

# EXHIBITOR MANUAL

**Date:** Tuesday 21<sup>st</sup> June 2022

**Venue:** Allam Sports Centre  
University of Hull  
Inglemire Lane  
Hull  
HU6 7TS



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## Accidents and near misses

If you need to report an accident or near miss please contact the nearest member of the events staff or report directly to a member of staff on the reception desk located in the main entrance of the Allam Sports Centre.

## Accommodation

There are several hotels near the venue:

DoubleTree by Hilton – 24 Ferensway, HU2 8NH

<https://www.hilton.com/en/hotels/huyukdi-doubletree-hull/> - 01482 947419

Travelodge – Pryme Street, HU2 8HR

<https://www.travelodge.co.uk/hotels/505/Hull-Central-hotel> - 0871 984 8484

A full list of local hotels can be found here: <https://www.visithull.org/stay/>. This is a general list for information only, and not a recommendation from UCAS.

## Arrival

The exhibition is being held in the University of Hull's Allam Sports Centre, located at number 6 on the map: <https://www.hull.ac.uk/editor-assets/docs/campus-map.pdf>.

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 registration desk at the entrance to the exhibition hall.

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.

Please note that the car park is a short walk from the venue and anyone with heavy goods is advised to unload materials at the drop off zone outside the Sports Centre before moving their vehicle to the recommended car park. The drop off zone can be accessed via the main entrance to the Sports Centre car park on Inglemire Lane.

Event staff will be available to help you unload, direct you to the car park, and show you to your stand.

**Build-up and breakdown****Build up times:**

Monday 20<sup>th</sup> June                      15:00 – 18:00

Tuesday 21<sup>st</sup> June                      08:00 – 09:15

**Event open times:**

Tuesday 21<sup>st</sup> June                      09:30 – 14:30

**Breakdown times:**

Tuesday 21<sup>st</sup> June                      14:30 – 17:30

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 14:30 on Tuesday 21<sup>st</sup> June. 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

Please note there is no business centre available during this event.

## C

### Car parking

Car parking is available for Exhibitors in the **Wilberforce Multi-Storey Car Park** (number 36 on the map). To access this, please use the **North Entrance on Inglemire Lane** (for Satnav use the postcode **HU6 7DF**).

Upon entering the car park, exhibitors will receive a parking ticket. For **free parking**, please bring this ticket with you to the registration desk at the entrance to the exhibition and we will exchange it for a ticket that will allow you to leave free of charge.

Please note that this car park is a short walk from the venue and **anyone with heavy goods** is advised to unload materials at the Allam Sports Centre before moving their vehicle to the recommended car park.

Event staff will be available to help you unload and show you to your stand.

### Catering

Please note, 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.

Complimentary tea and coffee will be available from the Teacher and Exhibitor Lounge, located on the third court next to the exhibition. This will be clearly signed, but please ask a member of staff or ambassador for directions if help is needed. Event staff will be on hand throughout the event to provide tea and coffee for exhibitors, and water dispensers will be available in the corridor next to the exhibition hall.

Please bring your refillable water bottles with you and help reduce our carbon footprint.

Food and drink can be purchased from a number of outlets across campus, including The Pantry in Canham Turner (11 on the map), which sells a variety of hot meals, and the Library Café (9 on the map), which serves soups, pizza and paninis. There is also a Spar and a Wetherspoons within the Students' Union (48 on the map), and there will be a variety of food stalls offering a variety of food outside the Brymor Jones Library during the event. Most food stalls do accept credit or debit cards as well as cash.

The University of Hull will provide each exhibitor with a lunch voucher to the value of £7.50 which can be used to purchase food/drink from all food stalls and selected catering outlets on campus. This can be found in your 'Exhibitor Pack' on the day.

## D

### Deliveries

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

The venue address for couriers is:

**F.A.O Amy Newton**  
**Humberside UCAS HE Exhibition**  
Exhibitor Name & Stand Number  
Allam Sports Centre  
University of Hull  
Inglemire Lane  
Hull  
HU6 7TS

Deliveries can be made between 9:00am and 6:00pm on Monday 20<sup>th</sup> June 2022. Any deliveries not clearly addressed, or those which arrive outside of the stated times, are likely to be lost or 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. Please also 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: [amy.newton@hull.ac.uk](mailto:amy.newton@hull.ac.uk).

## E

### Electrical services and stand power

Electricity is available for exhibitors, on request, but cannot be guaranteed. Orders for electrical services must be received at least 15 working days before the event.

Exhibitors bringing portable appliances should make sure items have been recently PAT tested (Portable Appliance Tested) and be able to show the PAT test pass certificate if requested.

### 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.

We are not expecting any practise emergency alarms on the day. If an alarm sounds, please evacuate the building immediately by the nearest exit and make your way calmly to the nearest assembly point. Do not re-enter the venue until the Event Manager tells you it is safe to do so.

### 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 requested. Requests for furniture must be booked through your ENet account by Monday 6<sup>th</sup> June. If you need to make any changes after this date, please email [Amy.Newton@hull.ac.uk](mailto:Amy.Newton@hull.ac.uk)

Please check the stand area you have booked before attending the event. Limited storage will be available to exhibitors, to store any trolleys, etc. Please ask a member of staff on arrival.

## 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.

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

## F

### First aid

First aid trained staff will be on site during the event. The first aid room is located within the Allam Sports Centre, accessible via the corridor adjacent to the exhibition hall.

In the event of an accident or mishap, please seek the assistance of an event ambassador and/or contact the event organiser on 07976703826.

All security staff on campus are first aid trained and able to provide first aid assistance if needed. The security team can be contacted on 01482 465555. First aid trained staff are also available in all buildings on campus: please contact the nearest Porter's office for assistance.

Should emergency care be required, please call 999 immediately.

### 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

Please note that the height limit of displays is 3m.

## 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

Guests can connect to the UoH-Guest Wi-Fi network via Eduroam. Once connected, open a browser and submit some contact details to gain full access.

Exhibitors already registered with Eduroam at other participating institutions will be able to log in using these details.

### Lost property

If any property is lost or found in the venue, please report it to a member of the event staff team. All property found at the venue will be handed in to the Lost Property Department there, and will be retained for six months. If, after six months, no claim in respect of that property has been made by any person, the venue shall consider that property has been abandoned and shall receive the rights to offer that property for sale.

## O

### Organisers

The organisers will be on hand in the exhibition areas throughout the day. The lead organiser is Amy Newton.

During the exhibition, Amy Newton can be contacted on 07976 703826. Please note: this number is only available during the set-up, opening and breakdown times for this exhibition.

Before the exhibition, Amy can be contacted at [Amy.Newton@hull.ac.uk](mailto:Amy.Newton@hull.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 and upload the documentation to your ENet account two weeks prior to the event. If the latter is not possible, email a copy to the organiser at [events@ucas.ac.uk](mailto:events@ucas.ac.uk).

## S

### Security

The campus has 24-hour security and they will be available on campus throughout the day, and can be contacted on 01482 465555.

Please assist us by wearing your exhibitor pass at all times. Entry to the hall will not be permitted without a pass.

Please keep valuable items with you at all times and if you are a victim of theft, please report this to the event organiser immediately. The University of Hull cannot be held responsible for any damage or loss of personal/valuable items.

### Smoking

Smoking, including e-cigarettes, is not allowed inside any building on campus. Smokers are also asked to stand away from doorways and windows.

## 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.

Limited storage will be available to exhibitors, to store any trolleys, etc. Please ask a member of staff on arrival.

**VERIFICATION OF INSURANCE**

We, the undersigned Brokers, hereby certify that the following described Insurance is in force at this date.

<b>NAME OF INSURED</b>	University of Hull & Lampada Digital Solutions Ltd
<b>TYPE OF INSURANCE</b>	Public and Products Liability
<b>INSURERS</b>	Zurich Insurance Plc
<b>POLICY NUMBER</b>	NHE-03CA04-0013
<b>PERIOD</b>	26 <sup>th</sup> October 2021 – 25 <sup>th</sup> October 2022
<b>LIMIT OF INDEMNITY</b>	Public Liability – £25,000,000 any one event  Pollution/Products Liability - £25,000,000 for all claims in the aggregate during any one period of insurance

*All the insurances are subject to their specific policy terms, conditions and exceptions.*

*This document is furnished to you as a matter of information only. The issuance of this document does not make the person or organisation to whom it is issued an additional Insured, nor does it modify in any manner the contract of insurance between the Insured and the Underwriters. Any amendment, change or extension to such contract can only be effected by specific endorsement attached thereto.*

*Should the above-mentioned contract of insurance be cancelled, assigned or changed during the above policy period in such manner as to affect this document, no obligation to inform the Holder of this document is accepted by the undersigned or the Underwriters.*

Dated: 02 November 2021

Signed



For Verlingue Limited

## 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).