

The top half of the cover features a photograph of a busy exhibition hall. In the foreground, a young man with curly brown hair, wearing a tan cord jacket, is looking towards the right. Behind him, two young women are engaged in conversation; one is gesturing with her hands while the other holds a brochure. The background is filled with other visitors and exhibition stands, creating a sense of a large-scale event.

**UCAS exhibitions**

# Exhibitor manual

**Date: Wednesday 25<sup>th</sup> March 2020**

**Venue: University of Lincoln**

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## A

### Accidents and near misses

If you are involved in, or witness, an accident or near miss while on-site, please report it to the organiser's office immediately, or call 07843658941.

### Accommodation

There are several hotels near the venue. A list of all local hotels or accommodation can be booked at [www.stayinlincoln.co.uk](http://www.stayinlincoln.co.uk). This is a general list for information only, and not a recommendation from UCAS or the University of Lincoln.

### Arrival

To gain entry to the venue, exhibitor lanyards must be worn at all times. Your lanyard will be ready to collect when you arrive, from the Engine Shed.

To gain entry to the venue, you must register details of who will be attending before the event, through your ENet account – instructions on how to do this will be emailed to the lead booker.

Exhibition stands are located in two buildings (The Engine Shed and Lincoln Performing Arts Centre) Please check before arriving which building your stand is in and use the main entrances of each building to enter.

## B

### Build-up and breakdown

#### **Build-up times:**

Tuesday 24 <sup>th</sup> March	15:00 – 17:00 (Deliveries can be made from 11:00am)
Wednesday 25 <sup>th</sup> March	08:00 – 09:00

#### **Event open times:**

Wednesday 25 <sup>th</sup> March	09:30 – 14:30
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#### **Breakdown times:**

Wednesday 25 <sup>th</sup> March	14:45 – 14:30
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Exhibitors must remain on their stands, and not start dismantling them until the exhibition is clear of visitors. We anticipate this to be 5 to 10 minutes after the exhibition closes, at (insert time) on (insert date). To help facilitate this, and ensure health and safety is maintained, the loading doors will stay closed until the venue is clear of visitors.

If exhibitors start dismantling stands while the event is still open, there will be no alternative but to close the exhibition, irrespective of how many visitors remain in the hall – this is standard industry practice, in line with guidance in the [eGuide](#). This is because stands which are broken down while visitors are still in the hall pose a health and safety risk. As stated in the exhibitors' code of conduct, all issues raised will be logged and reviewed regularly by UCAS and HELOA. The same principles apply for dismantling, as accessing.

The site plan for the University of Lincoln Brayford Campus is available at [www.lincoln.ac.uk/maps/lincoln-city-centre.htm](http://www.lincoln.ac.uk/maps/lincoln-city-centre.htm).

Ropewalk is the main vehicle access to the Brayford Campus, and will be the main drop-off point for all coaches and visitors attending the event. Therefore, no exhibitors will be permitted to park and unload on the campus after 09:00 on the day of the exhibition.

Exhibitors may park on the Brayford Campus for a maximum of 30 minutes while unloading, and must display their exhibitor vehicle pass at all times. This pass can be downloaded from the exhibition website

#### Business centre

There is no Business Centre available during this event.

## C

#### Car parking

As the event is held during term time, there is no parking available on campus. Once exhibitors have unloaded, they should park in one of the car parks in the city centre. These are chargeable car parks – a map is available on the exhibition website at [www.ucas.com/news-events/events](http://www.ucas.com/news-events/events).

#### Catering

There are a number of catering outlets on the university campus, as well as usual high street outlets within a 10-minute walk of the venue, where lunch can be purchased.

The event will not close for lunch. If you are alone on your stand, please contact a student helper/member of staff for assistance with refreshments.

Tea, coffee, and water will be available free of charge to exhibitors located in the Platform of the Engine Shed, or the Green Room of the Lincoln Performing Arts Centre.

## D

### Deliveries

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

The venue address for couriers is:

**Contact name**  
**Stand number**  
**University of Lincoln Events Office**  
**UCAS HE exhibition**  
**Engine Shed**  
**University of Lincoln**  
**Brayford Pool**  
**Lincoln**  
**LN6 7TS**

Deliveries can be made from 11:00am on Tuesday 24<sup>th</sup> March 2019. Any deliveries made before this time will not be accepted by the venue and returned to the sender.

If you are expecting goods to be delivered by courier, please make sure they are aware of the dates of the event, and venue opening times. All deliveries not clearly addressed, or those which arrive prior to the stated time, are likely to be lost or returned to the sender. Please make sure the staff on your stand are aware of:

- who your courier is
- your courier's contact details
- what is being delivered

Please make the organiser aware of any deliveries expected on the day by emailing [eferber@lincoln.ac.uk](mailto:eferber@lincoln.ac.uk)

## E

### Electrical services and stand power

There is no stand power available during this event.

### Emergency procedures

Please make sure you're familiar with the procedures to be followed in an emergency. The emergency procedure document will be on your stand.

In an emergency, the Event Manager will make the following announcement over the venue PA system:

‘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. Everyone will be readmitted as soon as possible.’

If you hear this announcement, please leave the venue by your nearest exit, and make your way to the assembly point in the public square – between the Engine Shed and the university library.

Do not re-enter the venue until the Event Manager tells you it is safe to do so.

### Exhibition stands and furniture

Space is limited to 2 x 1.5m of width per exhibitor (4 x 1.5m for double stands). One table and two chairs will be provided – these must be ordered in advance of the event through your ENet account. Please bring your own tablecloth.

Make sure your stand and all display materials are of the appropriate dimensions to fit within your space allocation, and no parts of the stand obstruct the aisles or neighbouring stands. If your stand size exceeds the provided space allocation, you will be asked to dismantle/adjust your display materials to fit within the allocated space. Please also make sure your stand can be easily accessed by disabled guests.

All exhibitors are reminded that they should remain on their stand throughout the event, and not carry out any promotional activity in the gangways.

### Event staff

Event staff will be available throughout the day to assist exhibitors – they are easily identified by their red UCAS ‘Event staff’ t-shirts. They can help with the breakdown of boxes, how to locate toilets, tea and coffee, and any other queries you may have.

The event organiser will also be wearing a UCAS branded red polo shirt, and the UCAS team can be identified by their UCAS branded black polo shirts. Please do not hesitate to ask for assistance from the exhibition team.

## F

### First aid

If you sustain any personal injuries, or are present when an accident happens, please ask for assistance from the organisers.

Trained first aid staff will be on site during the event, at the entrance of the Engine Shed. Should emergency care be required, please call 999 immediately, and then inform the Event Manager on 01522 837 100.

## Footwear

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

## H

## Height restrictions

There is a height restriction of 2 metres in the Engine Shed/LPAC. Therefore, all stands must not exceed this height restriction for banners or display.

## 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

There is visitor internet access at the exhibition. Please refer to the attached University of Lincoln Visitor WiFi document for instructions to log in.

## L

## Lost property

Lost property will be held by the University of Lincoln Events and Conferencing Office for one month following the exhibition. The Events and Conferencing Office can be contacted on 01522 837 100, or at [events@lincoln.ac.uk](mailto:events@lincoln.ac.uk).

Please note that any goods/materials/deliveries or miscellaneous items left on site at the

University of Lincoln, without proper authority, will be treated as abandoned and disposed of accordingly.

## O

### Organisers

The organisers can be found in the exhibition venue. The lead organiser is Emily Ferber.

During the exhibition, Emily can be contacted on 07843658941.

Before the exhibition, please contact Emily on 01522 88 6779, or at [eferber@lincoln.ac.uk](mailto:eferber@lincoln.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.

- a) 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.
- b) The floor around your stand shall be kept level and even, and not be allowed to become slippery or a source of danger.
- c) 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, by completing their booking to attend the event, have legally agreed to provide their own health and safety documentation at this exhibition – a risk assessment, and if necessary, a method statement with stand drawings. This highlights the significant risks that exist during such an event. It is your responsibility to provide this documentation to your staff working at the exhibition.

Please ensure you bring a copy with you to the event, upload the documentation to your ENet account, and if the latter is not possible, email a copy to the event organiser at [events@ucas.ac.uk](mailto:events@ucas.ac.uk)

## S



## Scanner collection

If you have booked to hire a scanning device at the exhibition, you can collect this between 8am – 9am on Wednesday 25<sup>th</sup> March from the UCAS general information desk in the Platform, Engine Shed. Scanners must be returned at the end of the exhibition.

## Security

The venue will be locked overnight, and the university has 24-hour security. Please assist us by wearing your exhibitor pass at all times. Entry to the hall will not be permitted without a pass.

Please take account of the following security advice from the venue:

- Take home any valuable items if there are no secure storage facilities on site.
- Do not leave your stand unattended at any time during build-up, the open period or the pull-out of the show. Do not leave the hall until all visitors have gone.
- Do not position desirable items at the front of your stand, where you may not be able to keep an eye on them.
- Ensure you have enough staff, so that the stand is not vulnerable to thieves, and do not ask a neighbouring exhibitor to watch over your stand while you go for a break. They may become busy, and not be able to keep an eye on your stand.
- Remove all portable or valuable items from the stand on the evening the show closes. Do not leave them until the following day for collection.
- Arrive in time for the show. Ensure your stand is staffed at least 15 minutes before show open time, but remember that the hall is open from 08:00.
- If you are a victim of theft, please report it immediately to the Event Manager.

## Smoking

Please note, throughout the build-up, duration and break down of the exhibition, there is a strict policy of no smoking/vaping or the drinking of alcohol inside all University of Lincoln Buildings.

## 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.

## Exhibitor code of conduct



### Who does this apply to?

This code of conduct forms part of the exhibitor terms and conditions and applies to exhibitors or organisations/sole traders of any background booking marketing opportunities or stand space at an exhibition or conference.

### Introduction

UCAS organises a network of events across the UK, for prospective students to gather information, advice and guidance about education and career opportunities, from a wide range of course providers and organisations. To ensure students' needs are at the heart of the events, and all exhibitors are able to engage effectively with them, all exhibitors must adhere to this code of conduct. The code of conduct has been agreed jointly between UCAS and HELOA.

### Staffing

- **Exhibitors should arrive and set up in sufficient time before opening of the event, and not depart until it has officially closed. Exhibitors are required to remain at the event for the duration of the opening times, to ensure that all visitors have fair access to information and advice.**
- All members of staff attending or working at events should be given a copy of the code of conduct, and fully comply with it. They should display a high standard of professionalism in their work, and offer information, advice and guidance effectively, and with integrity. Any member of staff, including contractors and couriers, who are rude, disregard instructions from the organisers, or behave in any way that is deemed inappropriate for a UCAS exhibition, will be asked to leave the event. All incidents of this nature will be followed up and reported to the provider/organisation the member of staff represents.
- Exhibitors should provide appropriate personnel to staff the stand, adequately trained with sufficient knowledge to offer quality representation of their provider or organisation. Pre-event information should be passed on to those attending the event.
- Please carefully consider the number of staff working at each event. All staff should be able to comfortably work within the allocated space provision. UCAS recommends no more than two staff on a 2m x 1m stand, three people on a 3m x 2m/3m x 3m stand, four people on a 4m x 3m and 5m x 3m stand, six people on a 6m x 2m/6m x 3m stand, and eight people on a 6m x 6m stand. Any additional staff may be asked to leave if the health, safety, or comfort of visitors or other exhibitors is compromised.
- Student talks are delivered on an impartial basis. To uphold the event's impartiality, those asked to deliver a student talk at an event must ensure their presentation delivers general advice and guidance, and not be perceived to deliver an unfair bias towards a

particular higher education provider, organisation, or company. Any presenter who does not support impartiality will be prohibited from delivering student talks at future events.

- Exhibitors should inform UCAS and the local event organiser if they are unable to attend an event. Many events are at capacity, with a waiting list of exhibitors. Non-attendance at events, without prior notice, may jeopardise future participation.

## Marketing materials

All promotional material should be relevant, and provide a balanced view of the organisation it represents.

Unless a specific stand size has been booked, the standard provision of space is:

- Shell scheme – 3m x 2m. Furniture will not automatically be provided – you can order furniture options when booking.
- Campus events – 2m x 1m. Furniture will not automatically be provided – you can order furniture options when booking.
- Specific stand sizes and locations are selected when booking stands at the Create your future exhibitions. Furniture will not automatically be provided – you can order furniture options when booking.

Display stands and all materials must be of the appropriate dimensions to fit within this space allocation, without obstructing the aisles or neighbouring stands. Storage space at campus events is minimal, therefore all banner stands/prospectus storage must be kept within the stand area and must not obstruct neighbouring stands/aisle space or cause trip hazards. **If the stand size exceeds the provided space allocation, exhibitors will be asked to dismantle/adjust their display materials to fit within the allocated space.**

## During events

- Stands must not be dismantled while visitors remain in the hall, for health and safety reasons.
- Exhibitors must remain on their stand throughout the event, and must not carry out any promotional based activity in the gangways or between stands. This is for health and safety, and to ensure visitors are able to access a range of information, advice and guidance.
- Exhibitors should not leave their stand when trying to get visitors' attention, or when having any discussions with visitors. Please stay on your stand, so the aisles are kept clear.
- Information, advice and guidance must not be to the detriment of other exhibitors.
- Trolleys/cases cannot be brought onto the exhibition floor during event opening hours.

## Upholding the code of conduct

UCAS and HELOA recognise that exhibitors work hard to comply with the code of conduct, and in the unlikely event that issues arise, any concerns will be addressed quickly. Any exhibitor, local event organiser, or visitor with concerns should initially raise these with the

UCAS representative attending the event. The UCAS representative will liaise with the relevant exhibitor(s) to seek a resolution. All issues raised will be logged and reviewed regularly by UCAS and HELOA. If issues arise repeatedly, the individual with overall responsibility for UCAS events at the provider/organisation will be notified, and appropriate resolution sought. Attendance at future events will be jeopardised if the code of conduct is not upheld.

If concerns relate to serious health and safety issues, the UCAS representative (or local event organiser) will take any immediate steps required to ensure the health and safety of staff, exhibitors, and visitors.

Outside of event opening times, UCAS can be contacted at [events@ucas.ac.uk](mailto:events@ucas.ac.uk).



TO WHOM IT MAY CONCERN

1<sup>st</sup> August 2019

Dear Sir/Madam

**UNIVERSITY OF LINCOLN AND ALL ITS SUBSIDIARY COMPANIES**

We confirm that the above Institution is a Member of U.M. Association Limited, and that the following covers are currently in place:

**EMPLOYERS' LIABILITY**

Certificate No.	Y016458QBE0119A/T104
Period of Indemnity	1 <sup>st</sup> August 2019 to 31 <sup>st</sup> July 2020
Limit of Indemnity	£25,000,000 any one event unlimited in the aggregate
Includes	Indemnity to Principals
Cover provided by	QBE UK Limited and Excess Insurers

**PUBLIC AND PRODUCTS LIABILITY**

Certificate of Entry No.	UMT104/13
Period of Indemnity	1 <sup>st</sup> August 2019 to 31 <sup>st</sup> July 2020
Includes	Indemnity to Principals
Limit of Indemnity	£25,000,000 any one event and in the aggregate in respect of Products Liability and unlimited in the aggregate in respect of Public Liability
Cover provided by	U.M. Association Limited and Excess Cover Providers led by QBE UK Limited

If you have any queries in respect of the above details, please do not hesitate to contact us.

Yours faithfully

Paul Cusition  
For U.M. Association Limited

5 St Helen's Place, London EC3A 6AB | T: 020 7847 8670 | [www.umal.co.uk](http://www.umal.co.uk)

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# UoL - Visitor Wi-Fi



If you are a visitor or self-registered guest, please follow the steps below to connect to our Visitor Wi-Fi access point.

Select the wireless network "UoL - Visitor", a browser window will automatically open which instantly redirects to a University of Lincoln landing page.

**Note:** If for any reason the browser window does not automatically appear, manually open a browser and browse to any website, the redirection to [uovisitor.lincoln.ac.uk](http://uovisitor.lincoln.ac.uk) should then occur automatically.



## Creating an account

1. On the main portal page, click on "Create an account" at the bottom of the page.
2. The "Create account" page appears (see right)
3. Fill in the required fields (First name, Last name and Email address) and (optionally) provide a phone number. Please ensure you supply a valid email address.
4. Read through the acceptable use policy and tick the box "I agree to the terms and conditions" if you are happy to proceed.
5. Click the "Register" button to continue.
6. The details for your newly created account are shown.
7. Click on the "email me" button to be emailed a copy of the credentials to the email address you provided, this will contain your password.
8. Check for the email on your phone.
9. Back on the main portal page, login with your new account.
10. On successful login, you are redirected to the University of Lincoln homepage and now have internet access.
11. Some users of older mobile devices may need to turn off their Wi-Fi to enable receipt of email via data network (e.g. 4G), once email received turn Wi-Fi back on to access UoL - Visitor.

