

# A-Z DIRECTORY OF SERVICES

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## **ALCOHOL**

⇒ **FORM 1 AND FORM 8**

Exhibitors wishing to sell/sample alcohol at the Show must have prior permission from the Organiser by informing the Operations Team of this activity, 35 days prior to start of tenancy, on Form 1 and Form 8.

Exhibitors must be willing to abide by the Food & Drink Hygiene and Health & Safety Regulations set out under UK and EU Legislation and ECO and comply with certain rules set out by ECO's Designated Premises Supervisor, who is the person responsible for ensuring ECO's compliance with the Licensing Act 2003.

**Under no circumstances may alcohol be sampled or sold to people under the age of 18.** Any violation of this will result in the immediate termination of license facilities.

## **ANIMALS**

No animals are allowed into the hall except Guide Dogs with the permission of the Organiser.

## **AUDIO VISUAL**

⇒ **FORM 16**

A full range of audio-visual equipment can be hired for the show. For further information, please contact:

**Alison Garratt  
Aventeq Ltd**

**T: +44 (0) 845 900 0606  
F: +44 (0) 121 711 3139  
E: [agarratt@aventeq.co.uk](mailto:agarratt@aventeq.co.uk)**

## **BALLOONS**

Balloons are not permitted at the show unless permission is granted from the organisers. Latex balloons are not allowed under any circumstances. The Organisers do not accept any responsibility or costs arising from the use of gas filled balloons becoming trapped in the roof structure or ventilation system of Olympia. The cost will be passed on to the Exhibitor.

## **BANKING FACILITIES**

The main high street banks can be found at the following locations:

**HSBC  
92 Kensington High Street  
T: +44 (0) 8457 404 404**

**Barclays Bank Plc  
137 North End Road  
T: +44 (0) 8457 555 555**

**National Westminster Bank  
55 Kensington High Street  
T: +44 (0) 800 200 400**

**Halifax  
180/182 Kensington High Street  
T: +44 (0) 845 720 3040**

There is an ATM cash machine in the National Hall. There is also a National Westminster Bank cash point machine located on Olympia Way, opposite Olympia train station.

## **BANNERS**

Banners suspended above stands will not be permitted.

## **BUSINESS EQUIPMENT**

⇒ FORM 16

The following company can supply office equipment, including fax machines, computers and photocopiers for your stand. For further information, please contact:

**Alison Garratt**  
**Aventeq Ltd**

**T: +44 (0) 845 900 0606**  
**F: +44 (0) 121 711 3139**  
**E: [agarratt@aventeq.co.uk](mailto:agarratt@aventeq.co.uk)**

## **CAR PARKING**

Car parking spaces can be pre booked by credit card by logging onto [www.eco.co.uk](http://www.eco.co.uk) or by calling the booking line on +44 (0) 871 871 9809 (from within the UK) or +44 (0) 20 7598 2515 (overseas).

Full location details, prices, height restrictions and opening times are detailed on the web site. Group bookings may only be made via the telephone booking line. The car park space booking system is ticket-less and therefore the credit card used for booking a space must be brought on site.

**Business Services**  
**Earls Court and Olympia Car Parks**

**T: +44 (0) 871 871 9809**  
**[www.eco.co.uk](http://www.eco.co.uk) and click on **Travel****

## **CARPETING**

The floor covering throughout all Shell scheme stand areas and gangways will be cord carpet. Please call the Operations Team on +44 (0) 1784 482 860 for further details on the carpet colour in the Hall.

Space-only Exhibitors may wish to order carpet from our recommended carpet contractor, EAG. If you use your own carpet please be aware that you **must provide for removal** of it after the Show has ended. For more information please contact:

**Nia Owen**  
**Early Action Group**

**T: +44 (0) 161 874 5100**  
**F: +44 (0) 161 874 5102**  
**E: [no@earlyactiongroup.co.uk](mailto:no@earlyactiongroup.co.uk)**

## **CATERING**

All food and drink for consumption on the premises for private hospitality on stands must be obtained from the sole official caterer Leith's. To arrange catering or stand orders, please click on the link below, choose your show and register your stand details or alternatively contact:

**Paul Prestige**  
**Stand Orders, Leith's**

**T: +44 (0) 20 7370 8156/58**  
**F: +44 (0) 20 7370 8166**  
**[www.exhibitormanual.com/leiths](http://www.exhibitormanual.com/leiths)**

If you wish to sell food or drink to visitors **for consumption on the premises**, there will be a concession fee. You must inform us at least 35 days prior to the start of tenancy, on Form 1 (and Form 8 for Alcohol), of the activities that you plan for your stand. For further details regarding concession fees, please contact the Operations Team on +44 (0) 1784 482 860 or email [viv.orchard@vivevents.co.uk](mailto:viv.orchard@vivevents.co.uk).

### **CATERING EQUIPMENT (HIRE)**

Exhibitors wishing to hire catering equipment should contact Gamble Kitchen Rental plc on +44 (0) 1664 424 888.

### **CHARITIES**

Charities will not be permitted to conduct their activities on Exhibitor's stands or around the Show without prior, written permission of the Organisers.

### **CHEMICALS**

Chemicals should be treated under COSHH regulations. The Organisers must be notified prior to coming on site. Relevant data sheets should be available for inspection, together with appropriate risk assessments.

### **CHILDREN**

Children under the age of 16 (including babies and toddlers) are **NOT** permitted in the hall, nor may they be left in vehicles in the surrounding areas, during build-up and breakdown (this is a requirement of the Health & Safety at Work Act 1974).

### **CLEANING**

Aisle cleaning will take place continuously throughout the build-up. Packing, empty boxes and other waste items should be placed in the aisles for clearance. Sharp items must be properly wrapped and disposed of in a safe manner. **The cleaners cannot be held responsible for stand items left in the aisles which are subsequently thrown away as waste.**

Daily stand cleaning is included in the cost of your stand and is provided to all stands during the nights of 25, 26 and 27 February 2010. Where night sheets are used, the keys should be left with the security office to allow early morning cleaning. For safety reasons, gangways must be left clear and free for passage and must not be obstructed in any way. For any special cleaning requirements please contact the Organisers direct on +44 (0) 1784 482 860.

Please note all stands must be complete by 2200 hrs on Thursday 25 February to allow a final pre-open clean.

### **CLOAKROOM**

The cloakroom will operate each day from 30 minutes before the show opens until half an hour after the show closes. The cost per item is £1.00.

### **COMPLAINTS**

It is in the interest of Exhibitors and visitors that any faults or failures in the services provided at the Show should be brought to the attention of the Organisers as soon as possible. If you wish to make a complaint please contact us in the Organisers Office, or send an email to: [viv.orchard@vivevents.co.uk](mailto:viv.orchard@vivevents.co.uk)

### **CONDUCT OF EXHIBITORS**

The Organiser and/or Olympia Ltd, reserve the right to expel any Exhibitor, contractor, stand staff or visitor who fails to conduct them selves in a reasonable and acceptable manner. The right is also reserved to stop any nuisance noises or to request the stand or staff concerned to refrain from using any piece of equipment which is likely to cause offence or annoyance to other stands.

### **CONGESTION CHARGE**

The Western extension to the Congestion Charge came into effect on 19 February 2007. While Olympia is not in the Congestion Charge Zone, the venue is on the edge of the zone and customers will need to be aware while navigating the local roads. For full information of which roads are affected by the congestion charge please check on [www.cclondon.com](http://www.cclondon.com) or call 0845 900 1234 (UK) or +44 (0) 207 649 9122 (from overseas), before setting out.

## **CONTRACTORS**

⇒ **FORM 2**

You may employ the stand contractor of your choice for all areas of your stand, excepting shell scheme and additions to shell scheme for which the official contractor is EAG.

If you are employing a contractor to build your stand it is essential that your contractor is fully aware of his or her responsibilities under all relevant Health and Safety legislation, as well as the hall's Rules and Regulations. See 'Space-only Stands' in the 'Stand Information' section.

Please forward your contractor all the relevant information or contact us and we will be happy to send it to them on your behalf.

Please let us know your contractor's details by completing and returning **Form 2**.

## **COSTUME CHARACTERS**

Costume characters **must** be kept within the confines of your stand and **must** wear Exhibitor passes at all times. They must not in any way entice children away from the stand or around the Show.

## **CUSTOMS & EXCISE**

The control of temporary 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 from duties. Our recommended freight-forwarding contractor SWS Ltd can arrange customs clearance on your behalf, see their insert or alternatively direct clearance with Customs can be arranged.

## **DILAPIDATIONS**

Care must be taken to avoid damage to any part of the hall, or to the shell scheme. Should you, your staff or your contractors cause any damage or disfigurement to occur, you will be charged for the damage.

## **DISABLED ACCESS**

It is now a legal requirement that all disabled people must be given the same opportunities as able-bodied persons. This includes the ability to attend exhibitions and look at any of the exhibits. We would ask that you ensure that your stand and exhibits are easily accessible to those disabled visitors with wheelchairs; any stand with a platform should provide a suitable wheelchair ramp to a gradient of 1:12. For further information, please contact the Operations Team on +44 (0) 1784 482 860.

## **DISPLAYS**

All product demonstrations and TV/video displays that are designed to attract crowds must be set back 1m from the gangway to avoid congestion in the aisles.

## **DISTRIBUTION OF PROMOTIONAL MATERIAL**

You are reminded that all business including the dispensing of literature and promotional material must be conducted from your stand. Your staff will not be permitted to hand out leaflets etc at the entrance to the event or on the street, the gangways or any other part of the exhibition hall.

## **DOGS**

Dogs, other than guide dogs and hearing dogs, are not permitted at the Show at any time.

## **ELECTRICAL REQUIREMENTS**

⇒ **FORM 12**

The official electrical contractor for the Show is EAG. We recommend that Space-only contractors contact EAG directly with your electrical requirements for the Show.

The Exhibition Venues Association (EVA) regulations for Stand Electrical Installations must be observed and complied with by all stand-holders, Exhibitors and their contractors. A copy of the EVA Regulations is available from the Organisers.

**Your equipment must conform to these safety standards or it will be disconnected. All stands will be inspected on Thursday 25 February 2010.**

To order your electrics, please complete **Form 12**, by **tbc and return to:**

**Nia Owen**  
**Early Action Group**

**T: +44 (0) 161 874 5100**  
**F: +44 (0) 161 874 5102**  
**E: [no@earlyactiongroup.co.uk](mailto:no@earlyactiongroup.co.uk)**

### **EMERGENCY PROCEDURES**

Emergency procedures are included in the Show Health and Safety section of this manual. Please ensure that you read these instructions carefully.

### **FABRICS**

Textile fabrics used for interior display purposes on the stand must be flame-proof or already treated with an approved chemical when purchased, in accordance with **BS 5438 (1976)**. Certain fabrics such as wool, twill, or felt need not be proofed. Textile fabrics used for interior decorative purposes within stands must be fixed taut and/or in light pleats (not draped) to a solid backing and secured 25cm above floor level, not touching light fittings.

### **FILMS & CARTOONS**

Filmbank are the licensing body that forms protection and the copyright of films and cartoons in public. It is an offence to screen films and cartoons in public without a non-theatrical license. For further information please call +44 (0) 20 7984 5950 or visit [www.filmbank.co.uk](http://www.filmbank.co.uk).

### **FIREARMS**

Any person wishing to display firearms at the Show must have prior permission from the Organiser by informing the Operations Team of this activity, at least 35 days prior to start of tenancy, at [viv.orchard@vivevents.co.uk](mailto:viv.orchard@vivevents.co.uk) and by including this on Form 1.

There are strict regulations governing firearms:

- Guns are not permitted to remain on site overnight
- Absolutely no ammunition will be permitted on site

**ALL WEAPONS MUST BE ACCOMPANIED BY DE-ACTIVATION CERTIFICATES WHICH WILL BE CHECKED BY VENUE SECURITY PRIOR TO THE EVENT OPENING.**

For further information please telephone the Operations Team +44 (0) 1784 482860.

### **FIRE REGULATIONS**

There are strict regulations governing materials which may be used in the construction of stands and the demonstrations of products. Stands will be inspected during the build-up by Fire Safety Officers. Exhibitors are reminded that Olympia has the right to remove any offending fittings or material and ultimately close down stands. Exhibitors should ensure their contractors are aware of these requirements.

Fire extinguishers will be positioned around the Hall by Olympia Fire Officers. Exhibitors must ensure that stand personnel are conversant with their use and that they are aware of the position of the nearest fire alarm.

### **FIRST AID**

First Aid will be manned for the duration of the tenancy. The First Aid room is located on the gallery level. First Aid can be reached on +44 (0) 20 7598 2411. In an emergency where an ambulance is required you should call +44 (0) 20 7598 2666 and inform the Organisers office immediately.

### **FLOOR LOADINGS**

Floor loadings vary considerably throughout Olympia; therefore any unusual loadings should be checked with the Organiser. Any stands containing steelworks or frameworks structures are required to have adequate base plates to ensure they do not damage duct covers. If you have any questions regarding floor loadings please contact the Operations Team on +44 (0) 1784 482 860.

### **FLORAL**

The official floral contractor will be pleased to give quotations for stand decoration. Please contact:

#### **Expo Flora**

**T: +44 (0) 1789 470 847**

**F: +44 (0) 1789 470 897**

**E: [sales@efg-europe.com](mailto:sales@efg-europe.com)**

**[www.expofloraonline.com](http://www.expofloraonline.com)**

### **FLUES**

Any exhibit or process which generates noxious or toxic fumes, exhaust or smoke must have access to an effective flue system to the outside air, and be situated adjacent to an external wall of the Hall. Any Exhibitor who intends to operate equipment which may come within this category should contact the Operations Team, in writing at [viv.orchard@vivevents.co.uk](mailto:viv.orchard@vivevents.co.uk), as soon as possible to discuss the issues involved.

### **FOOD AND DRINK FOR SALE OR SAMPLING**

⇒ **FORM 8**

If you wish to sell/sample food or drink to visitors you must have prior permission from the Organiser by informing the Operations Team of this activity, in writing, **immediately** and by returning Form 8 (no later than 20 January 2010) and including this on Form 1. Please write to the Operations Team at [viv.orchard@vivevents.co.uk](mailto:viv.orchard@vivevents.co.uk).

Any Exhibitor selling food/drink for on site consumption may be liable to pay a concession fee. Exhibitors must be willing to abide by the Food & Drink Hygiene and Health & Safety regulations set out under UK and EU Legislation and ECO and comply with certain rules set out by ECO's Designated Premises Supervisor, who is the person responsible for ensuring ECO's compliance with the Licensing Act 2003.

**If you are serving any alcohol from your stand, then please complete Form 8 and return by 20 January 2010.**

### **FREIGHT AND LIFTING**

⇒ **FORM 10**

SWS Ltd is the official freight handler for the Show. No other handling or lifting contractor will be permitted to operate there for reasons of safety and security. All Exhibitors requiring help off-loading or reloading should complete Form 10 or contact:

**Mark Homer**  
**Sensible Wine Services**

**T: +44 (0) 1622 832 640**

**F: +44 (0) 1622 832 641**

**M: +44 (0) 7917 352 171**

**E: [mark@sensiblewine.com](mailto:mark@sensiblewine.com)**

### **FURNITURE**

⇒ **INSERT**

The official furniture contractor for the show is Camden Exhibition Services, who can supply a wide variety of furniture for your stand. If you would like to order furniture please see their Furniture brochure in 'Forms and Inserts' or contact:

**Camden Exhibition Services**  
**T: +44 (0) 20 8801 4444**

**E: [lawrence@thorns.co.uk](mailto:lawrence@thorns.co.uk)**  
**F: +44 (0) 20 8801 4445**

### **GANGWAYS**

The gangways used in this venue are the **minimum** permissible by Health & Safety Regulations. Under no circumstances will exhibits, stand dressing, tables and chairs etc., be allowed to encroach into gangways. Please remember to keep all your exhibits inside your stand at all times.

### **GRAPHICS AND BANNERS**

Good graphics on your stand will get you and your products noticed. From your own colour transparencies or photographs, you can have stand graphics in any size. If you wish to discuss a graphics package, please contact:

#### **Perton Signs**

**T: +44 (0) 20 8992 5775**

**F: +44 (0) 20 8992 5885**

**E: [pertonsigns@pertonsigns.co.uk](mailto:pertonsigns@pertonsigns.co.uk)**

### **HOTEL ACCOMMODATION**

⇒ **FORM 11**

We have negotiated special rates for you through a hotel booking agency, Jigsaw Conferences Ltd, who work with a large number of local hotels. Details of all hotels can be found on the website at [www.jigsawconferences.co.uk/whodoyouthinkyouarelive.aspx](http://www.jigsawconferences.co.uk/whodoyouthinkyouarelive.aspx) or via Form 11.

### **INSURANCE**

Please note that under your contract each Exhibitor is responsible for all claims arising from personal injury or damage to property during the build-up and breakdown period caused directly or indirectly by the Exhibitor or any contractor, sub-contractor, servant, agent or invitee of his, or the act, omission or neglect of any such person or by any exhibit, machinery etc. You have also agreed to indemnify the Licensee, Brand Events History Ltd, in respect of each and every claim.

We strongly recommend that you check that your insurance cover for both Public Liability and other risks is sufficient, in order to avoid you being penalised due to under-insurance in the event of a claim. Please contact [Hiscox.co.uk](http://Hiscox.co.uk) should you require additional cover:

#### **Hiscox.co.uk**

**T: +44 (0) 845 213 8444**

**[www.hiscox.co.uk/events/2855](http://www.hiscox.co.uk/events/2855)**

### **INTERNET CONNECTION**

⇒ **FORM 15**

To arrange an internet connection, telephone or ISDN line, please contact eForce or see Form 15:

#### **Dan O'Connell**

##### **E-Force**

**T: +44 (0) 20 7370 8400**

**F: +44 (0) 20 7370 8405**

**E: [sales@eforce.co.uk](mailto:sales@eforce.co.uk)**

### **LOST PROPERTY**

During show hours, lost property should be reported to and collected from the Organisers Office. After the Show any lost property will be passed to Olympia Reception and will be held for up to three months, telephone +44 (0) 20 7598 2484.

### **LOW EMISSION ZONE (LEZ)**

The London Low Emission Zone (LEZ) is now in operation. The aim of the scheme is to improve air quality in the city by deterring the most polluting vehicles from driving in the area. The LEZ commenced on 4 February 2008 for lorries over 12 tonnes, with different vehicles affected over time and tougher emissions standards introduced in January 2012. From 7 July 2008, the LEZ applies to lorries over 3.5 tonnes, and buses and coaches over 5 tonnes with more than eight seats, plus the driver's seat. **Cars and motorcycles are not affected by the scheme.** For full information please visit <http://www.tfl.gov.uk/roadusers/lez/default.aspx> or call 0845 607 0009 (UK) or +44 (0) 207 310 8998 (from overseas) before setting out.

### **LPG / COMPRESSED GASES**

The use of LPG and other bottled gas will **not** be permitted at Olympia.

### **MUSIC AND VIDEO LICENSES**

It is the responsibility of the Exhibitor to apply for the appropriate licenses to play music or videos on their stand during the course of the Show. The licenses are as follows:

#### **Phonographic Performance Ltd**

⇒ **FORM 7**

If you intend to play copyright music on your stand during the exhibition, you are required by law to apply for a licence. PPL controls the copyright regarding the public performance and broadcasting of sound recordings on behalf of the record producers. To apply for your PPL Licence please complete Form 7 and return, with a cheque made payable to **Brand Events History Ltd** for £47.70 plus VAT, to:

**Viv Orchard Event Management Ltd  
The White Lodge  
Magna Carta Lane  
Wraysbury  
Middlesex  
TW19 5AF**

***N.B. If you require a PPL licence you will also require a PRS licence.***

#### **Performing Rights Society**

**Tel: 0800 068 4828**

Exhibitors wishing to play music on their stand by means of TV, video, slide/tape presentation, record/tape player, CD or live musicians must hold a licence by law, issued by PRS.

#### **Video Performance Ltd**

**Tel: +44 (0) 20 7534 1000**

Exhibitors wishing to play music videos on their stand by means of TV, video, slide/tape, presentation must apply and pay for a VPL licence.

### **NOISE**

Any stand playing music or videos must keep the sound down to a level that is not intrusive to other Exhibitors. If in the opinion of the organisers, the sound level on a stand is too high and the Exhibitor does not conform to verbal requests to reduce the sound, the organisers reserve the right to cut the power to the stand.

### **OLYMPIA – LOCATION AND TRAVEL SERVICES**

The address for the Show is:

**Who Do You Think You Are? LIVE  
Stand Number and Company name  
National Hall  
Olympia Exhibition Centre  
Hammersmith Road  
London W14 8UX**

If you are planning your journey, two useful websites are:

[www.theaa.com/travelwatch/planner\\_main.jsp](http://www.theaa.com/travelwatch/planner_main.jsp) - provides a route planner. Simply input the start and finish locations.

[www.streetmap.co.uk](http://www.streetmap.co.uk) – gives detailed street maps of any area in the UK.

### **ORGANISERS OFFICE**

The Organisers Office is located off the main foyer of the National Hall and will be open throughout the Show including the build-up and breakdown periods.

### **PA SYSTEM**

The PA system is for official use only. It is not available to Exhibitors for any purpose during the show.

### **PALLETS**

Exhibitors are reminded that they are responsible for the removal of their pallets. Any pallets left in the Hall will be charged to the Exhibitor at £100.00 per pallet.

### **PASSES**

⇒ **FORM 3**

In the interests of security, all Exhibitors and contractors must wear identity passes at all times during the build-up, breakdown and open periods of the Show. Security staff will not allow you or your staff to enter the exhibition without a valid pass.

#### **Exhibitor Passes**

You will be issued with Who Do You Think You Are? LIVE 2010 passes that allow admission to the exhibition halls throughout the event. Passes are available free of charge and will be allocated with respect to your stand size as follows:

- The Society of Genealogists Family History Show = 5 passes per table
- stands <10sqm = 5 passes
- stands <20sqm = 10 passes
- >20sqm = 20 passes

Please complete and return **Form 3**, no later than **12 February 2010**. Passes will be dispatched prior to the Show to enable you, if necessary, to forward them on to the relevant people. Any very late requests for additional passes can be collected from the Organisers Office on-site.

Passes will not be sent out until Exhibitors have returned the Health and Safety Declaration Form 1 and full payment has been made.

#### **Contractor Passes**

Any contractor wishing to gain access and work within the Hall during build-up and breakdown must wear a Contractor pass. These will be issued onsite by our security staff at the venue. Contractors will need to notify security of the company and stand number of the stand on which they are working to obtain a pass. Contractor passes are valid for build-up and breakdown only.

N.B. Please notify the organisers of all contractor details on **Form 2** by **20 January 2010**.

#### **Vehicle Passes**

These are required for Exhibitor or Contractor vehicle unloading / loading and access during build-up and breakdown. They do not entitle you to parking (please see Car Parking). Two vehicle passes will be sent out to you with your Exhibitor Passes.

### **PHOTOCOPYING, PRINTING AND FAX FACILITIES**

Photocopying, printing and fax facilities are available from the Business Centre situated in the Venue Management Offices. Fees are payable for these services. The Business Centre is able to offer Internet access, to exhibitors, free of charge. There are two terminals available and during heavy use, time per person will be restricted.

The Management Offices can be reached through the Organiser's Office.

## **PLASTICS**

Plastics must conform to **BS 476-Part 7-Class 1**. Lexan and Macralon are acceptable. Perspex is not permitted in Olympia.

## **PRESS OFFICE AND PR**

For public relations and press enquiries, please contact:

**Felicity Hardingham**

**T: +44 (0) 20 7376 0070**

**E: [felicity@goldengoosepr.com](mailto:felicity@goldengoosepr.com)**

*(please see Marketing and PR Information section for further details)*

## **RISK ASSESSMENTS**

All Space-only Exhibitors and certain shell scheme Exhibitors will be required to supply the organisers with a complete Risk Assessment. In addition to this any Exhibitor with supplying food or drink on their stand will be required to supply both a Risk Assessment and a completed HACCP statement.

## **RIGGING**

All rigging requirements have to be submitted to the Operations Team before 20 January 2010 for approval. Please email [viv.orchard@vivevents.co.uk](mailto:viv.orchard@vivevents.co.uk).

## **SECURITY**

Whilst every reasonable precaution is taken during the show to ensure the premises are adequately patrolled, the Organisers expressly disclaim responsibility for any loss or damage to property of any Exhibitor from any cause.

It is essential that you report any loss sustained from your stand to the Organiser's office.

### ***To help ensure good security at the show, please follow these points:***

- *Delegate one member of your personnel responsible for your company's safety and security at the exhibition.*
- *Do not leave cash, handbags, mobile phones, valuables etc., in unlocked drawers, cupboards or on exhibits on your stand.*
- *Do not leave wallets in unattended clothing.*
- *Night sheets are available from EAG. These provide a see-through netting barrier which leaves the contents on the stand on view at all times, whilst deterring the opportunist thief.*
- *Check all lockable desks and cupboards before leaving your stand.*
- *Please note that build-up and breakdown days are high-risk periods. You are recommended to work in pairs so that the stand is manned at all times.*
- *Make sure you arrive prior to the official opening time and do not leave your stand at night before the hall is clear of visitors.*
- *Should you have small valuables, which you wish to leave on your stand you are advised to provide yourself with lockable steel cabinets or other safe storage areas.*
- *Do not bring products on to your stand before Thursday 25 February.*

Please do not hesitate to check with Event Exhibition Partnership, the official security contractor, on any security matter:

### **Event Exhibition Partnership**

**T: +44 (0) 20 8543 5588**

**F: +44 (0) 20 8543 7268**

**E: [info@theeventpartnership.co.uk](mailto:info@theeventpartnership.co.uk)**

## **SHOW GUIDE**

⇒ **FORM 5**

Promote your company in the show guide, the essential directory for all visitors. Please complete Form 5, in 'Forms and Inserts', to ensure we have the correct information from you for your FREE entry. The guide will contain information on all the exciting features, celebrities and entertainment. As well as your free listing, Exhibitors have the opportunity to advertise in the Guide to increase your company's exposure.

If you would like to know more about the Show Guide please contact Andy Healy, telephone 0117 314 8790, [andyhealy@bbcmagazines.com](mailto:andyhealy@bbcmagazines.com).

## **SIMULATORS**

The Organisers will require, 35 days prior to the Show, a current independent Safety Certificate for any simulator being used by the public. The electrical power supply required will not be switched on if this has not been received.

## **SMOKING POLICY**

Exhibitors are reminded that Who Do You Think You Are? LIVE 2010 is a non-smoking exhibition at all times.

## **SPECIAL ACTIVITIES/VISITOR PARTICIPATION ON STANDS**

Exhibitors must obtain prior written agreement from the Organiser before arranging for any special activities or visitor participation on stands (i.e. special treatments, massages, dancers, models, musicians, animals or celebrities to appear on or alongside the stand space booked). In accordance with Health and Safety regulations, it is imperative that you notify the Operations Team in writing **immediately** at [viv.orchard@vivevents.co.uk](mailto:viv.orchard@vivevents.co.uk).

## **SPECIAL EFFECTS**

Permission is required for the use of special effects, such as lasers, pyrotechnics, smoke machines, strobes or flashing lights. Light projections must be contained within the stand area. They must not, under any circumstance, be directed onto the gangways, walls or roofs of the exhibition hall. Permission must be first obtained from the Organisers and then the Venue, please contact the Operations Team in writing **immediately** at [viv.orchard@vivevents.co.uk](mailto:viv.orchard@vivevents.co.uk).

## **STAND DRESSING**

Artificial plants and flowers are often combustible and can give off poisonous fumes; they must not be used as stand dressing. Silk type flowers are acceptable, providing they have been fireproofed to the appropriate standards and are marked as such. Cellulose paints are flammable and must not be used in stand dressing.

## **STORAGE AND PORTERAGE**

There are no portage facilities available at Olympia. You therefore need to make your own arrangements for the removal and storage of boxes, packaging etc. prior to the opening of the event. Please contact SWS Ltd or see Form 10. It is contrary to Earls Court and Olympia Fire Regulations for packing materials etc., to be stored on or behind stands. The Fire Officers will insist that any ad-hoc stores be removed.

The organisers **do not** have trolleys to lend or hire to Exhibitors. Please bring your own trolley if required or contact SWS Ltd. No trolleys are allowed in the hall during Show open times.

## **TELEPHONES**

⇒ **FORM 15**

A telephone, fax service and internet access can be provided to stands. Please complete Form 15 indicating your requirements with a plan of the equipment position by **29 January 2010** and return to:

### **E-Force Communications**

**T: +44 (0) 20 7370 8400**

**F: +44 (0) 20 7370 8405**

**E: [sales@eforce.co.uk](mailto:sales@eforce.co.uk)**

## **TERMS AND CONDITIONS**

This Exhibitor Manual forms part of the Terms & Conditions that you agreed to on signing your contract.

## **VEHICLES IN HALLS**

To comply with Local Authority regulations any vehicles that are on display inside the Hall must contain only sufficient fuel to move in and out of the venue, have a lockable fuel cap and the battery must be disconnected.

## **WASTE DISPOSAL AND SKIP HIRE**

The Environmental Protection Act 1990 came into force in April 1992 and dictates strict controls on waste materials. **Waste materials however innocuous shall not be abandoned on site.** Should it be necessary for waste materials to be removed from site, please contact the Organisers.

You are asked to consider how much waste will be generated from your stand before you come to the event and Reduce, Re-use and Recycle where possible.

Olympia's cleaning contractor, CCS, will be collecting plastic, cardboard, paper, glass and wood (without nails) from the exhibition floor for recycling. Please assist them by separating your waste and flattening any cardboard boxes where possible. If you leave any excessive or hazardous waste at the end of the event, you will be charged for its removal.

**Excessive waste** is described as: more than 2 boxes of literature, stand fitting material, pallets, material packaging and quantities of unsold stock or 'give-aways'.

**Hazardous waste** is defined as follows: light bulbs and fluorescent tubes; electrical equipment and fittings; gloss and emulsion paint and their containers; cooking oils and their containers; aerosols, full or empty; oils and lubricants; oily rags (this includes rags for cleaning shell scheme).

**Please note that any excessive rubbish left on the premises will be tracked back to the exhibitor and your company will be charged.**

## **WATER, WASTE AND PLUMBING**

⇒ **FORM 14**

Applications for these services should be via Form 14. For more information, please contact:

**Steve Smith**  
**Opex Exhibition Services**

**T: +44 (0) 20 7370 8145**

**F: +44 (0) 20 7370 8181**

**E: steve.smith@opex.co.uk**

## **WORKING AT HEIGHT**

The Work at Height Regulations came into force on 6<sup>th</sup> April 2005. Exhibitors should ensure that all their contractors and staff are aware of and comply with the regulations in full. These can be viewed at [www.hse.gov.uk](http://www.hse.gov.uk). A brief guide to the regulations is also available from the Operations Team, please call +44 (0) 1784 482 860.

## **WORKING DEMONSTRATIONS**

Working exhibits and demonstrations of working equipment must conform to current Health and Safety regulations (Please see 'Health & Safety' at the front of the manual).