



## FLOOD & COAST 2018 – EXHIBITION MANUAL

**VENUE: Hall 1 at Telford International Centre**

**<http://www.theinternationalcentretelford.com/>**

**DATES: 20 to 22 MARCH 2018 (inclusive)**

This manual is intended to make your participation at the event as smooth and productive as possible. Please pay particular attention to the deadlines. If information is not received by the deadlines stated the organisers will not be held responsible for any errors or omissions.

**Contact the team in advance:** If you have any questions or require further assistance please do not hesitate to contact a member of the Flood & Coast team: tel 0330 088 1417 email: [info@floodandcoast.com](mailto:info@floodandcoast.com)

**Enquiries on site in Telford:** There will be an exhibition enquiry desk in the registration area outside the exhibition hall. It will be open during the following hours: Monday 19 March : 0800 – 1900 (exhibition build up only) Tuesday 20 March: 0800 – 1800 Wednesday 21 March: 08.00 – 1800 Thursday 22 March: 0800 to close of event.

### **ADVANCE DEADLINES:**

#### **ALL EXHIBITORS – including package stands :**

- Complete and return your **Exhibitor Information Form** – this includes the exact wording for your stand name for your fascia board (all package exhibitors) and also your catalogue entry of up to 100 words (for all exhibitors) **latest by 12<sup>th</sup> January**
- Complete and return your **risk assessment by 19 February latest** (download form from website portal). Please also familiarise yourself and your staff with the safety and operational instructions from the venue – this is posted in the exhibitor information section of the website.
- Complete and return your **stand staff name badge form** (download from website) no later than **Monday 26<sup>th</sup> February**

- **Packages 2 -4 only:** Specify **carpet colour** from swatches and email your selection to Val ([val.johnstonjones@triogroup.uk.com](mailto:val.johnstonjones@triogroup.uk.com)) **by 19 January** (if we do not receive your order your stand will have the standard carpet in **grey**). Please contact the stand contractor – details on pages 4 and 5 - to finalise any designs and AV material, as necessary.

**Space only (NOT package/shell scheme stands) :** If you (or your own contractors) are constructing your stand please contact us as soon as possible for dates and requirements for building and contractors' requirements.

## **CHECKLIST OF OPTIONAL ITEMS**

- Order any extras for your stand (eg extra furniture/electrics/audio-visual equipment) as soon as possible to ensure availability. Order forms can be downloaded from the exhibitor section of the website or enquire.
- Order any rigging or forklift requirements – form can be downloaded.
- Order stand catering through the venue (forms will be available in early February on the website.)
- Book accommodation ( visit website for recommended hotels and booking service)
- Check you have adequate insurance in place
- Directory advertising – contact us for details

## **EXHIBITION TIMETABLE**

**STAND BUILD: Monday 19 March 2017**

**Exhibition packages 1 to 3:** Exhibitors can dress stands from 12 noon to 2000hrs - please do not arrive before 1200 hrs as you may not be able to access your stand.

If you have booked floor space only and you are constructing your own stand – please contact us for build schedule and detailed instructions.

**Stands must be complete by 08.30hrs ON TUESDAY 20<sup>th</sup> MARCH**

### **EXHIBITION OPEN TIMES:**

Tuesday 20 March : 08.30 – 1900 hrs (Reception in hall from 1800 to 1900)

Wednesday 21 March : 08.30 to 18.00hrs

Thursday 22 March : 08.30 to 14.30 hrs

**Breakdown of stands is not permitted until the hall is cleared of visitors on 22 March.**

**BREAKDOWN AND REMOVAL OF EXHIBITS : Thursday 22 March: 1430-2000hrs.**

Breakdown commences at 1430 on Thursday 22 March; please note that exhibitors should NOT dismantle their stands , or remove collateral from their stands, earlier in order to comply with safety requirements. Shell scheme stands must be completely cleared of exhibitors' items **by 1700 hours latest**. All exhibits to be removed **by 2000 hrs latest**.

Please arrange transport/collection to fit with this schedule.

Any items not collected may be deemed as waste and disposed of at the exhibitor's expense.

Please do not leave any items for shipping/collection unattended - exhibitor representative **must remain with the items** until they have been collected/removed from the venue. Please see shipping details in this manual if you wish this to be handled for you on departure.

## **CARPET**

Shell scheme exhibitors standard hall carpet - grey colour - is provided for all shell scheme stands within the price of your stand.

Where your stand package (2 or 3) permits a choice of carpet colour (your stand contract will specify) we will send you details for options and ordering. Carpet colour choices must be made by **12 January latest**.

## **FASCIA NAME BOARD**

Shell scheme exhibitors must confirm the exact wording for their stand name board. Please complete on the exhibitor catalogue form by **12 January latest**.

## **SHELL SCHEME DETAILS and DIMENSIONS**

Your contract will specify the package you have booked but please contact us if you are unsure.

Our exhibition contractors are: NEOS Creative – contact Ian Chinnock

**Contact: Ian Chinnock: Tel 020 8877 7781 Email: [ichinnock@neoscreative.com](mailto:ichinnock@neoscreative.com)**

### **PACKAGE 1**

Walls and panels are provided according to the size of your stand – you can view layouts on the Flood and Coast website – exhibitor information.

#### **Dimensions:**

- Full width panel size for visible graphics production: 950mm wide X 2340mm high (Tolerance +/-2mm)

**Fixings which may be used:** double sided tabs, velcro hook and loop, panel brackets (panel brackets are available to hire from the venue). You must bring your own fixings – we do not supply. The following are not permitted: nails, screws, pins, staples, paint

You may bring “pop-up” or banner type displays but these must fully fit inside your stand space and not protrude into gangways or adjoining stands.

### **PACKAGES 2 & 3:**

Graphics and design included in these packages are provided by our contractor NEOS Creative Ltd and are included in your stand price.

Deadline for artwork for these packages to be cleared and signed off with NEOS Creative is **Monday 23<sup>rd</sup> January 2017 latest** – however we recommend that you start the process early to ensure that graphics are supplied to your requirements.

**Contact: Ian Chinnock: Tel 020 8877 7781 Email: [ichinnock@neoscreative.com](mailto:ichinnock@neoscreative.com)**

## **PACKAGE 2 :**

Graphics for the back wall and corner only are supplied.

Stand layouts can be viewed at the Flood and Coast website.

Exhibitor to provide graphic text content and imagery (image minimum specification to be 70dpi at full size).

Side panels visible size 950mm wide X 2340mm high (tolerance +/-2mm) ~~high~~, standard shell scheme walling

The designer will make contact to discuss prior to commencing design

Nothing can be applied to the back wall without prior agreement from the organiser

You may arrange your own graphics for the 2 side walls if you wish – please see fixing instructions under Package 1.

NEOS Creative will arrange transfer of any video/presentation material for the screen – please contact them for formats and details.

**IMPORTANT:** we recommend that you contact NEOS (as above prior to finalising your artwork to check that it will work for the stand and design.

## **PACKAGE 3 (Meeting rooms) :**

Please contact our exhibition contractor Ian Chinnock at NEOS Creative to discuss layouts and designs before proceeding. Tel 020 8877 7781 Email: [ichinnock@neoscreative.com](mailto:ichinnock@neoscreative.com)

## **ELECTRICS AND LIGHTING**

Electrics and lighting are supplied to your stand according to the stand package ordered – your contract will provide details.

The socket (s) on the stand is/are intended for use for computers/phone charging only. They do not accommodate kettles/coffee machines or other equipment.

Extension leads/multi-way adaptors may not be brought for use by exhibitors.

Electricity supply is not 24 hours – it is normally provided during exhibition opening hours only.

If you require extra electrical items you must order this through the venue official supplier on the form you can download from the website exhibitor area.. If you have any questions about electrics for your stand please contact us.

## **FURNITURE**

Furniture will be supplied to your stand according to the package you have booked – your contract will provide the details. If you wish to order additional furniture please use the furniture order form on the website.

## **RIGGING**

If you require rigging for any hanging signs or banners – please contact us for details of costs etc

## **PROHIBITED ITEMS**

**Petrol** powered equipment must not be used on site. Display of **heaters, heat producing apparatus, naked flames, toxic and flammable substances** are prohibited.

## **INTERNET**

Free wifi access is available throughout the venue – sufficient for checking emails and low level browsing. For any additional requirements eg for streaming etc please arrange with the contractor using the form on the website

## **AUDIO VISUAL EQUIPMENT**

Your stand contract will specify whether a screen and video player is included (normally packages 2 or 3). If you wish to order any additional AV equipment please order from the form on the website. Please contact our contractor NEOS Creative Ltd about material to be shown on the screen, formats etc.

**Contact: Ian Chinnock, NEOS Creative: Tel 020 8877 7781 Email: [ichinnock@neoscreative.com](mailto:ichinnock@neoscreative.com)**

## **CLEANING**

A full clean of the hall will take place on each evening and floors will be vacuumed. Exhibits on stands will not be cleaned. Waste clearly marked for removal will be taken away.

## **WATER AND WASTE SUPPLY**

Water/waste supply to stands is not readily available - if you will require this, please contact us for details as early as possible.

## **LIVE DEMONSTRATIONS**

Any exhibitor planning a live equipment demonstration especially any involving water or potentially hazardous materials etc, should contact us with details by 29 January latest with details. Failure to do so may prevent demonstration taking place.

## **SHIPPING, STORAGE AND LIFTING**

Our official shipping contractor is NEOS Logistics – please contact them for a quotation for shipping your items if required: NeosLogistics, Contact: Ian Hamilton, Direct dial: 020 8877 7784 Mobile: 07765 404653 Email: [sales@neoslogistics.com](mailto:sales@neoslogistics.com)

There are no storage facilities at the Telford Centre – please arrange removal of all boxes/cases etc.

NEOS Logistics provides a full shipping and warehousing service to exhibitors - at additional cost. For more details please refer to the SHIPPING & ADVANCE WAREHOUSE SERVICE document on the website.

## **DELIVERY VEHICLE ACCESS**

On arrival deliveries should go to Hall 1 during the hall open times. Our logistics contractor will provide guidance from there.

Note: deliveries requiring the roller shutter doors to be opened will not be permitted during the event open days.

## **PARKING**

There is ample free parking – 1300 spaces- at the Centre – all within walking distance.

## **HEALTH AND SAFETY**

An exhibition hall is a working site and is subject to site rules and legislation. Your co-operation is requested in ensuring safe working practices and making your staff aware of the safety guidance. You and your staff are required to comply with any safety instructions issued by the venue and /or the organisers at all times. PPE (hi vis, safety footwear etc) is required for anyone entering the exhibition hall prior to 12 noon on Monday.

## **VENUE SAFETY**

All exhibitors are required to read the presentation from the venue regarding Health & Safety (will be sent to you) please familiarise yourself and your staff with the contents and instructions.

## **RISK ASSESSMENT**

All exhibitors are required to complete a risk assessment. A risk assessment template for shell scheme (package) exhibitors is available on the website exhibitor area- or you may provide your own. Space only exhibitors should contact us for information for their contractors.

**AISLES AND FIRE EXITS** – must be kept clear at all times (including build-up and breakdown times).

## **SECURITY**

The exhibition hall will be closed and locked when vacated at the end of each day. Please ensure that personnel take all items with them eg laptops/phones etc. The organisers and TIC cannot accept any responsibility for damage and/or loss of any property brought by exhibitors or contractors. Please ensure that all electrical equipment is properly switched off and removed where possible at the end of each day.

Please do not leave your stand unattended at any time – and please be especially vigilant during the build-up and breakdown periods.

## **INSURANCE**

The Organisers and the TIC cannot be held responsible for any loss or damage to stands, exhibits, property or equipment. Exhibitors are responsible for insuring against any legal liability incurred in respect of injury or damage to persons or property belonging to themselves or third parties. In addition to this, exhibitors should consider protecting expenditures against abandonment and cancellation or curtailment of the event due to reasons beyond our control.

## **ACCESS TO THE EXHIBITION**

Access to the exhibition during open hours is free of charge to any person with an interest or involvement in the subject matter. The organisers' decision on access is final. Under 16's will not be admitted to the exhibition area at any time.

## **NAME BADGES**

Exhibitors will be issued with name badges that allow them access to the exhibition – these are the only proof that you are entitled to be in the exhibition hall. Company name badges will not be accepted. Badges may be collected from the registration area outside Hall 1 on Monday 19 March. Exhibitor badges do not permit access to the conference areas. Please submit your list on the form on the website and return by **Monday 26<sup>th</sup> February.**

**Conference pass:** each exhibitor will receive one free pass to the conference (or as specified in your stand contract) – this will be by wristband which will be provided with the exhibitor pack on arrival – the wristband can be transferred between exhibitors' staff or customers but will be required to be worn to gain access to the conference sessions). The sessions taking place in the exhibition hall are free to all. If you require additional conference places, these may be purchased by registering online through the conference registration on the website. Passes may also be purchased on site – subject to availability.

## **SOCIAL PROGRAMME**

A **drinks reception** will take place in the exhibition on Tuesday 20 March evening at close of conference sessions and offers an excellent opportunity for networking. It will take the form of "Super Shropshire" with local produce and drinks spread through the exhibition area to encourage networking. Sponsorship of this event is available – please contact the organisers for details.

**The Project Excellence Awards** will take place on the evening of Wednesday 21 March as part of the **Flood and Coast 2017 dinner**– places are be available for purchase – details on the Flood & Coast website or from the organisers.

## **REFRESHMENTS**

Exhibitors will be given vouchers for coffees and lunches according to the size of their stand. Exhibitors will also be able to purchase additional refreshments from the catering outlets in the exhibition hall.

## **STAND CATERING**

Must be ordered through the venue – order forms will be issued nearer the time. Exhibitors/visitors may not bring any food and drink items into the venue even for personal consumption. You may bring a small

quantity of wrapped sweets/chocolates to be given out to visitors from stands. If in doubt please enquire before bringing any food/drink items.

## **ACCOMMODATION**

Special rates have been arranged with hotels in the Telford area – please refer to the website for detail <http://floodandcoast.com/visit/venue-accommodation-and-travel/>

## **SUSTAINABILITY**

Exhibitors are asked to think about sustainability and the environment when planning their exhibit, eg minimising use of fliers and handouts, re-usable graphics and materials etc .

**Produced by Trio Events**

**November 2017**