

GENERAL INFORMATION

ACCOMMODATION

Please see the accommodation form in the contractor forms section of this manual.

AUDIENCE PARTICIPATION

In the interests of health and safety please do not distribute any giveaways of any description by throwing them into a crowd.

BADGES AND PASSES

No person can enter the exhibition halls without a valid badge or pass. During the build-up and breakdown, only those holding an exhibitor or contractor pass will be allowed into the exhibition hall. Please see the organiser information forms section at the rear of this manual to apply for exhibitor passes **FORM 3** and contractor passes **FORM 2**. Passes will not be sent to any exhibitor until the correct forms and full payment have been received.

BANKING FACILITIES

There are four cash machines, including HSBC and Barclays, located in the Boulevard on level 0, and at the east and west end of the boulevard, where all bank cards are accepted. There are currently no facilities for depositing money onsite at ExCeL London. Should you require this facility please speak with your nominated bank directly.

BUILD UP AND BREAKDOWN

Please ensure you read the Build Up and Breakdown Timetable on page 5. To avoid traffic congestion during the build up, please move vehicles as soon as you have unloaded. **Whilst every endeavour is made to secure the halls during build up and breakdown, exhibitors are reminded to be extremely vigilant and ensure that someone is on the stand at all times whilst all access doors are open.**

If you are installing a lighting rig, which will be suspended from the hall roof, you can apply for early access from 06:00 on Wednesday 14th October. In order to do this you must complete **FORM 6** and return within the deadline date otherwise early access may be declined.

CAR AND LORRY PARKING

ExCeL London offers **car parking** facilities for over 4,000 cars. All car parks are pay and display. ExCeL London is not located in the Congestion Charge zone. For the ExCeL London parking rates please see the ExCeL London section of this manual page 41.

Lorry parking facilities are available at ExCeL London in the North West Lorry Park. All lorry parking is subject to availability, on a first come first serve basis and is only for vehicles of 3.5 ton and above. Lorry Parking is free of charge during build up and breakdown days. There is a £30 per day charge for parking during the event open days.

For all enquiries please call +44 (0)20 7069 4568 (office hours).

CARPET

Space only stands will not have carpet provided. All shell scheme stand spaces will be covered in grey carpet.

CARRIER BAGS

Should you like to produce bags to hand out to visitors from your stand, due to health and safety reasons, the maximum size is: Height 30cm x Length 40cm.

CATALOGUE AND SHOW GUIDE

The catalogue will be handed to all visitors as they enter the exhibition. It will contain a floor plan and is a long term opportunity for all exhibitors to promote their company and products. Please see contact details on page 3. Every exhibitor is entitled to a **free editorial entry in the catalogue** - which the exhibitor must provide using **FORM 4** in the forms section of this manual.

CHILDREN – BUILD UP / BREAKDOWN

Under no circumstances will children under 16 be allowed into the exhibition hall during the build up and breakdown periods. No one under 18 will be allowed to work on stands unless a risk assessment has been completed by the Health and Safety representative of the exhibitor.

CHILDREN – OPEN DAYS

No children under the age of 12 or prams are allowed into the exhibition halls. Babes in arms accepted only on open days. A crèche is provided in the organiser room S7 lower (accessed directly via the boulevard) for children under the age limit.

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CLEANING

All stands within the exhibition will be cleaned nightly during the open period of the exhibition; this incorporates vacuuming or mopping of stand floors (single storey only). Please note that this does not include the cleaning of exhibits or other stand surfaces. If you require an enhanced service or the top storey of two-storey stands to be cleaned please contact ExCeL London Cleaning on Tel: +44 (0) 20 7069 4510.

CLOAKROOM

The main cloakroom is located in the Boulevard on level 0.

COMPLEX STANDS AND SPACE ONLY SITES

Please see Standfitting Regulations page 19.

CONTRACTOR PASSES

Should you require contractor passes please complete **FORM 2** in the organiser forms section of this manual.

CUSTOMS ARRANGEMENTS

The exhibition has been approved by H M Customs and Excise for facilities under the Temporary Importation (Goods for Exhibition) Regulation as described in Public Notice 200. Overseas and Non-EC exhibitors should be aware of the customs procedures relative to duty and VAT payments.

Exhibitors requiring customs clearance should employ the services of a freight forwarding agent in advance of the freight arriving in the UK. All 'Exhibition Goods' must be cleared at the point of entry into the UK. The freight forwarders for Salon International 2009 are Expofreight as listed on page 7.

DELIVERIES

Neither the organiser nor ExCeL London can accept deliveries if the addressee is not available to sign for the goods. **Exhibitors' staff must be available to accept deliveries. All deliveries must be addressed for your company at your stand number.**

Deliveries during build up can be made from 08:00 on Wednesday 14th October. During the exhibition open days, delivery of goods for re-stocking of stands can be made between 08:00 and 09:00 hrs. No deliveries can be accepted during the show opening hours. All deliveries must be clearly labelled as follows:

Addressee and contact telephone / mobile number
Salon International 2009, Stand Number

ExCeL Exhibition Centre
Royal Victoria Docks
E16 1XL

Our on-site freight company, Expofreight, can help with moving larger deliveries within the exhibition hall. There may be a charge for this service, please contact them for more information, contact details on page 7.

DEMONSTRATIONS / STAGES / LIVE ACTION / VISITOR STANDING ROOM

The Health and Safety at Work Act, 1974 requires that any equipment being operated or demonstrated shall be inherently safe. Please refer to the Health and Safety section of this manual.

Exhibitors planning live demonstrations to attract visitors must ensure that a sufficiently large enough area (see below) is allocated on their stand to accommodate a reasonable size of audience, whether or not seating is provided. This applies whether you are planning to have a large stage, a lower level platform or from ground level. Due to health and safety restrictions, audiences are not allowed to stand in aisles blocking the way for other visitors as these aisles are 'public' walkways.

Guidelines for stages and demonstration areas are outlined below:

- **Should you have a stage or raised platform up to 600mm in height you must allow at least 1m from the edge of the stage to the stand perimeter to the aisle(s) for audience standing room.**
- **Stages or raised platforms 600mm in height or above must allow at least 2m of standing room from the edge of the stage to the aisle(s).**
- **Platforms 600mm and above are deemed complex and require structural approval and certification please see page 26 for full details.**

Please ensure that stage areas are clearly marked on all stand plans submitted. If you have any queries or are unsure about the above please call Rachael Johnson for clarification (contact details page 3).

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DILAPIDATION

Please remember that you are responsible for making good any damage caused to the fabric of the exhibition buildings, caused by you, your agents or contractors. In your own interest you should satisfy yourselves as to the condition of your area before occupation and after clearance. The organisers will pass to the exhibitor any charges for damage to the exhibition halls, caused by exhibitors, their staff or their contractors.

DISTRIBUTION OF PROMOTIONAL MATERIAL

All business including the dispensing of literature and promotional material must be conducted only from your stand. Exhibitors or their representatives are forbidden to hand out leaflets etc, at the entrance to the event, in the aisles or in any part of the exhibition hall or place stickers anywhere other than on their own stand space.

ExCeL LONDON RULES FOR EXHIBITORS

The building and operation of exhibits and construction of all stand fittings and associated works must conform to the regulations issued by the ExCeL London exhibition centre and the authorities that have jurisdiction over them. Copies of all regulations in connection with this exhibition can be obtained by contacting the ExCeL London exhibition centre directly. It is the responsibility of the exhibitor and / or their stand contractor, if one is appointed, to be aware of and familiar with all ExCeL London stand-fitting regulations. ExCeL London rules and regulations can be downloaded from their web site via the following link www.excel-london.co.uk/en/exhibition/exhibition_servicesa/rules.html **Please note the mandatory Risk Assessment FORM 9 in the organiser forms section of this manual – all exhibitors must complete and submit this by the deadline date.**

EXHIBITOR PASSES

Please ensure that **every** member of your stand staff has an Exhibitor Pass and wears it at all times during the exhibition. These passes are issued by name and are non-transferable. Applications for passes must be made by the deadline date 4th September. Please see **FORM 3** in the organiser forms section of this manual.

FIRE PRECAUTIONS

The exhibition areas are fitted with a sprinkler system and there will be a sufficient amount of fire extinguishers of approved pattern and capacity, complete with operating instructions situated around the exhibition halls. Any exhibitor who, because of the nature of their exhibits, requires special extinguishers (such as carbon dioxide) should arrange these themselves.

Cavities and spaces beneath platforms and all cavities including those between and behind stands shall not be used for any purpose other than the provision of electrical and other services to the stand. **Packing materials and cases form a fire hazard and cannot be stored in these areas.**

FIRE AND SAFETY REGULATIONS

- **Timber used in stand construction and displays** - All timber under 1" thick must be impregnated (pressure process) to CLASS 1 standard. Boards, plywood, chipboard etc must be treated in the same way if they are under ¾" thick – timber over 1" thick need not be treated. Treated boards will have BS476 Class 1 marked on them.
- **Plastics** - Plastics used for construction and display purposes (including exhibits) must conform to BS476 Class 1 fire regulations.
- **Fabrics used in display** - Textile fabric used for interior display purposes on the stand must be flame proofed or purchased already treated by use of the approved chemicals. Certain fabrics need not be proofed, i.e. wool, twill and felt. Textile fabrics used for interior decorative purposes within stands must be fixed taut and/or in tight pleats (not draped) to a solid backing and secured 3" above floor level, not touching light fittings.
- **Stand dressing** - Artificial flowers are highly flammable and give off toxic fumes. These must not be used for stand dressing.
- **Aisles** - Under no circumstances will exhibits, stand dressings, tables and chairs etc, be allowed to encroach into aisles. Offending items are liable without warning to be removed. Please keep all your exhibits inside your stand area at all times.
- **Storage** - No excess stock, literature or packing cases may be stored on, around, or behind your stand.
- **All DOORS on STANDS MUST HAVE VISION PANELS IN THEM.**
- **Glass** - All glass must be of a minimum 6mm thick safety glass, in accordance with current Building Regulations and British Safety Standards. Additionally, safety dot/strips will be required for any large runs of walling.

FIRST AID

The First Aid treatment centre is located on level 0, adjacent to the bottom of the staircase in the centre of the Boulevard. The telephone number is **+44 (0)20 7069 4444 for emergency** and +44 (0)20 7069 4445 for enquiries.

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FREIGHT / LIFTING OF GOODS / TROLLEYS

The unloading and placing of exhibits on stands is the exhibitors' own responsibility. The official freight contractor is Expofreight, details on page 7 and order form is at the rear of this manual. **Only Expofreight will be allowed to operate lifting equipment onsite.** Exhibitors should note that the organisers do not have trolleys available for exhibitor use and therefore advise exhibitors to bring their own. **Trolley use is not permitted during show open times.**

HEALTH AND SAFETY

As part of the commitment to maintaining high health and safety standards and risk avoidance **all exhibitors must complete the Health and Safety Acceptance FORM 5 and the Risk Assessment FORM 9** in the organiser forms section of this manual.

Please ensure that you read the Health and Safety section of this manual on page 29 and equally importantly, share this information with all staff involved with your stand at Salon International.

INSURANCE

Abandonment - In the event of the exhibition being abandoned, cancelled or curtailed the Organiser may make a refund of all or part of your stand rental, although they are under no obligation to do so. Your loss, in these circumstances, is not limited to rental costs and you are strongly advised to take insurance cover.

Property Damage and Personal Injury - The Organiser will accept no responsibility for damage to stands or damage/loss of any property on any stand or anywhere else in the exhibition or in the course of its delivery to and removal from the exhibition, or from any cause whatsoever. The Organiser is not responsible for any loss sustained by exhibitors from theft, fire damage, or for any reason, or loss to or by any person employed by the exhibitor or any third party.

Public Liability Insurance (Compulsory) - Exhibitors must hold public liability insurance at a minimum indemnity level of £5m. This being a condition of contract, commencing with payment of the first deposit.

MODELS

Model passes will only be issued to bonafide models who are part of a stand demonstration. The Model Pass form **FORM 7** needs to be completed and returned to Salon International by the deadline date 4th September.

MUSIC LICENCES

Exhibitors wishing to play music on their stand are required to apply for a PRS Licence. To do so please contact the PRS offices on +44 (0) 800 068 4828 open Mon – Fri, 9am – 5pm and for further information log onto www.mcps-prs-alliance.co.uk

Exhibitors planning to play pre-recorded music on their stand are also required to have a PPL Licence, Salon International will apply and pay for this licence on your behalf, however you must complete **FORM 10** in order to be included in the licence.

ORGANISERS OFFICE

The Organisers' Office is in the hall and will be open from 8.00am on Wednesday 14th October to 4.00pm on Tuesday 20th October. The telephone number is +44 (0)20 7069 6044.

PRESS INFORMATION AND FACILITIES

Over 600 international press registered and attended Salon 2008. Please provide our press office with at least 100 press releases, leaflets and appropriate photographs for distribution to visiting journalists at the exhibition. These should be delivered to the Press Office in the exhibition hall, by noon on Friday 16th October. Photographs should be fully captioned and bearing your company's name, address and stand number. Prior to Friday, press information should be supplied to Alison Jameson Consultants at the address shown on page 7.

Please complete **FORM 8** and help us to help you to promote your company at the exhibition. The more you tell us about your stand, products, launches, demonstrations, attractions or personalities, the more we can promote your presence at Salon International through Hairdressers Journal International press releases and our website to attract attention to your stand.

PUBLIC ADDRESS SYSTEM

The Public Address system will be used for exhibition messages by the organisers only. It is not available to exhibitors or visitors for announcements.

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RE-STOCKING

Please note that re-stocking of stands must be completed 30 minutes prior to show opening or the hour after the show closes, however, we urge all exhibitors to re-stock at the end of the show day. Exhibitors should note that the show will be unable to open until the aisles are clear of all empty boxes, packing etc.

RISK ASSESSMENTS

Please see the Risk Assessment **FORM 9** in the organiser forms section of this manual. **It is mandatory that you complete this form, sign it and send it back to the organisers by the deadline date.**

RULES AND REGULATIONS

Exhibitors are reminded to read the Exhibitor Rules and Regulations on the inside back cover of this manual.

SECURITY

All reasonable precautions will be taken and the Organiser will arrange to have the area patrolled 24 hours a day. We strongly recommend that valuables, particularly of a portable nature, are not left unattended on your stand and are removed each evening.

The Organiser expressly declines to accept responsibility for any loss or damage, which may befall the person or property of any exhibitor from any cause whatsoever. If you require security on your own stand it must be arranged through the official Salon International security contractors EEP, contact details can be found on page 8. Please ensure that any incident involving the loss of property is immediately reported to the Organisers office.

SHELL SCHEME EXHIBITORS - Please see page 19.

SOUND LEVELS / SYSTEMS AND RADIO FREQUENCIES POLICY FORM 10

In the exhibition hall at Salon International the emphasis is on audio and visual messages – supported if required, by music of the appropriate delivery style and level. The spoken word is paramount in the pursuit of inspiring business, educating and informing.

- The use of microphones and audio equipment is permitted, but only if approved – or supplied – by the Salon International appointed Audio Contractor, RTSS (details on page 7 of this manual).
- The use of bass bins is NOT permitted.
- The use of DJ Systems (Record decks) is NOT permitted.
- Radio microphones can only be allowed if frequencies are submitted to RTSS at the latest by 20th August. This is to ensure that there will be no frequency clashes.
- **PLEASE NOTE** that the submission of frequencies does NOT entitle usage. Change of frequencies on-site is not permitted unless prior authorisation has been given by RTSS on behalf of the organisers.
- The volume must be such as not to cause annoyance to neighbouring exhibitors and in any case **MUST NOT EXCEED 80 DECIBELS**.
- Speakers must be positioned so as not to cause annoyance to neighbouring exhibitors.
- We **STRONGLY** recommend the use of cabled microphones for small stages and stands.
- **SOUND POLICE** will be on site for guidance, advice and control.
- The organisers reserve the right to prohibit the use of sound systems if, in their opinion any annoyance is being caused.

Exhibitors must comply with the above regulations so please ensure that all stand contractors/designers are aware of the above to ensure the smooth running of your stand. The organisers appreciate your co-operation which is essential in the best interests of a harmonious exhibition and preventing avoidable problems on-site. Please complete Sound and Stage Information **FORM 10 in the organiser forms section of this manual.**

SPACE ONLY EXHIBITORS - Please see page 23.

STAND CATERING

All stand catering and hospitality requirements can be supplied by the official ExCeL London contractors. There are two options. Basic stand catering can be ordered from Creativevents (contact details page 8) either for delivery or collection. Full hospitality catering can be arranged through Leith's (contact details on page 8). Exhibitors are not allowed to bring in their own food supplies without prior agreement with ExCeL London.

STAND MANNING

All stands must be manned throughout the open hours of the exhibition. Publicity material and notices may only be displayed on, and distributed from the exhibitor's own stand.

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STAND PLAN SUBMISSION FOR APPROVAL

There are very specific requirements which space only exhibitors must follow. For full details please refer to page 26 in the standfitting regulations section of this manual.

STORAGE

Exhibitors must make arrangements with their own contractors for the storage of cases; **fire regulations prohibit the storage of cases and boxes within the exhibition halls.** Expofreight, the contractors for shipping and lifting of goods can also provide a storage service. Please see the form at the rear of this manual.

TICKETING OPPORTUNITIES

Salon International provide an allocation of complimentary tickets to each exhibitor. Should you wish to promote your presence at Salon International and would like to discuss marketing opportunities to your clients please contact Nicola Lazenby on +44 (0) 208 652 4744.

WATER AND WASTE

Should you require water to your stand please complete the ExCeL Event Services form in the contractor forms section of this manual.