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New thinking for a new era

18 – 19 November 2010

Bournemouth International Conference Centre

**EXHIBITOR
INFORMATION**

Exhibitor Information Manual

PLEASE READ CAREFULLY

Your exhibitor information manual will help you plan a successful exhibition, avoid problems and enjoy a smooth, trouble free run-up to the event.

The deadline dates are important. Please make time now to ensure that you meet all the deadlines, it will save you unnecessary inconvenience later and could save your company the expense of late order surcharges.

The manual is not designed to replace our personal service. Our exhibitions manager will be happy to answer any questions, explain rules, discuss a procedure or offer any special assistance you may require. Please call if you need any assistance.

Tel: 07765 406705
Email: gingram@health-links.co.uk

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Badges
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1. General Information

Areas such as insurance, Health & Safety, security, employment of labour and other topics are covered in this general section. Some of it may appear rather wordy but it is important to cover these areas in detail. You should find the list of addresses and contacts within this section useful.

1.1 Exhibition Management Office

The exhibition management office will be open throughout the tenancy period from 8.30am to 6.00pm. The telephone number from **Tuesday 16 November 2010 will be 07765 406705.**

Prior to this if you have any queries regarding your participation then please do not hesitate to contact Geraldine Ingram via:

Health Links Events Ltd
Tel: 07765 406705
email: gingram@health-links.co.uk

1.2 Timetable

Build up

	Day	Date	Time
Construction of space only sites	Tuesday	16 November	Midday - 6.00pm
Construction of interiors for shell scheme stands	Wednesday	17 November	8.30am - 7.00pm

**All displays and exhibits must be completed by:
Wednesday 17 November 7.00pm**

Exhibition Opening Times:

Thursday	18 November	8.00am - 6.00pm
Friday	19 November	8.00am - 3.00pm

Breakdown

Exhibitors are reminded they cannot remove any part of their stand before 3.00pm on Friday 19 November unless the organiser gives permission, as this is a breach of health and safety regulations.

The removal of portable exhibits, displays and general dismantling of stand fittings are to be removed on **Friday 19 November from 3.00pm – 8pm.**

1.3 Fire Precautions

Fire extinguishers of approved pattern and capacity will be situated throughout the exhibition hall.

Any exhibitors who, require special extinguishers, should make their own arrangements. Please ensure that staff on your stand know how to use the extinguisher and the position of the nearest fire alarm point in the building.

A Copy of the BIC fire regulations will be given to you at the event.

1.4 First Aid/Medical Emergencies

The First Aid Room will be available at all times when the halls are in use. The BIC First Aid Room is situated by the Windsor foyer coffee bar.

1.5 Dilapidation's

Please remember that you are responsible for making good any damage caused to the fabric of the exhibition buildings, by you, your agents or contractors. In your own interests you should satisfy yourselves as to the condition of your stand site before the building of your stand and after clearance.

It is essential to use recognised adhesive tape when fixing any carpet directly to the hall floor and **all carpet tape must be removed** at the end of the exhibition.

Any charges incurred by the organisers as a result of failure to remove carpet/carpet tape or stand materials will be passed on to the exhibitor.

1.6 Security

Every reasonable precaution will be taken to ensure the safety and security of personnel and equipment. The premises are patrolled throughout the day; however we cannot accept any responsibility for injury, loss or damage or any consequential losses, which may befall your personnel or their property.

We recommend that valuables particularly of a portable nature are not left unattended on your stand. This is particularly relevant on the closing evening and throughout the breakdown period.

Please ensure that any incident involving loss of property is reported to the organiser and the Security Office. Failure to do so could result in insurance companies refusing to meet claims.

1.7 Insurance

The organisers expressly decline responsibility for any loss or damages that may befall the person or property of the exhibitor or his agent from any cause whatsoever. The exhibitor is reminded that he/she is responsible for effecting insurance cover in respect of:

- exhibits and contents or stand/s
- public liability
- expenses incurred due to the abandonment or postponement of the event

1.8 Children

No person under the age of 18 years can be admitted to the exhibition during build-up or breakdown. **This rule applies to exhibitors' children and has to be rigidly enforced to comply with the safety regulations of the exhibition.**

1.9 Public Address/Message Taking

The Public Address system will be used for exhibitor's messages during build-up and breakdown. During the exhibition its use will be restricted to conference announcements and emergencies only.

2 HANDLING OF EXHIBITS

2.1 Delivery and Collection of Parcels or Exhibits

All deliveries and collections should come to the main registration desk in the Purbeck Hall. Exhibitors will be notified of their delivery and asked to collect it from the main registration.

NB this will not be a storage area and exhibitors will be expected to remove all their packages from this area.

Parcels can be couriered directly to the appropriate stand at BIC, **but not before Tuesday 16 November 2010 between the hours of 10.30am – 4.00pm.** The address for deliveries should be set out as follows:

F.A.O: Yvonne Rush
NHS Alliance Annual Conference & Exhibition
Purbeck Hall
Bournemouth International Centre
Exeter Road
Bournemouth
BH2 5BH

NB Each parcel needs to be labelled with the following additional information to ensure accurate distribution

- **Stand Number**
- **Organisation/Company Name**
- **Contact Name and Telephone Number**
- **Contact details for the courier**

During build up when deliveries arrive exhibitors will be notified and asked to collect their parcels. During breakdown of the exhibition, all collections must be made from the registration desk. Exhibitors should bring parcels to the registration desk before departing and couriers should be notified of this collection area.

Upon dismantling of exhibits, those who have arranged for courier services to collect parcels/stands etc must report to the registration desk. Parcels/stands must be collected by **5.00pm on Friday 19 November 2010** as no arrangements have been made for storage.

NB ultimately, the organisers and appointed contractors relinquish any responsibility for loss or damage of parcels or property. It is within the exhibitor's own interest to take out valid insurance as specified in section 8 of the terms and conditions of the exhibition.

2.2 Storage - Packaging and Removal

We are unable to provide storage for packing cases etc. These must be removed from the exhibition hall. You should therefore make your own arrangements for the safekeeping of such items.

3 STAND CONSTRUCTION

There are a number of regulations within this section; however they are essential to an orderly exhibition. Please be aware of them and comply with them. If you have any questions or require advice then contact the exhibitions manager.

3.1 Space Only Sites

It is your responsibility to examine the site allotted to your organisation in order to avoid costly adjustments to stand structures, as minor obstructions, or reduced headroom, for which we can accept no responsibility.

Stand fitting regulations contained within this section must be observed by you when planning your presentation.

Please email a copy of your stand design to the organiser prior to the event.

No stand fittings are provided for Space Only sites.

3.2 Shell Scheme Stands

If your organisation has reserved a Shell Scheme stand it will be specified below. The Exhibitions stand contractor is:

AIM Exhibitions
12-14 Dinan Way Industrial Estate
Exmouth
Devon
EX8 4EZ

Tel: 01395 275600
Fax: 01395 274822

An order form for additional stand fittings is attached.

Rear and Dividing Walls

2.44m high wall panels with grey polyweave supported by aluminium support poles and brackets.

Fascia

Your company name and stand number will be placed on the fascia board.

Details of the precise name required should be sent to Geraldine Ingram at Health Links Events Ltd via email: gingram@health-links.co.uk.

Aluminium support poles will be provided at open corners of stands and at intermediate points as necessary.

Floor Covering

Grey cord carpet will be on all the stands. If an alternative colour is required this will have to be ordered and paid for by the exhibitor.

Lighting

Please see Official Electrical Contractor and Stand Packages.

Additional Fitments

Any additional fitments required will be charged to the exhibitor. Further information may be obtained from the shell stand contractor.

3.3 Height Restrictions

The height restrictions may vary so please contact Geraldine Ingram on 07765 406705 to check your individual area.

If your stand goes over the height restriction set by the venue you will incur the extra costs of having a structural engineer look at your stand.

3.4 Stand Packages

Stand packages will comprise of the following:

Shell Scheme 2.44m high shell Scheme, carpet (grey cordex), electric's (10 amps above this will incur an additional charge) two spot lights, electrical socket and fascia name board

Space Only Sites Space only

3.5 Stand Fitting Regulations

Shell Scheme Stands

Shell scheme stands provided will be in accordance with the above specification. No alterations may be made to the stand shell scheme.

All interior stand fittings must be contained within the shell scheme structure and must not exceed the height of the stand.

Space Only Sites

Exhibitors are responsible for their own stand design and construction. We will be pleased to offer advice and guidance if required.

Please check with the organiser for the height restrictions within the exhibition halls, as this may vary depending on the position of the stand.

In the interest of the exhibition as a whole the organisers reserve the right to determine the position of any complex structure within a stand. The area occupied by the structure must not be greater than 50% of the total stand space.

IF A STRUCTURAL ENGINEER IS REQUIRED BY THE EXHIBITION CENTRE TO CHECK ANY STAND THIS MUST BE PAID FOR BY THE EXHIBITOR. (Fees vary according to the complexity of the stand construction).

All Stands

No item of display may project over the frontage of the space taken by the exhibitor.

In the interests of the exhibition as a whole, it may be necessary to remove or alter anything in/or forming part of any stand. If the organisers feel this action must be taken this would be at the expense of the exhibitor concerned.

The official electrical contractor must carry out all electrical installations.

If any presentation/demonstration causes obstruction within the gangway and/or nuisance to any other exhibitor, the organisers reserve the right to cancel the presentation/demonstration or restrict the frequency.

Where illuminated fascia boards are used on stands, the lighting of them must be of sufficient power to light the fascia board only, and must not cause any spill of light on to neighbouring stands. No flashing lights will be permitted. The Organisers reserve the right to disconnect the electrical supply to any illuminated fascia, which in our opinion is causing a nuisance to any other exhibitor.

All stand construction and displays must be made from fireproofed materials and installed to the satisfaction of the authorities.

3.6 Fire and Safety Regulations

Any goods attached to your stand will constitute part of your stand and will be subject to these regulations.

Stand Dressing

Artificial gangways used in this venue are the MINIMUM permissible by law. Under no circumstances will exhibits, stand dressings, tables and chairs etc; be allowed to encroach into gangways. Offending items are liable without warning to be removed. Please keep all your exhibits inside your stand area at all times.

Storage

No storage space is available, excess stock; literature or packing cases will have to be stored on your stand or in your vehicle.

3.7 Details of Contractors

In order to achieve a smooth preparation to the exhibition, all exhibitors should provide us with details of their chosen contractor. The form is attached with this information.

PLEASE ENSURE THAT YOU COMPLETE THIS FORM – AS ACCESS FOR YOUR CONTRACTOR WILL DEPEND ON IT.

4 ENGINEERING SERVICES

4.1 Electrical Installations

The electrical contractor is:

Warwick Corporate Events
1 Christow Road
Marsh Barton Trading Estate
Exeter
EX2 8QP

Tel: 0845 351 0392
Fax: 0845 351 0396
Email: exhibitions@wce.co.uk

Please find the electrical order form attached

Suitably qualified and experienced electrical personnel must carry out any electrical work and documentary proof of competence will be required. Competent persons for this purpose shall be those with suitable qualifications such as an appropriate BECA/EETPU registration, JIB grading or other recognised equivalent.

All work on stands must be ordered through the official electrical contractor. Details of what you require must be forwarded to the above company as early as possible, as surcharges may be applied to late orders.

4.2 Electrical Supplies

It is essential that full information concerning electrical installations on the stand be in the hands of the Electrical Contractor by the date indicated, in order that the necessary mains may be ordered in sufficient time for them to be laid in the hall before general construction commences. Orders received late will involve additional costs to your organisation.

Twenty-four hour supplies, direct current and non-standard voltages, currents and frequencies can be arranged provided sufficient notice of requirements is given to the Electrical Contractor. They will obtain quotations for such supplies on request.

Supplies will be switched off at source 15 minutes after the Exhibition closes each evening (five minutes on the final day). If you require an electrical supply at times other than those stated (e.g. for maintenance purposes); you must make an application to the appointed electrical contractor on site by not later than 12.00 hours on the day that a supply is required. Any Exhibitor needing electricity for the running down of machinery/working equipment etc, after the Exhibition closes on the final day must inform the appointed electrical contractor of their requirements by not later than 17.00 hours on the previous day.

4.3 EVA Regulations for Stand Electrical Installations

All electrical work must comply with the Regulations of the “National Association of Exhibition Hall Owners”, the hall owner, and the exhibition organiser.

It is hoped that the following will enable you to fully understand the implications of the Regulations and ensure that safety is maintained by their implementation.

Although you and your contractor should be conversant with the complete document, we feel you should be more aware of the most important issues for which you are responsible.

1	You must ensure that your contractor and exhibitors are aware of all the current regulations that apply to exhibition electrical installations and that they adhere to them.
2	All installations will be tested for compliance with regulations and will not be energised if found to be unsafe.
3	Appliances supplied and used by stand holders must be tested before being used and proof of this will be required. Stand holders own equipment must also comply with the regulations and will be subject to spot checks.
4	All electrical work must be carried out by suitably qualified and experienced electrical personnel and documentary proof of competence may be required.
5	Every stand shall have its own means of electrical isolation, which must be easily accessible.
6	External installations must be protected by a safety device known as residual current device (RCD).
7	Particular attention must be given to the earthing regulations.
8	No exposed means of cable joints will be permitted.
9	No lampholders using spikes for connections will be permitted.
10	Particular attention should be paid to the regulations relating to extra low voltage lighting (SELV).
11	Socket outlets must never be closer than 2 metres from a sink unit (unless protected by an (RCD) and floor sockets must be protected against ingress of water.
12	No multi-way adapters are to be used.
13	All electrical equipment is to be suitably guarded with proper consideration for its use.
14	Lamps and appliances with high temperature surfaces should be guarded and used well away from combustible materials.
15	Permission will be needed before using step-up transformers or any form of H.T lighting.
16	All appliances for heating purposes (inc. kettles, cookers, or heaters) must be thermostatically controlled.
17	The wiring of stands in flexible cords is not allowed. The maximum length of flexible cord to an appliance is 2 metres. Extension leads on reels/drums of in coils of flexible cord are not permitted.
18	Plug tops must comply with the appropriate British Standard and be suitably fused.

We hope that the above précis will enable you to fully understand the implications of the Regulations and ensure that safety is maintained by their implementation.

4.4 Piped Services (Water and Waste Disposal)

For piped services please contact:

Service Department
Bournemouth International Centre
Exeter Road
Bournemouth
BH2 5BH

Tel: 01202 456400

4.5 Demonstration

The Health and Safety at Work Act 1974 requires that “any equipment being operated or demonstrated shall be inherently safe and not create a hazard to the demonstrator”.

5 ADDITIONAL SERVICES

This section contains information on a variety of services most of which offer a way to round off your presentation or display.

Cleaning, Floral, Telephone and Furniture are among the services that you will find here.

5.1 Furniture and Floral

Arrangements for furniture and floral may be made with the following contractor:

Stanco
Unit 5, Elmdon Trading Estate
Bickenhill Lane
Birmingham
B37 7HE

Tel: 0121 780 4511
Fax: 0121 780 4810
www.stanco.co.uk

To order all your furniture and floral requirements please go on to Stanco's website:

www.stanco.co.uk

5.2 Carpet

Arrangements for grey carpet on your stand have been made.

AIM Exhibitions
12-14 Dinan Way Industrial Estate
Exmouth
Devon
EX8 4EZ

Tel: 01395 275600
Fax: 01395 274822

Should you require an alternative colour carpet on your stand rather than the grey allocated to your stand. You can arrange this with the above contractor, but this will incur extra expense to your organisation.

5.3 Technical – Equipment Hire

To hire any technical equipment you may require on your stand during the event such as Plasma Screens, Laptops, DVD players and any AV equipment please order this from AN Event Services prior to the event their contact details are:

AN Event Services
Tel: 01684 575832
Email: enquiries@aneventservices.co.uk

5.4 Internet & IT

A Wireless Internet System is available in the BIC. The system is operated by IFB Ltd and internet is available to rent from IFB Ltd. Connection can either be made immediately by viewing their website www.ifb.net and making payment with a credit or debit card at the time or by pre-arrangement by calling IFB direct on **0845 2702101** or IFB Sales on **0845 270 2100**.

5.5 Stand Cleaning

Arrangements have been made for basic stand cleaning to be carried out at no charge to you. You are responsible to maintain your stand in a clean condition throughout the event. It will be your responsibility to clean your exhibits.

5.6 Stand Catering

Situated within the exhibition areas are catering points, these areas will be in operation throughout the event and will operate on a voucher system.

Two luncheon vouchers are allocated to each stand; those exhibitors without vouchers can purchase refreshments from the coffee bar outside the Windsor hall.

Regulations state that all food and drink to be consumed on or given away from your stand must be purchased from the Exhibition Caterers, who will be more than happy to help and advise on the wide range of items available.

Kudos Hospitality
C/o Bournemouth International Centre
Exeter Road
Bournemouth
BH2 5BH

Tel: 01202 456421
Fax: 01202 314925

You are reminded that entertaining should only take place in areas of your stand, which are partitioned off. Food and drink may not be sold from your stand without written permission from the catering manager.

To place an order with Kudos Hospitality please contact them on the number above.

5.7 Accommodation

Hotel bookings can be made by contacting the Bournemouth Tourism accommodation agency:

Tel: 01202 451722

Online at: www.conferencebookings.co.uk/delegate/BMHNHSALL2010

Email: deleres@bournemouth.gov.uk

Please note that Health Links will not be held responsible for hotel bookings, all reservations are made entirely between the hotel and the individual.

6 BADGES

Please make sure that you place your order for these items well in advance and that your staff are in possession of the correct badge. Badges can be collected from the exhibition registration desk from Wednesday 17 November.

6.1 Exhibitor Stand Personnel Badges

Badges will be valid for the duration of the event, and will be available on your arrival on the opening morning or alternatively they may be collected during build up times.

Can you please make sure that Badge forms are returned via email: gingram@health-links.co.uk by Monday 1st November.

For security reasons every member of your staff on the stand must wear an exhibitors badge in order to gain admission to the exhibition hall.

6.2 Delivery – Traffic Control and Parking

Vehicles can be brought up to Purbeck Hall via the slip road next to the multi-storey car park adjacent to the BIC where they will be directed to park and unload their vehicle. This access will only be available during the build-up and breakdown of the exhibition, subject to prevailing traffic conditions. **Please unload your vehicle quickly and then move your vehicle to the NCP before setting up your stand.**

7 Forms to be completed

All the following forms can be found attached with this exhibitor information pack and will need to be completed and returned to the appropriate contractor by the date stated on the individual forms.

- Badge Form (this will be sent out separately to you)
- Contractor
- Electrics
- Stand Fittings