EXHIBITOR MANUAL



Hall 2, NAEC

Stoneleigh, West Midlands

Contents:

 Page

Introduction 3

Contacts 3

Exhibition Schedule 3

**Part 1**

**A – Z of Information**

Accommodation 4

Alcohol 4

Audio Visual Equipment 4

Badges & Passes 4

Build Up/Breakdown 4/5

Car Parking 5

Carpeting 5

Catalogue 5

Catering 5

Cleaning 5

Cloakroom 5

Compressed Gas 5

Contractors 6

Customs Clearance 6

Deliveries 6

Dilapidations 6

Disabled and Less Able Bodied Visitors 6

Distribution of Promotional Material 7

Electrical Services 7

Freight, Forwarding and Lifting 7

Furniture 7

Health and Safety 7

Insurance 7

Internet and Telecommunications 8

Medical Procedures 8

Name boards 8

Patents and Copyrights 8

Press and Public Relations 8

Public Address System 9

Rigging 9

Risk Assessments 9

Security 9

Shell Scheme 9

Smoking Policy 9

Space Only Stands 10

Stand Plan Submission 10

Storage 10

Telephones 10

Water, Waste and Compressed Air 10

Introduction

Welcome to the WNIE Live 2019 exhibitor manual. This manual has been compiled to help you plan your participation at WNIE LIVE 2019 and to ensure a smooth run up to the event.

Please read the information carefully, passing on any relevant information to your contractors and returning order forms (which are available to download from our website) by their due dates.

All the order forms can be found individually within the Exhibitor Resources section of the WNIE Live website via this link <http://wnie.co.uk/exhibitor-resources/>

If you have any queries regarding anything in the manual please call +44 (0) 1428 609 382.

Contacts

 **Organised by:** NEW Events Ltd.

 The Annexe @ The Cottage

 Hazel Grove

 Hindhead, Surrey. GU26 6BJ

 Telephone: +44 (0) 1428 609 382

 **Operations Director:** Rob Saunders

 Email: rob@neweventsltd.com

 Tel: +44 (0) 7710 753469

**Event Director**: Claire Saunders

 Email: claire@neweventsltd.com

 Tel: +44 (0) 7908 124549

 **Sales Executive**: Rachel Clark

 Email: rachel@neweventsltd.com

**Sales and Marketing Support**: Chloe O’Brien

 Email: chloe@neweventsltd.com

 **Content Creator & Press:** Kirsty Hazlewood

 Email: kirsty@wnie.co.uk

 **Exhibition Schedule:**

**Open Period:**

Wednesday 18th September 2019 09:30 – 17:00

Thursday 19th September 2019 09.30 – 16.00

**Build Up:**

Monday 16th September 2019 12:00 – 18:00 (Space Only Build & Machinery Delivery)

Tuesday 17th September 2019 08.00 – 19.00 (All Exhibitors – **Stands should be**

 **Completed by 19.00**)

**Breakdown**

Thursday 19th September 2019 16.30 – 21:00 (Removal of Exhibits – **All Exhibits must**

 **be completely removed by 21.00**)

A-Z of Information

**Accommodation**

WNIE Live will use The Stoneleigh Lodge as our host hotel. We have negotiated a special rate of £80 per night B&B for single occupancy or £100 B&B for double or twin occupancy. Please email Claire on claire@neweventsltd.com to book your rooms

**Alcohol**

All alcohol served on Exhibitors stands must be purchased through the N.A.E.C. If you would like to arrange drinks for your stand or any other catering please email rob@neweventsltd.com

**Please note that Exhibitors will have access to the Central Exhibitor Lounge throughout the open period of the show where tea, coffee and soft drinks will be available free of charge together with wine and beer after 12.30pm (to Exhibitors Only) throughout the show.**

**Audio Visual Equipment**

Our appointed AV supplier is Create AV. Please see the order form and contact Alan Plant – Branch Manager for a quote on your AV requirements **Create** **AV Ltd, Tel: 0121 386 6601, Fax: 0121 386 6701, Email:** **alan@createav.com****, Website:** [www.createav.com](http://www.createav.com/)

**Badges & Passes**

For security reasons all contractors and exhibitors must wear identity badges / wristbands provided by the Organiser at all times during build up, breakdown and the Show open period.

**Exhibitor passes**

All exhibitors and stand staff must wear exhibitor badges at all times. You can order your

Exhibitor badges through the following link:

<https://www.etcregevents.com/wnie/registration.html?evregtype=cfa9e8de-5876-4ea6-8e9b-7812c1c1e895&src=ONLINE>

**Vehicle Passes**

All vehicles which require entry to the exhibition centre for unloading & loading will be required

to display a vehicle pass.

Please print a copy of the vehicle pass and display this in your vehicle at all times when unloading or loading at the rear of Hall 2. The vehicle pass is available from the Exhibitor Resources section on the WNIE Live website.

**Build up and Breakdown**

Please see the Exhibition Schedule on page 3 of the manual for the build up and breakdown schedules.

Delivery of machinery exhibits will be permitted from 12.00 on Monday 16th September 2019. All other deliveries of exhibits will not be permitted until 8 a. m. on Tuesday 17th September 2019 to allow for stand construction to be completed. If you require earlier access please contact Rob Saunders on Rob@neweventsltd.com

Once at Hall 2, vehicles must be unloaded as quickly as possible. Vehicles will be directed to the dedicated Exhibitor Car Park after unloading.

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

All stands must be completed by 20.00 hrs on Tuesday 17th September 2019.

**Breakdown**

For safety reasons, breakdown cannot commence until all visitors have left the hall. Please assist us by asking all visitors to leave the hall as soon as the “close of show” has been announced.

Exhibits must be removed by 22.00 hrs on Thursday 19th September 2019.

The removal of stand fitting materials will commence at 16.30 hrs on Thursday 19th September 2019.

IMPORTANT: The hall must be cleared of all stand fitting materials and rubbish by 22.00 hrs on Thursday 19th September 2019.

**Car Parking**

Exhibitor parking will be highlighted on show site and is free of charge. All visitor parking is also free of charge.

**Carpeting**

The shell scheme carpet colour is Grey. Aisle carpets will be orange.

Space Only stands include Grey carpet.

**Catalogue**

The Exhibition Catalogue is a vital piece of information long after the show has finished. The catalogue entry forms together with advertising opportunities are available on the Exhibitor Resources section of the WNIE Live website.

**Catering**

Bar and restaurant facilities will be available within the central hub of the exhibition hall.

**Cleaning**

General stand cleaning is included in the cost of the stand for all Exhibitors and will be carried out each evening. Please note that exhibits will not be cleaned.

If you have any special cleaning requirements please contact Rob Saunders on rob@neweventsltd.com for a quotation.

**Cloakroom**

A chargeable cloakroom facility is available at the entrance to the hall. Bags, coats and luggage can be stored at a cost. Overnight storage is not available.

**Compressed Gasses**

The Local Authority and the hall both require notification if compressed gases are to be used on a stand. If you will be using compressed gas cylinders on your stand, please contact Rob Saunders on 07710 753469 or email rob@neweventsltd.com

**Contractors**

Exhibitors may employ a third party stand contractor of their choice. If you are employing a third party contractor to build your stand you MUST inform Rob Saunders of your contractor’s details by email on rob@neweventsltd.com. We will require a method statement and risk assessment from all contractors. A charge of £100 for a visual sign off/approval from will be charged to each space only Exhibitor building a stand.

For all complex stand builds, stands over 4m in height please send plans to rob@neweventsltd.com . Complex structures will incur additional costs for approval by a structural engineer.

**Customs Clearance**

The control of temporary imported goods for exhibitions is carried out at the port of entry. A declaration must be made to HM Customs & Excise and as long as the goods are re-exported after the show, they are exempt of duties. Our recommended freight forwarding contractor is MIQ Logistics

Contact:

Scott Brown at MIQ Logistics on scott.brown@miq.com or Tel: (0)121 663 1755

**Deliveries**

The organisers cannot sign for deliveries. Please ensure that someone is on your stand to receive deliveries.

**Alternatively, your chosen courier can leave your delivery with the onsite handling Contractor, MIQ Logistics, who will then deliver the package to your stand at an appropriate time. For further information on this service, please contact:**

Contact:

Scott Brown at MIQ Logistics on scott.brown@miq.com or Tel: (0)121 663 1755

MIQ Logistics also provides a trolley; pallet truck and fork lift hire service**.** A forklifting service is available for £150 + vat please email either claire@neweventsltd.com or rob@neweventsltd.com to book this service

Deliveries should arrive before the open hours of the show each day. Current Health & Safety regulations state that the use of trolleys is **not** permitted during show open hours.

**Dilapidations**

All exhibits and stand materials must be removed from the building by 22.00 hrs on 19th September 2019. All **SPACE ONLY** stands must include details of their breakdown procedures within their method statements to satisfy the organisers that all stand materials and exhibits will be removed by this time.

The space occupied by the exhibitor’s stand must be left in the same state at the end of the breakdown period as it was at the beginning of the build period. The charges incurred for any materials removed by the venue or the venue contractors at the end of breakdown will be passed on to the exhibitor responsible.

**Disabled and Less Able bodied Visitors**

The Disability Discrimination Act 1995 (DDA) states that all disabled persons must be provided with the same service, on the same terms and to the same standard that is provided to others. In order to facilitate this all changes, adjustments and alterations must be reasonable. In particular, we would ask that you ensure your stand and exhibits are easily accessible to disabled visitors with wheelchairs and consideration is given to the visually impaired. Your risk assessment must cover disabled visitors and we recommend that your staff be aware of your disabled facilities on offer.

**Distribution of Promotional Material**

Exhibitors are reminded that business may **only** be conducted from their stand. The distribution of leaflets or any other promotional material **will not be permitted** in the aisles or any other part of the Hall without prior permission from the Organisers.

**Electrical Services**

Space only stands come with no lighting or power. Exhibitors who supply their own electrical fittings must order the appropriate mains supply. Please see the electrical order form within the order forms section of the Exhibitor Toolbox. Please return the electrical order form to rob@neweventsltd.com

Electrical services will be available for machinery by 08.00 on Tuesday 17th September 2019 and for all other stands by 10.00. If you require power before this time please contact Rob Saunders on rob@neweventsltd.com to arrange this.

Please note that electrics will be turned off 30 minutes after show closes daily and will not be turned on again until the following morning. If you require your electrics to remain on longer, please contact rob@neweventsltd.com

Service desks will be situated at the front of the exhibition hall in for any queries during build up.

**Freight Forwarding and Lifting**

Our official freight forwarding, lifting and storage contractor is MIQ Logistics. They can assist you with customs clearance, the transportation of goods from within the UK and from overseas, fork lifting and the handling of goods on site and the storage of empty packing cases. To order these services, please see the order form in the Online Manual.

Contact:

Scott Brown at MIQ Logistics on scott.brown@miq.com or Tel: (0)121 663 1755

**Furniture**

Furntiure is supplied by Creative Hire – you can view their full range of products on via this link - <http://www.creativehire.co.uk/event/whats-new-in-electronics/>

**Health and Safety**

Health and Safety has become one of the most important issues within the exhibition industry.

All exhibitors and contractors are expected to ensure that they provide a safe place and system of work. Successful safety management requires commitment, involvement and co-operation of all on site at an event.

Under Health and Safety legislation exhibitors and their main contractors are responsible for all

activities that take place on their stands throughout the event. This includes providing risk assessments and method statements as well as briefing and controlling of all contractors and sub-contractors who work on their stand.

**Insurance**

In accordance with the Rules and Regulations of WNIE LIVE, ALL exhibitors are reminded that they MUST take out adequate insurance cover.

Whilst we take every precaution we are not responsible for damage or loss to stand fittings and exhibits. We must also draw your attention to Public Liability cover and the increasing numbers of claims against exhibitors and service providers for trips and falls.

A specialist exhibition policy would adequately cover you for your property and public liability insurance requirements, which in the event of any loss or claim would not affect any business policy.

Cancellation and abandonment insurance to cover your costs and expenses is also highly advisable should you not be able to attend due to adverse weather for example, or if the show was to be cancelled or abandoned for any reason. This is a specialist form of insurance normally only found on a separate exhibition policy.

If you wish to take advantage of Exhibitor Insurance cover offered by Hiscox Insurance Brokers, please see the link in the order form section of the manual or by clicking on the following

<https://www.hiscox.co.uk/event-insurance>

**If you are in possession of your own insurance please email to Rob Saunders on** **rob@neweventsltd.com** **.**

**Internet and Telecommunications**

If you require a wired internet connection for your stand please contact Rob Saunders on rob@neweventsltd.com

**Medical Procedures**

A medic will be located in the foyer of Hall 2 throughout the event. Please either take anyone to this area or contact a team member who will call for help.

**Name boards**

All shell scheme stands are provided with a nameboard bearing the exhibiting company’s name in standard script. Please fill in the name board form located in the Exhibitor Resources section of the WNIE Live website**.** If this form is not returned, the name of the company as it appears on your contract will be shown.

**Please note, any changes to name boards on site will incur an additional charge.**

**Patents & Copyrights**

The organisers reserve the right to exclude or reject from the exhibition hall, any exhibitor who in the opinion of the show owners, is promoting, selling, marketing or exhibiting items or products that are in any way copies or reproductions of any other product or item already being produced or manufactured by any other exhibitor or manufacturer. Information about applications for patents and copyrights can be obtained from:

The Patent Office Tel: +44 (0)1633 814000

Cardiff Road Fax: +44 (0)1633 814444

Newport Contact: Ted Blake

Gwent NP9 1RH

**Press and Public Relations**

A Press Distribution Centre will be located in the Central Hub of WNIE LIVE. Exhibitors are advised to deliver press packs etc to the Press Centre on site as soon as possible after arrival.

Any press enquiries should be directed to:

Kirsty Hazlewood, NEW Events Ltd.

The Annexe @ The Cottage Tel: +44 (0)1428 609 382

Hindhead Surrey GU266BJ Email: kirsty@wnie.co.uk

**Public Address System**

The public address system at the exhibition is for organisers’ official announcements and emergency messages only and is **NOT** available for use by exhibitors or visitors under any circumstances**.**

**Rigging**

If you have any rigging requirements please contact Rob Saunders on +44 (0)1428 609382 or rob@neweventsltd.com for information and a quote.

**Risk Assessments**

Exhibitors building their own stand or running capital equipment should submit a risk assessment. Please provide a copy of this to rob@neweventsltd.com

**Security**

The security provided by the organisers is designed to prevent unauthorised access to the hall, **NOT** to secure the contents of your stand, particularly when the hall is open to exhibitors, contractors or members of the public. Security may be arranged for an individual stand; should you require further details about this please contact Rob Saunders on +44 (0)7710 753 469or rob@neweventsltd.com. Please ensure that your stand is manned at all times. Please help the organisers with the security of the halls by informing the organisers’ office immediately of any security issues.

Exhibitors are advised not to leave their stands unattended during build up, breakdown, or the open period, and to take particular care with personal belongings, especially mobile telephones and laptop computers.

No exhibits may be removed from the hall during build up or the open days of the show without obtaining a pass-out authorisation form. You will be asked to produce your exhibitor badge for identification.

Lockable night sheets are also available from Index Group.

**Shell Scheme Stands**

Shell Scheme Stand include:

* Black Velcro Compatible Walls
* Grey Carpet
* Name board

A full description and specifications of the shell scheme can be found in the order form section of the online manual.

It is possible to modify your shell scheme contacting the Index Group on 0800 085 9885 by completing the forms supplied in the Exhibitor Resources section of the WNIE Live website.

Index Group

Sarah Jay

Tel: 0800 085 9885

Email: admin@indexgroup.org

**Smoking**

There is a designated smoking area at the front of Hall 2. Smoking is not permitted within the foyer or next to the doors of the entrance – please smoke to the side where you will see signs

**Space Only Stands**

Space only stands come with no walls and no electrics.

You will have to build your own stand in the blank space on the floor.

Please submit stand designs, method statements and risk assessments to Rob Saunders on rob@neweventsltd.com

All stand plan submissions must be received by 16th August.

If you have any queries regarding Space Only stand build do not hesitate to contact Rob Saunders on +44 (0) 1428 609 382.

If you require further information or would like a copy of this manual sent to your contractor, please contact Rob Saunders on +44 (0)1428 609382 or by email at rob@neweventsltd.com

**Storage**

Fire regulations prohibit the storage of packing cases etc in areas behind your stand. However, our appointed Lifting and Handling contractor, MIQ Logistics, will collect cases from your stand and return them to you at the end of the show. Should you require this service, please see the order form in the order form section of the manual for prices and contact Scott Brown at MIQ Logistics as soon as possible.

Contact:

Scott Brown at MIQ Logistics on scott.brown@miq.com or Tel: (0)121 663 1755

**Water, Waste and Compressed Air**

If you require water, waste or compressed air, please return the plumbing form which is within the Exhibitor Resources section of the WNIE Live website to the NEC for a final cost. If you require compressed air please contact Rob Saunders on Rob@neweventsltd.com. Please note, there are restrictions on where in the hall plumbing services can be provided.