

EXHIBITOR MANUAL

Date: Wednesday 27th April

Venue: Eirias Events Centre,
Conwy, LL29 7SP



A.....	3	S.....	8
Accidents and near misses.....	3	Security.....	8
Accommodation	3	Smoking.....	9
Arrival.....	3	T.....	9
B.....	3	Trolleys	9
Build-up and breakdown	3		
Business centre	4		
C.....	4		
Car parking.....	4		
Catering.....	4		
D.....	5		
Deliveries	5		
E	5		
Electrical services and stand power	5		
Emergency procedures.....	5		
Exhibition stands and furniture	6		
Event staff.....	6		
F	6		
First aid	6		
Footwear.....	6		
I	6		
Insurance	6		
Internet.....	7		
L	7		
Lost property	7		
O.....	7		
Organisers.....	7		
P	7		
Passages and gangways.....	7		
R.....	8		
Risk assessment	8		

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 desk immediately.

Accommodation

There are several hotels near the venue:

[Travelodge Colwyn Bay](#) – 08719 846 463

[Premier Inn \(Glan-Conwy\) hotel](#) – 0333 321 1239

[Bryn Woodlands House](#) – 01492 532 320

[West Point Hotel](#) – 01492 530 331

This is a general list for information only, and not a recommendation from UCAS.

Arrival

To gain entry to the venue, you must register the details of who will be attending before the event so they can be sent their exhibitor pass. This should be done via your ENet account – instructions on how to do this will be sent to the lead booker, by email.

All exhibitors must wear a lanyard throughout the duration of build-up, and the lanyard must be worn during event opening hours. Your lanyard will be ready to collect when you arrive, from reception.

B

Build-up and breakdown

Build-up times;

Tuesday 26th April – 15.00 – 17.00

Wednesday 27th April – 08.00 – 09.15

Event Open times;

Wednesday 27th April – 09.30 – 15.00

Breakdown times;

15.00 – 16.00

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. 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.

Business centre

If you require any printing/photocopying, please go to the organisers desk.

C

Car parking

There is free parking in the Eirias Park Car Park's close to the Events Centre. Please follow the direction of the on-site traffic team.

Catering

There will be an exhibitor and teacher area which will be clearly sign posted. This area will be open while the exhibition is open to the public and will serve tea and coffee. There will be refreshments and sandwiches available to purchase in the café which is located in the Leisure Centre next door. The café is open from 10am – 5pm and accepts both card and cash payments.

The event will not close for lunch. If you're a lone exhibitor and don't want to leave your stand during the day, we have event staff who will be happy to fetch you any refreshments, if they are able to do so.

Deliveries

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

The venue address for couriers is:

UCAS North Wales Higher Education Exhibition

Exhibitor name

Stand number

Eirias Events Centre
Abergele Road
Colwyn Bay
Conwy
LL29 7SP

Deliveries can be made from 8am on Tuesday 26th April. 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

Electrical services and stand power

Please note that electricity is not provided unless pre booked via the events team events@ucas.ac.uk.

Emergency procedures

Please ensure you're familiar with the procedures to be followed in the event of an emergency at the venue. In the event of an emergency, please make your way to the nearest exit, and follow the instructions of the security staff.

Exhibition stands and furniture

Exhibitors are allocated a 2m x 1m stand area, unless a double or triple stand has been booked.

Tables and chairs are available, but will only be provided if pre-requested. Requests for furniture must be booked through your ENet account.

Event staff

Event staff will be available throughout the day to assist exhibitors – they are easily identified by their 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.

F

First aid

The first aid point is located next to reception (the Physio room). If you sustain any personal injuries, or are present when an accident happens, please ask for assistance from the event organisers or security team who will be able to assist you.

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.

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 across the site. This can be accessed by selecting the 'Am-ddim Free' network and completing the basic form to gain access.

L

Lost property

If any property is lost or found in the venue, please report it to the reception area.

O

Organisers

The organisers can be found at the organisers desk or in the reception area. The lead organiser is Hannah Bailey, h.bailey@ucas.ac.uk

During the exhibition, Hannah Bailey can be contacted on 07833 237 033

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.

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 organiser at events@ucas.ac.uk.

Security

Security is provided for the event throughout build-up and during the event. To gain access to the venue, **contractors and exhibitors must sign in**, and will be issued with wristbands/lanyards that must be worn at all times. Further information can be found in the 'Arrival' section of this manual.

Please take account of the following security advice:

- Take home any valuable items each night 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 breakdown of the event. Do not leave the hall until all visitors have gone each evening.
- 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 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 watch your stand.
- Remove all portable or valuable items from the stand on the evening the event closes. Do not leave them until the following day for collection.
- Arrive in time for the event. Ensure your stand is staffed at least 15 minutes before event open time each day, but remember that the hall is open from 08:00 on Tuesday morning.

If you are a victim of theft, please report it immediately to security.

Smoking

The venue operates a strict no smoking policy. Smoking is only permitted in the designated areas by exiting the facility via Gate B or C.

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.