



OLYMPIA
London

Organiser's Handbook

March 2023

Deadline checklist

Please make sure that these deadlines are met to help ensure the smooth planning of your event.

Event:		Organiser:		
Item	Due	Action date	Completed	
Initial floor plan prior to stand selling Event opening hours Estimated attendance Audience profile N.B. Ensure correct details of transport options to the venue & pre-booked parking are published. Draft exhibitor manual for checking of venue details (a template exhibitor manual is available)	Immediately ASAP			
Briefing meeting to discuss operational requirements and health & safety arrangements Details of any proposed sale or supply of food or drink, including alcohol, not supplied by the venue's caterer Obtain music licence if necessary	45-60 days before tenancy			
Final floor plan <u>The layout of gangways/stand blocks must not alter after this.</u> 2 copies of scaled plans and structural calculations for complex structures and tiered seating (refer to eGuide), method statements and risk assessments. Details of special effects (eg, lasers, smoke machines, real flame) Crèche notification Details of suspended loads and floor loading Details of any wild or domesticated animals Health and safety policy, signed risk assessment and construction-phase plan Application for special licences, if required Copy of security schedules/acceptance of marshalling schedule Signed event requirements	28 days before tenancy			
Application for sale or supply of alcohol from temporary bar areas (not operated by Olympia London's caterer) and/or stands Artwork for digital signs	14 days before tenancy			
TV and film requirements Example vehicle passes Copies of local authority certificates for any child performers	7 days before tenancy			
Certification of: <ul style="list-style-type: none"> Complex structures Space only, non-complex stands Shell scheme construction Temporary seating installation Special effects Signed agreement for any sale/supply of alcohol	Before event opening			

Useful Information A-Z

Contents

A _____ 1

Access.....	1
Accessibility.....	2
Accommodation.....	2
Advertising Sites.....	2
Alcohol.....	2
Animal Welfare and Safety.....	3

B _____ 3

Baby Changing Facilities.....	3
Banner Sites.....	3
Breakdown.....	3
Build-Up.....	3
Buses.....	3
Business Facilities.....	4

C _____ 4

Capacity Figures.....	4
Car Parking.....	4
Cardax.....	4
Cash Points.....	5
Catering.....	5
CCTV.....	6
Ceiling Heights.....	7
Chemists.....	7
Children.....	7
Cleaning.....	7
Cloakrooms.....	7
Communications.....	8
Complex Structures.....	8
Construction Heights.....	9
Control Room.....	9
Cooking on Stands.....	9
Couriers.....	10
Crèches.....	10
Customs and Excise.....	10

D _____ 11

Deliveries.....	11
Demonstrations.....	11
Dentists.....	11
Dilapidation Charges.....	11
Doctors.....	11
Double-Deck Stands.....	11
Dry Cleaners.....	12

E _____ 12

eGuide.....	12
Electrical Inspection.....	12
Electrical Power.....	12
Emergency Gangways.....	12
Emergency Procedures.....	13
Exhibitors' Information.....	13

F _____ 13

Filming.....	13
Fire Exits.....	13
Fire Extinguishers.....	13
Fire and Safety Regulations ...	14

Fire Safety.....	14
------------------	----

First Aid.....	14
----------------	----

Floor Loadings.....	14
---------------------	----

Floor Management.....	15
-----------------------	----

Floor Plans.....	15
------------------	----

Florists.....	15
---------------	----

Food and Beverage.....	15
------------------------	----

Food and Drink Sampling.....	15
------------------------------	----

Food Hygiene.....	16
-------------------	----

Foyer Layouts.....	16
--------------------	----

Furniture.....	16
----------------	----

G _____ 16

Gangways.....	16
---------------	----

Gas.....	16
----------	----

Goods Entrances.....	17
----------------------	----

Goods Lifts.....	17
------------------	----

H _____ 17

Health and Safety.....	17
------------------------	----

Health and Safety Personnel ..	17
--------------------------------	----

Health and Safety Policy.....	17
-------------------------------	----

Heating and Cooling.....	18
--------------------------	----

Helium Balloons.....	18
----------------------	----

Hospitals.....	18
----------------	----

Hospitality Rooms.....	18
------------------------	----

Hotels.....	18
-------------	----

I _____ 18

Insurance.....	18
----------------	----

Internet.....	19
---------------	----

K _____ 19

Keys.....	19
-----------	----

L _____ 19

Lasers.....	19
-------------	----

Licensing Authority.....	19
--------------------------	----

Lost Property.....	19
--------------------	----

M _____ 19

Marketing Services.....	19
-------------------------	----

Mark-Out.....	20
---------------	----

Marshalling.....	20
------------------	----

Massage.....	20
--------------	----

Method Statements.....	20
------------------------	----

N _____ 20

Naked Flames.....	20
-------------------	----

Night Sheets.....	20
-------------------	----

O _____ 21

Operating Hours.....	21
----------------------	----

Organisers' Offices.....	21
--------------------------	----

P _____ 21

Passenger Lifts.....	21
----------------------	----

Performing Rights.....	21
------------------------	----

Pharmacies.....	21
-----------------	----

Photography.....	22
------------------	----

Platforms and Stages.....	22
---------------------------	----

Police.....	22
-------------	----

Post Office.....	22
------------------	----

Public Address System.....	22
----------------------------	----

Pyrotechnics.....	22
-------------------	----

R _____ 22

Radio Frequencies.....	22
------------------------	----

Restaurants.....	23
------------------	----

Rigging.....	23
--------------	----

Risk Assessment.....	23
----------------------	----

Rules and Regulations.....	24
----------------------------	----

S _____ 24

Safes.....	24
------------	----

Satellite Dishes.....	24
-----------------------	----

Seating.....	24
--------------	----

Security.....	25
---------------	----

Seminar Theatres.....	25
-----------------------	----

Shell Scheme Stands.....	26
--------------------------	----

Shutter Lines.....	26
--------------------	----

Signage.....	26
--------------	----

Simulators and Rides.....	27
---------------------------	----

Smoke Machines.....	27
---------------------	----

Smoking.....	27
--------------	----

Space Only Stands.....	27
------------------------	----

Special Effects.....	28
----------------------	----

Special Licences.....	28
-----------------------	----

Special Treatments.....	28
-------------------------	----

Sponsorship.....	28
------------------	----

Square Metreage.....	29
----------------------	----

Stages.....	29
-------------	----

Staircases.....	29
-----------------	----

Stand Building and Dressing ..	29
--------------------------------	----

Stand Catering.....	29
---------------------	----

Stand Plans.....	29
------------------	----

Storage Areas.....	29
--------------------	----

Sustainability.....	30
---------------------	----

T _____ 30

Take-Up Deals.....	30
--------------------	----

Taxis.....	30
------------	----

Telephones.....	30
-----------------	----

Television Licences.....	30
--------------------------	----

Temporary Staircases.....	30
---------------------------	----

Toilets.....	31
--------------	----

Traffic Marshalling.....	31
--------------------------	----

Travel and Transport.....	31
---------------------------	----

V _____ 32

Vehicles.....	32
---------------	----

VIP Visitors.....	32
-------------------	----

W _____ 32

Waste.....	32
------------	----

Water Refilling Stations.....	32
-------------------------------	----

Water, Waste and Gas.....	33
---------------------------	----

Website.....	33
--------------	----

Weight Loadings.....	33
----------------------	----

Wheelchair Access/Loan.....	33
-----------------------------	----

Wi-Fi.....	33
------------	----

Access

Build-up and Breakdown

It is essential that you discuss build-up and breakdown arrangements with your event manager at the earliest opportunity, so that we can agree an effective traffic management schedule and make best use of space available; this may vary due to Olympia London's development works.

All exhibitors and contractors who wish to unload or load a vehicle on site, must book a time slot on the online booking system, Voyage Control. Information on unloading and loading, including an access map and a link to Voyage Control can be found on our website [here](#).

Your event manager will ask you to provide information for us to set up your event on the system, such as which users (space only contractor, shell scheme exhibitor, etc) are to be allowed access at which times. Please note that we may have to restrict access for certain types of vehicle to specifically scheduled times.

Time slots for both 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.

The venue is divided into loading and unloading zones. Exhibitors and contractors will need to book a slot in the appropriate zone for the event (red zone for Olympia National and green and yellow zones for Olympia Grand). Please see the zone plan in the Access and Parking section.

There is a time limit of 30 minutes for cars, 1 hour for vans and rigid lorries and 1½ hours for articulated vehicles. Please actively encourage exhibitors and contractors to book their slot (the service is available from 30 days before tenancy) and provide full and accurate information about their vehicle on the booking system.

Please note that the maximum vehicle height that can be accommodated on entry to the Olympia London site is 4.4 metres.

On-site traffic marshalling is provided by the venue's service partner and your event manager will provide a quote for the required level of staffing.

Please recommend that exhibitors and contractors bring trolleys to transport goods to and from their stands, to reduce loading and unloading times.

On breakdown night, access to the hall is available to contractors and other staff assisting in the breakdown of stands, only once all visitors have left.

Goods Entrances

For locations and dimensions of goods entrances see the 'Goods Access' plan in the Access and Parking section. All loading areas and goods entrances are accessed via Olympia Way, off Hammersmith Road.

Open Period

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.

Visitors

Please see 'Travel and Transport' below, 'How to get here', in the Access and Parking section and our website [here](#), for further information.

See: *Accessibility*
 Car Parking
 Deliveries
 Goods Lifts
 Operating Hours
 Travel and Transport

Accessibility

Access information for visitors and a link to a detailed access guide hosted by [AccessAble](#), can be found [here](#).

If you are expecting a large number of visitors with disabilities at your event, please advise your event manager in advance, so that we can ensure that their visit is as smooth and enjoyable as possible. The fire and safety officers will brief your security staff on the evacuation procedures for disabled visitors.

Entrances

Olympia Grand and West entrances have ramps and Olympia National has a lift. There are passenger lifts to the upper levels in each hall.

Stands

Please advise your exhibitors to ensure that their stands are easily accessible to all. The [eGuide](#) provides guidance for organisers on meeting their obligations under the Equality Act.

Toilets

The locations of accessible toilets are indicated on the 'Services' plans in the Plans section. These should be included in your event catalogue and directional signage.

Parking

The on-site car park has level access. Wide parking bays are available for Blue Badge holders on a first come, first served basis.

Wheelchairs

A limited number of manual wheelchairs are available to visitors free of charge. It is advisable to reserve these in advance by phoning 020 7385 1200.

See: *Car Parking*

Accommodation

There is a variety of hotels and serviced apartments to suit every budget, close to the venue. Visit olympia.london/visiting/accommodation for details.

Advertising Sites

See: *Signage*

Alcohol

You must advise your event manager of any stands selling or serving alcohol (except when provided by the venue's catering partner), whether for off-site consumption or product sampling. You will need to submit an application letter no later than 14 days before tenancy, to ensure that legal requirements are met. A template letter is available from your event manager.

The following restrictions apply:

The consumption of alcohol is not permitted on the exhibition floor during the build-up and breakdown periods of the event

- Alcohol provided for hospitality must be supplied by Olympia London's catering partner
- Alcohol sampling must conform to sampling regulations detailed in the [eGuide](#)
- Alcohol may not be sold or served at the venue before 9am
- Exhibitors are not permitted to sell alcohol for on-site consumption

See: *Catering*

Animal Welfare and Safety

If you intend to have animals on site, you must request written consent from your event manager at least 28 days before tenancy. Please see the [eGuide](#) for full details.

You must contact the City of London vet to discuss proposed arrangements for animals. An on-site inspection may be required and you must meet the cost of this.

City of London
[Animal Health and Welfare Team](#)

Tel: 020 8897 6741
Email: veterinary.harc@cityoflondon.gov.uk

Assistance animals are normally welcome at the venue, unless you consider that the nature of the event would be an unsuitable environment for them. If you receive advance notice of their attendance, please inform your Event Manager.

B

Baby Changing Facilities

Please refer to the 'Services' plans in the Plans section for locations of baby changing facilities available at the venue.

Banner Sites

See: *Rigging
Signage*

Breakdown

See: *Access
Cleaning
Waste*

Build-Up

See: *Access
Car Parking
Operating Hours*

Buses

See: *Travel and Transport*

Business Facilities

Limited on-site photocopying and printing facilities are available and your event manager will advise contact details for the service.

C

Capacity Figures

The capacity figure for your event, which is the number of visitors and exhibitors allowed in the hall at any one time, will depend on the event profile and floor layout.

Your event manager will advise you of your event's capacity figure. It is your responsibility to ensure this figure is not exceeded and we reserve the right to ask for confirmation of the number of people in the event at any time. Arrangements for logging, monitoring and controlling this must be identified in the event risk assessment.

See: *Licensing Authority*
Square Metrage

Car Parking

An allocation of complimentary parking permits will be given to you for your staff during your tenancy period:

Tenancy Area	Number of passes
Olympia Grand or Grand and West	9
Olympia West	2 per floor
Olympia National	9

We strongly recommend that exhibitors and visitors [book car parking](#) in advance to avoid disappointment; we cannot guarantee that vehicles without a booking will be accommodated.

The car park has a height restriction of 4 metres. It is open from 0700 hours until one hour after the building closes on build-up and breakdown days, until 2230 hours on pre-open and breakdown evenings and until one hour after the event closes on open days. If you would like us to extend opening hours (e.g. for an exhibitors' party), please discuss this with your event manager during the planning stages of your event. The latest possible car park closing time is 2300 hrs.

A plan indicating the location of Olympia London's car park and alternative car parks in the area can be found in the Access and Parking section of this manual.

Please note that all parking is chargeable unless a valid organiser's parking permit is displayed.

See: *Access*
Accessibility

Cardax

Many of the organisers' offices are fitted with an electronic locking system. The system is monitored from the Olympia London Control Room and operated by cards which can be programmed to access single or multiple areas. Please discuss your requirements with your Event Manager, so that cards can be programmed and ready for your first day of tenancy.

See: *Keys*

Cash Points

The nearest cash points to the venue are outside the Post Office at 8-10 North End Road, W14 0SH and outside Sainsbury's Local on Kensington High Street, W14 8JH (both free).

Catering

Olympia London's catering partner, Host, operates a number of public catering outlets within the halls. Please see the 'Services' plans for locations. No other retail catering is permitted at Olympia London, without written consent of the venue.

Please ensure that your floor plan includes all catering areas within your licensed area and that access to these areas is maintained. A minimum 2-metre gangway is required between the edge of any catering area and an adjacent block of stands.

Catering areas fall outside the event tenancy area and are not available for advertising or sponsorship.

Please note that all catering outlets are cashless.

Seating at Catering Units

Some of the catering units incorporate small seating areas. You may wish to consider supplementing these. If the caterer clearly benefits from additional seating immediately adjacent to their units, they will provide staff to clear and clean the tables. If you provide seating areas elsewhere on the exhibition floor, it will be your responsibility to ensure these are kept clean. We can provide a quote for extra cleaning staff to do this.

Temporary Catering Units

Host can offer mobile carts to deliver an element of their range on the exhibition floor. You will be asked to cover the cost of electrics and a water supply if you require this service.

Host can also service custom-built cafés and restaurants on the exhibition floor, providing VIP clubs, Champagne bars, themed restaurants, etc. The cost of building these areas must be met by you. Should you wish to outsource their operation to a caterer of your choice, you must first receive permission in writing from us and pay a concession fee (see below). The outsourced caterer must not duplicate Olympia London's retail catering offers, and must adhere to the food hygiene regulations contained in the [eGuide](#).

If alcohol is to be served from a temporary outlet, which is not managed by Olympia London's catering partner, the catering company must have a personal licence holder or authorised person present on site and must comply with Olympia London's Premises Licence conditions. Further information can be obtained from your event manager.

All temporary catering and seating areas must be clearly marked on the event floor plan.

Private Hospitality

Host is the official on-site hospitality caterer at Olympia London. The company can produce a broad range of catering services to meet your needs and those of your exhibitors. For further information, please contact Host at info@host-olympia.london.

Private hospitality rooms are available for hire at Olympia London and their details can be found in the Hospitality Rooms section.

For further information or to book a room, please contact your Account Manager.

If a bona fide catering company is exhibiting at an event, permission may be granted for them to provide their own hospitality, subject to the payment of a concession fee (see below).

Stand Catering/Delivery Service

Host offers a delivery service, 'Exhibitor Express' for organisers and exhibitors.

Please contact their Sales Department at info@host-olympia.london to place orders for your organiser's offices, press office, VIP lounges, etc.

Exhibitors can place advance and on-site orders online, using the mobile-friendly Host Olympia website: host-olympia.london.

Sale/Supply of Alcohol

Olympia London is licensed for the sale and supply of alcohol; however any sale or supply of alcohol, including sampling, by exhibitors or others must be notified to your event manager and agreed in advance of the event. Please see 'Alcohol' for further details.

Concession Fees

External caterers are not normally permitted within the venue. However, if your event has additional or specific catering requirements that cannot be met by the in-house caterers, you may be permitted to use external caterers, subject to the payment of a concession fee. The use of external caterers will be dependent on written permission from us and is conditional on the caterer satisfying all health and safety, food safety and hygiene regulations. All costs associated with bringing in a caterer must be met by you.

Any exhibitor who wishes to sell food from their stand for on-site consumption must obtain written permission from the venue and will be charged a concession fee. They must also satisfy all health and safety, food safety and hygiene requirements contained in the [eGuide](#).

Reducing Food Waste

Olympia London is a supporting partner of WRAP's food waste reduction campaign '[Guardians of Grub](#)'. We work closely with our catering partner to ensure that waste is kept to a minimum and that any left-over edible food is redistributed within our community to those who need it. Inedible food waste is sent to an anaerobic digestion plant for conversion into bio-fuel and fertiliser.

If your event has a food element, we strongly encourage you to engage with us and your exhibitors at an early stage and to use [WRAP's online resources](#) to reduce waste. Please also encourage exhibitors to separate any unavoidable food waste, to ensure that we can send it for anaerobic digestion and that it does not contaminate other waste, rendering it unrecyclable; we can advise you on this and provide dedicated bins for the exhibition floor.

Reducing Plastic

Our caterer has worked hard to eliminate single-use plastic from their operation as far as possible.

Please encourage your exhibitors and visitors to bring reusable cups and refillable water bottles to the venue. Discounts are available for hot drinks purchased in reusable cups and water refilling stations are located around the venue. Caterers will also refill water bottles on request.

Further catering information and regulations are contained in the [eGuide](#).

See: *Alcohol*
 Cooking on Stands
 Food and Drink Sampling
 Food Hygiene

CCTV

See: *Control Room*

Ceiling Heights

See: *Construction Heights*

Chemists

See: *Pharmacies*

Children

Children aged 16 or under are not permitted in the halls during build-up or breakdown. Please ensure that your exhibitors and contractors are aware of this to avoid issues on site.

You must inform your event manager in writing at least 28 days before your tenancy if you intend to use child performers. The following legislation applies:

- Children & Young Persons Act
- Children (performances) Regulations

Further details are available in the [eGuide](#).

See: *Crèches*

Cleaning

The cleaning of gangways, permanent staircases and peripheral areas is included in your tenancy.

Stand cleaning is charged at a competitive square metre rate. The final net square metreage will be agreed on site and charged after the event.

Removal of any abandoned stand-fitting materials, carpet, pallets and excessive waste will be subject to an additional charge.

See: *Waste*

Cloakrooms

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.

You may offer a complimentary cloakroom service for visitors and a quotation to cover the cost of this is available from your event manager. Approximate cloakroom capacities:

Location	Max. No. of Coats	Max. No. of Bags
Olympia Grand	700	500
Olympia National	550	350
Olympia West	200	100

If you wish to build a temporary cloakroom, please liaise with your event manager regarding the size of cloakroom and counter needed and staffing requirements.

Communications

Organisers' and Exhibitors' Communication Services

These services are provided by eFORCE (020 7598 2400 / sales@eforce.co.uk), who will be pleased to supply order forms for exhibitor manuals and offer the following:

- High-speed Internet access
- Telephone lines and handsets
- ISDN lines

You will receive two telephone lines (with handsets if required) and one Internet connection free of charge. These will be provided to existing sockets in the organiser's office only; if required on the exhibition floor, or in any other temporary location, there will be a charge for cabling installation. All orders must be paid in full before the start of tenancy. Any call charges will be invoiced after the event.

Please order all your requirements, including your complimentary services, directly from eFORCE. If you require direct dial lines for PDQ machines, please inform eFORCE when you order your lines. Most PDQ machines can be reconfigured to dial 9; therefore ordinary phone lines should suffice in most cases.

Organiser's office telephone numbers will normally be allocated in sequence from:

Location	Extension (020 7598...)
Olympia Grand	6510
Olympia National	6540
Olympia West, Level One	6570
Olympia West, Mezzanine	6575

Public Services

Free, unsupported Wi-Fi is available throughout the exhibition halls. Visitors may pay to upgrade to a faster service.

See: *Radio Frequencies*

Complex Structures

A complex structure is any form of construction, whether ground-based or suspended, that, through risk assessment has been found to present a significant risk. It is the responsibility of the stand designer to determine whether a structure is complex or not.

Examples of complex structures are: structures/stands of 4 metres or over in height; multi-storey stands; suspended, custom-built structures; platforms and stages of 0.6 metres and over; any stages for public use; tiered seating. For further information please refer to the [eGuide](#).

Two copies of scaled plans and structural calculations, together with risk assessments and method statements for any complex structures must be forwarded to your event manager at least 28 days before your tenancy begins.

A separate set of plans and calculations must be sent to an independent structural engineer for approval. A copy of the engineer's report must be submitted to your event manager with the stand plans. The structural engineer will also be required to certify the structure on site, once erected. Olympia London's recommended structural engineer is:

Campbell Reith
15 Bermondsey Square
London SE1 3UN

Contact: Steve Calder
Tel: 020 7340 1700

See: *Fire and Safety Regulations*
Method Statements
Risk Assessment
Space Only Stands
Stand Building and Dressing

Construction Heights

The minimum headroom in each hall is listed below. In a number of locations there is scope to build higher. Please check technical plans with your floor plan drawing contractor or your event manager.

Olympia Grand, under Gallery	3.59 metres
Olympia Grand Gallery	2.0 metres (at West end) to 2.9 metres
Olympia West, Ground (perimeter)	4.3 metres
Olympia West, Ground (centre)	5.0 metres
Olympia West, Level One	5.0 metres (except Eastern end – please check)
Olympia National, under Gallery	3.2 metres
Olympia National Gallery	3.2 metres

Please see the 'Column Dimensions and Height Restrictions' plan in the Plans section for further details.

Permanent, directional, suspended signs have not been taken into account above and may cause additional obstructions if they are above stand areas.

Control Room

Olympia London's Control Room is staffed 24-hours a day and the venue CCTV is monitored from this location.

Please contact extension 2411 for assistance outside tenancy hours or if you are unable to contact either the Duty Manager or your event manager.

In an emergency, the Control Room can be contacted on (020 7598) 2666.

See: *Emergency Procedures*
First Aid
Security

Cooking on Stands

Any proposed cooking on stands must be approved by the venue and is only permitted in certain areas. Please ask your event manager for advice on this at the earliest opportunity and before stands are allocated to exhibitors wishing to cook.

Exhibitors cooking food for consumption must comply with Food Safety and Hygiene Regulations. A full risk assessment, including methods of storage, washing facilities, stand layout and type of cooking appliance to be used must be submitted to your event manager no later than 28 days before tenancy.

You are responsible for employing the services of a food safety and hygiene consultant.

Other than in exceptional circumstances, exhibitors should use electric cooking appliances, rather than gas. Cooking with LPG is not permitted.

Exhibitors may not cook and/or distribute their own food from their stands to visitors, other than for the purposes of sampling or off-site consumption, unless agreed otherwise in writing by the venue; in this case a concession fee will apply.

For full regulations and conditions applying to any catering activity, please refer to the [eGuide](#).

See: *Catering*
 Fire Safety
 Food and Drink Sampling
 Food Hygiene
 Gas

Couriers

Absolutely		020 8963 5780
Bonds Couriers		0121 782 2233
Mail Boxes etc	235 Earls Court Rd	020 7244 1015

Crèches

If you plan to have a crèche at your exhibition, please inform your event manager at least 28 days before your tenancy begins. Details of requirements to be met can be found in the [eGuide](#).

Please provide the following details to your event manager:

- Name of operator
- Location of crèche
- Detailed layout of crèche
- Dates and times of opening
- Ages and maximum number of children attending

Your event manager can supply you with contact details of crèche companies known to the venue and will also advise you of any further requirements to allow the crèche to operate safely. The company you propose to use may need to register with Ofsted:

Ofsted	Tel: 0300 123 1231
Piccadilly Gate	Email: enquiries@ofsted.gov.uk
Store Street	
Manchester	
M1 2WD	

Customs and Excise

Customs clearance of goods takes place at the port of entry. For further information please contact:

CITEX Written Enquiry Team	
HM Revenue and Customs	
Local Compliance S0000	
Newcastle	Tel: 0300 322 9434
NE98 1ZZ	

You are advised to appoint a freight-forwarding contractor who can arrange clearance on behalf of your exhibitors, transport to and from Olympia London and on-site lifting.

Deliveries

Venue staff will not sign or take responsibility for deliveries. All deliveries must be made on tenancy days, during hall operating hours and be addressed as follows:

Addressee
Event
Hall
Organiser's office or stand number
Olympia London
London
W14 8UX

Deliveries should be kept to a minimum during event open hours. If you anticipate that deliveries will be necessary during your event, or if your exhibitors need to restock each day, please discuss arrangements with your event manager.

See: Access
Operating Hours

Demonstrations

Please provide your event manager with full details of any product demonstrations to be carried out at your event. The venue reserves the right to curtail any activity considered unsafe.

See: Cooking on Stands
Fire Safety
Food and Drink Sampling
Health and Safety

Dentists

Blythe Road Dental Practice	232 Blythe Road	020 7602 5089
Perfect Smile Dental	2 Russell Gardens	020 7603 5063
Orthosmile	8 Netherwood Road	020 7602 2200

Dilapidation Charges

We will carry out a dilapidation inspection with you or your representative at the beginning and end of tenancy. Repairs to any damage to the building, over and above normal wear and tear, will be charged. Please see Olympia London's Additional Charges Rate Card for details of charges.

Please note that nothing may be fixed to the fabric of the building or bolted to the floor.

Doctors

North End Medical Centre	106 North End Road	020 7385 7777
Kensington Park Medical Centre	75 Russell Road	020 7371 6060
Earl's Court Health Centre	2b Hogarth Road	020 7052 7540

Double-Deck Stands

See: Complex Structures

Dry Cleaners

Diva Dry Cleaners
Greenstone Dry Cleaners

2 Beaconsfield Terrace
105 Hammersmith Road

020 7610 5338
020 7602 2499

E

eGuide

The eGuide contains regulations which are common to UK exhibition venues and must be observed by organisers, exhibitors and contractors; the eGuide constitutes Olympia London's Rules and Regulations. It is available on the AEV website:
<https://www.aev.org.uk/resources/e-guide>.

Electrical Inspection

If we have concerns about the safety of electrical installations at your event, we may appoint an independent electrical inspector to be on site during build-up, at your expense. If you have any queries regarding electrical safety, please contact your event manager, who will put you in touch with our safety team.

Electrical Power

Single-phase and three-phase power is supplied via a combination of under-floor ducting, column and overhead feeds. Please refer to the 'Utilities' plans in the Plans section for further information. For safety reasons Olympia London's electrical mains contractor must carry out all mains connections. For mains supply information please contact:

ATD Venue Services: atdvenueservices@atdelectrical.com

You may appoint an electrical contractor of your choice, providing that they have met the venue's health and safety requirements. Your event manager can provide a list of contractors that have met these requirements. If your chosen contractor is not already on the venue's list, please allow enough time for their documentation to be reviewed. Contractors may be audited on site.

All electrical work must be carried out in accordance with the [eGuide](#).

Please note that appropriate temporary supplies for build-up and breakdown should be ordered from the mains contractor. Cables may not be plugged into venue sockets and/or trailed across gangways.

Stand power is turned off overnight throughout tenancy, from half an hour after the event closes; 24-hour power must be ordered if required, e.g. for fridges. Once a show has ended, stand power will be turned off and will not be turned back on under any circumstances.

Emergency Gangways

Certain gangways must be designated 'emergency gangways' during build-up and breakdown of your event. These should be identified to all personnel working within the exhibition hall and kept clear at all times. Please discuss this with your event manager at your briefing meeting.

See: *Floor Management*
Health and Safety

Emergency Procedures

Please ensure that all exhibitors receive a copy of Olympia London's 'Emergency Procedures for Exhibitors and Contractors' (also available in French, German, Spanish, Polish, Italian and Chinese on request). Please see the Emergency Procedures section of this handbook for copies and for locations of assembly points.

See: *Fire Safety*

Exhibitors' Information

Your event manager can provide you with a template exhibitor manual, which includes all the venue operational information you should include in your manual.

Please provide your event manager with a list of exhibitors with their contact details for use by our service partners (eForce, catering, rigging, electrical mains), so that they may offer the appropriate services for a successful event. Exhibitors' data will not be shared with anyone outside Olympia London and our contracted service partners.

Information for exhibitors is also available on Olympia London's web site at olympia.london. This includes information on venue facilities and local services, including hotel accommodation.

F

Filming

If you are planning any filming or recording at your event, please inform your event manager, who will provide you with a form to be completed and returned no later than one week before your tenancy begins. Please note the following:

For press and preview days, a risk assessment must be provided and safety precautions put in place for the use of any equipment which is not hand-held. Full details of proposed equipment, camera rostrum positions and cable runs must be submitted for approval at least 7 days in advance of your tenancy. If approved, all cables must be flown or ramped.

During event open periods, only hand-held, battery-powered equipment may be used. Gangways must be clear of dollies, tripods, cables and any other accessories.

Filmed material of the interior, exterior and contents of the venue may be used, edited and televised, provided the material is not used in any way that might be detrimental to the venue or its owner.

Your written permission must be provided with the form before any filming takes place. Please ask your exhibitors to notify you of any filming they have arranged and complete and return the form to us on their behalf.

Fire Exits

Fire exits must be kept clear of obstructions at all times.

See: *Fire Safety*
Floor Management

Fire Extinguishers

We will provide fire extinguishers and fire blankets, where appropriate, for your event. These

will be distributed to stands before the event opens and collected at the end. You will incur a charge for any lost extinguishers or fire blankets. These charges are detailed on our Additional Charges Rate Card, available from your event manager.

Fire and Safety Regulations

Please consult the [eGuide](#) for comprehensive information on regulations that apply to stand building and dressing. Advice on fireproofing materials or purchasing treated materials can be obtained from the venue's fire and safety officer via your event manager.

Fire Safety

Our fire and safety officers will brief you and your security staff on the venue's emergency procedures during build-up. They will carry out an inspection before the opening of your event to ensure that all fire exits and exit routes are clear, and patrols will be carried out during your event.

Emergencies should be reported immediately to Olympia London's Control Room on (020 7598) 2666.

Naked flames (including candles) are only allowed in the halls with prior written consent from Olympia London and restrictions will apply. Please inform your event manager of any proposed use of naked flame at least 28 days prior to tenancy.

See: *Cooking on Stands*
 Emergency Procedures
 Floor Management
 Gas
 Smoking Policy
 Special Effects

First Aid

First aid assistance is provided throughout tenancy and should be requested via the Control Room on 020 7598 2411 (internal 2411).

In an emergency, including requests for ambulances, telephone 020 7598 2666 (internal 2666).

Please ensure that your security and stewarding staff are aware of the above numbers. If it is necessary to call an ambulance to an incident, please make sure that this request is directed via our Control Room. Our staff's venue knowledge can save vital time in an emergency.

Please state clearly:

- The name of the event
- The location and number of the nearest stand to the incident (if applicable)
- Your name
- The type of accident or emergency, e.g. heart, broken limb, burn, etc

See: *Hospitals*

Floor Loadings

Floor loadings vary throughout Olympia London and these must not be exceeded. Please see the Plans section for details. Please discuss any unusual loads with your event manager.

Floor Management

You should allocate the task of floor management to an individual who is solely dedicated to this role for the duration of the tenancy. The floor manager will be responsible for ensuring that all rules and regulations and the terms of your licence with the venue are complied with at all times.

You must arrange for a representative to be on site during all hours that work is being carried out in the hall, including any late or overnight working. Please contact your event manager for a register of floor management companies and individuals.

Floor Managers must have at least a basic level of health and safety knowledge. This may be achieved by attending an IOSH Managing Safely course. If your floor manager is also acting as your health and safety advisor, they should have additional suitable qualifications (NEBOSH Certificate, or equivalent).

See: *Emergency Gangways*
Fire and Safety Regulations
Health and Safety
Health and Safety Personnel

Floor Plans

Floor plans must be provided to your Event Manager for approval as early as possible and before stands are sold, in case any amendments need to be made to the layout. Please see the Deadlines section for details.

If you are planning to construct desks in any of the foyers, please consult your event manager, as construction may be restricted or not permitted in certain areas (see Plans Section). Please refer to the [eGuide](#) for full floor plan regulations.

Florists

Green Florist	125 Shepherds Bush Rd, W6	020 7603 0414
Galton Flowers	Westfield Shopping Centre, W12	020 8743 8032
Turners	3 Beadon Road, W6	020 8748 5536

Food and Beverage

See: *Alcohol*
Catering
Food and Drink Sampling

Food and Drink Sampling

The sampling of food and/or drink from exhibition stands may be permitted where the sampled products are an integral part of the exhibitor's business. Any proposed sampling activity must be notified to your Event Manager no later than 28 days before your tenancy begins. Unless otherwise agreed, the standard acceptable sampling sizes are:

Drinks

- | | |
|---|-------------------|
| • Soft and hot drinks | 50ml (1.75 fl oz) |
| • Beers, ciders and similar | 50ml (1.75 fl oz) |
| • Wine, fortified wine, Champagne, alcopops and similar | 25ml (0.9 fl oz) |
| • Spirits and similar | 5ml (0.18 fl oz) |

Food

- Bite-sized portions
- Individually wrapped items (for off-site consumption only)

This only applies where samples are free of charge; otherwise the operation will be treated as retailing activity and will be subject to a concession fee.

All food safety and hygiene regulations must be complied with. A summary of these is available in the [eGuide](#).

See: *Catering*
 Cooking on Stands
 Food Hygiene

Food Hygiene

Where we have approved the provision of food and drink by an external caterer or by exhibitors, the catering regulations in the [eGuide](#) must be followed.

See: *Catering*
 Cooking on Stands
 Food and Drink Sampling

Foyer Layouts

See: *Floor Plans*

Furniture

Some furniture is supplied in the organiser's offices; you may wish to supplement this with specific items. Please contact your event manager for details of furniture currently provided.

G

Gangways

See: *Emergency Gangways*
 Floor Plans

Gas

If you or your exhibitors are planning to use pressurised gases at your event, please discuss this with your event manager, as there are strict regulations governing their use within the venue and extremely limited space for storage on site. A charge will be incurred for the disposal of any cylinders left after the event.

The use of LPG within the hall is prohibited during event open periods, unless special dispensation has been applied for at least 28 days before the tenancy begins and its purpose is to enable the demonstration of an appliance which cannot be converted to operate on mains gas. Cooking with LPG is not permitted.

If permission is granted for the use of LPG, connections must be made by a Gas Safe Register installer and a copy of the certificate supplied to your event manager prior to the event opening.

Most areas of the venue are served by mains gas. Locations of utility services can be found in the Plans section.

See: *Cooking on Stands*
 Water and Waste/Gas

Goods Entrances

See: *Access*

Goods Lifts

Olympia London's halls have goods lifts between floors. Lift operators will be provided on pre-open days and breakdown evenings in Olympia Grand and Olympia National and throughout build-up and breakdown in Olympia West.

Please advise your event manager of any unusually heavy loads expected. It is vital that the weight of a lift operator, the goods handler and any lifting equipment is taken into consideration when calculating the total weight. It is not possible to accommodate fork lifts in the goods lifts or upper levels of the halls.

Lift locations, dimensions and capacities can be found on the 'Goods Access' plan in the Access and Parking section.

H

Health and Safety

As the organiser in control of the premises within your tenancy, you have a duty to ensure that all personnel under your control are aware of their responsibilities for the health, safety and welfare of themselves and others.

You are also responsible for carrying out accident investigations with Olympia London's health and safety team and to report these where necessary.

Please forward copies of your construction phase plan, event and fire risk assessments (covering all of your on-site activities and responsibilities) and insurance certificates to your event manager no later than 28 days before tenancy.

For guidance on your health and safety responsibilities, please refer to the [eGuide](#) and the [CDM resource pack](#), where full details of roles and responsibilities can be found. Our safety team will also be pleased to help you.

Health and Safety Personnel

The law requires that health and safety personnel are 'competent'. Health and safety competence comprises formal qualifications, training and experience. It is your responsibility to ensure that your health and safety representatives and floor managers are competent to perform the tasks for which they are being employed. A register of health and safety and floor managers is available from your event manager.

Your event risk assessment should identify the level of health and safety cover required; the venue reserves the right to ask for this to be increased, if deemed to be insufficient.

See: *Floor Management*

Health and Safety Policy

We will provide you with a copy of Olympia London's health and safety policy. Please ensure that you forward a copy of your company's health and safety policy to your event manager.

Heating and Cooling

Heating and cooling is included in your tenancy and is in operation during the open period only. If required outside included hours, an additional charge will apply.

Helium Balloons

Helium balloons must be secured. A charge will be made to cover the cost of retrieval if balloons become loose and float to the roof.

Please note that there are strict conditions regarding the storage and use of pressurised gases within the halls.

See: *Gas*

Hospitals

Charing Cross Hospital (A&E), Fulham Palace Road	020 3311 1234
Chelsea and Westminster (A&E), Fulham Road	020 8746 8000
Cromwell Hospital (private), Cromwell Road	020 7460 5700

See: *First Aid*

Hospitality Rooms

Plans and locations of hospitality rooms are provided in the Hospitality Rooms section.

If you would like to hire a room that is not already included in your tenancy, please contact your account manager or event manager, so that a contract can be put in place.

See: *Catering*

Hotels

See: *Accommodation*

I

Insurance

Olympia London insures its premises and own property against all risks. The minimum insurance cover you are required to provide is stated in your licence. You are responsible for:

- Insuring your own property
- Public liability insurance to the value stated in the licence
- Indemnifying the hall owner against claims for personal injury and damage brought on site by you, exhibitors and others

You should also consider arranging abandonment/cancellation insurance. Your own broker should be able to advise you. Alternatively you may wish to contact the following brokers, who can offer this type of insurance for event organisers (Exhibitor insurance is also available from Hiscox):

Hiscox Event Insurance
Tel: 0800 840 2469/01206 773940
Email: eventinsurance@hiscox.com
Website: event-assured.com

Towergate Coverex
Tel: 0344 892 1603
Email: coverex@towergate.co.uk
Website: towergatecoverex.co.uk

Internet

See: *Communications Website*

K

Keys

Keys and Cardax cards will be issued by your event manager on the first day of tenancy and collected on the last. A charge will be made for lost keys/cards. Please discuss your room requirements with your event manager at the event briefing meeting.

See: *Cardax*

L

Lasers

See: *Special Effects*

Licensing Authority

The London Borough of Hammersmith and Fulham is the licensing authority for Olympia London. It issues Olympia London's premises and exhibition licences and also considers each event individually.

You will receive a copy of the Licensing Authority's letter and a list of licence conditions prior to your event opening; you are advised to read them carefully to ensure that you are in full compliance.

See: *Capacity Figures*
Special Licences

Lost Property

Lost property should be handed in to your event security company during the open period of an event. At the end of each day, items should be handed over to the venue's Duty Manager. Items will be kept for three months and offered to charity if unclaimed. The lost property office can be contacted at lostproperty@olympia.london.

M

Marketing Services

Olympia London's Marketing and Communications Team is on hand to provide marketing support to help make your event a success. Further details are available [here](#).

Please contact the team on 020 7598 2790 or at marketing@olympia.london to discuss your objectives and create a promotional activity plan to complement your marketing.

Mark-Out

Mark-out must be carried out by your appointed contractor. Datum points have been installed to assist in this. Wherever possible, marking out will be permitted prior to tenancy; however this cannot be guaranteed.

Marshalling

See: *Access*
Traffic Marshalling

Massage

Massage is classed as a 'special treatment' and therapists must be licensed by the venue's licensing authority, even if simple shoulder massage is being offered to visitors as a relaxation service. Please include information on the requirements for special treatments in your exhibitor manual.

In some instances, therapists may be exempt from licensing, e.g., if they are members of an exempt body or if the service is provided free of charge and there is no charge for entry to the exhibition.

In all cases, any massage or other treatments to be offered at your event must be notified to your event manager no later than 28 days prior to tenancy. Health and safety and insurance documentation must also be provided together with copies of therapists' training certificates.

Method Statements

A method statement will be required for all complex structures, features and special activities at your event. Guidance on producing method statements is available in the [eGuide](#).

See: *Complex Structures*
Risk Assessment

N

Naked Flames

See: *Fire Safety*
Special Effects

Night Sheets

We recommend that your exhibitors use night sheets, to assist with the security of stands. They must be of inherently non-flammable material or material that has been treated to render it non-flammable.

Night sheets should be safely stored away during the open period of the event. They should not be left next to or behind stands where they may protrude into gangways or impede emergency exit routes.

See: *Fire Safety*
Security

O

Operating Hours

The standard operating hours for Olympia London are as follows:

Build-up days	0800 – 1800
Pre-open	0800 – 2200
Open period	0800 – 2200, or 1 hour after the event (whichever is earlier)
Last day of event	0800 – 2200
Breakdown days	0800 – 1800

Under the venue's premises licence, exhibition stands may not open before 9am on event open days, unless dispensation for earlier opening has been applied for and granted by the Licensing Authority.

Working outside operating hours behind closed doors can be arranged at an additional charge. An organiser's representative is required to be on site whilst work is in progress. Organisers who wish the hall to be fully operational outside normal working hours should discuss this with their event manager as soon as possible and before tenancy, to ensure personnel are available. Please refer to Olympia London's procedure on late and overnight working for details of health and safety requirements to be met.

See: *Access*
Health and Safety Personnel

Organisers' Offices

Please refer to the Organisers' Offices section for plans indicating the location and dimensions of the offices included in your tenancy. Furniture is provided in some offices; please contact your event manager for details.

P

Passenger Lifts

Passenger lifts serving your event will be in operation during your open hours. The passenger lifts are not to be used to transport goods, which should be carried in the goods lifts.

Performing Rights

A [music licence](#) must be obtained from PPL PRS for the playing or performance of music in public.

Please refer to the [eGuide](#) for further details.

Pharmacies

H Lloyd	5 Hammersmith Road	020 7603 4761
Boots	127A Kensington High Street	020 7937 9533
Forrest Chemists	67 Blythe Road	020 7603 2493

See: *First Aid*
Hospitals

Photography

See: *Filming
Marketing Services*

Platforms and Stages

Platforms and stages of 0.6 metres and above in height and any stages for public use are treated as complex structures. Please see the [eGuide](#) for further details.

Open corners of stand floors and platforms should be splayed, rounded or angled, if not protected by heavy exhibits, to avoid sharp corners and tripping hazards.

Exhibitors should ensure that stands are accessible to all; stand platforms should include suitable ramping to allow access for wheelchair users. Ideally, stands will be constructed without a platform to provide level access.

See: *Complex Structures*

Police

Hammersmith Police Station	226 Shepherd's Bush Road	020 8563 1212
----------------------------	--------------------------	---------------

Post Office

The nearest Post Office is at 8-10 North End Road, London W14 0SH.

Public Address System

A PA system is included in your tenancy and the microphone can be installed in one of the permanent organiser's offices. If you would like to have a PA installed in a temporary office, or require an additional PA, a charge will be made for the additional microphone and cabling/installation.

In the event of an emergency, Olympia London's Control Room staff will override the hall PA.

See: *Performing Rights*

Pyrotechnics

See: *Special Effects*

R

Radio Frequencies

Your on-site radio frequencies should be roaming or temporary and should not interfere in any way with those of the venue. Your event manager can provide information on the frequencies to avoid.

We strongly recommend that you hire radios from a reputable supplier.

See: *Security*

Restaurants

Below is a list of selected local restaurants. Please visit olympia.london, for further information.

Apadana	351 Kensington High Street, W8	020 7603 3696
Balans	187 Kensington High St, W8 6SH	020 7376 0115
Cibo	3 Russell Gardens, W14	020 7371 2085
Il Portico	277 Kensington High Street, W8	020 7602 6262
Maggie Jones	6 Old Court Place, W8 4PL	020 7937 6462
Papaya Tree	209 Kensington High Street, W8	020 7937 2260
Prezzo	35a Kensington High Street, W8	020 7937 2800

Rigging

It is essential that this section is read together with the 'Rigging' section of the [eGuide](#).

All rigging, including fixing of signage, must be carried out by Olympia London's rigging service provider:

Outback Rigging	Tel:	020 8993 0066
Unit 3, Uxbridge Industrial Park	Contacts:	Georgina Forester
Ashley Road	Mobile:	07958 561313
Uxbridge	Email:	georgina@outbackrigging.com
UB8 2GA		

Please be aware that Outback Rigging is based off site. Therefore, it is vital that any rigging required for your event is booked no later than 28 days prior to tenancy, so that schedules can be programmed accordingly. Work which is notified after the deadline and which has to be undertaken outside the pre-arranged schedule will attract a surcharge to cover additional costs; this can be substantial.

Hoist and Fix

If a contractor wishes to carry out their own hoist and fix operation, instead of booking this with Outback Rigging, the work must be carried out by a competent person whose contact details are provided with the order for drop wires. Certification must be provided on site by the competent person, to confirm that the attachments have been correctly carried out and the structure is safe to be flown.

Permissible loadings vary throughout the venue. Depending on the locations of items to be flown, minimum or maximum fly heights may also apply. Due to the variation and complexity of loadings, it is essential that weights, heights, positions and dimensions are supplied to the rigging service provider and, where appropriate, to a structural engineer, by the deadlines stipulated.

See: *Complex Structures*
Signage

Risk Assessment

You must provide us with a full event risk assessment and fire risk assessment no later than 28 days before your tenancy begins.

Your event manager can provide you with the venue's generic risk assessments for events, as well as an event risk assessment template, if required.

Please note that where an event takes place on a ground floor and gallery, it is a licensing authority requirement to include an assessment of the risk of items being thrown or dropped from the upper level, for example, where audiences are likely to congregate at the gallery edge.

Rules and Regulations

This handbook is designed to complement, not replace the terms of your licence or the [eGuide](#), with which you are contractually bound to comply.

S

Safes

Safes are provided for organisers' use in the following locations:

- Olympia Grand – Room 7 off the foyer and organiser's suite (laptop safe)
- Olympia National – Organiser's office

Please ensure that your insurance covers any items to be stored in a safe.

Satellite Dishes

Satellite dishes may be installed in certain positions on the roof of Olympia London. Full written details, including cabling required, must be submitted to your event manager at least 28 days before tenancy.

Any contractor wishing to access Olympia London's roof structures must first be approved under the venue's 'Control of Contractors' Scheme', for safety reasons and to avoid any damage to the building. The following company is approved under this scheme and you may wish to contact them to discuss your requirements:

SCC International Ltd
1 Fieldings Road
Cheshunt
Hertfordshire
EN8 9TL

Tel: 01992 642255
Email: sales@scci.co.uk

Seating

The [eGuide](#) contains regulations to be followed for any seating you provide for seminar areas on the exhibition floor. The following is a summary of the key points:

The width of gangway required between blocks of seats depends on the total number of seats and their layout, but the minimum gangway required is 1.1 metres.

A minimum gap (seat way) of 300 mm must be provided between the back of one seat and the front of the seat immediately behind.

The maximum number of seats allowed in a row is:

- 7 seats where there is a gangway at one end only (up to 12 seats are allowed if the seat way is increased by 25 mm for each additional seat over 7)
- 14 seats where there is a gangway at each end (up to 28 seats are allowed with a gangway at each end if the seat way is increased by 25 mm for each additional seat over 14)

If there are 4 or more seats in a row, the seats must be appropriately secured together. If floor bars are used, they should not exceed 25 mm in height and must have a cambered top surface to avoid creating a trip hazard.

If tiered seating is used, it must be installed by a licensed supplier and certified on site by an independent structural engineer. Detailed layout drawings and specifications must be forwarded to your event manager no later than 28 days before tenancy. Daily checks must be carried out by a competent person and written confirmation that the seats are fit for use must be provided.

See: *Seminar Theatres*

Security

You must appoint a security contractor for your event. A register of security contractors already authorised to work in the venue is available from your event manager.

Security companies must provide a fully charged radio to Olympia London's Control Room and remain in regular contact throughout the duration of the tenancy.

All security staff must be fully briefed on their responsibilities whilst on site. Olympia London's fire and safety officer will brief security staff on venue emergency procedures.

Unlocked entrance and exit doors and marshalling areas must be staffed during build-up and breakdown periods to ensure that no unauthorised person gains access to the premises. Certain exits may remain locked during build-up and breakdown. Please see the 'Build-up and Breakdown Exits' plans in the Plans section for details.

Please send a copy of your security schedule to your event manager at least 28 days before the start of your tenancy. Please note that the terms of your licence allow the venue to increase staffing levels if identified as insufficient, at your cost.

See: *Control Room*
Emergency Procedures
Night Sheets
Radio Frequencies

Seminar Theatres

Please refer to the [eGuide](#) for regulations applicable to seminar theatres built on the exhibition floor. The following points should be considered when designing the layout of your theatre:

Emergency Exits: In most circumstances you will be required to have a minimum of two emergency exits. The size and capacity of the theatres will dictate the number of exits and whether double or single doors are required. All exit doors must open outwards into a recess, so that the surrounding gangways remain unobstructed.

Illuminated Exit Signs: Where ceilings are fitted to seminar theatres, exit doors must be equipped with illuminated exit signs (pictorial only).

Vision Panels: All doors must have adequate vision panels.

Layout of seating: - Please see 'Seating' for guidelines.

Please remember that event noise levels and hall lighting may affect seminar theatres on the exhibition floor.

See: *Cleaning*
Seating

Shell Scheme Stands

Shell scheme stands must be certified as safe by the shell scheme contractor. Your event manager will require a copy of the certificate, stating that stands have been assembled according to the manufacturer's instructions, before the event opens to visitors. A template certificate is available.

Shutter Lines

The shutters linking Olympia London's halls must be kept free of any obstruction so they can be closed or opened in the event of an emergency. An area of 500mm must be kept clear on each side.

Access to shutter controls must also be maintained and we ask that these are marked on your floor plan.

Signage

Venue Signage

Olympia London has permanent signage indicating exits, toilets, catering units, etc, and permanent advertising sites. If the layout of your event obstructs any of these signs, you will need to provide sufficient alternative signage. Please note that catering areas do not form part of your tenancy and cannot be used to display any signage or advertising, either within the areas, or over any of the existing signage.

Organisers' Signage

Complimentary Signage Sites

A number of complimentary signage sites, including LED and LCD display screens, are available for your use.

Availability changes from time to time, so please check locations and dimensions of sites with your event manager before placing any orders with your signage contractor.

Artwork for LED and LCD screens must be provided in the JPEG format in accordance with the maximum pixel size. Please speak to your signage contractor/designer to ensure that artwork is produced in the appropriate format. Pixel sizes are detailed on the plans in the 'Signage' section.

Most physical signs, including handrail banners, must be installed by Olympia London's rigging service provider, for safety reasons. Please contact them directly for details of current charges; contact details are provided in the Rigging section.

The Olympia National pennant site (N9) has to be made to precise specifications and requires specialist equipment. We therefore strongly recommend that you use one of the following companies, all of which have purchased the necessary equipment and have full specifications:

Bang On	0121 788 6530	james@bangonltd.co.uk
Fresh Graphic Solutions	020 8390 5505	sales@freshgs.com
GES	024 7638 0066	DSheldon@ges.com
Insite Graphics	020 7096 3201	James@insitegraphics.co.uk
Perton Signs	020 8992 5775	mark@pertonsigns.co.uk

If you are using a separate company to produce artwork for these signs, it is essential that they communicate with your chosen signage company on specifications for production.

We discourage the use of 'A' boards to avoid congesting public circulation areas. Any event signage must be placed within 1 metre of the building and must not encroach on to the

pavement; it may not be possible for A boards to comply with this local authority ruling during the development of the venue, due to hoarding lines being in place in certain areas.

Poster Sites for Hire

Internal and external poster sites are available to hire. Locations are detailed on the plans in the Signage section. Please speak to your event manager to book these sites. You will need to arrange design and production of posters and contact our rigging service provider, Outback Rigging (see 'Rigging') to arrange installation.

Posters should be produced on acetate or poster paper of light-box quality: 120-150gsm. Dimensions are 1800mm (H) x 1200mm (W). We recommend that these are sealed for protection and to aid fixing.

A number of A4 clip frame sites are also available to hire in the public toilets in Olympia Grand and National. Please contact your Event Manager for full details.

Road Signs

Temporary road signs may not be booked for your event at Olympia London, due to restrictions imposed by Transport for London.

Advertising banner sites are available for hire on Kensington High Street. For further details, please contact:

Bay Media Ltd
18-19 Dean House Studios
27 Greenwood Place
London
NW5 1LB

Contact: Lizzie Millar
Tel: 020 8343 2525
Email: enquiries@baymedia.co.uk

Fly posting is prohibited within the London boroughs and local authorities will take action against any company involved in this practice.

See: *Rigging*
Temporary Staircases

Simulators and Rides

The use of simulators or other rides within the halls will only be permitted if they comply with the Amusement Devices Inspection Procedures Scheme (ADIPS). Further details can be found in the [eGuide](#).

Smoke Machines

See: *Special Effects*

Smoking

Smoking and vaping is prohibited in all areas of the venue. There are external, designated smoking areas in L Yard and on Olympia Way. A plan showing their locations is included in the 'Plans' section.

Space Only Stands

All space only stands must be inspected and certified on site by a structural engineer before the event opens. Failure to comply could result in delay in opening your event, or the condemning of individual stands, rendering them unable to trade.

Olympia London strives to reduce waste. We strongly encourage the use of reusable space only stands and discourage the use of disposable stands.

See: *Complex Structures*
Platforms and Stages

Special Effects

Your event manager must be notified if you plan to use any special effects (lasers, smoke machines, pyrotechnics, etc) at least 28 days before your tenancy begins.

You will need to supply details of the operator, the manufacturer's details of the equipment to be used and a risk assessment of the operation. Please see the [eGuide](#) for full details of the requirements to be met.

In some instances, an on-site inspection or demonstration may be necessary and certification from an independent specialist may be required.

Special Licences

Some activities you may wish to hold at your event may not be licensed under Olympia London's premises or exhibition licences. In these situations occasional licences must be applied for. Examples are:

- Body Piercing and tattooing
- Massage and other special treatments
- Adult entertainment
- Gambling
- Child performers
- Animals

If you are in any doubt, please contact your event manager.

See: *Animal Welfare and Safety*
Children
Special Treatments

Special Treatments

The following treatments require a special licence and must be notified to your event manager no later than 28 days prior to tenancy:

- Invasive treatments such as skin piercing, acupuncture, tattooing, electrolysis, cosmetic piercing and micro-pigmentation
- Non-invasive hands-on treatments such as massage, reflexology, manicures and pedicures

A risk assessment will be required for these activities and documentation including copies of therapists' qualifications and insurance will be required.

See: *Massage*

Sponsorship

Sponsorship sites may be available for hire during your tenancy. Please contact your event manager for information.

See: *Catering*
Signage
Temporary Staircases

Square Metreage

Please provide your event manager with details of your net and gross floor space along with your final floor plans (please see Deadline Checklist), so that the capacity and any 'take-up' figure for your event can be calculated.

See: *Capacity Figures*
Take-up Deals

Stages

See: *Platforms and Stages*

Staircases

See: *Temporary Staircases*

Stand Building and Dressing

Please refer to the [eGuide](#) for full stand construction regulations, which must be adhered to.

All stands must be certified as safe before the event opens. We recommend that you and your exhibitors use contractors who are members of an event industry association.

See: *Complex Structures*
Fire & Safety Regulations
Platforms and Stages
Shell Scheme Stands
Space Only Stands

Stand Catering

See: *Catering*

Stand Plans

Organisers should obtain stand plans from all space only exhibitors, to ensure that all the relevant regulations are adhered to and that construction height limits are not exceeded. Plans of any stands over 200m² in size must be supplied to your event manager, so that escape routes can be checked.

Two sets of scale plans of all complex structures, together with structural calculations and an independent structural engineer's report must be sent to your event manager no later than 28 days prior to tenancy. The [eGuide](#) contains full details of complex structure procedures.

See: *Complex Structures*
Platforms and Stages
Space Only Stands

Storage Areas

Excess stock, literature and packing cases may not be stored on, around or behind stands, unless contained within a lockable storeroom, doors to which must have a vision panel. Any proposed storerooms must be shown on your final floor plan.

If your licence is based on a 'take-up' deal, storage on the exhibition floor is chargeable where there is a commercial arrangement, e.g. where logistics companies are charging for the storage of crates and other items on behalf of exhibitors.

Olympia London does not have any storage facilities outside your tenancy area, or for materials left on site outside tenancy dates. Any items/materials left at the end of tenancy will be disposed of and a charge levied.

Sustainability

Olympia London is committed to reducing the impact on the environment of its own operations and events held at the venue. The venue has a comprehensive sustainability programme, the [Grand Plan](#), and we can help you improve your event's sustainability. Among the initiatives implemented are zero waste to landfill, a recycling rate of over 98%, food waste reduction and recycling, and plastics reduction.

We actively encourage organisers, exhibitors, contractors and visitors to work together with the venue to improve the sustainability of events, by reducing emissions, waste, noise, and energy consumption.

We produce an event sustainability report for every exhibition to give you key information, such as energy usage, waste tonnage and recycling rates; this allows you to compare data from year to year and track improvements in your event's sustainability.

Please speak to your event manager if you are interested in discussing how we can work with you to reduce the negative impact and increase the positive impact of events.

Useful advice is also available in the 'Sustainability' section of the [eGuide](#).

See: *Catering*
 Waste

T

Take-Up Deals

If your licence includes a 'take-up' deal, you will need to supply your event manager with your final net and gross floor space figures by the date stated in your licence. These figures should include any storage or void areas, unless otherwise agreed.

We are aware that there can be changes on site and the final figure will be agreed with your Account Manager once the event is built. Any adjustment will then be invoiced or credited to you as necessary.

Taxis

See: *Travel and Transport*

Telephones

See: *Communications*

Television Licences

The venue's television licence covers the use of television sets on the exhibition floor, in hospitality suites and organiser's offices.

Temporary Staircases

If you are using Olympia Grand or Olympia National Gallery in conjunction with the ground floor, you may wish to consider hiring a temporary staircase to assist with visitor flow around

your event. Staircases are available in various configurations and details can be found in the Plans section.

The location of any temporary staircase must be checked with your event manager before floor plans are confirmed, as there are a few positions (mainly in Olympia Grand) where it is not possible to erect a staircase for technical reasons.

The cost of hiring a staircase will vary according to the location requested, as the installation at certain locations requires a greater level of adjustment to the gallery structure.

Advertising sites are available for hire on temporary staircase risers. Please contact your event manager for further details.

Toilets

Female, male and accessible toilets are available on each exhibition level. At least one of each is open during build-up and breakdown and all those within your licensed area are open during the open period of your event. Please refer to the Plans section for a plan showing the locations of the toilets.

See: *Accessibility*
Baby Changing and Feeding Facilities

Traffic Marshalling

See: *Access*

Travel and Transport

Please direct visitors to the '[Getting Here](#)' page on our website.

We can also provide access maps for inclusion in exhibitor/contractor information (see the Access and Parking section).

TfL

Transport for London travel Information: www.tfl.gov.uk 0843 222 1234

Buses

Olympia London is served by buses 9, 23, 27 and 28, all of which stop close to the venue on Hammersmith Road. The routes are as follows:

Nº 9:	Aldwych to Hammersmith
Nº 23:	Marble Arch to Hammersmith
Nº 27:	Chalk Farm to Stamford Brook
Nº 28:	Wandsworth to Harrow Road

Trains

Planned closures for engineering works can occur at weekends and are subject to change. Please check <https://tfl.gov.uk/status-updates/planned-track-closures> for updates.

Kensington (Olympia) station is adjacent to the venue and is served by London Overground (one stop from West Brompton or Shepherd's Bush), Southern Trains and London Underground, District Line (weekends).

There is direct access to Gatwick Airport, Clapham Junction, Watford Junction, Milton Keynes and Northampton, Rugby and Willesden Junction as well as the tube network.

National Rail Enquiries: www.nationalrail.co.uk 08457 48 49 50

Coaches

National Express Coach Information Service
Green Line Buses (Arriva)

0871 781 8181
0344 800 4411

Taxis

We encourage customers to arrange taxi pick-up and drop-off away from the immediate vicinity of the venue, in order to keep event traffic flowing smoothly.

In addition to taxi apps and minicab companies that operate locally, Hammersmith Road is well served by passing black cabs.

Bicycle hire

Visit the [TfL website](#) for information on cycle routes and bike docking stations.

V

Vehicles

If vehicles are to be displayed at your event, please advise your event manager. Please refer to the [eGuide](#) for full details of requirements to be met.

See: Access

VIP Visitors

Please advise your event manager of any VIP visitors expected at your event, so we can make the necessary parking arrangements and ensure they are appropriately welcomed to the venue.

W

Waste

Olympia London actively encourages waste reduction and recycles or reuses 100% of waste generated at the venue.

Food waste is separately collected for conversion into bio-fuel and fertiliser; special bins can be provided for food events. We ask that you communicate clearly with your exhibitors that food waste must not be disposed of in the normal waste bins.

A charge will be made for the disposal of any 'excessive' items or materials left on site at the end of the event, e.g. stand fitting, carpet, carpet rolls, graphics, boxes of literature, signage.

See: *Cleaning*
 Space Only Stands

Water Refilling Stations

There are water refilling stations in each hall. There is also an external refilling station near the entrance to Olympia Grand. Please see the 'Services' plans in the Plans section.

Our catering partners are also happy to refill customers' bottles at any of our permanent outlets.

Please encourage visitors and exhibitors to bring their refillable water bottles to your event.

Water, Waste and Gas

Water, waste and gas services for stands at Olympia London are provided by ATD Venue Services: atdvenueservices@atdelectrical.com. Please see the 'Utilities' plan in the Plans section for service locations.

When planning your event layout, please ensure stands which require water and waste or gas are located over service ducts wherever possible, to avoid the need for ramping across gangways.

Website

Please visit our website for information about Olympia London and local services: olympia.london

See: *Marketing Services*

Weight Loadings

See: *Floor Loadings*
Rigging

Wheelchair Access/Loan

See: *Accessibility*

Wi-Fi

See: *Communications*

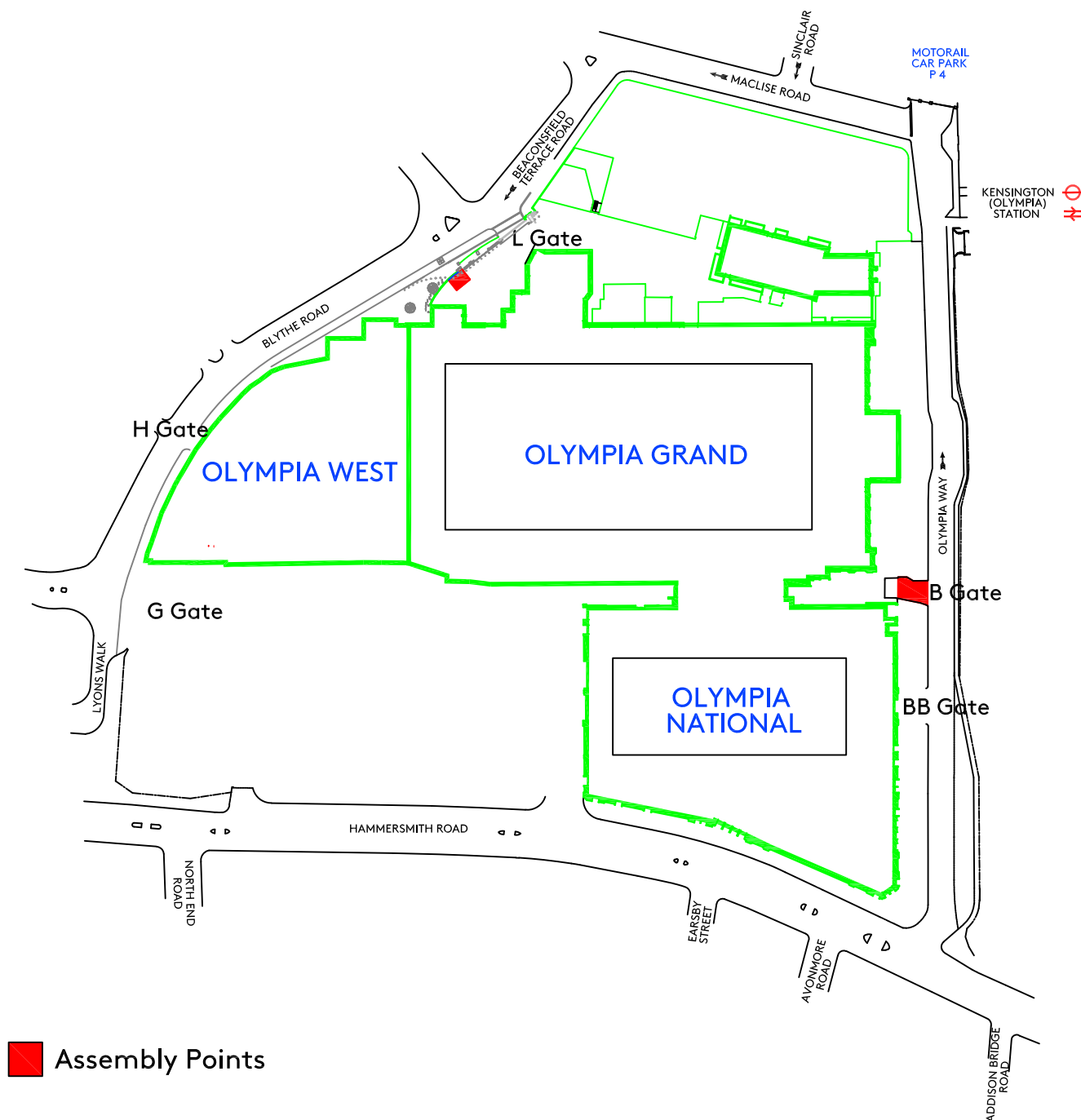
Emergency Procedures Section



Contents

- Emergency Assembly Points
- Exhibitors' & Contractors' Emergency Procedures
- Organisers' & Security Companies' Emergency Procedures

Emergency Assembly Points



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, which can be requested via the telephone number above. There are also emergency telephones outside the venue's first aid room, located in Olympia Grand, and in Olympia National at the shutter adjacent to the Grand, both with a direct link to the Control Room.

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."

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."

Organisers' and Security Companies' Emergency Procedures



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

You are asked to check for suspect packages/vehicles both morning and evening and to ensure that personal bags and possessions are kept safely locked away at all times to prevent causing unnecessary concern or invite theft.

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, which can be requested via the telephone number above. There are also emergency telephones outside the venue's first aid room, located in Olympia Grand, and in Olympia National at the shutter adjacent to the Grand, both with a direct link to the Control Room.

2. FIRE

In the event of a possible fire, if you are on the exhibition floor you will hear the following announcement:

ATTENTION PLEASE. ATTENTION PLEASE. MR GOODFELLOW REPORT TO THE HALL MANAGER'S OFFICE

If you are not directly involved in the incident, you should **DO NOTHING** until you receive further instructions. If you discover a fire, or a fire is reported to you, operate the nearest fire alarm call point **FIRST**, then inform Control on internal no. **2666**.

3. SEARCH ("Staff Call 100")

In the event of a bomb threat, you will hear an announcement (or receive a 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 suspect packages/vehicles in your work area. If **NOTHING** is found, tell the operations manager/supervisor, who should report "Area Clear" to the Control Room immediately after the search on internal **2411**, or in person if necessary. Tell Control exactly which areas have been searched. If you find a suspect package/vehicle, do **NOT** touch or move it. Clear the area of people calmly. Report to Control on internal **2666**, giving the exact location of the object.

If you receive a bomb threat on your telephone, please obtain as many details as possible, using the checklist provided and then inform Control on internal **2666**.

4. SUSPECT PACKAGE or VEHICLE FOUND

In the event of a suspect package/vehicle being found, you will hear the following announcement:

ATTENTION PLEASE. ATTENTION PLEASE. MR DAILY is in ----- (location for suspect package or vehicle)

If you are not directly involved in the incident, you should **DO NOTHING** until you receive further instructions.

5. CHEMICAL, BIOLOGICAL, RADIOACTIVE OR NUCLEAR THREAT (CBRN) - CHEMICAL SPILLAGE

In the event of a possible CBRN/chemical spillage, if you are on the exhibition floor you will hear the following announcement:

ATTENTION PLEASE. ATTENTION PLEASE. MRS CAROL is in ----- (*location of chemical device/carrier/spillage*)

If you are not directly involved in the incident, you should DO NOTHING until you receive further instructions.

6. ARMED ATTACK

If you see an armed person or persons:

- Call Control on internal 2666
- Give a full description of the person(s)
- Do not approach and await further instructions

The code word for a suspected armed attack is MR ARMITAGE. This will be used in radio and tannoy messages as follows:

ATTENTION PLEASE. ATTENTION PLEASE. MR ARMITAGE IS IN ---- (*location*)

- Do not respond, unless specifically asked to do so and keep clear of the area
- Do not explain this message to visitors

7. CONTAINMENT/EVACUATION

CONTAINMENT

If it is necessary to stop people leaving the venue and you are on the exhibition floor, you will hear the following announcement:

ATTENTION PLEASE. ATTENTION PLEASE. HERE IS AN IMPORTANT ANNOUNCEMENT.....
(*description of message*)

If you are not directly involved in the incident, you should DO NOTHING until you receive further instructions.

EVACUATION

If evacuation is necessary, you will hear the fire alarm or 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.

Assembly points for venue and organisers' staff are on Olympia Way and in L Yard. Visitors, exhibitors and contractors should move away from the area.

8. STAND DOWN

The signal for a return to work is made by the cancellation of emergency procedures:

e.g. **"ATTENTION PLEASE. ATTENTION PLEASE. (MR GOODFELLOW) IS CANCELLED"**

Plans Section

Contents

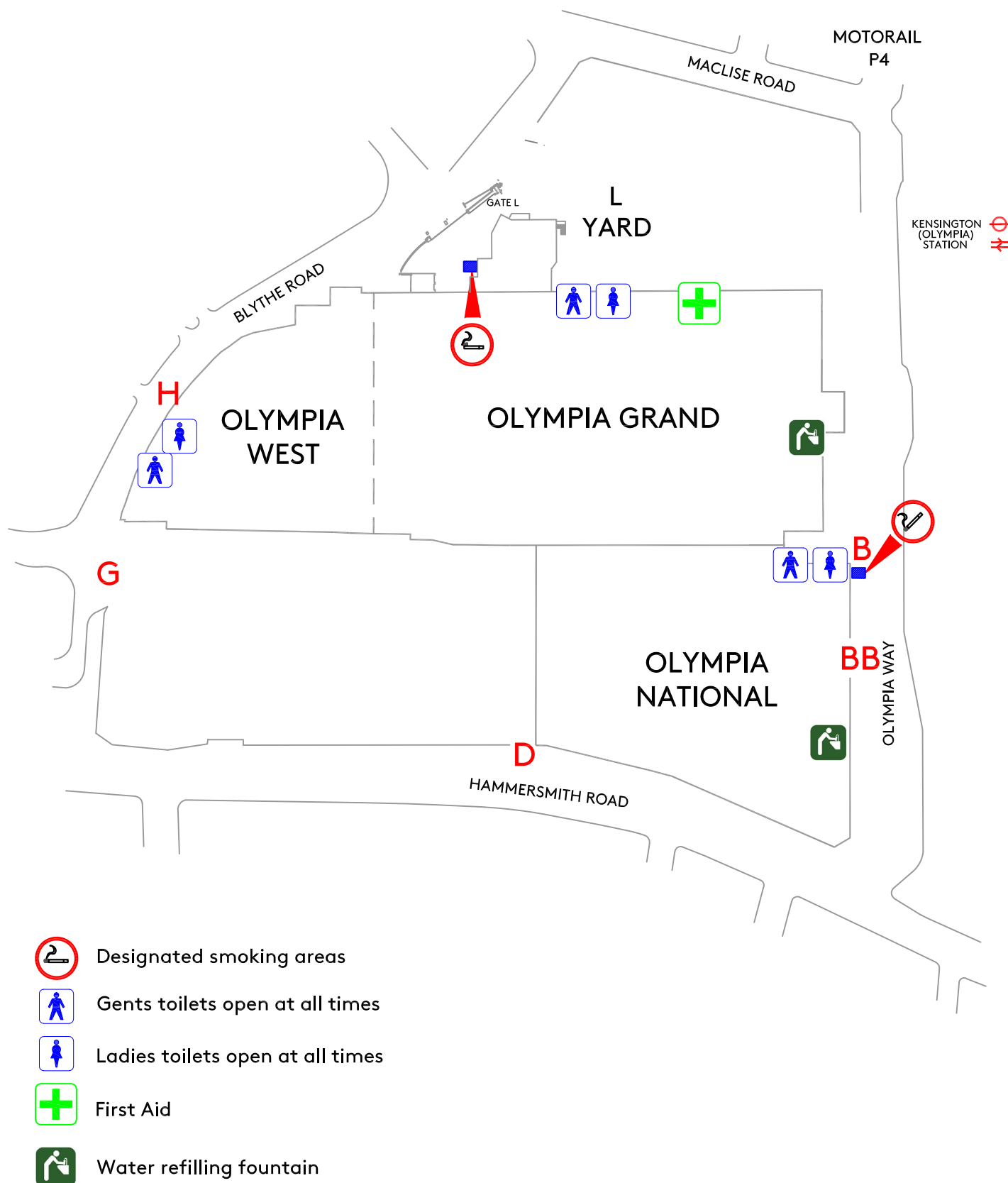
- Designated External Smoking Areas & Build-Up Services
- Build-Up & Breakdown Exits
 - Olympia Grand
 - Olympia West, Level One (coming soon)
 - Olympia National
- Column Dimensions & Height Restrictions
 - Olympia Grand, Ground
 - Olympia Grand, Gallery
 - Olympia West, Level One
 - Olympia National, Ground
 - Olympia National, Gallery
- Floor Loading
 - Ground Floor
 - Upper Levels
- Foyers
 - Olympia Grand
 - Olympia West, Ground
 - Olympia West, Level One
 - Olympia National
- Services
 - Olympia Grand, Ground
 - Olympia Grand, Gallery
 - Olympia West, Level One
 - Olympia National, Ground
 - Olympia National, Gallery
- Temporary Staircases for Olympia Grand & National
- Utilities
 - Olympia Grand, Ground
 - Olympia Grand, Gallery
 - Olympia West, Level One
 - Olympia National, Ground
 - Olympia National, Gallery

IMPORTANT:

These plans are subject to change, as a result of development works, and are intended as a guide only.

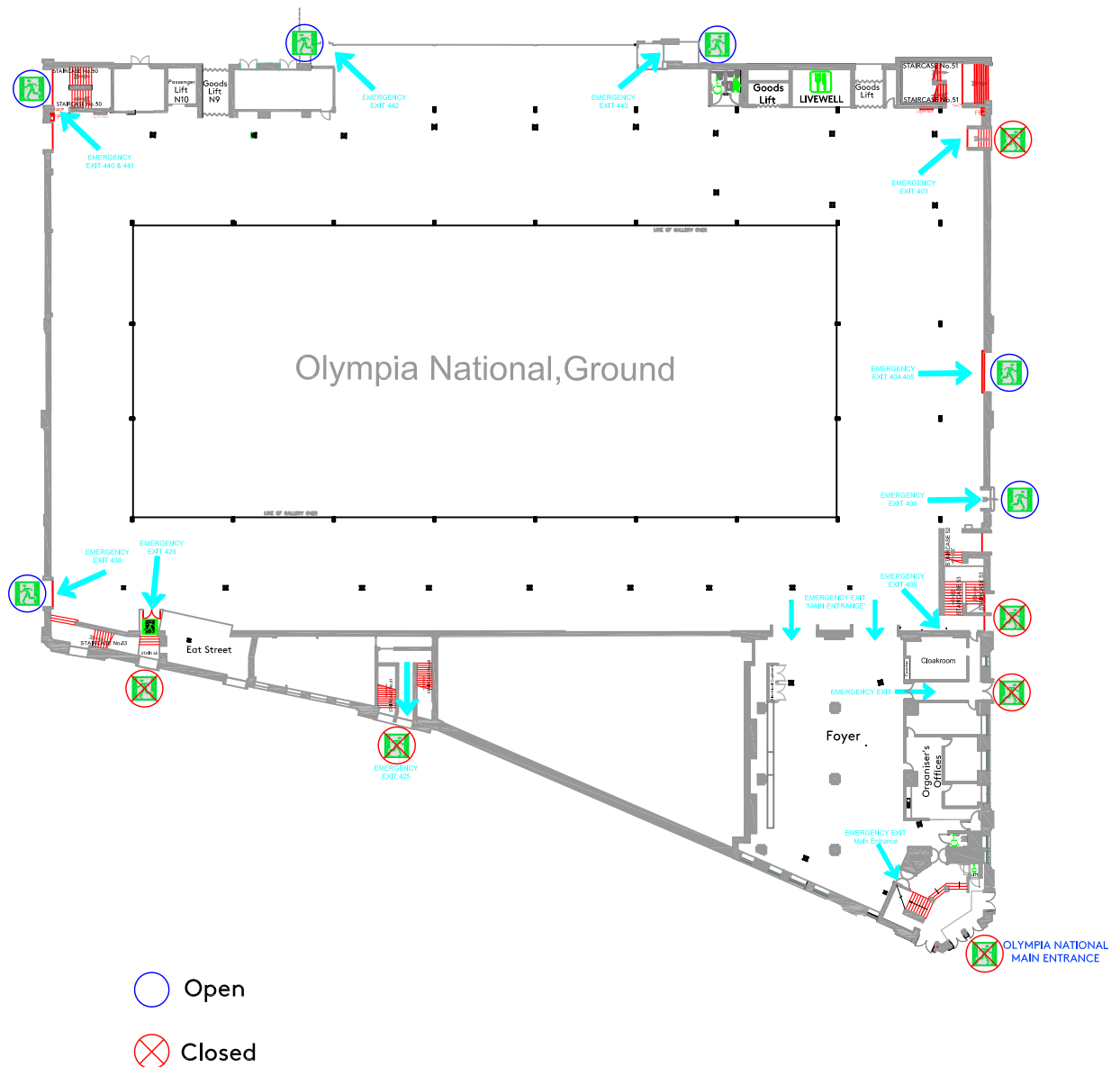
For accurate, technical plans, please contact your event manager.

Designated Smoking Areas and Build-up Services

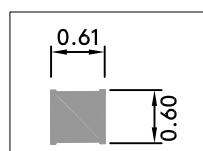
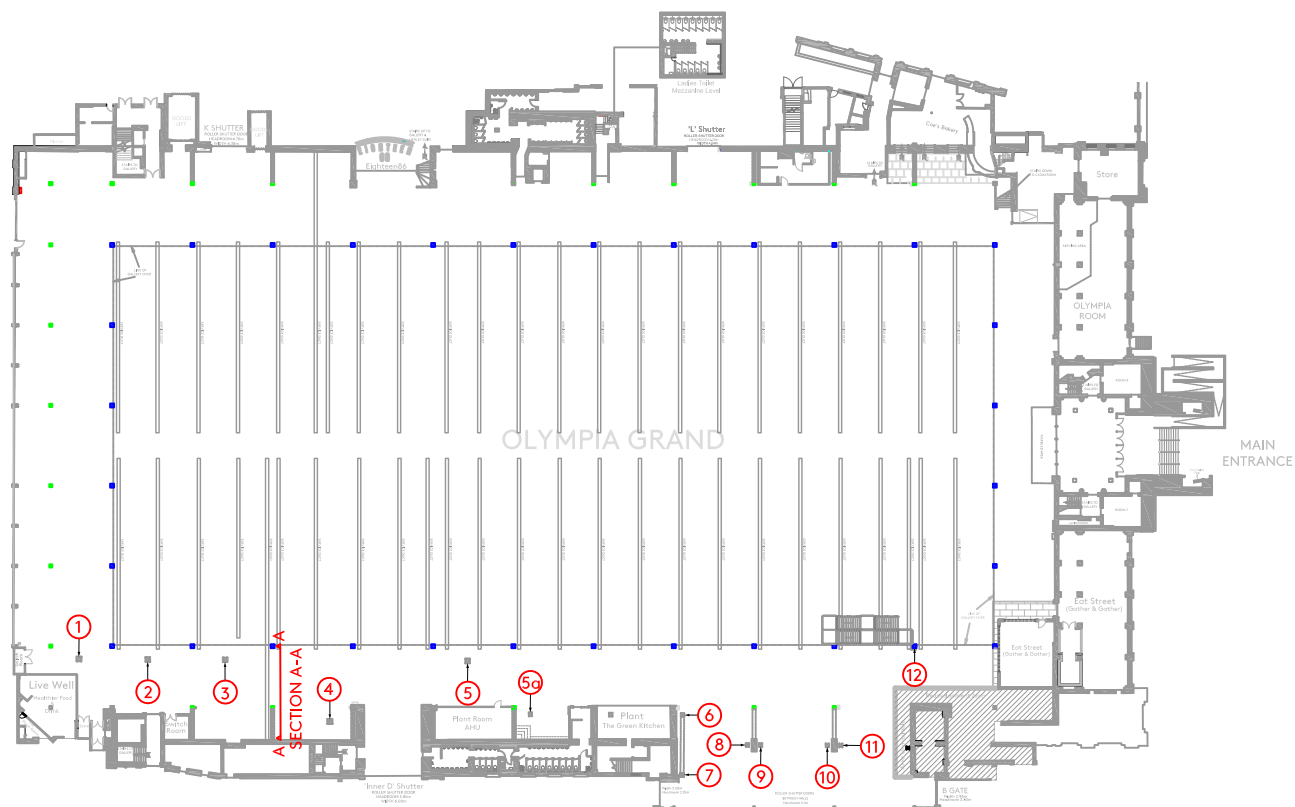


Build-up & Breakdown Exits - Olympia Grand

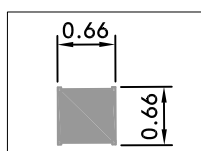
Build-up & Breakdown Exits - Olympia National



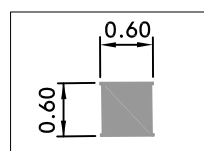
Column Dimensions & Height Restrictions - Olympia Grand, Ground



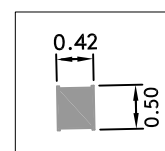
Columns 1, 2 & 3



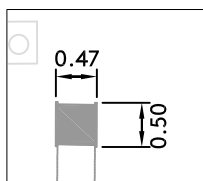
Column 4



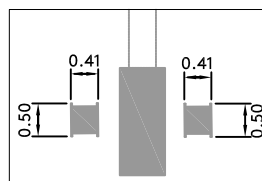
Column 5



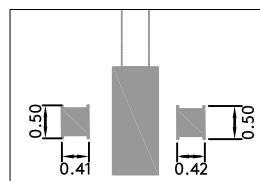
Column 5a



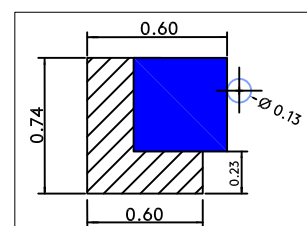
Columns 6 & 7



Columns 8 & 9



Columns 10 & 11

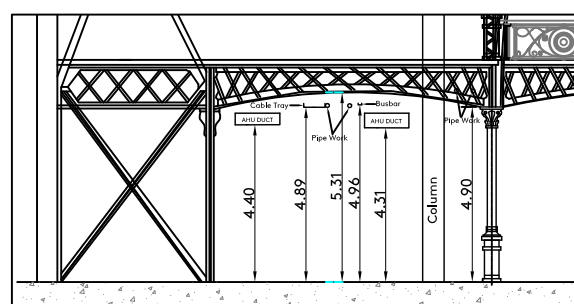


Column 12

Key

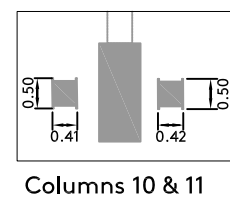
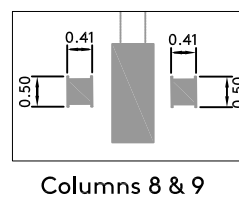
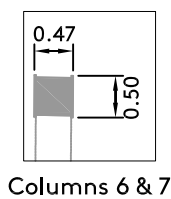
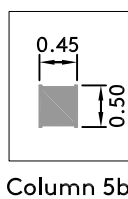
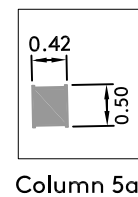
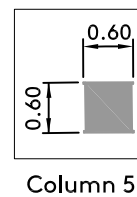
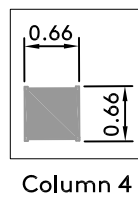
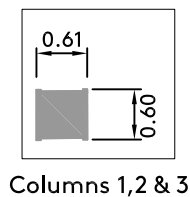
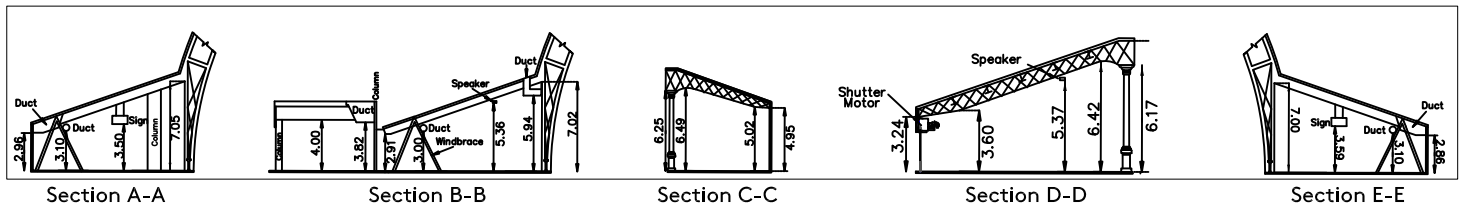
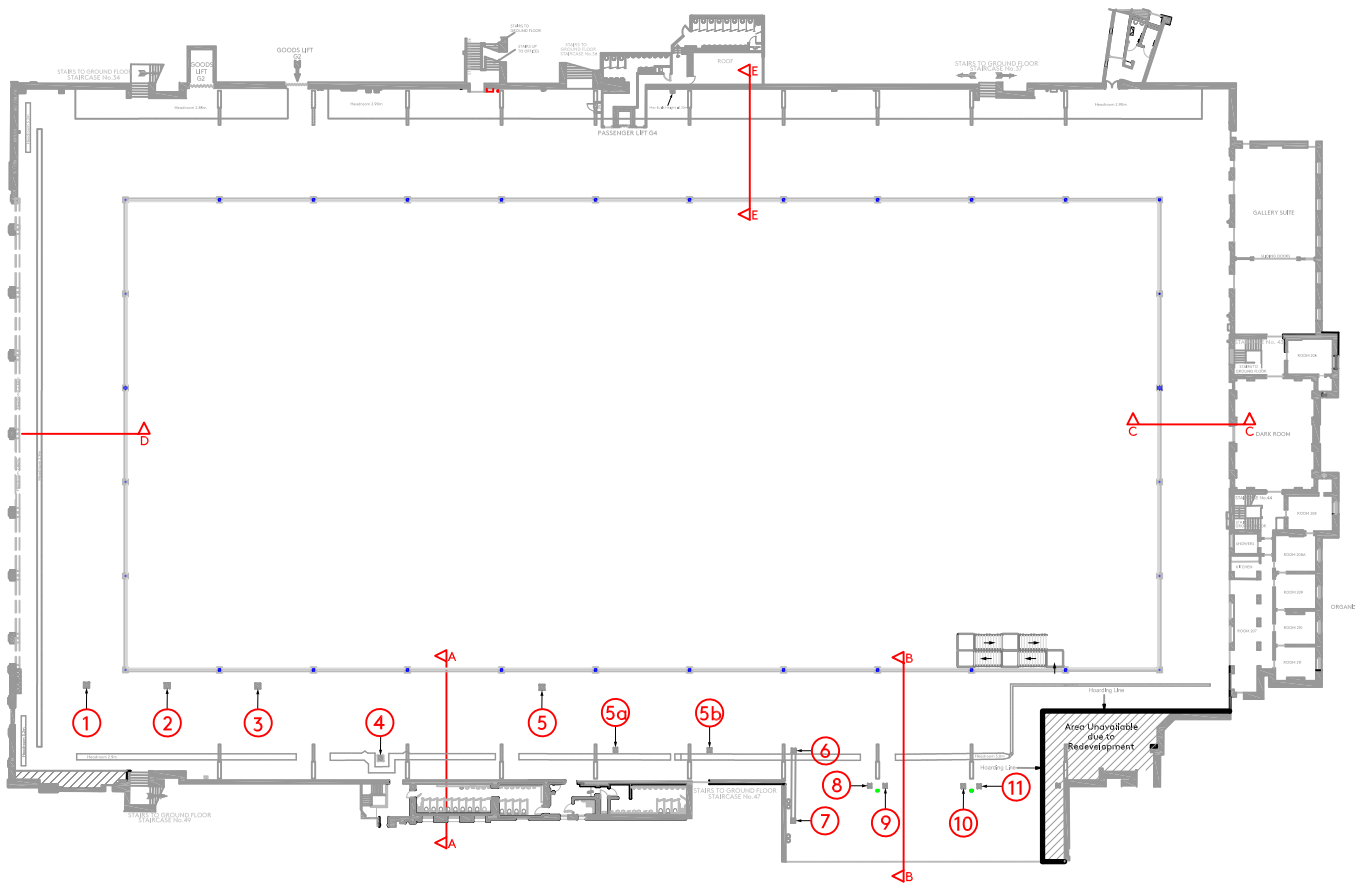
■ Gallery line columns = 0.51m x 0.51m
(Except column 12, which has an additional pinth at the base - see detail)

■ All other columns = 0.41m x 0.41m



Section A-A

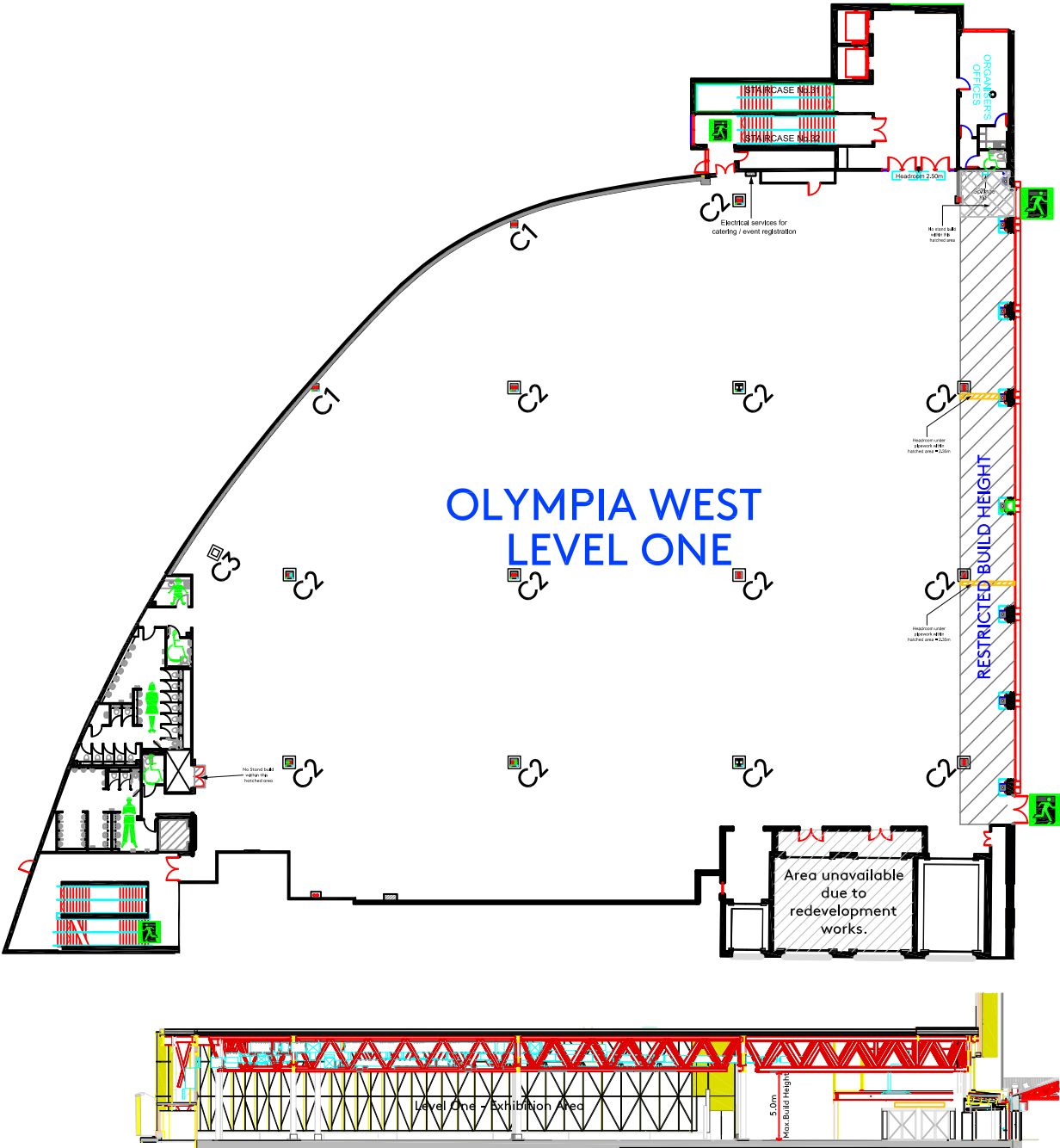
Column Dimensions & Height Restrictions - Olympia Grand, Gallery



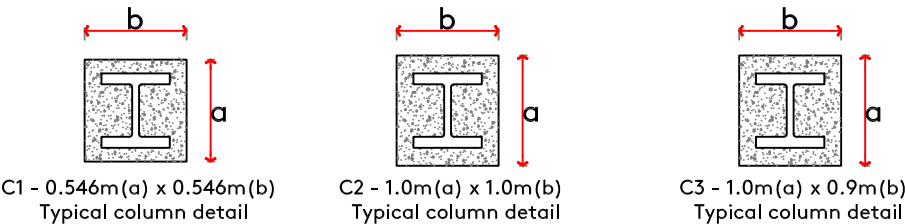
Key

- Gallery line columns = 0.51m x 0.51m
- Other columns = 0.23m x 0.18m

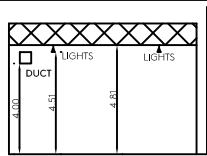
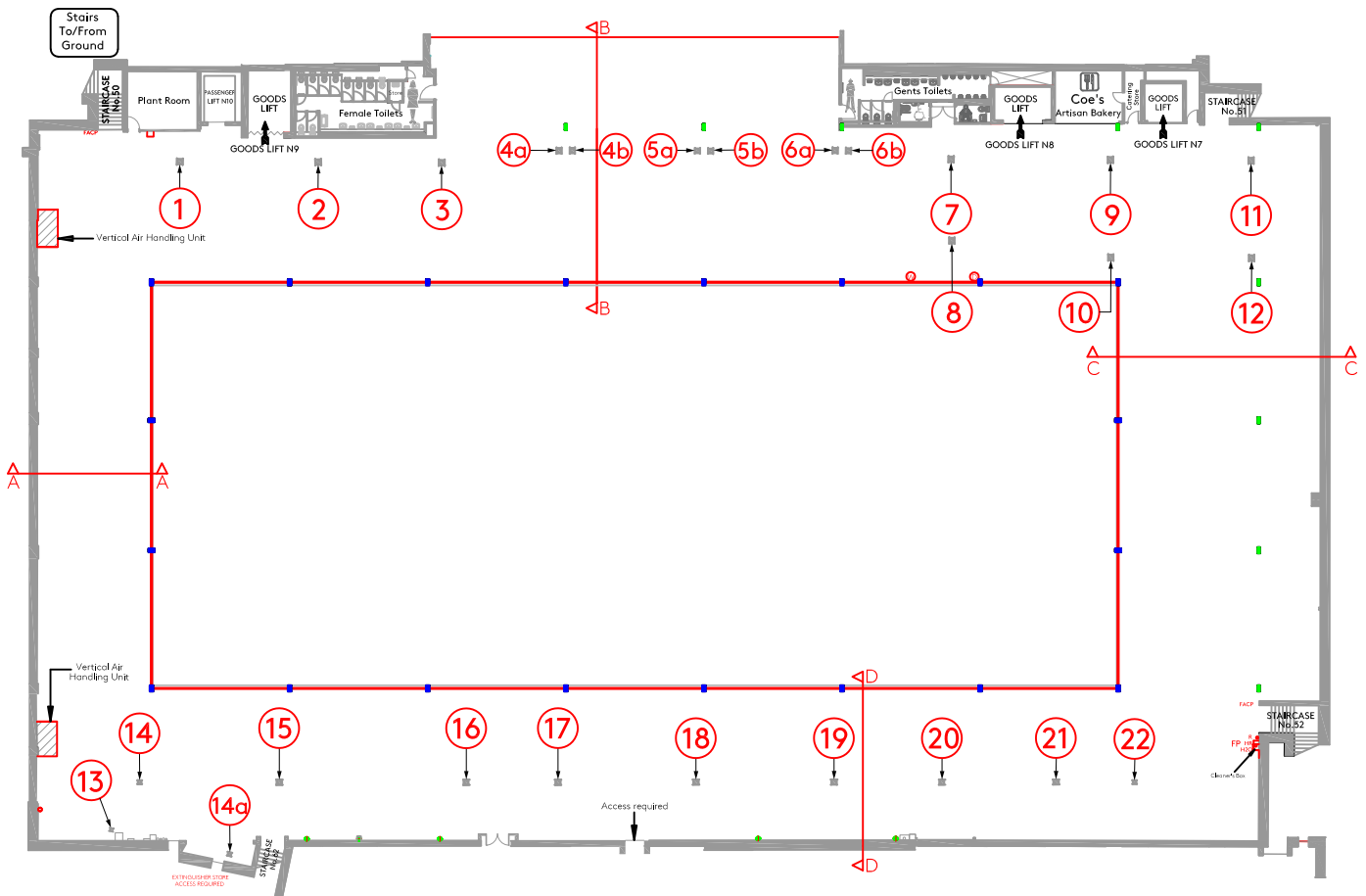
Column Dimensions & Height Restrictions - Olympia West, Level One



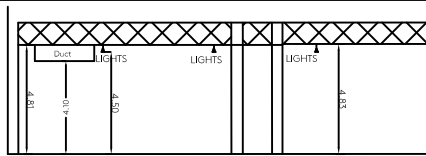
Section through Olympia West, Level One



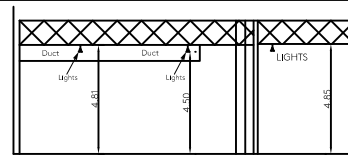
Column Dimensions & Height Restrictions - Olympia National, Gallery



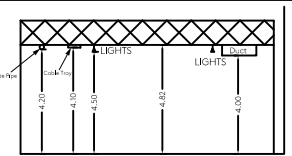
Section A-A



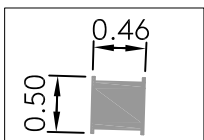
Section B-B



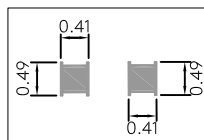
Section C-C



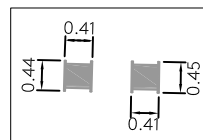
Section D-D



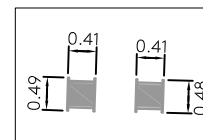
Columns 1, 2 & 3



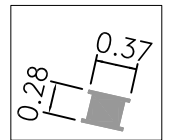
Columns 4a & 4b



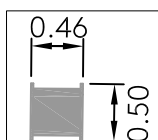
Columns 5a & 5b



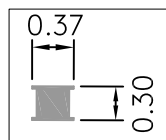
Columns 6a & 6b



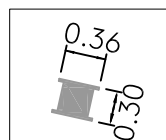
Column 13



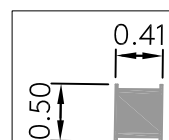
Columns 7, 8, 9, 10 & 11



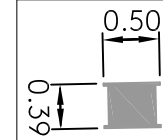
Column 14



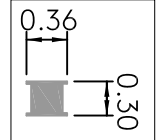
Column 14a



Columns
12, 15, 16, 17, 18, 19 & 20



Column 21



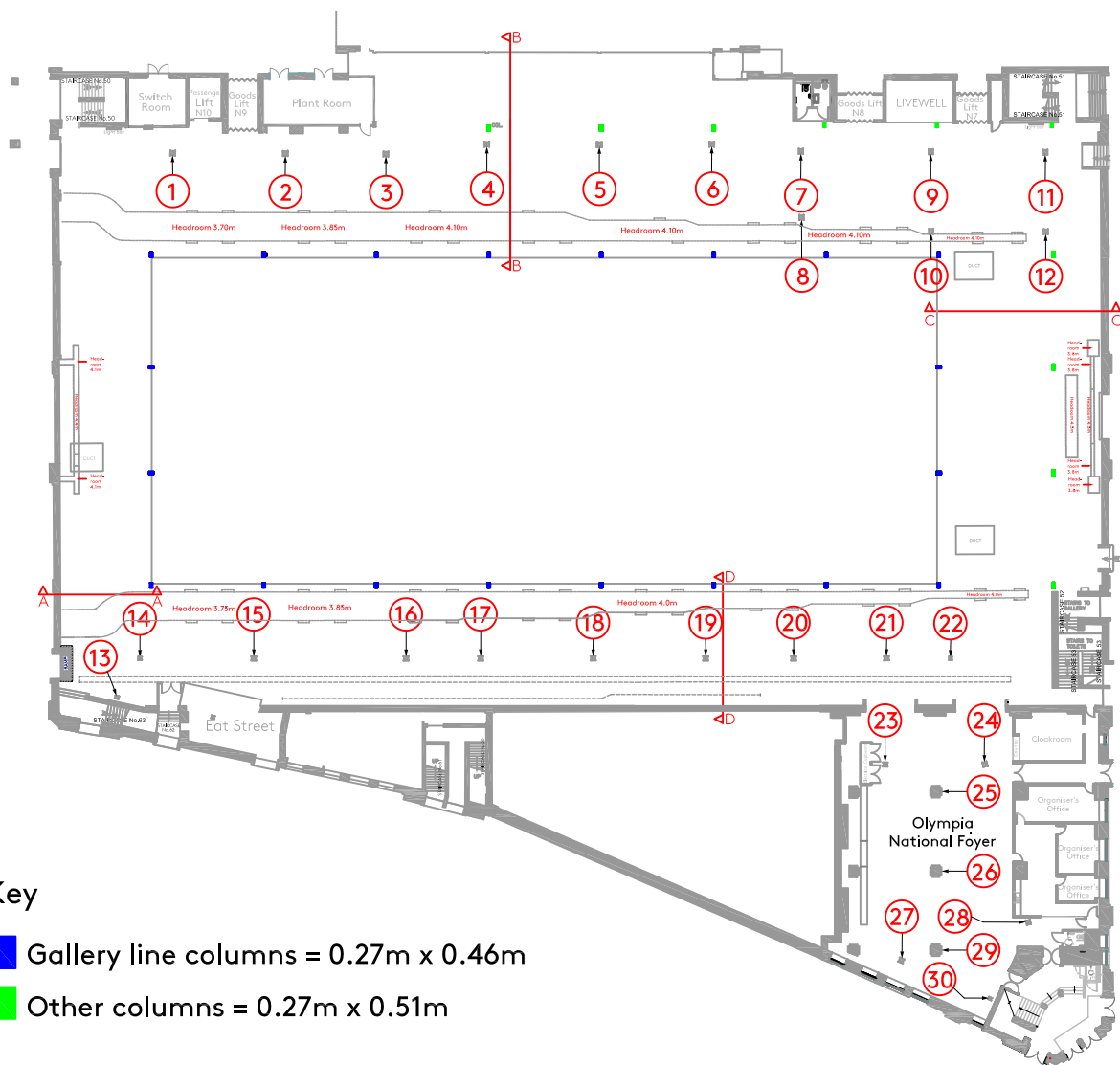
Column 22

Key

■ Gallery line columns = 0.27m x 0.46m

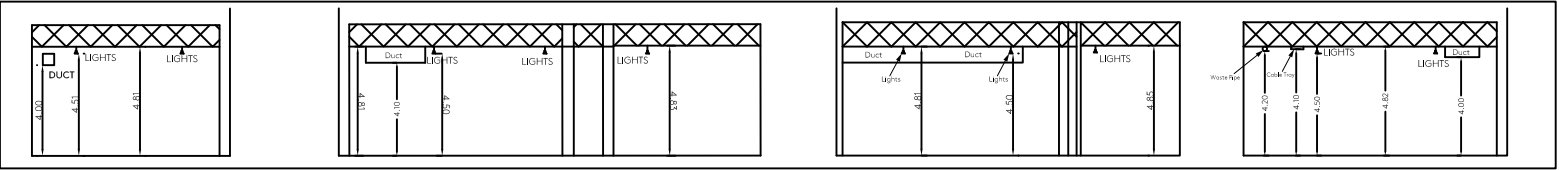
■ Other columns = 0.27m x 0.51m

Column Dimensions & Height Restrictions - Olympia National, Ground



Key

- Gallery line columns = 0.27m x 0.46m
- Other columns = 0.27m x 0.51m

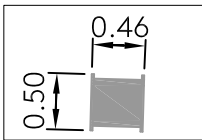


Section A-A

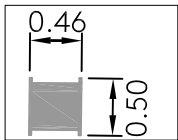
Section B-B

Section C-C

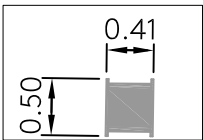
Section D-D



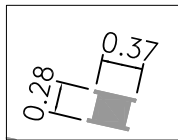
Columns 1, 2, 3, 4 & 6



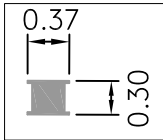
Columns 7, 8, 9, 10 & 11



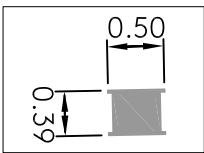
Columns 12, 15, 16, 17, 18, 19, 20, 23 & 24



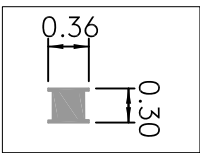
Column 13



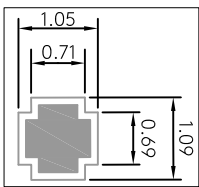
Column 14



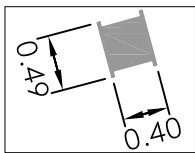
Column 21



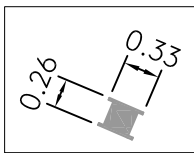
Column 22



Columns 25, 26 & 29

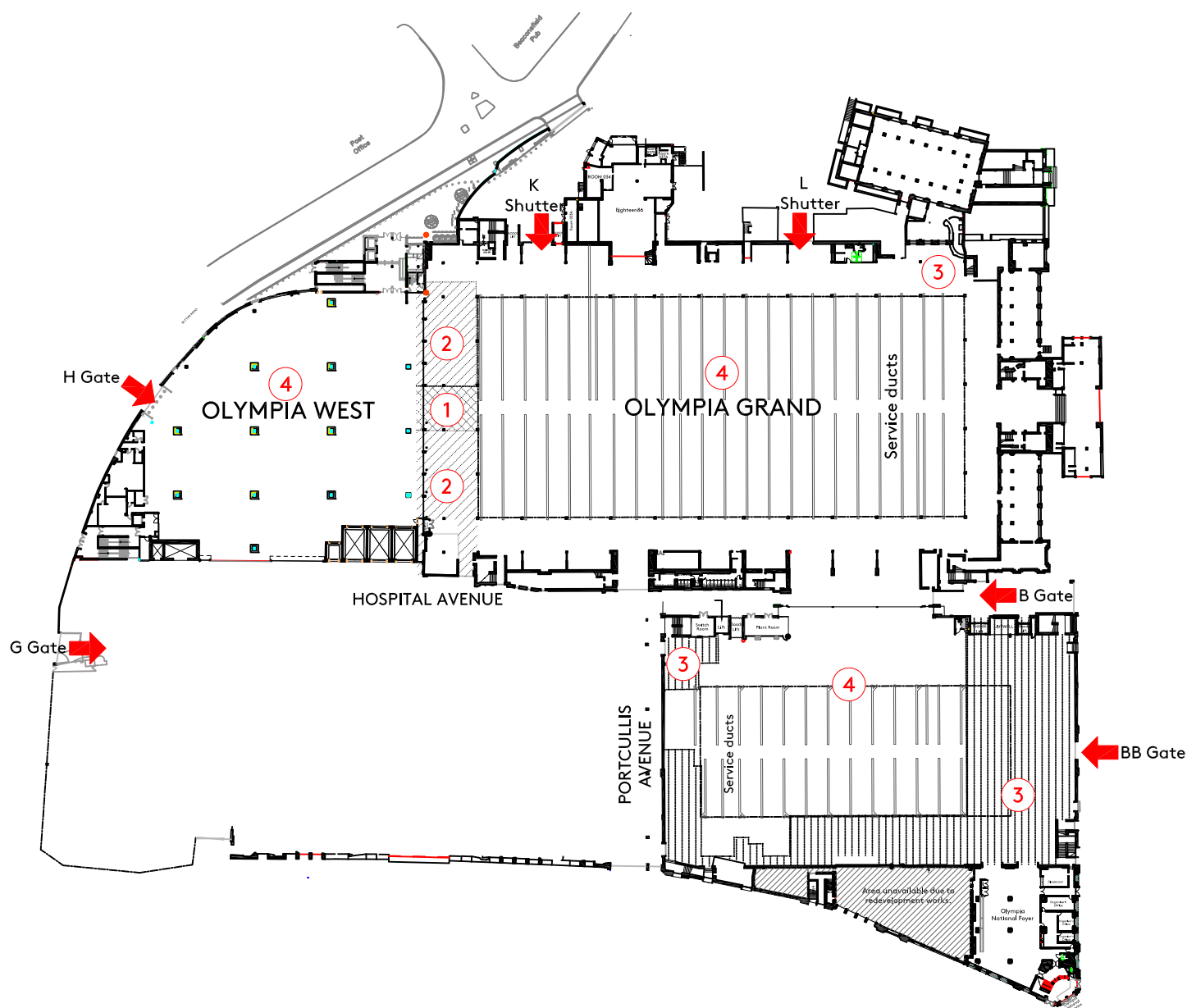


Column 28



Column 30

Floor Loading - Ground Floor



① 3.2 tonnes/m²
12 tonnes per axle load

② 730kg/m²
4 tonnes per axle load

③ 2.15 tonnes/m²
8 tonnes per axle load

④ 3.2 tonnes/m²
Vehicle wheel loading
6 tonnes per wheel load at minimum axle length of 1.8m and minimum distance between axles of 1.0m at wheel centres.

Point Loading

6 tonnes at minimum of 2.0m centres between loads, supported on a base of mild steel plate 500mm x 500mm x 20mm thick.

Note: This does not apply to crane outriggers (see below).

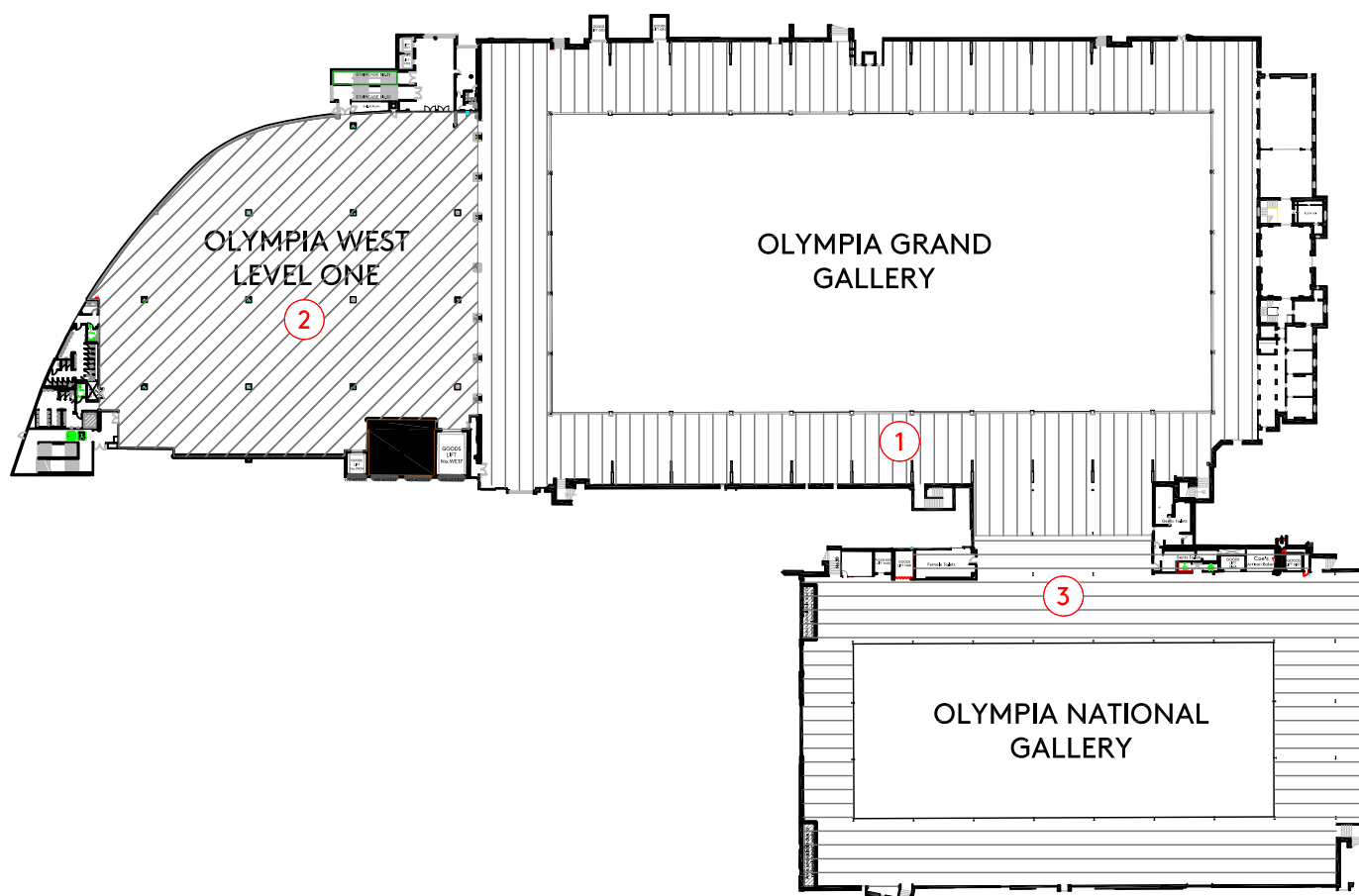
Point loads are not possible over floor service ducts.

Crane Outriggers- Imposed Loading

A base plate of minimum 450mm x 450mm x 20mm thick is required if there are less than 9 tonnes on each outrigger.

A spreader plate of 1m x 1m x 25mm thick must be used if there are between 9-17 tonnes on each outrigger.

Floor Loading - Upper Levels

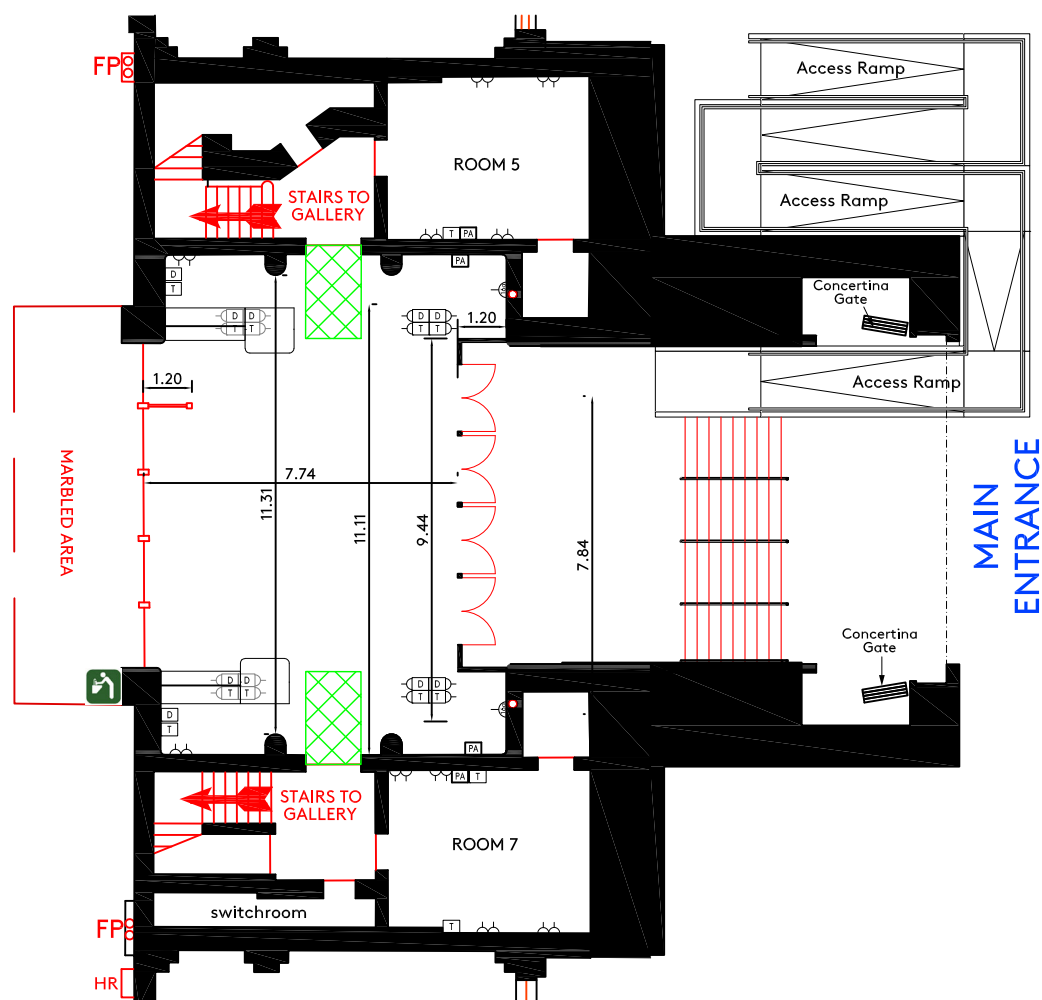


1 410kg/m²







2 730kg/m²

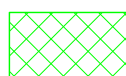
3 750kg/m²

Foyer - Olympia Grand



KEY

-  Data network point
-  Telephone point
-  Public address point
-  Electrical socket - 16 amp
-  Electrical socket
-  Water refilling fountain

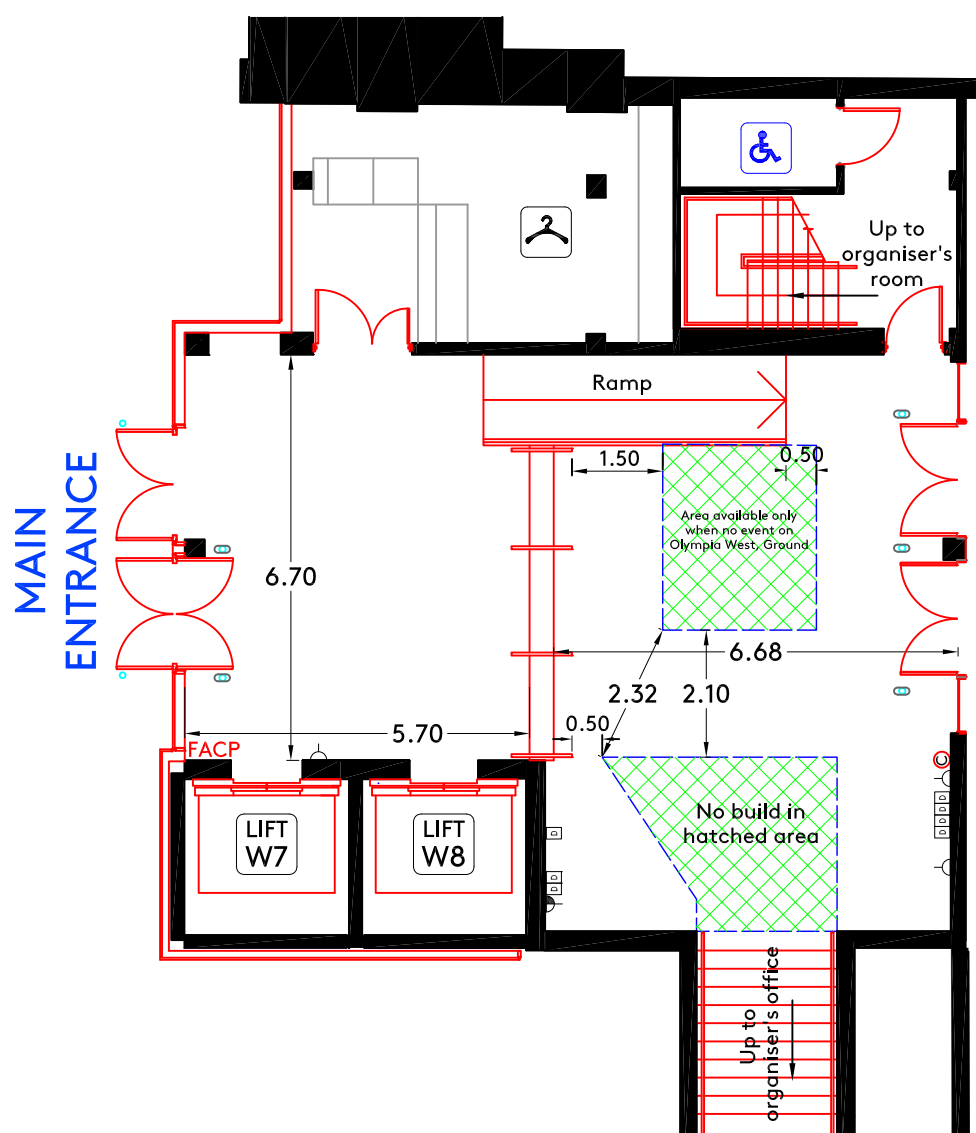


Keep Clear







All dimensions shown in metres

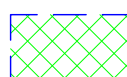
January 2023

Foyer - Olympia West, Ground



KEY

-  Unisex toilets
-  Cloakroom
-  Data
-  Electrical socket
-  Unswitched electrical spur
-  32AMP (3 Phase) Low level



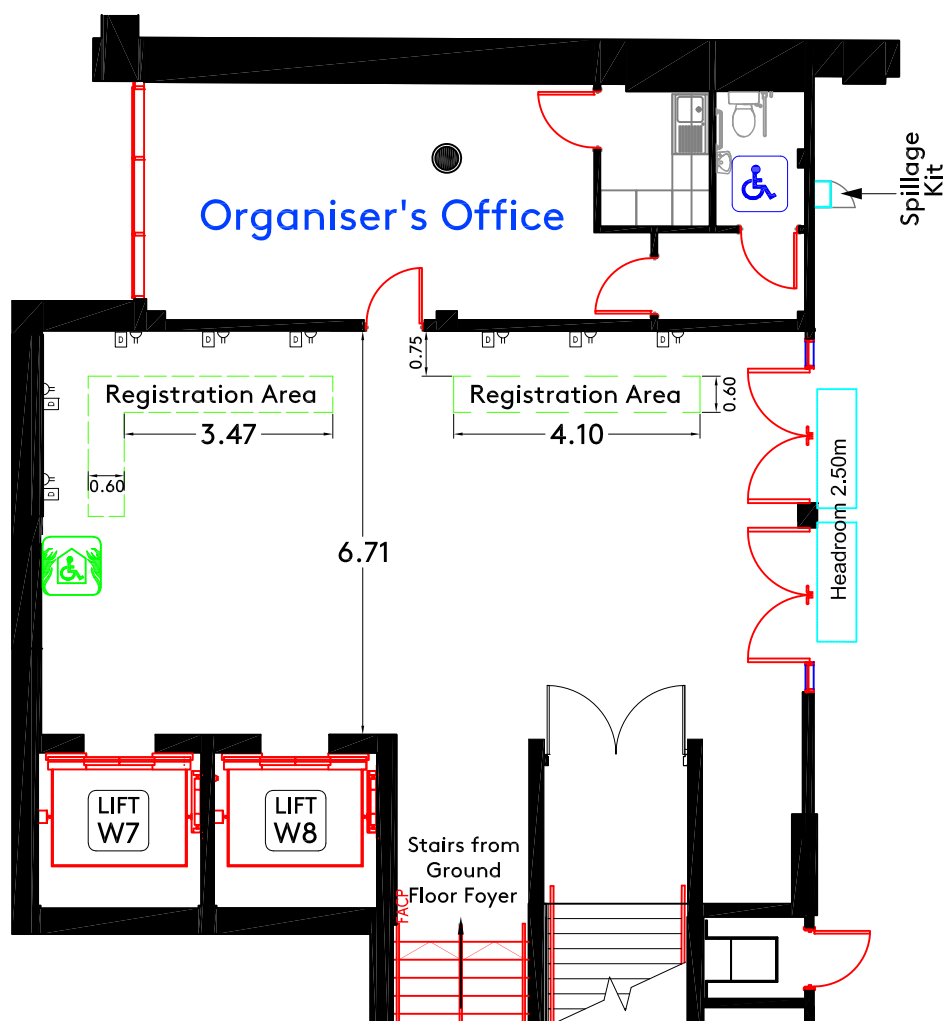
Keep Clear

Fire Equipment
FP Fire Point
FACP Fire Alarm Call Point






All dimensions are shown in metres

January 2023

Foyer - Olympia West, Level One



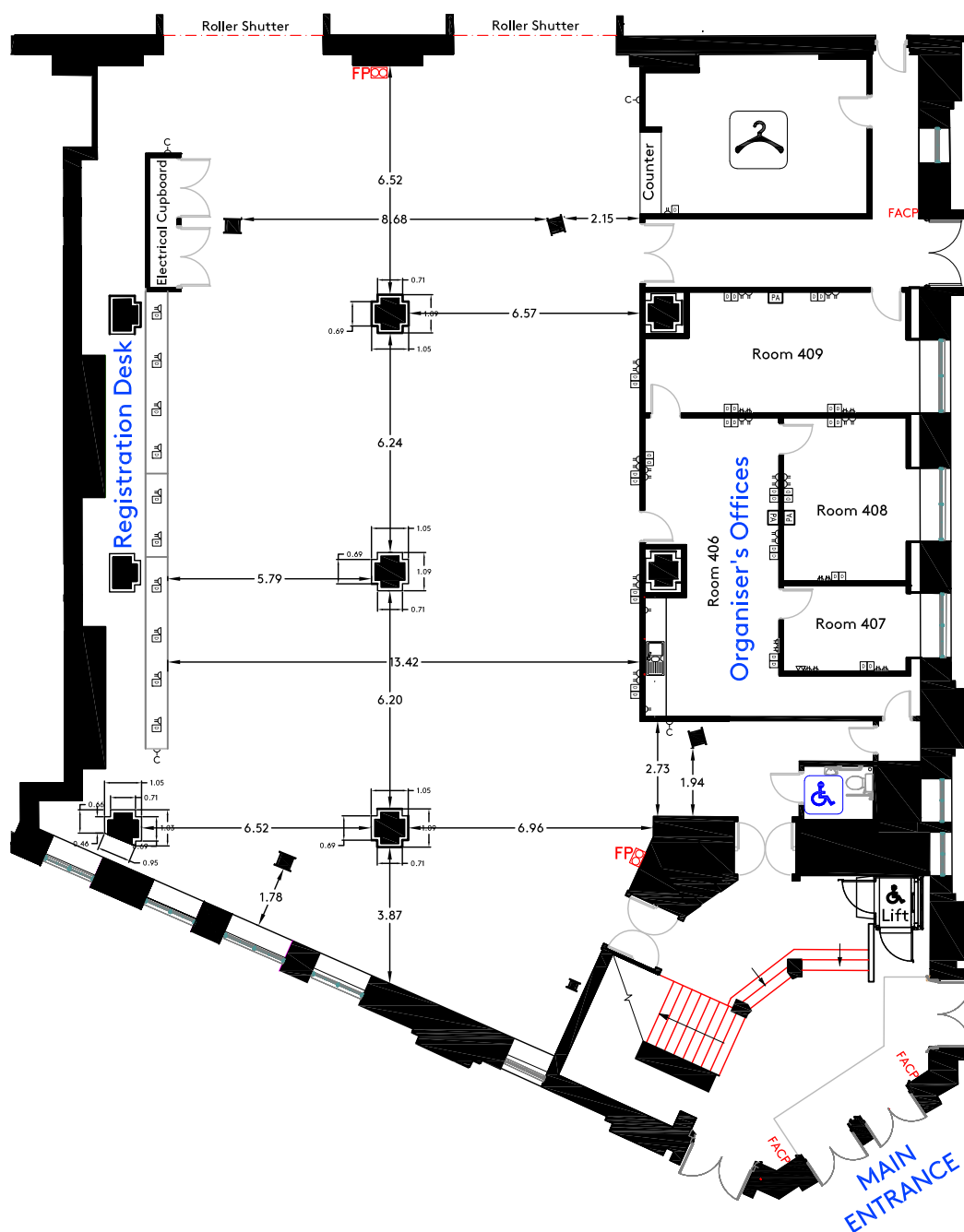
KEY

-  Unisex toilets
-  Column
-  Refuge point
-  Electrical socket
-  Data







Fire Equipment
FACP Fire Alarm Call Point

All dimensions are shown in metres

Foyer - Olympia National



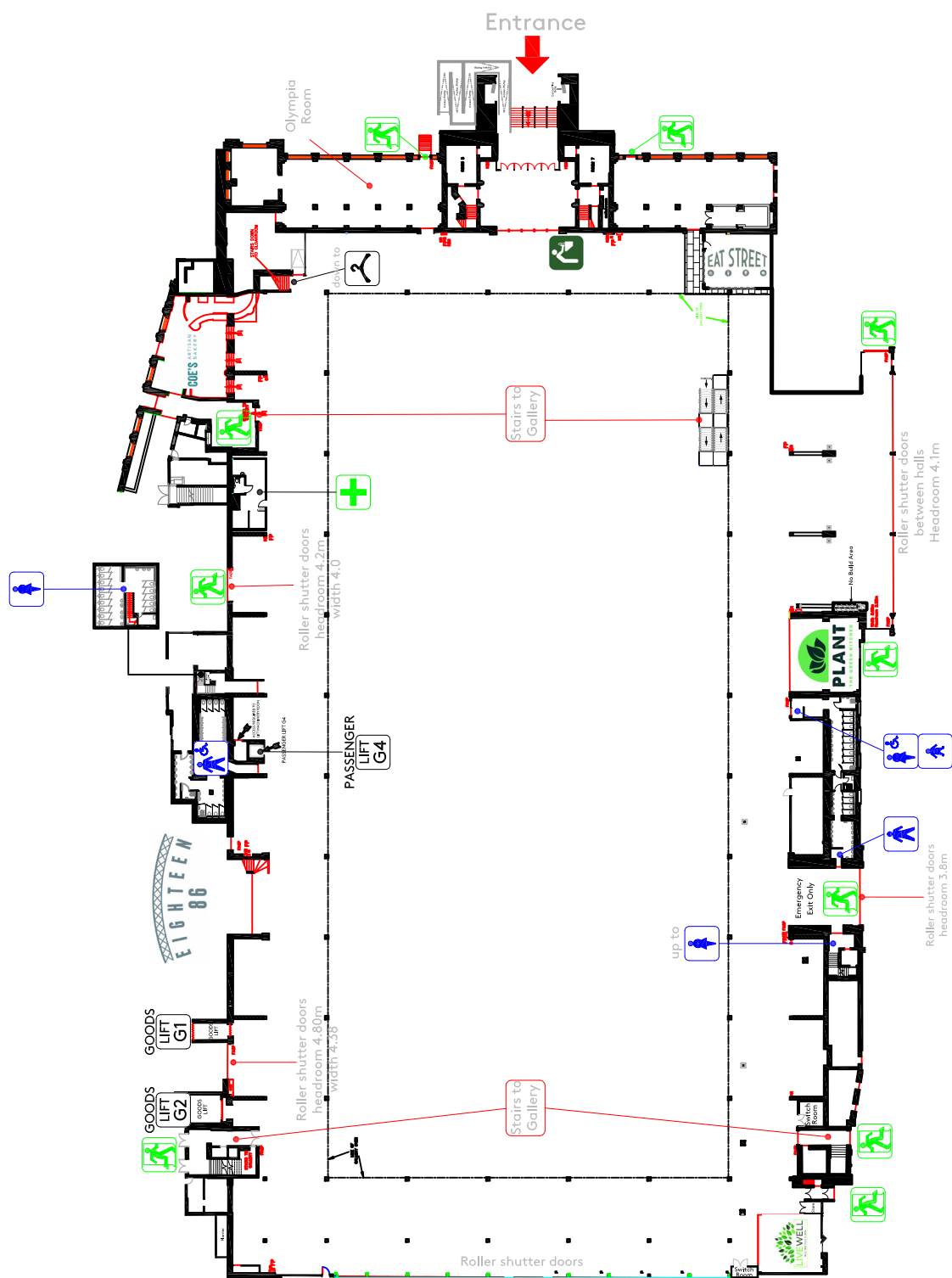
KEY

-  Unisex toilets
-  Cloakroom
-  Data network point
-  Public address point
-  Electrical socket
-  Cleaners' electrical socket

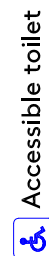
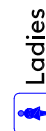
Fire Equipment
 FP Fire Point
 FACP Fire Alarm Call Point

All dimensions are shown in metres

Services - Olympia Grand, Ground



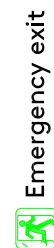
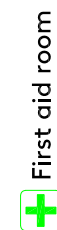
KEY



Fire Equipment

FP Fire Point

FACP Fire Alarm Call Point



Coe's Artisan Bakery

Eat Street

LIVEWELL

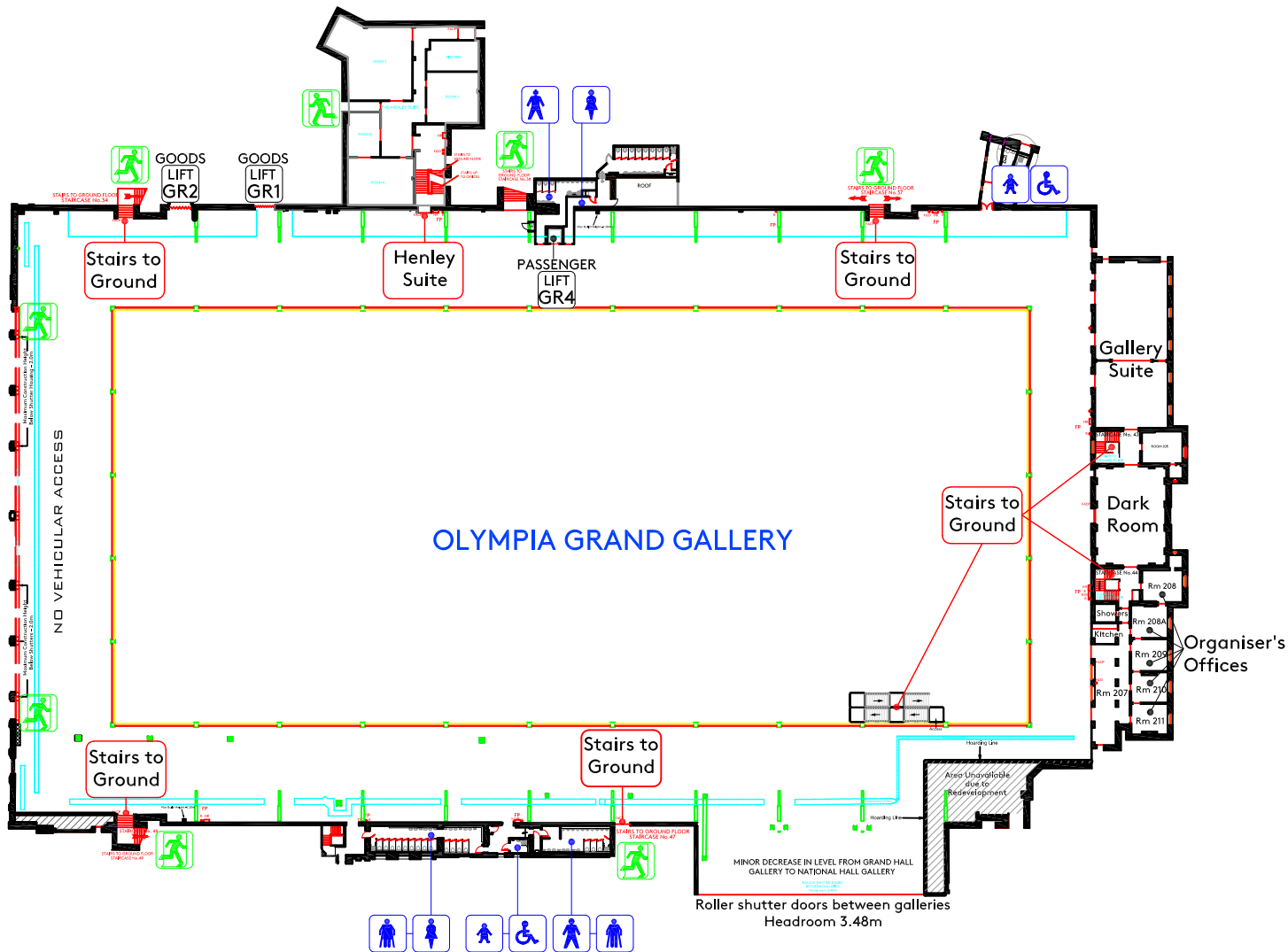
EIGHTEEN 86

PLANT
The Green Kitchen



Water Refilling Fountain

Services - Olympia Grand, Gallery

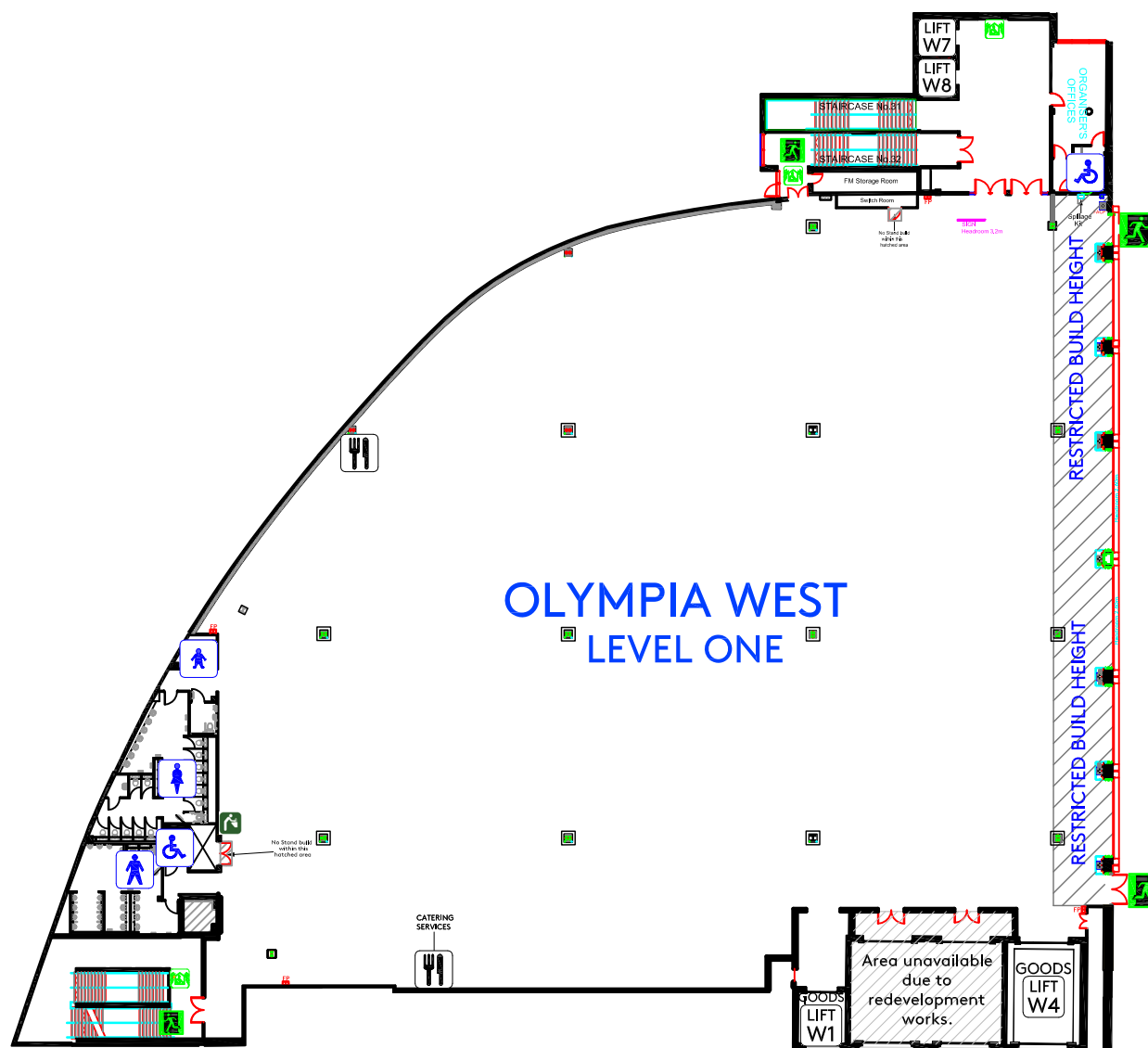


KEY






-  Gents
-  Ladies
-  Unisex toilets
-  Baby changing facility
-  Gents - Ambulant toilet
-  Ladies - Ambulant toilet
-  Emergency exit
-  Disabled persons evacuation point
-  Telephone

Fire Equipment
 FP Fire Point
 FACP Fire Alarm Call Point

Services - Olympia West, Level One



KEY

- | | |
|--|--|
|  Gents |  Catering Services |
|  Ladies |  Emergency exit |
|  Accessible toilet |  Disabled refuge/evacuation point |
|  Baby changing facility |  Water refilling fountain |

Fire Equipment
FP Fire Point

Services - Olympia National, Ground



KEY

 Baby changing facility

 Gents


 Ladies

 Cloakroom

 Emergency exit

 Water refilling fountain

 Accessible toilet

 Telephone for medical assistance

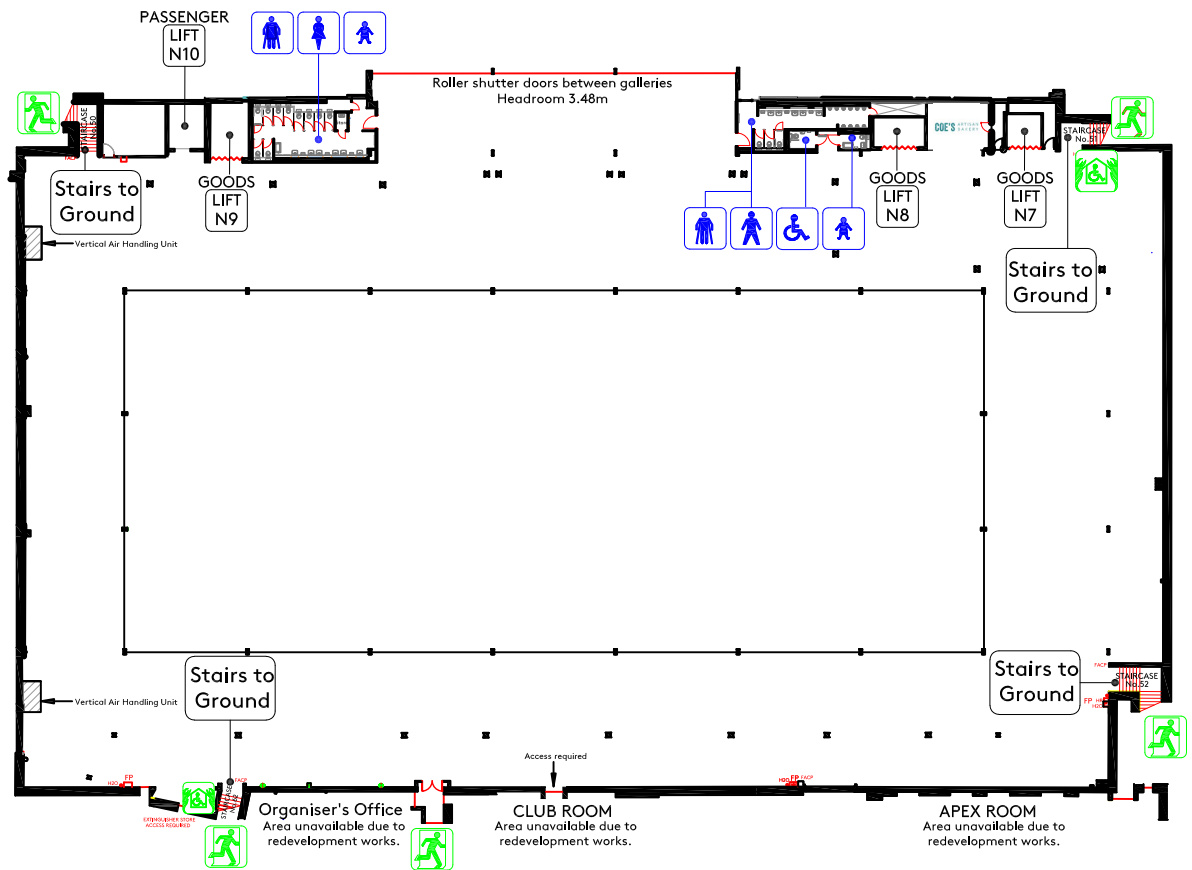
 Eat Street

 LIVEWELL

 Automated External Defibrillator

Fire Equipment
 FP Fire Point
 FACP Fire Alarm Call Point

Services - Olympia National, Gallery

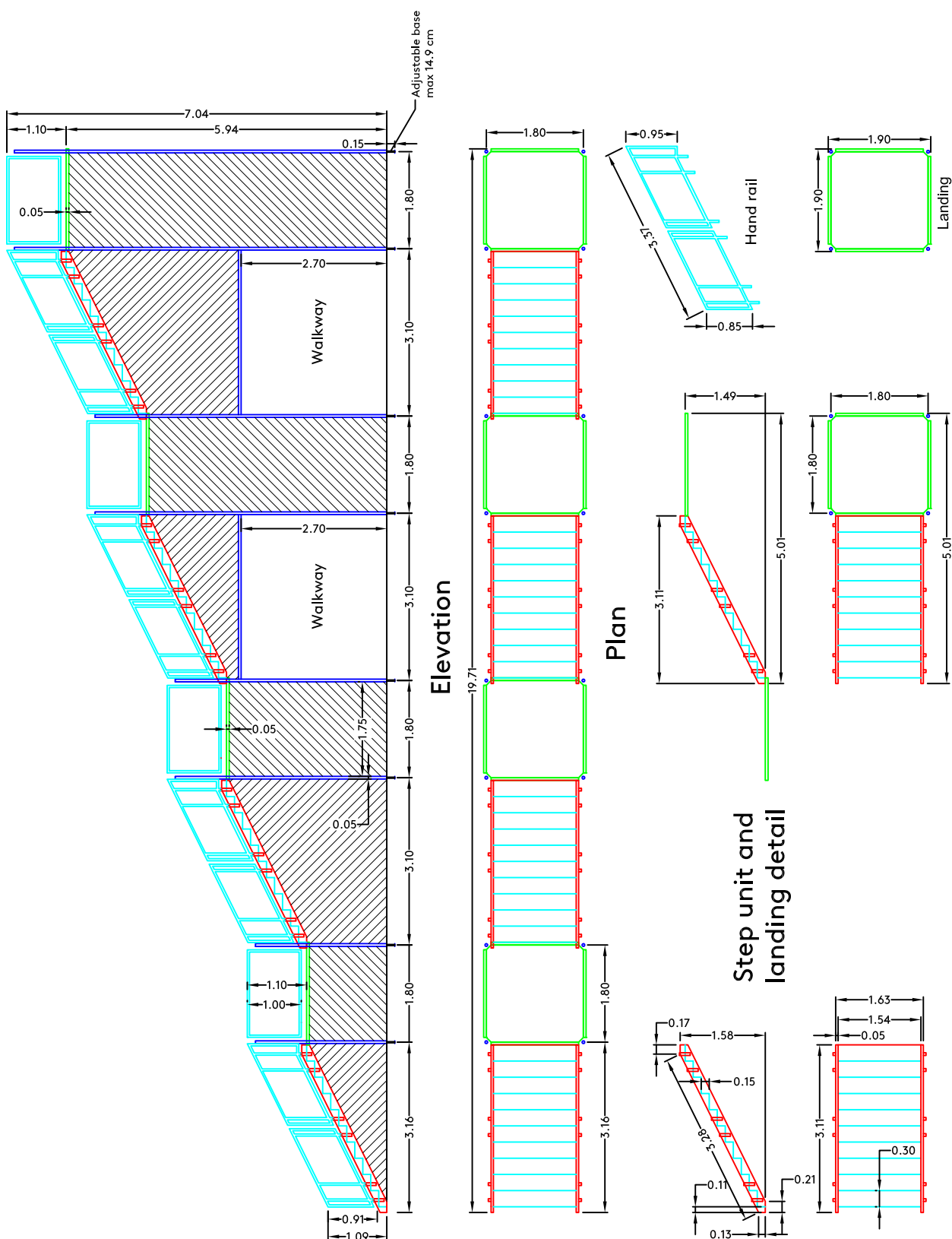


KEY

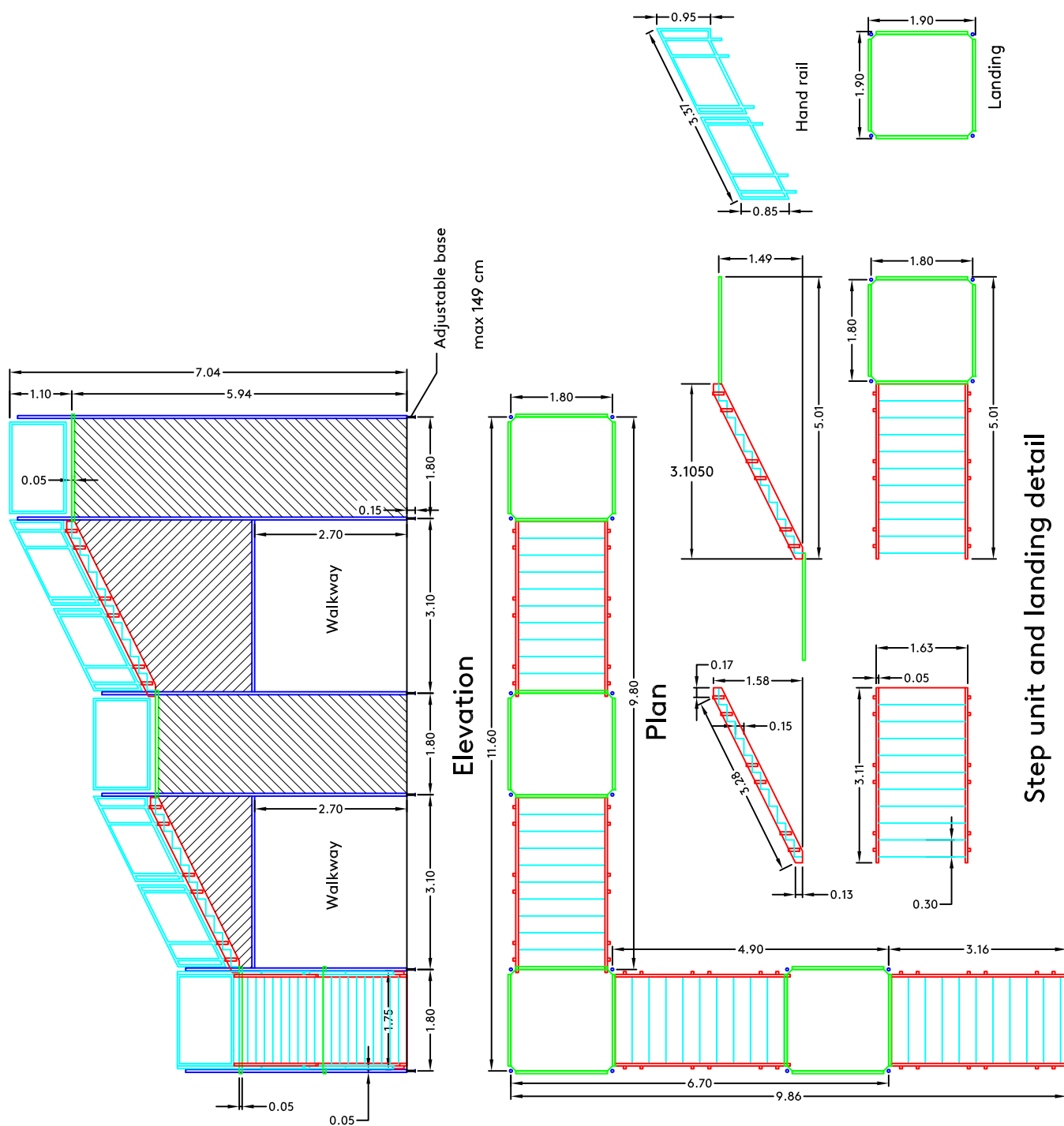
-  Gents
-  Ladies
-  Baby changing facility
-  Unisex toilets
-  Gents - Ambulant toilet
-  Ladies - Ambulant toilet
-  Emergency exit
-  Refuge point

Fire Equipment
 FP Fire Point
 FACP Fire Alarm Call Point

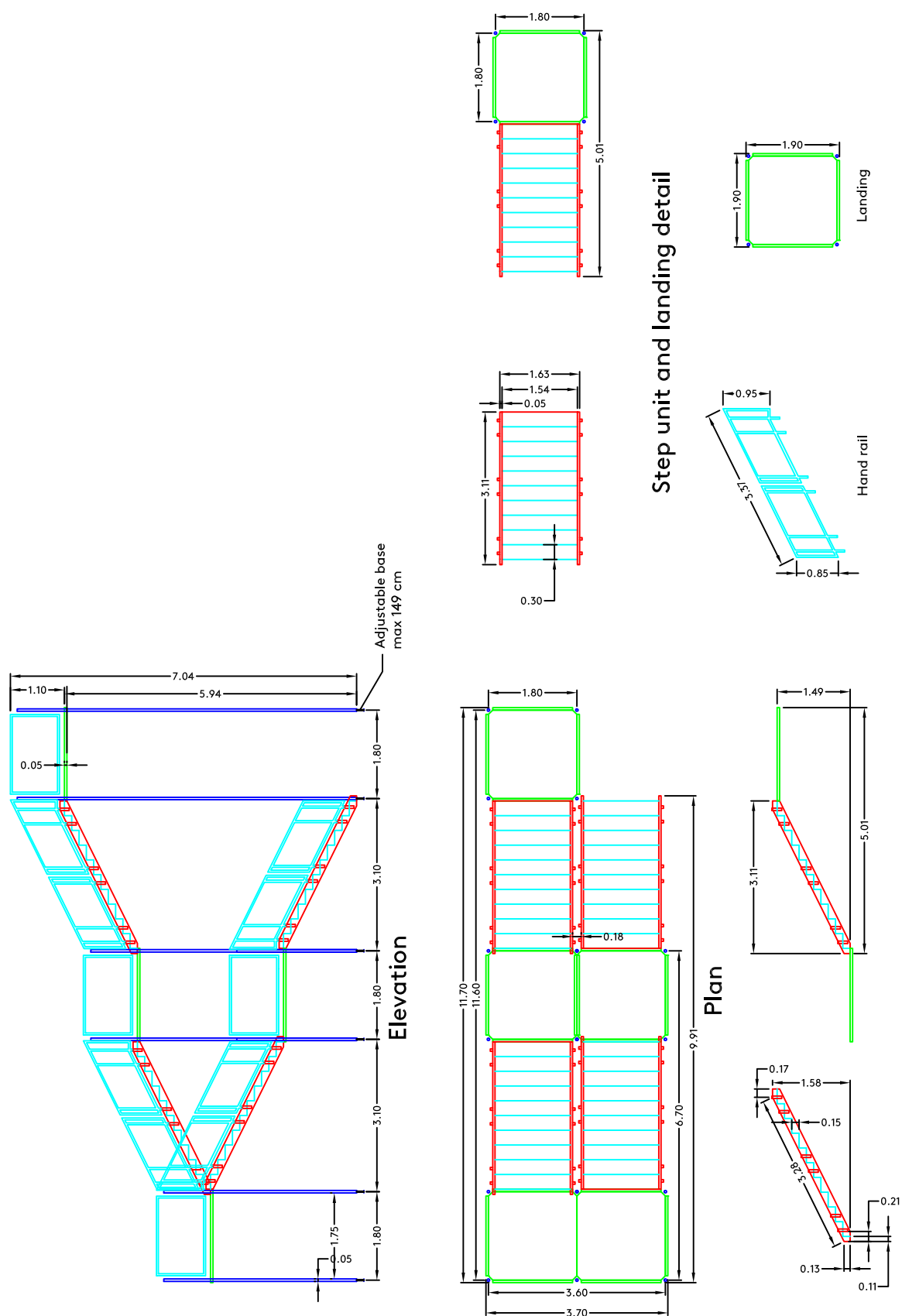
Temporary Staircase - Straight



Temporary Staircase - L-shape



Temporary Staircase - U-shape



Utilities - Olympia Grand, Ground



KEY

— Busbars

— Heaters

▨ No water or waste points in this area

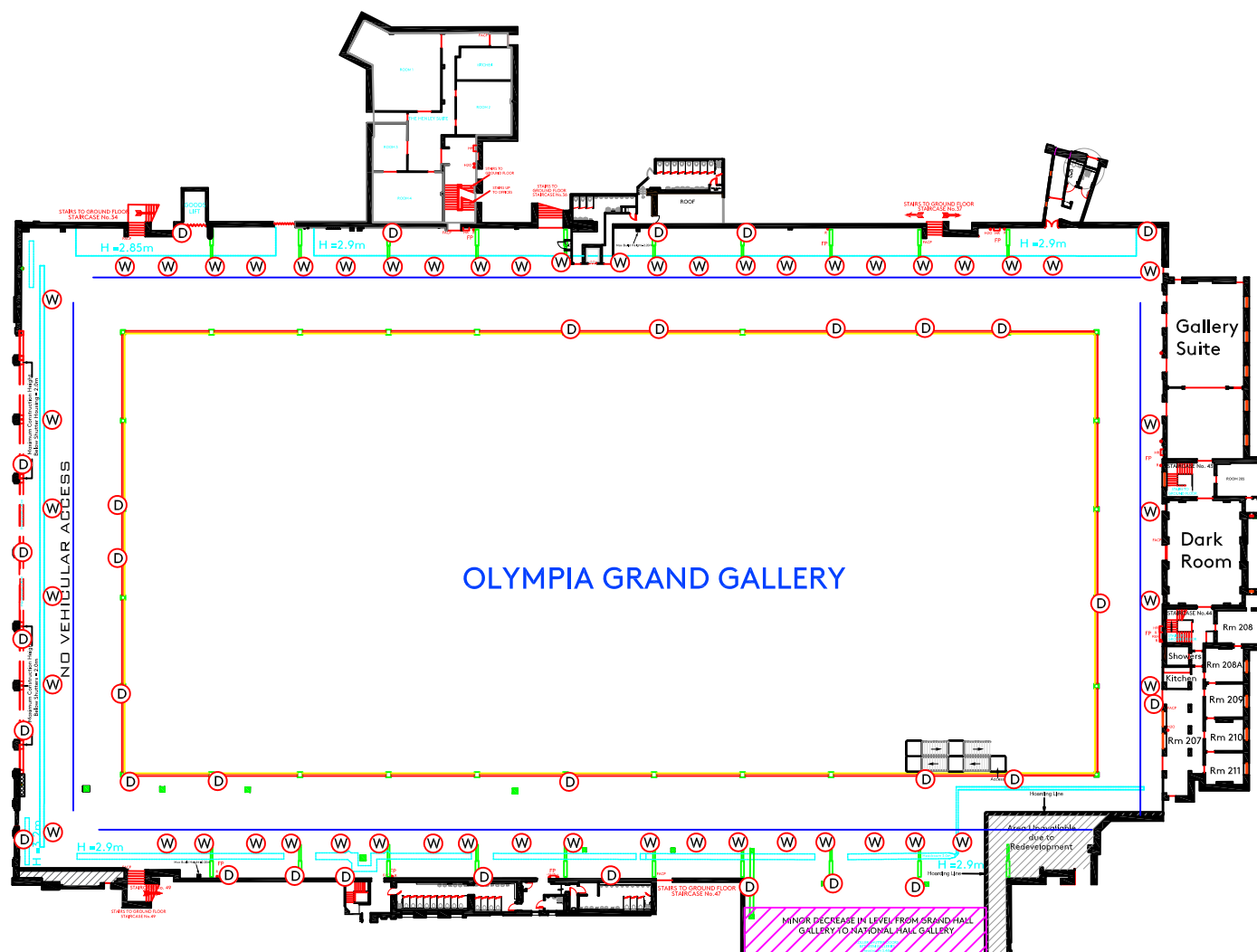
⊙ Water point

⊙ Waste point

⊙ Gas Point at high level

— Floor ducts provide services to stands as required, ie, gas, telecoms, electrical supply, water and waste, air lines

Utilities - Olympia Grand, Gallery

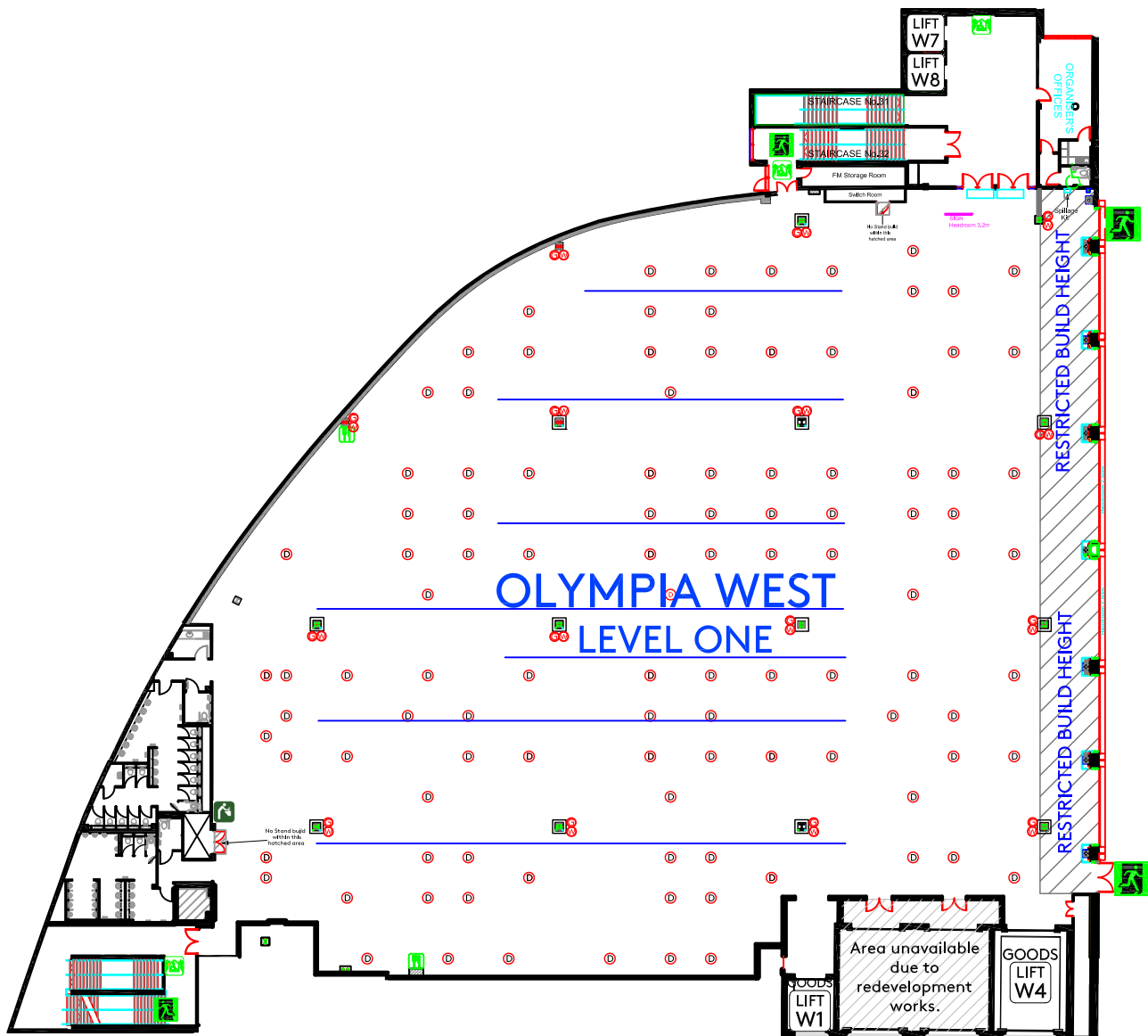


KEY





- Busbars
- ▭ Heaters
- No water or waste points in this area
- W Water point
- D Waste point

Note: Gas supplies and additional waste points are provided via under-floor ducting on ground level.

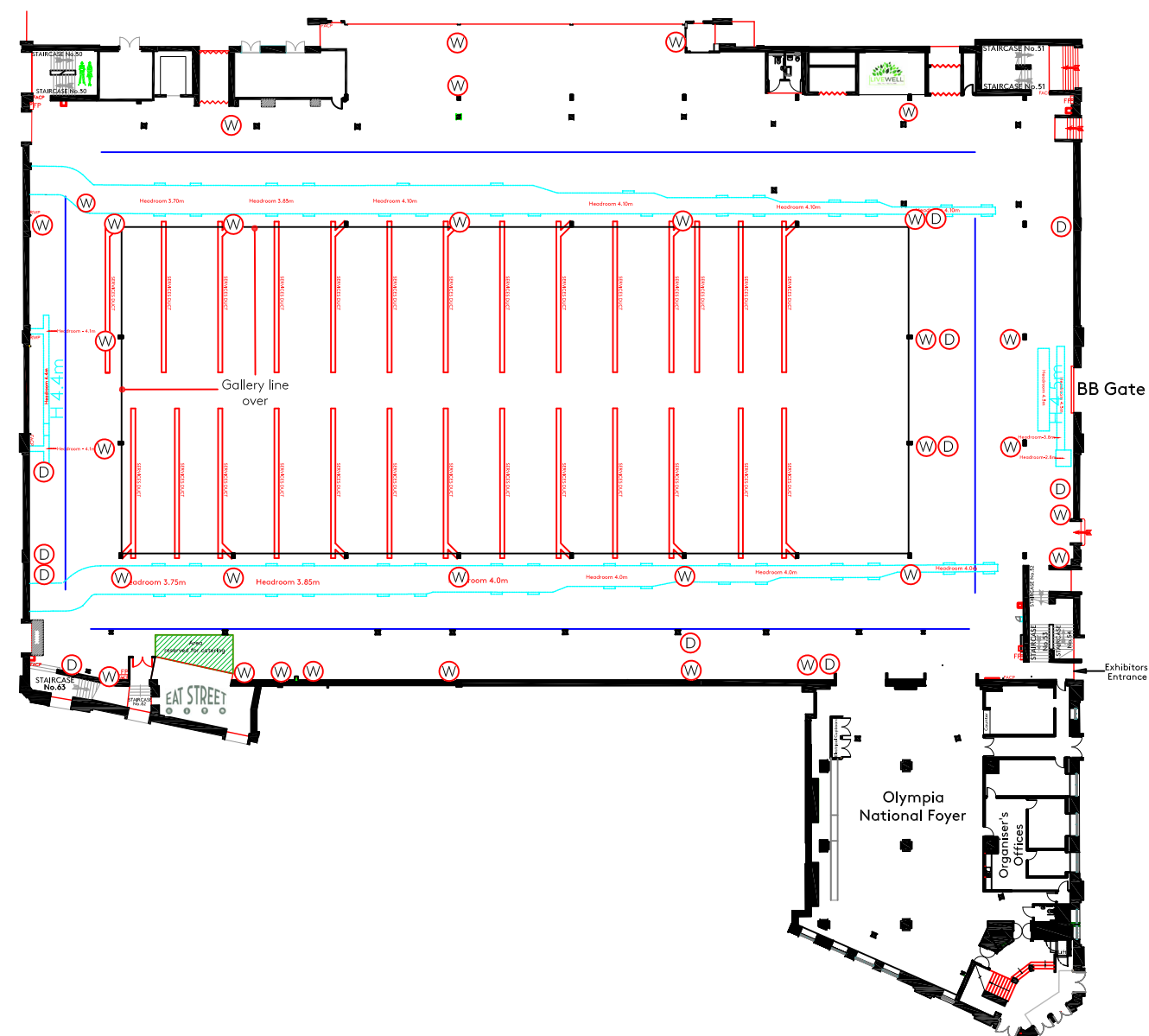
Utilities - Olympia West, Level One









KEY

-  Bus bars
-  Waste point
-  Heaters
-  Gas and water points are located at the columns

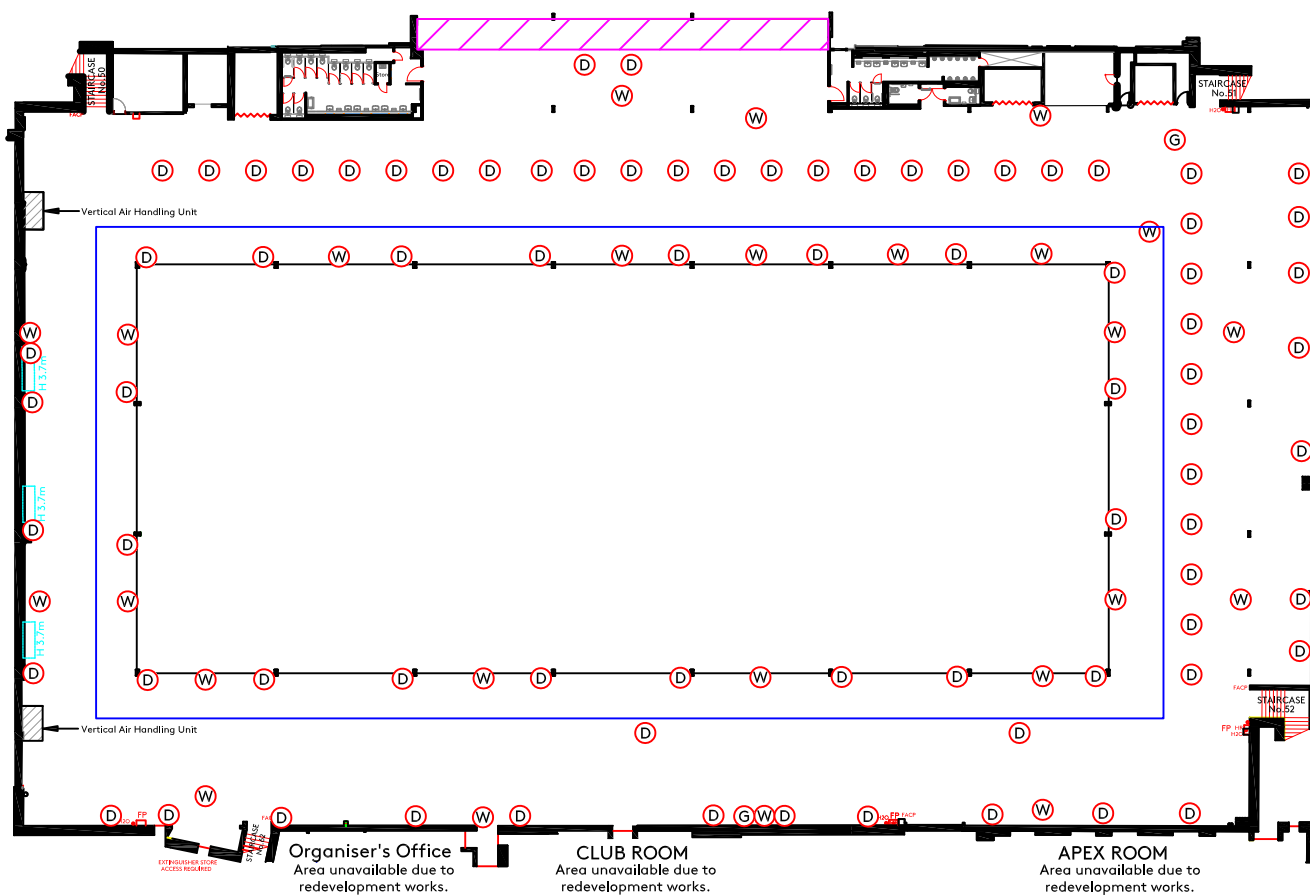
Utilities - Olympia National, Ground



KEY

-  Busbars
-  Heaters
-  No water or waste points in this area
-  Water point
-  Waste point
-  Floor ducts provide services to stands as required, ie. gas, telecoms, electrical supply, water and waste, air lines

Utilities - Olympia National, Gallery



KEY

— Busbars

Heaters

No water or waste points in this area

W Water point

D Waste point

G Gas point at high level

Note: Gas supplies and additional waste points are provided via under-floor ducting on ground level.

Hospitality Rooms Section

Contents

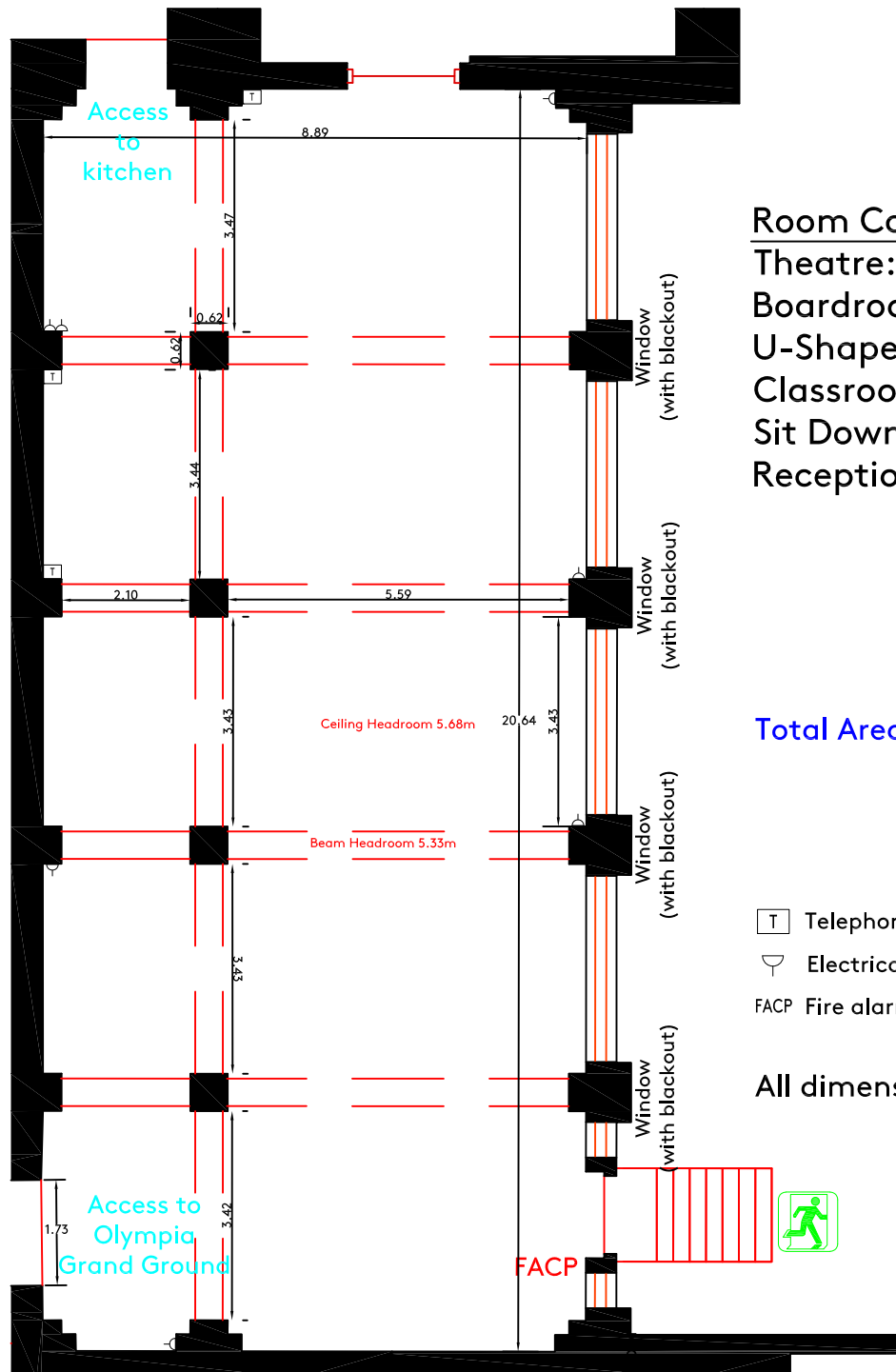
Olympia Grand, Ground

- Olympia Room

Olympia Grand, Gallery

- Dark Room
- Henley Suite
- Gallery Suite



Olympia Room - Olympia Grand Ground



Room Capacities

Theatre: 120
 Boardroom: 32
 U-Shape: 32
 Classroom: 48
 Sit Down Dinner: 90
 Reception: 197

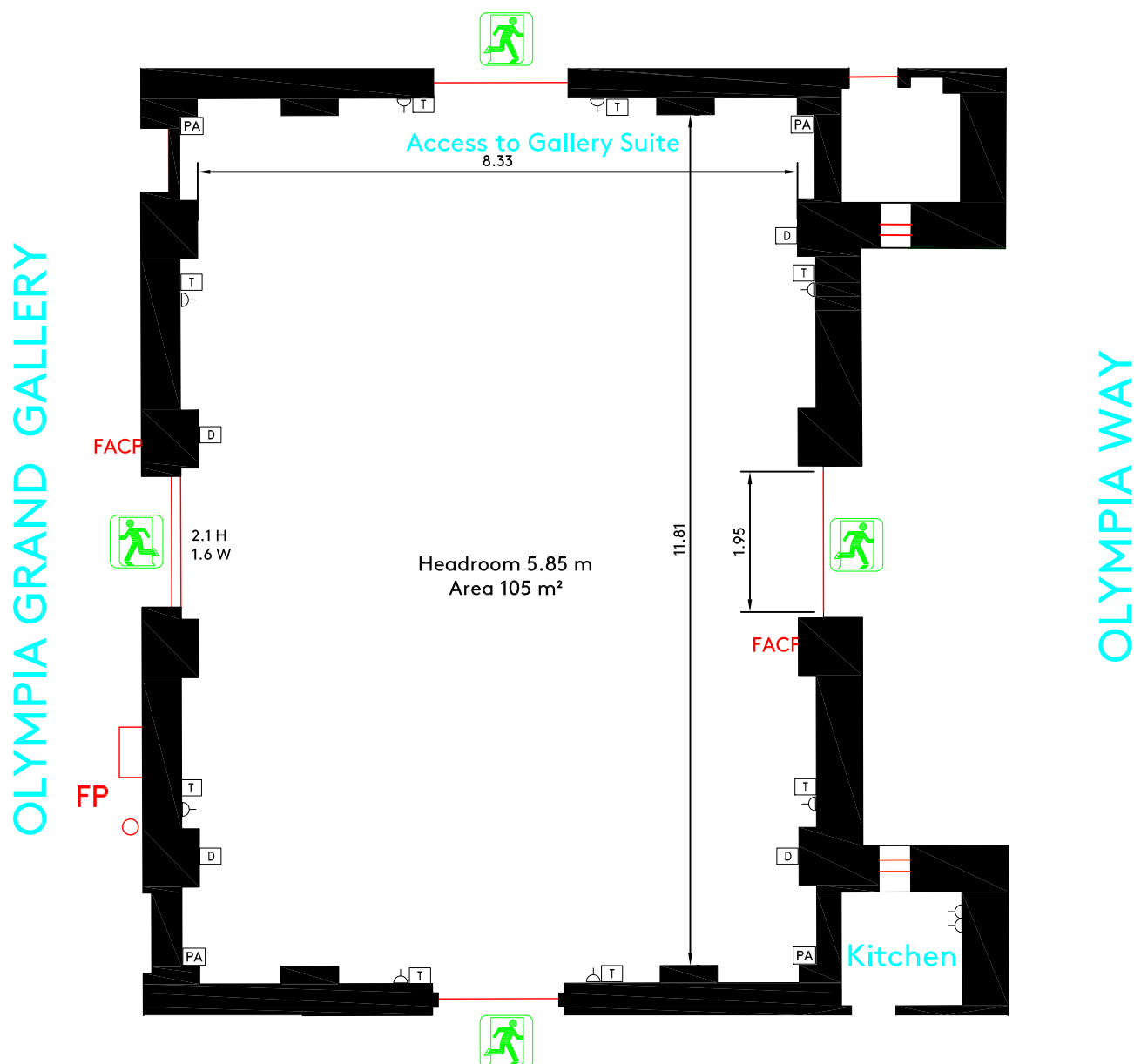
Total Area: 181 m²

-  Telephone point
-  Electrical socket
- FACP Fire alarm call point

All dimensions shown in metres


OLYMPIA WAY

Dark Room - Olympia Grand Gallery



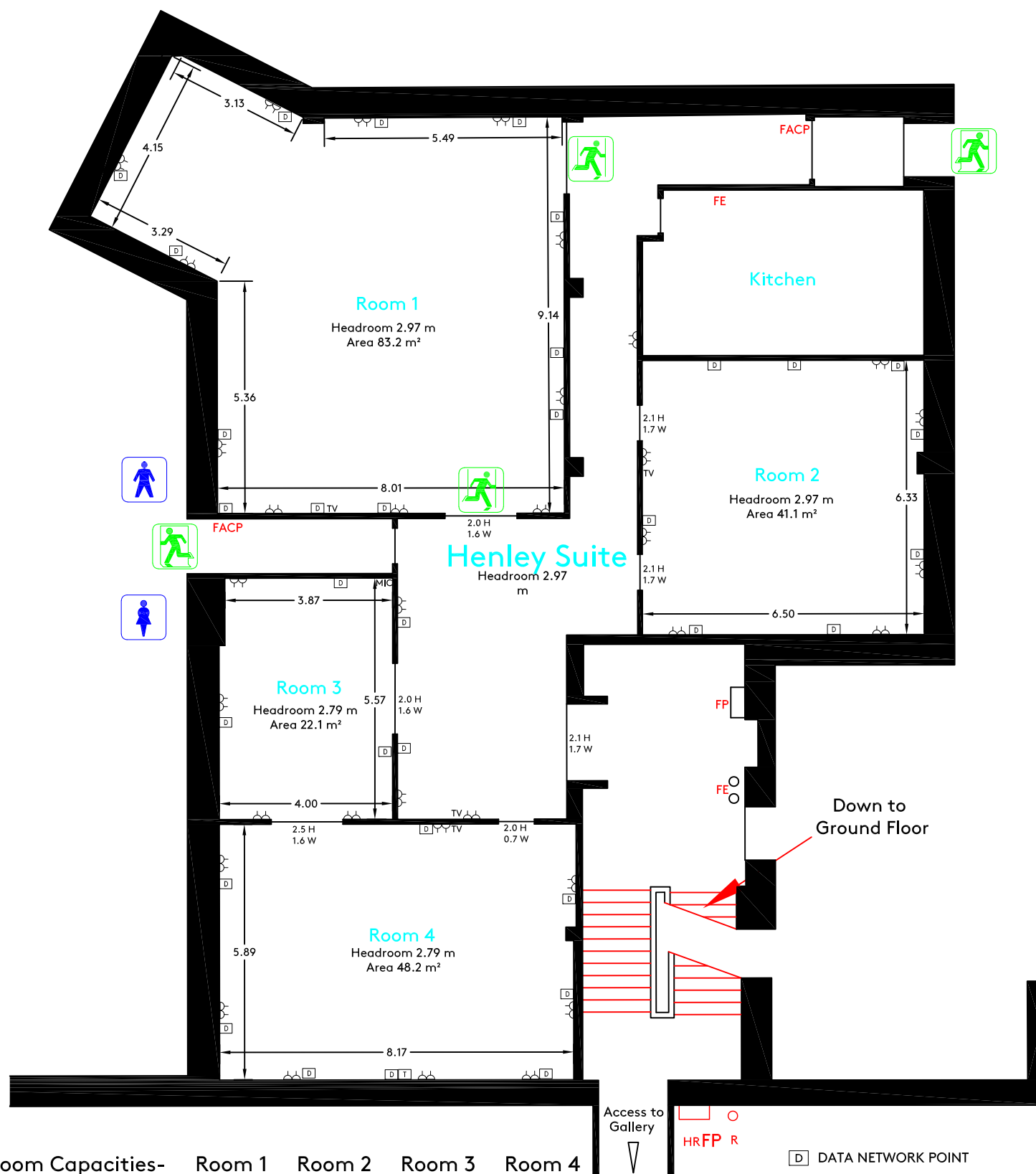
Room Capacities

Sit Down Lunch:	60
Reception/Buffer:	87
Theatre Style:	82
Classroom:	40
Boardroom:	32
U-Shape:	30

- PA Public address point
- D Data network point
- T Telephone point
-  Electrical socket
- FACP Fire alarm call point
- FP Fire point

All dimensions shown in metres

Henley Suite - Olympia Grand Gallery

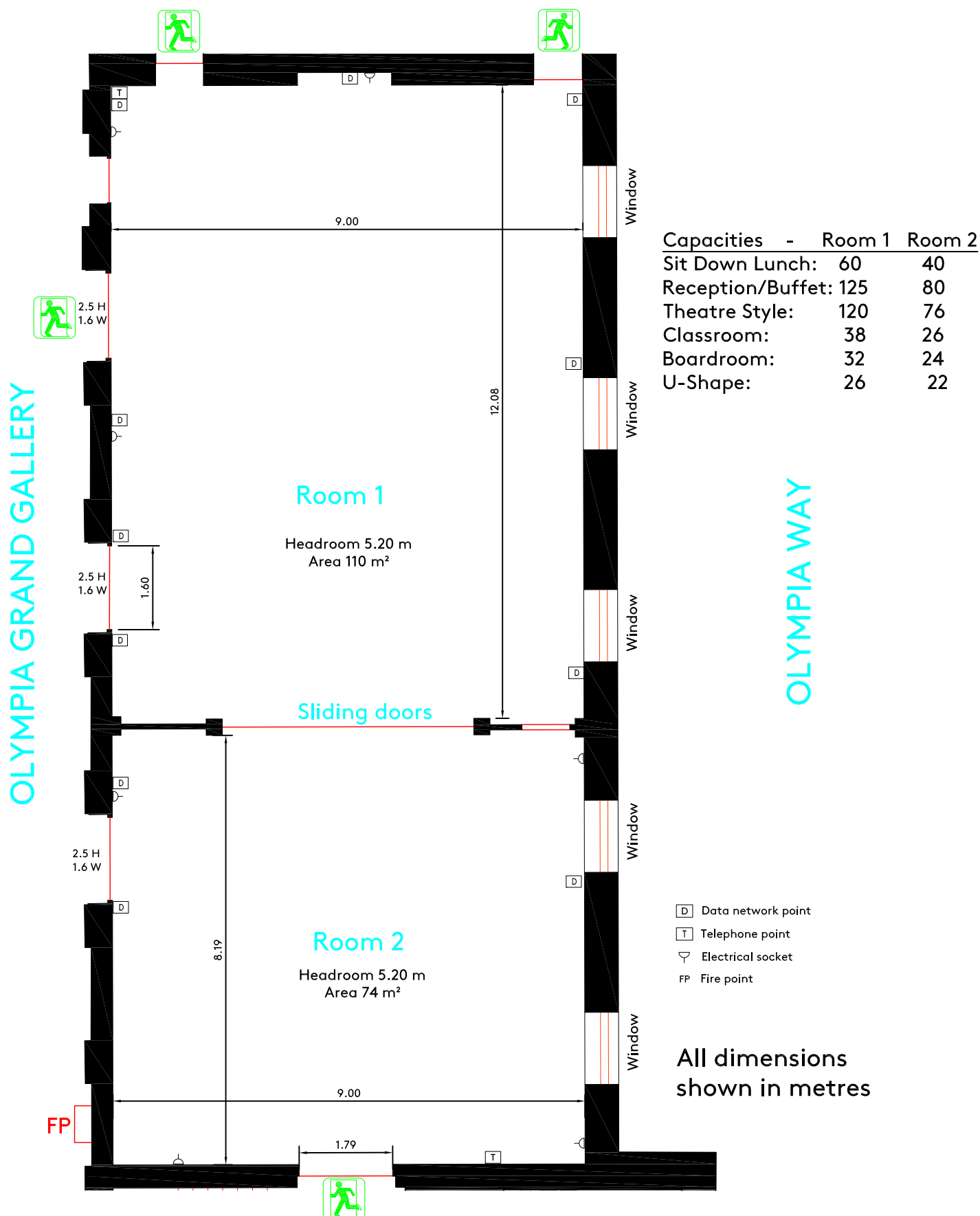


Room Capacities-	Room 1	Room 2	Room 3	Room 4
Sit Down Lunch:	40	20	10	40
Reception/Buffet:	88	50	20	75
Theatre style:	68	40	18	52
Classroom:	28	18	8	24
Boardroom:	24	16	12	20
U-Shape:	18	12	8	18

All dimensions shown in metres

March 2023

Gallery Suite - Olympia Grand Gallery



Organiser's Offices Section

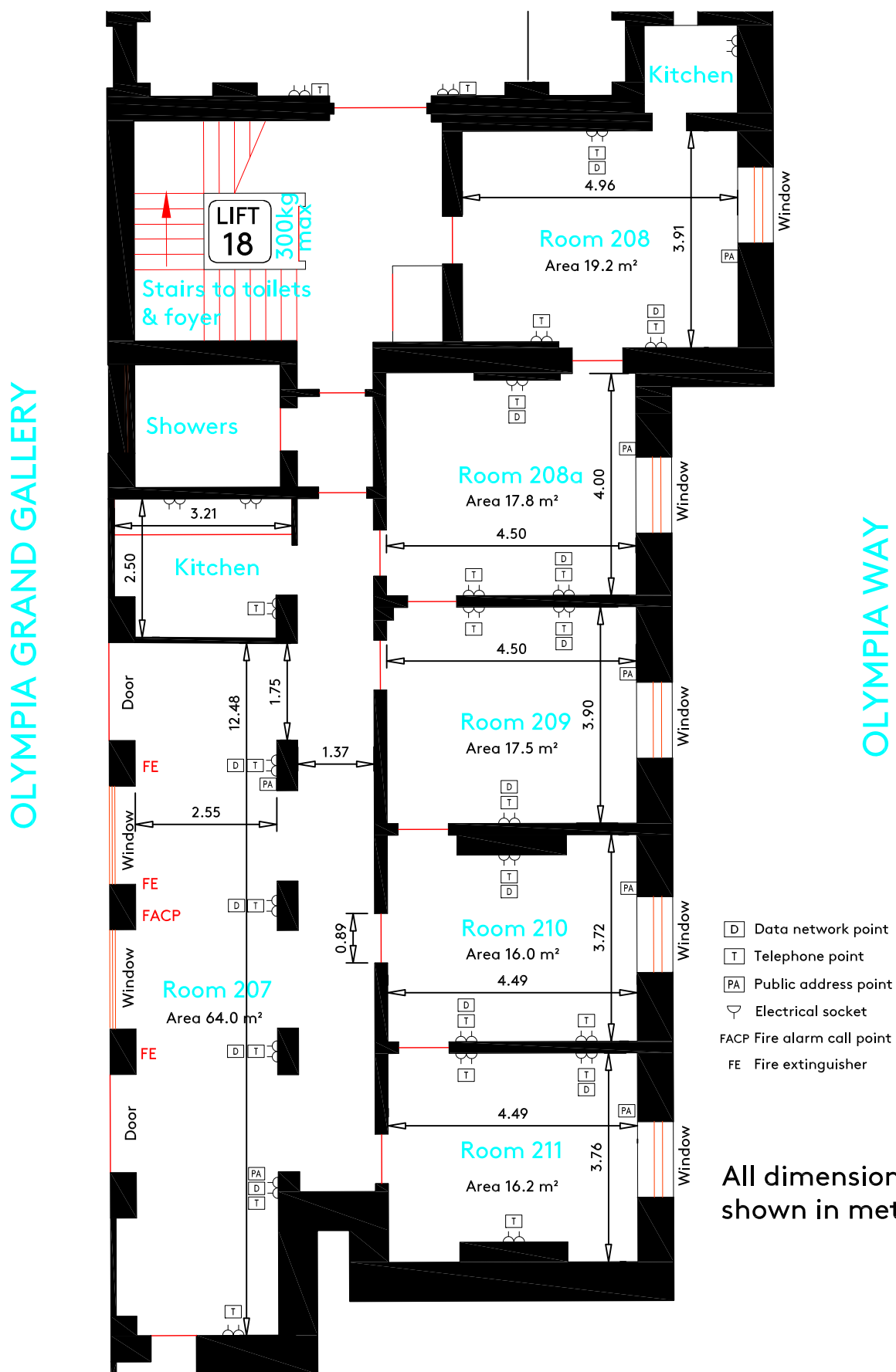
Contents

- Olympia Grand, Gallery

- Olympia West
 - Level One
 - Mezzanine

- Olympia National Foyer

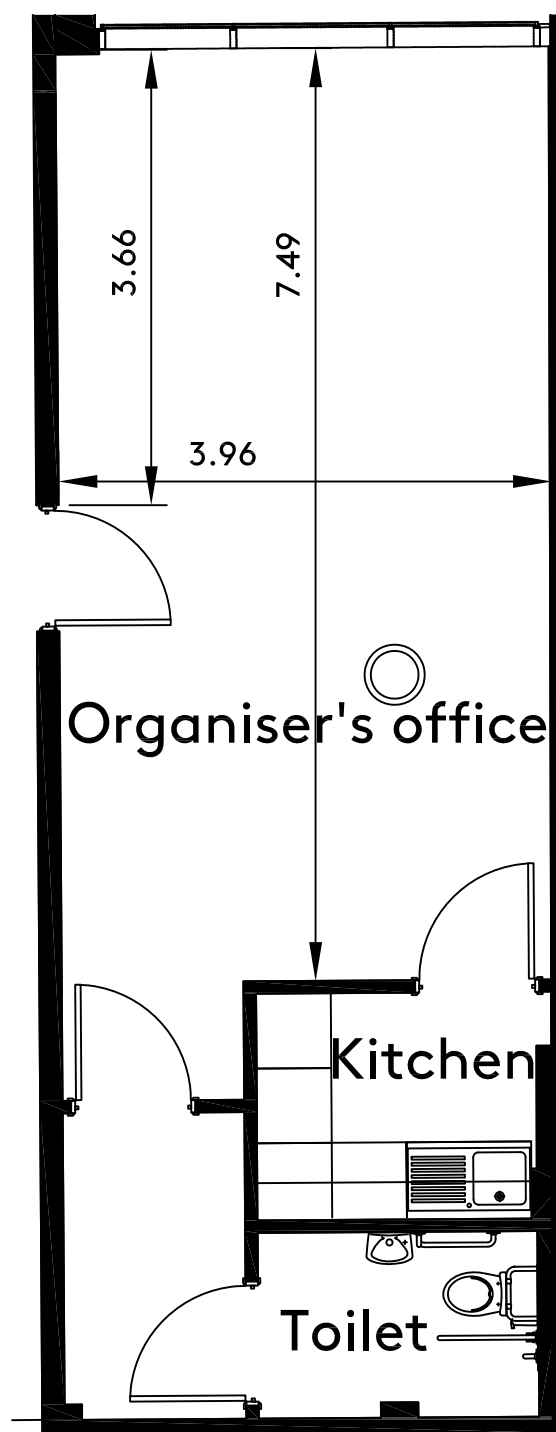
Organiser's Offices - Olympia Grand Gallery



All dimensions shown in metres

Organiser's Office - Olympia West, Level One

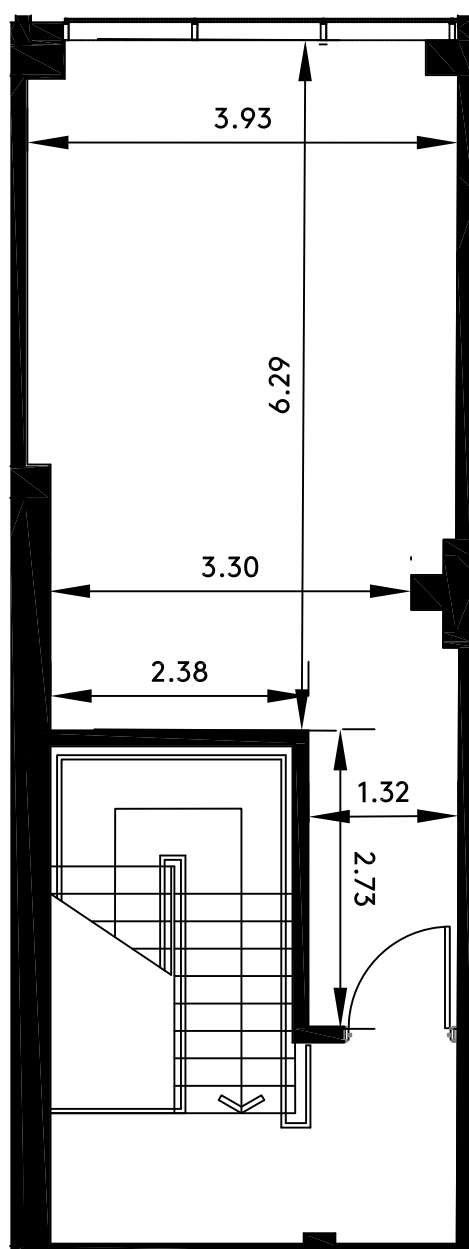
Olympia West
Level One Foyer



Olympia Grand Gallery

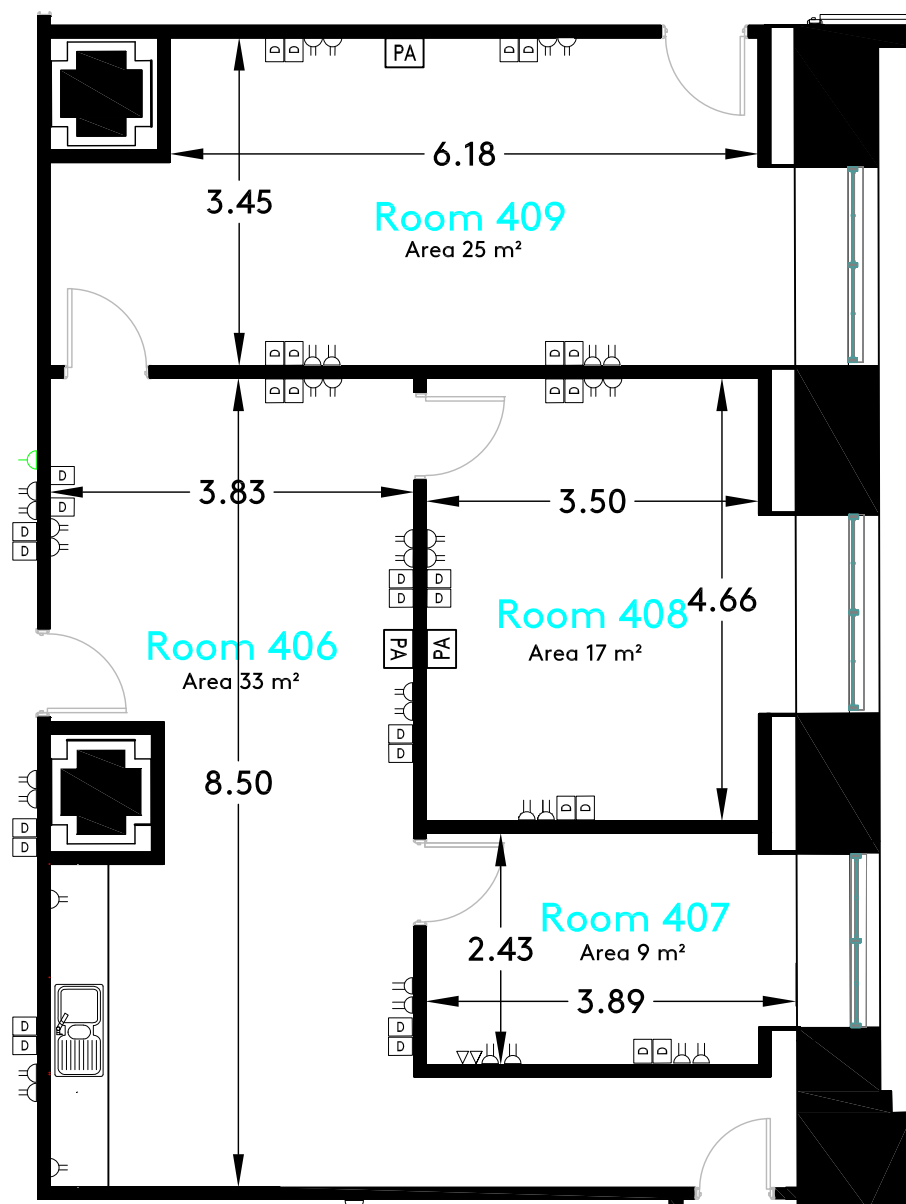
All dimensions shown in metres

Organiser's Room - Olympia West, Mezzanine Level



All dimensions shown in metres

Organiser's Offices - Olympia National Foyer



KEY

[D] Data network point

[PA] Public address point

Electrical socket - 13 amp

Electrical socket (double) - 13 amp

Electrical socket - 32 amp

Fire Equipment

FP Fire Point

FACP Fire Alarm Call Point

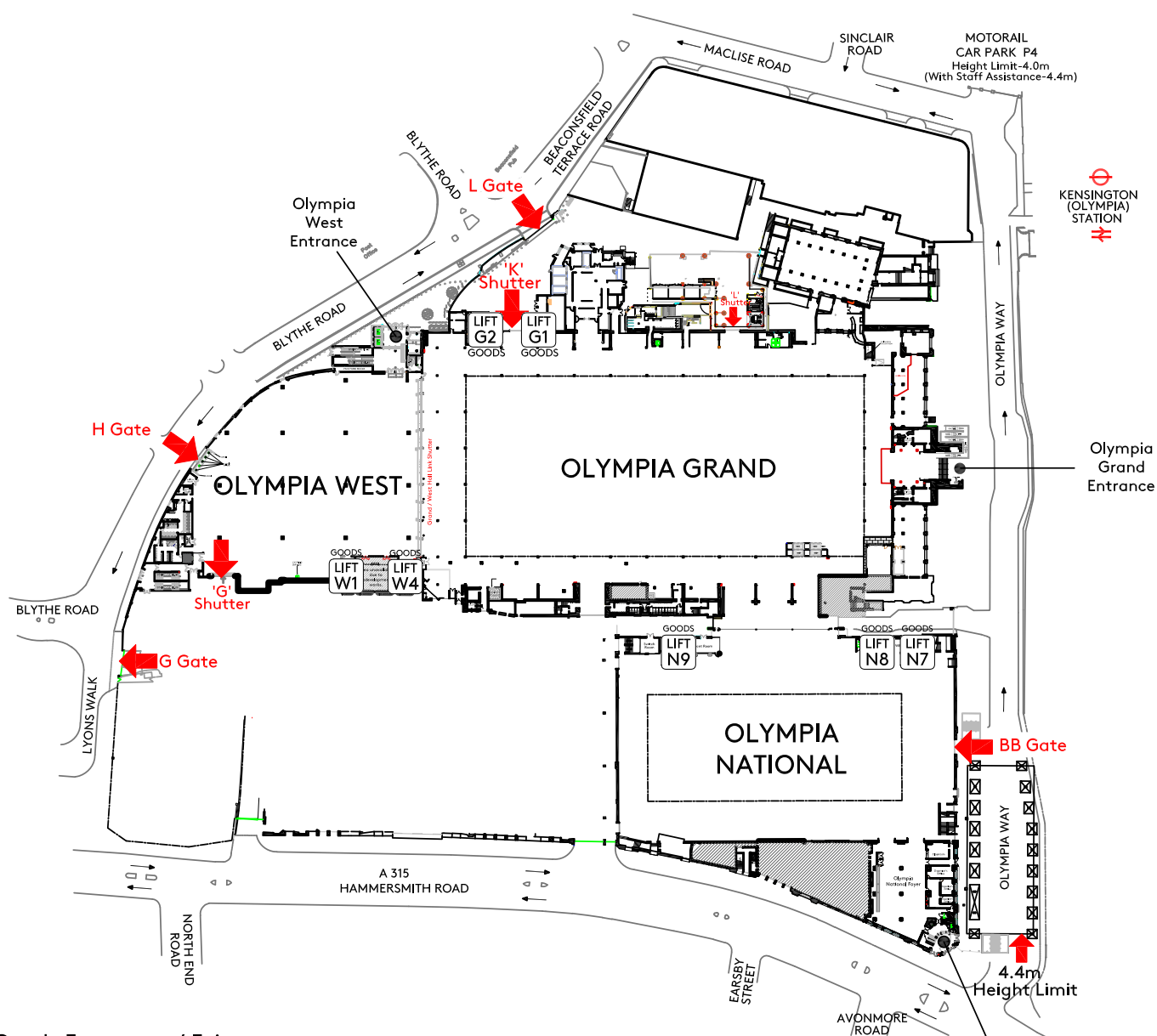
All dimensions shown in metres

Access and Parking Section

Contents

- Goods Access
- Loading and Unloading Zones
- Unloading and Loading Access & Exhibitor Entrances
- Venue Parking Access Map
- Local Area Parking Map
- London Congestion and Emission Charging Zones

Goods Access



Goods Entrances / Exits

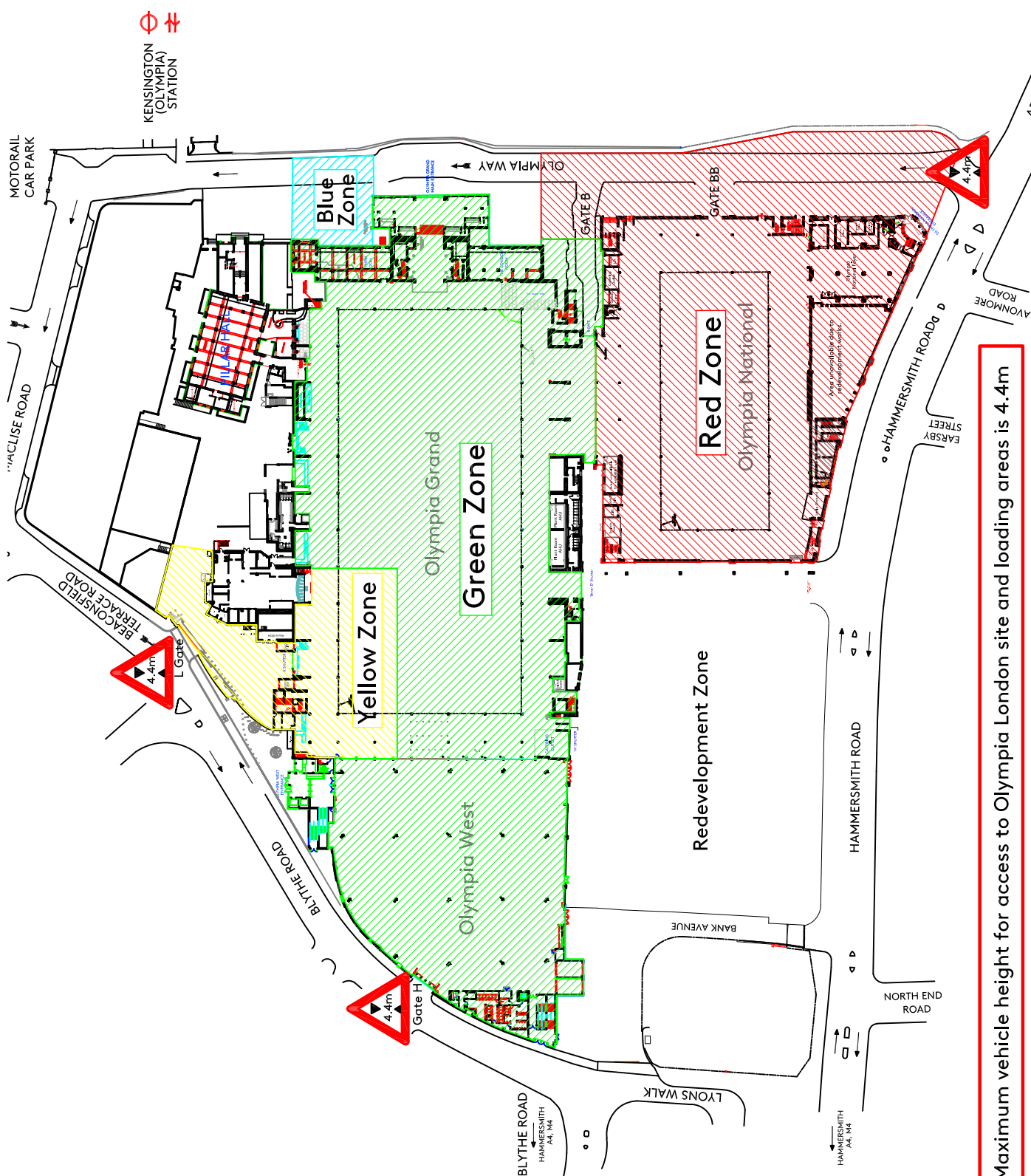
	BB Shutter	G Gate	G Shutter	H Gate	K Shutter	L Gate	L Shutter
Height	4.4	Un-restricted	4.4	4.4	4.7	Un-restricted	4.2
Width	4.1	5.5	6.0	4.2	4.3	7.2	4.0

Goods Lifts










Location	Olympia Grand	Olympia Grand	Olympia National	Olympia National	Olympia National	Olympia West	Olympia West
Number	G1	G2	N7	N8	N9	W1	W4
Length/m	3.75	4.90	2.10	1.76	4.01	3.20	6.82
Width/m	2.14	2.33	1.90	2.71	2.18	2.12	3.32
Door Width/m	1.36	See note	1.58	2.36	1.99	2.03	3.31
Height/m	2.80	2.26	2.10	2.10	2.92	2.78	2.84
Loading/kg	2,000	7,000	2,500	3,000	3,175	4,000	6,000
Persons In Lift	26	93	33	40	42	53	80

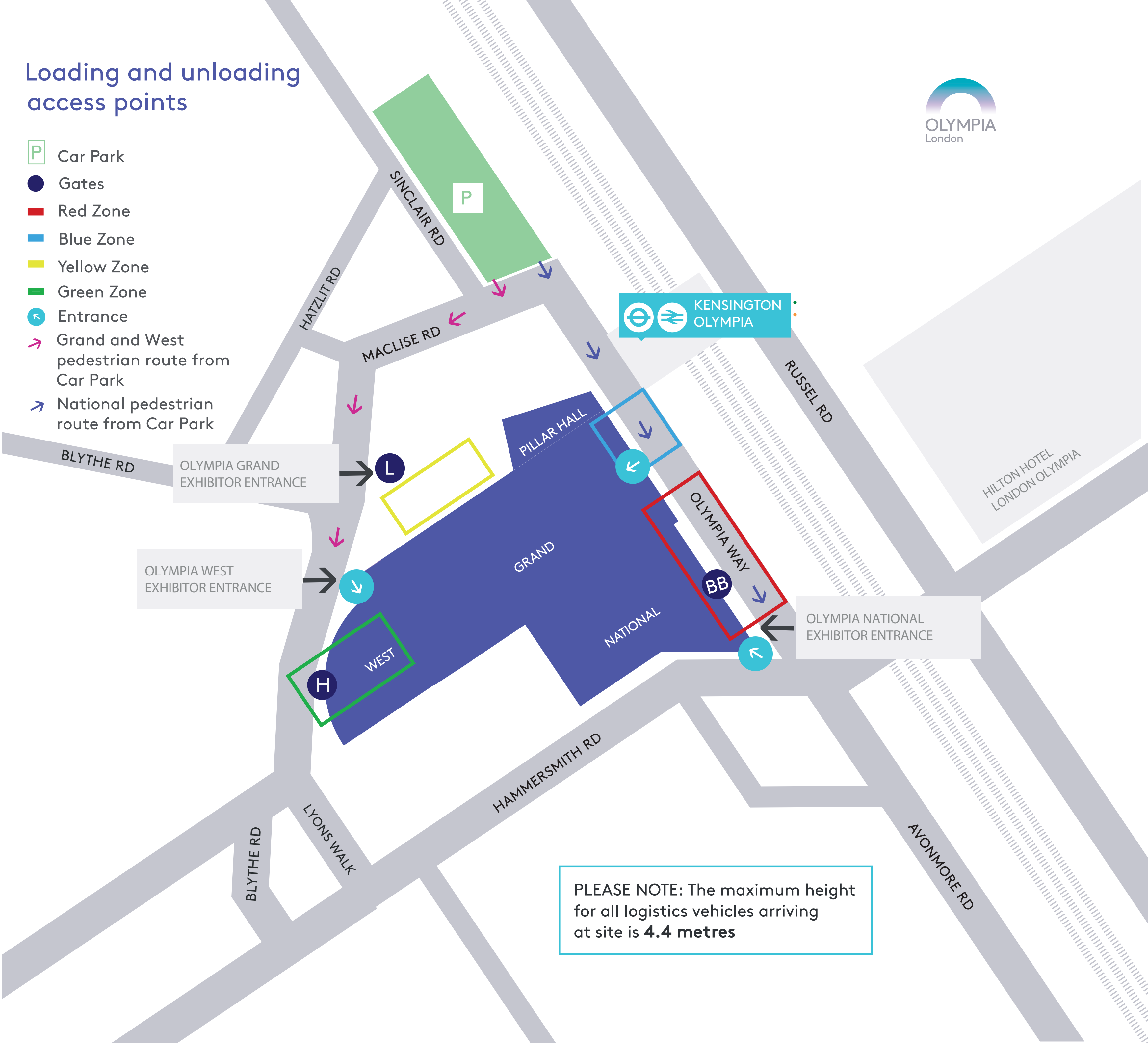
External access to lift G2: Door width = 2.20m
Internal access to G2: Door width = 1.75m

Loading & Unloading Zones







Loading and unloading access points

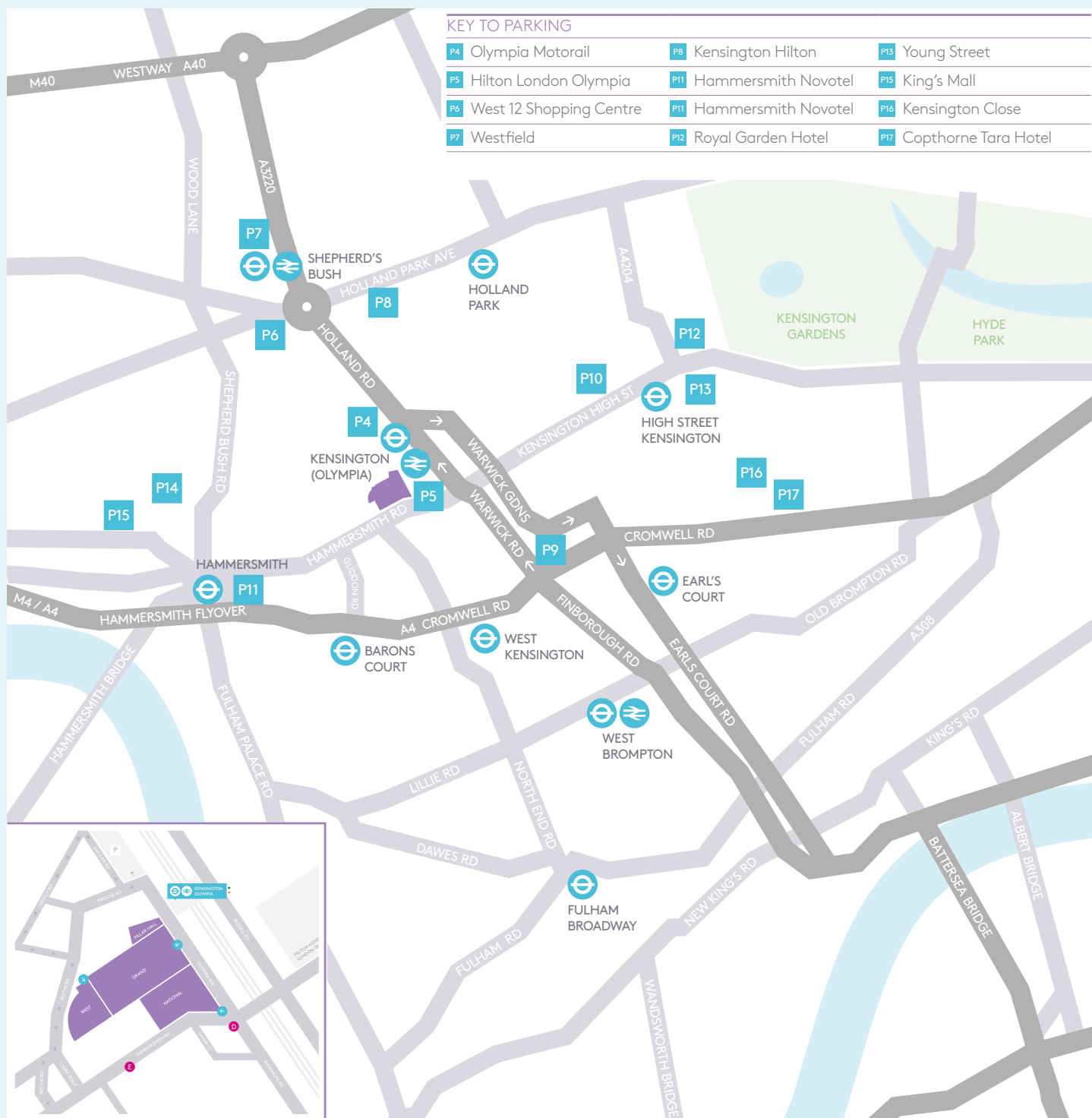
-  Car Park
-  Gates
-  Red Zone
-  Blue Zone
-  Yellow Zone
-  Green Zone
-  Entrance
-  Grand and West pedestrian route from Car Park
-  National pedestrian route from Car Park



Parking access

-  Car Park
-  Gates
-  Entrance
-  Bus stop





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, 23, 27, 28, N9, N27
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
Rail enquiries: nationalrail.co.uk
Parking: olympia.co.uk/parking

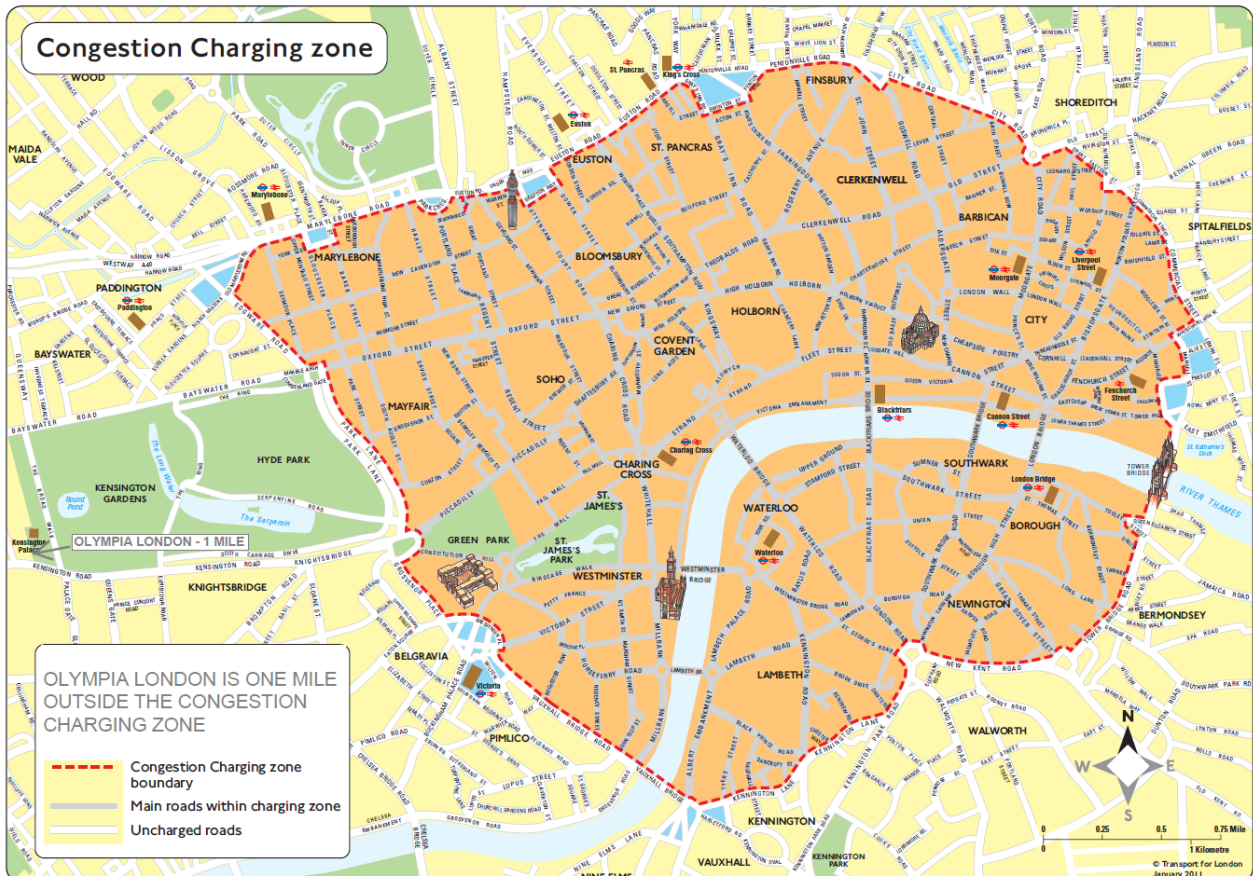
There are also direct services to Willesden Junction, Clapham Junction and Gatwick Airport.

London Congestion Charging Zone

Olympia London is located to the West of the Congestion Charging zone and not within the zone.

The Congestion Charge operates 7 days a week 07:00 - 22:00 (excluding Christmas Day).

The map below indicates the Congestion Charging zone boundaries:



Ultra-Low Emission Zone (ULEZ)

Olympia London is located within the ULEZ, which covers the whole of central London, up to, but not including the North Circular Road (A406) and South Circular Road (A205). It operates 24 hours a day, 7 days a week (excluding Christmas Day).

If your vehicle does not meet ULEZ standards, a charge applies. Current charges and further information are available at <https://tfl.gov.uk/modes/driving/> or on 0343 222 2222.

Signage Section

Contents

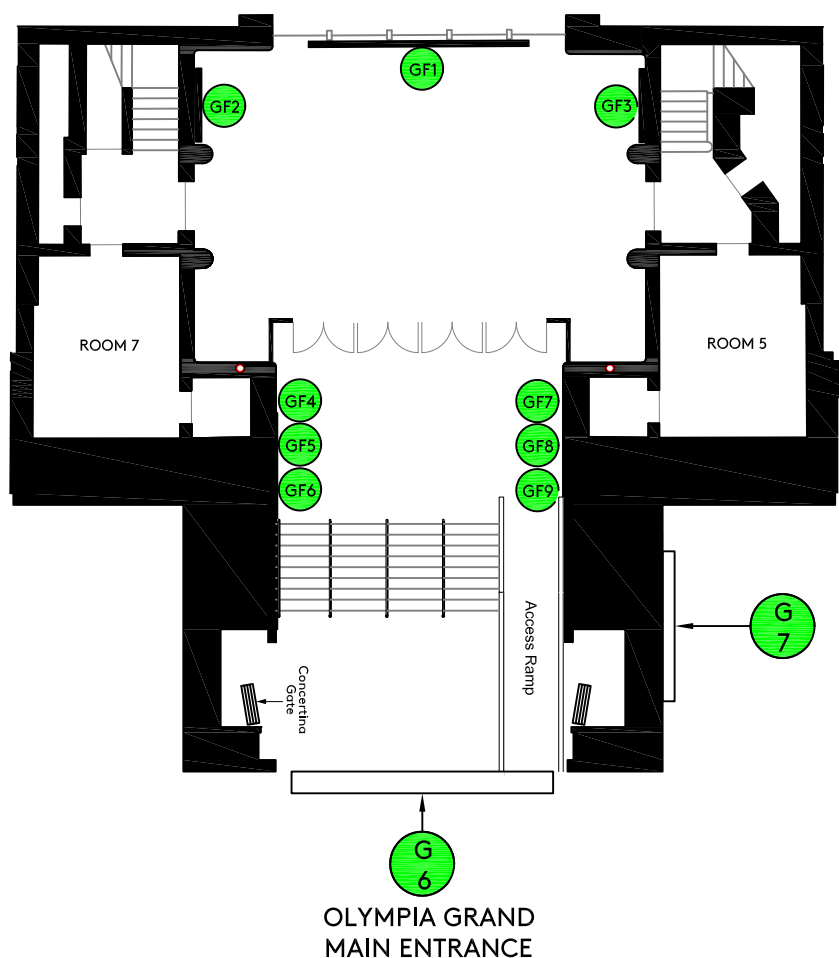
- Olympia Grand
 - Entrance Sites

- Olympia National
 - External Sites
 - Foyer Sites

- Olympia West
 - External Site
 - Ground Foyer Sites
 - Level One Foyer Sites

- Media Sites
 - Grand Internal Advertising Sites
 - National Internal Advertising Sites

Olympia Grand Entrance Sign Sites



EXTERNAL LED SITES		
Site number	G6	G7
Specification	1354px X 315px	729px X 104px
Artwork required: JPG with above resolutions		

All external sites are for use by the organiser for advertising the event and not for use by individual exhibitors or sponsors.

INTERNAL POSTER SITES									
Poster number	GF1	GF2	GF3	GF4	GF5	GF6	GF7	GF8	GF9
Height (mm)	471	471	471	1189	1189	1189	1189	1189	1189
Length / Width (mm)	5972	1972	1972	841	841	841	841	841	841
Thickness (mm)	3	3	3	N/A	N/A	N/A	N/A	N/A	N/A
Print reveal size height(mm)	435	435	435	1147	1147	1147	1147	1147	1147
Print reveal size length / width (mm)	5900	1920	1920	800	800	800	800	800	800
Overhead light	N	Y	Y	N	N	N	N	N	N

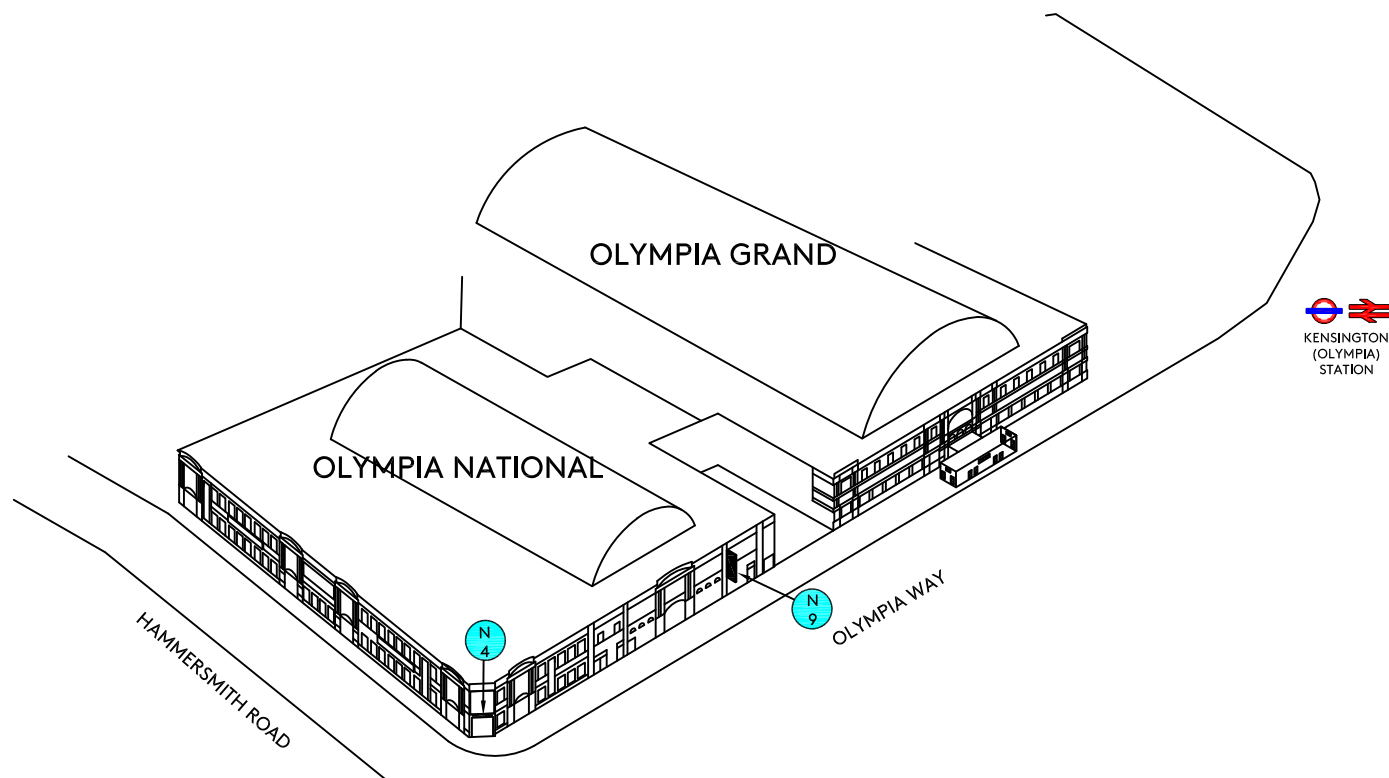
GF1 to be made in 2 sections from 3mm thick foamex, with 3mm fish-plate to back, 100mm in from top and bottom edges.

GF2 & GF3, to be made in 1 section from 3mm thick foamex.

GF4 - GF7 to printed on poster paper (A0)

Above internal signage may be fitted by graphics companies and must be removed post event.

Olympia National External Sign Sites



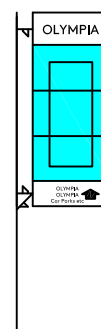
Site Number	N4	N9
Height	1100	3824
Length / Width	4650	2243
Print reveal size height	1088	3688
Print reveal size length / width	4638	2150
Illuminated	N	N

All sizes in mm.

Production specification:

Site N4 - Your event manager will arrange production of this sign and can provide a full specification for artwork, which should be supplied in an AI or EPS file to above sizes.

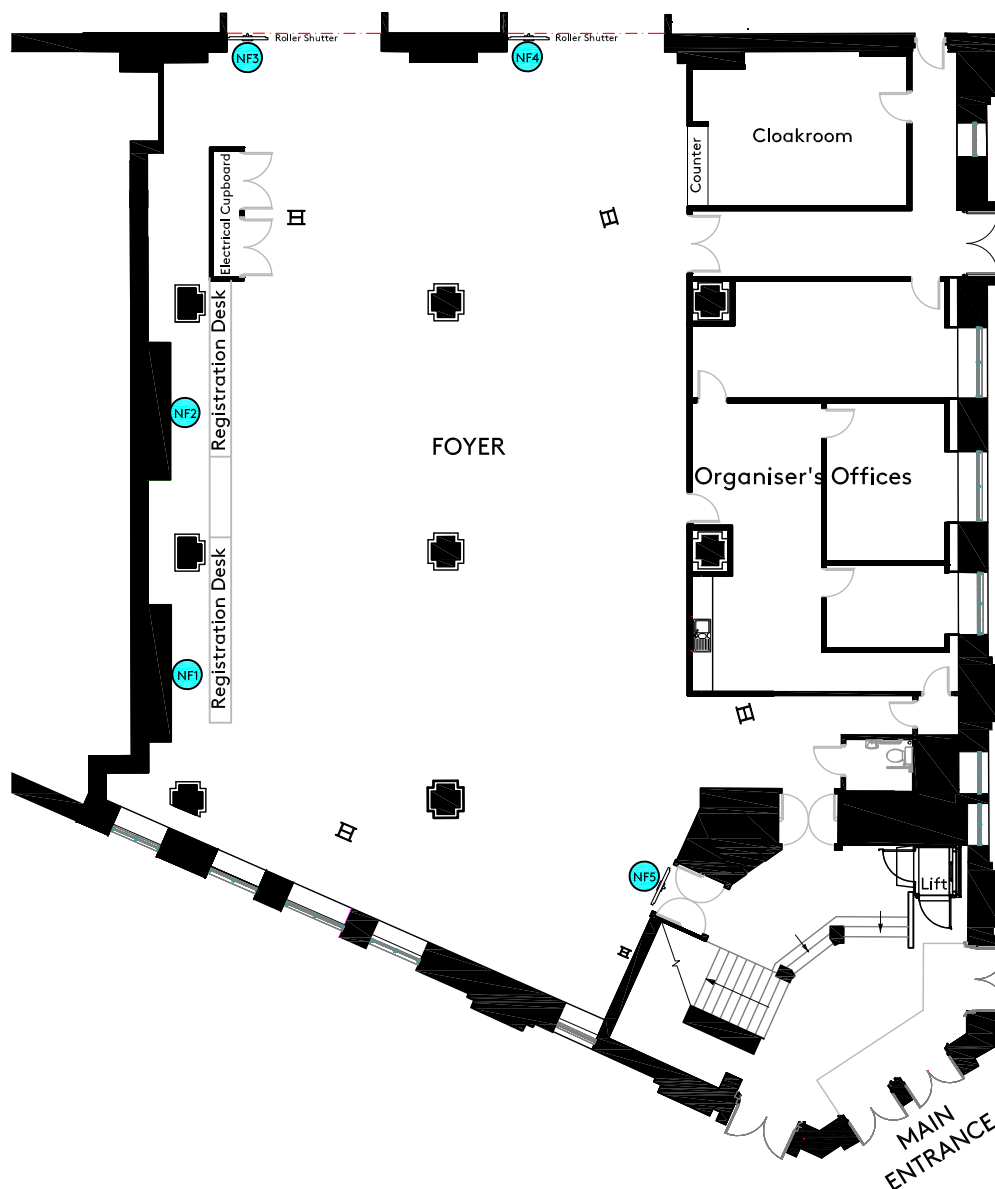
Site N9 - Only the side visible when approaching Olympia National entrance from Kensington(Olympia) station is currently available. Main graphics companies have specification and production equipment - please refer to 'Signage' in A-Z section of organiser's handbook.



ELEVATION OF PENNANT SITE N9

All external sites are for use by the organiser for advertising the event and not for use by individual exhibitors or sponsors.

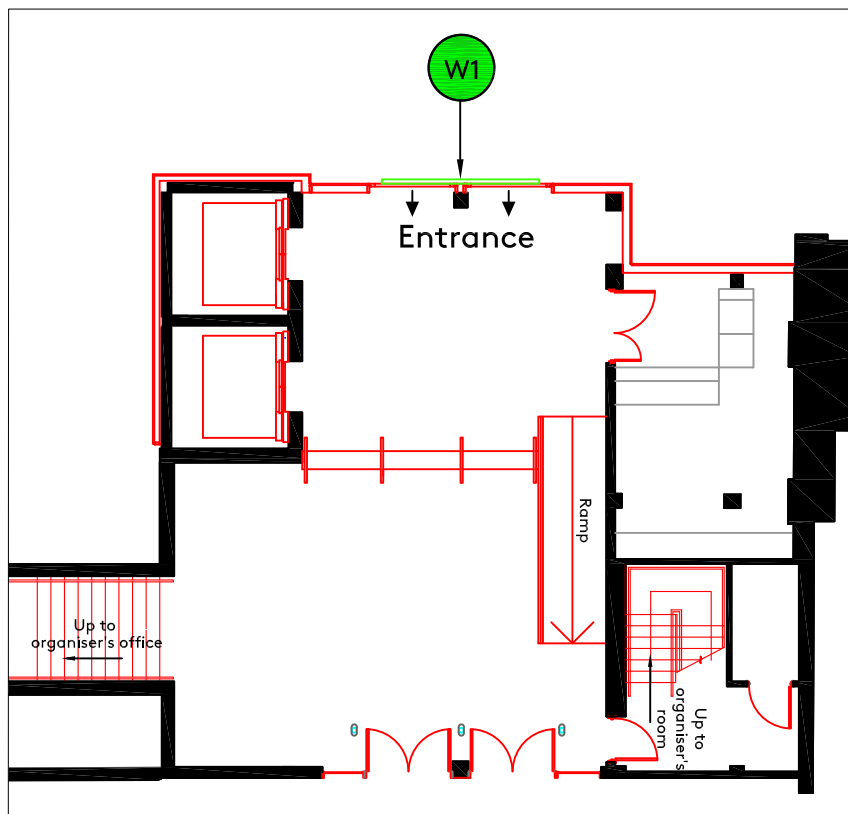
Olympia National Foyer Sign Sites



SIGN SITES		
Site Number	NF1	NF2
Height	271	271
Length / Width	1972	1972
Thickness	3	3
Print Reveal Height	235	235
Print Reveal Length / Width	1920	1920
All sizes in mm. Production specification: Foamex: Print reveal length/width centred and 25mm from the bottom edge.		

PLASMA SCREENS	
Site numbers	NF3 - NF5
Specification	1920px x 1080px
Artwork required: JPG with above resolutions	

Olympia West External Sign Site

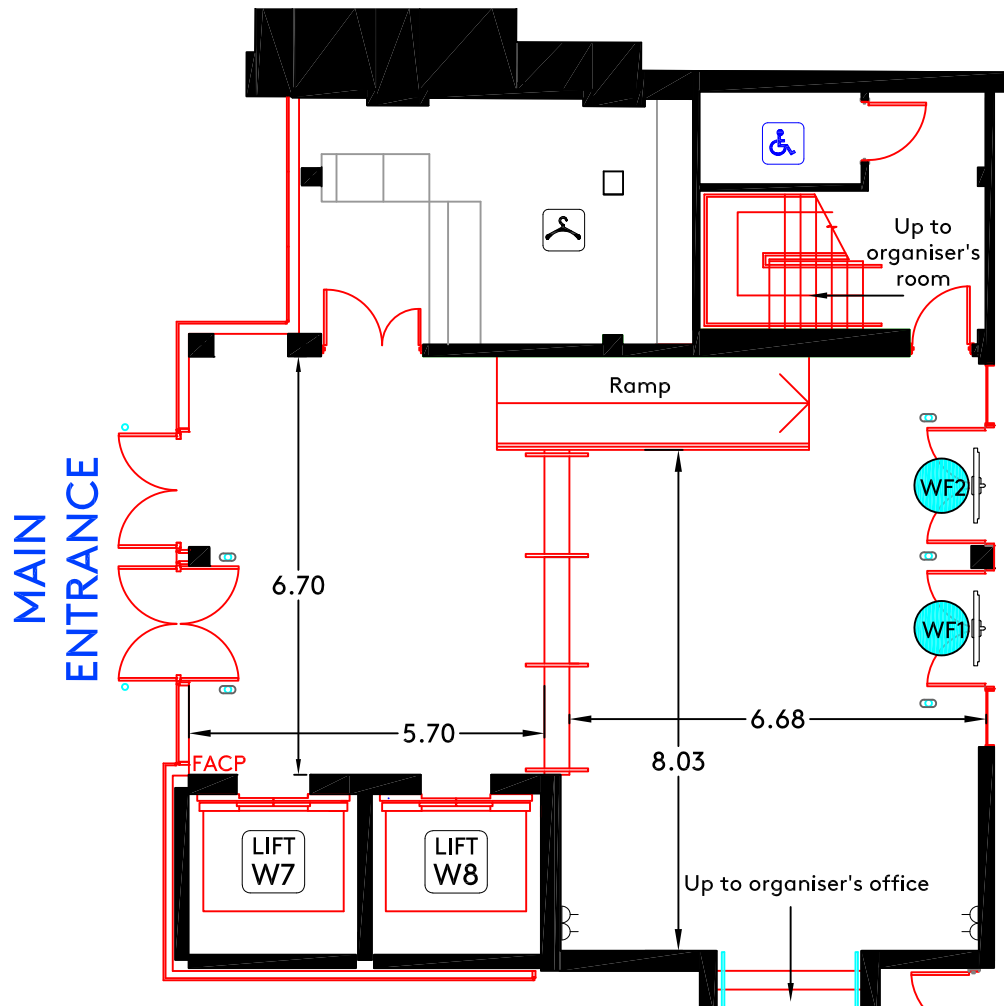


Olympia West, Ground Foyer

LED SITE	
Site number	W1
Specification	1354px X 315px
Artwork required: JPG with above resolutions	

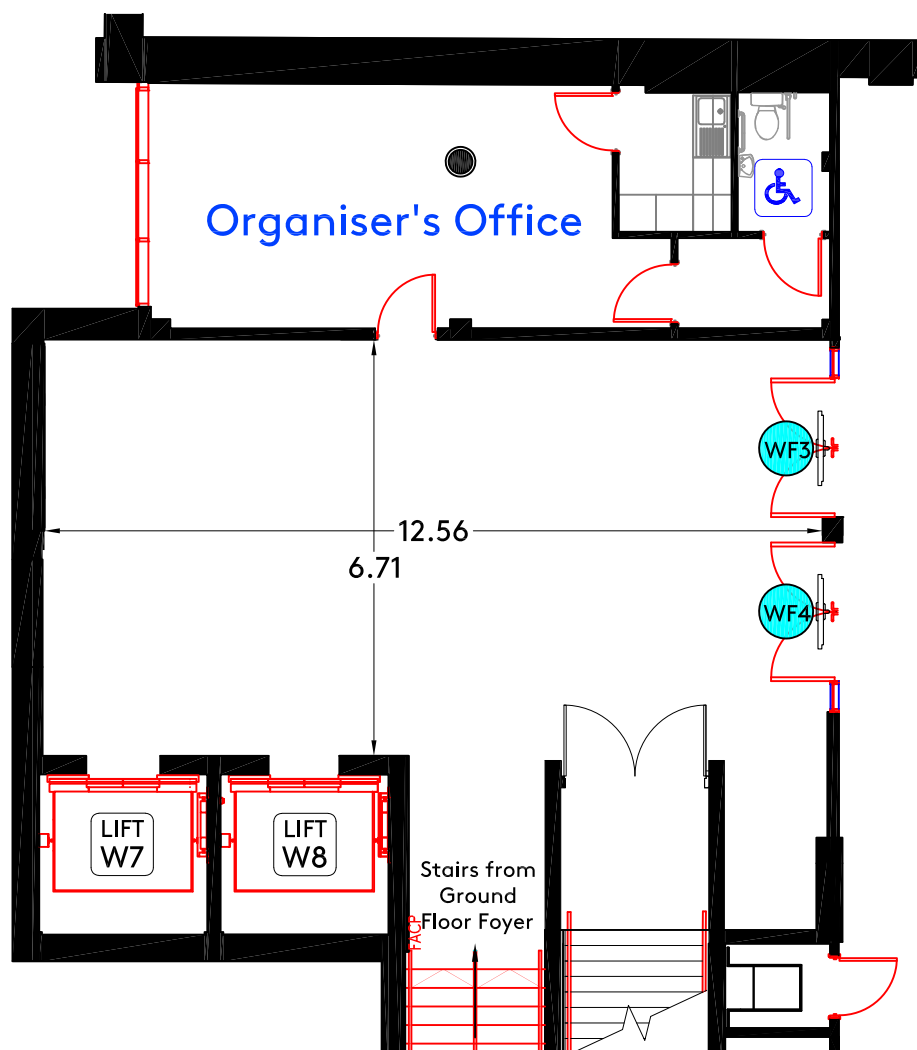
All external sites are for use by the organiser for advertising the event and not for use by individual exhibitors or sponsors.

Olympia West, Ground Foyer Sign Sites



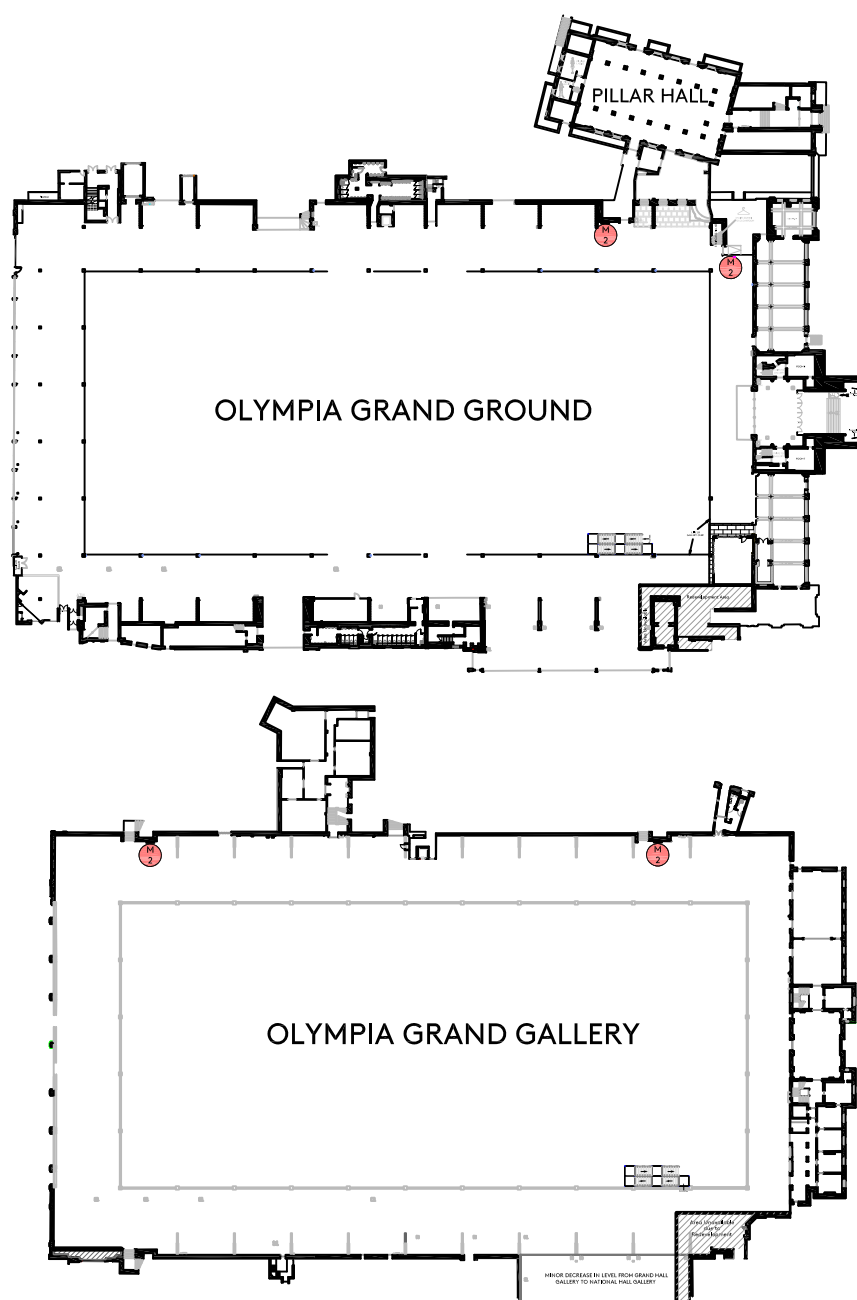
LED SCREENS	
Site numbers	WF1 - WF2
Specification	1920px x 1080px
Artwork required: JPG with above resolutions	

Olympia West, Level One Foyer Sign Sites



LED SCREENS	
Site numbers	WF3 - WF3
Specification	1920px x 540px
Artwork required: JPG with above resolutions	

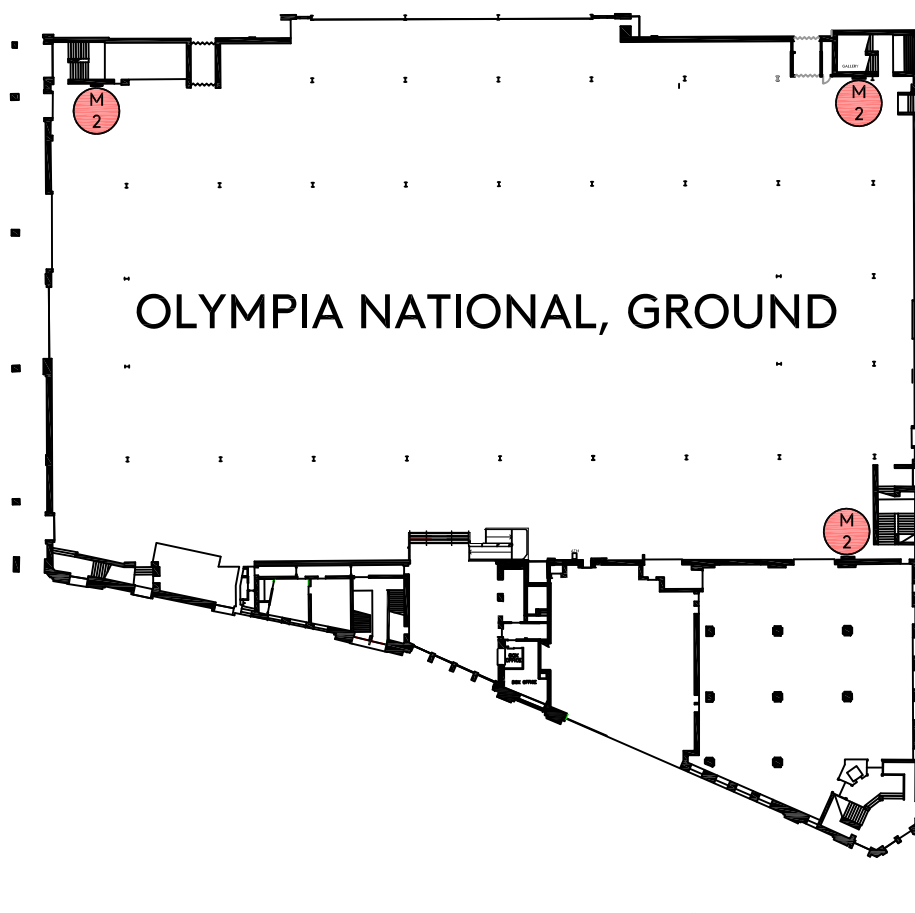
Olympia Grand Internal Advertising Sites



Poster number	M2	Material
Height (mm)	1800	120 - 150gsm lightbox grade 'poster paper' to be used.
Length / width (mm)	1200	
Thickness (mm)	N/A	
Print reveal size height (mm)	1758	
Print reveal size length / width (mm)	1158	
Illuminated	Y	

These sites are available for hire via your event manager

Olympia National, Ground Internal Advertising Sites



Poster number	M2	MATERIAL
Height (mm)	1800	120 - 150gsm lightbox grade 'poster paper' to be used.
Length / width (mm)	1200	
Thickness (mm)	N/A	
Print reveal size height (mm)	1758	
Print reveal size length / width (mm)	1158	
Illuminated	Y	
All sizes in mm. These sites are available for hire via your event manager.		