1998 to screen films in public without a non-theatrical licence. For further advice on copyright please contact [Federation Against Copyright Theft \(FACT\)](#).

## Public Address System

The Public Address system is for use of the Organiser and Authorities only. Only official and emergency messages will be broadcast, any requests for information to be announced will be refused.

## Site Rules

Please [click here](#) to view the site rules for the build and breakdown of the event.

## Temporary Staff

See [official suppliers](#) for details

## VAT Reclaim

Overseas exhibitors can recover the VAT paid on many of their exhibition costs. Please contact [Quipsound](#) for more information.

## Data Capture - Scanners

**Emperia** is a simple app for exhibitors to use at an event to collect leads digitally – exclusive to Reed Exhibitions.

Download: <https://www.emperiascan.com>

## Stand Build Regulations

Below you will find both show specific and venue specific stand build regulations which must be applied to your space only stand design. We have also highlighted various general regulations which you may find helpful when designing your stand however please note that this is not a definitive list of regulations. It is the responsibility of the exhibitor and their contractor to ensure their stand design complies with all applicable stand build regulations detailed in the e6.

Failure to comply with the regulations laid out below may lead to your permission to build being revoked and changes to the stand build being undertaken onsite or complete removal of the stand.

The eGuide can be downloaded [here](#).

### Aisles

Exhibitors and contractors are not to leave items in the aisles. Exhibitors/Contractors must remove all waste materials other than small items. Designated emergency aisles must be kept clear at all times - a floorplan of the emergency gangways can be found in the on-site Organisers' office. Please ensure you adhere to these rules to ensure a safe & accessible build-up and you must co-operate with our Aisle Marshals.

During the open period no objects must protrude from the stands into the aisles nor must furniture or displays or parts of displays be placed in the aisles.

### Balloons

Helium Balloons, Blimps and Toy Balloons are not permitted.

### Ceiling on Stands

Some stands are visible from the gallery edge so you must ensure that any storerooms, meeting areas, light soffits, fascia e.g. any undressed stand build is covered with a muslin ceiling and cables are kept tidy. This relates to all stands in the centre well area of the Grand Hall and National Hall. If you are unsure, whether this affects you then please contact the operations team at [lbfoptions@reedexpo.co.uk](mailto:lbfoptions@reedexpo.co.uk)

### Chipboard

Please note that chipboard, particle board and low-density fibreboard (LDF) is not suitable for construction and in particular of weight bearing structures. The H&S Manager and Structural Engineer will identify stands which do not comply during the build process and all necessary remedial work must be completed before the stand will be permitted to open.

### Columns on Stands

Some stands include venue pillars. It is the exhibitor's responsibility to check if their stand is affected. Please email [lbfoptions@reedexpo.co.uk](mailto:lbfoptions@reedexpo.co.uk)

### Construction & Dismantle Phase Plans (CDPP)

As part of the Construction (Design and Management) Regulations 2015 all space only stands, or shell scheme stands with construction, are deemed their own construction sites and the Construction & Dismantle Phase Plan (CDPP) is a compulsory document which needs to be submitted.

A CDPP template can be found [here](#).

Guidance on completing the CDPP can be found [here](#).

Further information on CDM Regulations can be found [here](#).

### Complex Structures

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

- Stand exceeding 4m in height
- 2 storey structures
- Platforms exceeding 600mm in height
- Custom built suspended structures made of non-modular materials e.g. wooden structures and exhibits
- Anything deemed by the organiser to be a complex structure

All complex structures must submit technical drawings and structural calculations electronically to our online stand design submission system along with all other stand plan submission documents.

Late submission of complex stand details or the failure to supply sufficient detail, including structural calculations will result in permission to build over 4m in height not being granted.

Technical drawings must show the form and dimensions of every structural element with appropriate general arrangement plan, sections and elevations, including full details of stairways. All calculations of loading and strength must be in English, and all drawings must be to scale.

### Compressed Gas e.g. LPG

Use of compressed gases such as LPG (Liquid Petroleum Gases – propane, Butane etc.) will only be permitted where essential and by exception and these must be registered as a special risk. A certificate of installation by a Gas Safe Register fitter is required for LPG installations.

If you require the use of compressed air or gasses contact the [Operations Team](#) 6 weeks prior to the show.

### Dilapidations

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

It is essential to use a recognised adhesive tape when fixing any carpet directly to the hall floor as all carpet tape must be removed at the end of the exhibition. The correct tape can be purchased from the Organising office onsite at the exhibition.

Any charges incurred by the organisers as a result of failure to remove carpet/carpet tape will be passed onto the exhibitor.

### Dividing Walls

On divided sites, you are responsible for erecting and decorating dividing walls facing onto your stand area to a minimum height of 2.5m. Walls above 2.5m must be clad and finished on both sides, with the reverse side being decorated from 2.5m upwards by the Exhibitor who has them erected. Such walls overlooking adjoining stands must be finished in a neutral plain colour only. The minimum height for dividing walls is 2.5m.

The maximum height for dividing walls of single-storey stands is 6m where height limits allow (see Height Limits)

Please note any build height over 4m is deemed a complex structure so structural calculations are required on submission.

### **Doors / Vision Panels**

- The required minimum effective clear width of a door is 800mm.
- Doors must have a vision panel with a zone of visibility spanning from 500mm to 1500mm above the floor. The exception to this is doors to small storerooms, where a small panel may suffice.
- Emergency exit doors must open outwards in the direction of escape and sliding doors are not acceptable as emergency exit doors.
- Doors must not open directly on to a gangway.

### **Double Deck Stands (inc. Staircases)**

All complex structures and double deck structures are subject to a pre-show plan approval and onsite inspection by Reed Exhibitions appointed structural engineers. Permission to enter the exhibition premises will not be given until the full approval of the structural engineers has been given.

Written application for permission to design stands of 2 storeys must be made directly to the organisers. Such stands may be built to a maximum height of 6m (including any name sign or trade mark). We require stand drawings to be submitted to us for onwards submission to the venue and our structural engineers by Friday 10 January 2020.

It is vitally important that you meet this deadline date – we cannot guarantee approval will be granted to build stands if the design is submitted late.

The Organisers reserve the right to prevent work being carried out by, or on behalf of, any Exhibitor who has not submitted stand design drawings in accordance with these regulations. Please refer to [eGuide](#) for regulations covering the construction of double decker stand.

### **Dust**

Sanding, the use of solvents and any other activities that creates dust must be minimised and controlled at all times. Equipment with dust extraction and non-hazardous alternatives should be used. MDF and chipboard must not be machined on site, as the dust produced is hazardous to health.

### **Early/Late Working**

If you have appointed a stand contractor to build your open space stand, you must be assured that the design of the stand is such that it can be built within the specified times as stated in this manual.

**Early or late working outside of the published build up and breakdown timetable will not be permitted.**

### **Electrical Installations**

Exhibitors and contractors must comply with The Electricity at Work Regulations, the IEE Wiring Regulations, the EVA Electrical Regulations and the venue's electrical regulations.

All work must be carried out by competent and qualified electricians and all temporary installations must be protected by an RCD and inspected before power is supplied to the stand. All electrical installations should be carried out by the official contractor.

During build-up initial connections are made as early as possible, but in some cases this could mean opening morning if the stand (or block of stands) is not complete. The power to all stands will be switched off 15 minutes after the close of the show each day. Please also remember to order a 24 hour supply for the open period if required. You or your contractors are advised to contact the official contractor Freeman, or view the mains electrics form to arrange a temporary power supply for actual construction of your stand if required. Power must not be taken from cleaners' sockets or other hall sockets.

When you order, you will need to specify using a grid the correct positioning for lights and sockets - should the grid not be submitted, the items will be positioned at the discretion of the contractor and charges maybe be levied for on-site charges.

Basic loading guidelines for socket outlets:

- 500 watt socket Laptops, PC Computers, TV's, videos, spotlights to 500w & refrigerators
- 1000 watt socket Domestic filter coffee machines & lighting up to 1000w
- 2000 watt socket Kettles\* & machinery up to 2000w
- 3000 watt socket Hired coffee machines, machinery 2000w - 3000w

These appliances are of varying power requirements dependent upon type and manufacturer. It is therefore essential that the reference tag or plate is fitted to each appliance and under law be read, the loading in watts or kW (kilo Watts = Watts x 1000) will be stated, and the appropriate size socket ordered.

**As an exhibitor, it is your responsibility to order adequate power supply for your stand. Failure to do this will result in delays on site and could be a fire risk. On site checks will be carried out by the appointed Health & Safety Officer, as well as the official contractor. In all cases the decision of the Organiser and its appointed representative is final.**

There should be sufficient, correctly installed and rated power sockets to preclude the use of extension leads and long trailing flexes. If essential, extension leads must be correctly fused and limited to one per socket. Multi-sockets must not be used.

If you do require any cabling to certain areas on the floor of your stand you will need to order a platform.

### **Electrical Testing**

Every electrical circuit in a temporary installation (such as at an exhibition) now requires additional safety testing when it is installed.

This is a significant change and the UK exhibition associations have worked together to create a new process for this testing that minimises the impact and cost on our exhibitors. The costs are solely to cover the labour involved in the testing.

#### **Space Only Exhibitors who use the official electrical contractor to install their electrics**

Most exhibitors building their own stand use the official electrical contractor to do the electrical installation for them. When the official electrical contractor quotes for the installation they will also automatically include the cost of the additional testing. This cost will vary depending on the complexity of the installation but it will be no more than £150+vat.

#### **Space Only Exhibitors who buy the mains only and use their own electricians to install their circuits**

A few large exhibitors buy only the mains supply from the official electrical contractor and their own stand builder's electricians do the installation. When they order this 'mains only' supply the official electrical contractor already do some checks and approve them as being competent to do their own installation. This process will now be more rigorous and the stand builder's electrician will now need to be approved as competent to install and test their own installation. If the stand builder's electrician cannot or does not want to do their own testing then the official electrical contractor can quote for that work.

**PLEASE NOTE:** Some electrics on stands are designed as 'plug and play' this means that often the stand builder's



electrician who comes onsite is not a qualified electrician as they are only plugging items together. However these electricians now need to be tested once they are all plugged together. If you have qualified electricians on your stand they will be able to do this testing themselves and there will be no additional cost to you. However, if your "electricians" are not qualified then you will need to ask your stand builder to bring someone who is qualified or get a quote for the testing from the official electrical contractor.

If you have any questions please contact the Operations Manager for your show. For a copy of the eGuide, [click here](#).

### **Electrics and Service Supply**

Where your stand is located in the halls will determine if the electricity will come from the floor, from the pillars and also from above your stand. For information, please contact [lbfoptions@reedexpo.co.uk](mailto:lbfoptions@reedexpo.co.uk)

### **Enclosed Stand / Walling in Open Sides**

In principle, no wall on any open side should be more than 50% of the full open side length. The inclusion of large enclosed areas within a stand can only be permitted with the organisers' prior written permission.

### **Equality Act**

It is the exhibitors responsibility to remove all barriers to service and make their stand accessible to wheelchair users to comply with The Equality Act. Where exhibitors have a platform on a stand over 13mm a reasonable adjustment is to incorporate a ramp into the platform within the stand area. Whatever the content of the stand is it needs to be accessible to all. Please note the following when designing your stand:

- Stands with platforms that exceed 13mm should incorporate a ramp into their stand design.
- Ensure that your stand incorporates enough space. The DDA requires 1.2 metres aisle width - though only 750mm for an internal door - suggesting that 750mm would be enough
- The gradient of any ramp should be no greater than 1:12
- If a stand is a double-decker, then it is probably not practical to offer lifts. Therefore please ensure that any services such as refreshments can be brought downstairs on a tray for those that need it
- Serving counters should have a low access point no higher than 760mm or a lap tray should be provided for the convenience of disabled people

### **Fire**

There are strict rules governing what materials can be used to build stands and these will be covered by the venue's regulations. Exhibitors and contractors must ensure that they are followed. In general you are not permitted to build your stand with anything that is flammable or non-flame resistant unless it has been treated.

Combustible waste must be safely disposed of and boxes and packaging must not be stored on the stand.

Fireman's switches must be added for neon signs.

The venue will be providing fire patrols during all phases of the event. First aid firefighting equipment is provided in the halls by the venue and additional fire extinguishers will be placed on some stands.

Fire Extinguishers of approved pattern and capacity will be supplied by the venue, free of charge.

### **Fire and Safety Regulations**

All stand construction and displays must be made from fireproofed materials and installed to the satisfaction of the authorities.

Any goods attached to your stand will constitute part of your stand and will be subject to these regulations.

- **Timber Used in Stand Construction & Displays**

All timber under 25mm thick must be impregnated (pressure process) to Class 1 Standard. Treated materials will have BS 476 - PART 7 - CLASS 1 marked on them.

Boards, plywood, chipboard etc must be treated in the same way if they are under 18mm thick. The exception to this is MDF, which is acceptable for use due to its density. MDF and chipboard must not be machined on site, as the dust produced is hazardous to health.

- **Plastics / Stand Dressing**

All plastics must conform to BS 476 - PART 7 - CLASS 1. Polycarbonate materials such as Lexan and Macralon are acceptable. PERSPEX MUST NOT BE USED.

Artificial plants and flowers which are combustible and give off toxic fumes must not be used for stand dressing. Silk type flowers are acceptable providing they have been fireproofed to BS 476 PART 7 and are marked as such. Plastic security night-sheets must also conform to the above standard.

- **Fabrics Used in Displays**

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

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

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

- **Glazing**

All glazing used in the construction of stands must consist of laminated safety glass with a minimum thickness of 6mm. Areas of glazing within 800mm of floor level and over 0.5m<sup>2</sup>, where the smaller dimension of the pane is greater than 250mm, must conform to the thicknesses shown below:

Nominal Thickness	Maximum pane size dimensions
8mm	1100mm x 1100mm
10mm	2250mm x 2250mm
12mm	4500mm x 4500mm
15mm or thicker	No limits

### **Flooring**

Open space sites are not carpeted - exhibitors must provide their own floor covering.

Exhibitors with adjoining blocks of stands will not be permitted to place their own carpet in the gangways unless prior permission is given in writing by the organisers.

Nothing may be structurally attached to the floor of the Exhibition premises. Carpet may only be fixed to the venue floor with approved carpet tape.

All carpet tape must be removed and any charges for the removal of carpet tape left on the floor at the end of breakdown will be passed direct to exhibitors.

### **Floor Loading Restrictions**

Grand Ground Floor - 3.2 tonnes per sqm

Grand Gallery Level1 - 410kg per sqm

Grand West Hall, Level 1 - 730kg per sqm

West Hall Lower - 3.2 tonnes per sqm

National Ground Hall - 3.2 tonnes per sqm

National Gallery Hall - 820kg per sqm

Central Hall Ground Level - 32. Tonnes per sqm

Central Hall Level 1 - 730kg per sqm

If you are exhibiting any items over this limit please inform the operations team at [lbfoptions@reedexpo.co.uk](mailto:lbfoptions@reedexpo.co.uk) as soon as possible to arrange delivery.

### **Hazardous Substances**

Hazardous substances are not be brought into the halls unless essential. The use of hazardous substances must be subject to a COSHH assessment. Exhibitors must declare the use or display of hazardous substances as a special risk.

### **Health & Safety**

Please refer to the separate [Health & Safety section](#) for full details of Health and Safety regulations that need to be adhered to

### **Height Restrictions**

There are further restrictions in some areas because of the ceiling heights, heating and ventilation systems, under the gallery level.

Please check the location of your stand and contact [lbfoptions@reedexpo.co.uk](mailto:lbfoptions@reedexpo.co.uk) for detailed information about column locations (if applicable) and build height limits for your stand. It is also recommend that you carry out a site visit.

Where possible, requests to exceed 4m in height will only be considered provided they are submitted to us in writing and accompanied by full technical drawings and structural calculations. Any construction over 4m is classified as a complex stand and charges will be made for structural approval.

All complex structures are subject to a pre-show plan approval and onsite inspection by Reed Exhibitions appointed structural engineers.

### **Hot Works / Permits**

A hot work permit must be obtained from the organisers office prior to any work being carried out and required the submission of a suitable and sufficient risk assessment and method statement for the activity, with evidence of competency for the use of any specialist equipment.

### **Kitchens**

If you intend to have a kitchen or catering area on your stand please review the catering section of the Catering Section of the [eGuide](#) for further information on how these should be designed.

### **Lift Access**

Please contact Operations Team to enquire about access to goods lifts during the build-up and the breakdown.

### **Lifting & Logistics**

The official Lifting and Logistics contractor will be the only company permitted to operate forklift trucks and cranes in the halls. The use of vehicle mounted 'HIAB' type cranes and self-drive lifting equipment and de-mountable forklift trucks will not be permitted within the halls or offloading areas.

**International Lifting and Shipping** will be happy to provide you with advice and a quotation for your requirements. Exhibitors planning to transport their goods through an international courier are advised to use the services of International Lifting and Shipping who have special facilities in place for the event.

### **Live Edge Working Permit**

A Live Edge Working Permit will be enforced for the construction and dismantling phases where applicable. This permit will be issued onsite by the Safety Officer once the control measures described in the risk assessment and method statement and been verified with the construction team when they arrive onsite. Work will be stopped if the construction team are working without a permit or if the construction team are found working unsafely and not following the procedures identified in the risk assessment and method statement. Any additional working hours required to make up lost time will be charged at the exhibitors / contractors own expense.

### **Maintenance**

Under no circumstances will maintenance work be permitted on stands during the exhibition open hours.

If at any time during the exhibition open days you need to carry out maintenance work on your stand after the exhibition has closed please apply to the organisers by 14:00 on the same day. A late working fee may apply.

### **Mobile Exhibition Units / Trailers**

Mobile Exhibition Units, Caravans or Trailer exhibits are not permitted without prior written consent from the organisers.

### **Organisers Right to Change Stands and Floorplan Layout**

In the interests of the Exhibition as a whole, it may be necessary to remove or alter anything in - or forming part of - any stand. If we feel this action must be taken this would have to be at the expense of the Exhibitor concerned.

The exhibition floorplan is subject to change at the discretion of the organisers. Please contact the organisers to obtain the latest version of the exhibition floorplan.

### **Pop-Up Stands**

Pop-up stands may not be used to form dividing walls on space only sites. If you are considering a Pop-up stand display, a Shell Scheme Stand must be purchased or dividing walls constructed. For further information, please contact the [Sales Team](#).

## **Raised Platforms**

All efforts should be made to ensure raised platforms are safe and accessible. See [eGuide](#) for regulations and guidelines.

## **Ramps**

All stands with a platform that exceeds 13mm in height should incorporate a ramp for disable access with a minimum unobstructed width of 1m.

## **Rigging**

In many parts of the venue rigging will not be available. For more details please contact;

[lbfoptions@reedexpo.co.uk](mailto:lbfoptions@reedexpo.co.uk)

Lighting rigs are permitted above stands (please note that stand fitting items are NOT permitted to be suspended from the hall ceiling).

## **Important Information**

Banners are not permitted to be suspended from the hall ceiling. The only banners permitted in the hall will be the organisers' directional signage and sponsorship banners. All rigging must be an integral part of the stand design i.e structural support or a lighting truss to illuminate the stand and kept within the limits of your stand area, with a maximum trim height of 6m.

When placing orders for rigging with our official supplier please ensure that you provide the following information:-

- a fully completed 'Hoist & Fix/Third Party Rigging order form', available from the venue
- fully dimensioned plans
- the total weight to be suspended
- precise weight loadings for each individual suspension point
- specification of the materials used
- details of connection points and the orientation of the suspended item within the stand

## **Complex Rigging**

Custom-built/bespoke structures/Suspended Structures.

- Custom-built/bespoke structures include items that have been constructed from non-modular materials, e.g. wooden structures and exhibits.
- Such items are classed as 'complex' and the complex structure procedure set out in the Stand Plans section must be followed, in order for them to be rigged.
- Bolts must be used on all joints and connections. Screws are not acceptable for joining members together.
- Rated, closed lifting eyes only are to be used; they must be integrated into the design and suitably bolted through the structure.
- Lifting points should be clearly identified and be suitable for the lifting operation.
- Materials used in construction must comply with the guidance in the 'Construction Materials' section of the Stand Construction section.

Suspended Structures should not normally be directly attached to stand construction below. Where this is unavoidable, the structure will be treated as **Complex**. This will only be permitted if agreed by the venue/organisers and detailed structural calculations are submitted to demonstrate that lateral loading can adequately be resisted without excessive movement of the structure.

### **Risk Assessment & Method Statement**

All contractors/exhibitors are required to submit a full risk assessment and method statement for the design, construction and arrangement of their stand with both documents being submitted along with stand plans.

[Click here](#) for guidance notes & form templates. For further information, please contact the [Operations Team](#).

### **Signage**

Signage and graphics are not permitted to overlook other stands where there is a dividing wall.

Where illuminated fascia boards are used on stands, the lighting of them must be of sufficient power to light the fascia board only, and must not cause any spill of light onto neighbouring stands. No flashing lights will be permitted. We reserve the right to disconnect the electrical supply to any illuminated fascia which, in our opinion, is causing a nuisance to any other Exhibitor.

### **Stand Number Panel**

A stand number panel must be displayed on every open side of the stand to aid visitor navigation.

Stand Space and Exhibitors Responsibility

### **Storage**

No excess stock, literature or packing cases may be stored around or behind your stand. Where possible storage should be factored in to your stand design, or arranged with our official lifting contractor, **ILS**.

### **Vehicles for Display**

All petrol-fuelled motor vehicles or other petrol engine equipment fitted with a fuel tank, including boats, plant or machinery, must comply with the following:

- The fuel tanks of motor vehicles manufactured prior to 1984 must contain only sufficient fuel to move the vehicle in and out of the hall, due to the absence of safety features which prevent leakage.
- Fuel tanks of motor vehicles manufactured from 1984 onwards may contain fuel.
- Fuel tanks on all other petrol engine equipment must be empty.
- The fuel tank must be sealed, wherever possible with a lockable cap.
- Vehicles may require a drip tray and must be positioned within the boundaries of the stand so that any protrusions, doors, tail lifts etc, do not infringe the stand perimeter.
- The running of engines during the open period of an exhibition is strictly prohibited.
- For vehicles required to operate as part of a moving demonstration, "pit" positions must be clearly defined and agreed with the venue. Suitable fire extinguisher(s) must be provided
- Filling or emptying of fuel tanks inside the hall is strictly prohibited at all times.

If you wish to display a vehicle please contact the [Operations Team](#) 6 weeks prior to the show.

### **Venue and Local Authority Regulations**

All work must be carried out in compliance with the regulations of the Venue and Local Authority.

If an exhibitor erects a stand which does not conform fully and in all respects to the requirements of the organiser, Venue and Local Authorities, the organisers reserve the right to alter, demolish or reconstruct the stand at the exhibitors expense and to make it conform to the regulations and requirements. Local Authority decisions are final.

### **Water Features**

Water features that create mists and sprays such as fountains create the risk of the spread of Legionella bacteria in the air that can cause Legionnaire's disease. Any such feature is a special risk requiring a separate risk assessment detailing how the risk is controlled through water treatment and testing. If you are intending to have a water feature on your stand please confirm the details in writing to the Organisers so that written approval can be given.

### **Water and Waste**

If you require water or waste on your stand, please order this with the official Water and Waste Contractor.

### **Working at Height**

Working at Height is a high risk activity and close attention will be taken on working practices during the build and dismantling of stands. Where possible working at height should be avoided and if unavoidable should use work equipment or other measures to minimise the distance and consequences of a fall should one occur. Working at height is to be in accordance with LOLER and the Working at Heights Regulations. As such, all working at height is subject to risk assessment.

General Guidance:

- All rigging is to be carried out by the official Rigging Contractor.
- All working platforms are to have a guardrail, mid rail and toe board. Tools are to be kept on lanyards so far as is reasonably practicable.
- Static and mobile access working platforms must be fit for purpose (see [Working Platforms](#))
- A Live Edge Working Permit will be enforced for the construction and dismantling phases where live edges are present.
- Separate risk assessments are required for working on a live edge (before rails are in place). In such cases fall arrest equipment must always be used.
- Operatives working at height other than on a static working platform designed for that purpose (e.g.scaffold) must be clipped on.
- Operatives working at height must have suitable head protection e.g. bump caps.
- Ground access to areas in the vicinity must be controlled to prevent persons accidentally walking directly under high works. Ground workers in the vicinity must not work directly under high works and wear suitable head protection e.g. hard hats.

For further advice on working at height safety please visit the [Stop the Drop website](#) or contact the [Operations Team](#).

### **Work Equipment & Tools**

Exhibitors and contractors have duties under the Provision and Use of Work Equipment Regulations (PUWER) to ensure that all tools are fit for purpose and safe to use.

All dangerous moving parts such as circular saws must be guarded with controls to prevent unauthorised use.

The use of battery powered tools is strongly encouraged to reduce trailing cables and risk of electrical hazards. Power tools are to take power from the 110v centre tapped earths provided and not from cleaner's sockets which are 240v. Those using mains powered tools must ensure that cables are not trailed across aisles.

All portable electrical equipment must be subject to a suitable portable equipment testing regime.

### **Working Platforms**

All **Mobile Elevated Work Platforms** (MEWPS) must comply with LOLER and have had a Thorough Inspection (TI) in the previous 6 months. All working platforms are to have a guardrail, mid rail and toe board. Mobile access towers must be correctly constructed. Mobile access towers must be fit for purpose. Outriggers are to be used correctly with the correct height to width ratio (3.5 x shortest base width indoors and 3 x shortest base width outdoors). Mobile access towers may not be moved whilst in use and wheels must be locked off.

**Ladders** must be footed or tied off and used in accordance with Construction (Health Safety and Welfare) Regulations. The use of domestic ladders and steps is strictly forbidden.

All of the above are a summarised guide. For full details on any particular aspect you must seek professional advice for instance look on the HSE website [www.hse.gov.uk](http://www.hse.gov.uk) or feel free to seek advice from the [Operations Team](#).



## What is SmartSpace?

**SmartSpace** is the design & build service provided by Reed Exhibitions to help exhibitors maximise their presence at the show. SmartSpace provides a full turnkey service, which means that everything you need for the stand is taken care of, so when you arrive on the stand, all you need to do is put out your products and brochures.

### Benefits of SmartSpace

- Single invoice for all stand services
- Designs tailored to your specific needs
- Competitive package prices
- Saves you time
- Order forms completed on your behalf
- Project management by Reed pre-show and onsite

### Contact Us

Phone: +44 (0) 20 8439 5682

Email: [smartspace@reedexpo.co.uk](mailto:smartspace@reedexpo.co.uk)

Website: [www.reedsmartspace.co.uk](http://www.reedsmartspace.co.uk)

## Health & Safety Information

### Overview - It is very important that you read this section

We appreciate that some of you may have limited experience with regards to the legal and practical aspects of health and safety management. This section is designed to give you sufficient guidance to discharge your responsibilities. Guidance, however, can only go so far and you have a legal duty to ensure that your operations do not compromise health and safety. Failing to do so can lead to prosecution and other legal sanctions. If you are unsure you are urged to contact the [Operations Team](#). Please do not leave health and safety issues to the last minute. The earlier we have your information the better the support we can give you.

If you would like to view the safety site rules with regards to safe working then [click here](#).

For the venue emergency procedures then [click here](#).

### Policy Statement

Reed Exhibitions aims to set the benchmark standard for managing health and safety in exhibitions. This is not only our moral and legal duty, but it is commercially important for the success of every event. We recognise that our exhibitors rely on us to provide a trading environment on the exhibition floor that is safe and without risks to health. We also recognise that running a public event places a special responsibility on Reed Exhibitions and extends our duty of care not only to our staff but also to exhibitors, contractors, venue staff and visitors. The Exhibition Director is ultimately responsible for health and safety at the Show. To ensure that all Reed Exhibitions health and safety obligations are met, the Exhibition Director supported by the operations team will:

- Allocate sufficient resources to meet health and safety objectives
- Provide adequate control of health and safety risks arising from our work activities
- Consult with the venue, exhibitors and contractors on matters affecting health and safety
- Provide relevant health and safety information to employees and others
- Ensure all employees are competent to do their tasks particularly with regard to health and safety training
- Ensure so far as is reasonable that the contractors we engage for the show are competent

So far as is reasonably practicable prevent accidents and cases of work related ill health and maintain safe and healthy working conditions.

### Risk Assessment

Reed Exhibitions has carried out suitable and sufficient assessment of the risks associated with this event, details of which can be obtained from the organiser's office if you so require. However, general risks associated with any exhibition are as follows:

- Multiple contractors working in a single workplace
- Fall from working at heights and working on a live edge
- Objects falling from height or loads falling from vehicles
- Impact injury from moving vehicles
- Structural collapse of seating or an exhibition stand
- Outbreak of legionnaires disease from a water feature
- Food poisoning incident from temporary catering outlet
- Fire
- Major incident and civil emergency

- Excessive working hours

This is an overview and by no means a comprehensive account of the risks involved at this event. It is the absolute duty of all parties to ensure that under the Management of Health and Safety at Work Regulations and other legislation suitable and sufficient risk assessments are conducted on all significant risks. The Management Regulations and associated guidance also requires that risks should be mitigated with a view to achieve maximum reduction in the level of risk within the bounds of what is reasonably practicable. In general terms, emphasis should always be placed on eliminating or reducing risk at source. It must be remembered that personal protective equipment is usually a control of last resort.

There is a template available for your convenience that you can download [here](#).

There's also extra reading material from the HSE website in the form of the [A brief Guide to Controlling Risk in a Workplace](#).

### Exhibitors' and Contractors' Legal Duties

As an exhibitor or contractor you have a legal duty of care for the safety of anyone who may be affected by your activities. You are ultimately responsible for all aspects of safety on your stand or work area during the build-up, the open period of the show and during the break down. Where exhibitors contract out the building and finishing of stands you are still vicariously responsible for the activities of your contractors. You can discharge your duties by ensuring that you do the following:

- Appoint a competent person to be responsible for health and safety on site.
- You MUST carry out suitable and sufficient risk assessment of all your activities and obtain relevant risk assessments from your contractors or sub-contractors. Exhibitors must obtain supporting method statements for the building and demounting of your stand. If you have a shell scheme stand the organiser has obtained the shell scheme contractor's risk assessment on your behalf.
- Ensuring that your staff and sub contractors' staff working on site are informed of the [site rules](#) and health and safety arrangements which are detailed below and you must ensure so far as you reasonably can that they follow them.
- Ensuring that all your staff, contractors' and sub contractors' staff are familiar with the venue's emergency procedures which can be found [clicking here](#).

### Stand Designers' Legal Duties

Stand designers have a legal duty to ensure that the stands are designed to be fit for the purpose intended, structurally sound and safe to build, use and demount without any undue risks.

Items to be submitted to Reed Exhibitions by Exhibitors, Exhibitor Contractors' and Organiser Contractors:

- Name and contact details (including out of office telephone details) of the nominated health and safety representative on site
- A suitable and sufficient risk assessment covering all hazards involved in the build and dismantling of the stand (not required for shell scheme stands).
- A copy of a method statement confirming the nominated health and safety representative on site plus a description of how the stand will be constructed and dismantled (not required for shell scheme stands).
- A copy of the Construction and Dismantling Phase Plan, detailing the contact details of all parties involved in the design, build and dismantling of the stand (not required for shell scheme stands).
- A copy of your stand plans, including height dimensions, any rigged items, construction and material details (not required for shell scheme stands).

- Notification and supporting risk assessments for any activity on your stand that represents a significant risk. This includes but is not limited to the following:
  - Flammable substances or naked flame
  - Pressurised gases such as LPG
  - Hazardous chemicals and substances
  - Ionising radiation
  - Water features
  - Demonstrations
  - Visitor treatments - e.g. massage

Please note that all H&S documentation must be specific to the show and specific to the work activities performed by the contractor and clearly state the stand number and client name it refers to.

The method statement must include a name and mobile number of the person responsible for the management of the stand during the build and dismantling periods.

\*For companies outside of the UK, please refer to the following EU Directives:

EU Framework Directive 89/391, EU Workplace 89/654, EU Workplace Equipment Directive 89/655, EU Personal Protective Equipment Directive 89/656, EU Manual Handling of Heavy Loads Directive 20/269 and EU Display Screen Equipment Directive 90/270.

### **CDM Regulations**

In preparation for the exhibition we would like to make you aware of UK law that is compulsory for all events in the UK. In April 2015 the Construction (Design and Management) Regulations were revised and now apply to all 'construction' activities in the UK including all those at the event build up and breakdown periods of exhibitions. The result is that you now need to be aware of and deliver your duties as laid out within the regulations for the construction and dismantling of your exhibition stand.

Please [click here](#) for more details.

As part of these regulations it is compulsory for space only stands to complete and submit a Construction and Dismantle Phase Plan.

Please click here [click here](#) for a template that can be used by the stand designer or contractor.

## Security

Whilst every reasonable precaution is taken to ensure the safety and security of personnel and equipment and the premises are patrolled day and night, we cannot accept any responsibility whatsoever for any injury, loss or damage or any consequential losses which may befall your personnel and their property.

We recommend that valuables are not left unattended on your stand. This is particularly relevant on the closing evening and throughout the breakdown period. During the day be aware of your space - report anything or anyone suspicious to security.

Exhibitor badges are essential for open days. No entry will be permitted without a valid badge. During the build-up and breakdown period all contractors must have a contractor wristbands - these will be issued either by security or from the Organisers' Office.

**If you would like specialist security for your stand please contact [Operation Team](#).**

## Sustainability

The London Book Fair is committed to promoting sustainability in exhibitions and we work with the venue, suppliers and contractors to reduce the impacts our activities have on the environment.

Reed follows [eGuide](#)'s sustainability guidelines.

We respectfully encourage exhibitors and visitors to The London Book Fair to follow our lead, building stands, exhibiting and visiting with all due consideration given to sustainability agenda.

Following are some practical measures which exhibitors are encouraged to adopt – we are also always interested in hearing other ideas so please do not hesitate to share your own best practice guidelines with us via email [lbfoptions@reedexpo.co.uk](mailto:lbfoptions@reedexpo.co.uk). Thank you.

### Purchasing

Responsible purchasing involves considering the impact of everything you procure for your stand, including lanyards, bags and brochures, as well as the appointment of contractors.

1. Source items that are made from recycled materials and materials from sustainable sources.
2. Minimise waste by ordering only the quantities you actually need.
3. Your purchasing decisions influence the number of deliveries to the venue, and therefore emissions; consider streamlining the number of suppliers you order from, reduce the number of individual orders you place, and encourage suppliers to use low or zero-emission vehicles.
4. Appoint contractors who take sustainability seriously; ask about their sustainability policies and discuss how they can help make your event more sustainable; find out about their staff and subcontractors' employment conditions.

### Transport - Use public transport to get to the venue

Olympia London has excellent transport links. Kensington Olympia Overground station is directly opposite Grand Hall, there is a frequent bus service along Hammersmith Road, and the nearest Tube stations are within 10 minutes walking distances. Please refer to the venue web site for more travel information and for printable venue map. <https://olympia.london/visiting/getting-here>

### Build-up and breakdown traffic

1. Encourage your suppliers and contractors to share transport.
2. Encourage your contractors to plan their deliveries outside peak rush hours wherever possible, to avoid excess emissions and wasted time stuck in traffic.
3. Remind your drivers to switch off engines when waiting to load or unload.

### Energy

1. Reduce carbon emission by design – plan your stand so it uses less electricity.
2. Encourage your contractors to use energy-efficient equipment, e.g. LED lights use approx. 80% less energy.

## **Waste**

Work with your contractors to design a stand that is waste-free.

1. Use re-usable systems.
2. Use recycled materials.
3. Make graphics re-usable by not including specific dates on them
4. Speak with your contractor to consider materials used on your stand, how they have been produced and what will happen to them after the event.
5. Use electronic promotion rather than 'give-aways' and business cards.
6. Where it is necessary to use paper, ensure it is recycled or from sustainable sources (FSC). By using recycled paper, you reduce the carbon impact of your paper use by 28%.

If you are hosting food & drinks reception or planning other stand catering during the show, consider ways to reduce food waste.

1. Avoid wasting food by only ordering the quantities of catering needed.
2. Work with the venue's hospitality caterer to provide sustainable menus, e.g. increased plant based options; less red meat; locally and ethically sourced products.
3. Maximise the use of reusable crockery, glassware and cutlery, wherever possible.
4. Install water server and use paper cups instead of stocking bottled water, to reduce plastic waste.

## **Information**

### **[Reed Exhibitions – Our Responsibilities](#)**

**<https://olympia.london/about-us/responsibility/sustainability>**

### **[BSI-Sustainable Business Manual](#)**

### **[eGuide](#)**

## Official Supplier List



Reed Exhibitions limited has a thorough process for and takes all reasonable care in the evaluation and appointment of its Official Contractors. This includes aspects that are most visible to the Exhibitors such as customer service, pricing and product range along with other aspects like track record, Health & Safety performance and financial stability. Reed Exhibitions appoints multiple 'Official Suppliers' for services for each Exhibition wherever it can so that Exhibitors have a choice.

'Official' status puts specific responsibilities on the Contractor such as ensuring the quality of stock and making sure that they provide a full service and keep qualified people and spare on-site to maintain a first class service throughout the Exhibition. As a result non-official companies can sometimes appear to undercut Official Suppliers as they can offer older equipment or a partial service and can just deliver with no obligation to set up or maintain throughout the Exhibition. This can create last minute problems and unexpected costs for the Exhibitor.

In addition to this Reed Exhibitions is increasingly seeing non-official suppliers aggressively mailing companies pre-Exhibition using the Exhibition name and in some cases the logo, which can imply that they have our support. These companies do not have any endorsement from Reed Exhibitions and we recognise the inconvenience, annoyance and confusion that these communications can have on our Exhibitors.

As a result, Reed Exhibitions has applied to trademark the logo above. This logo is strictly controlled, can only be used by Official Suppliers and only relating to the services that they are specifically appointed for on that Exhibition.

- Quality service
- Quotations & Payments
- Post Exhibition Service
- Dispute Resolution
- Health & Safety
- Data Protection
- Sustainability

To view the full quality charter showing the commitment our suppliers have agreed, please contact the [Operations team](#).

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## Accommodation & Travel

### HotelMap

Tel: +44 (0) 20 7292 2320

E-mail - [Adam@HotelMap.com](mailto:Adam@HotelMap.com)

<https://www.londonbookfair.co.uk/Help/book-accommodation/?exhibitors>

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## Audio Visual

### Aztec Event Services Ltd

Unit B, Davis Road Industrial Park

Davis Road

Chessington

KT9 1TQ



Tel: +44 (0) 207 803 4000 Fax: +44 (0) 207 100 1609  
Email: [sales@aztecuk.com](mailto:sales@aztecuk.com) Website: <https://shop.aztecuk.com/show-selector/march/london-book-fair.html>

#### **DBpixelhouse**

Tel: +44 (0) 845 226 3083  
Fax: +44 (0) 845 120 5552  
Email: [info@dbpixelhouse.com](mailto:info@dbpixelhouse.com) Website: [www.dbsystems.co.uk/book/](http://www.dbsystems.co.uk/book/)

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## Catering - Stand & Hospitality

#### **Hospitality Catering**

##### **Levy Restaurants at Olympia London**

Tel: 0207 598 5709  
Fax: 0207 598 5727  
Exhibitor Stand Orders: <https://levyrestaurants.standdelivery.co.uk/londonbookfair2020>  
Email: [katie.bryan@levy.co.uk](mailto:katie.bryan@levy.co.uk)  
Contact: Katie Bryan

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## Cleaning

#### **Olympia Ltd – Facilities Department**

Contact: Kristina Jearrad  
Email: [kristina.jearrad@olympia.london](mailto:kristina.jearrad@olympia.london)  
Tel: +44 (0) 207 598 2510 or M: 07833 248716

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## Contractor Associations

#### **Event Supplier and Services Association (ESSA)**

119 High Street  
Berkhamsted  
Hertfordshire  
HP4 2DJ

Tel: +44 (0)1442 285 812 Fax: +44 (0)1442 875 551  
Email: [info@essa.uk.com](mailto:info@essa.uk.com) Website: [www.essa.uk.com](http://www.essa.uk.com)

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## Customs Clearance

#### **International Lifting & Shipping - (ILS)**

International House  
Colonnade Point  
Central Boulevard  
Prologis Park  
Coventry CV6 4BU UK

Contact: John Lawson  
Tel: +44 (0) 2476 337 955 Fax: +44 (0) 2476 336 795  
Email: [jl@i-l-s.co.uk](mailto:jl@i-l-s.co.uk) or [kelly@i-l-s.co.uk](mailto:kelly@i-l-s.co.uk) Website: [www.i-l-s.co.uk](http://www.i-l-s.co.uk)

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## Deliveries

### International Lifting & Shipping - (ILS)

International House  
Colonnade Point  
Central Boulevard  
Prologis Park  
Coventry CV6 4BU, UK

Contact: John Lawson or Kelly Gouveia

Tel: +44 (0) 2476 337 955 Fax: +44 (0) 2476 336 795

Email: [jl@i-l-s.co.uk](mailto:jl@i-l-s.co.uk) or [kelly@i-l-s.co.uk](mailto:kelly@i-l-s.co.uk) Website: [www.i-l-s.co.uk](http://www.i-l-s.co.uk)

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## Electrical Contractor

### The Freeman Company (UK) Ltd

Tel: +44 (0) 2476 309236

Email: [EMEA.ExhibitorServices@freemanco.com](mailto:EMEA.ExhibitorServices@freemanco.com)

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## Floor coverings

### The Freeman Company (UK) Ltd

Tel: +44 (0) 2476 309 236

Fax: +44 (0) 2476 639 461

Email: [EMEA.ExhibitorServices@freemanco.com](mailto:EMEA.ExhibitorServices@freemanco.com)

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## Furniture

### Concept Furniture International

Unit 131 Hartlebury Industrial Estate  
Hartlebury  
Worcestershire  
DY10 2JY

Contact: Tilly Little

Tel: +44 (0) 1299 254 097 Fax: +44 (0) 1299 254 091

Email: [scott@conceptfurniture.co.uk](mailto:scott@conceptfurniture.co.uk) Website: [www.conceptfurniture.co.uk](http://www.conceptfurniture.co.uk)

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### Thorns Group

Welham Distribution Centre, 172 Travellers Lane  
Welham Green, Hatfield  
Hertfordshire, AL9 7HN

Contact: Maisie Hogg

Tel: +44 (0) 20 8801 4444 Fax: +44 (0) 20 8801 4445

Email: [oana@thorns.co.uk](mailto:oana@thorns.co.uk) Website: [www.thorns.co.uk/](http://www.thorns.co.uk/)

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### **JMT Ltd**

Unit A, Ventura Park  
Old Parkbury Lane  
Colney Street  
St Albans  
HERTS  
AL2 2DB

Contact: Michelle Kaye  
Tel: +44 (0) 1923 851 580

Email: [sales@jmt.co.uk](mailto:sales@jmt.co.uk) Website: [https://www.jmt.co.uk/en\\_GB/specials/event/LONDON-BOOK-FAIR-2020](https://www.jmt.co.uk/en_GB/specials/event/LONDON-BOOK-FAIR-2020)

### **The Freeman Company (UK) Ltd**

Tel: +44 (0) 2476 309 236 Fax: +44 (0) 2476 639 461  
Email: [EMEA.ExhibitorServices@freemanco.com](mailto:EMEA.ExhibitorServices@freemanco.com)

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## Graphics

### **The Freeman Company (UK) Ltd**

Unit DC5, Prologis Park,  
Imperial Road,  
Coventry,  
CV8 3LF  
Tel: +44 (0) 2476 309 236  
Fax: +44 (0) 2476 639 461  
Email: [EMEA.ExhibitorServices@freemanco.com](mailto:EMEA.ExhibitorServices@freemanco.com)

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## Lifting

### **International Lifting & Shipping - (ILS)**

International House  
Colonnade Point  
Central Boulevard  
Prologis Park  
Coventry CV6 4BU, UK

Contact: John Lawson or Kelly Gouveia  
Tel: +44 (0) 2476 337 955 Fax: +44 (0) 2476 336 795  
Email: [jl@i-l-s.co.uk](mailto:jl@i-l-s.co.uk) or [kelly@i-l-s.co.uk](mailto:kelly@i-l-s.co.uk) Website: [www.i-l-s.co.uk](http://www.i-l-s.co.uk)

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## Shell Scheme Contractor

### **The Freeman Company (UK) Ltd**

Unit DC5  
Prologis Park  
Imperial Road  
Coventry  
CV8 3LF

Tel: +44 (0) 2476 309 236 Fax: +44 (0) 2476 639 461  
Email: [EMEA.ExhibitorServices@freemanco.com](mailto:EMEA.ExhibitorServices@freemanco.com)

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## Shipping (Freight Forwarding)

### International Lifting & Shipping

International House  
Colonnade Point  
Central Boulevard  
Prologis Park  
Coventry CV6 4BU, UK

Tel: +44 (0) 2476 337 955 Fax: +44 (0) 2476 336 795  
Email: [jl@i-l-s.co.uk](mailto:jl@i-l-s.co.uk) Website: [www.i-l-s.co.uk](http://www.i-l-s.co.uk)  
Contact: John Lawson

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## Space Only Stand Build Contractor

### SmartSpace

Gateway House  
28 The Quadrant  
Richmond  
TW9 1DN  
United Kingdom

Phone: +44 (0) 208 439 5682  
Email: [smartspace@reedexpo.co.uk](mailto:smartspace@reedexpo.co.uk) Web: [www.reedsmartspace.co.uk](http://www.reedsmartspace.co.uk)

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## Telephones & IT Communications

### Eforce

Room 322  
Earls Court Exhibition Centre  
Warwick Road  
London, SW5 9TA

Tel: +44 (0)207 598 2400 Fax: +44 (0)207 598 27575  
Email: [sales@eforce.co.uk](mailto:sales@eforce.co.uk) Website: [www.eforce.co.uk](http://www.eforce.co.uk)

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## Temporary Staff

### Bond Associates

ADM3884  
London  
SW1A 1ZW

Tel: +44 (0)845 130 4548  
Email: [info@bondassociates.co.uk](mailto:info@bondassociates.co.uk) Website: [www.bondassociates.co.uk](http://www.bondassociates.co.uk)

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## VAT Refunds

### **Quipsound Ltd**

The Crown Building  
London road  
Westerham  
Kent, TN16 1UT

Tel: +44 (0) 1959 561 717

Email: [info@quipsound.com](mailto:info@quipsound.com)

Fax: +44 (0) 1959 564 740

Website: [www.quipsound.com](http://www.quipsound.com)

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## Waste Services

### **Olympia Ltd**

Facilities Department

Contact: Kristina Jearrad

Tel: +44 (0) 207 598 2510 or M: 07833 249716

Email: [kristina.jearrad@olympia.london](mailto:kristina.jearrad@olympia.london)

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## Water

### **Freeman Venue Services**

Olympia London Exhibition Centre

Contact: Olivia Smith

Tel: +44 (0) 20 7598 5500

Email: [olivia.smith@freemanco.com](mailto:olivia.smith@freemanco.com)

## Exhibitors' & Contractors' Emergency Procedures

Please ensure that all staff are briefed on the following emergency procedures.

Exhibitors and contractors are asked to check for suspicious objects and ensure that their personal bags and possessions are kept safely locked away at all times to prevent causing unnecessary concern or invite theft. Please be aware of the location of the nearest fire extinguisher and nearest emergency exit.

### 1. MEDICAL EMERGENCIES

All medical emergencies, **including requests for ambulances** should be reported to the venue's Control Room immediately on 020 7598 2666 (internal **2666**). Please do not call the emergency services directly, as this could waste vital time and result in inaccurate location and medical information being communicated to ambulance crews.

Olympia London provides first aid assistance. Security personnel or the organiser should be contacted for help in the first instance. Alternatively, there is an emergency telephone with a direct link to the Control Room outside the venue's first aid room, which is located on the Gallery/Level One.

### 2. SEARCH ("Staff Call 100")

In the event of a bomb threat, you will hear the announcement (or receive the telephone call) as follows:

**"ATTENTION PLEASE. ATTENTION PLEASE. STAFF CALL 100"**

**Do not leave the building.** Inform your colleagues, and then assist in searching for suspicious objects in your work area. If you find a suspicious object, do **NOT** touch or move it. Clear the area of people calmly. Report to Control on **020 7598 2666** (internal **2666**) giving the exact location of the object. **Please do not cause undue concern to visitors at this stage.**

If you receive a bomb threat directly on the stand, please obtain as many details as possible and then inform Control on 020 7598 2666 (internal **2666**).

### 3. FIRE

If you discover a fire, or a fire is reported to you, operate the nearest fire alarm call point **FIRST**, then inform Control on **020 7598 2666** (internal **2666**).

### 4. EVACUATION

If evacuation is necessary, you will hear the following announcement:

**"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."**


Please leave the building by the nearest exit and assemble at your assembly point (Olympia Way, G Gate or L Yard), or in the event of a wider cordon, at Brook Green. Exhibitors and contractors should account for all their staff and report to Control on 020 7598 2666 (internal **2666**).

### 5. STAND DOWN

The signal for a return to work is made by the cancellation of emergency procedures. The search procedure is cancelled by the announcement :

**"ATTENTION PLEASE. ATTENTION PLEASE. STAFF CALL 100 IS CANCELLED."**

 Homepage

 List of Bookings

 Make a Booking

 Settings
Toggle the sidebar 

## Welcome to Voyage Control Olympia London's Logistics Management System

Voyage Control is the online booking system Olympia London use to manage vehicle logistics in order to make build-up and breakdown quicker and smoother for exhibitors and contractors.

All exhibitors and contractors bringing vehicles to Olympia London, who wish to unload or load a vehicle on site, must book a time slot.

### Useful information to review before making your booking

- Events will be available to book approximately 30 days prior to the first day of build. If your [event is not shown](#), please check again closer to the date, or contact your event organiser.
- It is advisable to make a booking as early as possible. Information such as [driver details and vehicle registration number](#) can be added at a later date.
- To [amend your booking](#) or [download a vehicle pass](#) for a booking you have already made, please select 'list of bookings' and ensure the date range boxes encompass your booking date.
- If you are making a booking which will be delivered by a third-party supplier, please ensure they arrive with the booking pass and/or the booking reference number.
- Olympia London is unable to accommodate duplicate bookings or consecutive time slots.
- The [type of vehicle](#) you bring to the venue must be the same as that confirmed at the time of booking. Larger vehicles than those booked will not be accommodated.
- Time allocated is dependent on vehicle size and cannot be changed. Please make sure you leave within your allotted time and re-locate your vehicle to the car park if required.
- These slots are specific for loading and unloading only. [Parking](#) is a separate entity which can be pre-booked via the link below
- We encourage all fleet companies to become FORS Champions and commit to support and implement the FORS Standard

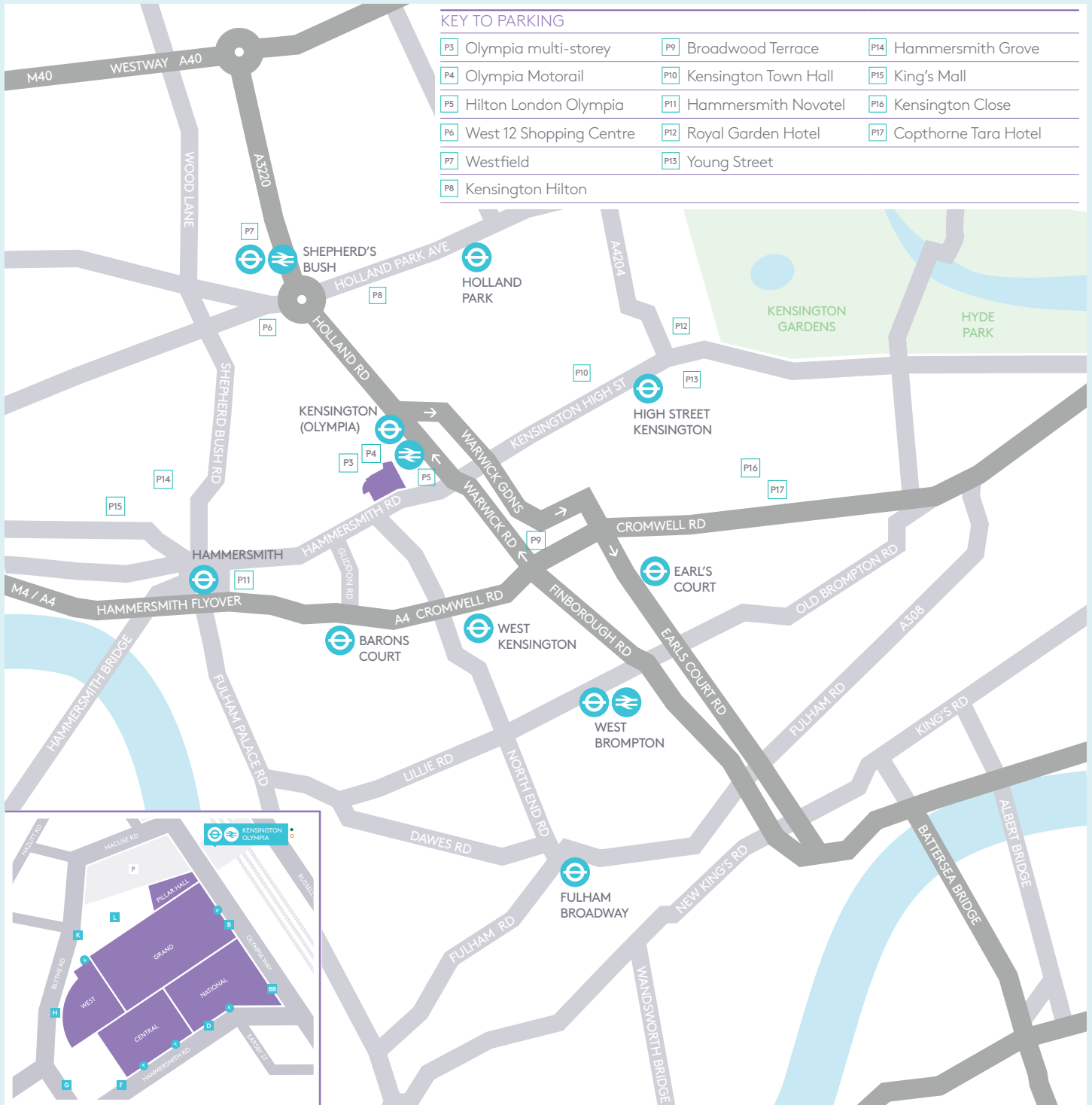
To pre-book parking, please click here: [olympiadashboard.voyagecontrol.com/parking](https://olympiadashboard.voyagecontrol.com/parking)

To view the zone map, please [click here](#)

To view the user guide please [click here](#)



<https://www.fors-online.org.uk/cms/>



## It's quicker and easier to travel to Olympia via public transport

### OVERGROUND & TUBE

Kensington (Olympia) is on the London Overground network. It's one stop from Shepherd's Bush (Central line) or West Brompton (District line). The venue is next to the station.

### BUS

Hammersmith Road: 9, 10, 27, 28, N9, N10  
Holland Road: 49  
North End Road: 391

### PARKING

If you do travel by car, we advise that you pre-book online to guarantee a space.

### USEFUL LINKS

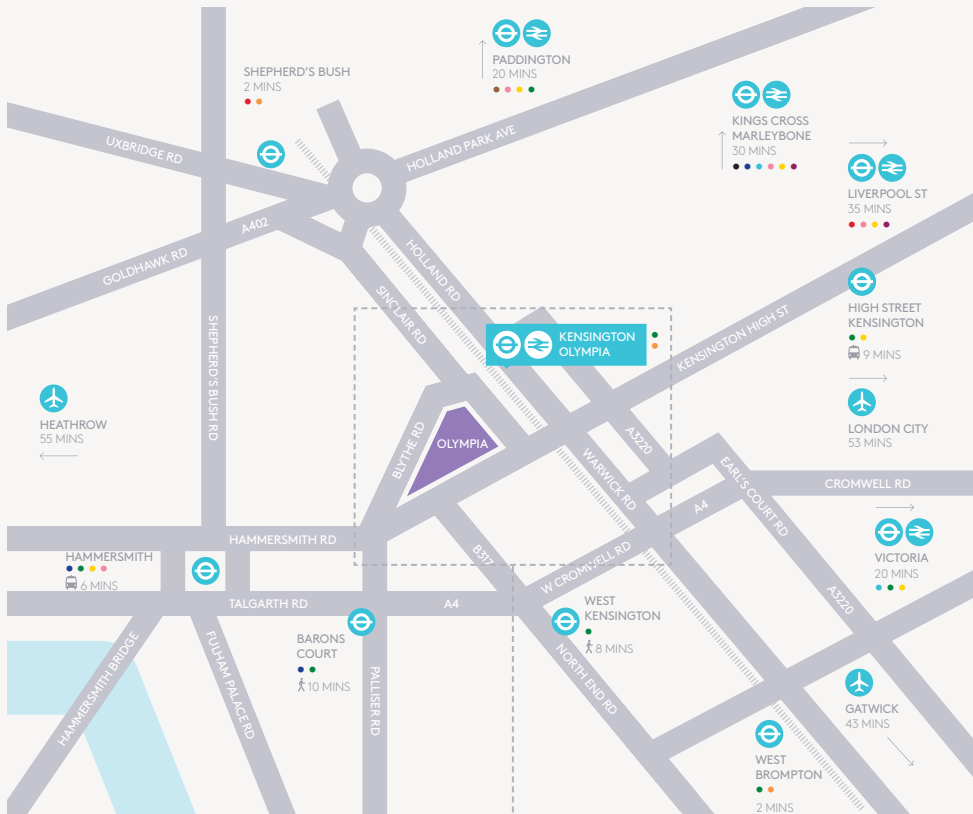
Transport for London: [tfl.gov.uk](http://tfl.gov.uk)  
Rail enquiries: [nationalrail.co.uk](http://nationalrail.co.uk)  
Parking: [olympia.co.uk/parking](http://olympia.co.uk/parking)

There are also direct services to Willesden Junction, Clapham Junction and Gatwick Airport.



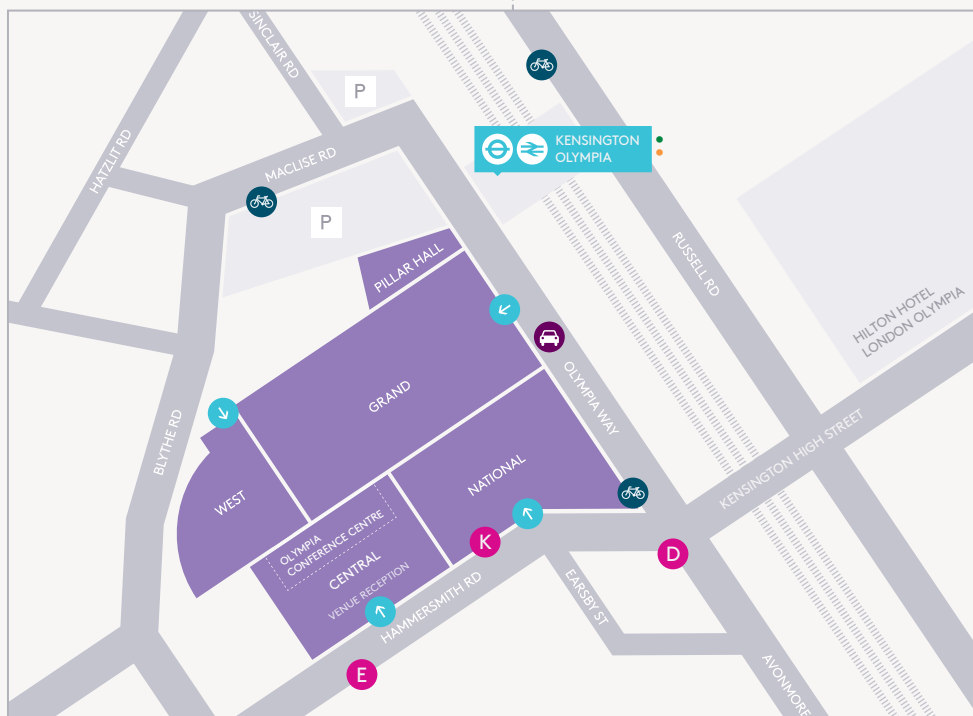
# WHERE TO FIND US

Olympia London  
Hammersmith Road  
Kensington  
London W14 8UX



## KEY

- CENTRAL
- CIRCLE
- DISTRICT
- HAMMERSMITH & CITY
- LONDON OVERGROUND
- METROPOLITAN
- NORTHERN
- PICCADILLY
- VICTORIA



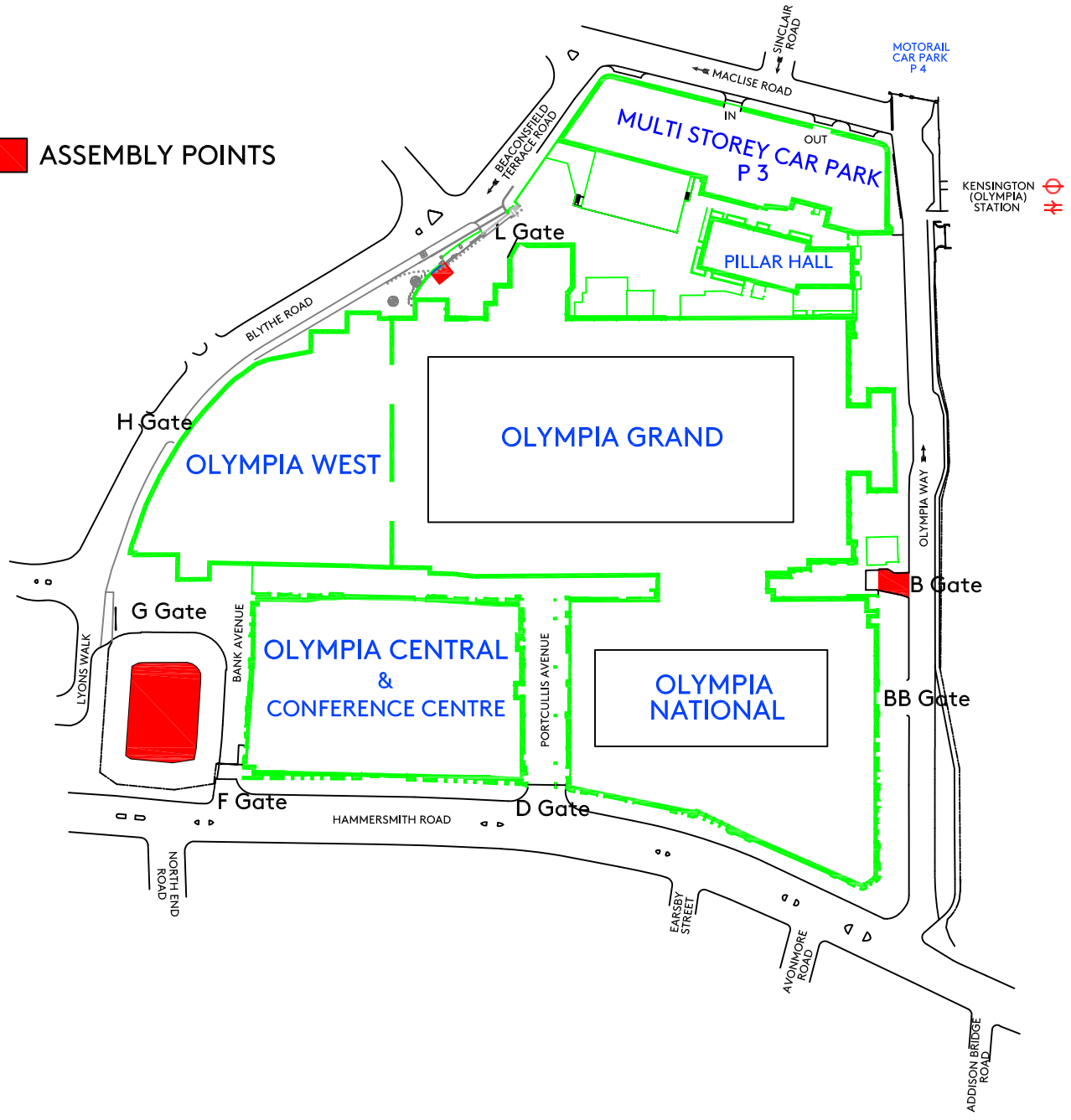
## KEY

- BUS STOP
- BIKE HIRE
- TAXI RANK
- ↑ ENTRANCE

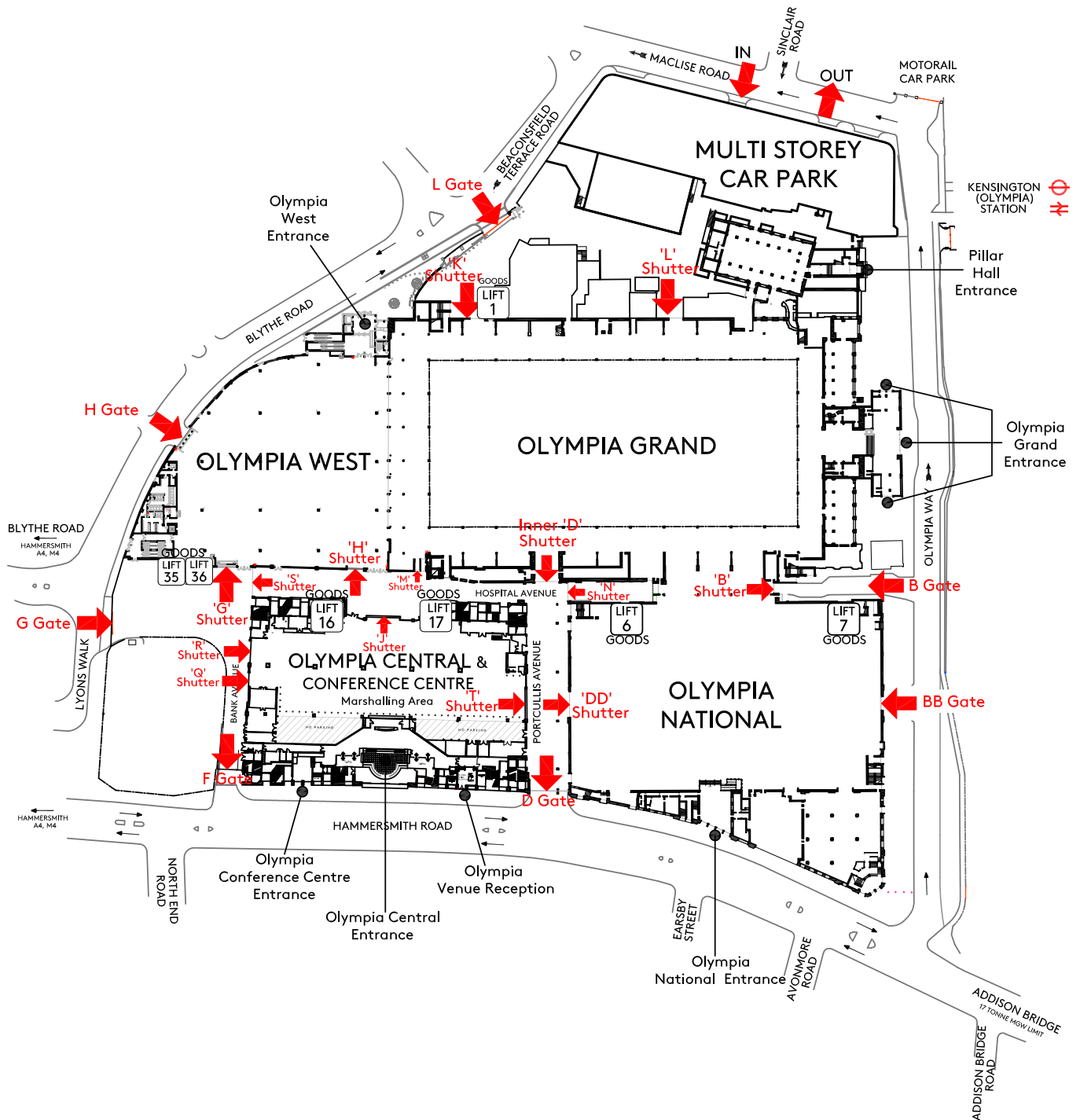
# Emergency Assembly Points



 ASSEMBLY POINTS







# Goods Access

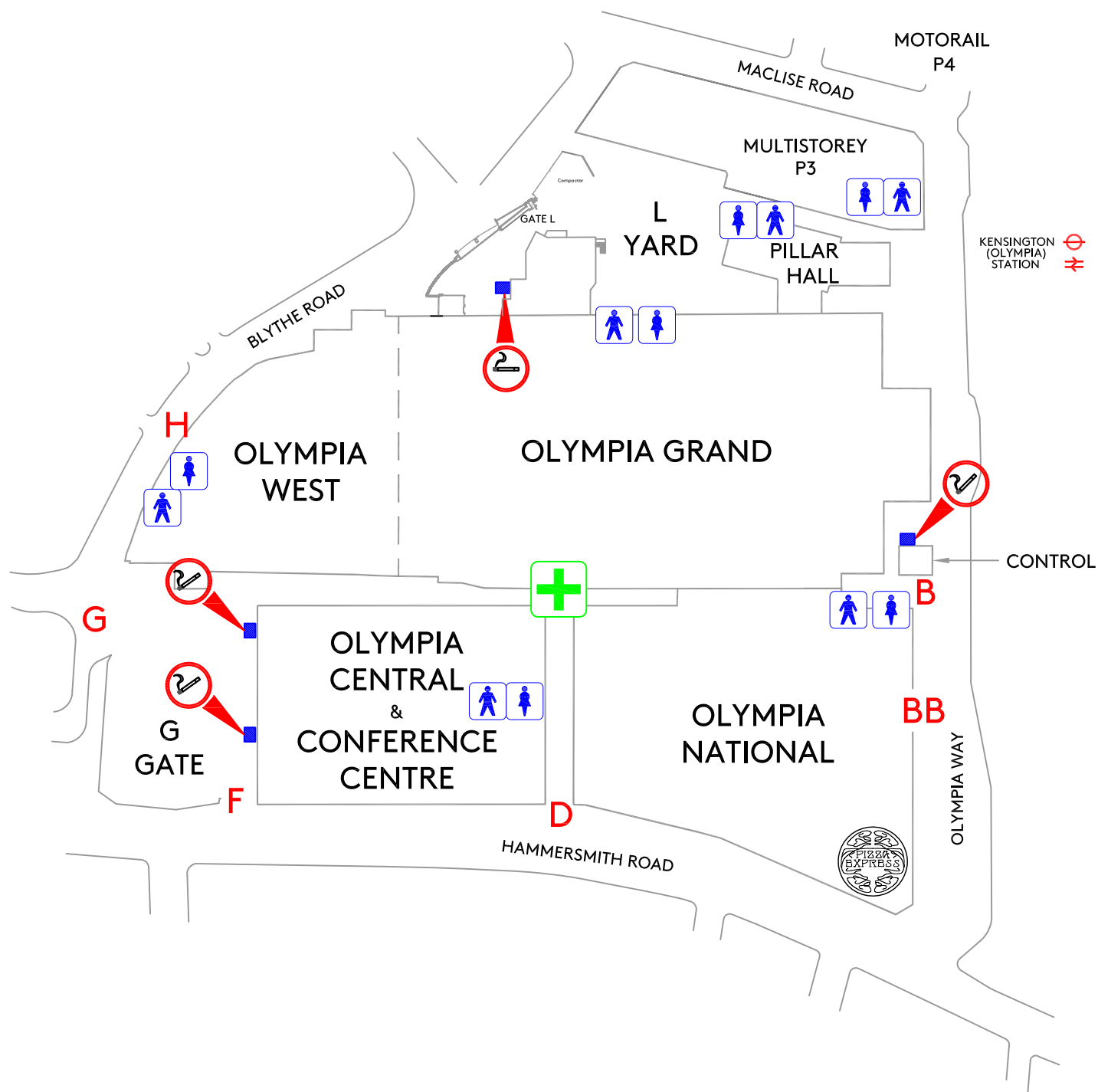


## GOODS ENTRANCES / EXITS

	B Shutter	B Gate	BB Gate	Inner D	D Gate	DD	E	F Gate	G Gate	G Shutter	H Gate	H Shutter	J	K	L Gate	L Shutter	M	N	Q	R	S	T
Height	3.7	0.0	4.4	0.0	3.7	4.3	4.2	4.6	Un-restricted	4.4	4.4	5.0	4.1	4.7	Un-restricted	0.0	2.0	3.8	4.4	4.4	4.0	0.0
Width	2.9	0.0	4.1	0.0	8.0	8.0	5.0	5.5	5.5	6.0	4.2	4.2	0.0	4.3	7.2	0.0	1.6	5.3	4.0	6.0	6.0	0.0

# Designated Smoking Areas and Build-up Services

-  Designated smoking areas
-  Gents toilets open at all times
-  Ladies toilets open at all times
-  First Aid



## **Catering Concession Fee Guidelines (2019/2020)**

The following is intended for guidance only. Concession fees shall generally be calculated according to the nature and size of the event (attendance, audience profile, length of show etc.) and the nature of the products which the parties wish to give away or sell. Where in the opinion of the Olympia London Catering Manager, an exhibitor could be deemed to be operating a 'catering outlet' then Retailing Rates will be applied.

Where an exhibitor wishes to utilise their own caterer or suppliers for the purposes of hospitality then fees are levied by our Hospitality Caterer. These would be either as contract buy-out fees, corkage charges or concession fees, the scale of which would be determined by the scale of the activity taking place.

### **Sampling only (no monetary transaction taking place)**

Where sampling takes place in line with the Olympia London Catering Rules & Regs, a concession fee would not be applied.

By way of a reminder, the sampling rules & regs are:

- i. Items being sampled must be the exhibitor's sole purpose of their business
- ii. All samples must be given out free of charge
- iii. Any proposed sampling activity must be notified in writing to the organiser and verified by the venue

The acceptable sampling sizes are:

- Unwrapped food - "bite size" portions
- Individually wrapped items
- Soft and hot drinks - 50ml (1.75 fl oz)
- Beers/Ciders or similar - 50ml (1.75 fl oz)
- Wine/Fortified wines/Champagne/Alcopops/similar- 25ml (0.9 fl oz)
- Spirits and similar - 5ml (0.18 fl oz)

### **Concession fees**

These are applied where **over-sized sampling** is practised, over the levels shown above.

This would generally be at a rate of **£150+VAT per show open day** for smoothies/ice creams and **£350+VAT per show open day** for other foods. This is at the discretion of the Catering Account Manager depending on the type and volume of items being brought in.

### **Coffee machines**

The use of coffee machines on your stands for hospitality purposes will be charged a concession fee from **£450+VAT per show open day** for a full Barista machine or **£150+VAT per show open day** for a Nespresso style table top machine. Written permission must be requested seven days in advance and we reserve the right to refuse requests.

### **Retailing (food being sold)**

Where retailing of foods and/or drinks take place clearly for **off-site** consumption, i.e. bagged/wrapped for removal from the venue, then **no** concession fees are levied.

Where retailing of foods and/or drinks for **on-site** consumption, or can be deemed to be for consumption on-site within the venue, then concession fees will be levied.

**As a general rule**, if the foods on sale are of such nature that they do not compete either directly or partially with venue Catering Partners offers or operations, then **no** concession fee is levied. Items which would fall into this category are: nuts, confectionary, and special dietary products. This does not include ethnic catering.

If the foods on sale are of such nature that they **do** compete either directly or partially with our contracted Catering Partners offers, then a concession fee is levied.

### **Exhibitors retailing for on-site consumption generally fall into four categories:**

1. Retailing of soft drinks/ice creams and/or smoothies, fresh fruit juices, etc. a concession fee of **£150+VAT per show open day** would be levied
2. Retailing of foods (wrapped/prepared or otherwise), etc. a concession fee of **£350+VAT per show open day** would be levied
3. Where an exhibitor/feature is or can be deemed to be operating a food led no alcohol 'catering outlet', i.e. Café, a concession fee of **£750+VAT per show open day** would be levied. If they include alcohol in their offer, the concession would increase to **£1000+VAT per show open day**
4. Where an exhibitor/feature is or can be deemed to be operating an alcohol led 'catering outlet', i.e. Bar, a Contract Buy-out fee of **£1500+VAT per show open day** would be levied. If they include food in their offer, the Contract Buy-out/concession fee would remain at £1500+VAT per show open day

Concession fees for restaurants are negotiated on a show by show basis as their requirements are generally specific to the event.

## Providing your own beverages at Olympia London

If you are thinking of catering for yourself you will be liable for a charge.

### Corkage

This is the charge placed on wines, beers, liquor and soft drinks brought into the venue that have been purchased elsewhere. If you are using alcoholic beverages, The Venue or Levy UK will become the licensee for your event and you will be briefed on the relevant licensing legislation.

Champagne	(70cl)	£20+vat per bottle
Sparkling Wine	(70cl)	£15+vat per bottle
Wines	(70cl)	£10+vat per bottle
Spirits	(70cl)	£30+vat per bottle
Beers	(330ml can/bottle)	£1.80+vat per can/bottle
Soft Drinks and Mixers	(330ml)	£1.50+vat per can/bottle
Mineral Water and Fruit Juices		£1.50+vat per bottle

Beverage sampling sizes (for exhibitors own product):

- Soft and Hot Drinks - 50ml (1.75 fl oz)
- Beers/Ciders or similar - 50ml (1.75 fl oz)
- Wine/Fortified wines/Champagne - 25ml (0.9 fl oz)
- Spirits and similar - 5ml (0.18 fl oz)

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, Levy UK), whether for on-site or off-site consumption, must follow the above sampling sizes and provide the name of a Personal Licence holder, together with a copy of their licence.

A quotation for corkage fees is determined by type of items and quantities being brought into the venue. The corkage fee includes any of the following:

- Receiving stock into the venue
- Storage (refrigerated or otherwise)
- Preparing stock/products for serving
- Providing the necessary disposables

If looking to run a full bar with no monetary transaction taking place e.g. hospitality cocktail or spirit bar there will be a charge of **£750+vat per show open day.**

**Further Notes:**

- It is the event organisers responsibility to ensure that all food and drink activities occurring at the event are confirmed in advance with the venue, as per their hire agreement with Olympia London
- It remains the responsibility of the event organisers to ensure that all aspects of the operations and businesses being permitted to offer food and drinks at the event operate within all guidance found in the Eguide
- Concessionary fees and buy-out fees are charged directly to the event organiser as per the Additional Service invoice. Individual parties, such as exhibitors carrying out hospitality led offers, may be able to pay directly with the venue or chosen hospitality caterer – at time of writing, this is Levy UK