

# Exhibitor Handbook 2019

Tuesday 17th & Wednesday 18th September  
London Hilton Bankside



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### Venue

The Business Travel Conference 2019 (TBTC 19) will be held at The Hilton London Bankside, with the Exhibition being hosted in The Ballroom of the hotel.

### Exhibition build up

**Space only** - Access to loading bay 8 - 10am Monday 16th September

**Shell Scheme stand dressing** - 2pm - 5pm Monday 16th September

**Open stands pre event check** - 3pm - 5pm Monday 16th September

### Exhibition opening times

Tuesday 17th September 0830 – 1700 hrs

Wednesday 18th September 0900 – 1500 hrs

### Delivery, unpacking, storage and removal

Pre Event - deliveries must be labelled as per the instructions on page 9.

Post Event - All exhibits and other materials brought into the premises for the exhibition (including materials scrapped at the end of the event) must be removed from the hotel by 2100 hrs on Wednesday 18th September. Any items to be picked up post event by couriers must be clearly labelled and taken to be held by the hotel concierge.

Access to the exhibition areas for stand removal will be Wednesday 18th September 1600 – 2200 hrs. Due to the open format of conference and exhibition there will be strictly no breakdown pre 16.00.

Open stands - there is a small cupboard built into the stand to store promotional materials.

Shell Scheme - we have a meeting room adjacent to the suite which can be used.

### Parking & Accommodation

There is no parking at the venue and exhibitors are recommended to courier items to the hotel in advance. Hotel accommodation can be booked directly via the Hilton website or your preferred booking partner. We do not have preferential rates for hotel rooms.

### Badges and passes

Badges can be collected from the Registration area between 0800 and 0830 on Tuesday 17th September.

### Damage to exhibition hall/shell scheme

Exhibitors will be held responsible for any damage to the exhibition premises/hotel or shell scheme caused by themselves or their contractors. Fixings must not be made to the building structure. Marks caused by paint, oil or grease to the fabric of the building, the shell scheme or to the floor covering must be avoided. Charges will be made to the exhibitor concerned to cover the cost of repairs or replacements made necessary by non-observance of these conditions.

### Publicity material

Exhibitors are reminded that publicity materials may only be distributed from their stands unless agreed as part of a sponsorship package

### Lost property

All property found at the venue will be surrendered to The Hilton London Bankside, and any queries regarding lost property should be addressed to them.

### Stand cleaning

The hotel will be cleaning the exhibition area at 17.30 on Monday 16th September so exhibitors must remove all spare materials and other items from the exhibition area to enable this to take place. The hotel's cleaning staff will also clean the exhibition areas each evening as appropriate.

### Security

Although we have two dedicated security officers in place at the event it is recommended that exhibitors do not leave valuables unattended during the event.

### Organisers' office

If you need any assistance please go to the Registration desk, where you will find a member of staff in attendance each day from 0730 until 1730

### Insurance

The Hilton London Bankside Hotel and BMI Publishing Ltd accept no liability for property introduced into the premises by exhibitors or their contractors, sub-contractors or agents who must make their own insurance arrangements.

### Public address system

The public address system is reserved for organisers' announcements only. The organisers regret it cannot be used for any other purpose.

Refreshments and meals will be available to properly authorised exhibition personnel at the times specified in the conference programme.

### Clients and contractors personnel

All staff must be adequately trained, experienced and/or supervised for the tasks they are to perform. Hazardous tasks should only be carried out by experienced personnel. An assessment must be made as to what tasks should only be carried out by experienced personnel. An assessment must be made as to what tasks an operative is capable of performing and they must be instructed to limit themselves to those tasks. Possession, use or being under the influence of non-prescribed drugs is prohibited throughout the venue. Any exhibitor's staff or sub-contractors who, in the opinion of the organisers, are unable to perform their tasks in a safe manner due to the influence of excessive alcohol will be asked to leave the venue.

### Exhibitor's responsibilities

All exhibiting organisations are responsible for their staff, their contractors, sub-contractors and visitors on and around their stand from the first day of build up through to the last day of breakdown. They must ensure that due thought and consideration is given to their own and others health, safety and welfare throughout the conference, and that their actions, or inactions, do not give rise to accidents, injuries or an unsafe working environment so far as is reasonably practicable. All exhibitors must appoint a safety representative, with specific responsibility for health and safety, from their company to oversee all the activities that their organisation are undertaking in the venue. This person will be responsible for undertaking a risk assessment

and method statement for your activities on site and for obtaining similar documentation from your contractors prior to starting work in the venue. This person will also be responsible for the proper information, instruction, training and supervision of all parties throughout the time at the venue. Please note that if this person is to be present only during build up and break down a senior person must be appointed to control health and safety matters during the open period.

### Reporting of injuries and dangerous occurrences

Any injuries and dangerous occurrences need to be reported to the Events Manager. Alternatively, the delegates can contact a hotel member of staff, who can be recognised by the hotel uniform and name badge.

### Children

Children under the age of 16 years of age are not permitted in either the internal or external areas where work is taking place on build up or breakdown of any exhibition.

### Conduct

BMI Publishing and The Hilton London Bankside reserve the right to stop any work being carried out by any person or persons where the work is in the reasonable opinion of the Duty Manager or any health and safety adviser employed by the venue, being carried out in breach of any requirements stated in this document, any statutory requirements or in an unsafe manner. Any offending person or persons may be required to stop work immediately and may be required to leave the site. Such action will also apply to any person or persons behaving in an irresponsible manner so as to threaten the safety of, or cause injury to others, or cause unnecessary damage. The decision of any manager employed by or for Hilton London Bankside to deal with these matters is final and irrevocable.

### COSHH

All substances of a hazardous nature must be stored, controlled and used as required under the Control of Substances Hazardous to Health Regulations 1994 (COSHH).

### Hazardous Operations

If a particularly hazardous task is being undertaken on site the area is normally to be adequately and securely protected from access by personnel not immediately required to undertake the task. The risk and any list of personal protective equipment required should be displayed at access points. The hazardous operation must be thoroughly reviewed in a method statement and risk assessment which should be forwarded to the venue at least 14 days before the event.

### Ladders and platforms

Ladders and step ladders are to be used in accordance with HSE guidance notes GS31. Painted wooden ladders and ladders which are defective must not be used. All ladders must be visually inspected prior to use. Safe working platforms are to be provided wherever possible. Ladders are not suitable as a working platform for long periods of work (in excess of 15 minutes). Where there is a risk of falling 2 metres or more from any platform, access route or stairway, guard rails or other suitable barriers are to be provided, this includes part erected or dismantled structures. Scaffolds and working platforms shall be in accordance with the Construction (Health, Safety and Welfare) Regulations 1996 and HSE guidance notes.

The suspension of stand fittings or light fittings for exhibition stands from the structure of the venue roof will not be permitted.

For all stands, maximum ceiling height is 4.9 metres.

### Lifting operations

It is a requirement to comply with the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

### Personal protection equipment (PPE)

Employers are legally required under the Personal Protective Equipment Regulations 1992 to provide appropriate personal equipment for their employees and likewise the employee has legal obligations in respect of the PPE provided.

The Construction (Head Protection) Regulations 1989 require that employees wear suitable head protection, unless there is no foreseeable risk of injury. Safety helmets must be worn during all construction and erection work at a raised level as well as during craneage and moving materials.

### Plant

All types of plant, including cranes, forklifts, mobile elevating platforms etc to be used on site must be inspected and tested as required by the Health and Safety at Work Act 1974, the Construction (Health and Safety and Welfare) Regulations 1996, the Lifting Operations and Lifting Equipment Regulations 1998 and the Provision and Use of Work Equipment Regulations 1998 prior to use.

Operators of all plant must be competent, experienced, in possession of and able to make available for inspection on site the appropriate qualification, licence or certificate.

### Vehicles

Reversing operations must be avoided unless absolutely necessary. If reversing has to take place a second person must be used to direct the operation and ensure safe working. All high sided vehicles and vehicles with restricted views, forklifts and cranes must be fitted with an audible alarm for reversing purposes.

### The Hilton London Bankside

2-8 Great Suffolk Street, London SE1 0UG

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Email: stephen.atkinson@hiltonbankside.co.uk

The Customer will at all times clear and remove all the rubbish, refuse and other materials not belonging to the Hotel from the premises and the Hotel so that the premises are completely clean and tidy at the end of the event. The Customer is responsible at all times for the safety and security of any items belonging to them and brought to the Hotel and the Hotel will not in any circumstances be liable to the client for any loss or damage to any such item howsoever arising.

The Customer is advised to consider arranging insurance for the Event, covering Public Liability and Loss or Damage to its property and that of any person attending the event. The Customer will not store or place on the premises or in the Hotel any flammable, combustible or objectionable substance or liquid.

The Hotel will be liable to the Customer and persons attending the event for injury to persons or loss or damage where and to the extent that the Hotel has been negligent but otherwise will be under no liability to the Customer whatsoever, however arising

The Customer undertakes to comply with all statutory, local authority, and standards institutions regulations, standards provisions, requirements, codes of practice, recommendations and laws for the time being in force that are applicable to the use of the Hotel facilities as contracted by the Customer.

The Hotel has the right to remove and dispose of any goods or articles remaining on the premises upon the expiry of the period without any liability whatsoever. The Customer will undertake to ensure that all fire doors are kept closed and unobstructed at all times.

The Customer will undertake to ensure that all fire exits are kept clear and unobstructed at all times. No food or drink is to be bought into the hotel or prepared on the hotel premises without prior consent. The Customer and persons acting on their behalf and attending the event shall:-

Not act in a disorderly manner, arrive and leave promptly at the appropriate times as detailed in the

Event Contract and obey any reasonable requests from employees of the Hotel.

Not bring live animals into the Hotel without prior written consent. Adhere to all noise abatement requirements when entering and leaving the Hotel.

Use access doors and lifts as indicated by employees of the Hotel. Not carry out any electrical or other works at the Hotel, including the installation of audio visual equipment without the Hotel's prior consent.

Comply with all licensing laws and other regulations relating to the Hotel.

Not affix any materials of any kind to walls, doors or the fabric of the Hotel. Not use any public areas of the Hotel for the display of promotional literature or signage without the Hotel's prior approval.

Be aware that any damage to the fabric of the Hotel, including carpets and walls will be charged at the full replacement value where such damage is caused by the Customers guests, its' agents and servants.

Ensure that all people entering the Hotel in relation to the event are suitably attired.

Comply with all Hotel requests to exclude any persons from the event whom it deems to be unacceptable to enter the Hotel, including any entertainers and contractors.

Not arrange for the delivery of, or deliver any goods or materials to the Hotel unless servants or agents of the clients are available and ready to accept delivery thereof.

Not to make any alterations to the premises or to remove any of the Hotels furniture or fixtures. It is the Customers responsibility to ensure that all contractors and persons attending their events adhere to all of the above conditions when using the hotel.

Should you have any queries or you require more information, do not hesitate to contact a member of the Staff.

### Space only stand construction

When submitting plans, clear information as to the materials being used must be provided. No painting of stands or displays shall be permitted within the hotel. All materials used in construction, dressing, props, scenery, signs, fascias etc must be selected so as to be difficult to ignite.

Plans which must indicate the full construction details of the stand are to be drawn or reproduced in a clear and intelligible manner, to a scale of not less than 1:20 and include the following information where appropriate:

- A plan of the stand.
- Structural details of the stand.
- A specification of all materials to be used.
- The provision to be made in the structure of the stand for protection against fire and flamespread.
- Where appropriate, a certificate, or other details of the result of any relevant test, carried out on any material or other substance which is to be used in connection with the stand.

### Timber

The following materials are approved for use:

- Any timber, impregnated to BS476-part 7-CLASS1 and branded.
- Timber framing of natural unproofed timber in excess of 25mm thick.
- Plywood, hardboard, pulpboard or fibreboard rendered fire resistant by an approved method of impregnation to BS476-part 7-CLASS1 and branded.
- Untreated natural timber may be used for floors provided it is not less than 18mm thick and is close jointed.

### Plastics

Plastics must conform to BS476- part 7 – CLASS1 Fire regulations. Lexan and Macrolan are acceptable. PERSPEX MUST NOT BE USED.

Textile fabrics used for dressing purposes must be flameproofed or purchased treated by the use of approved chemicals in accordance with BS5438/BS5852.

### Floor coverings

Floor coverings and/or underlay when tested appropriately in accordance with BS4790 should either not ignite or have the effects of ignition limited to a radius of 35mm on both upper and lower surfaces. Adhesive tape to secure carpets or other materials to the floor of the premises must be removed after use, without damage to the floors.

All nails, adhesive tape, emulsion or paint marks etc left in or on the floor of the Suite at the end of the hire period will be removed by the venue and the exhibitor will be charged for the cost of such removal. Damage to the floor of the premises caused by such fixings or their removal will be repaired by the venue at the exhibitor's expense.

### Artificial plants and flowers

Artificial plants and flowers are combustible and give off toxic fumes. Silk type flowers and plants are acceptable provided they have been flameproofed to BS476- part 7.

### Fire exits, walkways, access routes

Under no circumstances must fire exits or gangways be either partially or fully blocked such that access or exit in emergency is impeded. Venue staff will remove any item blocking these routes without warning.

### Emergency and security instructions

Emergency instructions are exhibited throughout the building. Basic instructions are given below for your information; please ensure that the information is passed on to your staff, contractors, sub-contractors and any other person who may need to know.

### Fire procedures

#### Fire Exit information

There are three fire exits at the rear end, three at the front end and two exits on the right hand side of the Bankside ballroom. At the foyer level there are two fire exits on the right and one the left (when facing towards the bankside ballroom). In the meeting room area there is one fire exit that leads to the main hotel lobby and near the toilets.

#### Action

On hearing the fire alarm please make your way to the nearest fire exit. Where Hilton trained wardens will guide you to "The White Hart" assembly point on the junction of Bear Lane and Great Suffolk Street. Please do not stop to collect your belongings. All accessible users will be escorted to refuge points by Hilton trained fire wardens.

#### Procedure

On hearing the fire alarm, a team of trained security and an engineer will investigate by looking listening and smelling for the signs of fire. If the team discover the signs of fire, they will coordinate with the fire panel controller (Manager on duty), who then call the emergency services. A HR team member and an event organiser will take the

roll call at the "White Hart" assembly point. Designated fire wardens for accessible user/s will pass on all the relevant information to roll call manager, who will liaise with emergency services. If the investigation team discover that it is a false alarm, they will call off the evacuation and fire panel controller will then reset the panel.

### First Aid / Medical emergencies

Please contact the Event Manager or a member of the hotel staff.

### Fire exits, walkways, access routes

Under no circumstances must fire exits or gangways be either partially or fully blocked such that access or exit in emergency is impeded. Venue staff will remove any item blocking these routes without warning.

### Conditions

Electricity at Work Regulations must be complied with in respect of relevant equipment. All electrical installations on stands, features, displays or exhibits shall comply with:

- The "Regulations for the Electrical Installations" issued by the Institution of Electrical Engineers (16th Edition) and with any amendments thereto
- Any special requirements of the Authorities
- The Health and Safety at Work Act 1974
- The Electricity at Work Act 1989
- The Exhibition Venues Association (EVA) "Regulations for Stand Electrical Installations"

### Portable Appliance Testing (PAT) Certificates

All portable appliances brought on to site must have a current PAT certificate. Exhibitors will be required to produce certificates. Failure to comply will result in the equipment being unplugged.

### Electricity supply

The venue, at its sole discretion, will limit the power rating of a supply or supplies where, in the venue's opinion, the load or combination of loads requested may have an adverse effect on the supplies to other users.

### 24 hour electrical supplies

All stand electrical circuits other than 24 hour supplies shall be switched off as soon as possible after the close of each day of an event.

Where a 24 hour supply of electricity is required for battery chargers, refrigerators or other equipment, the applicant shall advise Ardan Exhibitions of this at the time of placing an order for the stand electrical supply. Ardan Exhibitions will notify the applicant of the means by which the 24 hour supply will be provided. If this should necessitate a separate electrical supply, the applicant will be required to bear the cost. If a clean and continuous supply is required for computers or other data processing equipment, this can be arranged by prior application to Ardan Exhibitions.

**General deliveries**

The Hilton London Bankside will not permit deliveries to the premises of exhibits, stand fitting or any other materials prior to Thursday 6th September.

**Loading Bay** *(if delivering prior to event)*

**Hilton London Bankside**  
**2-8 Great Suffolk Street**  
**London**  
**SE1 0UG**

**Event Name:** TBTC '19

**Exhibitor name:**

**Stand No:**

**Event Date:** 17-18th September

**Meeting Room:** The Ballroom

**Number of boxes:**

**Sender contact name and phone number:**

**Head of Event Planning:** Stephen Atkinson

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