



The Grand Hall,  
Olympia, London  
**Thursday 15<sup>th</sup>, Friday 16<sup>th</sup> & Saturday 17<sup>th</sup> March 2012**

**VENUE**

The Grand Hall  
Olympia, Hammersmith Road,  
London, W14 8UX

**SHOW DATES**

**&**

**OPEN HOURS**

Thursday 15 <sup>th</sup> March	10.00am – 9.00pm
Friday 16 <sup>th</sup> March	10.00am – 5.00pm
Saturday 17 <sup>th</sup> March	10.00am – 5.00pm

**ORGANISERS**

**Thirty Forty Nine Limited**

P O Box 3049  
London SW1V 3XG

tel: +44 (0)20 7798 8500  
fax: +44 (0)20 7798 8501  
[www.landscapeshow.co.uk](http://www.landscapeshow.co.uk)  
email: [info@landscapeshow.com](mailto:info@landscapeshow.com)

# EXHIBITORS' MANUAL

The following information has been compiled to help you co-ordinate your participation at **LANDSCAPE** at Olympia. If you have any specific questions which are not covered, please contact the Organisers direct on **+44 (0)20 7798 8500**.

## ACCOMMODATION

We have arranged for a preferential room rate to be offered to all LANDSCAPE exhibitors for a variety of hotels in the area. To take advantage of these special rates please use the on-line link available from our website at [landscapeshow.co.uk](http://landscapeshow.co.uk) and follow the instructions.

## AUDIO VISUAL

To order any audio visual equipment for your stand please contact:

**Blitz Communications**  
**Tel: 020 7598 2538**  
**Contact: David Smith**  
**Email: [dsmith@blitzcommunications.co.uk](mailto:dsmith@blitzcommunications.co.uk)**

## BADGES FOR STAND STAFF

Please complete and return the 'EVENT ACCESS' form detailing the names you need. You will be sent a copy of the form near to the time of the event. Badges should be collected on site from the Organisers Office. Passes/exhibitor badges must be worn at all times. Vehicle passes are required to be displayed in the windscreen for access to the loading areas during build-up and breakdown.

## BUILD-UP

Build-up will be:

Tuesday 13<sup>th</sup> of March      8am until 10pm  
Wednesday 14<sup>th</sup> March      8am until 10pm

for the offloading of exhibits and stand dressing.

Please approach the Grand Hall via Olympia Way, off Hammersmith Road. Marshalls will direct you to the appropriate gate.

**PLEASE NOTE THAT ON ARRIVAL YOU WILL BE DIRECTED TO THE NEAREST ENTRANCE TO YOUR STAND. ONCE YOU HAVE UNLOADED YOUR VEHICLE YOU SHOULD REMOVE IT AS SOON AS POSSIBLE**

**ABSOLUTELY NO ACCESS TO OLYMPIA IS PROVIDED WITHOUT PRIOR NOTIFICATION. ALL STAND STAFF, TRANSPORT AND PERSONNEL MUST BE LOGGED IN USING THE 'EVENT ACCESS' FORM AT [www.landscapeshow.co.uk](http://www.landscapeshow.co.uk)**

**PLEASE NOTE THAT ALL STANDS MUST BE READY FOR THE OPENING OF THE SHOW AT 10.00am on THURSDAY 15th of MARCH 2012.**

#### BREAK-DOWN

Break down will be from 5pm on Saturday the 17<sup>th</sup> of March 2012

#### **The Hall must be cleared by 10pm**

Please remember that the stand contractors will start to dismantle stands from 5.30pm, it is up to you to remove any display items of value from your stand before they start dismantling.

#### BUSINESS CENTRE

Business Centre facilities are available in the venue management offices. Services offered include incoming and outgoing fax, photocopying and printing, Internet access and PC workstations with standard office software.

#### CAR PARKING

All parking in the Earls Court and Olympia car parks is chargeable. Discounted rates are available for bookings made in advance. Please contact Booking Services on 020 7598 2515 or visit [www.eco.co.uk](http://www.eco.co.uk) for further details and pre-booking.

The car parks are open from 7am until one hour after the building closes (or one hour after the event closes on open days).

#### CARPET

For those exhibitors who have booked shell schemed stands, these will come complete with a dark green carpet.

If you require an alternative colour this is available at an extra charge of £15 per square metre. Please contact the organisers in writing by January 13<sup>th</sup> 2012. Carpet may not be laid on top of carpet.

#### CATERING

All of your catering requirements for your stand must be ordered from Leith's, the venue's appointed hospitality catering company.

**[www.exhibitormanual.com/leiths](http://www.exhibitormanual.com/leiths)**

## CHILDREN

For safety reasons, no children under 16 are allowed in the Hall during the build-up or breakdown periods of the show. During the exhibition, children must be accompanied by an adult.

## CLEANING

Your stand will be vacuumed and rubbish will be removed, but exhibits will not be cleaned. Please leave bags of rubbish in the gangway after the show has closed each day for collection.

If you have a night sheet or locked areas on your stand you wish to have cleaned, please leave a key at the Organiser's Office.

## CLOAKROOM

The cloakroom will be open from half an hour before the show opens until half an hour after it closes each day. There is a charge per item left. The cloakroom is located in the foyer at the front entrance to the exhibition.

## CONTRACTORS

If you are employing a contractor to build or design the interior of your stand, please ensure that they receive a copy of this manual. They must also adhere to the venue's rules and regulations, which are contained in the eGuide. This is available at [www.aeo.org.uk/eguide](http://www.aeo.org.uk/eguide).

## DELIVERIES

Any deliveries to your stand on show open days must be completed and your vehicle removed from the loading areas no later than half an hour before the show opening time. 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 that they are aware of the dates of the show and hall opening times. Deliveries made before the show is in tenancy will not be accepted by the venue.

A representative from your company must be present on the stand to accept delivery of your items.

The venue address for couriers is:

**LANDSCAPE**  
**Grand Hall**  
**C/O Security Office**  
**Olympia Exhibition Centre**  
**London W14 8UX**

All deliveries must clearly show your Company Name and Stand Number.

## DIRECTIONS

Olympia is easily accessible. For more detailed directions please visit [landscapeshow.co.uk](http://landscapeshow.co.uk) and click on the "Plan Journey" link under the 'HOTEL AND TRAVEL' button.

## DILAPIDATIONS

Please do not attach anything to the fabric of the building and take care when constructing your stand as any damage caused by paint, stickers, nails, screws etc, will be charged to you.

## ELECTRICS

### **THERE WILL BE NO ELECTRICS ON YOUR STAND UNLESS YOU ORDER THEM**

Any electrics required for your stand should be ordered by completing the Exhibitor Form and returning it together with your payment as soon as possible.

Power will be switched off 30 minutes after the show closes each day including the pre-open night. If you need power overnight, you will need to order a 24 hour supply.

Circuits must not exceed 1,000 watts. They must not be looped or connected to power circuits.

Extension leads must not be plugged into other extension leads.

## FASCIA BOARDS

A fascia board bearing your company name will be provided using the information as you have detailed on the Exhibitor Form.

## FILMING

If you are planning on having any filming at the show, you must inform the organiser as there are regulations which will need to be followed.

## FIRE REGULATIONS

The following regulations are included in the eGuide ([www.aeo.org.uk/eguide](http://www.aeo.org.uk/eguide)) and must be complied with by all contractors and exhibitors. They do not apply to exhibits.

British Standards are the minimum acceptable standards for construction materials. Suitable samples of materials may be submitted to the venue for approval.

Decorative materials used for stand dressing must be flame proofed or purchased already treated by use of the appropriate chemical.

## FIRST AID

If you or any member of your team should require First Aid at any time during your stay at Olympia please report to the Organisers' Office immediately. The venue has a medical centre located at Gallery level staffed by qualified nurses. If you believe an ambulance needs to be called, please ensure that this request is directed to the venue's control room on 020 7598 2666 (Olympia).

## FLOOR LOADING

Floor loading capacities vary considerably throughout the venue, so please notify the organiser of any unusually heavy items to be brought on site/exhibited.

## FORKLIFTING

Exhibitors may deliver and off-load their own goods which they can carry to their stands. Forklifting facilities can be made available to you. If you require this facility, please contact the official freight forwarding and handling contractor at:

### **STANCO LOGISTICS**

**Tel: +44 (0)121 782 3388**

**Contact: Nigel Foster**

## FURNITURE

If you require specialist furniture please contact the official furniture contractors Stanco via the following web link:  
**[www.stanco.co.uk/options/THELANDSCAPESHOW2012](http://www.stanco.co.uk/options/THELANDSCAPESHOW2012)**

## GANGWAYS

Exhibits, furniture and other items belonging to your stand must not encroach beyond the boundary of your stand space. If you have any displays or activities which are likely to attract an audience, please ensure that you plan your stand layout to allow people to gather within the stand area and not in the gangways.

## HEALTH & SAFETY

You have a legal responsibility to take care of your own and other people's health and safety whilst on the premises. Please ensure that your staff are briefed regarding the Health & Safety Guidelines, a full copy of which is available from your local Health & Safety Executive Office. Copies of legislation together with diverse publications, many of them free, are available from:

### **HSE BOOKS**

**Tel: 01787 881 165**

## HEIGHT RESTRICTIONS

Exhibits and stand constructions are limited to a 3m height from the floor

## INSURANCE

The Organisers will not be responsible for any loss or damage that may befall the person or property of the exhibitor from any cause whatsoever. Exhibitors are asked to check that their own insurance cover will be adequate. Remember to insure (on an 'All Risks' basis) exhibits and equipment brought to the stand, including property hired or borrowed for which you are responsible. Cover should include transit to and from the venue. All exhibitors are expected to have insurance for Public Liability at a minimum level of £2m or £5m depending on when the policy was taken out and we may ask for evidence of the existence of such a policy.

## INTERNET ACCESS

eForce is the provider of Internet and telecoms services at the venue. If you need an Internet connection, telephone or ISDN line, please book online at [www.eforce.co.uk](http://www.eforce.co.uk), where an early booking discount is available.

## INVENTIONS & DESIGNS

Inventions which are intended for display at the exhibition should be protected by taking out a UK patent before the exhibition opens. If the exhibitor does not apply in advance they will not be protected. Exhibitors must make formal registration of the design no later than six months after the opening of the exhibition in order to protect their design.

## INVITATION TICKETS

You will be provided with an initial supply of 100 complimentary Invitations to send to potential visitors and existing buyers. If you require more, they are free of charge. Please contact the Organisers direct on +44 (0)20 7798 8500.

## LOST PROPERTY

Any property found should be handed to the event security company. After the event, the venue's lost property service can be contacted on 020 7598 2484.

## MAINTENANCE & REPAIR

No major maintenance or repair work may be carried out while the Exhibition is open to Visitors. The Organisers must be informed, as early as possible, of any need for such operations in order that arrangements may be made for access to the Exhibition Halls at other times. Any costs thereby incurred by the Organisers must be paid for by the Exhibitor concerned.

## MERCHANDISE

For promotional merchandise head to [Leighmans.com](http://Leighmans.com)  
[sales@leighmans.com](mailto:sales@leighmans.com)  
0161 763 2690

## MUSIC

If you plan to play pre-recorded music from your stand during the Exhibition you must first apply for a license from the PPL and the Performing Rights Society. Evidence of the existence of such licenses will be required. They may be contacted at:

### **PHONOGRAPHIC PERFORMANCE LTD**

**Tel: 020 7534 1000**

### **PERFORMING RIGHTS SOCIETY**

**Tel: 0845 3093090**

Music must be played at a reasonable volume so as not to disturb other exhibitors.

## ORGANISERS OFFICE

The Organisers' Office can be located to the back of the Grand Hall itself as you enter from the Registration area.

## OVERSEAS EXHIBITS

For those exhibitors who intend bringing in goods from overseas, we have secured the services of an official forwarding agent. They are fully conversant with all aspects of exhibition freight. For further details please contact:

**STANCO LOGISTICS**  
**+44 (0)121 782 3388**  
**Contact: Nigel Foster**

## PALLETS

You are reminded that you are responsible for the removal of any pallets used to deliver goods to your stand. A charge will be made to you for the disposal of any pallets which are not removed.

## PROHIBITIONS

The Organisers reserve the right to refuse admission to any person(s) without assigning any reason. They also reserve the right to order the expulsion of any person(s) whose conduct, in the opinion of the Organisers, renders such a course desirable.

**Canvassing by unauthorised persons is prohibited and will incur immediate expulsion. No handbills or placards may be affixed to any part of the building except by Exhibitors on their stand.**

Any Exhibitor who is not a licence holder for Olympia is forbidden to display any merchandise with an Olympia logo.

## RISK ASSESSMENT

It is a legal requirement that each exhibitor and contractor undertakes their own risk assessment and fire risk assessment prior to the event, listing the tasks to be undertaken, identifying any significant hazards they present on site, then listing ways to minimise and control those hazards.

## RULES & REGULATIONS

It is essential that you ensure that you comply with the venue's regulations in all aspects of your participation at the event. These are contained in the eGuide, which can be viewed at [www.aeo.org.uk/eguide](http://www.aeo.org.uk/eguide). These regulations are common to the main UK venues.

## SECURITY

Olympia is a national venue, as such security is of paramount importance. All Exhibitors will be provided with wristbands by the Security Staff which MUST be worn at all times.

## SHELL SCHEME

If shell scheme has been requested and paid for, your stand will be built for you. It will be covered in a grey nyloop material, which accepts all 'Velcro' mounted display boards and photographs. There will be fascia support poles every 3m. There will be a fascia around the open sides of the stand with your company name on as you have detailed on the Exhibitor Form. If you require any additional panels, shelves, literature racks, lockable cupboards etc., please complete the relevant section on the Exhibitor Form and return it to the Organisers direct.

## SPACE ONLY STANDS

If you have a space only stand, you must supply two sets of plans, including elevations and details of materials used, to the organiser no later than 27<sup>th</sup> Jan 2012, so that we can ensure they meet the venue's regulations.

If you are building a complex structure, you must also supply structural calculations and written confirmation from a structural engineer that the stand is fit for its purpose.

The following are always treated as complex structures:

- Structures over 4 metres in height
- Multi-storey stands
- Suspended items of 400kg or over in weight
- Platforms and stages over 0.6 metres in height

All space only stands will be inspected and certified by an independent structural engineer on site. They will only be allowed to trade once the engineer is satisfied that the structure is safe and has provided certification.

**Campbell Reith**  
**Tel: 020 7340 1700**  
**Contact: Steve Calder**

## STORAGE FACILITIES

There are no storage facilities available. Storage is not permitted behind stands or in void areas of the hall for fire safety reasons. To avoid disappointment, please arrange to have your packing cases taken away with your own transport.

## TOILETS

Toilet facilities are located at either side of the Grand Hall.

## 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 show open hours.

## VAT

Exhibitors from overseas *may* be entitled to claim back the VAT paid on many of their exhibition costs including stand rental, equipment hire and hotel accommodation. To find out if you are eligible please contact:

**Quipsound Limited**  
**Tel: +44 (0)1959 561 717**  
**Email: [info@quipsound.com](mailto:info@quipsound.com)**  
**Contact: Janis Carter**  
**[www.quipsound.com](http://www.quipsound.com)**

## VISITOR ADMISSION

Visitor admission is by invitation only.

## WATER FEATURES

If you are exhibiting any product or feature which requires water and is capable of producing spray or droplets, it is essential that you adhere to the regulations contained in the eGuide ([www.aeo.org.uk/eguide](http://www.aeo.org.uk/eguide)), in order to ensure that the risk of legionella bacteria is controlled.

Under no circumstances can connections be made to fire hydrant points and water must not be discharged on to the floors or into ducts, but disposed of properly. Water and waste facilities can be ordered from the venue's appointed service partner. Please contact the organisers direct.

## WASTE DISPOSAL

All waste, except small quantities of litter, produced by your stand must be removed from the venue at the end of the end of the event. A charge will be made for disposal of any large items, such as boxes of literature, carpet (except scraps) and stand fitting materials in accordance with the waste charges put in place by Olympia.