

EXHIBITOR MANUAL

Date: Tuesday 14 June 2022

Venue: University of Suffolk
Ipswich
IP4 1QJ



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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 security team at the Waterfront Reception Building immediately.

Accommodation

There are several hotels near the venue:

<u>Travel Lodge Ipswich</u> (5 min walk- 15 Duke Street)	0871 984 6329
<u>Premier Inn Ipswich Town Centre</u> (5 min walk- 33 Key Street)	0333 321 9285
<u>Hotel Novotel</u> (10 min walk- Grey Friars Road)	01473 232400

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

Arrival

To gain entry to the venue, exhibitor lanyards must be worn at all times. Please arrive at the Waterfront Building (the checked curved grey and white building). You will be able to collect your lanyard and directed to your floor for set up from the Waterfront Building Foyer.

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.

B

Build-up and breakdown

Build up times:

Monday 13 June 2022: 4.00-6.00pm

Tuesday 14 June 2022: 8:00am-9:30am

Exhibitor access via loading bays at the back of the Waterfront Building (drop-off only):

Event open times:

Tuesday 14 June 09:30-3.00pm

Breakdown times:

Tuesday 14 June 3.00-5.00pm

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 3.00pm on 14 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.

C

Car parking

Directions:

The University of Suffolk Waterfront Building is located on the Ipswich Waterfront, close to the town centre and is well signposted on the approach to the town. There will be AA signs directing you to the higher education exhibition, however please note **these will lead to the coach drop-off and pick-up point, and not exhibitor parking.**

Car park location for exhibitors:

Exhibitor parking is free and available in Long Street Carpark:

Long Street, Ipswich, Suffolk, IP3 8AH

If this is full please head to RCP Duke Orwell Quay Car Park (Duke Street, IP3 0BF). This is a public, chargeable carpark.

Please use RCP Duke Orwell Quay car park (Duke Street, IP3 0BF).

Car park charges: Pay and Display, Pay Online / Mobile, Coin and Card payments available

£1.70 – Per Hour

£5.50 – All Day

Unloading:

If you have materials to unload, the entrance to the loading area of the Waterfront Building is on Coprolite Street, off Duke Street. Parking is not allowed in this area, and it can only be used for deliveries and unloading, with a maximum stay of ten minutes. **Exhibitor parking is less than a two-minute walk away along the waterfront.**

Public transport:

By park and ride: There are two park and ride sites in Ipswich, one at Copdock and one at Martlesham. Journey time to the town centre is approximately 25 minutes, traffic permitting. The Waterfront Building is a short walk from the town centre.

By taxi: The approximate journey time from the train station or the town centre is five to ten minutes.

By train: Ipswich railway station is approximately a 15 –20 minute walk from the Waterfront Building.

Catering

Water dispensers are available on each floor of the Exhibition. Complimentary tea and coffee will be provided in room W1.20 (first floor). This room will be restricted to exhibitors only.

There are a number of a catering options along the waterfront, including:

- Food vans on the waterfront plaza area
- Cult Café Bar in the James Hehir Building
- Juice Bar beside the Waterfront Building
- Other waterfront cafés/restaurants; Coffee Link, Isaac's and Pizza Express
- Tesco Express & Subway is a 3 minute walk along Duke Street
(*turn right out of the main entrance to the building*)

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

D

Deliveries

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

There are **no** facilities for the advance storage of exhibition material at the University of Suffolk. Please arrange for all deliveries to be made only during the build-up day and event day (13 and 14 June). **Any deliveries arriving outside these dates will be returned to the sender or disposed of.**

Any deliveries should be clearly addressed as follows:

Exhibitor name

Stand number

UCAS Discovery Suffolk

University of Suffolk

Waterfront Building

Neptune Quay

Ipswich

IP4 1QJ

The University of Suffolk cannot be held responsible for the transportation of deliveries to individual stands.

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

E

Electrical services and stand power

Not available

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. If an alarm sounds, please evacuate the building immediately, and make your way to the assembly point, which is the Question Mark sculpture on the waterfront. Any exhibitors who are unable to use stairs to depart the building in an emergency should contact the organisers in advance so alternative arrangements can be made.

If you are required to evacuate but you believe any member of your group or party is not accounted for, please immediately inform a Floor Clearance Officer (wearing a yellow high visibility tabard). You will be informed when it is safe to re-enter the building.

Exhibition stands and furniture

Exhibitors are allocated a 2m x 2m 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.

Event staff

Event staff will be available throughout the day to assist exhibitors. 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 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. Our Suffolk staff will be wearing red branded t-shirts and our ambassadors will be in grey/yellow.

F

First aid

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

Should you require first aid, please go to the event Reception at the Waterfront Building. There will be a number of trained first aiders available on the day.

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

The maximum height for stands is 4m.

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

You can connect directly to Wi Fi on eduroam or by searching for SuffolkUni. If you have problems, please go to the event Registration Desk, Waterfront Building.

L

Lost property

If any property is lost or found in the venue, please report to the event Registration Desk, Waterfront Building.

O

Organisers

The organisers can be found at reception at the Waterfront Building. The lead organiser is Rosanna Douglas-Head.

During the exhibition, Rosanna can be contacted on 07545192919.

Before the exhibition, please contact Rosanna on r.douglas-head@uos.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 organiser at events@ucas.ac.uk.

S

Security

Security is provided 24/7, and is based at the main University of Suffolk reception in the Waterfront Building foyer.

Smoking

Smoking is permitted in the shelter at the rear of the Waterfront Building. The use of electronic cigarettes or vaping devices is not permitted in any of the University of Suffolk's 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.