



wtm[®]

LONDON

4–6 November 2019

40
YEARS

T>F TRAVEL
FORWARD

WTM & T>F CONTRACTOR MANUAL

NB: Please notes Hi-Vis jackets will be required for the duration of Build Up

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1. WTM & T>F 2019 Important Points to Consider

- **Build timetable and breakdown**
[Click here](#) for full Exhibition Timetable.

The build and breakdown days available are different for WTM and T>F. Please note that stand prefixed with TT are part of the T>F event.

Show open hours are:

Monday 4th November 2019: 1000 - 1900

Tuesday 5th November 2019: 1000 - 1800

Wednesday 6th November 2019: 1000 - 1800

It is important that Shell scheme exhibitors clear their stands on Wednesday evening (1830-2000) anything left on the stand after 2000 on Wednesday evening will be deemed as waste. Waste removal charges may be applied for the disposal of excessive items.

- **Live Performance & Entertainment Timetable**
Please note timings for all live presentations and demonstration on your stand.
Monday - After 1700 only
Tuesday - After 1700 only
Wednesday – from 1630-1800 only

Click here for the [Stand Presentation Form](#).

Prior written agreement from the Organisers must be obtained. The Organisers reserve the right to stop any performance they feel is causing a nuisance to any other exhibitor.

- **PPE**
As there is significant fork lift and vehicle movement for the duration of the construction phase of WTM & T>F everyone entering the halls is expected to wear a high visibility jacket. There will be the opportunity to purchase a hi-vis jacket from the onsite exhibition shop or alternatively (if stocks allow) hire one from the organiser's office.
It is also advisable to wear suitable footwear for the build up period. Open toed and high heeled shoes are not deemed as suitable footwear.

- **Working at Height**
Working at Height is a high risk activity and close attention will be taken on working practices during the build and dismantling of stands. Contractors will be required to detail how working at height can be reduced or eliminated during the stand plan submission process. Suitable ladders and working platforms must be considered. Any unsafe work will be stopped and will only be allowed to continue once changes have been made to reduce the risk. Further guidance can be found at www.stop-the-drop.co.uk.

- **Working on Live Edges**
We have a Live Edge Working Process which will be in place for double decker stands to ensure that the correct procedures have been put in place to eliminate/ reduce the risk of working on the live edge. Working without going through this process or working unsafely will result in work stopping for at least 1 hour or until modifications to the working practices can be made so that they are deemed safe. Further information can be found in the [Stand Build Regulations](#) Section of this exhibitor manual or by emailing wtm.operations@reedexpo.co.uk

➤ **Waste Removal Charges**

It is compulsory that every stand removes their stand fitting waste from site during build up and breakdown. Heavy charges will be applied for the removal and disposal of any waste left onsite. Please note that there will be a 20% surcharge applied to costs for any onsite orders placed.

➤ **ExCeL Web Shop**

Please [click here](#) to visit the ExCeL London Web Shop to review venue services costs and place your orders. You will need your stand number and will be asked to register your details to gain access to the system.

2. Exhibition Timetable

Build Up		
Wednesday 30 th October	0800-2000	Space only build – WTM only
Thursday 31 st October	0800-2000	Space only build – WTM & T>F
Friday 1 st November	0800-2000	Space only build and Shell Scheme exhibitor set up
Saturday 2 nd November	0800-2000	Space only build and Shell Scheme exhibitor set up
Sunday 3 rd November	0800-2000	Space only build and Shell Scheme exhibitor set up From 1200 hall gangways/ aisles must be kept for the carpet installation

Please note that access to build T>F stands (TT prefix) is not permitted before **0800 Thursday 31 October**.

Open		
Monday 4 th November	0800-2000	Halls Open
	1000-1900	SHOW OPEN
	Please note that Live Performances/ Entertainment are only allowed after 1700	
Tuesday 5 th November	0800-1900	Halls Open
	1000-1800	SHOW OPEN
	Please note that Live Performances/ Entertainment are only allowed after 1700	
Wednesday 6 th November	0800	Halls Open
	1000	SHOW OPEN
	1630-1800	Festival Night / Networking Event in Halls
	1800	SHOW CLOSE
	1830	Removal of hand carriable and valuable items
	Please note that all shell scheme stands must be cleared of all exhibits by 2000	
	2000	Halls Close

Breakdown		
Thursday 7 th November	0800-2000	Space only dismantling – WTM & T>F
Friday 8 th November	0800-2000	Space only dismantling – WTM only
Saturday 9 th November	0800-1400	Space only dismantling – WTM only

All T>F stands (TT prefix) must be cleared of all exhibits, stand contractors and standfitting, including waste materials, by **2000 on Thursday 7 November**.

All WTM stands must be cleared of all exhibits, stand contractors and standfitting, including waste materials, by **1400 on Saturday 9 November**.

Exhibitors will be charged for any carpet tape or stand construction left by space only contractors.

Breakdown Reminders

Shell Scheme Stands

- Stands should be manned and operational until 1800 on Wednesday 6th November. Exhibit material and equipment cannot be removed from the exhibition before this time.
- All items must be removed from shell scheme stands by 2000 on Wednesday 6th November.

Space Only Stands

- Breakdown for Space Only stands will not begin until 0800 on Thursday 7th November. Therefore contractors will be permitted to enter the halls until this time.
- Stands should be manned and operational until 1800 on Wednesday 6th November. Exhibit material and equipment cannot be removed from the exhibition before this time.
- The electrical supply to stands will be terminated at 2000 on Wednesday 6th November. If temporary power for dismantling is required this must be ordered with the official contractor.
- Only hand carriable items can be removed from the stands 1830–2000 on Wednesday 6th November. Contractors and exhibitors leaving exhibit materials or stand fittings unattended in the hall following closure of the show do so at their own risk. Arrangements can be made with the Security Manager or with the official freight contractor for storage.
- Only small vehicles will be permitted access to the lorry ways 0800-1000 on Thursday 7th November. Larger vehicles, over 7.5 tonnes, will have access to the lorry ways from 1100 on Thursday 7th November. Any items required for dismantling before 1000 should be stored with the official freight contractor as priority.

3. Contractor Badges

Contractor Badges

Contractor passes are required by any personnel that will be entering the exhibition during the build-up and/or breakdown only e.g. delivery men, stand contractors etc. and these will be issued from the traffic office on arrival at the venue by security staff or from the organiser's office.

Please ensure your team received, read and understood the site rules which can be found [here](#).

Site Access Delivery Passes

All stand contractor vehicles entering the ExCeL London site will need a **Lorryway Access Document (LAD) which will be issued from the traffic office upon arrival onsite at ExCeL.**

Courier delivery vehicles will be directed to the Courier Acceptance Point when they arrive at the traffic office.

A lorry way access document will be issued and subsequent access allowed onto the traffic marshalling area and then the lorry way. There is a limited time for unloading/ loading dependant on the size of your vehicle. Please ensure that you are aware of this when you are unloading/ loading.

Please note the lorry way around the exhibition halls is for delivery or collection only. Parking is not permitted and a large fine will be charged for those vehicles exceeding their loading/ unloading times.

Further traffic details can be found [here](#)

4. Onsite Handling - Lifting & Storage

This section contains information on how heavy items can be moved around the exhibition and, how you can store them (if you don't have enough room on your stand)

Additional Service for IBTM World and ILTM Exhibitors and Contractors

If you are attending IBTM World 2019 or ILTM, why not take advantage of our Easy Life Service, transferring your goods from ExCeL to Barcelona and/ or Cannes?

Full transport services provided for WTM, IBTM World and ILTM, quotations are available by contacting [Sean at ILS](#).

Assembly/ dismantling

All other work is classed as "Erection / Dismantling" and is charged as per time and usage of Equipment/ labour

Forklift truck and driver	Price on application	Per hour
Crane hire	Price on application	Per hour
Labour only (must be ordered in advance)	£20.00	Per man per hour

A minimum charge of 2 hours per order is applicable.

All Labour is non-skilled artisans that will work to your instructions. ILS does not build stands and must be supplied with the relevant tools needed for the relevant task.

Delivery to ExCeL (Own transport)

All vehicles must firstly report to the traffic marshalling office on Sandstone Lane. Here they will receive a vehicle entrance pass and join a queue for the nearest available offloading door to your stand.

When your vehicle is parked and ready, you should report to our ILS Service Desk located in both halls near the Organisers Office and quote your ILS booking reference.

General lifting/ first lifts

Offloading from vehicle to stand	£9.50	per cbm or 333kgs min 3cbm per lift
Reloading from stand to vehicle	£9.50	per cbm or 333kgs min 3cbm per lift

General lifting is defined as "First Lifts" for unloading/reloading, or "Relifts" for taking out of cases, removal from pallet/skid bases, placing back on to pallets/skid bases, placing back into cases and any re-positioning following the "First-Lift". Rates are calculated according to actual weight or volumetric weight where 1 Tonne = 3m³, whichever the greater.

Insurance

It is the responsibility of the exhibitor to ensure that they have adequate insurance for their goods whilst in transit to and from the exhibition, whilst there and/or in storage and also in transit to other destinations. ILS can insure your goods for you but this is on a required basis.

Lifting

ILS - International Lifting & Shipping is the appointed contractor for all lifting and unloading on-site. Please contact [ILS](#) at the earliest opportunity with details of large or heavy exhibits. These may need to be positioned in the early part of the move-in and may require special handling. ILS will operate all lifting/ unloading equipment onsite.

Overtime working

The rate(s) quoted are based on normal hours working Monday to Sunday 0800-2000. Work performed outside these hours is subject to a 50% surcharge

Packing

Packing should be designed with internal padding & battens as to be suitable for the nature of the goods and the intended mode of transport, and to be able to withstand both outward and return journeys, it should be capable of easy unpacking and repacking.

Removal, storage and return of packing materials

We will undertake to label, remove from stand, store and return to stand upon closure of the Exhibition, all empty packing materials at the following rate:

Packing	£27.00	Per cubic metre min 2cbm
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Please do not leave your empty goods in the gangways as they may be removed by the cleaning team. Once your empty crates are ready please go to the ILS service desk and let them know that your goods are ready to be taken to the storage area. They will provide you with an empty case label. On break down night ILS will ensure that your empty goods will be delivered back to your stand. ILS must wait for the go ahead from the health and safety officer before we can start returning empty crates back. If you do not need your empty crates back on break down night please make us aware in advance.

Storage - Packing and Removal

Packing cases must be removed from the exhibition halls. You should therefore make prior arrangements for the safe-keeping of such items with [ILS](#)

Tariff

Comprehensive quotations will be supplied upon receipt of consignment details where requested, a copy of ILS's basic tariff can be sent.

Terms and Conditions

All work, without exception, is undertaken in accordance with our Standard Terms and Conditions of Trading. These conditions contain provisions which limit and/or exclude our liability and should be read carefully. Without prejudice to the generality of those conditions, please note that in no circumstances will we accept responsibility for goods left unattended at any time, whether on a stand or in an open store or otherwise (All stores deemed open unless expressly stated otherwise)

Please specifically note that there is a minimum charge of £45.00.

All prices are subject to VAT at the rate current at the time of invoicing.

To view our Conditions of Trading please click [here](#) or visit our website www.i-l-s.co.uk

Trolleys/Pallet Trucks etc

During the show open period it is not permitted for trolleys, pallet trucks etc to be on the show floor. Therefore if deliveries of pallets arrive during the open period they will only be delivered to stands after the show has closed for the evening or the following morning before the show opens.

VAT Reclaim

Overseas exhibitors can recover the VAT on a wide range of expenses, thereby cutting the cost of exhibiting. For more details, please [click here](#).

5. Shipping, Deliveries and Couriers

International Lifting & Shipping (ILS) are the official appointed shipping and lifting supplier for WTM. They can assist exhibitors and contractors with all shipping, customs, transport, onsite lifting and storage requirements. If you have any questions or would like to request a specific quote please contact Sean Adriaanzen at ILS E: sean@i-l-s.co.uk T: +44 (0) 24 7633 7955.

Additional Service for IBTM World and ILTM Exhibitors and Contractors

If you are attending IBTM World 2019 or ILTM, why not take advantage of our Easy Life Service, transferring your goods from ExCeL to Barcelona and/ or Cannes?

Full transport services provided for WTM, IBTM World and ILTM, quotations are available by contacting [Sean at ILS](#).

ATA Carnets

If goods are accompanied by an ATA Carnet, please ensure that an original letter of authority is attached to the Carnet allowing, International Lifting and Shipping, or their agent to complete customs formalities on your behalf.

Consigning Instructions (Commercial invoice/ packing list)

All invoices must be consigned as per below regardless if it arrives, road, FCL, LCL air freight or courier.

Consignee: World Travel Market London 2019
Stand name: / Stand number: / Table name/number:.....
ExCeL London
Royal Victoria Dock, 1 Western Gateway, London E16 1XL

Notify party: International Lifting & Shipping – Sean Adriaanzen
sean@i-l-s.co.uk / +44 (0) 24 7633 7955

We require 2 (two copies of your pro-forma invoice/ packing list in English, **addressed to yourselves on the exhibition stand**. International Lifting and shipping cannot be in the importer.

Your invoice must show:

- a) Description of your goods
- b) Country of origin
- c) Value of each item (incl. tariff heading if available)
- d) A declaration that the goods are “for display at the World Travel Market London Exhibition at ExCeL London”

Packing list must show:

- a) Marks and numbers on packages
- b) Nett/gross weights in Kilograms
- c) Contents of each separate case

**Consigning Instructions
(CMR, Airway bill, Bill of Lading, Easy life courier shipments)**

FCL / LCL/Air Freight /Courier All shipments must be consigned to. (ALL SHIPMENTS SENT PRE-PAID)

International Lifting and Shipping
International House, Colonnade Point,
Coventry CV6 4BU

Courier Shipments (Easy life to Coventry / On site directly to ExCeL)

All non EU courier shipments must be sent on a strict DDP basis. All EORI numbers must be applied for before your shipment leaves or at least 4 working days before your shipment is due to arrive in the UK.

Easy life service

This is for receiving the goods in our Coventry warehouse by the Monday 28th October. We will keep it in our warehouse, take it to the venue and hold until you or a representative arrives to receive the goods. A delivery label can be obtained from our website. We can also deliver to stand on a pre-booked day but please note we do not accept liability for goods left unattended on stands. The cost for this service is **£50.00** and it is very important to note your stand name and number even if your goods are coming from a third party directly to our warehouse. This does not include any customs services if needed (notes as per below). This service is available in reverse for breakdown if required.

On site courier reception

(direct deliveries during official build dates)

If ILS accepts and signs for your goods directly at the exhibition site in your absence, they will hold (un-secured open stores) until your arrival. We can also deliver to stand on a pre-booked day but please note we do not accept liability for goods left unattended on stands. The cost for this service is **£50.00**. It is very important to note your stand name and number even if your goods are coming from a third party directly to our warehouse. Delivery address will be for delivery **directly to the show site**. It is advisable to check with your nominated courier that they deliver after hours and weekends should you need that service from them. This service is available in reverse for breakdown if required.

Courier customs clearance / Non EU shipments

It is important to note ILS cannot be the importer of your shipment. The above costs are purely for signing for your goods after your nominated courier has cleared and delivered to the nominated address. All imports into the UK from non-EU origin require an EORI number and must be consigned as shown previously. **Costs for non EU shipments will be billed at £85.00 (excl customs costs / temporary import deposits, etc).**

Please contact Sean at sean@i-l-s.co.uk for more information

Please keep in contact with your nominated courier to confirm delivery status.

EORI number

As of the 3rd May 2016, HMRC have amended the EORI application process and all stands will need an individual EORI number.

Please [click here](#) to apply. An EORI application takes up to a min of 3 working days to process.

For more information please see contact ILS E: sean@i-l-s.co.uk T: +44 (0) 24 7633 7955.

Customs clearance / consolidated rates for FCL, LCL, ROAD FREIGHT and AIR FREIGHT

For any customs clearance requirements and/or International Freight please contact Sean Adriaanzen on +44 (0) 24 7633 7955 or email sean@i-l-s.co.uk.

Courier Deliveries

You and your Exhibiting Partners will want to send brochures, pop up stands and other marketing material to WTM 2019. Many of you will have an account with a courier company and automatically use them to ship material to the show.

However, please bear in mind that the local driver delivering the goods to your stand will not be dedicated to WTM or ExCeL and will have multiple packages to deliver to the local area in a limited amount of time. The driver's objective is to get a signature for the delivery within a given time.

Recent experience has shown that the major courier companies may not spend the time to find your individual stand in the large exhibition hall as it takes too long or they find the stand but cannot get a signature. As a result they leave without delivering your packages and they are returned to their depot. They will typically not attempt to make the delivery again for at least 24-48hrs.

If you do want to use your own courier company we strongly recommend that you consign it via one of our WTM depots. Please encourage your Exhibiting Partners to use these services too. Details of these services are below. Some allow deliveries up to 3 weeks before WTM. Labels and details of services are provided below.

These are the easiest and most reliable ways to get marketing material to your stand on time and with the minimum hassle. Use the services provided and don't get caught on opening day without any marketing material to give buyers. Please note the full address for the ExCeL Venue:-
World Travel Market.

Stand Number: / Table number/name:

Contact Name

ExCeL London.

1 Western Gateway.

Royal Victoria Dock.

London Docklands.

E16 1XL.

UK.

For more details on forwarding larger consignments to the WTM event please contact our [Official Freight Forwarding Supplier](#).

Delivery to ExCeL (Own transport)

All vehicles must firstly report to the traffic marshalling office on Sandstone Lane. Here they will receive a vehicle entrance pass and join a queue for the nearest available offloading door to your stand.

When your vehicle is parked and ready, you should report to our ILS Service Desk located in both halls near the Organisers Office and quote your ILS booking reference.

Easy Life Service (recommended) - Option 1

To eliminate the risk of late or failed delivery by couriers and to reduce congestion around the

venue we recommend that you send your shipment to our warehouse ahead of the show. We sign for delivery, store your goods and then transport them to the show and hold them in our storage facility for delivery to your stand upon your arrival or at a pre-arranged date.

Goods must reach our Coventry warehouse by Thursday 24th October 2019.

Cost **£50.00** + vat per pallet/pallet space (for non EU courier shipments originating from outside the EU the cost for this service will be £85.00) Please allow additional time for customs clearance and Eori application process.

Please [click here](#) to complete the order form or alternatively contact ILS directly with any queries or quote requests to sean@i-l-s.co.uk by fax +44 (0)24 7633 6795 or by telephone +44 (0) 24 7633 7955

Courier Acceptance Point at ExCeL - Option 2

Deliveries will be accepted at the Courier Acceptance Point situated at ExCeL from Wednesday 30th October 2019.

If you are planning on using your own Courier Company to deliver your goods, then please note that when they arrive onsite they will be directed to the Courier Acceptance Point, to deliver their goods directly to ILS. When you arrive at the venue please report to the Courier Acceptance point located in the central boulevard to arrange delivery to your stand. We can also deliver at a pre-arranged date for pre-paid services. Fees for the delivery of goods to your stand are as follows:

Cost - £50.00 + vat per pallet/part pallet space (for non EU courier shipments originating from outside the EU the cost for this service will be £85.00) Please allow additional time for customs clearance and Eori application process.

At the close of the show, these services are available in reverse, i.e collection from the onsite Courier Acceptance Point or for a small fee later from our Coventry warehouse. **In the latter case, unless pre-arranged, all goods must be collected by 9th November 2019** or they will be destroyed. Return shipments to your address can be arranged via a courier - prices on application.

Please [click here](#) to complete the order form for this service or contact ILS directly with any queries or quote requests to sean@i-l-s.co.uk by fax +44 (0)24 7633 6795 or by telephone +44 (0) 24 7633 7955.

*****IMPORTANT NOTE*****

TO AVOID DELAY TO CUSTOMERS AND EXTRA CLEARANCE CHARGES, ALL GOODS MUST ARRIVE WITH ALL DUTIES AND TAXES PRE-PAID BY SENDER (DDP). IT REMAINS THE SENDERS RESPONSIBILITY TO ENSURE GOODS ARE DELIVERED.

ALL NON EU SHIPMENTS MUST HAVE A UNIQUE EORI NUMBER. THIS APPLICATION PROCESS CAN TAKE A MINIMUM OF 3 WORKING DAYS. PLEASE CONTACT SEAN FOR MORE INFORMATION by email sean@i-l-s.co.uk or telephone +44 (0) 247633 7955

Exhibition Deadline dates

LCL Ocean Freight	10 working days before date needed on site
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Air freight	4 working days before date needed on site
Road freight / courier via our Coventry WH (easy life)	3 working days before date needed on site
FCL Containers	6 working days before date needed on site
Courier shipments via Coventry WH (easy life)	Arrival Coventry by Monday 28 th October
Courier shipments to ExCeL	Arrival during official build up dates/times

Insurance

Please be aware that your goods are carried and handled entirely at owners' risk. Please do not assume your cargo is automatically covered. It remains the responsibility of the owner of the exhibits or exhibitor to ensure that the cargo is adequately insured. All stores are considered open including the ILS Warehouses.

Notify parties for each mode of transport

FCL	Southampton/ Felixstowe Port	Harnwick Freight	Jon Wheddon +44(0)121 782 8581
LCL	Unpack depot	Harnwick Freight	Jon Wheddon +44(0)121 782 8581
Air freight	Heathrow	Sandrair	Ron Vickers +44 (0)178 4242 081
	Birmingham	Harnwick Freight	Kevin Kirby +44(0)121 782 8581
Road freight	Stop 24 Dover	Stop 24 Dover port	

Overtime working

The rate(s) quoted are based on normal hours working Monday-Sunday 0800-2000. Work performed outside these hours is subject to a 50% surcharge

Packaging/ markings (address can also be used for deliveries)

Please ensure that your goods are adequately insured and packed for transport/ handling. All pieces must be clearly marked with at least two labels, as per below:

Consigning Instructions:

Direct to show site:

Show: World Travel Market London
 Courier/Freight forwarder
 Stand name: / Stand number: / Table name/number:
 ExCeL London
 Royal Victoria Dock, 1 Western Gateway, London E16 1XL
 No. of pieces: / Contact No.

Via our ILS Coventry Warehouse:

Show: World Travel Market London
 Courier/Freight forwarder
 Stand name: / Stand number: / Table name/number:
 International House, Colonnade Point,
 Coventry CV6 4BU
 No. of pieces: / Contact No.

Invoices need to be consigned directly to the show with your stand details and show address. ILS can be the notify party.

Restricted goods

Import restrictions apply to a wide variety of products and material. Should you be concerned if your goods will need to be inspected by States vet, Port Health, Plant inspector etc., please make contact and provide all the necessary information. Please add additional days to the above arrival dates in order to expedite customs clearance in time for the exhibition.

Road Freight

T1 clearance, import / export

All vehicles must stop at, Channelports, STOP24, Folkestone Services J11, M20, (Customs code GB000060). All costs are based on the shipments clearing and going direct to the show site on the official build dates. If you need it to arrive at our advance warehouse in Coventry please advise in advance.

Show Open Deliveries

All vehicles must report to the traffic marshalling office to gain access to the lorry ways. During the show open period couriers will be directed to the ILS courier point at N23. Here exhibitors will be given the choice whether to collect or ILS can deliver to their stand for a charge. If you have any questions or would like to request a specific quote please contact Sean Adriaanzen at ILS E: sean@i-l-s.co.uk T: +44 (0) 24 7633 7955.

Please note that there is a 23:00 - 05:00 curfew in place for the lorry ways. Any deliveries inside of these times will have to wait for the lorry way to open before they can gain access. Trolleys will not be allowed on the show floor during open - please make sure that any deliveries made during show open hours can be carried to your stand by hand.

Terms and Conditions

All work, without exception, is undertaken in accordance with our Standard Terms and Conditions of Trading. These conditions contain provisions which limit and/or exclude our liability and should be read carefully. Without prejudice to the generality of those conditions, please note that in no circumstances will we accept responsibility for goods left unattended at any time, whether on a stand or in an open store or otherwise (All stores deemed open unless expressly stated otherwise)

Please specifically note that there is a minimum charge of £45.00.

All prices are subject to VAT at the rate current at the time of invoicing.

To view our Conditions of Trading please click [here](#) or visit our website www.i-l-s.co.uk

Trolleys/Pallet Trucks etc

During the show open period it is not permitted for trolleys, pallet trucks etc to be on the show floor. Therefore if deliveries of pallets arrive during the open period they will only be delivered to stands after the show has closed for the evening or following morning before the show opens.

6. Stand Build Regulations

You will find below all the various stand build regulations for the space only stand that you have.

You may also wish to refer to the [Health & Safety section](#) of the online manual for further guidance as well as the [e-guide](#).

Reed Exhibitions have an online system for the submission and management of stand designs.

This system is an online tool which you and your contractor can access to upload stand plans, stand visuals, risk assessments and method statements. You are also able to obtain important show related information and see the status of your stand plan submission. For more details please see Stand Design submission details below.

Stand Space and Exhibitors Responsibility

Exhibitors are responsible for their own stand design and construction. No standfitting or carpet is provided by Reed Exhibitions on space only sites.

It is your responsibility to examine the area and site allotted to you in order to avoid costly adjustments to stand structures. Where possible the organisers will provide on request detailed stand plots indicating the position of service ducts and pillars. Minor obstructions or height restrictions cannot always be indicated on the plans of the Exhibition.

Standfitting regulations contained within this section must be observed by you when planning your stand design and layout. In order to achieve a smooth run up to the Exhibition, all exhibitors should provide us with details of their selected contractors. This will enable us to supply them with passes and any additional information they may require.

We will be pleased to offer advice and guidance where required.

Stand Design Submission

As you have booked a space only stand you are required to submit stand plans showing dimensions and height, visuals, risk assessment and method statement to us by

02 August 2019 - all stand build height designs over 4m and 2 storey stands

02 August 2019 - all stand build height designs under 4m

The final deadline for submitting the stand drawings and supporting information for two storey stand designs will be **Friday 30th August 2019**. Any stands not submitted by **30th August 2019** will have the square metre rate for the upper deck area cancelled. Clients will then be required to re-contract for the upper deck square metres at a substantially higher rate and permission to build a two storey stand may not be granted.

In order to help our exhibitors and contractors Reed Exhibitions have an online system for the submission and management of stand plans.

This new system is an online tool which you and your contractor can access to upload stand plans, stand visuals, risk assessments and method statements. You are also able to obtain important show related information and see the status of your stand plan submission.

You are also able to upload files by replying to any emails received from reedexhibitions@standplans.co.uk.

Please [click here](#) to login in to your account or set up a new account and create a password. Please note that your username is your email address.

Please note that the contact set up against your stand is the main contact i.e the person that booked the stand. If your email is not found within the system then please email reedexhibitions@standplans.co.uk and we can add you against the stand or alternative the main contact will need to add you to the system.

IMPORTANT If you have a stand contractor who is managing your stand build then please ensure once you have logged into the system you add them as primary contact under the contact section. This will then send a link directly to them to access the online stand check system and they can therefore manage the upload of information to us.

To help you navigate the system please find below a summary of the pages you will find within the website:

My Stands - This lists all the stands that you are associated with. To manage a specific stand please select it from the list.

Status - Summary of the status of the stand checking process. The checks are colour coded as follows:

Red - Either no information received or information submitted is not sufficient

Amber - Information received but not sufficient or subject to an onsite check.

Green - Check completed.

We will only issue permission to commence build once we are happy with the level of information received.

Show Info - Useful show related information i.e. contractors manual, exhibition timetable, official suppliers details etc.

History - View all documents uploaded and emails sent

Upload (new file) - Upload new documents relating to the stand design. Complete the description and select the file. If there is any important information to go with the document please include this in the message section. Once the file is uploaded this will be displayed in the history section.

Contact - All stand contact details. Please note that the Primary Contact will receive all the direct communications from the Stand Check System. If you know who your stand contractor is then add their details here and change them to the Primary Contact

If you have any questions or queries then please do not hesitate to contact the [Operations Team](#).

Complex Structures

A complex structure is any form of construction of any height, which would normally be designed by an engineer and/or has, through a risk assessment, been found to provide significant risk. Structures over 4 metres in height, multi-storey stands, raised platforms and all suspended items are considered to be complex structures.

For all stands exceeding 4m in height, with 2 storeys, with a platform exceeding 600mm in height, or deemed by us to be complex structures, drawings must be submitted via the online stand design submission system (SCS), for onwards submission to the venue and structural engineers by the deadline below:

Deadline: **02 August 2019**

The final deadline for submitting the stand drawings and supporting information for two storey stand designs will be Friday 30th August 2019. After this the square metre rate for the upper deck area cancelled and clients will then be required to re-contract for the upper deck square metres at a substantially higher rate and permission to build a two storey stand may not be granted.

Late submission of complex stand details or the failure to supply sufficient detail, including structural calculations will result in permission to build over 4m in height not being granted.

Double Deck stands must submit full working drawings which, show all the build elements, in particular –

- Height, width and depth of staircase steps
- Dimensions of staircase landings
- Height and material infills of handrails and balustrades
- Square metre of upper deck area
- Travel distance from the furthest point on the upper deck to a position off the stand
- Glazing details
- Ceiling details
- Position and orientation of doors

Also required as part of the submission are –

- **Structural calculations and drawings** to cover all structural elements on the stand deemed as complex (In English)
- **Visuals**
- **Risk Assessment**, which includes all the activities involved in building a complex stand and clear details of how the risks will be suitably controlled
- **Method Statement**, which includes details of how the structure will be built and in particular how the risk of working on a live upper deck edge will be suitable minimised/ controlled. It must also identify the person(s) responsible for the supervision and onsite for the duration of the build and dismantling periods
- **Construction and Dismantling Phase Plan**, which clearly states who is responsible for the design and for the construction.

PERMISSION TO ENTER THE EXHIBITION PREMISES AND COMMENCE CONSTRUCTION WILL NOT BE PERMITTED WITHOUT THE FULL APPROVAL OF THE STRUCTURAL ENGINEER AND THE VENUE.

The Organisers reserve the right to prevent work being carried out by, or on behalf of, any Exhibitor who has not submitted stand design drawings in accordance with these regulations.

Please ensure that you have fully read the technical regulations in the [e-guide](#).

Aisles

Exhibitors and contractors are not to leave items in the aisles. Exhibitors/Contractors must remove all waste materials other than small items. Designated emergency aisles must be kept clear at all times - a floorplan of the emergency gangways can be found in the on-site Organisers' office. Please ensure you adhere to these rules to ensure a safe & accessible build-up and you must co-operate with our Aisle Marshals.

During the open period no objects must protrude from the stands into the aisles nor must furniture or displays or parts of displays be placed in the aisles.

Alcohol and Drugs

Drinking of alcohol onsite during the build up and breakdown phase is forbidden. The taking of drugs is strictly forbidden at all times.

Animals

Animals are not allowed on site unless they are part of the event. Written confirmation must be received from the Organiser's 6 weeks before coming on site, as approval needs to be gained from the Local Authorities. Guide Dogs are permitted during the open period of the exhibition.

Balloons

Helium Balloons (Blimps) & Toy Balloons are **NOT** permitted.

CDM Regulations

Please [click here](#) to view the full CDM Regulations.

Compressed Gases (e.g. LPG)

Use of compressed gases will only be permitted where essential and by exception and these must be registered as a special risk. A certificate of installation by a Gas Safe Register fitter is required for LPG installations.

Demonstrations

All demonstrations must be carried out in accordance with the Health and Safety at Work Etc, Act 1974 and a Risk Assessment must be completed and available on-site. Failure to produce a risk assessment may result in the demonstration being temporarily suspended whilst the safety of the demonstration is ensured.

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". For further advice and more detailed guidance please contact our [Operations Team](#).

Demonstrations - noise

If any presentation/demonstration is deemed to be above an acceptable noise level we reserve the right to cancel the presentation/ demonstration. We would expect all exhibitors to show consideration for other exhibitors in the area. The Noise at Work Regulations 2005 and the Environmental Protection Act 1990 will be enforced onsite. Please [click here](#) to go to the Exhibition Timetable to see the time restrictions we have on demonstrations and live performances during World Travel Market and Travel Forward (T>F) 2019.

The following would be considered to be demonstrations.

Special effects - lasers, strobes, smoke & pyrotechnics

All Special effects require prior approval by the venue so any exhibitors wishing to use special lighting, lasers or smoke machines etc should submit a detailed proposal with Risk Assessment

and Certificate of Apparatus for use, to the Operations team at Reed Exhibitions, we will then pass it onto the venue for processing.

Special treatments - massage etc

Special Treatments/Massages - If any stand offers massages or special treatments to visitors, they should notify the Organisers immediately, as it will be necessary to apply for a Local Authority Licence.

Live Animals

The details of any display animals, along with a risk assessment must be submitted to the Operations team at Reed Exhibitions by Monday 24th September. Animals must be appropriately supervised and sufficient welfare arrangements must be maintained in accordance with the Animal Welfare Act. These arrangements should be detailed in your risk assessment and include the following:

- Transport to and from site
- Feeding
- Housing
- Security
- Environment
- Exercise
- Cleaning and sanitary arrangements
- Sleep/rest
- Protection from pain, injury, suffering and disease
- Evacuation in an emergency

Performances

Performing Acts - If any stand intends to have a performing act as part of their exhibit, such as a magician, contortionist, etc, please contact the Operations team with details, as it may be necessary to apply for a Local Authority Licence. We will also require proof of Public Liability Insurance and Equity membership from the performer, as well as a Risk Assessment. These will be subject to our strict time restrictions. Please [click here](#) to view the Exhibition Timetable which has the details of the time restrictions in relation to demonstrations and live performances during World Travel Market and Travel Forward (T>F) 2019.

Demonstrations & Seated Audiences

Demonstrations on stands during the event must be safe and without risks to health and safety and where necessary covered by a risk assessment. Presentation on products or services offered by the exhibiting company are permitted at any time during the show open times however they must abide to the following:

- Presentation/demonstration likely to interest groups of 10 or more people must be located towards the centre of the stand.
- Presentation/demonstration areas must be clearly shown on your stand drawings.
- If it causes obstruction within the gangway and/or nuisance to any other exhibitor, we reserve the right to cancel the presentation/demonstration or restrict the frequency.
- If AV equipment is used on the stand then the speakers must be positioned to face inwards of the stand design.

Live Performances/Entertainment

If you are planning on having a live performance/entertainment e.g:-

- Dance Display
- Singers
- Bands and/or musical performance.
- Acrobats

Then please note that there are time restrictions to these performances taking place on your stands. Please [click here](#) to view the exhibition timetable to see the time restrictions.

We also require you to complete a form to inform us of any presentations taking place on your stand, please [click here](#) to get this form. If you would like any more information on the restrictions or guidance on your planned activity then please do not hesitate to contact the Operations Team.

Dilapidations

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 its clearance.

It is essential to use a recognised adhesive tape when fixing any carpet directly to the hall floor as **ALL CARPET TAPE MUST BE REMOVED** at the end of the exhibition. The correct tape can be purchased from the Organising office onsite at the exhibition.

ANY CHARGES INCURRED BY THE ORGANISERS AS A RESULT OF FAILURE TO REMOVE CARPET/CARPET TAPE WILL BE PASSED ONTO THE EXHIBITOR.

Dividing Walls

On divided sites, you are responsible for erecting and decorating side and back walls facing onto your stand areas to a height of 2.5m. Walls above this height must be clad and decorated on both sides, with the reverse side being decorated from 2.4m upwards by the Exhibitor who has them erected. Such walls overlooking adjoining stands must be finished in a neutral plain colour only. The minimum height for dividing walls is 2.5m.

The maximum height for dividing walls of single-storey stands is 6m. However you must ensure that the rear of the walling is dressed from 2.4m upwards in a neutral colour with no branding. Please note any build height over 4m is deemed a complex structure so structural calculations are required on submission.

Doors/Vision Panels

The required minimum effective clear width of a door is 800mm.

Doors must have a vision panel with a zone of visibility of between 500mm and 1500mm above the floor. The exception to this is doors to small storerooms, where a small panel may suffice.

Double Deck Stands

All complex structures and double deck structures are subject to a pre-show plan approval and onsite inspection by Reed Exhibitions appointed structural engineers. Permission to enter the exhibition premises will not be given until the full approval of the Structural Engineer and Venue H&S has been given.

The **DEADLINE DATE** for approval of double deck stand designs is **2nd August 2019**.

Any stands not submitted by **30th August 2019** will have the square metre rate for the upper deck area cancelled. Clients will then be required to re-contract for the upper deck square metres at a substantially higher rate.

It is vitally important that you meet these deadline dates – we cannot guarantee approval will be granted to build stands if the design is submitted late.

Submissions must contain full working drawings, showing all the build elements, in particular –

- Height, width and depth of staircase steps
- Dimensions of staircase landings
- Height and material infills of handrails and balustrades
- Square metre of upper deck area
- Travel distance from the furthest point on the upper deck to a position off the stand
- Glazing details
- Ceiling details
- Position and orientation of doors

Also required as part of the submission are –

- **Structural calculations and drawings** to cover all structural elements on the stand deemed as complex
- **Visuals**
- **Risk Assessment**, which includes all the activities involved in building a complex stand and clear details of how the risks will be suitably controlled
- **Method Statement**, which includes details of how the structure will be built and in particular how the risk of working on a live upper deck edge will be suitable minimised/ controlled. It must also identify the person(s) responsible for the supervision and onsite for the duration of the build and dismantling periods
- **Construction and Dismantling Phase Plan**, which clearly states who is responsible for the design and for the construction.

The Organisers reserve the right to prevent work being carried out by, or on behalf of, any Exhibitor who has not submitted stand design drawings in accordance with the regulations.

Please find below a summary of some of the regulations for building Two Storey Regulations taken from the e-Guide edition (updated January 2019) please note that these regulations are subject to regular updates. To view the full e-guide please [click here](#).

We have a Live Edge Working Process which will be in place for double decker stands to ensure that the correct procedures have been put in place to eliminate/ reduce the risk of working on the live edge. Working without going through this process or working unsafely will result in work stopping for at least 1 hour or until modifications to the working practices can be made so that they are deemed safe. Further information can be found in the [Stand Build Regulations](#) Section of this exhibitor manual or by emailing wtm.operations@reedexpo.co.uk

Dust

Dust must be kept to a minimum. Dust extraction must be used, where fitted, on power tools.

Early Access/ Late Working

If you have appointed a stand contractor to build your open space stand, you must be assured that the design of the stand is such that it can be built within the specified times as stated in this manual.

Early access or late working outside of the published build up and breakdown timetable will be permitted at the organiser's discretion & will be subject to a £500 per hour charge. Please contact wtm.operations@reedexpo.co.uk if you require Early Access or Late Working.

For those of you who booked early access in 2018 the Organisers are not able to offer you the same access times. We recommend that you contact wtm.operations@reedexpo.co.uk immediately for confirmation.

Electrical Installations

Exhibitors and contractors must comply with The Electricity at Work Regulations, the IEE Wiring Regulations, the EVA Electrical Regulations and the venue's electrical regulations.

All work must be carried out by competent and qualified electricians and all temporary installations must be protected by an RCD and inspected before power is supplied to the stand. All electrical installations should be carried out by the official contractor.

During build-up initial connections are made as early as possible, **but in some cases this could mean on the opening morning if the stand (or block of stands) is not complete.** The power to all stands will be switched off 30 minutes after the close of the show each day. Please also remember to order a 24 hour supply for the open period if required.

You or your contractors are advised to contact the [official electrical contractor](#) to arrange a temporary power supply for actual construction of your stand if required. Power must not be taken from cleaners' sockets or other hall sockets. Any non-UK plugs must use an adaptor & these can be purchased from the Organisers Office onsite at the exhibition.

When you order you will need to specify using a grid the correct positioning for lights and sockets - should the grid not be submitted, the items will be positioned at the discretion of the contractor and charges maybe be levied for on-site changes.

Basic loading guidelines for socket outlets:

500 watt socket	PC Computers, TV's, videos, spotlights to 500w & refrigerators
1000 watt socket	Domestic filter coffee machines & lighting up to 1000w
2000 watt socket	Kettles* & machinery up to 2000w
3000 watt socket	Hired coffee machines, machinery 2000w - 3000w

* These appliances are of varying power requirements dependent upon type and manufacturer. It is therefore essential that the reference tag or plate is fitted to each appliance and under law be read, the loading in watts or kW (kilo Watts = Watts x 1000) will be stated, and the appropriate size socket ordered.

As the exhibitor, it is your responsibility to order adequate power supply for your stand. Failure to do this will result in delays on site and could be a fire risk. On site checks will be carried out by the appointed Health & Safety Officer, as well as the official contractor. In all cases the decision of the Organiser and its appointed representative is final.

There should be sufficient correctly installed and rated power sockets to preclude the use of extension leads and long trailing flexes. If essential, extension leads must be correctly fused and limited to one per socket. Multi-sockets must not be used.

Electrical wiring and fittings to be covered and not hanging down/protruding between adjoining stands.

Electrical Testing

Every electrical circuit in a temporary installation (such as at an exhibition) now requires additional safety testing when it is installed. This is a change that affects the whole UK and is not specific to the exhibition industry, our show or venue.

This is a significant change and the UK exhibition associations have worked together to create a new process for this testing that minimises the impact and cost on our exhibitors. The costs are solely to cover the labour involved in the testing. These changes are described below:

Shell Scheme Exhibitors

Shell scheme installations are relatively simple, are installed by the official electrical contractor but there are a lot of them. Therefore we have been able to minimise the costs of testing any one installation. When shell scheme exhibitors orders any additional electrical item from the order form they will automatically be charged a one off flat fee of £15+vat to test their stand. This contributes towards the cost of the testing, the official electrical contractor will do the test and there is nothing else the exhibitor needs to do.

Space Only Exhibitors who use the official electrical contractor to install their electrics

Most exhibitors building their own stand use the official electrical contractor to do the electrical installation for them. When the official electrical contractor quotes for the installation they will also automatically include the cost of the additional testing. This cost will vary depending on the complexity of the installation but it will be no more than £150+vat.

Space Only Exhibitors who buy the mains only and use their own electricians to install their circuits

A few large exhibitors buy only the mains supply from the official electrical contractor and their own stand builder's electricians do the installation. When they order this 'mains only' supply the official electrical contractor already do some checks and approve them as being competent to do their own installation. This process will now be more rigorous and the stand builder's electrician will now need to be approved as competent to install and test their own installation. If the stand builder's electrician cannot or does not want to do their own testing then the official electrical contractor can quote for that work.

PLEASE NOTE: Some electrics on stands are designed as 'plug and play' this means that often the stand builder's electrician who comes onsite is not a qualified electrician as they are only plugging items together. However these electrics now need to be tested once they are all plugged together. If you have qualified electricians on your stand they will be able to do this testing themselves and there will be no additional cost to you. However, if your "electricians" are not qualified then you will need to ask your stand builder to bring someone who is qualified or get a quote for the testing from the official electrical contractor.

If you have any questions please contact Operations E: wtm.operations@reedexpo.co.uk

Further information can be found in the e-guide – [click here](#) to download.

The Electrical Contractor is **The Freeman Company (UK) Limited**, Contact: Tim O'Connell.
T: +44 (0) 207 598 5510 E: tim.oconnell@freemanco.com [Freeman UK Website](#)

Enclosed Stands

The inclusion of large enclosed areas within a stand should always be avoided & can only be permitted with the organisers' prior written permission.

Stands Under 50sqm

Long runs of walling must be avoided particularly along open perimeters of the stand and are restricted to a maximum of 50% of any side of the stand. Solid walling over 50% will not be permitted even if stepped in.

Stands Over 50sqm

Long runs of walling must be avoided particularly along open perimeters of the stand and are restricted to a maximum of 25% of any side of the stand. Wall length can be increased to 50% of any side of the stand if the wall is set back by 1m inside the stand. Where long runs of walling are present along open sides they must be interspersed with display items etc not left as a plain wall

Exhibition Timetable

Please refer to the [timetable](#) for the build-up and breakdown schedule.

The design of your stand must be such that it can be erected and dismantled within the published build up and breakdown periods.

It is important you contact us if you foresee any problems keeping to this schedule. It is the responsibility of the exhibitor or their appointed contractor to ensure the stand is being built to the correct floor markings. Please check with the organisers office if you are in any doubt regarding your allotted floor space.

Fire

There are strict rules governing what materials can be used to build stands and these will be covered by the venue's regulations. Exhibitors and contractors must ensure that they are followed. In general you are not permitted to build your stand with anything that is flammable or non-flame resistant unless it has been treated.

Combustible waste must be safely disposed of and boxes and packaging must not be stored on the stand.

Fireman's switches must be added for neon signs.

The venue will be providing fire patrols during all phases of the event. First aid fire fighting equipment is provided in the halls by the venue and additional fire extinguishers will be placed on some stands.

Fire Extinguishers of approved pattern and capacity will be supplied by the venue, free of charge.

Fire and Safety Regulations

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

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

Timber Used in Stand Construction & Displays

All timber under 1 inch thick must be impregnated (pressure process) to BS476 PART 7 CLASS 1 Standard. Boards, plywood, chipboard etc must be treated in the same way if they are under 18mm thick. Timber over 1 inch thick need not be treated & MDF is acceptable in most cases.

Treated boards will have BS 476 - PART 7 - CLASS 1 marked on them.

Plastics / Stand Dressing

All plastics must conform to BS 476 - PART 7 - CLASS 1 Fire Regulations . Lexan and Macralon are acceptable. PERSPEX MUST NOT BE USED.

Artificial plants and flowers which are combustible and give off toxic fumes must not be used for stand dressing. Silk type flowers are acceptable providing they have been fireproofed to BS 476 PART 7 and are marked as such. Plastic security night-sheets must also conform to the above standard.

Fabrics Used in Displays

Textile fabrics used for interior display purposes on the stand must be FLAMEPROOFED or purchased already treated by use of approved chemicals, in accordance with BS 5438 & BS 5852. Certain fabrics need not be proofed, ie, wool, twill or felt. Textile fabrics used for interior decorative purposes within stands must be fixed taut and or in tight pleats (Not Draped) to a solid backing and secured 3 inches above floor level and not touching any light fittings. Cellulose paints are flammable and must not be used for stand dressing. Only water based paints must be used.

Glazing

This relates to the panels on staircases and large build panels. They need to conform to the following regulations:-

Nominal Thickness	Maximum Pane size dimensions
8mm	1100mm x 1100mm
10mm	2250mm x 2250mm
12mm	4500mm x 4500mm
15mm or thicker	No limits

First Aid

First aid cover is provided by the venue. A fully equipped medical treatment room is located on Level 0 (room 27) and can accommodate 5 persons at any one time.

Floor Conditions / Loading Restrictions

During build up there is a significant risk of slips, trips, and falls and sharp objects left on the ground. All those working in the halls in build up and breakdown are strongly advised to wear appropriate safety footwear.

The floor can withstand a loading of 40 tonne heavy goods vehicle or up to 25kN per m². If you are exhibiting any items over this weight please inform the Operations team as soon as possible to investigate other options.

Floor loading limits may vary in different parts of the venue. Those using heavy equipment especially lifting equipment must consult safety staff with regards to safe floor loading limits. Please contact the organisers for confirmation.

Floor Coverings

Open space sites are not carpeted - exhibitors must provide their own floor covering.

Exhibitors with adjoining blocks of stands will not be permitted to place their own carpet in the gangways unless prior permission is given in writing by the organisers.

Nothing may be structurally attached to the floor of the Exhibition premises without the written consent of the Venue. Carpet may only be fixed to the venue floor with approved carpet tape. This tape can be purchased from the Organisers office onsite at the exhibition.

All carpet tape must be removed and any charges for the removal of carpet tape left on the floor at the end of breakdown will be passed direct to exhibitors.

If you would like to order a platform floor on your stand then please complete the form in the checklist within the online Exhibitor Manual.

Gangways and Emergency Exits

The gangways used in this venue are the minimum permissible by law. Under no circumstances will exhibits, stand dressings, tables & chairs etc. be allowed to encroach into gangways. Please keep your exhibits inside your stands at all times.

Doors and gates forming part of an escape shall be provided with a vision panel of clear glazing at sight level with a zone of visibility of between 500mm and 1500mm above the floor (the exception to this is doors to small storerooms, where a small panel will suffice) and must be hung to open in the direction of escape, clear of any steps, landings or gangways. Where necessary doors must be recessed so as not to open onto or obstruct the required width of any gangway or other escape route. Such doors shall be free from fastenings other than panic bolts in accordance with BS EN 1125.

Bridging and carpeting over gangways is not permitted, please contact the organisers for further information before any arrangements for your stand are made.

Hanging Wires

Hanging wires are not to be left hanging below head height and must be marked with hazard tape.

Hazardous Substances

Hazardous substances are not to be brought into the halls unless essential. The use of hazardous substances must be subject to a COSHH assessment. Exhibitors must declare the use or display of hazardous substances as a special risk.

Health and Safety

Please refer to the separate Health & Safety section within the online Exhibitor Manual for full details of Health and Safety regulations that need to be adhered to.

Height Limit

The overall height of standfitting for single-storey stands including cladding of columns is 4m from the floor level. Requests to exceed this height will only be considered provided that they are submitted to us in writing and accompanied by full technical drawings and structural calculations. Any construction over 4m is classified as a complex stand so requires structural calculations for structural approval.

Please be aware that we have a limited breakdown tenancy, **all space only** stands must be dismantled and removed by 1400 on Saturday 9th November 2019, including waste. Only submit plans for stands that are over 4m with a thorough method statement if you believe this can be achieved in the time frame available.

For more details on stand submission please refer to the [Stand Design Section](#)

Hot Works Permit

All hot works must be subject to a hot working permit obtainable from the organiser's office.

Kitchens

If you intend to have a kitchen on your stand for 2019 please note that the food hygiene and catering regulations will be strictly enforced again in 2019.

All kitchens must be "fit for purpose", but please note a few points you will need to consider in your stand design:-

- Order 24 hour power, if you have refrigerated or frozen food on the stand as this is turned off 30 minutes after show close.
- Ensure the large enough in size for the level of catering you intend to provide and staff that need to work in the area.
- Make sure the flooring is appropriate, e.g. vinyl not carpet.
- Install appropriate sink facilities for food preparation and hand washing.

Please [click here](#) to view the Catering regulations

Lifting and Logistics

Please refer to the following sections:

[Shipping, Delivery & Courier Information](#)
[Onsite Handling - Lifting & Storage](#)

LPG

All non-mains Flammable Gas including Compressed Gas & LPG (Liquified Petroleum Gases - Propane, Butane, etc) is prohibited on the premises at all times unless the venue is satisfied that exceptional circumstances apply and its prior consent is obtained.

Maintenance on Stands

Under no circumstances will maintenance work be permitted on stands during the exhibition open hours.

If at any time during the exhibition open days you need to carry out maintenance work on your stand after the exhibition has closed please apply to the organisers by 1400 on the same day.

Mobile Exhibition Units/Trailers

Mobile Exhibition units, caravans or similar vehicles are not permitted without prior written consent from the [organisers](#).

Organisers' Right to Change Stands and Floorplan Layout

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 we feel this action must be taken this would have to be at the expense of the Exhibitor concerned.

The exhibition floorplan is subject to change at the discretion of the organisers. Please contact the organisers to obtain the latest version of the exhibition floorplan.

Ramps

All stands with a platform that exceeds 13mm in height should incorporate a ramp for disable access with a minimum unobstructed width of 1m - please refer to the Equality Act section below. Portable ramps, placed into the gangway, are not permitted.

Rigging

If you require rigging services then please contact Excel Event Services on:- T: +44 (0) 207 069 4400 E: rigging@excel.london

[Click here](#) to order via the ExCeL Webshop.

If any rigged structures are higher than your dividing back walls the following must be adhered to

- Structures with no branding facing the dividing wall must be stepped in at least 0.5m from the dividing wall.
- Structure with branding facing the dividing wall must be stepped in at least 1m from the dividing wall.

Please note that banners/ signage is not permitted to be rigged higher than 6m (from the top of banner/ signage). Truss can be rigged to a maximum of 7m to the top however any branding/ signage off this needs to be at a maximum height of 6m to the top.

Risk Assessment & Method Statement

All contractors/exhibitors are required to submit a full risk assessment and method statement for the design, construction and arrangement of their stand. These documents must be submitted along with stand plans & no approval will be given without this information.

If you require help in producing a [Risk Assessment](#) or [Method Statement](#), please [email us](#).

Service Points

All services will reach your stand through underfloor service points.

These have been installed at 5.2m north/south and 3.8m, east/west intervals throughout the halls and are clearly indicated on floorplans. You are advised to place exhibits that require services on top of, or as near to a point as possible. Service points cannot be used by the exhibitor.

Signage

Signage and graphics are not permitted to overlook other stands where there is a dividing wall or to overhang gangways.

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 onto neighbouring stands. No flashing lights will be permitted. We reserve the right to disconnect the electrical supply to any illuminated fascia which, in our opinion, is causing a nuisance to any other Exhibitor.

Space Only Stand Designs

If you are a space only exhibitor and are looking for a stand designer, please contact our **SMARTSPACE** team at Reed Exhibitions; T: +44 (0) 20 8439 5682 E:

smartspace@reedexpo.co.uk www.reedsmartspace.co.uk

Stand Number Panel

A stand number panel must be displayed on every open side of the stand.

Storage

No excess stock, literature or packing cases may be stored around or behind your stand.

The Equality Act

It is the exhibitor's responsibility to remove all barriers to service and comply with The Equality Act. Where exhibitors have a platform on a stand a reasonable adjustment is to incorporate a ramp into the platform within the stand area. Whatever the content of the stand is it needs to be accessible to all. Please note the following when designing your stand:

- Stands with platforms that exceed 13mm should incorporate a ramp into their stand design.
- Ensure that your stand incorporates enough space. The DDA requires 1.2 metres aisle width – though only 750mm for an internal door – suggesting that 750mm would be enough
- The gradient of any ramp should be no greater than 1:12
- If a stand is a double-decker, then it is probably not practical to offer lifts. Therefore please ensure that any services – such as refreshments can be brought downstairs on a tray for those that need it
- Serving counters should have a low access point no higher than 760mm or a lap tray should be provided for the convenience of disabled people

Vehicles for Display

All petrol-fuelled motor vehicles or other petrol engine equipment fitted with a fuel tank, including boats, plant or machinery, must comply with the following:

- The fuel tanks of motor vehicles manufactured prior to 1984 must contain only sufficient fuel to move the vehicle in and out of the hall, due to the absence of safety features which prevent leakage.
- Fuel tanks of motor vehicles manufactured from 1984 onwards may contain fuel.
- Fuel tanks on all other petrol engine equipment must be empty.
- The fuel tank must be sealed, wherever possible with a lockable cap.
- Vehicles may require a drip tray and must be positioned within the boundaries of the stand so that any protrusions, doors, tail lifts etc, do not infringe the stand perimeter.
- The running of engines during the open period of an exhibition is strictly prohibited.
- For vehicles required to operate as part of a moving demonstration, "pit" positions must be clearly defined and agreed with the venue. Suitable fire extinguisher(s) must be provided
- Filling or emptying of fuel tanks inside the hall is strictly prohibited at all times.

If you wish to display a vehicle, please contact the [Operations Team](#) 6 weeks prior to the show.

Venue and Local Authority Regulations

All work must be carried out in compliance with the regulations of the Venue and Local Authority.

If an exhibitor erects a stand which does not conform fully and in all respects to the requirements of the organiser, Venue and Local Authorities, the organisers reserve the right to alter, demolish or reconstruct the stand at the exhibitors expense and to make it conform to the regulations and requirements. Local Authority decisions are final.

Water Features

Water features that create mists and sprays such as fountains create the risk of the spread of Legionella bacteria in the air that can cause Legionnaire's disease. Any such feature is a special risk requiring a separate risk assessment detailing how the risk is controlled through water treatment and testing. If you are intending to have a water feature on your stand please confirm the details in writing to the Organisers so that written approval can be given.

Water and Waste

If you require water or waste on your stand [click here](#) for the venue online ordering system or contact ExCeL Event Services direct; T: +44 (0) 207 069 4400 E: pipedservices@excel.london

Waste

Contractors are not to discard sharp objects and to ensure that nails and screws are not left sticking out of waste wood and are either removed or hammered flat.

Contractors must ensure that adequate arrangements are in place to dispose of liquid waste in a safe and environmentally sound manner. Discharges must not be made into any site drainage system, sanitary facility or floor duct.

All waste must be removed from the exhibition hall.

To help increase the volume of waste that is recycled rather than going to landfill exhibitors and contractors are requested to:

- 1) Only bring standfitting, marketing material and associated packaging that is absolutely necessary as excess material often ends up as excess waste.
- 2) For those materials that they do bring - only bring materials onsite that are recyclable
- 3) Help us maximise recycling by using the appropriate waste bins in the hall where there is a choice

To order stand cleaning or waste removal for your stand [click here](#) for the venue online ordering system.

Please note that onsite orders will have an added 20% surcharge to the price.

Working at Height

The Health and Safety Executive (HSE, the UK government enforcement agency for H&S) have highlighted their concern about unsafe working at height practices within the events industry and we would like to remind all exhibitors and contractors of their legal requirements. The HSE, who we expect to visit WTM/ T>F during the construction and/ or dismantling phases, have the power to stop work deemed hazardous, enforce penalties (Fines for Intervention), and prosecute. It is essential that designers/ contractors must consider, during the design process, how the risk of working at height and working on live edges while constructing the stand can be eliminated or significantly reduced.

Working at height is to be in accordance with LOLER and the Working at Heights Regulations. As such, all working at heights is subject to risk assessment.

All rigging from the roof is to be carried out by the official rigging contractor, [ExCeL Event Services Rigging](#).

All working platforms are to have a guardrail, mid rail and toe board. Tools are to be kept on lanyards so far as is reasonably practicable.

Static and mobile access working platforms must be fit for purpose (see [Working platforms](#))

A **Live Edge Working Permit** will be enforced at this year's event for the construction and dismantling phases. This permit will be issued once onsite by the Health and Safety Manager once the control measures described in the risk assessment and method statement and been verified with the constructed team when they arrive onsite. Work will be stopped if the construction team are working without a permit or if the construction team are found working unsafely and not following the procedures identified in the risk assessment and method statement. Any additional working hours required to make up lost time will be charged at the standard rates.

Separate risk assessments are required for working on a live edge (before rails are in place). In such cases fall arrest equipment must always be used.

Operatives working at height other than on a static working platform designed for that purpose (e.g.scaffold) must be clipped on.

Operatives working at height must have suitable head protection e.g. bump caps.

Ground access to areas in the vicinity must be controlled to prevent persons accidentally walking directly under high works. Ground workers in the vicinity must not work directly under high works and wear suitable head protection e.g. hard hats.

Work Equipment and Tools

Exhibitors and contractors have duties under the Provision and Use of Work Equipment Regulations to ensure that all tools are fit for purpose and safe to use.

All dangerous moving parts such as circular saws must be guarded with controls to prevent unauthorised use.

The use of battery powered tools is strongly encouraged to reduce trailing cables and risk of electrical hazards. Power tools are to take power from the 110v centre tapped earths provided

and not from cleaner's sockets which are 240v. Those using mains powered tools must ensure that cables are not trailed across aisles.

All portable electrical equipment must be subject to a suitable portable equipment testing regime.

Working Platforms

All Mobile Elevated Work Platforms (MEWPS) must comply with LOLER and have had a Thorough Inspection (TI) in the previous 6 months. All working platforms are to have a guardrail, mid rail and toe board. Mobile access towers must be correctly constructed. Mobile access towers must be fit for purpose. Outriggers are to be used correctly with the correct height to width ratio (3.5 x shortest base width indoors and 3 x shortest base width outdoors).

Mobile access towers may not be moved whilst in use and wheels must be locked off.

Ladders must be footed or tied off and used in accordance with Construction (Health Safety and Welfare) Regulations. The use of domestic ladders and steps is strictly forbidden.

All of the above are a summarised guide. For full details on any particular aspect you must seek professional advice for instance look on the HSE website www.hse.gov.uk or feel free to seek advice from the Operations Team.

7. Two-Storey/Double Deck Regulations

TWO STOREY STANDS - BASIC STAND FITTING REGULATIONS

All complex structures and double deck structures are subject to a pre-show plan approval and onsite inspection by Reed Exhibitions appointed structural engineers. Permission to enter the exhibition premises will not be given until the full approval of the structural engineers has been given and payment received.

The **DEADLINE DATE** for approval of complex & double deck stand designs is **2nd August 2019**.

It is vitally important that you meet this deadline date – we cannot guarantee approval will be granted to build stands if the design is submitted late.

The Organisers reserve the right to prevent work being carried out by, or on behalf of, any Exhibitor who has not submitted stand design drawings in accordance with these regulations.

Please find below the regulations for building Two Storey Regulations taken from the E-guide edition updated December 2013, please note that these regulations are subject to updates twice a year. Please click the link to view the full [e-guide](#).

Stepped Access

- a) A level landing must be provided at the top and bottom of each flight.
- b) Each landing must have an unobstructed length of not less than 1200mm.
- c) Flights shall have a minimum, unobstructed width of 1.1m
- d) Doors shall not swing across landings
- e) Flights between landings shall contain no more than 12 risers where the treads are less than 350mm and no more than 18 risers where the treads are 350mm or greater.
- f) The tread and riser of each step must be consistent throughout a flight.
- g) The rise of each step must be between 150mm and 170mm
- h) The tread of each step must be between 280mm and 425mm
- i) Risers must not be open.
- j) All nosings must be made apparent by means of permanently contracting material 55mm wide on both the tread and the riser.
- k) The projection of a step nosing over a tread below should be avoided, but if necessary it must not exceed 25mm.
- l) A continuous handrail must be provided on each side of flights and landings.
- m) A single staircase shall not exceed 1.8 metres in width.
- n) Where a staircase is divided into more than one channel, no single channel shall be less than 1 metre wide and an additional handrail must be provided between channels.
- o) Spiral staircases are only permitted for exhibiting staff use and not for members of the public.
- p) Helical stairs are permitted where they comply with this guidance and their use is approved by the venue.
- q) Where the means of access to trailers, boats, caravans and other, similar exhibits is manufactured as an integral part of the product, it may not comply with the above regulations. In such a case an appropriate risk assessment is required. As a minimum, it must comply with the following:
 - The headroom must be a minimum of 2m
 - The width may not be less than 450mm and must be at least equal to the width of the entrance to the exhibit
 - The risers must not exceed 170mm in height

- Each tread must be a minimum of 280mm in depth
- The width of landings at top and bottom must be equal to the width of the steps.
- Handrails must be provided.

Handrails

- The vertical height to the top of the upper handrail from the pitch line of the surface of a ramp, flight of steps or landing must be between 900mm and 1000mm
- Handrails shall be continuous across flights and landings of ramped and stepped access.
- Handrails shall extend at least 300mm beyond the top and bottom riser of any steps
- Handrails shall contrast visually with the background against which they are seen, without being highly reflective.
- The surface of handrails shall be slip resistant.
- Handrails shall be terminated in a way that reduces the risk of clothing being caught.
- The profile of handrails shall be either circular, with a diameter of between 40 and 45mm, or oval, preferably with a width of 50mm.
- The clearance between the handrail and any wall shall be between 60 and 75mm
- Double-width staircases shall have a central handrail.
- The clearance between a cranked support and the underside of the handrail shall be at least 50mm.
- Handrails shall be non-climbable i.e with solid infills or vertical guardrails, which should be no more than 100mm apart and without horizontal members between verticals.

Barriers (Balustrades)

Barriers shall be provided to protect exposed edges of staircases, landings, balconies, galleries and other changes of level. They shall:

- Provide guarding to all exposed edges of stairs and ramps at a height of 900mm above the pitch line and to landings and balconies at a height of 1.1m.
- Be capable of resisting the forces set out in BS 6399-1
- Be non-climbable i.e with solid infills or vertical guard rails at a maximum of 100mm apart.

Ramps

- If constraints necessitate an approach of 1:20 or steeper, an approach incorporating a ramp should be provided.
- A ramp must be either readily apparent or the approach to it is clearly sign-posted.
- The gradient of a ramp flight and its going between landings are in accordance with Table 1.

Table 1

Limits for ramp gradients		
Going of a flight	Maximum gradient	Maximum rise
10m	1:20	500mm
5m	1:15	333mm
2m	1:12	166mm
Notes: For goings between the above lengths, the gradient will be adjusted accordingly		

- Ramps must not be greater than 10m, or have a rise of more than 500mm.
- Ramps shall have a minimum, unobstructed width of 1.5m
- The ramp surface must be slip resistant, especially when wet, and of a colour that contrasts visually with that of the landings.
- A landing at least 1.2m long and clear of any door swings or other obstructions must be provided at the foot and head of the ramp.

8. Intermediate landings must be at least 1.5m long and clear of any door swings or other obstructions.
9. Intermediate landings at least 1800mm wide and 1800mm long must be provided as passing places when it is not possible for a wheelchair user to see from one end of the ramp to the other, or if the ramp has three flights or more.
10. Handrails must be provided on both sides of a ramp which has a gradient steeper than 1:20. Where it is impractical to comply with this legal obligation, a risk assessment must be provided and approved by the Organiser.
11. Where the change in level is 300mm or more, 2 or more clearly signposted steps should be provide din addition to the ramp.
12. All landings should be level, subject to a maximum gradient of 1:60 along their length.
13. A kerb at least 100mm high, which contrasts visually with the ramp or landing, must be provided on the open side of any ramp or landing, in addition to any guarding required.

Toeboards

Toeboards to a minimum height of 50 mm are required on landings and around the decks of two storey stands.

Travel Distance/Exits

Ideally we recommend that there should be a minimum of two separate staircases leading from any floor above ground level.

However in the following situation, a single staircase is acceptable:

- No more than 60 people will occupy the level served by the staircase at any one time (public, performers and staff inclusive)
- No part of that floor of the upper storey of a stand is more than 20 metres away from the gangway. This should be reduced to 15 metres where alcohol is being served on the upper deck.

The occupancy of the upper deck is calculated according to the use of the area. For example, if the upper deck has tables and chairs (eg conference, sales area, bar or restaurant), the occupancy can be no more than 1 person per sqm.

Base Plates

No bolting to the ExCeL floor is allowed. All two-storey structures must be self-supporting. Any structures lying over the duct covers must have base plates of a minimum area of 1m². (i.e must have a length of 1m and a width of 1m).

Enclosed offices, cupboards etc. formed beneath the upper floor should be lined throughout with non-combustible fire-resisting material.

The following loadings are to be adopted in the design:-

Upper Deck weight loading of 5kN/sqm.

Sway load 10% of vertical loading

Handrails and Balustrades 3 kN/m applied at centre line of rail.

8. Venue & General Information

ExCeL

World Travel Market is held in North (Entrances N1 – N8) and South Halls (Entrances S1-S10). Travel Forward (T>F) 2019 is in the North Halls (Entrances N9 – N10).

The Venue details are:

ExCeL London
One Western Gateway
Royal Victoria Dock
London. E16 1XL

Phone: +44 (0) 20 7069 5000

email: info@excel.london

[Click here](#) for the Traffic Guidelines including breakdown instructions.

The Organisers Office will be open throughout the tenancy period 30th October to November 9th 2019.

The direct telephone line for the Operations Team onsite at World Travel Market and Travel Forward (T>F) 2019 will be released closer to the event.

For more comprehensive information regarding the venue itself [click here](#) to go to ExCeL London website.

Audio Visual Equipment

We have 2 official AV suppliers; Aztec Event Services and DB Systems, who can provide audio visual equipment for the exhibition. Details of these companies can be found on the [official contractors contact page](#).

Please remember that Audio Visual equipment, amplifiers or live music may not be used without our written consent & only at specific times. Please complete and return the [stand presentation form](#).

Audio Visual presentations/ demonstrations must not exceed a 'reasonable volume'. If any presentation/demonstration causes obstructions in the gangways, and/or exceeds 'reasonable volume' (no greater than 80 decibels) causing a nuisance to neighbouring stands, we reserve the right to restrict the number of or cancel such presentation/ demonstration. Please also note the time restrictions of presentations in the [Exhibition Timetable](#).

Banking

You will find two HSBC Machines at the West End of the boulevard, and Barclays and HSBC ATM's situated in the boulevard on Level 0, and one at the East end of the Boulevard by N6/S6. All machines accept all bankcards.

The Business Service desk located on level 0 of the boulevard can purchase any foreign currency in exchange for GBP; however, they do not sell any foreign currency.

The nearest Bank is Halifax located at 286-288 Barking Road, E13 8HR, T: 020 7474 9157. Halifax also offer a foreign exchange service.

Business Services

For all your business service needs, including photocopying, faxing, essential office supplies and a Bureau de Change, visit the ExCeL London Business Services unit located at Level 0. T: +44 (0) 20 7069 5005

Catering at World Travel Market

There are several options to choose from if you wish to provide catering on your stand.

You may choose to obtain ALL of your food/drink from our on-site catering partner ExCeL London Hospitality (ELH). If so, you do not need to make an application. Please contact wtm@excelhospitality.london

If you wish to provide your own catering, you must make either an Indigenous Sampling or an External Catering Application. The details of each type of application are below.

Catering - Indigenous Sampling

'Indigenous Sampling Application is for any exhibitor wishing to provide low-risk food/drink that has been donated free of charge by a manufacturer and is considered to be genuinely indigenous to their country.'

APPLICATIONS MUST BE RECEIVED BY FRIDAY 13TH SEPTEMBER

A charge of £600 + VAT is applicable for applications submitted after Friday 13th September and up to the 27th September, after this date no further application will be approved.

No applications will be accepted after 27th September 2019.

To apply for Indigenous Sampling, please visit <https://bit.ly/WTM2019App> or for more information Email: cateringapplications@excel.london

Indigenous sampling approvals will be based on several mandatory requirements. Full terms and conditions can be found on the online application form.

Catering - External Catering

'External Application is for any exhibitor wishing to provide their own catering through an external caterer that is not ExCeL London Hospitality or that doesn't meet the requirements for an Indigenous Sampling Application'

ALL APPLICATIONS MUST BE RECEIVED BY FRIDAY 20th SEPTEMBER 2019

A charge of £1,400 + VAT is applicable

Applications submitted after this date will not be accepted.

To apply for External Catering, please visit <https://bit.ly/WTM2019App> or for more information Email: cateringapplications@excel.london

External catering suppliers are limited to providing services to a maximum of two stands. Once approved, all auditing will be conducted by an independent professional food safety company on behalf of ExCeL London.

Important Information

All documents must be received by 20th September 2019. Any caterers who fail to provide the correct documentation will be refused as this will not leave enough time to carry out the correct level of due diligence. There are a number of key areas to follow for external applications which can be found in the full Terms & Conditions on the online application form.

Catering - Stand & Hospitality

ExCeL London Regulations state that all food and drink that is to be consumed on or given away from your stand must be purchased from the Official Exhibition caterers. They will be more than happy to help and advise you on a wide range of options available to suit your requirements and budget.

The Catering Brochure can be requested by emailing WTM@excelhospitality.london or T: +44 (0)20 7069 4126

Catering - General

Situated in the Boulevard there are a number of catering outlets, some of which will also be open during the construction and dismantling periods.

Cleaning and Waste

It is your responsibility to maintain your stand in a clean condition at all times. We have made arrangements for basic stand cleaning overnight, every open day of the exhibition to be carried out at no charge to you. This does not apply to the upper deck of a two-storey stand, if you require cleaning of the 2nd storey you need to order this direct with ExCeL London cleaning. As is usual, the cleaning of exhibits will remain your responsibility as will any special services that may be required such as the removal of bulk rubbish.

Skips can be supplied for build and breakdown at an extra charge depending on the size of the skip. To order stand cleaning or waste removal for your stand [click here](#) for the venue online ordering system.

Please note that onsite orders will have an added 20% surcharge to the price.

PLEASE NOTE that you will incur charges if you or your contractor leaves excess waste during build up and breakdown.

Cloakroom

There are cloakrooms located centrally in the Boulevard and near each entrance East & West. All items are charged at £1 each. The cloakroom will open half an hour before the show opens until half an hour after the show closes each day. Any left items will be taken to the Security Suite located at the West Entrance, Level 0.

Compressed Air, Gas, Water & Waste

ExCeL Event Services, the Official contractor employed by ExCeL London is solely responsible for the supply and connection of natural gas, compressed air, water and waste services. [Click here](#) for the venue online ordering system.

Copyright Music

If you intend to play recorded background music or live music on your stand during the course of the exhibition you are required by law to obtain music licences.

Phonographic Performance Ltd (PPL) administers licensing of sound recording for most

recorded music played in the UK. It issues a licence and levies a tariff on the broadcast and public performance (which includes exhibition stands) on behalf of the record companies.

Performing Right Society (PRS) administers licensing of sound recording for most recorded music played in the UK. It issues a licence and levies a tariff on the broadcast and public performance (which includes exhibition stands) on behalf of the writers and publishers of the music.

It is our position that exhibitors are solely responsible for obtaining any licence required to play music on their stand. However, an administrative arrangement has been entered into between the organiser, who are members of the Association of Exhibition Organisers, and PPL and the PRS for a licence to be obtained on your behalf.

Please note that these licences do not cover musicians or singers on the exhibition stands nor any featured use of recorded music (e.g. fashion shows, demonstrations, disco-type presentations), if you intend to have live or featured recorded musical performances please complete the PPL & PRS Licence form within the online Exhibitor Manual within the checklist.

PLEASE NOTE THAT LIVE PRESENTATIONS/DEMONSTRATIONS WILL ONLY BE ALLOWED AFTER 1700 ON MONDAY, TUESDAY AND FROM 1630 ON WEDNESDAY. With the prior permission of the organisers, however the organisers reserve the right to stop any performance they feel is causing a nuisance to any other exhibitor. Please [click here](#) for the application form.

Disabled Access and Parking

ExCeL London has been purposely designed and built to allow unrestricted access for disabled visitors, conforming with the Building Regulations Act.

In compliance with the Disabilities Discrimination Act 1995, we provide full access to all the facilities within the venue and recognise that disabled visitors may require extra equipment, facilities and assistance, both routinely and in an emergency.

Travelling to ExCeL London:

Access from Docklands Light Railway

- Lift at Custom House for ExCeL DLR station
- Lift access at Prince Regent station

Access to car parking

- There are 150 on-site car parking bays suitable for disabled drivers
- Access to the building from disabled car parking bays is along walkways with a gradient of no more than 1:15 Wheelchairs are available for hire from the Information Desks, on a first come first served basis, with a fully refundable deposit.

Deliveries

Please note that no courier vehicles will be allowed access to the lorryways during the open days of the show. You will need to go to the Courier Acceptance Point located onsite and all courier vehicles will be directed to this point by the traffic marshals.

For information about the Courier Acceptance Point, services that are available and shipping details please go to the [delivery section](#) for more information.

Electrical Testing

Every electrical circuit in a temporary installation (such as at an exhibition) now requires additional safety testing when it is installed. This is a change that affects the whole UK and is

not specific to the exhibition industry, our show or venue.

This is a significant change and the UK exhibition associations have worked together to create a new process for this testing that minimises the impact and cost on our exhibitors. The costs are solely to cover the labour involved in the testing. These changes are described below:

Shell Scheme Exhibitors

Shell scheme installations are relatively simple, are installed by the official electrical contractor but there are a lot of them. Therefore we have been able to minimise the costs of testing any one installation. When shell scheme exhibitors orders any additional electrical item from the order form they will automatically be charged a one off flat fee of £15+vat to test their stand. This contributes towards the cost of the testing, the official electrical contractor will do the test and there is nothing else the exhibitor needs to do.

Space Only Exhibitors who use the official electrical contractor to install their electrics

Most exhibitors building their own stand use the official electrical contractor to do the electrical installation for them. When the official electrical contractor quotes for the installation they will also automatically include the cost of the additional testing. This cost will vary depending on the complexity of the installation but it will be no more than £150+vat.

Space Only Exhibitors who buy the mains only and use their own electricians to install their circuits

A few large exhibitors buy only the mains supply from the official electrical contractor and their own stand builder's electricians do the installation. When they order this 'mains only' supply the official electrical contractor will already do some checks and approve them as being competent to do their own installation. This process will now be more rigorous and the stand builder's electrician will now need to be approved as competent to install and test their own installation. If the stand builder's electrician cannot or does not want to do their own testing then the official electrical contractor can quote for that work.

PLEASE NOTE: Some electrics on stands are designed as 'plug and play' this means that often the stand builder's electrician who comes onsite is not a qualified electrician as they are only plugging items together. However these electrics now need to be tested once they are all plugged together. If you have qualified electricians on your stand they will be able to do this testing themselves and there will be no additional cost to you. However, if your "electricians" are not qualified then you will need to ask your stand builder to bring someone who is qualified or get a quote for the testing from the official electrical contractor.

If you have any questions please contact Operations E: wtm.operations@reedexpo.co.uk

Further information can be found in the [e-guide](#).

The Electrical Contractor for WTM & T>F 2019 is **Freeman UK**, Contact: Tim O'Connell.

T: +44 (0) 207 598 5510 E: - tim.oconnell@freemanco.com [Freeman UK Website](#)

First Aid

The First Aid room is located on Level 0, located between S4/N4 in the Boulevard. If you require first aid please contact the medical treatment room on T: +44 (0) 20 7069 4445.

Emergency Number

These are to be used in an emergency only

First Aid - 4444

Security Suite - 4444

Enquiry Numbers

First Aid - 5556

Security Suite - 4445

WHEN DIALLING EXTERNALLY PLEASE DIAL 0207 069

Floral

The official floral suppliers for WTM and T>F 2019 are –

[Oldacre Floral Services @ ExCeL](#)
[TopiaryHire.co.uk](#)

Freight & Shipping, Lifting & Customs

The official supplier is ILS

International Lifting & Shipping

Contact: - Sean Adriaanzen

Tel: +44 (0)24 7633 7955

Email: - sean@i-l-s.co.uk

Furniture

The official furniture suppliers for WTM and T>F 2019 are -

[Concept Furniture](#)
[Europa](#)
[Freeman UK](#)
[Thorns](#)

Please [Click here](#) for contact details.

H M Revenue & Customs

Exhibitors requiring customs clearance should employ the services of the official freight forwarding agents in advance of the freight arriving in the UK. All goods must be customs cleared at the point of entry into the UK as HM Customs & Excise no longer attends UK exhibition sites.

Information Desks

The WTM and T>F Information Desk is located in the Boulevard between entrances N5/ S5, where the team will be on hand to answer any questions you might have. You will also find a range of useful maps and leaflets.

The ExCeL London information desks are located at the East and West end of the Boulevard.

Internet Access & Communication Services

ExCeL London IT & Communications are the exclusive providers of IT and communication at ExCeL London. They offer a wide range of communication services including telephony, internet, data networking, ISDN and facsimile rental all of which can be ordered for your stand.

[Click here](#) for ExCeL online ordering .

If you intend to use any wireless networking technology please contact [ExCeL London IT & Communication](#) for details.

Lost Property

All items are to be handed into the Exhibition Security Team, and at the end of each day all items will be handed into the Security Suite, located at the West Entrance on Level 0.

If you have any queries regarding lost or found property please contact Security direct on +44 (0)20 7069 4445.

Parking

ExCeL London offers onsite car parking for over 4,000 cars. Please note that ExCeL London is not located in the Congestion Charge zone.

For all parking details please call the venue direct +44 (0) 207 069 5000. (office hours) or [click here](#) to be taken to the venue parking details.

ExCeL London reserves the right to vary the parking tariff according to market conditions.

Lorry Parking

Information regarding lorry parking will be available nearer to the event.

Coach Parking

Private Coaches must use the Eastern entrance to ExCeL London and use the Eastern Car Park.

Traffic Guideline

[Click here](#) to download the Traffic Guidelines.

Patents and Copyrights

By entering into an agreement to attend this exhibition you warrant to Reed Exhibitions that all designs and artwork on or relating to your stand and any exhibits and items displayed on your stand shall not infringe any trade marks or copyright or patents or other intellectual property rights of any third party in any way.

In the event that the exhibition is under any legal obligation (whether by virtue of a court injunction or order or judgement or a recommendation or decision of a Trading Standards Officer or otherwise) to have removed either any item or items displayed on your stand or any design or artwork on or relating to your stand then (without prejudice to any other rights which Reed Exhibitions may have) Reed Exhibitions reserves the right to assist the relevant authorities and where appropriate to have that item or items removed from your stand or to close your stand at the exhibition. No compensation or damages will be payable as a result of such removal or closure by Reed Exhibitions.

The Organisers cannot accept responsibility for any conflict of trading at the Exhibition

Please be advised that it is an offence under Section 107 (3) of the Copyright, Design and Patents Act 1998 to screen films in public without a non-theatrical licence. For further advice on copyright please contact:

Federation Against Copyright Theft (FACT)

Regent House. 70 London Road

Twickenham. Middlesex TW1 3QS

Tel: +44 (0) 20 8891 1217

Fax: +44 (0) 20 8892 7645

Email - contact@fact-uk.org.uk

Photography

The official photographer is Michael Machalepis, Mercury Multimedia Ltd. Please contact him direct for photo bookings. T: +44 (0) 208 948 3317 M: +44 (0) 7831 242 061 E:

mm@mercurymultimedia.co.uk

Postal Services

All exhibition mail should be addressed to:-

Stand Name & Stand Number

Exhibitor Name & Contact Number

World Travel Market 2019/ Travel Forward 2019

ExCeL London

1 Western Gateway

Royal Victoria Dock

London

E16 1XL

There is a post box located at the West taxi drop-off point. Stamps can be purchased from Business Services. Business Services also provide a courier service.

The nearest post office is located on Freemasons Road opposite Custom House for ExCeL DLR station, approx 5-minutes' walk from ExCeL London West.

Public Address System

The Public Address system is for use of the Organiser and Authorities only. During World Travel Market/ T>F 2019 only official and emergency messages will be broadcast, any requests for information to be announced will be refused.

Smoking Policy

It is an offence to smoke or to knowingly permit smoking on the premises. If you observe someone smoking, a complaint may be made to any member of the exhibition team. We would also appreciate smokers moving away from the east and west entrance doors to allow easier access for visitors & exhibitors.

Please note smoking outside in the external areas is only allowed if the area is open by 50% or more. Smoking is strictly prohibited in the lorryways.

Stand Presentations

PLEASE NOTE TIMINGS FOR ALL LIVE PRESENTATIONS AND DEMONSTRATIONS ON YOUR STAND.

Monday - After 1700 only

Tuesday - After 1700 only

Wednesday – from 1630-1800 only

Prior written agreement from the Organisers must be obtained. The Organisers reserve the right to stop any performance they feel is causing a nuisance to any other exhibitor.

Please complete the Stand Presentation form [here](#) for permission to be given.

Temporary Staff

Bond Associates is a leading hospitality and staffing agency. With hundreds of professional event staff in the UK, capable of assisting you across the whole spectrum, they will meet your needs in a cost-effective manner. So whatever your staffing need please contact them direct on

the details below:

Bond Associates

T: +44 (0) 845 130 4548 E: info@bondassociates.co.uk www.bondassociates.co.uk

Traffic Guidelines

[Click here](#) to download the Traffic Guidelines.

VAT Reclaim

Overseas exhibitors can recover the VAT paid on many of their exhibition costs. Please contact [Quipsound](#) for more information.

Wifi

For more details on venue wifi please contact **ExCeL London ICT Team** T: +44 (0) 207 069 4400 E: itc@excel.london

9. Emergency Procedures

Evacuation or partial evacuation is on the advice of the Venue. Should an emergency occur that necessitates an evacuation, an announcement will be made over the PA system. Exit the building immediately via the nearest exit point and make your way on foot to your closest Assembly Point shown on the Show Plan. Please refrain from using mobile phones at this time.

Whilst at the Assembly Point you will be kept informed of developments. When the emergency has ceased you will either be invited to return to the exhibition to resume normal business or advised to return the next day – in which case you will not be permitted to return to the exhibition to collect vehicles, bags, briefcases etc.

Please find below some tips for your pre-show team briefings, you will get a reminder on site by means of a stand drop.

Accidents

If you are involved in or witness an accident, however small, at any point during your time on-site, it is your responsibility to report it to the Organiser's Office.

The medical centre, located on Level 0 and which is accessible from the show floor, can be contacted via an internal telephone, a member of the security team or the organiser's office. If an ambulance is required, please do not dial 999 direct, all medical emergencies must be reported to control who will contact the relevant authorities. The contact number for control are:-

Emergency Number: 4444

Enquiry Number: 4445

Fire

To be safe in case of fire you should ensure that you know:

- How to raise the fire alarm if you discover a fire
- Where the fire escapes and evacuation points are
- What the fire alarm / call sounds like
- The location of your fire assembly point

If you discover a fire:

- Operate the nearest fire alarm
- Phone the Control Room - Emergency Number 4444
- ONLY attempt to fight the fire if safe to do so

In the event of a fire you will hear:

'Attention please, Attention please. MR GOODFELLOW report to the Security Suite'

Remain at your work station but be prepared to leave if necessary

- Await further instruction from Control, the Fire Safety team or the Vocal system
- DO NOT explain this message to visitors

The cancellation message will be:

'Attention please, Attention please. MR GOODFELLOW is cancelled'

In the event of an evacuation you will hear:

'Attention please. Attention please. Here is an important announcement. It is necessary to ask everyone to leave the building. Please make your way calmly to the nearest exit'

- Leave the building immediately
- Follow directions from marshals to any specified exits
- Proceed to your designated assembly point as directed by marshals
- Make yourself known to your designated Fire & Security Marshall

- Remain at the assembly point until told you can leave
- DO NOT attempt to use the lifts in a fire
- DO NOT stop to collect personal belongings
- DO NOT re-enter the building until you are told it's safe to do so

Suspect Packages

It is important to make constant checks to your stand to ensure that no unidentifiable packages, cases or bags have been deposited. If you discover a suspect package you should:

- Phone Control on 4444
- Give a full description of the package and its location
- DO NOT approach, touch or move the package
- DO NOT use a mobile phone within 10 metre radius of the package

Venue Search

If duty personnel initiate a venue search you will hear:

'Attention please. Attention please. STAFF CALL 100

The message will then be followed by continuous chimes and broadcast at half minute intervals

- DO NOT leave the building
- Inform your colleagues and assist in the search for suspect packages on your stand and surrounding areas
- Liaise with your designated Fire & Safety Marshal who will report to Control that your area is clear
- If you discover a suspect package, please follow the SUSPECT PACKAGE procedure – found earlier in this section.
- DO NOT explain this message to venue visitors

The cancellation of this message will be:

'Attention please. Attention please. STAFF CALL 100 is cancelled

10. Official Suppliers

Quality Charter - Official Suppliers



Reed Exhibitions limited has a thorough process for and takes all reasonable care in the evaluation and appointment of its Official Contractors. This includes aspects that are most visible to the Exhibitors such as customer service, pricing and product range along with other aspects like track record, Health & Safety performance and financial stability. Reed Exhibitions appoints multiple 'Official Suppliers' for services for each Exhibition wherever it can so that Exhibitors have a choice.

'Official' status puts specific responsibilities on the Contractor such as ensuring the quality of stock and making sure that they provide a full service and keep qualified people and spare on-site to maintain a first class service throughout the Exhibition. As a result non-official companies can sometimes appear to undercut Official Suppliers as they can offer older equipment or a partial service and can just deliver with no obligation to set up or maintain throughout the Exhibition. This can create last minute problems and unexpected costs for the Exhibitor.

In addition to this Reed Exhibitions is increasingly seeing non-official suppliers aggressively mailing companies pre-Exhibition using the Exhibition name and in some cases the logo, which can imply that they have our support. These companies do not have any endorsement from Reed Exhibitions and we recognise the inconvenience, annoyance and confusion that these communications can have on our Exhibitors.

As a result Reed Exhibitions has applied to trademark the logo above. This logo is strictly controlled, can only be used by Official Suppliers and only relating to the services that they are specifically appointed for on that Exhibition.

We hope that this 'Quality Charter' will help Exhibitors distinguish between Official Suppliers and other companies. Only those companies with our endorsement will have this logo on their communications. For your peace of mind, all Contractors using this logo are bound by the responsibilities covering:-

- Quality service
- Quotations & Payments
- Post Exhibition Service
- Dispute Resolution
- Health & Safety
- Data Protection
- Sustainability

To view the full quality charter showing the commitment our suppliers have agreed to please contact the [Operations team](#).

Accommodation

Please go to <https://london.wtm.com/help/book-accommodation/> for accommodation information and booking.

Audio Visual & Computer Hire

Aztec Event Services Ltd

T: +44 (0) 20 7803 4000

E: sales@aztecuk.com

<http://shop.aztecuk.com>

DB Systems Ltd

Contact Dan Hunt

T: +44 (0) 845 226 3083- Ext 107

M: +44 (0) 7884 492 836

E: hiredesk@dbsystems.co.uk

<http://www.dbsystems.co.uk/book/>

Password - **wtm2019**

Catering

Stand & Hospitality Catering

T: +44 (0) 207 069 4100

E: wtm@excelhospitality.london

[Click here](#) for all details on catering.

Electrics

The Freeman Company (UK) Limited

Contact Tim O'Connell

T: +44 (0) 207 598 5510

E: tim.oconnell@freemanco.com

[Freeman Online Ordering](#)

Floorcovering

The Freeman Company(UK) Limited

T: +44 (0)2476 309 215

E: EMEA.Exhibitorservices@freemanco.com

[Freeman Online Ordering](#)

Floral

Oldacre Floral Services @ ExCeL

T: +44 (0)207069 4235

E: info@oldacre.co.uk

www.oldacre.co.uk

TopiaryHire.co.uk

Contact: - Dan Parker-Bowles

T: + 44 (0) 20 7125 0215

E: info@topiary-hire.co.uk
www.TopiaryHire.co.uk

Freight Forwarders

International Lifting & Shipping

International House, Colonnade Point
Coventry CV6 4BU.

Contact: - Sean Adriaanzen
Tel: +44 (0)24 7633 7955
Email: - sean@i-l-s.co.uk

Furniture

Freeman UK

T: +44 (0)2476 309 236

E: EMEA.Exhibitorservices@freemanco.com

[Freeman Online Ordering](#)

Europa

Tel: +44 (0)20 8676 0062

Email: sales@europainternational.com

Web: www.europainternational.com

Concept Furniture International Ltd

Contact: Tilly Little

T: +44 (0) 1299 254 090

E: tilly@conceptfurniture.co.uk

www.conceptfurniture.co.uk/world-travel-market.htm

Please [click here](#) for brochure & price list.

Thorns Group

Contact: Emily Brown

T: +44 (0) 208 801 4444

Email: emily@thorns.co.uk

www.thorns.co.uk/

Please [click here](#) to order online.

Graphics

Freeman UK

T: +44 (0)2476 309 236

E: EMEA.Exhibitorservices@freemanco.com

[Freeman Online Ordering](#)

Insite Graphics

Contact: Hannah Logan

M: +44 (0) 7970 568042

T: +44 (0)207 096 3201

E: Hannah@insitegraphics.co.uk

www.insitegraphics.co.uk

Pertons Signs Limited

T: +44 (0) 20 8992 5775

www.pertonsigns.com

Health & Safety

Reed Exhibitions

E: WTM.operations@reedexpo.co.uk

IT & Communications

ExCeL Venue Services

T: +44 (0) 207 069 4400

E: itc@excel.london

www.excel.london/webshop

Lifting

International Lifting & Shipping
International House, Colonnade Point
Coventry CV6 4BU.

Contact: - John Lawson

Tel: +44 (0)24 7633 7955

Email: - jl@i-l-s.co.uk

Photography

Mercury Multimedia

Contact: Michael Machalepis

T: +44 (0) 208 948 3317

M: +44 (0) 7831 242 061

E: mm@mercurymultimedia.co.uk

Platform Floors

Expo Floors Platform Floors & Flooring

T: +44 (0) 1922 721 177

E: sales@expo-floors.com

www.expo-floors.com

Rigging

ExCeL Venue Services

T: +44 (0) 207 069 4400

E: rigging@excel.london

www.excel.london/webshop

Shell Scheme Construction

The Freeman Company (UK) Limited

T: +44 (0)2476 309 236
E: EMEA.Exhibitorservices@freemanco.com
[Freeman Online Ordering](#)

Stand Cleaning

ExCeL Cleaning & Waste Services

Tel + 44 (0) 207 069 4400
Email: cleaning@excel.london
[Click here](#) to order via the ExCeL Webshop.

Stand Design & Build

SmartSpace

Contact: Ross Curran
T: +44 (0)20 8439 5682
E: smartspace@reedexpo.co.uk
www.reedsmartspace.co.uk

Stand Design Submission

For all details regarding the submission of Space Only stand design please [click here](#).

Temporary Staff

Bond Associates

T: +44 (0) 845 130 4548
E: info@bondassociates.co.uk
www.bondassociates.co.uk

Transport

Transport for London

General Enquiries
T: +44 (0)343 222 1234
www.tfl.gov.uk

VAT Reclaim Service

Quipsound Ltd

T: +44 (0) 1959 561 717
E: uk@quipsound.com
www.quipsound.com

Venue

ExCeL Venue Services

London
E16 1XL
T: +44 (0) 207 069 4500
E: info@excel.london.co.uk
www.excel-london.co.uk

Water, Waste & Compressed Air

ExCeL Event Services

T: +44 (0)207 069 4400

E: pipeservices@excel.london

www.excel.london/webshop

[World Travel Market - Team Contacts](#)

[Travel Forward – Team Contacts](#)