



FLOOD & COAST 2019 – EXHIBITION MANUAL

VENUE: Hall 1 at Telford International Centre

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

DATES: 18 to 20 JUNE 2019 (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

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 17 June : 0800 – 1900 (exhibition build up only) Tuesday 18 June: 0800 – 1800 Wednesday 19 June: 08.00 – 1800 Thursday 20 June: 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 Monday 15th April.**
- Complete and return your **risk assessment by 15th April latest** (download form from website exhibitor portal). Please also familiarise yourself and your staff with the safety and operational instructions from the venue – this will be posted in the exhibitor information section of the website nearer the time of the event.

- Complete and return your **stand staff name badge form** (download from website) no later than **Monday 20th May**.
- **Packages 2 & Lounges only:** Specify **carpet colour** from swatches and email your selection to Val val.johnstonjones@triogroup.uk.com **by 15th April** (if we do not receive your order your stand will have the standard carpet in **grey**). **Important:** please contact the stand contractor NEOS, – details on pages 3 & 4 - to finalise designs and production for the backdrop and AV material, as soon as possible.
- **Space only (NOT package/shell scheme stands) :** If you (or your own contractors) are constructing your own 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 from us.
- Order any rigging or forklift requirements – form can be downloaded.
- Order stand catering through the venue (forms will be available in early May on the website.)
- Book accommodation (visit Flood & Coast website for recommended hotels and booking service)
- Please ensure you have adequate insurance in place to cover your exhibit

EXHIBITION TIMETABLE

STAND BUILD: Monday 17 June 2019

Exhibition packages: 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 18 JUNE

EXHIBITION OPEN TIMES:

Tuesday 18 June : 08.30 – 1900 hrs (Reception in hall from 1800 to 1900)

Wednesday 19 June : 08.30 to 18.00hrs followed by Project Excellence Awards Dinner (separate ticket required)

Thursday 20 June : 08.30 to 14.30 hrs

Breakdown of stands is not permitted until the hall is cleared of visitors on 20 June and you are advised it is safe to do so.

BREAKDOWN AND REMOVAL OF EXHIBITS : Thursday 20 June: 1430-1700 hrs

Breakdown commences at 1430 on Thursday 20 June; 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**.

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 lounge) 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 15 April 2019**.

FASCIA NAME BOARD

Exhibitors must confirm the exact wording for their stand name board. Please complete on the exhibitor information form **by 15th April**

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

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 aisles or adjoining stands.

PACKAGES 2 & Lounges:

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 **15th April 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

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) , 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.

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 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 a direct connection 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 and lounges). 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

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 exhibition 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 any potentially hazardous materials etc, should contact us with details **by 15 April latest**. Failure to do so may prevent the demonstration taking place.

SHIPPING, STORAGE AND LIFTING

Our official shipping contractor is Ringo Logistics – please contact them for a quotation for shipping your items if required: Ringo Logistics:

Contact: Ian Hamilton, Tel: 07765404653 Email: ianh@ringologistics.com

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

Ringo Logistics provides a full shipping and warehousing service to exhibitors - at additional cost.

DELIVERY VEHICLE ACCESS

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

Note: 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 – 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 17th June. 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 presentation from the venue regarding Health & Safety – available on the website nearer the time of the event. 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 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 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. Venue security staff are instructed only to permit access for visitors/exhibitors displaying the correct event badge/ID.

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 17th June. Exhibitor badges do not permit access to the conference areas. Please submit your list on the form on the website and return by **Monday 20th May.**

CONFERENCE PASS

Each exhibitor will receive one free pass to the conference or as specified in your stand contract. 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 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 18th June 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 19th June as part of the **Flood and Coast 2019 dinner**– places are 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 cash 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

February 2019