



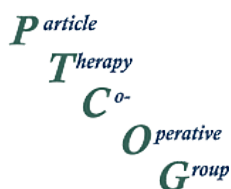
PTCOG58

MANCHESTER 2019

58TH ANNUAL CONFERENCE OF
THE PARTICLE THERAPY CO-OPERATIVE GROUP
10-15 JUNE, 2019 MANCHESTER, UK

WWW.PTCOG58.ORG

EXHIBITORS' TECHNICAL MANUAL



The Christie
NHS Foundation Trust





58TH ANNUAL CONFERENCE OF THE PARTICLE THERAPY CO-OPERATIVE GROUP

10-15 JUNE, 2019 MANCHESTER, UK

Dear Exhibitor,

This Exhibitor Technical Manual contains important information and is designed to assist you in preparing for PTCOG 2019 Exhibition.

The Exhibition will be held in conjunction with the 58th Annual Conference of the Particle Therapy Co-Operative Group which will take place in the Manchester Central Convention Centre, UK, 10-15 June 2019.

The floor plan has been designed to maximize the exhibitor's exposure to the delegates.

Please read all the information in this manual. It will take you very little time now and could save you a great deal of time later.

Please forward this manual to everyone who is working on this project, including your stand builder, as it contains useful information about the meeting.

For your convenience, the manual has been divided into sections:

- Section 1:** General Information
- Section 2:** Exhibition Floor Plan, List of Exhibitors
- Section 3:** Exhibition Services
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- Section 6:** Delivery Regulations and Instructions
- Section 7:** Order Forms
- Section 8:** Manchester Central – Rules and Regulations

Please do not hesitate to contact us for further information or assistance.

We look forward to welcoming you in Manchester and wish you a successful conference and Exhibition.

Best Regards,

Elianne Baran Ganot
Global Manager, Exhibitions

Tel: +41 229080488

Mobile: +972 54 678 79 21

Email: eganach@kenes.com

&

Snejana Avramova
Meeting Planner

Tel: +359 894 450 929

Email: savramova@kenes.com





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Section 1: General Information

PTCOG 2019 Conference Secretariat

Kenes Group

Rue François-Vernonnex 7
1207 Geneva, Switzerland
Tel: +41 22 908 0488
E-mail: ptcog19@kenes.com

Exhibition Manager

Mrs. Elianne Baran Ganot

Kenes Group

Tel: +41 22 9080488 Ext 921
Email: eganach@kenes.com

Hotel Accommodation

Marketing Manchester Convention Bureau is the official accommodation provider for PTCOG58

All rooms are held on an online system, allowing you to book and secure your own accommodation using either pro-forma invoices or credit/debit card. If you require any assistance with your reservation, support is available via the Accommodation Booking Team.

To book accommodation for this event, please visit the conference website below:

<https://ptcog58.org/hotel-booking/>

Registration

Ms. Anna Stoycheva

Kenes Group

Tel: +359 2 4652893
E-mail: reg_ptcog19@kenes.com

Sponsorship and Exhibition Sales Contact

Ms. Judit Gondor

Kenes Group

Tel: +41 22 9080488
E-mail: jgondor@kenes.com

Venue

Manchester Central Convention Complex Ltd

Windmill Street
Manchester, M2 3GX, UK
<https://www.manchestercentral.co.uk/>
Tel: +44 (0) 161 834 2700

Conference Website

For updated information regarding the Conference, please visit the website: <https://ptcog58.org/>



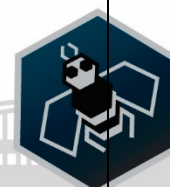


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Exhibition Related Table

Action Item	Deadline	Contact Person
Staff Hotel Reservation	As soon as possible	https://ptcog58.org/hotel-booking/
Company profile	As soon as possible	Via Kenes Exhibitor's Portal https://exhibitorportal.kenes.com
Designed Stand Approval	Monday, 22 April, 2019	
Lead Retrieval Wireless Barcode Reader	Monday, 22 April, 2019	
Badge Order Available only after submitting company profile	Monday, 22 April, 2019	
Electricity, Furniture Rental, Shell Scheme Extras, Graphics/Signage, Text for Fascia (Shell Scheme stands only)	Friday, 31 May 2019 (Early Order Discount Friday, 17 May 2019)	GES You may place an order online https://ordering.ges.com/000027317
Stand Cleaning	Monday, 13 May 2019	For ordering of daily stand cleaning please contact N.Eastwood@manchestercental.co.uk
Catering	Monday, 13 May 2019	For any stand catering please order via the venue online ordering system Manchester Central- Online Ordering
Flowers Decoration	Monday, 13 May 2019	Venus Flowers - 00441612287000 customer.service@venusflowers.co.uk
Telecommunications (Telephone, Wi-Fi, Laptop, Desktop)	Monday, 13 May 2019	For any stand IT solutions please order via the venue online ordering system Manchester Central- Online Ordering
Risk Assessment (Space Only stands)	Monday, 13 May 2019	N.Eastwood@manchestercental.co.uk
Delivery		
Door to Door Shipments	Please contact MERKUR	Mrs. Zehavit Akerman akerman@merkur-expo.com
Airfreight Shipments	Please contact MERKUR	
Shipment via Germany Warehouse	Please contact MERKUR	
Exhibition goods - Direct Deliveries to Congress Venue	10 June 2019 Please note deliveries to the venue will <u>not</u> be accepted prior to 7 am on 10 th June	





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Exhibition Time Table at a Glance (subject to change)

Set up	
Tuesday, June 11 For Space only Stands	10:00-22:00
Tuesday, June 11 For all stands including Shell scheme	13:00-22:00
Wednesday, June 12	08:00-12:00 Decoration only
Exhibition hours	
Wednesday, June 12	12:00-20:00 (End of Welcome Reception)
Thursday, June 13	10:00-16:30
Friday, June 14	09:30-16:30
Saturday, June 15	09:30-12:00
Breakdown/ Dismantling	
Saturday, June 15	13:00-22:00

Dismantling of the stands before the official hour is not permitted.
All exhibitors should be in their booth 30 minutes before the official opening hour.

- Empty crates and packaging material must be removed after set-up and no later than **Tuesday, 11 June at 8:00 PM.**
- All aisles must be clear of exhibits and packaging materials to enable cleaning.
- Any equipment, display aid or other material left behind after **Saturday, 15 June at 22:00** will be considered discarded and abandoned. Any charges incurred for waste removal will be sent to the exhibitor.

Off Exhibition Information

Please do not leave any visible valuable articles at your stand. In addition, please consider hiring extra security for your stand before\after Exhibition Operating hours.

Welcome Reception

A Welcome Reception will be held in the Exhibition hall on Wednesday, 12 June from 17:30.



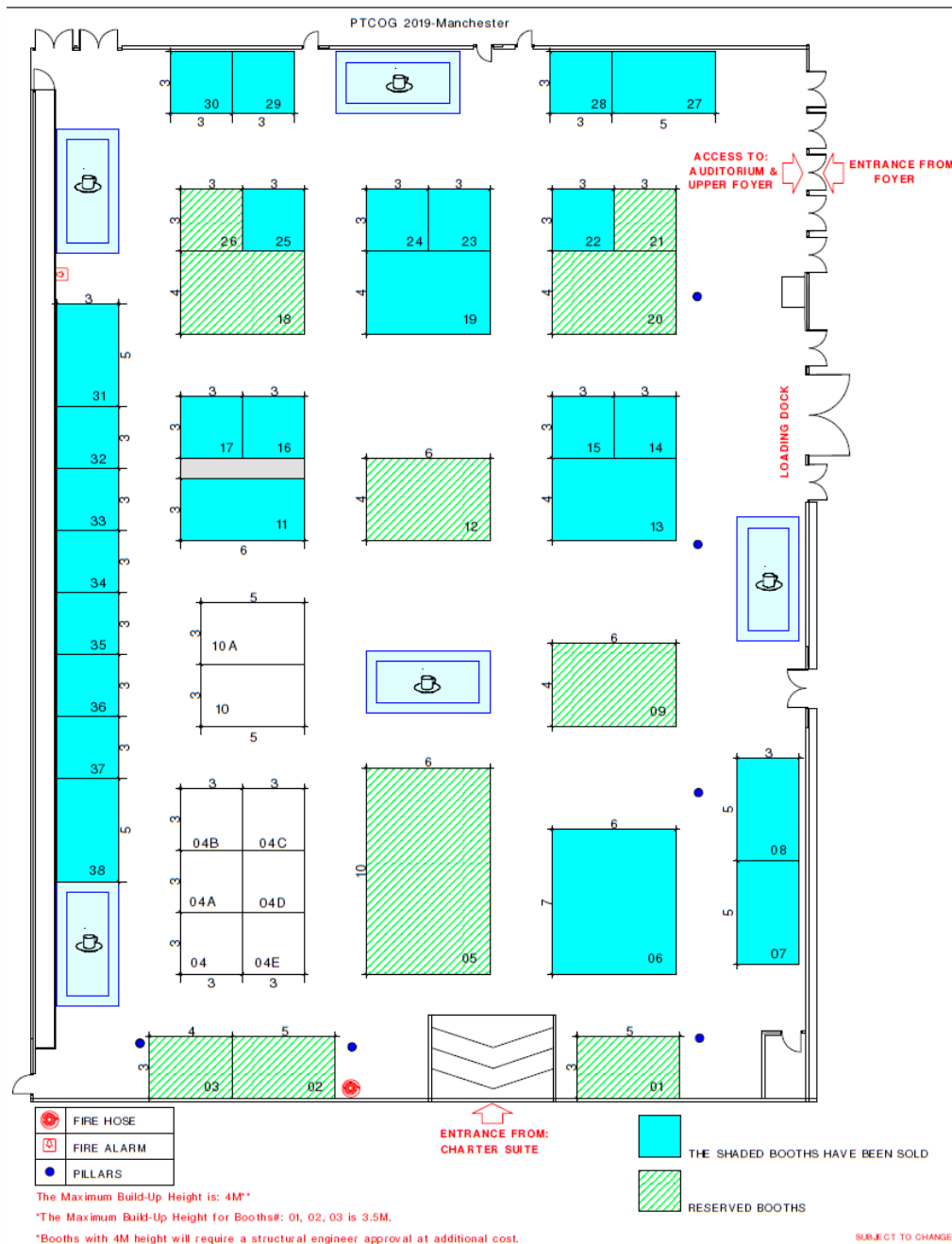


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Section 2: Exhibition Floor Plan, List of Exhibitors

Exhibition Floor Plan (As of March 2019)





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List of Exhibitors (As of March 2019)

Company Name	Booth #	Size	Layout
Best Particle Therapy	24	9	Shell Scheme
CAS Ion Medical Technology	22	9	Shell Scheme
CIVCO Medical Solutions	36	9	Shell Scheme
Cosylab	27	15	Space Only
C-RAD	35	9	Shell Scheme
Devices & Technologies Torino S.r.l.	25	9	Shell Scheme
DotDecimal	30	9	Space Only
Gold Anchor	16	9	Shell Scheme
IBA Worldwide	12	24	Space Only
LEONI	15	9	Shell Scheme
MedCom	28	9	Shell Scheme
Mevion Medical Systems	19	24	Space Only
Orfit	14	9	Shell Scheme
Philips Healthcare	13	24	Space Only
PTW Freiburg GmbH	23	9	Shell Scheme
Qfix	34	9	Shell Scheme
RaySearch Laboratories	06	42	Space Only
SAES Getters	33	9	Shell Scheme
SCHAER PROTON AG	31	15	Space Only
Siemens Healthineers	07	15	Space Only
Stantec	17	9	Shell Scheme
Sumitomo Heavy Industries	38	15	Space Only
Tesla Engineering	29	9	Space Only
Varian Medical Systems	05	60	Space Only
Virtual	32	9	Shell Scheme
Vision RT	37	9	Shell Scheme





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Section 3: Exhibition Services

Exhibitor Badges

All exhibitors are required to be registered and will receive a badge displaying the exhibiting company name. Individual participant names will not appear on badges in order that they may be used interchangeably between staff members.

Exhibitor badges will be given as per your contract.

Two exhibitor badges will be given for the first 9 sqm booked and 1 additional badge for each 9 sqm after. Any additional exhibitor's badges will be charged an exhibitor registration fee of **GBP 175** each for pre-advanced orders.

Companies can purchase a maximum number of exhibitor registrations as follows:

- ✓ Stands of up to 60sqm - 15 exhibitor registrations
- ✓ Stands larger than 60sqm - 25 exhibitor registrations

The Exhibitors badges allow access to the exhibition area, refreshments and Welcome Reception.

Additional Exhibitor badges can be ordered online via the Exhibitor's
Portal:

<https://exhibitorportal.kenes.com>

Please make sure that your Company Profile has been submitted **before** placing
an order

Deadline: Monday, 22 April 2019

Each exhibitor will be contacted with login details to access the Exhibitor's Portal.

All personnel are required to wear badges to access the Exhibition. Company representatives not wearing their badges will not be allowed to access the Exhibition. Company name badges are for the use of company personnel for stand manning purposes and should not be used by companies to bring visitors to the Exhibition. Exhibitor badges will not be mailed in advance and may be collected from the onsite registration desk.

Access to the Exhibition Hall during Set-up and Dismantling Times

Stand contractors and staff must wear service passes during the entire set-up and dismantling period.

Service Passes are free of charge and may be collected from Exhibition Managers Desk onsite.

During build-up and breakdown, all personnel must wear hi-vis (high visibility). Personnel not wearing hi-vis will not be permitted to work in the event area. Hi-vis vests are available for sale from the venue. Please note under ISO20471 regulations only Yellow, Orange and red Hi-Vis will be accepted by the venue.

On Site Exhibition Manager's Desk

The Exhibition Manager Desk will be open throughout the Exhibition set-up, opening and dismantling period. The desk will be located within the Exhibition area.

Prior to this time, if you have any queries regarding your participation at PTCOG 2019, please feel free the Exhibition Manager:

Mrs. Elianne Ganot

Kenes Group

Tel: +41 22 9080488 Ext 921

Email: eganach@kenes.com





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Lead Retrieval Wireless Barcode Reader

Lead Retrieval Wireless Barcode Readers are a helpful tool for receiving contact information about participants who visit your stand or attend your symposium, enabling exhibitors to enhance their database by securing valuable leads for further marketing and communication.

Barcode readers may be rented in advance for the duration of the meeting.

K-Lead Application (no device is included).

We are pleased to let you know that we have launched a new App for Lead Retrieval capturing participants. Operational information will be sent on request.

The Application should be installed on your company/personal device.

The advantages of the new application:

- Effortless process using registration badge barcode.
- Ability to insert exhibitor's comments for each lead.
- Immediate information retrieval online.
- Application is available for download from Apple store or Google play: "Kenes K-Lead App".
- Cost per unit – **GBP 400**

Please Note:

- In light of the new data protection regulation recently enacted in Europe, Kenes Group has updated its privacy policy. You can view our updated privacy notice [here](#).

Kenes will not share delegate's personal data with third parties without their consent.

Please note that similarly to sharing a business card, presenting delegate badge for scanning at exhibition booths or industry symposia constitutes an expression of consent to share their personal details with the company that is scanning their badge so that it may contact them in the future.

- Barcodes on delegate's badges contain contact information as supplied by the delegate or the agency responsible for the registration process of the delegate. We regret that in some cases, as when group registration is completed by a company, we may not be in possession of the full contact details.
- In addition, please note that neither Kenes Group nor the Organising Committee is responsible for the content of the information.

To order "K-Lead" Application please refer to the online Exhibitor's Portal

<https://exhibitorportal.kenes.com>

Deadline: Monday , 22 April 2019

For payments made by credit card, an additional 4% service charge will be added.





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Section 4: Technical Information

Space Only Stands

Exhibitors using independent contractors are required to submit the following for the organizer approval:

1. A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed stand to be built.
2. A list of all Electrical appliances to be installed in the stand.
3. The name and contact details of their construction company.

Please submit the files through the **Kenes Exhibitor's Portal**:

<https://exhibitorportal.kenes.com>

Each exhibitor will be contacted with login details to access the Exhibitor's Portal.

Deadline: Monday, 22 April 2019

- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining stands, or damaging the premises.
- Exhibitors are kindly requested to allow sufficient see-through areas that ensure clear views of surrounding exhibits.
- Construction finish must be perfect in all the stand's visible areas, including rear sides.
- If you have **floor platform** at your stand higher than 4.5 cm, you are required to provide a ramp for handicapped access.
- Advertising on the boundary with other stands is prohibited.
- Multilevel structures are not permitted.
- The **maximum building height** for the top of all elements in the stands is 3.99 m.
- Please note that **booths which are 4m or higher are considered complex structure**. These booths require a sign off and certificate of sign off by a structural engineer with an additional charge.
- A stand is classed as a complex structure when it matches any of the following criteria:
 - The stand overall or any part of the stand is 4 m or goes over 4 meters high,
 - It requires structural calculations (even if not over four meters high),
 - It is a platform and/or stage over 600 mm high for exhibitors and public,
 - It is temporary or raised tiered seating,
 - The stand requires foundations,
 - It is a sound/lighting tower,
 - It is for suspended items e.g. lighting rigs.
- Any part facing neighbouring stands that is above 2.50 m in height needs to be designed with neutral surfaces (white or grey).
- **Ceiling Rigging** is permitted; however should be coordinate with **Knight Rigging Services**.

Please contact:

Andrew Gee

Tel. +44 1253 894688

E-mail: mccc@knightrigging.co.uk

The Organizers will not approve stands that do not comply with the accepted standards until the necessary changes have been made.





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- We recommend exhibitors using independent stand contractors to include a site visit in the planning process to assure a smooth and well planned set up. Please contact Ms. Natalie Eastwood from Manchester Central, E-mail: n.eastwood@manchestercentral.co.uk

If you require additional stand equipment (Furniture, Graphics, etc.), please refer to details below:

GES

You may place an order online:

<https://ordering.ges.com/000027317>





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Space Only Stands - Risk Assessment

All parties including exhibitors and contractors have responsibilities as laid out in accordance with the Health & Safety at Work Act 1974, the Management of Health & Safety at Work Regulations 1999 and any mandatory Acts/Regulations relevant to their activities. It is your responsibility as an exhibitor and your contractor/s to ensure that a safe working environment is achieved.

It is **NOW A REQUIREMENT** for individual exhibitors and their contractors to submit risk assessments where **there is deemed to be a RISK associated with your stand, with respect to (for example):**

- Build-up, open and break down periods
- Shell and space only constructions
- Contractors and sub-contractors method statements, employed by both the Licensor and their exhibitors, and any identifiable working hazards
- Using of lifting/working machinery
- Hazards to the attendees and other participants
- Special features contained within the event
- Manual handling
- Audience type and number expected, and any hazards identified by their nature

Please note that the above list is not exhaustive and should only be used as a guide.

A suitable risk assessment is one that

- Correctly and accurately identifies the hazard
- Disregards inconsequential risks and those trivial risks associated with life in general
- Determines the likelihood of injury or harm arising
- Quantifies the severity of the consequences and the numbers of people who would be affected
- Take account of any existing control measures
- Identifies any specific legal duty or requirement relating to the hazard
- Will remain valid for a reasonable time
- Provides sufficient information to enable the employer to decide upon the appropriate control measures, taking into account the latest scientific developments and advances, enables the employer to prioritise remedial measures.

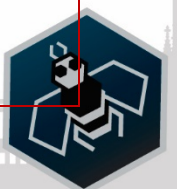
It is the responsibility of each exhibitor to ensure that every supplier or subcontractor carries out a suitable and sufficient assessment of the significant risks to health and safety of their employees or persons not in their employment arising out of or in connection with the conduct or undertakings at Manchester Central.

No exhibitors will be allowed to commence work until licensing has approved the event layout plan and risk assessment.

All contractors, sub-contractors, agents etc appointed by an exhibitor must have in their possession an appropriate risk assessment and method statement and relevant liability insurance for the task/activity they are performing, which should be available for inspection at any time.

Risk Assessment for Space Only stands - Stand plans, Risk Assessments and Public Liability - should be send for approval by email to:

n.eastwood@manchestercentral.co.uk





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Shell Scheme Stand

To ensure the smooth and efficient installation and dismantling of your stand, an official Stand Contractor has been appointed (See SECTION 5: official contractors).

Shell Scheme which have been pre-booked with Kenes includes the following:

- 2.5m high, white infill panels, including ceiling grid
- Fascia with one company name (standard lettering)
- Carpet – the exhibition hall is already carpeted (a blue/greyish color)



Stand Package does not include:

- Furniture
- Electricity
- Basic stand floor clean included

Please note: Corner stands are provided with two open sides

Special offer: you may book furniture package at a special price of GBP150+VAT The package includes:

- 1 skirted table
- 2 chairs
- 1 waste bin

Please contact the Exhibition Manager: Ms. Elianne Baran Ganot at eganach@kenes.com

For electricity, furniture and other services for your stand, please submit your order online, by using the unique link for PTCOG 2019 meeting below:

<https://ordering.ges.com/000027317>

Fascia Sign

*7 characters, including spaces, may be written on your fascia for every one meter of fascia length.

Please submit your fascia order by **Deadline: Monday, 22 April 2019**

You can submit your design/Fascia on the Exhibitors' Portal:

<https://exhibitorportal.kenes.com>

Each exhibitor will be contacted with login details to access the Exhibitor's Portal.

If text for your fascia is not received by this date, we will provide you with a fascia title as per your application form.

If you wish to print your logo on the board, instead of the name or in addition to the name, this can be ordered at additional cost via the official contractor.

Risk Assessment - Shell Scheme Stands

Risk assessment will be completed and submitted to the Organizers by the official Stand Contractor – CES - prior to the meeting (For Shell Scheme stands only). (not action needed as the organizer is taking care)





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Exhibition Area

The Exhibition is being held in Exchange Hall (Lower Level)

Floor

Floor finish:

The exhibition hall is already carpeted (a blue colour).

Maximum floor load: Floor loading is 1450 kg/sqm.

Please note that loadings are reduced for point loads that fall on service ducts for any vehicle or item to go into Exchange Hall.

Important:

If you wish to use your own carpet, you must lay the carpet on a wooden underlay!

No adhesives are to be used on permanent carpeted floors and walls. Any damage will be charged to the exhibitors.

Raised floor/Platform

Please note that if your stand has a platform higher than 4.5 cm, you are required to provide a ramp for handicapped access.

Build-Up Height

The maximum building height for the top of all elements in the stands is total of 3.99 m.

Shell scheme stands build up is 2.5 m.

Booths 1,2,3 - 3.5 meter limitation

Exhibitors who will have stands higher than the maximum permitted height will not be allowed to set-up their stands.

Any part facing neighboring stands with mutual walls that is above 2.50m in height needs to be designed with neutral Surfaces (white).

Ceiling Rigging

Ceiling Rigging is permitted and should be coordinate with the venue.

Please contact Andrew Gee, Tel. +44 1253 894688, E-mail: mccc@knightrigging.co.uk

Electricity and Electrical Installations

According to the regulations, the electrical installations for the exhibition will only be connected to the power supply after being checked and approved by the official contractor.

Only the official contractor is authorized to provide the electrical switchboard for the power points. Thus, every exhibitor should order an electrical switchboard from the official contractor and to pay for the electrical consumption according to his power needs.

If you require electricity for your stand, please refer to the online order forms:

<https://ordering.ges.com/000027317>

Internet & Wi-Fi

Free WIFI will be available at PTCOG 2019 Conference; However, this is a public network.

Dedicated Wi-Fi connection and wired internet connection may be ordered through the venue for any stand. For solutions please order via the venue online ordering system using the link below.





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[Manchester Central- Online Ordering](#)

Private Wi-Fi networking in your booth is not allowed. For additional information, please contact the Exhibition Manager.

Parking

- The nearest parking is the NCP Lower Mosley Street Manchester M2 3GX below the venue. The venue has set-up a code, please use the link here to pre-book car parking directly below Manchester Central Convention Complex. Delegates, staff etc must use the code **EXHIBMC** when booking which will allow them to purchase a day ticket for a discounted price of £12. Please note that the tickets must be booked more than 24 hours in advance and are only valid for your event tenancy dates.
- Please note that Manchester Central NCP has a 1.98 m height limit.
- During set up hours exhibitors may use the venue loading bay to load/unload and transport items to and from their stand, once unloaded the vehicle must then be moved off the loading area. No vehicles may park on the loading bay for an extended amount of time and is strictly for loading/unloading.
- Loading bay is to be used strictly during set up hours. Access will not be granted during exhibition hours.

Security

Neither the organizers nor the MCCC can accept responsibility for security of the stands and their contents or damage to and theft of any goods. Exhibitors are responsible for the security of their stand and equipment. The organizers will provide security guard services in the Exhibition Hall during closing hours. Individual stand security may be ordered. For security outside of Exhibition hours please contact N.Eastwood@manchestercentral.co.uk

Stand Catering

Catering is exclusive to Manchester Central Catering and should be ordered in advance. If you require catering for your stand, please submit your order in advance via the online ordering link below [Manchester Central- Online Ordering.](#)

For any further catering requirements please contact catering@manchestercentral.co.uk

For your information, refreshments and lunches (included in the registration fee) will be served in the exhibition area as per times scheduled in the scientific program.

All food and beverage requests must be ordered through the official caterer. If external food and beverages are brought into the venue service charges may apply.

Stand Cleaning

The Organizers will arrange for general cleaning of the Exhibition premises including stand floors prior to the opening of Exhibition and daily prior to opening thereafter.

For ordering of more thorough daily stand cleaning, please contact N.Eastwood@manchestercentral.co.uk

Waste Removal

Exhibitors are responsible for the removal of all refuse/waste from the Exhibition area.

Any discarded waste, including promotional material, left behind will be removed by the organizers at the expense of the exhibitor concerned.





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Children/Animals

No person under the age of 16 years can be admitted to the Exhibition, either during Build-Up, Open Days or Breakdown. This rule also applies to Exhibitors' children and must be rigidly enforced to comply with the safety regulations of the exhibition. It is also not permitted to bring animals into Venue.

Build-Up & Dismantling Period

During the period of build-up and dismantling, it is prohibited to consume alcoholic beverages in the working area as well as to perform work under the influence of alcohol and drugs.

The Exhibitors and contractors are required to wear the necessary personal protective equipment such as safety footwear, protective helmets, eye protection, and hand protection required by the specific work activity. During build-up and breakdown, all personnel must wear hi-vis (high visibility). Personnel not wearing hi-vis will not be permitted to work in the event area. Hi-vis vests are available for sale from the venue. Please note under ISO20471 regulations only Yellow, Orange and red Hi-Vis will be accepted by the venue.

Damage to the Building

Exhibitors are liable for all damage caused to floors, walls, and pillars during the installation, Exhibition, and dismantling periods. No adhesive stickers and fixtures of any kind are allowed on floors, walls, and pillars.

Disposal of Material

It is obligatory to collect and dispose of all material during the build-up or dismantling of the event.

When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind. Any costs incurred by the venue in removing this property will be charged to the exhibitor.

Fire Regulations

Stand material and fittings must be non-flammable or impregnated with fire-retardant chemicals. As a general rule, easily inflammable synthetic substances, foam polyester, and no fireproof straw and reeds are prohibited.

Fire Insurance (compulsory)

Exhibitors must be responsible for the stand holder to ensure the health, safety and welfare of all employees, contractors and visitors as far as is reasonably practicable throughout the event.

Health & Safety There will be an appointed Health and Safety Manager provided by the Organiser with the specific responsibility for ensuring the health & safety of staff and stand builders. It is advisable that a Risk Assessment is completed for the stand and submitted to the Organizer.

- Please watch Manchester Central's Health & Safety Induction for Exhibitors - <https://www.manchestercentral.co.uk/MC-induction-exhibitors>

Hanging of Posters, Banners etc.

Hanging of posters, banners or decals, stickers or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of the venue are not allowed without a prior written authorization.





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Insurance (compulsory)

While every reasonable precaution will be taken to protect the exhibitors' property while on display at the Exhibition, it must be clearly understood that the organizers, the management of the venue and the official contractors can accept NO liability for any loss or damage sustained.

You are also responsible for insuring against any legal liability incurred with respect to injury or damage to property belonging to third parties. In addition to this, you should protect your expenditure against Abandonment and Cancellation or curtailment of the event due to reasons beyond our control.

Liability

Companies are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organizers against all claims and expenses arising from any damages.

If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organizers find it necessary to change the dates of the Exhibition, the organizers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.

The organizers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the venue or any part thereof in any manner whatsoever.

Promotional Activities

All demonstrations or instructional activities must be confined to the limits of the Exhibition stand.

Advertising material and signs may not be distributed or displayed outside the exhibitor's stands.

Sound equipment must be regulated and directed into the stand so that it does not disturb neighboring exhibits. Exhibition Management reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

The following noise limits apply to all events in Exchange Hall:

- Leq, 1 min @ octave band centre frequency 63 Hz: 88 dB

Please note, live bands are not permitted in Exchange Hall as they will exceed the sound limits.

Special Effects

Special effects lighting, live music, smoke and laser projection may not be used in the stands.

No permission will be given for projection in the aisles or on the walls of the hall.

Participation by exhibitors is dependent upon compliance with all rules, regulations and conditions stated herein.

Smoking Policy

The MCCC operates a NO SMOKING policy in ALL halls. Smoking cigarettes and e-cigarettes is not allowed in any of Manchester Central's internal areas.





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Section 5: Official Contractors

Stand construction \ Additional Stand Fittings \ Electricity \ Furniture Rental \ Graphics and signage
GES (Global Experience Specialists Ltd.)



To place an order online for the services mentioned above, please use the unique link for ESID 2017 exhibitors:
<https://ordering.ges.com/000022330>

GES Congress ServiCentre

Tel: +44 (0) 2476 380180

Fax: +44 (0) 2476 380 221

Email: ptcog@ges.com

Online chat: <http://ges.com/eu/exhibitors/servicentre>

Security \ Cleaning Services \ Telecommunications & Internet \ Audio-Visual Equipment

Ms. Natalie Eastwood

Manchester Central

Tel.: +44 161 834 2700

E-mail: n.eastwood@manchestercentral.co.uk

Audio-Visual Equipment

Trish Bailey

Blitz GES

Tel.: +44 (0)161 827 8759

E-mail: tbailey@blitzges.com

Catering Services

Exhibitors who wish to order food and beverages for their exhibition stand are welcome to do so directly with the official caterer *Manchester Central Catering*

For any stand catering please order via the venue online ordering system using the link below.

[Manchester Central- Online Ordering.](#)

For any further requirements please contact catering@manchestercentral.co.uk

Freight Handling & Customs Clearance Agent

Hermes Exhibitions & Projects Ltd.

Ms. Zehavit Akerman

Tel: + 49 6173 966 95 28

Mobile: +972 52 511 4982

Email: akerman@merkur-expo.com





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Section 6: Delivery Regulations and Instructions

The shipping instructions include the following information:

- Shipping Instructions
- Tariff
- Material Handling Form
- Labels

Delivery & Logistic Services

Merkur Ltd. has been appointed the official forwarding agent and clearance agent for this Meeting and offers the following services: customs clearance, delivery to the stand, freight forwarding, manpower & trolleys for un-loading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition hall.

For security, insurance, and efficiency reasons, **Hermes/Merkur is the sole official agent to handle cargo inside the venue.**

Stand builders are prohibited from using trolleys during set-up and dismantling periods.

Kindly note that the official agent is the exclusive agent for move in and move out of the venue.

Exhibitors and stand builders are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with the official logistics agent.

Insurance of Goods

All cargo should be insured from point of origin.

Exhibition Goods, Insert and Display Materials

Please note that all materials entering the venue incur a handling charge. This includes materials for inserts to the Meeting bags and display.

To receive a price quote for handling and to assure arrival of your materials, please be sure to complete the **“Pre-Advise”** form included in the shipping instructions.

Please Note: All advanced shipments and deliveries to the Hermes/Merkur warehouse, including by courier, **must be coordinated with Hermes.**

In order to assure receipt of sent materials, Hermes must receive the **“Pre-Advise”** form found at the end of this section.

Please complete this form and return it to Ms. Zehavit Akerman:

akerman@merkur-expo.com

You will then receive confirmation of your material arrival.

Merkur

Ms. Zehavit Akerman

Tel: +49 69 747 848 or +972 8 914 6382

Mobile: +972 52 511 4982

Email: akerman@merkur-expo.com



Please note the venue will not accept or store any deliveries before 7 am 10th June 2019.

Date: 23 March, 2019



Dear Exhibitor/Stand Builder,

MERKUR Expo Logistics is the official handling agent for KENES congresses in 2019. We are a full door to door service company and sole on-site logistics contractor. As such, we are pleased to update you regarding the services and guidance as how we dispatch shipments to the event.

Onsite Handling

Due to security, insurance and organizer policy, MERKUR Expo Logistics is the exclusive handler inside the venue. No other company is permitted to handle cargo within the venue.

Please note that companies, stand builders & PR companies may make their own arrangements to deliver and retrieve goods directly to the warehouse/venue entrance.

Contact Details

MERKUR Expo Logistics GMBH

Contact: Ms. Zehavit Akerman

Mobile: +972 52 511 4982

E-mail: akerman@merkur-expo.com

Brexit

Due to the current unclear situation about the UK's EU-membership, we cannot give any advice about customs clearance and check points. We recommend to contact MERKUR about one month prior to the congress.



Please note these important dates:

Service	Deadline
Door to door	For this service please approach MERKUR.
Airfreight Shipments	For this service please contact MERKUR 12 working days prior move in
Shipment via Germany advance Warehouse	No later than 5 June .2019
Exhibition goods - Direct Deliveries to Congress Venue	Tuesday 11 June Space booth Only 10:00 - 22:00 Set-up for all stands 13:00-22:00.
Move out	Saturday 15 June 13:00-22:00.

Shipment Categories

Shipment Categories

All shipments must be packed, labeled and sent according to the appropriate category (see below). Please use only the attached labels. Please do not mix different types of shipments in one box.

Categories:

- (1) Insert-for participant bags
- (2) Marketing and display
- (3) Exhibition goods-for exhibition stand only

Services, Delivery Address and Shipping Instructions

1. Door to Door Shipment

We offer companies consolidated trucking services from starting point to venue as part of consolidated international shipments for the congress. This will assist in reducing costs and ensuring timely delivery.

2. Air freight shipment

Please contact MERKUR for shipping instructions and labels.

Documents must be sent to MERKUR 5 working days before dispatching the goods, Cargo arriving beyond deadlines an additional 30% handling surcharge will be added.



3. Germany Advance warehouse

Shipment via Germany advance warehouse should be consigned as follows:

MERKUR Expo Logistics GmbH
C/O Schmitt Peterslahr
Auf dem Hoehchen 2 ,
D- 56587 Oberhonnefeld – German.
Dirk Dewald: +49 2634 / 95 44 50
C/O
Exhibitor: _____

4. Direct Deliveries to Congress Venue

Manchester Central Convention Complex Ltd
Windmill St
Manchester

Please be aware:

The capacity of the loading bay is limited to 1 x 13,6m truck only ! therefore exhibitors using MERKUR services will be unloaded first.

5. Domestic Cargo / Courier Shipments

Due to limited space we will set up a scheduled move in / move out, all exhibitors are kindly requested to approach MERKUR Expo Logistics for booking time slot for their trucks.

After finishing with unloading / reloading the vehicle need to leave the loading bay for the next exhibitor, there is no parking space available at the venue.

6. Courier Shipments – Customs cleared only

It is **highly** recommended **not** to use international courier service.

All courier shipments are totally beyond our control, so we cannot be responsible for any delay / problem if they cannot be released from the customs and can cause delays.

In case of sending a courier shipment, please be sure to send us a pre-advise with the full details of the shipment: courier name, number of pieces and tracking number.

All Courier Shipments must be sent under DDP terms (delivery duty paid).



Dangerous Cargo

Exhibitors need to complete a special form for dangerous goods. These forms will be provided upon request and the completed forms should reach us before shipment is dispatched. There will be surcharge of 100% for handling this kind of shipment.

Insurance

All goods must be fully insured with all risk coverage. Insurance can be provided upon request. We regret that we can take no responsibility for goods after delivery to the exhibitors stand regardless if the exhibitor is present or not.

Heavy & Oversized Shipments

A heavy and oversized shipment applies to any single exhibit in excess of 1000 kg and 5 CBM that requires the use of a forklift mobile crane for installation.

Exhibitors with heavy and oversized exhibits must inform us at least seven days prior to delivery. A detailed layout should also be provided to better assist our onsite operations.

Payment Terms

In order to ensure move in/out of your shipment, please complete and sign the attached Material Handling form, payment confirmation and return it to our attention.

Please note that your signature will be used as payment guarantee based on the general tariff.

Please notify MERKUR immediately about any requirements relating to invoices.

All invoices must be settled by exhibitors /contractors and agents **in advance** of the congress. In case of non-payment of invoices, shipments will be held in storage until the invoices are paid in full.

Any services not outlined in the attached tariff will be quoted on an individual basis.

Terms and conditions

All orders are accepted exclusively on the basis of the local & German forwarders terms and conditions (ADSp).

MERKUR wishes you a successful experience

HANDLING RATES – Manchester 2019

Inbound / out bound

1. Air Freight

From free arrival airport up to free delivered booth including:

- Transfer from airport to the warehouse
- Transfer from warehouse to the show site
- Delivery to the booth

Minimum per shipment	€ 325.00
Up to 250 kg	€ 2.05 / Kg
Up to 500 kg	€ 1.55 / Kg
Up to 1000 kg	€ 1.40 / kg
Above 1000 kg each additional kg	€ 1.35 / Kg
Airport taxes, storage, fees etc. will be calculated as per outlay	€ 125.00 Min
Outlay fees + 10% for pre payment	

2. Handling via Germany Warehouse

From free arrival warehouse up to free delivered booth including:

Intermediate storage **1 CBM= 333 KG**

Shipment up to 50 kg	€ 175.00
Min	€ 275.00
Per 100 Kg	€ 36,50

3. Direct Delivery to Venue –

From free arrival venue up to free delivered stand, first time spotted:

1 CBM= 333 KG, 1 LDM =4 CBM

Shipment up to 50 kg	€ 105.00
Shipment over 50 Kg	
Min	€ 225.00
Per 100 Kg	€ 21,50
Truck 7.5t	€ 850.00
Truck 13.6 M	€ 1,550.00

4. Entrance fees

Truck 7.5t	€ 185.00
Truck 13.6 M	€ 250.00

Exhibitor / Stand builders who will used MERKUR won't be charged.

4. Customs Formalities

Carnet ATA

Temporary importation under ATA Carnet € 190.00

Temporary Importation

Temporary importation and/or re-exportation

With commercial invoice / Carnet € 190.00

Customs bond fee 2.5% CIF Value Min € 150.00

Transit document € 105.00

Permanent Importation

Per shipment / per document / per exhibitor € 190.00

Duties & Taxes as per outlay. Fees for an advanced payment of duty & tax

+ 10% for pre payment

Use of customs broker import tax registration €115.00

Customs inspection € 65.00

Special Clearances

Food, beverages, pharmaceuticals etc. Available upon request

5. Other Charges

- Handling of empties (including storage) € 75.00 / CBM (Min 2 CBM)
- Forwarding commission - per order / shipment € 75.00
- On-site representative for service / support € 55.00

Outbound Handling Charges

The same rates will apply for outbound services.

Insurance

It is the shipper / exhibitor responsibility to have comprehensive insurance coverage whilst in transit storage and onsite for the duration of the exhibition and return

We will not accept any responsibility for loss or damage of the exhibitor's equipment.

Please Note:

- ❖ 1 CBM= 333 KG , 1 LDM =4 CBM
- ❖ Air freight 1CBM = 176 KG
- ❖ The above rates do not include local VAT that will be charged where applicable.
- ❖ The above rates are for services provided from Mon – Fri, 08:00 – 17:00
- ❖ Overtime surcharge (17:00 – 22:00) – additional 35% on total move in/out charges.
- ❖ Overtime surcharge (22:00 – 08:00) – additional 50% on total move in/out charges.
- ❖ Saturday Sunday & Holidays – additional 100 % on total move in/out charges

DATE: _____

Dear Exhibitor / Stand Builder / PR Company,

Please return the below form fully filled in to MERKUR Expo logistics

E-mail: zehavitak@hermes-exhibitions.com

Pre advise - Material handling form

Congress name	
Exhibitor name	
Stand #	

Shipment information

Service requested		
Door to Door	Germany Advance Warehouse	Direct to Venue

Shipper's name	
E mail address	
Tel #	
Purchase order #	
Truck size	
Courier tracking #	
Airway bill number (AWB #)	
Number of pieces	
Weight in Kg	
CBM	

Billing details

This is to confirm that the payment for handling the above cargo will be Covered by our company.

Company details _____ VAT No. _____

Email _____ Phone _____

Address _____

For payment by credit card please approach MERKUR.

PTCOG 2019
MANCHESTER

EXHIBITION GOODS

For the Exhibitor's Stand Only

DIRECT TO SHOW SITE

Exhibitor Name

Stand/Booth Number

Contact Person

Mobile Phone

Manchester Central Convention Complex Ltd
Windmill St
Manchester

Congress name: PTCOG 2019
JUNE 10-15, 2019 - Manchester, UK

Box No. _____ of _____

PTCOG 2019
MANCHESTER

EXHIBITION GOODS

For the Exhibitor's Stand Only

VIA GERMANY WAREHOUSE

Exhibitor Name

Stand/Booth Number

Contact Person

Mobile Phone

Merkur Expo Logistics GmbH
C/O Schmitt Peterslahr
A U F D E M HÖHCHE N 2
56587 Oberhonnefeld, Germany
Dirk Dewald: +49 2634 / 95 44 50
Congress name: PTCOG 2019 - Manchester
JUNE 10-15, 2019 - Manchester, UK

Box No. _____ of _____



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Please do not arrange deliveries for this date as they will be turned away. Any deliveries from 10th June must be sent to Manchester Central, Windmill Street, M2 3GX and clearly labelled with the following details:

- PTCOG
- Exhibitor Company Name
- Exhibitor Contact Name and number
- Stand Name & Number.





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Section 7: Order Forms

The following orders are to be filled and submitted through the **Kenes Exhibitors' Portal**:

<https://exhibitorportal.kenes.com>

Each exhibitor will be contacted with login details to access the Kenes Exhibitor's Portal.

- Company Profile
- Exhibitor Badges
- Fascia for Shell Scheme Stand only
- Stand design and full details of Construction Company – for “Space only” stands
- Lead Retrieval Wireless Barcode Reader (K-Lead App, Mini Scanner)

Deadline: Monday, 22 April 2019

If you require any additional services which do not appear in this manual, please contact:

Ms. Elianne Baran Ganot
Exhibition Manager
Kenes Group
Tel: +41 22 9080488 Ext 921
Email: eganach@kenes.com





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Section 8:

Venue – Rules and Regulations and Important Venue Information for Exhibitors





Manchester
Central



Planning your event

www.manchestercentral.co.uk

Manchester Central – Where Manchester meets the world

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1. Venue information

Business Centre

If you need help with printing, photocopying, scanning and faxing documents our Business Centre can be found at the concierge desk in the Central Foyer. We can also help with stationery supplies, travel adaptors and restaurant bookings. We even sell Manchester and Manchester Central gifts and souvenirs.

For more information, please contact the **concierge team**, contact details below.

Concierge

Our **concierge team** are there to help you make the most of your time in Manchester. Just visit the concierge desk for venue information, restaurant bookings, flight confirmations, excursions and Business Centre services.

If you need any assistance from the **concierge team** before your event, please contact us.

T 0161 834 2700

E concierge@manchestercentral.co.uk

Catering

Manchester Central provides a full suite of menu and hospitality options to suit your event. For further information on catering, please contact your **catering sales executive**.

We have recently launched an **online ordering platform** to allow your exhibitors to order and pay for, their stand catering directly.

Cleaning

Our cleaning provider will remove waste from exhibition aisles, stands, organiser's offices and event spaces. Exhibition stand cleaning can also be arranged before your event at an additional cost. Please discuss with your **event manager** for more information.

Cloakroom

Manchester Central provides free cloakroom facilities.

Deliveries

Deliveries can only be made during tenancy days. For maps, delivery addresses and further information, please see **Delivery access** on page 14.

Manchester Central cannot accept deliveries before tenancy, or store items after tenancy.

First aid

First aiders will be on-site throughout your tenancy. If first aid is required, please tell your **event manager** or any venue steward. A member of the **first aid team** will come to help.

Floor loadings

Central Hall: Floor loading is 1450 kg/sqm. Point loads of 7 tonnes are permissible, 3 m apart or at 2 m distance from other distributed loads. Vehicles up to 40 tonnes gross weight are allowed in the main hall.

Exchange Hall: Floor loading is 1450 kg/sqm. Please note that loadings are reduced for point loads that fall on service ducts.

Please speak to your **event manager** for further details.

Floor plans

Please send your floor plan to your **event manager** at least **three months before tenancy**. The floor plan will need to be checked by our events, health and safety and catering teams before going to sale.

Please supply floor plans as .dwg (AutoCAD) and .pdf files. If you need more information, take a look at the **online eGuide**.

One markout is included in your tenancy fee. If you make changes or need further markouts, additional charges will apply.

Fibre optic network

Our fibre optic network takes all the hard work out of transferring AV/IP data around the venue. Our single mode fibre network reaches all areas and each room has four fibre ports.

To discuss your IT requirements, please contact **events IT**:
T +44 (0)161 827 7676
E eventsit@manchestercentral.co.uk

Furniture

Banqueting, conference chairs and trestle tables will be provided and arranged as requested. Stock permitting, we can also provide seminar theatre furniture within exhibitions. Please send your furniture requirements to your **event manager** at least **five weeks before your event**.

Please note Manchester Central does not provide any stand exhibition furniture. If you require any, please speak to your **event manager.**

IT support

On the day and prior to the event, our **IT support team** will be on hand to keep things running smoothly. Manchester Central is fully wireless enabled and visitors, delegates and exhibitors can access our hi-spec 5 mbps Wi-Fi for **FREE**.

Please follow the instructions below for Wi-Fi access:

- Connect to the **_MCCC FREE WIFI** wireless network
- The portal page should load automatically. If not,

just open your web browser

- Click **Login to Manchester Central's Free Wi-Fi**
- Read and check the box to accept the terms and conditions, then click connect!

If stands or exhibitors need additional internet connections or higher speeds, they can order these via our **online ordering platform**.

Market rights licence

Manchester Central operates to the standards and responsibilities laid out in Manchester City Council's Market Rights Licence agreement. This licence agreement outlines your responsibilities, as organisers and exhibitors, which include:

- Making sure that all persons working on the 'market' are legally eligible to work in the UK
- Making sure that all employees comply with current legislation
- Making sure that adequate insurance is in place for all employees, vehicles, stock, fixtures and fittings and any other valuables on the stall

For more information, visit **Manchester City Council's website**.

Passes

Manchester Central's **traffic management team** issue goods vehicle passes on-site. To obtain a pass, the team need vehicle and driver's details. Once issued, the pass should be displayed in the vehicle window throughout the loading and unloading process.

Please note, a goods vehicle pass is not a parking permit. Manchester Central cannot provide on-site parking.

Promoting your event at Manchester Central

We offer a range of services, discounts and opportunities to help promote your event. When linked to your existing marketing and communications plan, they can help to reach your maximum potential audience.

Your **account manager** will be happy to help and supply further information.

PRS and PPL

If you intend to play live or recorded music during your event, you will need a PRS and/or PPL licence.

For more information on licences, please call **PRS** on +44 (0)800 068 4828 or **PPL** on +44 (0)20 7534 1070.

Sustainability policy

As a leading venue and major employer, we take our corporate, social and environmental responsibilities very seriously and are committed to minimising our impact on the environment.

In 2015 we became the first major venue to achieve triple ISO success and continue to be guided by those principles. You can read our **sustainability policy here**.

Smoking policy

Smoking cigarettes and e-cigarettes is not allowed in any of Manchester Central's internal areas. If you or your visitors, delegates or exhibitors wish to smoke, there are designated and marked smoking areas outside Charter Foyer, Central Foyer and Exchange Lower Foyer. Smoking bins are provided.

Security and stewarding

Event security and stewarding services are a minimum requirement for every event at Manchester Central.

Security, stewarding and traffic management are supplied at an additional cost and paid for in advance. Your **event manager** can provide costs once we have understood the security requirements of your event.

Storage

Manchester Central has a 350 sqm marquee that can be hired for storage. If you'd like to hire this storage facility, please speak to your **event manager**.

Tenancy

Manchester Central's normal tenancy hours are between 07:00 and 22:00 hrs. You can arrange tenancy outside these times but there will be additional costs to cover security and venue hire.

Toilets

There are fully accessible toilets in every area of Manchester Central.

Traffic management

Our **traffic management team** will ensure the smooth delivery and breakdown of your event. Depending on your event, additional charges may apply. Your **event manager** will discuss traffic management and costs with you.

Water and waste

If your exhibitors need water and waste services on their stand, please ask them to contact **GES** using the order form provided in the **Appendices** section.

2. Accessibility

Hearing loops

We have built-in hearing loops in Exchange Auditorium and at Central and Charter registration desks. If you need hearing loops in any other room, they can be hired from (and installed by) Blitz Communications.

Please contact **Blitz** (details listed on [page 9](#)).

Lifts

All levels of Manchester Central are accessible by lift.

Sign language

If you need help with sign language during your event, Manchester Central is happy to provide a list of local signers. Please speak to your **event manager** for further details.

Wheelchairs

We have a small number of self-propelled wheelchairs available for occasional use by less able visitors to the venue.

We can't guarantee availability so please make arrangements in advance with your **event manager**.

3. Venue branding & media

Branding

Manchester Central has a variety of high-footfall areas, feature spaces and digital signage facilities that present excellent opportunities for venue branding.

For more information, take a look at our **Venue branding opportunities** brochure, or just speak to your **catering sales executive**.

Images

We have a selection of high quality Manchester Central images available to download, free of charge, from our website.

To access the images, visit [our website](#), create an account and visit the download section.

Photography

If you're having any photography taken during your event, please complete a photography agreement form and a risk assessment.

For further information, please speak to your **event manager**.

Filming

If you would like to do any filming during your event, please complete a filming agreement form and a risk assessment.

Your **event manager** will be happy to supply further information.

4. Health and safety

CDM

All events with a build-up or breakdown element to their event will now come under the Construction, Design and Management Regulations (CDM). It is the responsibility of the organiser to ensure that these regulations are adhered to.

For more information visit [CDM 4 Events website](#).

Complex structures

A stand is classed as a complex structure when it matches any of the following criteria:

- The stand overall or any part of the stand goes over four metres high
- It requires structural calculations (even if not over four metres high)
- It is multi-storey
- It is a platform and/or stage over 600 mm high for exhibitors and public
- It is temporary or raised tiered seating
- The stand requires foundations
- It is a sound/lighting tower
- It is for suspended items e.g. lighting rigs

Complex structures need to be signed off by a structural engineer and a copy of certification given to your **event manager**.

For a list of Manchester-based structural engineers, please contact your **event manager**.

More information on complex structures can be found in the **eGuide** on page 8.

Emergency announcements

On your first day on-site, your **event manager** will go through all of our emergency announcements and procedures with you.

See also **Emergency procedures** on page 15.

Hi-vis policy

During build-up and breakdown of your event, all personnel must wear hi-vis (high visibility). Personnel not wearing hi-vis will not be permitted to work in the event area.

Hi-vis vests are available for sale to individuals or you might prefer to buy them in advance and we can distribute them free of charge.

If you have any questions about our hi-vis policy, it will be discussed during the planning meeting with your **event manager**.

NEBOSH

All events require a NEBOSH Level 3 qualified health and safety manager during the build-up or breakdown of an event. You are required to have an IOSH qualified person during the open period of your event.

For more information or a list of qualified contacts please speak to your **event manager**.

Noise limits

During events, we carefully monitor noise levels as they can have a significant impact on our clients and neighbours. If your event exceeds the agreed limits, we will ask for the levels to be turned down.

The following noise limits apply to all events in Exchange Hall:

- L_{eq} , 1 min @ octave band centre frequency 63 Hz: **88 dB**

Please note, live bands are not permitted in Exchange Hall as they will exceed the sound limits

The following noise limits apply to all events Central Hall:

- L_{eq} , 1 min @ octave band centre frequency 63 Hz: **96 dB**

Please contact your **event manager** for further details.

Risk assessments

Risk assessments are an essential part of the event planning process. Your event may need more than one risk assessment and it is your responsibility to carry them out and send them to your **event manager** at least **eight weeks before tenancy**.

If you need help with risk assessments, please contact your **event manager** who will be happy to help.

Public liability insurance

Your event will need to be covered by public liability and event insurance. Please send copies of your insurance certificates to your **event manager** at least **four weeks before tenancy**.

Public liability insurance should be to the value of **£20 million** and:

- Cover the insurance of your property
- Indemnify the venue against claims for personal injury and damage brought onsite by you, exhibitors and others
- Be relevant to the activities undertaken by exhibitors and the organising team
- Space-only stand contractors **must** also have public liability insurance.

Event insurance should be to the value of **£5 million**

5. eGuide

The eGuide is designed to standardise health, safety and operational planning, management and on-site conduct. It is recognised as best practice in the event industry, it is continually reviewed and has been fully adopted by Manchester Central and many other leading venues.

Please refer to the [online eGuide](#) for health and safety information on the following:

- Animals
- Balloons, airships & blimps
- Building works & fixings
- Children
- Complex structures*
- Compressed gases
- Construction materials
- Cooking on stands
- Disabled access on stands
- Double-decker buses
- Electrical power
- Fire & safety regulations
- Floor plans
- Floor tape
- Gangways
- Hazardous substances
- Haze machines
- Heating generating displays
- Height restrictions
- Hot works permit
- Lasers
- Massage
- Method statements
- Naked flames, hot surfaces & flammable substances
- Platforms & stages
- Smoke machines
- Space-only stands
- Special effects
- Structural engineers
- Vehicles in the hall
- Weapons

Please discuss with your **event manager** if you plan to have any of the items covered in the eGuide at your event.

*For more information about complex structures please refer to the Health and Safety section on page 6.

6. Venue Contractors

Manchester Central works with leading specialists who provide all the essential services for your event.

Audio-visual services

All your audio-visual (AV) requirements can be organised through our on-site contractors, **Blitz GES**.

Please contact **Blitz GES** for your bespoke order form or for more information.

Trish Bailey

T +44 (0)161 827 8759

E tbailey@blitzges.com

Electrics

All your mains electrics requirements can be arranged through **GES**, Manchester Central's official contractor.

Please see **Appendices** for an order form or contact **GES** for further information.

Ian Ellis

T +44 (0)2476 380 333

E iellis@ges.com

Rigging

Rigging can be arranged through **Knight Rigging Services**, Manchester Central's official contractor.

Please complete the order form in **Appendices** or contact them for further information.

Andrew Gee

T +44 (0)1253 894688

E MCCC@knightrigging.co.uk

Water and Waste

Water and waste requirements can be arranged with **GES**.

Please complete the order form in **Appendices** or contact **GES** for further information.

Ian Ellis

T +44 (0)2476 380 333

E iellis@ges.com

7. Local information

Banking

We have a cash point in Central Foyer. You can also find The Royal Bank of Scotland and Barclays on Mosley Street, just a five minute walk from Manchester Central.

Chemists

Cameolord Ltd (0.1 miles)

16 Oxford Road, Manchester, M1 5AE

T +44 (0)161 236 1445

Boots Pharmacy (0.3 miles)

The Circus, 116 Portland Street, Manchester, M1 4RL

T +44 (0)161 236 7254

Doctors – walk-in centre

Boots Pharmacy (0.5 miles)

32 Market Street, Manchester, M1 1PL

T +44 (0)161 832 6533

Manchester Merchandise

We have partnered with I Love Manchester, an independent organisation, to offer you a 10% discount on all 'I ♥ MCR' merchandise.

10% from each product goes to the We Love MCR Fund.

Visit the '[I ♥ MCR](#)' shop and enter '[MCRCENTRAL10](#)' at the check out to take advantage.

Restaurants and bars

Located in the heart of the city, Manchester Central is just minutes away from a huge variety of restaurants and bars.

Our local partners are pleased to provide exclusive offers and discounts for Manchester Central's event organisers, exhibitors and visitors.

For a list of places nearby and latest offers please visit [our website](#).

If you need more information about other local services, the **concierge team** will be happy to help:

T +44 (0)161 827 7680

E concierge@manchestercentral.co.uk

8. Travel and accommodation

Accommodation

Manchester has a superb variety of places to stay. There are options to suit most budgets and you'll find that many are just a short walk from Manchester Central.

For accommodation information, please visit [our website](#).

Car parking

There is a 24-hour NCP car park directly below Manchester Central. It has 720 spaces including 18 disabled parking bays and three electric vehicle charging points. There is direct access to Manchester Central by lift, stairs and escalator.

Manchester Central NCP
Lower Mosley Street
Manchester
M2 3GX

Manchester Central NCP is our closest car park and we've negotiated a discounted rate of just £12 per day for your event. Please contact your **event manager** for instructions and your very own discount code.

Please note that Manchester Central NCP has a 1.98 m eight limit.

Please note that Manchester Central cannot provide car parking on its immediate premises.

Taxis

Manchester Central works with Manchester's black cab drivers to keep them informed about upcoming events and to make sure they know when we're going to be busy.

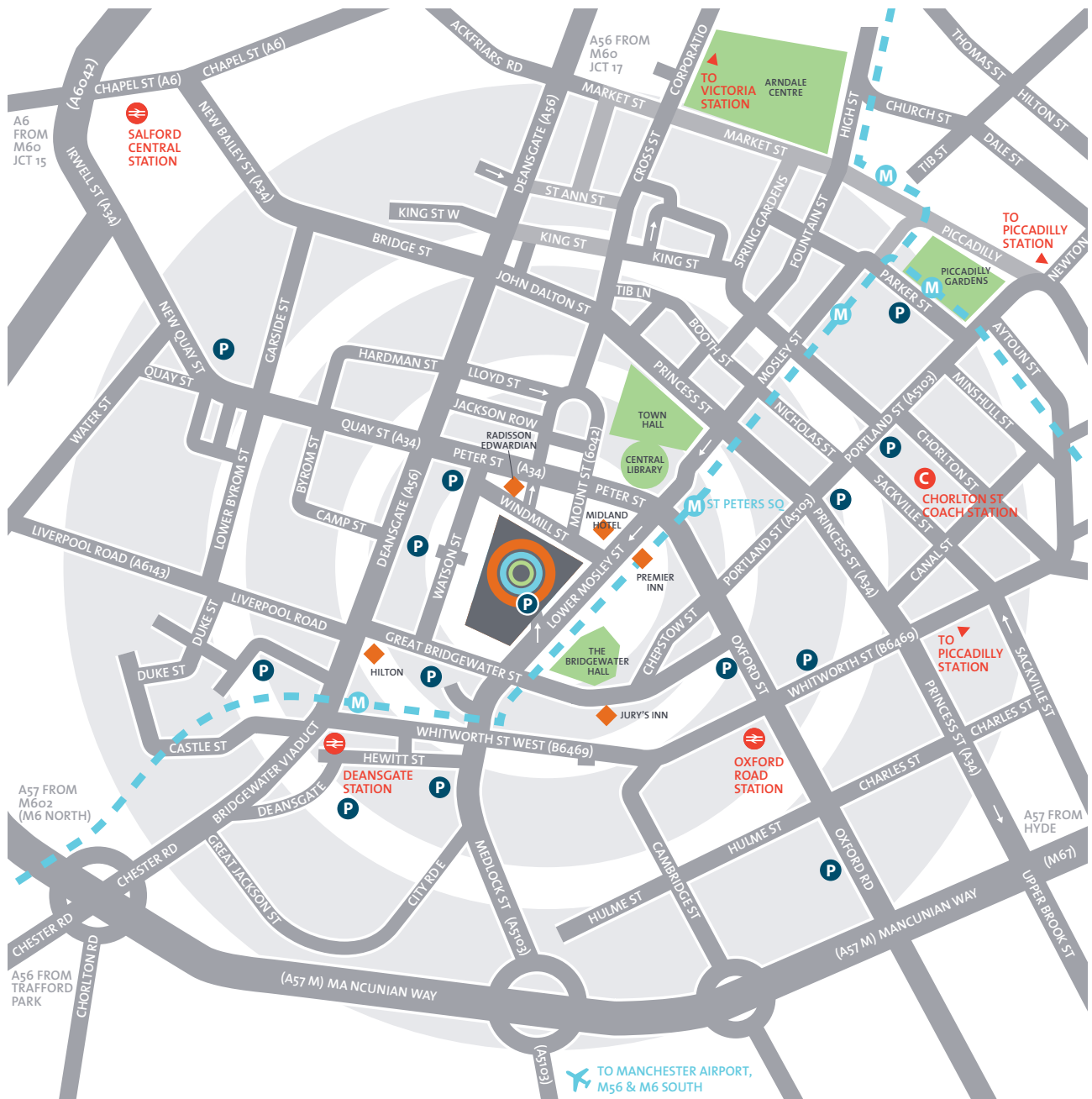
We have a dedicated taxi rank at the front of the venue. Black cab taxis are readily available at Manchester Airport and both Piccadilly and Victoria train stations.

Travel

For further travel information, please visit [our website](#).

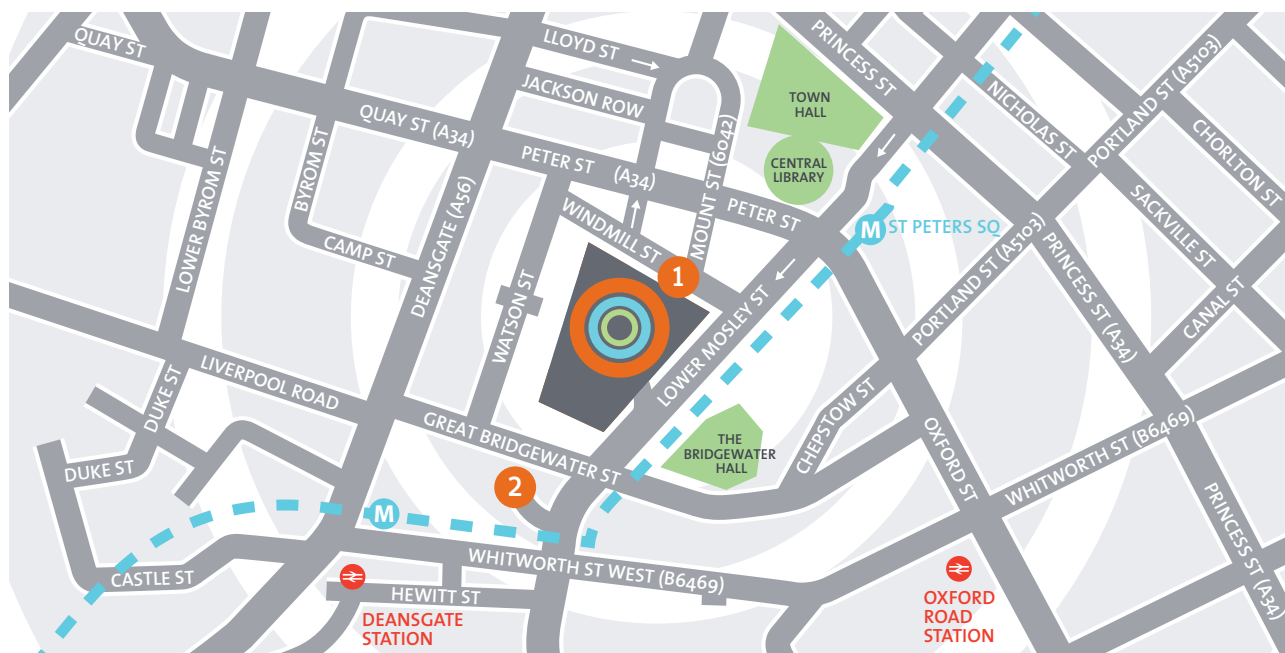
See also **Getting here** on the next page for a map and driving directions

9. Getting here



- P Parking
- C Coach station
- 🚂 Railway station
- ◆ Hotel
- M Metrolink station

Delivery access



Manchester is at the heart of a comprehensive motorway network. Manchester's M60 orbital motorway provides easy access from north, south, east and west. Manchester Central's address is **Petersfield, Manchester M2 3GX**.

M6 (from south – Stoke, Birmingham)

Leave the M6 at junction 19, just after Knutsford Services. Follow the A556 towards Altrincham and pick up the M56 towards Manchester Airport. Follow the motorway onto the A5103 (Princess Parkway), then follow signs for Manchester Central, Petersfield.

M6 (from north – Preston, Carlisle)

Leave the M6 at junction 21a for the M62 towards Manchester. At junction 12, join the M602 and continue to the end of the motorway (Regent Road Roundabout, Salford). Follow signs to the city centre along Regent Road, and then to Manchester Central, Petersfield.

M62 (from west – Liverpool)

At M62 junction 12, join the M602 and continue to the end of the motorway (Regent Road Roundabout, Salford). Follow signs to the city centre along Regent Road, and then to Manchester Central, Petersfield.

M62 (from east – Leeds, Yorkshire)

At M62 junction 18, join the M60 west-bound. Take junction 17 onto the A56 (Bury New Road) and follow signs to the city centre, and then to Manchester Central, Petersfield.

M56 (from west – North Wales, Chester)

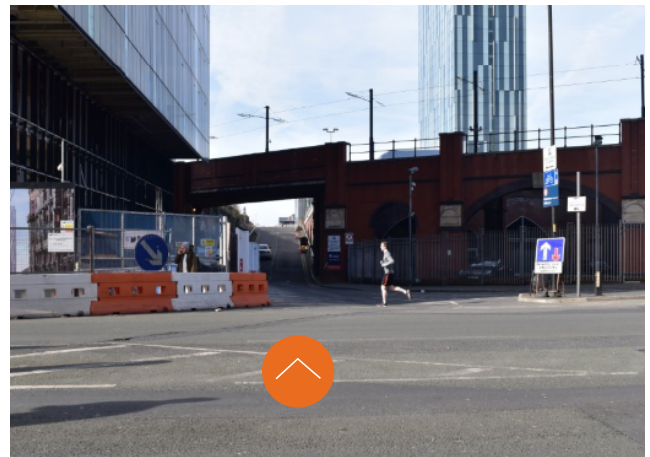
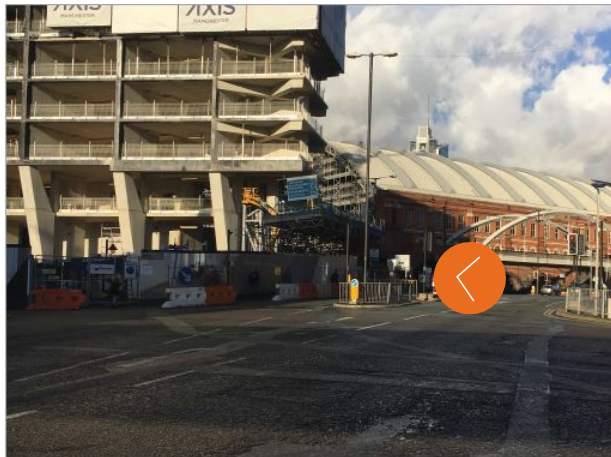
Follow the M56 past Manchester Airport. Continue onto the A5103 (Princess Parkway), then follow signs for Manchester Central, Petersfield.

1 Delivery access to Exchange Hall: Windmill Street, M2 3GX

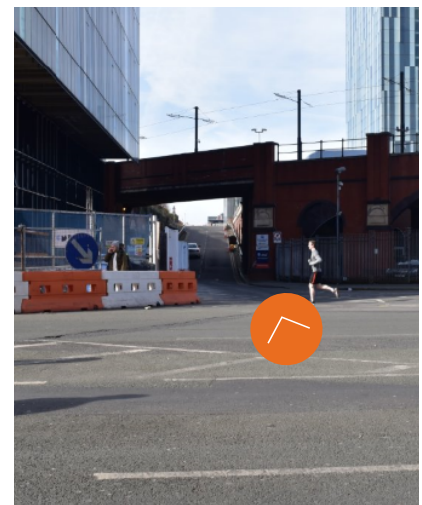
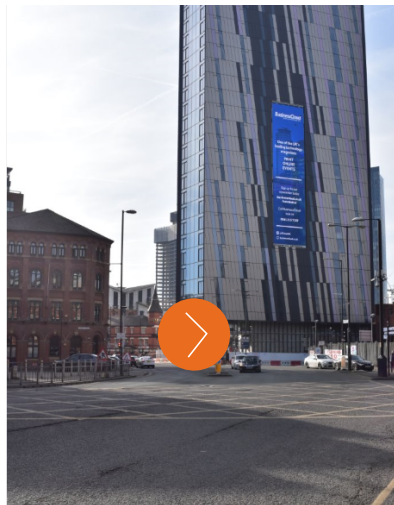
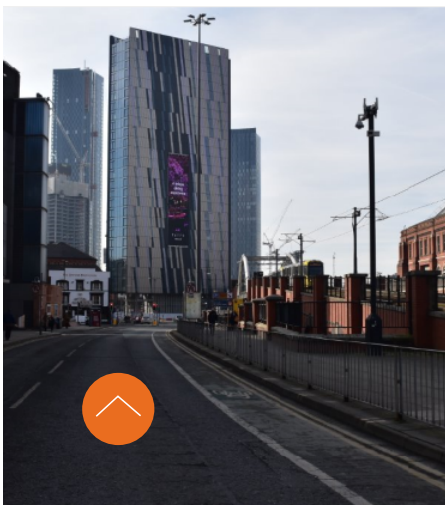


2 Delivery access to Central Halls & Charter Suite: Albion Street, M1 5LN

Approaching from Medlock Street



Approaching from Lower Mosley Street



10. Emergency procedures

Evacuation

If an emergency evacuation is necessary during your event, the following message will be broadcast:

“Attention please! Attention please! Will everybody please leave the building by the nearest exit. This is an emergency. The staff will assist and direct you. Please do not use the lifts.”

Staff will guide you to your nearest exit.

Fire

Should there be an emergency, please take the following action:

1. Break the glass on the nearest fire alarm point. These are located at each vehicle door and fire exit
2. Tell a member of staff and give the location and nature of the incident
3. Notify nearby exhibitors/visitors of the situation

Medical

If you need urgent medical assistance, please tell your **event manager** or any venue steward. If possible, give the location of the casualty and details of any injuries (e.g. bleeding or unconsciousness). A member of the **first aid team** will come to help.

Fire assembly points



11. Organisers' checklist

	Min. deadline before tenancy	Complete
Artwork		
Ao poster artwork signed off	2 weeks	
Digital artwork sent to your event manager	1 week	
Catering		
DWG floor plan sent to your event manager for catering units to be drawn to scale	12 weeks	
Catering plan signed off with catering team	5 weeks	
Final attendance numbers sent to catering team	2 weeks	
Event Planning		
Organisers handbook received from the events department	12 weeks	
Initial planning meeting with your event manager arranged	12 weeks	
Initial floor plan sent to your event manager before it goes to sale	12 weeks	
Exhibitors Manual sent to your event manager for proof reading	10 weeks	
Details of your events programme sent to your event manager including running times, room layouts and confirmed numbers	5 weeks	
Final floor plan for mark out sent to your event manager	4 weeks	
Copy of your public liability insurance to be sent to your event manager	4 weeks	
Event schedule signed off	3 weeks	
Health and Safety		
Event manager notified of any complex structures	8 weeks	
Structural engineer appointed and your event manager notified	8 weeks	
Event manager notified of the health and safety representative for build up and breakdown periods	8 weeks	
Send event risk assessments to your event manager for build, open and breakdown periods	8 weeks	
Send event fire risk assessments to your event manager for build, open and breakdown periods	8 weeks	
Notified your event manager of all contractors and roles	8 weeks	
Hi-vis vest policy communicated to all contractors	8 weeks	
Event manager notified of any special risks including the use of special effects at your event and risk assessment provided	8 weeks	
Timings of structural engineer confirm with your event manager	4 weeks	
Marketing (pre-event support)		
Send logo, artwork and text for website listing	12 weeks	
Send event graphics for use on digital signage screens (this is only on the external digital signage, up to six weeks prior to your event, free of charge)	6 weeks	

	Min. deadline before tenancy	Complete
Send Press Release (if applicable) for issue on organisers' behalf to Manchester Central's press contacts	3 weeks	
Manchester Central can promote your event via Twitter and Facebook before and during your show, send details of your platform and key messages	3 weeks	
Orders and additional equipment		
Requests placed for additional signage, tensabarriers and furniture etc.	5 weeks	
All electrical orders placed with GES	5 weeks	
All rigging orders placed with Knight Rigging Services (if applicable)	5 weeks	
All AV orders placed with Blitz Communications (if applicable)	5 weeks	
All hardwire internet orders placed	5 weeks	
Security		
Security and traffic management timings sign off	5 weeks	

Appendices

- GES order form
- Knight Rigging Services order form

Global Experience Specialists Ltd (GES)



Hall piped services

Event name	<input type="text"/>		
Exhibitor name	<input type="text"/>		
Event date	<input type="text"/>	Stand no.	<input type="text"/>
Contact name	<input type="text"/>	Telephone no.	<input type="text"/>
Email	<input type="text"/>		

	Unit price	Quantity	Total
Water & waste			
0.5" water & 1.5" waste	£410.00		
0.5" water & 1.5" waste to client's own sink & water heater	£490.50		
0.5" water only	£205.00		
1.5" waste only	£205.00		
Tee off	£80.50		
Other			
Compressed air	£377.00		
Cable run for TV aerials (Central Hall only)	£92.00		
Floor fixings	£27.00		
Sub total			
VAT @ 20%			
Overall total			

Please attach a dimensional drawing to show you how would like your services to be supplied.

- Duct or exit moves are subject to a 20% surcharge
- If the order is cancelled a minimum of 50% will be charged
- Please note that orders for water and waste do not include a sink or water heater
- Tariff effective between 1 April 2017 and 31 March 2018

Invoice details

Organisation name

Invoice address

Telephone no.

Fax no.

Email

Contact name

Method of payment

Full payment must be submitted with this form **14 days** before tenancy.

Payment can be made by cheque, debit card or credit card:

- Cheques should be sent with this order and made payable to “**Global Experience Specialists**”. Please write the event name, stand number and organisation name on the reverse
- A 20% surcharge will be applied for late orders
- If you would like to make payment by credit/debit card please contact us using the details below

Global Experience Specialists
Silverstone Drive
Gallagher Business Park
Coventry CV6 6PA

Contact: Ian Ellis
T +44 (0)2476 380 333
F +44 (0)2476 380 428
E iellis@ges.com

Please save and email this form, fax to **+44 (0)2476 380 428** or post to the address above.

Knight Rigging Services

Rigging suppliers



Event name	<input type="text"/>		
Exhibitor name	<input type="text"/>		
Event date	<input type="text"/>	Stand no.	<input type="text"/>
Contact name	<input type="text"/>	Telephone no.	<input type="text"/>
Email	<input type="text"/>		

	Unit price	Quantity	Total
Central Hall			
Primary motor point (inc. safety, exc. hoist)	£135		
Primary point with stinger	£145		
Banner installation (up to 6 m wide)	£285		
Drop wires (inc. termination)	£90		
Front entrance external banner installation	£600		
Foyer banner installation	POA		
Hoist and fix per point	£50		
Exchange Hall			
Rigging point (up to 1000 kg)	£85		
Banner installation (up to 6 m wide)	£225		
Drop wires (including termination)	£70		
Hoist and fix per point	£40		
Rigging equipment hire			
Electric chain hoists (up to 1000 kg)	£65		
Manual chain block (up to 1000 kg)	£25		
Distribution and control (per way)	£14		
Aluminium tube (per metre run)	£1.50		
Rigging services			
Supply and installation of complete rigging system (quotes can be supplied)	POA		
Rigging equipment hire (large range available)	POA		
Truss hire (large range available)	POA		
	Sub total		
	VAT @ 20%		
	Overall total		

Invoice details

Organisation name

Invoice address

Telephone no.

Fax no.

Email

Contact name

Method of payment

Full payment must be submitted with this form **14 days** before tenancy.

Payment can be made by cheque, debit card or credit card:

- Cheques should be crossed and made payable to **“Knight Rigging Services Limited”**
- A 20% surcharge will be applied for late orders
- Work will not commence until all drawings/plans have been submitted and payment received
- If you would like to make payment by credit/debit card please contact us using the details below

Please ensure that the following information has been passed to your stand designers or contractors **before completing this form**:

- Motor points are sufficient to take a 1000 kg suspended load
- All drops other than catenary drops are sufficient to take a 250 kg load
- Short catenary drops are sufficient to take a 25 kg load
- If you require Knight Rigging Services (KRS) to suspend lighting trusses, specially designed flown items or any item over 250 kg then you must supply drawings and load information to enable KRS and Manchester Central to complete health and safety documentation
- Stand contractors performing hoist and fix operations must complete risk assessments, method statements and confirmation of compliance with current regulations including lifting operations and lifting equipment regulations and working at height regulations
- This information must be supplied to the organiser **at least three weeks before** the show date to guarantee stand approval
- For full company terms and conditions, please visit www.knightrigging.co.uk/uploads/editor/files/KRS%20Conditions%20of%20Hire%20signature.pdf

Knight Rigging Services Ltd,
Unit 5, Aldon Road,
Poulton-le-Fylde,
Lancashire FY6 8JL

T +44 (0)1253 894688
F +44 (0)1253 752976
E MCCC@knightrigging.co.uk
W www.knightrigging.co.uk

Please save and email this form, fax to **+44 (0)1253 752976** or post to the address above.



**Manchester
Central**

Manchester Central
Petersfield
Manchester M2 3GX

T +44 (0)161 834 2700
F +44 (0)161 833 3168
eventmanagers@manchestercentral.co.uk



Manchester Central Hospitality - Catering Authorisation Document

Sampling (food & beverage), Facility Fee, Alcohol, Equipment

Definitions

In this policy, the following words shall have the following meanings:

‘Venue’ refers to Manchester Central Convention Complex, who’s registered address is Petersfield, Manchester M2 3GX

‘Company’ Refers to Manchester Central Complex – Manchester Central Hospitality which is a trading name of its catering division

‘Client’ refers to the Exhibitor and where applicable the Organiser

Company 123



Sodem Shell Scheme *for exhibitions and events*

Features

Your shell scheme stand can be enhanced with a range of optional features to create the perfect environment for displaying your products or services.

STORAGE AREA (SA): ENCLOSURE PARTITIONING (WP)

These panels are required to create separate storage, cloakrooms or office areas.

2500mm x 992mm

DISPLAY PANELS

Available in two sizes:

DP1 = 1000mm x 1000mm

DP2 = 2000mm x 1000mm

With a variety of colours available, display panels can be used for graphics and small exhibits. Items can be fixed with hooks, Velcro or pins.

RAISED PLATFORM (RP)

Platform with 100mm black skirting covered with 18mm ply. This is a convenient way to conceal pipe work, cabling or plumbing.

FLOOR FLATS

18mm plywood used for carpeted venues if a change of carpet colour is required. Aluminium edging is needed for open sided stands.



To order visit www.gesdashboard.co.uk or call our ServiCentre on 0844 879 3226 or +44 (0)2476 380 180

Please note: Product codes in brackets are to be used when ordering from our ServiCentre



SLAT WALL PANEL (SWP)

2360mm x 992mm
Hooks not included.



FLAT SHELVES (FS)

992mm x 300mm ideal for exhibits or literature.



SLOPING SHELVES (SS)

992mm x 300mm ideal for exhibits or literature.



MUSLIN CEILING (MC)

Create that intimate atmosphere on your stand. Available in white or other colours, including black, on request.



DOOR (EWD) OR CURTAINED ENTRANCE (EWC)

Can be used to create an enclosed area along with a Wall Panel (WP)
2500mm x 992mm



GARMENT HANGING RAIL (GHR)

A simple rail 992mm long



SINK UNIT

Basic sink units can be installed where needed. Please contact your venue about water and waste facilities.



NIGHTSHEETS (NS)

Although not a security device, night sheets act as a deterrent and are supplied with a padlock.



PLASMA SCREEN

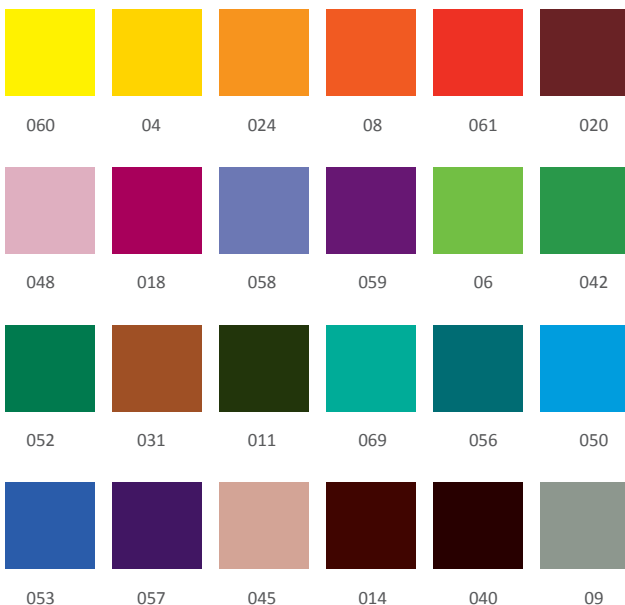
Please contact our ServiCentre for advice on plasma screens

Colour and Graphic Options

Your shell scheme stand can be enhanced with a range of optional features, available in a comprehensive range of colours and materials to suit your needs and branding.



Vinyl Covering (X Film)



Display Loop Nylon



To order visit www.gesdashboard.co.uk or call our ServiCentre on 0844 879 3226 or +44 (0)2476 380 180

Please note: Colours are subject to change and availability

Stand out from the crowd

Why not go one step further and totally revitalise the look of your stand with fully integrated printed panels, printed direct from your own creative artwork.



Graphics

Our Graphics department has many years of experience in delivering bespoke fully printed graphics to the exhibition and events industry.

We have a team of dedicated graphic specialists who can offer full advice and support leading up to the show. We specialise in the project management and production of large format images onto almost any material, from wall mounted graphics to fully printed floor graphics. So take away the hassle of having to transport your graphics to the show floor. Arrive on-site with your graphics fully printed and installed by us to your specifications.

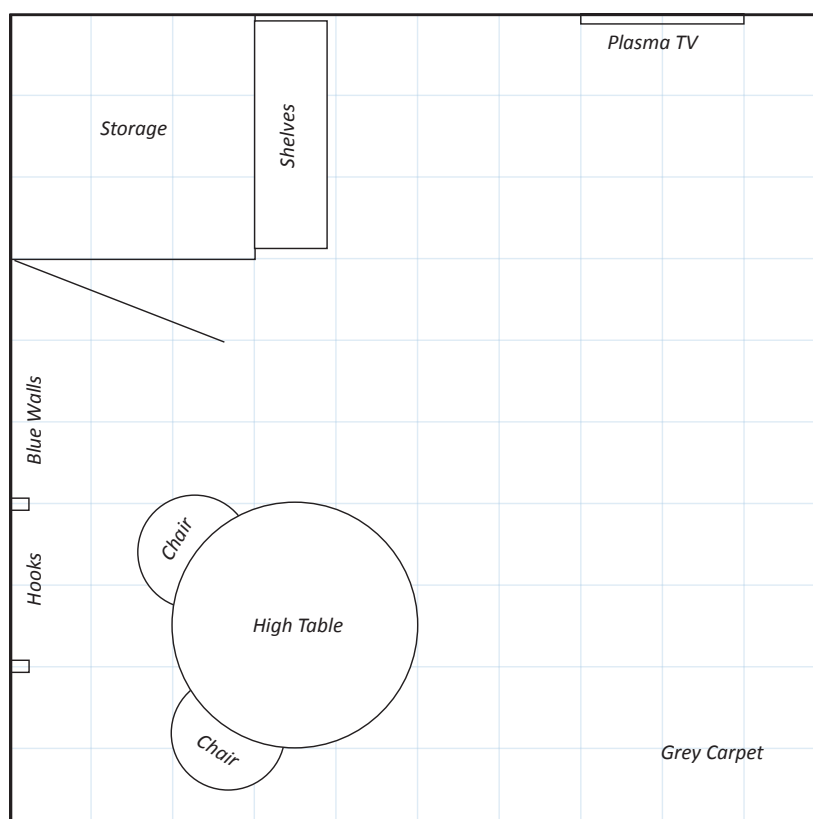
We have recently invested in the latest large format print technology, which enables us to print directly onto a wide range of standard materials and panels, but more importantly we can now offer a new range of sustainable substrates. We can offer exhibitors a graphics package that can be 100% recycled after use.

Why not ask us about uplifting the look of your shell scheme? We can offer 100% sustainable, fully printed graphic options for your next show.

How it works

Not sure about what you can do with your stand?

Simply send a drawing of what your ideal stand would look like to our Exhibitor Services Coordinators, who can discuss the options available to help you achieve the most from your shell scheme.



Do's & Don'ts

We hope you find your shell scheme in order. Please observe the do's and don'ts associated with this system.

The use of the fixings below is strictly forbidden on this system:



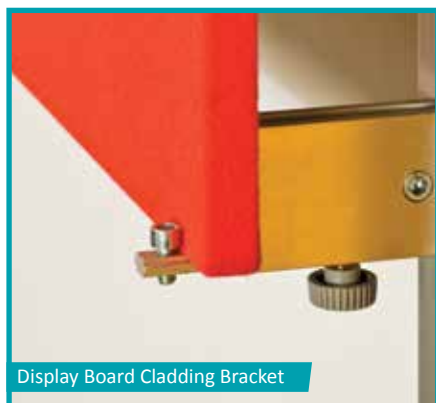
Fixing is permitted by:

Melamine/Vinyl Panels

- Double sided tabs
- Velcro hook and loop
- Panel brackets
- Hanging chains for heavy exhibits

Loop Nylon Panels

- Velcro hook
- Panel brackets
- Hanging chains for heavy exhibits



Display Board Cladding Bracket



Sodem Shell Scheme Bracket

FAQ

Q. I missed the deadline date on the order forms; will there be a charge?

A. Deadlines are shown to encourage exhibitors to reply early. Surcharges will be applied to Electrical Orders only after this date (except late exhibitors). Furniture orders should be made as early as possible due to stock levels. Place any other orders (name panels, shell scheme extras, etc) as soon as possible.

Q. Do I have to have the Fascia and Grid Ceiling?

A. No. Please contact our ServiCentre if you would like them to be removed, however if a wall is over 4000mm in length and doesn't back onto another shell scheme, bracing may be needed for stability.

Q. What do I need to order to create a storage area in the corner of my stand?

A. To create a 1000mm wide x 1000mm deep store you will need to select at least 1 x wall panel (WP) and 1 x Lockable Door Section (EWD) or Entrance Way Curtain (EWC) on the order form (shell scheme only). This depends on the number of open sides you have.

Q. If I want to change the colour of the wall panels, what are the options?

A. Shell scheme walls are usually White PVC but there is the option of covering the panel with Display Loop Nylon (Velcro Compatible) or X-film (Vinyl Covering) on one side before the panel is set in the framework.

Q. How do I calculate how many panels I have on my stand?

A. Shell scheme walling is made up of 1000mm wide x 2500mm high sections. Therefore, if your stand has a back and sidewall (a corner plot) and the stand size is 4000mm x 4000mm you have 8 panels.

Q. I would like to cover the shell scheme panel with my own graphics, what is the size of the wall panel?

A. The visible panel size is 946mm wide x 2340mm high.

Q. What is the visible size of half a metre wide panel?

A. The visible area is 450mm wide x 2340mm high.

Q. I have lightweight posters or pictures, how do I fix these to the wall panels?

A. Velcro or sticky pads are the best options, (blue-tack doesn't work) these can be purchased from our Service Desk during the exhibition.

Q. I have heavy panels, how do I fix these to the shell scheme?

A. Under 992mm wide: using brackets fixed into the upright grooves across 1 support pole, or hook and chain. Over 1000mm wide: using brackets fixed into the upright grooves across 2 support poles. Panel brackets are available from our Service Desk during the exhibition.

Q. I would like to drape the interior of the shell scheme with a material such as muslin, how do I attach this?

A. You will need to order muslin batten, we will then fix this onto the top of the framework - this can then be stapled to.

Q. I would like to clad the interior of the shell scheme with foam board/chipboard, how do I calculate the measurements?

A. Please call our ServiCentre if you require assistance. Alternatively, you can order chipboard from us for which the charges include installation.

Q. I would like to change the colour of the carpet, what are the options?

A. You can change the colour of the carpet to another colour in the same range for a small charge (providing we are the contractor) please contact our ServiCentre.

Q. I cannot find exactly what I am looking for, do you hire out any other items?

A. Please contact the ServiCentre with any requests and we will try our best to meet your requirements.



As one of the UK's leading exhibition and events services companies, we can offer you unmatched global capabilities throughout North America, the UK, Germany and the UAE. You can be safe in the knowledge that your event will be delivered on time and right the first time.

Services include:

- Electrical Services
- Stand Fittings
- Furnishings
- Floor Coverings
- Graphics
- Logistics
- Specialist Lighting
- Venue Services
- Data and Registration
- Floor Planning
- Design & Build





Manchester Central Hospitality - Catering Authorisation Document

Manchester Central Hospitality

Please complete the below details and return this document to your catering representative no later than 7 days prior to the start of the event. Please note that failure to complete and submit this form may result in the Company's inability to deliver catering services or authorisation for third party delivery. If the answer to any of the below is no, please contact your catering representative to discuss, as failure to satisfy the criteria and any such omissions/breaches is likely to result in the Company's refusal to allow distribution

	YES	NO	
1. I have read and will comply with the eGuide catering section www.aev.org.uk/eGuide	<input type="checkbox"/>	<input type="checkbox"/>	
2. Valid Public Liability Insurance Policy held covering the period of the events? (depending on risk level)	<input type="checkbox"/>	<input type="checkbox"/>	
Public Liability Insurance Number (please state)	<input type="text"/>		
Expiry date (please state)	<input type="text"/>		
	YES	NO	N/A
3. Does all electrical equipment have an in-date PAT test certificate? (should the answer be no, you may not be able to bring on site)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Has the relevant Venue facility fee been paid? (not applicable if within Samples policy)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Are you operating any equipment that poses an inherent risk? i.e. Barista machines, LPG or use of liquid nitrogen? If YES all relevant safety documentation i.e. certificate of examination and scheme of maintenance must be sent to the venue prior to the event. Failure to do so will prevent you from operating the equipment at the event.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I will provide an allergy sheet for any food given away from the stand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I am certified at Level 3 Food Safety in Catering This is required for anyone prepping food on site and/or giving out any High-Risk foods as stated overleaf. A copy of the certificate must be returned with this document	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Manchester Central Hospitality - Catering Authorisation Document

Samples Policy

Any proposed sampling activity must be notified in writing to the venue. All samples must be offered free of charge to visitors. Where any samples are sold it will be deemed a retail activity and may be subject to a concession fee.

Should a sponsor or exhibitor wish to distribute items as samples greater than the regulation size should inform the Company prior to the event and they will be liable to pay a facility fee (See Facility Policy).

Any stands who wish to supply alcohol (except that provided by the Company), must provide the name of a Personal Licence holder, together with a copy of their licence to the Company.

The acceptable sampling sizes for drinks as defined by the Company are as follows:

- Soft and Hot Drinks - 50ml
- Beers/Ciders or similar - 50ml
- Wine/Fortified wines/Champagne/Alcopops and similar - 25ml
- Spirits and similar - 5ml

The acceptable sampling sizes for food samples are as follows:

- Bite-sized portions
- Individually wrapped items

All foods and beverages must be stored, prepared and served within the standard practises listed by the Current e-Guide. Failure to comply may lead to the Company's refusal to allow distribution.

It is the Clients responsibility to ensure that no third-party distributor operates within the Client's event without the required legislative documentations and Current e-Guide food policy.

The Company will accept no liability for any breach of legislative or Current e-Guide food policy by the Client or the third-party distributor; this will be the sole responsibility of the Client. Failure to comply will lead to refusal to allow the distributor to distribute the samples.

Risk Level	Item(s) of Food
Low	Pre-packaged products not requiring temperature control, which have not been decanted from original packaging e.g. crisps, soft drinks
Medium	Unpackaged products including open food items e.g. cakes and pastries
High	Open and packaged high risk foods e.g. bacon, burgers, sausages, sushi, ice cream or crepes



Manchester Central Hospitality - Catering Authorisation Document

Facility Policy

All food and beverage is served under licence of the company, who is the sole supplier of all food and beverage within the Venue. All food and/or beverage events planned at the Venue are subject to a facility fee, unless supplied by the Company.

All food and beverage must be stored, prepared and served within the standard practises listed by the current e-Guide. Failure to comply may lead to the Company's refusal to allow distribution.

No food or beverage may be delivered, exhibited, consumed, sold or offered free of charge without written permission from the Company and the Company receiving the facility fee payment, relevant food safety documentation and signed catering authorisation document.

Facility fee:

- Any food and/or beverage - £250 ex VAT per day

The facility fee will authorise Clients to distribute agreed food and/or beverage under the Venue's food policy and alcohol licence, as long as all food and beverages are within the standard legal and operational practises listed within the current e-Guide. Failure to comply will lead to refusal to distribute.

It is the Client's responsibility to ensure that no third-party distributor operates within the event without the Company's catering authorisation document and facility fee. The Venue will accept no liability for any breach of legislative or food policy by the Client of the third-party distributor; this will be the sole responsibility of the Client.

Please detail what you are planning to distribute:



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Allergy Labelling

On 13 December 2014, new legislation (the EU Food Information for Consumers Regulation No. 1169/2011) came into force which requires food businesses to provide allergy information on food allergens used as ingredients or processing aids and must be declared on the packaging or at the point of sale.

An allergy sheet must be provided by exhibitors giving away food from stands. Allergenic ingredients must be indicated in list of ingredients with clear reference to name of the substance or product.

The 14 allergens (and products thereof) that must be labelled or indicated as being present in foods are:

- Cereals containing gluten, namely: wheat (such as spelt and khorasan wheat), rye, barley, oats
- Crustaceans for example prawns, crabs, lobster, crayfish
- Eggs
- Fish
- Peanuts
- Soybeans
- Milk (including lactose)
- Nuts; namely almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia (or Queensland) nuts
- Celery (including celeriac)
- Mustard
- Sesame
- Sulphur dioxide/sulphites, where added and at a level above 10mg/kg or 10mg/L in the finished product. This can be used as a preservative in dried fruit
- Lupin, which includes lupin seeds and flour and can be found in types of bread, pastries and pasta
- Molluscs like, mussels, whelks, oysters, snails and squid



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Alcohol Policy

This Alcohol Policy will apply to any situation where the Client supplies alcohol in any volume to delegates, visitors or exhibitors within the Venue.

In compliance with current legislation the supply of alcohol must be licensed under The Licensing Act (2003). By paying the facility fee, the Company authorises the Client to distribute alcohol under the charge of its designated Personal Licence holder.

The client will ensure that there is no supply of alcohol:

- To anyone under 18 years of age – we operate Challenge 25
- To anyone who appears to be intoxicated
- In any way which may be regarded as an irresponsible promotion of alcohol
- In any way which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner
- In any way which involves the dispensing of alcohol directly by one person into the mouth of another

If any Client or their third-party distributor fails to comply with the conditions under which the supply of alcohol is agreed, their activities will be curtailed and, depending on the severity of the breach, they may also be banned from site.

In addition, the Client should be aware of the following:

- Regular glass collections shall be carried out by staff of the event or venue
- Where deemed appropriate, as a result of the event risk assessment, all drinks must be served in plastic containers or toughened glass containers



Manchester Central Hospitality - Catering Authorisation Document

Equipment Policy

All electrical equipment used at all events utilising a plug-in system must always have relevant certification (PAT Certificate) detailing that the equipment has been tested prior to being sent to site.

All electrical equipment must comply with the current BS7671 Regulations

Where equipment can be electrically connected, each outgoing circuit must be independent to each other and no sharing of the neutral connection should be apparent. No daisy chaining electrical equipment.

Items of equipment must detail the voltage and loading in amperes or kilowatts to determine what electrical supply must be installed to the equipment and displayed on the equipment in a prominent position.

Any over-current devices present in the equipment must also have further protection of a Residual Current Device (RCD)

If you are operating any equipment that poses an inherent risk i.e. Barista machines, LPG, Liquid Nitrogen or the use of solid fuels i.e. BBQ fuels. all relevant safety documentation i.e. certificate of examination, scheme of maintenance, mobile catering gas safety examination must be sent to the venue prior to the event. All solid fuels must be accompanied with the appropriate fire extinguishing medium.

If any equipment is within its manufactures warranty and proof of purchase can be presented to the venue prior to the event, then all testing and certification will be covered by the warranty.

Any failure of the enclosed listed requirements will result in authorisation being refused for operational activity.

Waste & Ventilation Policy

Designated disposal facilities must be made available for food and other waste substances. Waste materials must not be abandoned on-site and must be stored and disposed of in the appropriate way.

Waste water must be disposed of in a safe and hygienic manner. It must not be deposited down any hand-washing facility, or in any of the sanitary accommodation throughout the venue. Refer to the venue or organiser for venue specific controls and procedures.

Waste oils and fats are categorised as hazardous waste and as such have to be disposed of under strict conditions. Each exhibitor is responsible for removing its own waste oils and fats from the venue. Cleaning/disposal charges will be incurred if any such products are left on-site.

Where cooking is likely to create a high concentration of smoke or airborne fats e.g. barbeques, grilling or frying, such activities will be subject to prior agreement by the venue and it may be necessary to ventilate the stand to the outside air.



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Signed Agreement

The Client signature is acceptance of responsibility and liability for all food and beverage supplied, distributed, consumed from its stand, in compliance with all relevant health and safety legislation and the adherence to the Company's Alcohol and Facility Policy.

The organisers, venue and local council food safety inspectors reserve the right to spot-check your stand at any point during the event to verify compliance.

Event Name: _____

Event Date: _____

Stand Name: _____

Stand Number: _____

Client Signature: _____

Print Name: _____

On behalf of Manchester Central;

Signature: _____

Print Name: _____

Date: _____