



FLOOD & COAST 2020 – EXHIBITION MANUAL

VENUE: Hall 1 at [Telford International Centre](#)

DATES: 8 – 10 December 2020 (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. +44 (0)20 7269 5832 email: 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 7th December: 8:00am – 7:00pm (exhibition build up only)
Tuesday 8th December: 8:00am – 6:00pm
Wednesday 9th December: 8:00am – 6:00pm
Thursday 10th December: 8:00am to close of event

ADVANCE DEADLINES – FOR ALL EXHIBITORS

All forms can be downloaded from the [exhibitor resources section of the Flood & Coast website](#)

Deadline for all forms is 7th October 2020

Step 1: Complete and return your **Exhibitor Information and Nameboard Form** – this includes the exact wording for your stand name for your nameboard (all package exhibitors) and also your exhibitor listing of up to 100 words (for all exhibitors) latest by 7th October.

Step 2: Complete and return your **Risk Assessment Form** by 7th October latest. Please also familiarise yourself and your staff with the safety and operational instructions from the venue.

Step 3: Complete and return your **Exhibitor Name Badges Form** no later than 7th October.

Step 4 for Premier Stand & Lounges only: To specify carpet colour from swatches and finalise designs and production for the backdrop and AV material, please contact the stand contractor NEOS Creative – details on pages 3 and 4 – by 7th October. **IMPORTANT:** if NEOS do not receive your order your stand will have the standard carpet in grey.

Step 5 for Space only (NOT shell scheme stands): If you (or your own contractors) are constructing your own stand, please submit your stand visuals/drawings to info@floodandcoast.com for approval no later than 7th October. **IMPORTANT:** Space only will not be permitted for “pop up” portable exhibition stands.

CHECKLIST OF OPTIONAL ITEMS

- Order additional graphic services, printed foamex panels, etc. by contacting our stand contractor NEOS Creative, Ian Chinnock, ichinnock@neoscreative.com
- Order any extras for your stand (e.g. extra furniture/electrics/audio-visual equipment) via the [online portal](#) by 7th October, password: FloodCoast20. Order forms can also be downloaded from the [exhibitor resources section of the Flood & Coast website](#).
- Book accommodation (visit [Flood & Coast website](#) for recommended hotels and booking service).
- Order stand catering through the venue. Order form can be downloaded from the [exhibitor resources section of the Flood & Coast website](#).
- Please ensure you have adequate insurance in place to cover your exhibit.

EXHIBITION TIMETABLE

STAND BUILD: Monday 7th December 2020 from 12:00pm – 8:00pm

Shell Scheme exhibitors: Exhibitors can dress stands from 12:00pm to 8:00pm – please do not arrive before 12:00pm as you may not be able to access your stand.

Space Only exhibitors: The space only build up starts at 8:00am to 8:00pm.

Stands must be complete by 8:30am on Tuesday 8th December

EXHIBITION OPEN TIMES:

Tuesday 8 th December:	8:30am – 7:00pm (Exhibitor reception in hall from 6:00pm to 7:00pm)
Wednesday 9 th December:	8:30am – 6:00pm followed by the Flood & Coast Excellence Awards Dinner (separate ticket required)
Thursday 10 th December:	8:30am – 4:30pm

Breakdown of stands is not permitted until the hall is cleared of visitors on Thursday 10th December and you are advised it is safe to do so.

BREAKDOWN AND REMOVAL OF EXHIBITS: Thursday 10th December from 4:30pm – 6:30pm

Breakdown commences at 4:30pm on Thursday 10th December; 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 5:00 pm 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.

SHELL SCHEME DETAILS and DIMENSIONS

Your contract will specify the package you have booked (Standard, Premier or Lounge) but please contact us if you are unsure.

Our exhibition contractor:

NEOS Creative
Ian Chinnock
ichinnock@neoscreative.com
020 8877 7781

STANDARD STAND

Walls and panels are provided according to the size of your stand – you can view layouts on the [exhibitor resources section of the Flood & Coast website](#).

You can order additional graphic services, printed foamex panels, etc. by contacting our exhibition contractor NEOS Creative, Ian Chinnock, ichinnock@neoscreative.com

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 aisles or adjoining stands.

PREMIER AND LOUNGE STANDS

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

Deadline for artwork for these packages to be cleared and signed off with NEOS Creative is 7th October latest – however we recommend that you start the process early to ensure that graphics are supplied to your requirements.

Contact: NEOS Creative, Ian Chinnock, ichinnock@neoscreative.com, 020 8877 7781

PREMIER STAND

Graphics for the back wall and corner only are provided by our exhibition contractor NEOS Creative and are included in your stand price.

Stand layouts can be viewed on the [exhibitor resources section of the Flood & Coast website](#).

Exhibitors to provide graphic text content and imagery (image minimum specification to be 70dpi at full size) to NEOS Creative, Ian Chinnock, ichinnock@neoscreative.com

Side panels visible size 950mm wide x 2340mm high (tolerance +/-2mm, 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 Standard Stand package.

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 Creative (as above) prior to finalising your artwork to check that it will work for the stand and design.

SPACE ONLY

All stand drawings have to be submitted to info@floodandcoast.com for approval no later than 7th October.

You can order any extras for your stand (e.g. extra furniture/electrics/audio-visual equipment) via the [online portal](#) by 7th October, password: FloodCoast20. Order forms can also be downloaded from the [exhibitor resources section of the Flood & Coast website](#).

You can order additional graphic services, printed foamex panels, etc. by contacting our exhibition contractor NEOS Creative, Ian Chinnock, ichinnock@neoscreative.com, 020 8877 7781.

“Pop up” portable exhibition stands will not be permitted.

The space only build up schedule starts at 8:00am on Monday 7th December 2020, completing by 8:00pm that evening.

Full PPE has to be worn up until noon when the shell scheme exhibitors arrive.

EXHIBITOR 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 7th December. Exhibitor badges do not permit access to the conference areas. Please submit your list to info@floodandcoast.com – deadline 7th October.

CONFERENCE PASSES

Exhibitors with a stand below 9 sqm will receive one free pass to the conference. Exhibitors with a stand 9 sqm and over will receive two free conference passes. This will be by wristband/s 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. If you require additional conference passes, these may be purchased [online](#).

FASCIA NAMEBOARD

All exhibitors must confirm the exact wording for their stand nameboard. Please complete on the Exhibitor Information and Nameboard Form by 7th October. The form can be downloaded from the [exhibitor resources section of the Flood & Coast website](#).

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 (Premier or Lounge) permits a choice of carpet colour (your stand contract will specify), you should contact NEOS Creative and specify carpet colour by 7th October.

Contact: Ian Chinnock, NEOS Creative, ichinnock@neoscreative.com, 020 8877 7781.

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.

Any extension leads/multi-way adaptors brought to site by exhibitors must have a visible PAC testing label. Otherwise the venue can arrange hire of these.

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

If you require extra electrical items, please order this via the [online portal](#) by 7th October, password: FloodCoast20. Order forms can also be downloaded from the [exhibitor resources section of the Flood & Coast website](#).

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 order this via the [online portal](#) by 7th October, password: FloodCoast20. Order forms can also be downloaded from the [exhibitor resources section of the Flood & Coast website](#).

AUDIO VISUAL EQUIPMENT

Your stand contract will specify whether a screen and video player is included (normally Premier stands and Lounges). If you wish to order any additional AV equipment please order this via the [online portal](#) by 7th October, password: FloodCoast20. Order forms can also be downloaded from the [exhibitor resources section of the Flood & Coast website](#).

Please contact our contractor NEOS Creative Ltd about material to be shown on the screen, formats etc. Contact: Ian Chinnock, NEOS Creative, ichinnock@neoscreative.com, 020 8877 7781.

WATER AND WASTE SUPPLY

If you wish to order water/waste supply to your stand, please order this via the [online portal](#) by 7th October, password: FloodCoast20. Order forms can also be downloaded from the [exhibitor resources section of the Flood & Coast website](#).

INTERNET

Free WiFi access is available throughout the venue – sufficient for checking emails and low-level browsing. For any additional requirements. e.g. for streaming, etc. please order this via the [online portal](#) by 7th October, password: FloodCoast20. Order forms can also be downloaded from the [exhibitor resources section of the Flood & Coast website](#).

FORKLIFTING

If you wish to order a forklifting service or pallet trucks, please order this via the [online portal](#) by 7th October, password: FloodCoast20. Order forms can also be downloaded from the [exhibitor resources section of the Flood & Coast website](#).

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.

RIGGING

If you require rigging for any hanging signs or banners, please contact StageCraftUK.
Contact: Gareth Dorrington, gareth.dorrington@stagecraftuk.com

STAND CATERING

Exhibitors/visitors may not bring any food and drink items into the venue even for personal consumption. Stand catering must be ordered through the venue. Order form can be downloaded from the [exhibitor section of the Flood & Coast website](#). 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.

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 cash catering outlets in the exhibition hall. All food on site will be vegan/vegetarian.

DELIVERIES, TRANSPORTATION AND STORAGE

Please ensure deliveries are scheduled when someone from your company will be onsite to receive them. Deliveries must be made within the show build period. The Organisers cannot accept responsibility for items that are lost or damaged during the delivery process.

For all pre-show deliveries and collections after the event, please contact StageCraftUK.
Contact: Gareth Dorrington, gareth.dorrington@stagecraftuk.com

If you require transportation assistance, please contact NEOS Creative.
Contact: Ian Chinnock, ichinnock@neoscreative.com, 020 8877 7781

VENUE DELIVERY ADDRESS:

Company Name & Stand number
Flood & Coast 2020
Hall 1
Telford International Centre
St Quentin Gate Telford, Shropshire
TF3 4JH

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

DELIVERY VEHICLE ACCESS

Please follow the Flood and Coast 2020 signage upon arrival. There is no charge for parking. A speed limit of 5 mph applies on all venue roads.

Deliveries requiring the roller shutter doors to the exhibition hall to be opened will not be permitted during the event open days.

PARKING

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

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.

LIVE DEMONSTRATIONS

Any exhibitor planning a live equipment demonstration especially any involving water or any potentially hazardous materials etc, should contact us with details by 7th October latest. Failure to do so may prevent the demonstration taking place.

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 12:00pm on Monday 7th December. PPE is not required for dressing of shell scheme stands but sensible clothing and sturdy footwear is highly recommended.

VENUE SAFETY

All exhibitors are required to read the Health & Safety document from the venue – available in the [exhibitor resources section of the Flood & Coast website](#). Please familiarise yourself and your staff with the contents and instructions.

RISK ASSESSMENT

All exhibitors are required to complete a risk assessment form. A risk assessment template for shell scheme exhibitors is available in the [exhibitor resources section of the Flood & Coast website](#) or you may provide your own. Space only exhibitors constructing their stands 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 valuable items with them, e.g. laptops/phones etc. The organisers and the Telford International Centre 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 Telford International Centre 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. Venue security staff are instructed only to permit access for visitors/exhibitors displaying the correct event badge/ID.

SOCIAL PROGRAMME

A drinks reception will take place in the exhibition hall on the evening of Tuesday 8th December at close of conference sessions and offers an excellent opportunity for networking.

The Flood and Coast Excellence Awards will take place on the evening of Wednesday 9th December as part of the Flood and Coast 2020 dinner. Places are available for purchase [online](#).

ACCOMMODATION

Special rates have been arranged with hotels in the Telford area – please refer to the [Flood & Coast website](#) for detail.

SUSTAINABILITY

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

Produced by CIWEM
March 2020