Exhibitor Information Pack

smarter travel LIVE 2018

Venue: **Exhibition Centre Liverpool, Kings Dock, Liverpool L3 4FP**

Set up: **Monday 15 October 2018 – 13.00 - 18.00**

Event: **Tuesday 16 October – Wednesday 17 October 2018**

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Venue information

Deliveries are permitted only between **15th and 17th October**. Deliveries arriving before 15th October will not be able to access the loading bay and will be turned away. Prior to the end of the event the venue will issue courier collection forms to exhibitors/organisers which must be affixed to any items being collected by couriers. All items must be picked up by the final day of tenancy. You should also attach any Waybills provided by your courier company – without them some couriers will not pick up. **Any items left after 17th October or not clearly labelled may be destroyed.**

The address for the delivery of postal items to the venue is:

FAO: Clare Grainger
Recipient Name
Smarter Travel Live 2018 15th – 17th October 2018
Hall A
Stand Number
Loading Bay 3
Exhibition Centre Liverpool
Kings Dock
Liverpool
L3 4FP (Sat Nav postcode: L3 4BX)

Clare can be contacted on **0151 703 7255** if you need to discuss any delivery enquires.

Loading bay

Address: Loading Bay 3, Exhibition Centre Liverpool, Kings Dock, Liverpool Waterfront, (Sat Nav Postcode: L3 4BX)

Exhibitors with smaller items, which can be carried into the venue are encouraged to park in the on site car park and carry or trolley their items across to the main entrance for Exhibition Centre Liverpool. This is likely to be the quickest way to load / unload.

Exhibitors with bigger items who need to unload from a vehicle, are requested to report to the gatehouse at Loading Bay 3, via Half Tide Wharf. You will then be advised to move to either the holding area or to a relevant loading zone to unload your vehicle. Please note Loading Bay 3 is uncovered and therefore there is no height limit. The speed limit is 5mph. You are required to unload your vehicle within a 30 minute period. You can then remove your vehicle to the on site car park.

Trolleys

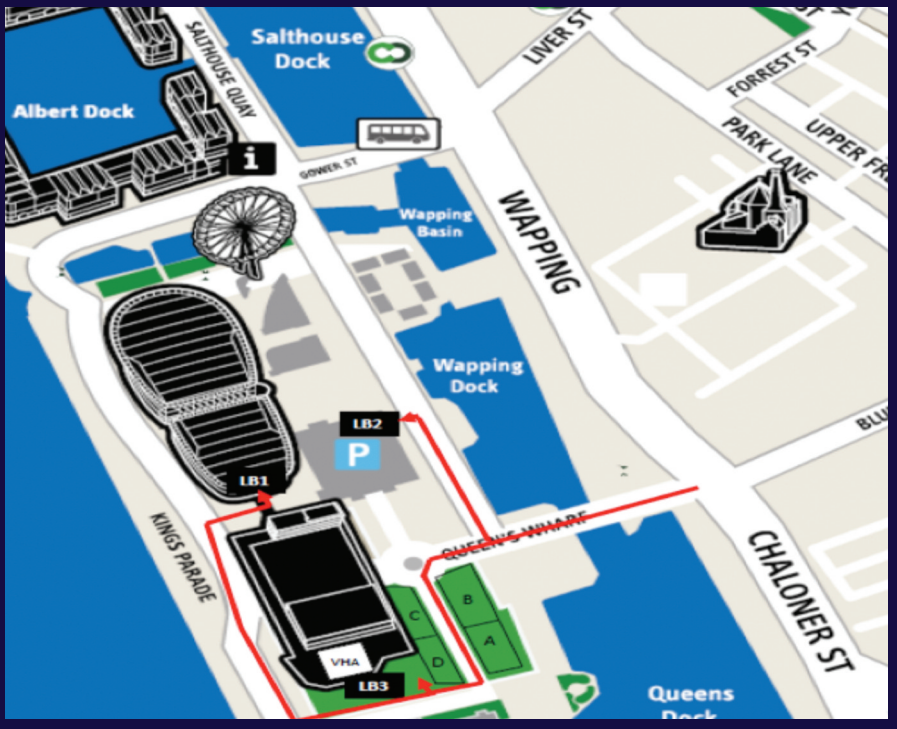
Please note that trolleys are not readily available at the venue, and recipients of deliveries must ensure that they bring their own or that they can transport items from the loading bay to the appropriate location. Porters are available to hire at £16 per person ex VAT should you anticipate that a large amount of deliveries will require transportation.

Fork Lift

ACC Liverpool can provide fork lift trucks to assist with the loading and unloading of vehicles at the venue.

If you want to hire a porter or fork lift please contact the venue event manager; **Clare.grainger@accliverpool.com** Tel. **0151 703 7255**

Please see p.5 for a map of where to find the loading bay.



Directions to ACC Liverpool

From the North - Leave the M6 at junction 26 and follow signs for M58 Liverpool. Follow to end of M58 and then take signs for A59 Liverpool. Continue to follow Liverpool City Centre until picking up signs for the Waterfront. The Liverpool Waterfront Car Park is signposted 'Waterfront' on the city wide 'available spaces' signage.

From the South - Leave the M6 at junction 21A and take the M62 to Liverpool. At the end of the M62 follow signs for Liverpool City Centre along Edge Lane, picking up and following signs for Waterfront. The Liverpool Waterfront Car Park is signposted 'Waterfront' on the city wide 'available spaces' signage.

For Sat Nav please use **L3 4BX** or the co-ordinates - **LAT:53.396007 LONG:-2.99118**

We recommend you download the car park app in advance if you want to use the onsite car park. Search your App store for **'Phone and Pay'**.

Closest car parks

Car Park	Opening hours	Capacity	Restrictions
ACC Liverpool Pay & Display Car Parks Monarchs Quay Liverpool L3 4FP	**Monday - Sunday** **24 hours** Up to 1 hour £2.00 Up to 2 hours £5.00 Up to 5 hours £7.00 Up to 9 hours £10.00 Up to 24 hours £15.00	**600 + 200 accessible spaces**	**No height restrictions**
Q-Park John Lewis (Liver Street) Liver Street, Liverpool L1 8DH	**Monday - Sunday** **24 hours** **Days (09.00 - 17.00)** Up to 1 hour £2.50 Up to 2 hours £5.00 Up to 3 hours £8.50 Up to 4 hours £11.00 Up to 5 hours £12.50 Up to 10 hours £14.00 Up to 11 hours £15.00 Up to 12 hours £16.00 Up to 24 hours £17.00 **Evenings (17.00 - 09.00)** £2.50 per hour to a maximum of £7.50 Entry before or exit after the stated evening times will result in the normal daily tariff being applied to your whole visit. Lost tickets will be charged at the full 24 hour rate for each day or part thereof of your visit.	**281**	**Maximum vehicle height 2.1m**
Q-Park Liverpool One (Strand) The Strand, Liverpool L1 8LT	**Monday - Sunday** **24 hours** **Days (09.00 - 17.00)** Up to 1 hour £2.50 Up to 2 hours £5.50 Up to 3 hours £8.50 Up to 4 hours £11.00 Up to 5 hours £12.50 Up to 10 hours £14.00	**1,900**	**Maximum vehicle height 2.1m**

Exhibitor information

The most up-to-date exhibition floorplan can be found here: **https://bit.ly/2AafoFp**

- A designated area of 3mx3m, 3mx6m or 6m x 6m area (Shell Scheme) supplied with table, tablecloth and chairs (please refer to your initial booking)
- 1 x 500w socket
- Wi-Fi access – not suitable for streaming. If you require Wi-Fi or a hard wired connection for streaming please contact **Clare Grainger**

Site rules

Health and safety is the responsibility of everyone working on an event. Contractors and Exhibitors are required to work in adherence to the latest version of the AEV E-Guide at all times: **http://www.aev.org.uk/e-guide**

Build / Breakdown

If there is any vehicle movement in the halls during build-up and breakdown personnel will be asked to wear high-Vis (and if they are working in the loading bay)

Hi-vis can be purchased from the guest relations desk for £3 if necessary.

Insurance

Exhibitors should ensure that they have public liability insurance and should consider insurance for the goods on the stand as necessary.

Risk Assessments

Exhibitors are asked to submit a risk assessment for their stands.

For exhibitors hiring shell scheme stands you are welcome to submit your own risk assessment.

Please send risk assessments to: **Clare Grainger** at the address on **page 3**.

Shell scheme information

Deadlines:

Fascia Nameboard Order:	**17 September 2018 by 1pm**
Shell Scheme Extras:	**24 September 2018 by 1pm**
Furniture:	**24 September 2018 by 1pm**
Orders for Graphic Printing:	**24 September 2018 by 1pm**
Electrical Order Form:	**24 September 2018 by 1pm**

For questions or queries please contact:

Tracey Martin
Showlite

T: **01264 365 550**
M: **07384 254 175**
E: **tmartin@showlite.co.uk**

Additional stand orders

The following items can be ordered online direct with the venue:

- IT, Telecommunications and Networks
- Audio Visual
- Stand Furniture
- Stand Cleaning

Ordering products is both quick and easy, with payment being made via a secure card payment system.
To start ordering visit:
http://orderonline.accliverpool.com/selectsop/

Type in the event ID **'30875'** and select: **'continue to exhibition ordering'**. You will need to enter your stand number.

If you have any queries about the online ordering process, if you need to order manually, of if you need to order additional items such as floral arrangements, transportation etc. please contact the venue's **Business Centre Team** via phone: **0151 239 6001** or email: **businesscentre@accliverpool.com**

General information

Catering

Catering services for your stand are available at Exhibition Centre Liverpool through the official caterers, Centerplate at ACC Liverpool, who have the sole rights to provide food consumption.

The 1207 café will be open in the exhibition hall during the event and for a period during the build and breakdown.

Catering orders

Helen Lockwood is the catering event planner for this event who can help with any queries including licensing, corkage, serving staff etc.

E: **hlockwood@centerplate.co.uk** T: **0151 239 6055**

Exhibitor / Contractor Accreditation

For security purposes all personnel entering Exhibition Centre Liverpool must wear accreditation at all times that is visible to members of the Exhibition Centre Liverpool security team. Badges will be issued on arrival when your staff have signed in to say that you have read and understood the exhibitor manual and site rules.

Storage

Storage will **not be** provided on site.

Security / Traffic management

There will be stewards on site throughout the exhibition, including build up and breakdown. The venue also has 24-hour security for the site although during times the exhibition is closed there will not be a permanent presence within the hall. **Exhibitors must wear their wristbands at all times**.

Damage to Exhibition

Care should be taken to avoid damage to any structural part of the exhibition halls, including floors.
Any reparation found to be necessary will be charged to the exhibitor concerned.

Toilets

There are two sets of male and female toilets available within Hall A, as well as several disabled toilets. There are also further toilets located on the atrium.

Fire

If you discover a fire:

- Raise the alarm by contracting a venue employee, informing them of the nature and location of the incident
- Remove persons in immediate danger to safety
- Close doors behind you
- Only tackle fire if exit is obstructed

First Aid

Should medical assistance be required, please contact a venue employee, informing them of the nature and location of the medical emergency. Venue first aid is covered by stewards.

Evacuation

In the event that the venue needs to be evacuated the following announcement will be broadcast over the public address system:

"Attention please, attention please. We have an emergency within the buildings. Please leave by the nearest available exit. Do not use the lifts"

Immediately leave the building via the nearest exit

- Do not use lifts
- Do not stop to collect personal belongings
- Muster on the piazza as shown in red on the plan
- Do not leave the assembly point unless instructed
- Do not re-enter the building until instructed

Cloakroom
Open during the conference with a charge of £1 per item.

Banking facilities
There are ATM's available in the following locations:
One in the Atrium and one at the entrance to the external decking area. Currency exchange facilities are available if requested in advance at the Business Centre on site.

Delegate places
Please inform us of all delegate visitors by supplying the following information to **Justin Andrew** via email to: **conferences@landor.co.uk** no later than **Monday 8th October 2018** (if the names are not provided by this time, they may be denied entry).

- Full name
- Job title
- Company
- Telephone number and email (This is essential for confirmation emails)
- Dietary requirements

If anything is unclear please contact us as soon as possible.

Thank you and we look forward to seeing you at **Smarter Travel LIVE! 2018**.

Kind regards,
Daniel Simpson
Commercial Director
Landor LINKS

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