

WIN Third Annual Conference

24th January 2017

Further Information for Exhibitors

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Access

Car park 7 and the Rootes Building, Panorama room are accessible from 07:30 on 24th January.

Assistance

Exhibitors or their contractors are responsible for transporting and setting up their own equipment. There are Conference Assistants who can give advice and offer some assistance with heavy or difficult packages, however, their availability is not guaranteed. Trolleys are not provided by the venue and we strongly advise that exhibitors bring their own.

Banners

Please note that each stand is supplied with a double noticeboard (compatible with Velcro). However exhibitors may bring up to two pull-up banners as long as they fit behind the table. 'Pop-up' stands are generally not advised and if used must not overlap the length of the table (1.8m/6ft).

Damage

Exhibitors will be held responsible for any damage incurred by whatever means and will be required to make good such damage at their own expense. Exhibitors are strongly recommended to insure themselves against damage to the venue as well as their own stand and equipment.

Emergencies

In the case of an emergency, please contact a member of staff who will alert the relevant service. If no member of staff is immediately available please dial 22222 on an internal phone and the emergency services will be automatically contacted by the University Security Services Staff. Fire In the event of a fire within the exhibition venue or the fire alarms sounding:

- Switch off all electrical appliances
- Exit the building by the nearest fire exit
- Assemble at the designated assembly point
- Do not re-enter the building until instructed to do so

Floors and Walls

No tape must be used on floor or wall areas. Any damage caused will be charged at a level appropriate to cover the cost for complete renovation of the damaged area. Notice boards are supplied, please bring suitable fixings.

Health & Safety

"The Health and Safety at Work Act 1974" (HASAWA) applies to all places of work. The University of Warwick has duties under HASAWA and its own Health & Safety policy, which includes provision that persons other than University of Warwick employees are reminded of their responsibilities whilst working in its venues.

It is the exhibitor's responsibility to assist in the investigation of any accident or incident in conjunction with The University of Warwick Health & Safety team and to report these as necessary via your Organiser.

The main areas which must be brought to your attention will include, but will not be restricted to, the following:

- The understanding of the fire and emergency procedures
- The need to maintain emergency exits and keep gangways clear
- Ensuring that good housekeeping is maintained in your work area, thereby minimising risks and allowing other hazards to be identified easily
- This is not an exhaustive list, but identifies common issues.

Helium Balloons

Buildings at the University of Warwick are fitted and protected by beam detector technology to ensure fire safety. Balloons are not permitted on exhibition stands or public spaces as they may trigger the fire alarms.

Insurance

Exhibitors are strongly recommended to insure themselves against damage to the venue as well as their own stand and equipment.

Internet

Wi-Fi access

Our Wi-Fi service provides conference delegates/exhibitors with the freedom to use mobile (laptop or handheld) devices to connect to the University network, without needing a fixed or wired connection. Information on how to access the Wi-Fi network can be obtained from any member of the Warwick Conferences Team.

If using either service for anything more than normal web browsing please inform your Event Organiser.

Licensing

We advise all exhibitors that the broadcasting of sound recordings or the playing of video footage without an appropriate licence is not permitted and failure to observe this requirement will result in immediate expulsion from the exhibition venue. Failure to adhere to the law in this matter is a breach of copyright and compromises the University Licensing.

Noise

Exhibitors must ensure that noise, particularly from audio-visual equipment, is kept to a volume that does not cause annoyance to other exhibitors or visitors. In the event of any dispute, the decision of the Event Organiser will be final.

Packaging

For safety and aesthetic reasons, please ensure that all packaging is removed from view in the exhibition venue before the event commences. Please note the venue does not have storage for packaging.

Parcels, Deliveries and Lifts

Deliveries

The University will only accept deliveries in advance of the event in exceptional circumstances.

Please contact your Event Organiser for details.

Delivery Address:

WIN Third Annual Conference
Warwick Conference Park & Events
Rootes Building
Gibbet Hill Road
University of Warwick
Coventry
CV4 7AL

Contents labels should:

Specify that contents are required for WIN Conference, 24th January 2017

Specify number of boxes/parcels (e.g. 1 of 10)

The University will not accept responsibility for lost or damaged items and strongly advises exhibitors to take out necessary insurance cover for items in transit.

Couriers should be instructed to deliver to the **Guest Services Desk** on the ground floor of Rootes Building. The opening times are Monday – Friday 8am-5pm. There is no provision for parcel deliveries or collections outside these hours. The courier can call 07824 540900 and a Duty Manager will accept the delivery.

Couriers should ensure that items are delivered and signed for by a member of staff.

Items must not be sent more than one week in advance and if you are sending large items such as pallets, please inform your Event Manager prior to sending the delivery. Storage is limited and planned in line with all events.

We will endeavour to deliver parcels sent in advance to the exhibition or registration venue. We cannot however, guarantee that the pre-delivered parcels are transported to the venue by a specified time as this will depend on the availability of the venue for your event. We will also be unable to deliver parcels to the correct location if they are labelled incorrectly; these will remain in left luggage until the Exhibitor/Organiser can identify their parcels.

If your parcels have not arrived, the Duty Manager may be able to track your parcels providing you bring **details of the courier used and the reference number** supplied by the courier at the time of booking with them. Without these details we will only be able to inform you that we have or have not taken delivery of your items sent in advance.

Delivery vehicle access to Rootes Building has changed since January 2015. All delivery vehicles should now follow signs for Rootes Building Deliveries (the route is accessible directly from Gibbet Hill Road).

Parcel Collection Post-Event

Couriers often sub contract collections which are forwarded to a central distribution point prior to being forwarded to their final delivery address. The current collection/delivery process is often completed using a booking reference number rather than a destination address, so it is important to ensure items are labelled with as much information as possible.

Parcels that are left with Warwick Conference Park & Events to be collected by a courier must be clearly labelled and securely packaged. Couriers will often not accept parcels if they are in doubt about their destination or if the parcels are not packaged securely.

Address labels should be marked clearly with the following information:

- Person's (Delegate/Organiser) name
 - Name of Conference
 - Number of items (e.g. 1 of 10)
 - Name of Courier
 - Full postal address for returned items to be delivered
 - The booking reference number supplied by the courier at the time of booking
- (Alternatively you may have a label from your courier company which should be affixed)

Please ensure that the courier is informed of the number of items and the delivery address. If the courier arrives with the incorrect collection information it may cause delays in your items being sent back to you.

It is the exhibitor's responsibility to ensure parcels left for collection are transported to the parcel storage area in the Rootes Building. **Items should not be left in the exhibition venue.**

Couriers collecting parcels should be directed to the **Guest Service Desk** on the ground floor of Rootes Building.

If items are not collected within two weeks of the conference ending they will be disposed of.

There are limited storage facilities and exhibitors must arrange for collections of all exhibition materials by the advertised get-out time for the exhibition. Any exhibition materials left behind will be logged and attempts will be made to ensure they are collected within one week of the exhibition close date. A charge may be levied to cover administration and storage cost for items not removed on the day the exhibition closes. Any items not collected within two weeks will be disposed of unless suitable arrangements have been made for collection.

Lifts for loading / unloading

Access to the loading and unloading area is directly off Gibbet Hill Road and is signposted as Rootes Building Delivery. (Please note you can only access the service road from one direction therefore please pay attention to the local road signage). Access to the 1st or 2nd floor of the Rootes Building is via the service lift at the rear of the building. The passenger lift must not be used to convey equipment to the upper floors of the building. Companies delivering equipment should report to the Duty Manager in the Rootes Building, contact by mobile on 07824 540900, where they will be shown how to use and access the service lifts.

After unloading, the set up crew must move their vehicles to one of the allocated car parks (car park 7 if you have printed out and displayed a parking permit). If you are bringing a large vehicle/lorry to campus then please discuss this with the venue in advance to ensure appropriate parking is available. There is limited space in the service road, therefore a time limit of up to 20 minutes is in

place. This is managed either on the day or in advance by the event organiser. Please be aware there may be a time delay.

Parking

Complimentary parking has been reserved for arrivals until 11:00 for the Conference in car park 7 (displaying your delegate parking permit) on a first-come-first-served basis. Other pay and display parking is available on campus.

Although no parking is permitted on the Plaza service road, exhibitor vehicles are permitted to unload but then must be moved to the recommended car park. If you have a large / tall vehicle you will need to arrange in advance for suitable parking on campus via your Event Manager.

PAT Testing

All exhibitors must provide their own power extension leads and provide certificates and paperwork to show evidence of up to date PAT testing for these and any other electrical equipment brought on site. All exhibitors are responsible for ensuring that their own installations meet current Health and Safety standards and safe working practices.

Posters

Each stand will be supplied with a pair of full-height noticeboards (Velcro dots will be supplied).

No posters or other materials are to be pinned, taped or attached in any other way to walls, doors, floors or windows. Any damage caused will be charged at a level appropriate to cover cost for complete renovation of the damaged area.

Refreshments

Refreshments will be served in the exhibition venue. Please do not include refreshments on your stand.

Security

If an exhibitor sees a suspect package or suspicious person, please notify a member of University staff or your Exhibition Organiser immediately.

Tables

Tables are rectangular - approx. 6ft x 2ft 6" (1.8m x 0.75m).

Vacating Time

Break-down of stands should may commence at the end of the afternoon break at 16:00 and should, unless agreed otherwise, be completed, with all items (including rubbish) removed by 17:00.

Waste Materials

Exhibitors are responsible for removing all waste materials from the venue prior to departure. Any articles left in the venue after the event will be deemed to be waste material and will be discarded. Charges may be levied to the cost of the disposal of packages and material left in the venue.

To discuss any of the above or if you have other questions please call:

Lesley-Anne Bryant on 024 7652 2595 or 07801 076 026

Or

Sarah Lim Choi Keung on 024 7657 3776