

IW CHAMBER BUSINESS EXPO 2021

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LAKESIDE PARK HOTEL
22 WEDNESDAY
SEPTEMBER

EXHIBITOR MANUAL

Wednesday 22nd September 2021
at The Lakeside Park Hotel,
Wootton Bridge, Ryde PO33 4LJ

10.00am - 4.00pm

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

WELCOME TO EXPO 2021

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.

We are here to help you. We want you to have a productive and enjoyable event and will do everything we can to assist.

Organisers

Isle of Wight Chamber of Commerce

Tel: 01983 520777 E-mail: chamber@iwchamber.co.uk

www.iwchamber.co.uk/expo

Venue

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

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.
- Think about what you want to do on your stand – leaflets, promotional items etc.
- Tell everyone to come along!

Entry to Expo

Admission to Expo is FREE to everyone. Your colleagues and clients are very welcome to visit the event – visitors are encouraged to register beforehand for faster entry, but can turn up on the day.

YOUR STAND AT EXPO 2021

Your Stand Package

You will have a 1.5 metre table if requested, or the equivalent floor space. Any stands or banners will need to fit within this space. If you have requested a table it will be provided with a white table cloth.

Please note that if you are booking a stand in the walkway area and you require a table, your table will need to be positioned directly against the wall.

Power will be available for stands on the day of the event if **previously requested in advance** on the booking form. Please ensure you bring your own extension leads in order to set up your stand as necessary.

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

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

Event Programme Editorial Entry

All exhibitors will be listed in the Expo 2021 programme. The listing will include your company logo, 300 character line listing and stand number. Wording must be submitted in the Expo booking form in order to secure inclusion. The event programme is given free to all visitors.

Your company name and logo will also be listed on our website under the list of exhibitors.

Refreshments

Lunch vouchers for 2 members of staff will be provided in your Stand Pack on the day. A hot buffet lunch sponsored by Fortis Energy will be available between 12.30pm–2.00pm in the Brasserie for exhibitors. Lunch tickets will be required to be shown. Due to the number of seats available lunch will be staggered over the time period to accommodate everyone.

Vouchers for Tea and Coffee will also be included in your Exhibitor Pack, to be exchanged throughout the day. Four vouchers will be provided per stand, any extra tea and coffees can be purchased from the Bar in the Brasserie for £1 per cup. Tea & Coffee is sponsored by Island Roasted.

EXPO TIMETABLE – BUILD UP AND ON THE DAY

Build Up	Tuesday 21 st September	3.30pm -5.30pm
Build Up	Wednesday 22 nd September	8.30am – 9.45am
Expo Business Breakfast (<i>by ticket only – all tickets need to be pre-booked via the IW Chamber website</i>)	Wednesday 22 nd September	8.30am – 9.45am
Group Photo & Welcome	Wednesday 22 nd September	9.45am
Business Expo 2021 opens	Wednesday 22 nd September	10.00am
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 22 nd September	12.30pm – 2.00pm
Business Expo 2021 closes & stands dismantled	Wednesday 22 nd September	4.00pm
Stands must be dismantled by	Wednesday 22 nd September	5.00pm

Build Up

Exhibitors must either set up on Tuesday 21st September between 3.30pm and 5.30pm or before the event on Wednesday 22nd September between 8.30am and 9.45am.

For those setting up on the Wednesday, access is available from 8.30am until 9.30am before the exhibition opens at 10.00am. Stands **must be completed by 9.45am** 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.

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.**

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 16.00.

Break down

Break down will commence once the show has closed and all visitors have left the building. Break down will begin at 4.00pm.

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 6.00pm or stored to collect at a later date. Please help us by removing any rubbish or literature you no longer require. Bin bags will be available from the IW Chamber team to dispose of any rubbish and these can be left at the end of the event.

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.

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.

STAYING SAFE AT EXPO 2021

Health & Safety Regulations

Expo 2021 is a safe event and will take place in accordance with Covid-19 regulations. If you have a high temperature, continuous cough or loss of smell or taste, please **do not attend**.

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, and any regulations made there under. 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. 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 PAT tested. Large machinery or high voltage equipment must be specified and agreed during booking. Standard mains power will be available for stands on the day of the event if **previously requested in advance** on the booking form. **Please ensure you bring your own extension leads in order to set up your stand as necessary.**

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.

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.

EXPO TERMS AND CONDITIONS

Full Terms & Conditions

All exhibitors must agree and comply with the Expo 2021 Terms & Conditions.

1. A completed IW Chamber Expo booking form is required for all businesses wishing to exhibit at the event. By completing a booking form you agree to these Terms & Conditions.
2. All stands are sold on a first come first served basis. Bookings remain provisional until full payment is received.
3. All charges for Expo will be invoiced by the Isle of Wight Chamber of Commerce upon receipt of a completed booking form.
4. Payment for Expo 2021 stands or Expo 2021 sponsorship must be received within 7 days of receipt of invoice.
5. All cancellation requests must be sent via email to: chamber@iwchamber.co.uk or made in writing to: IW Chamber, Mill Court, Furrllongs, Newport, Isle of Wight, PO30 2AA. A full refund will be given for cancellations received before 4th August. 50% refund will be given for cancellations before 31st August 2021. No refunds will be honoured after this date.
6. Exhibitors may only promote one business per stand, which is the company name stated on the booking form.
7. The Isle of Wight Chamber of Commerce reserves the right at any time to change, update or alter the floorplan if deemed necessary. Compensation will not be given.
8. The Isle of Wight Chamber of Commerce does not accept accountability if an exhibitor's stand is located next to or near another stand that the exhibitor deems as a competitor. It is the exhibitor's responsibility to review the current exhibitor list on the website to ensure a stand's suitability in respect of location.
9. The Isle of Wight Chamber of Commerce reserves the right at any time to change the date and/or the venue of the Expo, or to cancel it altogether, if deemed necessary by reason of fire, flood, extreme weather conditions, acts of war or violence, malicious damage, explosion, earthquake, strike, civil disturbances, political unrest, riot, labour dispute, power cuts or any other cause beyond the Isle of Wight Chamber of Commerce's control; or if The Isle of Wight Chamber of Commerce for any other reason deem it necessary or advisable. In such cases the exhibitors/sponsors waives any and all claims they might have against the Isle of Wight Chamber of Commerce for refunds, damages or expenses. In the event that the Expo is cancelled, the Isle of Wight Chamber of Commerce will make every attempt to postpone or reschedule the event. If an exhibitor decides to withdraw from the rescheduled Expo, due to the changes to the origin event venue/date, the exhibitor will only be entitled to a 50% refund at the discretion of the Isle of Wight Chamber of Commerce.
10. In the event that the Expo is cancelled by the Isle of Wight Chamber of Commerce for commercial reasons, such as a lack of support/interest, then all sums paid by the exhibitors/sponsors for the stand/sponsorship will be refunded in full. The exhibitors/sponsors agree that under these circumstances they will have no further claims against the Isle of Wight Chamber of Commerce.

11. Exhibitors that fail to show up to the Expo and that have paid in full, will not be entitled to a refund and will be liable for the full amount of charges.
12. The Exhibitors must comply with the risk control measures under the Health and Safety Work Regulations 1999. All exhibitors must complete a Risk Assessment prior to the Expo to include the build-up/breakdown of their equipment within their stand.
13. The Isle of Wight Chamber of Commerce accepts no liability for damage to, or loss of, any property or articles or things whatsoever, placed or left at the venue or any part thereof, by an exhibitor/sponsor, or by any individual attending the Expo.
14. The Isle of Wight Chamber of Commerce reserves the right to remove any materials or literature considered to be of obscene or objectionable nature and remove any exhibit it considers to be unsafe. Compensation will not be given.
15. Unless pre-arranged all exhibitors must exhibit for the duration of Expo and for Health and Safety reasons, and professionalism, must not attempt to break down or remove items from the venue until the Expo closes at 16.00. No goods can be left after 18.00 or stored to collect at a later date. Exhibitors are responsible for removing any property used by them in connection with their participation with the Expo.
16. The Isle of Wight Chamber of Commerce agrees to promote/advertise the Expo to the best of our ability to ensure a satisfactory amount of visitors pre-register to attend the Event, however the Isle of Wight Chamber of Commerce accepts no responsibility for the footfall or volume of visitors on the day of the Expo, without being under liability to refund or rebate any charges paid or due herein.
17. Exhibitors/sponsors agree to support the Expo in respect of promotion to help raise the awareness of the Expo and promote their attendance/stand/involvement with the Expo.
18. Exhibitors must have Public Liability Insurance on the date of the Expo. The Isle of Wight Chamber of Commerce accept no responsibility for any damage or injuries that occur on an exhibitor's stand or within their stand space, especially if the injury or damage is caused by an item or exhibit associated with their exhibition stand/space.
19. Exhibitors 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, exhibitors should protect their expenditures against abandonment and cancellation, or curtailment of the event, due to reasons beyond the Isle of Wight Chamber of Commerce's control.
20. Canvassing for orders and the distribution or display of printed materials, except by the exhibitor on their own stand, is strictly prohibited. If the exhibitor is in breach of this provision they may be asked to surrender the display/printed materials and the right of removal may be exercised.
21. 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.

22. The Expo will be featured in the organiser's social media and printed publications. Photographs will be taken during the day. If you do not want to appear in photos please contact the Isle of Wight Chamber of Commerce.
23. The Expo and the Isle of Wight Chamber of Commerce have official media partners for the event. Exhibitors are encouraged to promote their attendance using their own social media channels. Seminars and speeches at the event are not public performances and attendees are not entitled to record / upload or stream them on-line without permission of the organisers and or speakers.
24. The name, logo and branding for Expo 2021 are owned by the Isle of Wight Chamber of Commerce. The brand is used by official Expo partners only and cannot be used in connection with promotional sales offers by other organisations without prior agreement with IW Chamber.
25. The Isle of Wight Chamber of Commerce reserve the right to change or update these Terms & Conditions at any time, and you agree to abide by the most recent version of the Terms & Conditions. To access the most recent Terms & Conditions please visit our website (www.iwchamber.co.uk).

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.

EXPO 2021 – OUR SPONSORS

