

EXHIBITOR

MANUAL

Date:

8 September 2022

Venue:

**Easterbrook Hall,
The Crichton,
Bankend Road,
Dumfries
DG1 4A**



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Accidents and near misses

In the event of an accident or near miss, please contact the general information stand, where a member of the UCAS team and the local organiser will be situated.

Accommodation

Holiday Inn Dumfries is located adjacent to Easterbrook Hall. Please see the website for further details, at holidayinndumfries.com.

Please note, this hotel is a recommendation, and is not officially endorsed.

Alcohol and drug policy

The consumption of alcohol is not permitted during the event at any time including build-up and breakdown. The venue has a strict drugs and alcohol policy, which allows them to offer to test or eject from site any contractor suspected of being under the influence of drugs or alcohol.

Due to the nature of the event, the sale of alcohol will not be permitted.

Animals

Assistance dogs are permitted entry to the show. However, if you plan to have any other animal(s) on your stand, you must apply for permission via the organisers as there are licensing implications, and the city vet's approval will be required.

Arrival

Please enter using the main doors at the front of the building.

To gain entry to the venue, you must register the details of who will be attending pre-event – this needs to be done via your ENet account.

On arrival, you will need to sign in, and will be issued with an exhibitor lanyard, which is to be worn at all times while in the venue.

Balloons

Helium-filled balloons are not permitted in the venue.

Build-up and breakdown

Build-up times:

Thursday 8 September 08:00 – 09:15

Event open times:

Thursday 8 September 09:30 – 15:00

Breakdown:

Thursday 8 September 15:00 – 16:30

UCAS appreciates that the end of an event day can be quiet, and we are doing our utmost to keep visitor numbers consistent across the day. However, even if you have no visitors around your stand, there will always be visitors in the venue, which is why it is not deemed good practice to start breaking down your stand early.

If exhibitors start to dismantle stands while the event is still open, this poses a health and safety risk to our visitors, and we may have to cordon off your stand, which may affect access to exhibitors near to you, thus affecting footfall to their stand. UCAS appreciates that at times, exhibitors may need to leave early. If you need to do this, we ask that you speak to a member of the Events Team so we can assess the impact of doing so on the exhibition. We would appreciate your cooperation in this matter.

Car parking

There is ample free exhibitor parking available in the main car park, located at the front of Easterbrook Hall.

Catering

Tea and Coffee will be available to exhibitors from 08:30 in Duncan Room 4.

Bottled water will be provided at each stand.

Tea and coffee will be available throughout the day in Duncan Room 4. This will be provided free of charge.

No lunch will be provided.

Children

Children under the age of 18 are not allowed into the venue during build-up and breakdown, to comply with health and safety legislation.

Cleaning and recycling

Please leave any cardboard boxes, flat-packed on your stand, ready for our event staff to collect throughout the day and place in the recycling. We would appreciate it if exhibitors can try to minimise the amount of literature and rubbish left at the venue.

Cloakroom

There is no cloakroom service at this venue.

Contractors

If you're employing a contractor to build or design the interior of your stand, please ensure they receive a copy of this manual. Please let us know your contractor's company name so our security team is aware. They must also adhere to the venue's rules and regulations, which are contained in the [eGuide](#). Please also ensure you (or your contractor) send the stand's risk assessment, method statement, and stand plans to e.bibby@ucas.ac.uk at least two weeks before the event.

For security reasons, all contractor staff must wear a wristband to gain entry to the venue. This will be provided on arrival at the venue, provided we are aware they will be onsite.

Covid 19 precautions

Correct at date of publishing 10/08/2022, this information may change alongside government advice

Face coverings

We highly recommend that you wear a face covering inside the venue and the hall unless you are exempt. We will have a provision of these at the organiser's office but advise that you bring your own.

Social distancing

We will be promoting a recommended social distancing of 1m+ within the hall.

Hand sanitiser

There are hand sanitiser stations located throughout the venue and our event hall. We will also have a provision of this at the organiser's office but advise that where possible you bring your own.

Handing out prospectuses etc.

We encourage exhibitors to use literature racks rather than personally handing out prospectuses and any other literature to visitors. Where possible, please use QR codes for visitors to access your online literature.

Stand risk assessment

Please see a list of recommended points to cover in your stand risk assessment:

- Sufficient stand cleaning
- Good hand hygiene for staff i.e., regular handwashing and or a supply of hand sanitiser on the stand
- Social distancing on stand and around the event hall
- Adequate supply of PPE for staff if required

Please see further guidance on the Working safely during coronavirus (Covid-19) - Events and attractions page:

<https://www.gov.uk/guidance/working-safely-during-covid-19/events-and-attractions#risk-3>

<https://www.gov.scot/coronavirus-covid-19/>

Reporting of any concerns about Covid during the event

If you have any concerns about Covid-19 during the event, please come to the organiser's office. Alternatively, if you do not wish to come to the office you can call the event organiser on 07741 313319.

D

Deliveries

Please refer to the build-up and breakdown section, in addition to the below information.

There are no facilities for the advanced storage of exhibition material at Borders Event Centre, meaning **deliveries arriving before 08:00 Thursday 8 September will be refused and returned to the sender**. Exhibitors are requested to arrange for all deliveries to be made during the above access times. Deliveries won't be accepted once the event is open. UCAS staff will sign for deliveries when in tenancy, but delivery of stock to your stand remains your responsibility.

Any deliveries to your stand on event open days must be completed, and your vehicle removed from the loading areas, no later than 09:30. The venue will not allow the event to open if vehicles are blocking fire exit routes. Trolleys are not permitted on the exhibition floor during open hours, in consideration of public safety.

If you are expecting goods to be delivered by courier, please ensure they are aware of the dates of the event, and hall opening times.

Please label your delivery as below:

UCAS Exhibition
STAND NAME AND NUMBER
Easterbrook Hall
The Crichton
Bankend Road
Dumfries
DG1 4TA

Any deliveries not clearly addressed, or that arrive before build-up, are likely to be lost or returned to sender.

Please make sure the staff working on your stand know:

- who your courier is
- your courier's contact details
- what the delivery consists of

If using a delivery company, they're responsible for delivering your prospectuses and any other items safely to your stand and placing surplus materials in the on-site storage area.

E

Electrical services and stand power

If you have not requested power already, we cannot guarantee that power is available at your stand. Please email e.bibby@ucas.ac.uk to discuss.

Emergency procedures

The venue's emergency procedures document will be provided on your stand on arrival and is also available for you to view via your e-net account in useful documents. In the event of an emergency please follow the instructions of our security team.

Event staff

Event staff will be available throughout the event, and easily identifiable by their UCAS-Discovery t-shirts. They will make sure empty boxes are cleared away, aisles are kept tidy, and students and exhibitors are directed as necessary. However, they will not undertake any excessive lifting. Please do not hesitate to ask for their assistance.

Exhibitors' property

Exhibitors' stands, and exhibits on stands, are not accepted into the custody or control of the venue, and exhibitors need to make their own insurance arrangements. 24-hour security is provided during the event. However, whilst Easterbrook Hall/UCAS Media Events take every precaution to protect exhibitors' property, they are not responsible for any loss or damage.

EasterbrookHall/UCAS Media Events also accept no responsibility for anything left on the premises, and exhibitors must make arrangements for all material to be removed from the exhibition by 18:00 on Thursday 8 September 2022.

F

Filming

If you are planning on undertaking any filming, or taking any photographs at the event, you must inform the organiser, preferably seven working days prior to the exhibition, at e.bibby@ucas.ac.uk.

Fire regulations

The following regulations are included in the [eGuide](#) and must be complied with by all contractors and exhibitors.

All materials used in the construction of stands, features and displays, including signs and fascias, shall be:

- of a suitable nature and quality for the purposes and conditions of their intended use
- adequately prepared and fixed in order to adequately perform the functions for which they were designed
- non-combustible, inherently non-flammable, or durably flameproof in accordance with BS476-Part 7
- water-based, where applicable, e.g. adhesives and paint

British Standards are the minimum acceptable standards for construction materials. Suitable samples of materials may be submitted to the venue for approval. Materials may be tested on-site to ensure that they comply.

Any decorative materials, drapes, curtains etc. must be flame proofed. Floor coverings must be secured in place so not to cause a hazard.

It is understood that exhibitors will use paper-based products as part of their stand materials, (which is a combustible material). A direct 'no smoking' control measure will be in place across all venues to reduce the associated risks of fire. If any display includes a flammable product or substance then this should be considered and controlled by a separate risk assessment, subject to the approval of the event organisers (e.g. a cooking display).

First aid

There will be first aid assistance at the exhibition. If you require first aid, please alert a member of the event staff, or come to the general information desk.

Footwear

Suitable footwear must be worn on-site during build-up and breakdown. Open-toed sandals/shoes, flip-flops, and flimsy footwear are not permitted.

Furniture hire

Each stand will be supplied with the furniture hired when booking. If you wish to hire any additional furniture, or upgrade your furniture package, please do so through your ENet account, at least two weeks prior to the exhibition date.

H

Hazardous exhibits

No hazardous substance, object, or process is to be used, exhibited, or stored within the immediate confines of the exhibition complex. Examples of prohibited items are given below:

- Real flame.
- Flammable materials including petroleum spirits, paraffin, and diesel.
- Flammable gases, including liquid petroleum gas.
- Toxic substances.
- Boilers, stoves, and furnaces.
- Moving displays.
- Laser beams or pyrotechnics.

Height restrictions

Please note that the height limit of displays is 4m.

Exhibitors who have purchased a shell scheme only and are wishing to build above the shell scheme panel should contact the event organiser as support beams may cause an obstruction and it may not be possible to remove them. Please email h.golden@ucas.ac.uk.

I

Insurance

It is essential you take out adequate employee and public liability insurance against personal injury, damage to, or loss of exhibits, etc.

While the organisers take every precaution to protect exhibitors' property during an event, they are not responsible for any loss or damage. You should ensure you have adequate

public and employers' liability cover, in line with the booking terms and conditions.

Internet

Free WiFi is available to all. However, this is an open network and cannot be guaranteed – details of how to log on will be provided on the day.

L

Lost property

All property found should be handed into the organiser's desk. It will be given to the venue at the end of the event.

O

Organisers

The organiser's will be located at the organiser's desk by the entrance to the venue, at the front of the hall.

The organiser onsite will be Danielle Swain. Prior to the event, if you need to speak to the organiser please contact Emily Bibby, e.bibby@ucas.ac.uk.

P

Passages and gangways

Any means of ingress and egress, passageway, or gangway must remain free from obstruction, and be kept free from obstruction for the duration of the exhibition.

1. No part of any stand or exhibit is permitted to encroach on a passageway or gangway, and no door, window, or other similar facility may open outwards to project beyond the perimeter of the stand.
2. The floor around your stand shall be kept level and even and shall not be allowed to become slippery or a source of danger.
3. Where an exhibition stand is not provided with a platform, the space shall be clearly defined, and the exhibits shall be arranged to maintain passageways and gangways of uniform width.

R

Risk assessment

All exhibitors need to provide a risk assessment for your stand build and any activities that will be happening on your stand. Please send this through to Emily Bibby, e.bibby@ucas.ac.uk least 2 weeks before the exhibition date.

The event organiser has completed a risk assessment for the event. Copies of this can be found via your e-net account in useful documents along with some helpful templates and risk assessment advice.

S

Security

All valuables are the responsibility of the owner.

Smoking

Please note, throughout both the build-up and the duration of the exhibition, there is a strict policy of **no smoking** inside the venue. This includes e-cigarettes and vaping.

Storage

There are no facilities for the advance storage of exhibition material at the venue. A temporary storage space (which is very limited in size) will be built for exhibitors at the side of the hall, to use during the exhibition. The storage area is unlocked and accessible by all. Therefore, UCAS recommends exhibitors do not store any items of value in the storage area.

For health and safety reasons, neither the organisers nor event staff are permitted to deliver/replenish stock to your stand. Therefore, exhibitors are asked to make the necessary arrangements to have a sufficient supply of handouts available at the start of the day.

T

Trolleys

Trolleys are not provided at the venue, so please bring your own if you need one to deliver goods to your stand.

Trolleys are only permitted on the exhibition floor outside event opening hours, for the safety of visitors.