



13 SEPTEMBER
LAKESIDE PARK HOTEL

Isle of Wight Chamber of Commerce
Business Expo 2017

Exhibitor Manual

Wednesday 13th September
at The Lakeside Park Hotel, High Street,
Wootton Bridge, Ryde PO33 4LJ

Please take your time to read through the information enclosed as it will help you plan your exhibition stand.



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Meet the Exhibition Team

Thank you for choosing to exhibit with us. Our aim is to provide you with a comprehensive, helpful and efficient service before, during and after the exhibition.

Event Organisers

Isle of Wight Chamber of Commerce

Tel: 01983 520777

E-mail: expo@iwchamber.co.uk

Venue

Lakeside Park Hotel

Tel: 01983 882266

E-mail: events@lakesideparkhotel.com

We are here to help you. We want you to have a productive and enjoyable event and will do everything we can to assist. We can be reached by the above contact details.

Timetable and Access

Build Up	Tuesday 12 th September	15.30 -17.45
Build Up	Wednesday 13 th September	08.30 – 09.45
Expo Business Breakfast (<i>by ticket only – all tickets need to be pre-booked via the IW Chamber website</i>)	Wednesday 13 th September	08.30 – 9.45
Group Photo & Welcome	Wednesday 13 th September	09.45
Business Expo 2017 opens	Wednesday 13 th September	10.00
Hot buffet lunch available (<i>by ticket only – 2 tickets per exhibitor stand will be included in your Stand pack on the day</i>)	Wednesday 13 th September	12.30 – 14.00
Business Expo 2017 closes & stands dismantled	Wednesday 13 th September	17.00
Stands must be dismantled by	Wednesday 13 th September	18.00

What are the most important things that I must do before exhibiting?

This manual includes lots of very important information, all of which needs to be read and understood. Please forward this information to the relevant members of your event team.

If you do nothing else, please do ensure that you carry out the following:

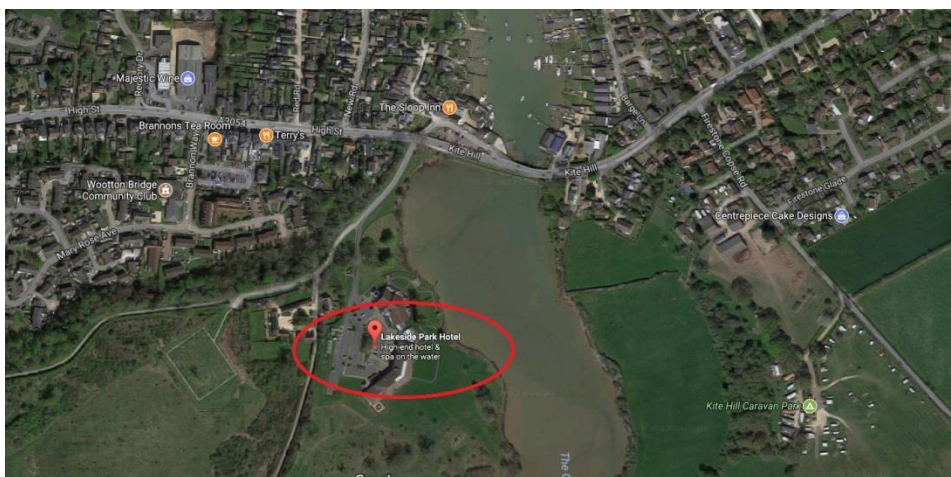
- Check that you have adequate insurance.
- Read the Health & Safety section.
- Complete a risk assessment.
- Book your stand promotional items.
- Tell everyone to come along

Venue

The Isle of Wight Chamber Business Expo 2017 is being held at:

The Lakeside Park Hotel, High Street, Wootton Bridge, Ryde, Isle of Wight, PO33 4LU

www.lakesideparkhotel.com



Car Parking

There is limited car parking available onsite and we would request that exhibitors use 1 car per business to help with the environment and to ensure there is plenty of space for visitors.

Once unloaded please move your vehicle away from the main entrance and use the farthest away spaces. Some outside areas will be used for external exhibitors. Please note the more cars your business has in the car park the less space there is available for visitors.

Build Up

Exhibitors must either set up on Tuesday 12th September between 15.30 and 17.45 or before the event on Wednesday 13th September between 08.30 and 09.45.

For those setting up on the Wednesday, access is available from 08.30 until 09.45 before the exhibition opens at 10.00. Stands **must be completed by 09.45** prior to the start of the Expo and must be clean and in good order.

All deliveries must be made during the allocated build-up times and access times.

Health & Safety Regulations

All items **must** remain within your allocated stand space. Failure to comply with this will result in the offending items being removed. Infringing on the aisles around your stand, any other public walkways or blocking entrances is **strictly prohibited**. Exhibits **may not** extend beyond the stand space booked.

Exhibitors must take all reasonable care to ensure the safety of visitors to the stand.

All exhibitors must comply with the Health & Safety at Work Act 1974, and any regulations made there under.

HEALTH AND SAFETY POLICY DOCUMENT

Please spend five minutes familiarising yourself with the Health & Safety Policy.

The Health & Safety at Work Act covers exhibition and conference venues as places of work. As an exhibitor it is essential that you are aware of your obligations within the Act. The event organiser, has a duty to ensure that exhibitors and contractors are aware of their responsibilities.

These responsibilities include:

- To ensure, so far as reasonably practical, the health, safety and welfare of all employees and any article, plant, substance, or system of work which may be used, are safe and without risk to health.
- To ensure that all employees are provided with information, instruction, training and supervision to ensure their health and safety, and that of others in the vicinity.
- Main areas to check, but not restricted to:-
 - Understanding of Fire and Emergency procedures and First Aid procedure.
 - Need to maintain emergency exits and keep gangways clear at all times.
 - Working at height must be done in a safe manner, using suitable equipment in the approved way e.g. steps, scaffold towers.
 - Staff to wear suitable protective clothing including hard hat if appropriate.
 - That all powered access equipment, i.e. fork lift trucks, cranes, etc are operated by full trained and certified personnel.
 - That only acceptable substances will be allowed onsite and full compliance with COSHH (Control of Substances Hazardous to Health) regulation is required e.g. fluorescent type lighting tubes require specialised disposal as hazardous waste.
 - That Personal Protective Equipment (PPE) is used if other protective measures are unrealistic and that employees are trained in its use and limitations.
 - Ensure portable power equipment is only used for the purpose for which it was designed, with safety guards and devices fitted and used. Power leads must be kept to a minimum and not cross gangways. Power requirements must not overload the systems order.
 - All staff are trained to ensure safe working practices including the importance that good housekeeping is maintained in all work areas, minimising hazards.
 - Ensure all contractors employed are aware of these Health & Safety responsibilities.

NB. May we remind exhibitors that you are obliged to report accidents to the Event Organisers or Venue

Fire Precautions

All exhibitors must acquaint themselves with the emergency exits in case of fire. Please advise the Organising Team or Front of House staff upon discovering a fire.

In addition, exhibitors must take care not to block any emergency exits with obstructions with their stand.

First Aid

In the event of anyone requiring first aid, please notify the Organising Team or Front of House staff.

Insurance

Please ensure that your business holds a valid Public Liability Insurance on the date of the Expo as you may be asked to present it.

Whilst we take every precaution to protect your property during the exhibition, we are not responsible for any loss or damage and we recommend that you arrange the insurance cover. You are responsible for insuring against any legal liability incurred in respect of injury or damage to property belonging to third parties. In addition to this, you should protect your expenditures against abandonment and cancellation, or curtailment of the event, due to reasons beyond our control.

Risk Assessment

All exhibitors must complete a Risk Assessment prior to the exhibition to include the build up/breakdown of their equipment within their stand. You may be asked to present a copy on the day. An example risk assessment form is available on the IW Chamber website.

Electricity

Any electrical equipment that you bring along must be PAC tested. Large machinery or high voltage equipment must be specified and agreed during booking.

Break down

Break down will commence once the show has closed and all visitors have left the building. Break down will begin at 17.00.

Please note that, for Health and Safety reasons and professionalism, exhibitors are **not permitted** to remove items from their stand until this time. No goods can be left after 18.00 or stored to collect at a later date. Please help us by removing any rubbish or literature you no longer require. You will be provided with a bin bag to dispose of any rubbish and this can be left at the end of the show.

Duration

Unless pre-arranged all companies must exhibit for the duration of the show and for Health and Safety reasons must not attempt to break down or remove items from the venue until the show closes at 17.00.

Your Stand Package

You will have a 6ft table if requested or the equivalent floor space. You will be required to bring all your own banners, literature, lighting etc. A table, chairs and electricity will be provided if previously requested. If you have requested a table it will be provided with a white table cloth. There will be space for 2 pullups, either at each side or behind your table. Please inform us if you are planning to bring anything larger to make sure you have picked an appropriate stand.

Please note that you can only promote one business per stand which is the company name stated on the booking form.

Internet access via Wi-Fi will be available to use.

Refreshments

Vouchers for Tea and Coffee will be included in your Exhibitor Pack, vouchers to be exchanged at the Bar in the Brasserie throughout the day for exhibitors. Extra tea and coffees can be purchased from the Bar at £1.00 per cup.

A hot buffet lunch will be available between 12.30 – 14.00 in the Brasserie for exhibitors. Lunch tickets will be required to be shown. Due to the number of seats available lunch will be served in two sittings to accommodate everyone. **Two tickets** per stand will be included in your Stand pack on the day.

Security & Personal Belongings

The Isle of Wight Chamber of Commerce and the Lakeside Park Hotel do not take responsibility for items left, lost or damaged before, during or after the show has concluded. Please ensure valuable items, such as laptops, phones etc. are not left unattended at any time.

The Isle of Wight Chamber of Commerce or Lakeside Park Hotel do not take any responsibility for items left, lost or damaged during or after the show has concluded. Please ensure that you do not leave any personal belongings unattended at any time.

Lost Property

Lost property should be reported, or if found, handed to the Organising Team or Venue Staff.

Badges

Exhibitor badges will be included in your exhibitor pack on the day; the names will be taken from your stand application form. These must be worn at all times during the exhibition for identification and security purposes.

Event Programme Editorial Entry

All exhibitors will be listed in the Expo 2017 programme. The entry will include your company logo, 400 characters listing, stand number and any offers/competitions you have told us about as submitted in the Expo registration form or emailed to expo@iwchamber.co.uk in order to secure inclusion. The event programme is given free to all visitors.

Admission

Admission to the exhibition is FREE to everyone. Your colleagues and clients are very welcome – visitors are encouraged to register beforehand but can turn up on the day.

Noise Level

The use of audio visual equipment is permitted, but the volume must not be such as to cause annoyance to other exhibitors. The organisers reserve the right to prohibit their use if, in the organisers' opinion, any annoyance is being caused.

In relation to copyright and public performance, it is the personal responsibility of the exhibitor, at their own expense, to obtain all appropriate licences, including those issued by the Performing Rights Society and Phonographic Performance Ltd. The organisers reserve the right to prohibit any recorded or live performance if the exhibitor is unable to produce the appropriate licence for inspection.

Payment

All stands are sold on first come first served basis. Bookings remain provisional until full payment is made. Payment must be received within 30 days or by Friday 1st September 2017.

Cancellation

All cancellation requests must be sent via email to: chamber@iwchamber.co.uk or made in writing to: IW Chamber, Mill Court, Furlongs, Newport, Isle of Wight, PO30 2AA.

A full refund will be given for cancellations received before 31st July 2017. 50% refund will be given for cancellations before 31st August 2017. No refunds will be honoured after this date.

Visitor Expo Leaflets/Flyers

Each exhibitor will be sent event promotional leaflets, free, as requested for mailing to their own customers to promote the event. Please let us know as soon as possible how many you would like by emailing expo@iwchamber.co.uk

Exhibitors Promotional Material

Exhibitors can only dispense literature and promotional material to visitors from their own stands. Exhibitors will not be permitted to hand out leaflets etc. at the venue entrances or walkways, other than by their stand.

Last Minute Information

Whilst we have endeavoured to provide you with the most up to date information there is always the possibility that there may be some changes or some additional information to pass on to you, if this is the case then the info will be sent to the key contact registered.