



# ESTRO 2024

Exhibitor's Manual  
Technical Rules and Regulations

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# Radiation Oncology: Bridging the Care Gap

**3-7 May 2024**  
Glasgow, UK

ANNUAL  
ESTRO  
CONGRESS



# ESTRO 2024



# Contact List

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The order form for is available [here](#).

## **Cleaning Services**

**SEC**  
M [technical.services@sec.co.uk](mailto:technical.services@sec.co.uk)  
The order form is available [here](#).

## **Equipment and Stand Construction**

**GES**  
Please find [here](#) the services offered  
by GES.  
The exhibitor webshop link is  
available [here](#).

## **Catering**

**SEC**  
Nicole Akpolagha  
M [nicole.akpolagha@sec.co.uk](mailto:nicole.akpolagha@sec.co.uk)  
The order form is available at Scottish  
Event Campus ([standcatering.co.uk](http://standcatering.co.uk))

## **Official Freight Forwarder**

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# Key Dates

Aspect	Dates	Description
<b>Congress</b>	25 October 2023	Early Submission of abstracts
	24 January 2024	Late Submission of abstract
	3-7 May 2024	ESTRO Annual Congress 2024
<b>Exhibition Booking</b>	9 October 2023	Opening of bookings to corporate gold members
	18 October 2023	Opening of bookings to corporate members
	10 November 2023 (15:00 CET)	Opening of bookings to non-members
<b>Registration</b>	17 January 2024	Early Registration Deadline
	1 April 2024	Late Registration Deadline
	4 April 2024	Exhibitor Delegate Lists to be submitted to ESTRO
<b>Exhibition</b>	4 March 2024	Booth designs to be submitted to ESTRO
	29 April – 2 May 2024	Build-up (08:00-22:00)
	3 May 2024	Build-up (08:00-12:00)
	6 May 2024	Dismantling (17:00-00:00)
	7-8 May 2024	Dismantling (08:00-22:00)
<b>Satellite Symposia</b>	15 March 2024	Receipt of final satellite symposium program for inclusion in Exhibitor Directory
<b>Advertising</b>	15 March 2024	Company Logo for inclusion in the app and Exhibitor Directory
	15 March 2024	Advertisement for Exhibitor Directory

Priority in bookings will be based on:

1. Membership type
2. To the number of square meters booked and confirmed  
*Reduction of square meters after confirmation will not be possible nor refunded*
3. Additional packages booked by the company

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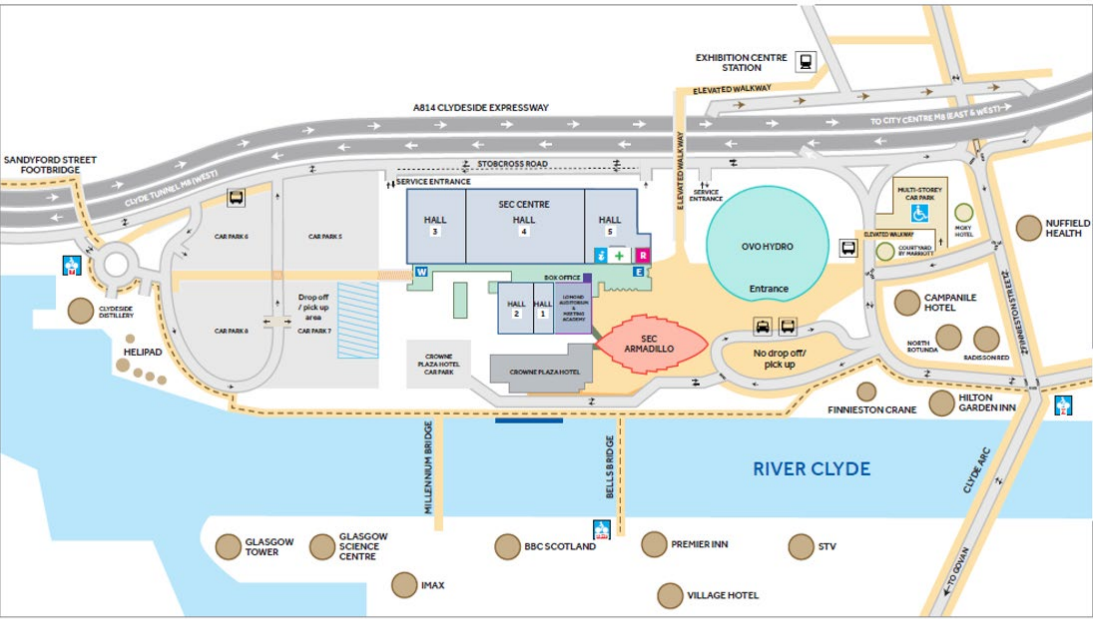
# 1. Access to the Venue

## How to reach the Scottish Event Campus

The ESTRO Annual Congress will be held at:  
Scottish Event Campus Ltd  
Glasgow, Scotland, G3 8YW

[www.sec.co.uk](http://www.sec.co.uk)

The Scottish Event Campus is located just outside Glasgow city centre in the west-end. The campus is accessible by numerous transport options.



- |                       |                |                     |                     |                       |                    |
|-----------------------|----------------|---------------------|---------------------|-----------------------|--------------------|
| HALLS 1-5             | THE SSE HYDRO  | CLYDE AUDITORIUM    | MEETING ACADEMY     | CONCOURSE             | HOTELS IN BUILD    |
| A814 CLYDE EXPRESSWAY | INTERNAL ROADS | PEDESTRIAN FOOTPATH | PEDESTRIAN CROSSING | NATIONAL CYCLE ROUTES | LANDMARK BUILDINGS |
| RECEPTION             | INFORMATION    | MEDICAL             | TAXI RANK           | WEST ENTRANCE         | EAST ENTRANCE      |
|                       |                |                     |                     |                       | BUS STOP           |

Car

The SEC (Scottish Event Campus) is conveniently situated for motorists, just off the M8 motorway and with plenty of parking.

Leave the M8 at junction 19 and join the westbound Clydeside Expressway (A814). Westbound on the Expressway (A814) take the cut off for the campus. Turn left at traffic lights and take the right lane to access multi-storey parking. View a [map and directions](#).

Scotland has an extensive motorway network. Glasgow is linked to Edinburgh by the M8 and England via the M74. The M80 connects Stirling to Glasgow, while the M77 connects us to the west coast of Scotland. Traffic Scotland provides up to date traffic and roadworks information.

Our postcode for your satnav is G3 8YW.

Train

Our venues are partnered with ScotRail, who operate more than 90% of passenger services in Scotland and are the country's largest transport operator – with the figure of 92.5 million passenger journeys in 2014/15.

Glasgow is well connected by train from across the UK.  
Glasgow Central station links Glasgow to every UK city.  
Glasgow Queen Street station operates routes mainly to central and northern Scotland.  
There are more than 20 direct trains per day from London. Direct trains from Edinburgh run every 15 minutes on weekdays.

Scotrail is the main operator in Scotland and has information on the West Highland Line, the North Highland Line and Caledonian Sleepers (overnight trains from Scotland to London). Check [ScotRail's latest timetables](#) or download the [ScotRail app](#) by texting 'ScotRail' to 86688. Once in the city centre, the SEC is a three-minute train ride from Glasgow Central. If you arrive at Queen Street, you'll need to walk or get a [bus](#) to Central to continue your journey by train.

The SEC has its own dedicated railway station – Exhibition Centre – allowing easy access from the city centre and suburbs. There are six trains an hour (around every 10 minutes) from Glasgow Central station, departing from Platform 17 (low level).

Strathclyde Passenger Transport operates the Glasgow Subway providing quick and convenient connections from 15 points across the city (the St. Enoch stop is a few minutes' walk from Central Station for onward transfer to the campus).

On disembarking at the Exhibition Centre, a lift is available to take you to street level. A covered walkway connects the station to the campus.

- [National Rail Website](#)
- [Glasgow Subway Stations Map](#)
- [Download a map of the best route to the SEC](#)

## Bus

Coach operators run services to Glasgow's Buchanan Bus Station from throughout the UK. Visit [Traveline Scotland](#) for details.

The X19 Stagecoach service operates near to the Scottish Event Campus, stopping on Finnieston Street only a few minutes' walk from the venues. [X19 Stagecoach timetable](#).

## Taxi Service

There is a Glasgow Taxis pick-up and drop-off point outside the OVO Hydro. There are several taxi ranks throughout the city including at Buchanan Bus Station, Queen Street and Central stations and most large hotels.

The distinctive black cabs can accommodate five or six people. If their yellow light is on you can flag them down on the street. Alternatively, you can call +44 (0) 141 429 70 70 or visit the [Glasgow Taxis website](#) to book. Our address for the online taxi booking form is SEC, Glasgow, G3 8YW.

An average journey from the city centre will cost around £7. All Glasgow Taxi drivers are enhanced disclosure checked.

[Book Now](#)

## Cycling

Glasgow is linked to the National Cycle Network and has designated cycle lanes on many roads. The SEC is accessible via many cycle lanes and paths including one particularly picturesque route that runs alongside the River Clyde. For further details visit the [Sustrans website](#).

A covered cycle rack is located in the Scottish Event Campus between the SEC Centre and the SEC Armadillo.

The city has a popular bike hire scheme similar to London. [Nextbike Glasgow](#) has 170 bikes for hire in 31 locations, available 24/7. You can rent a bike via nextbike's [Android](#) / [iPhone](#) App by the on-bike computer, or by phoning +44 (0) 20 816 69851. Rental starts at £1 for the first 30 minutes. Visit [Cycling Scotland](#) for more information about cycling in Scotland.

[Get Started](#)





Travel by Plane / Air

Glasgow is served by three international airports, with connections across the world. There are over 45 flights from London a day.

Glasgow Airport

Glasgow Airport (GLA) serves most major international airlines. It's located 8 miles (13km) west of the city.

- Currently 28 daily services to London.
- Direct flights from North America with United Airlines & US Airways
- Direct flights from Canada with Air Transat
- Direct flights from Dubai with Emirates
- One-stop flights from North America with Icelandair
- [www.glasgowairport.com](http://www.glasgowairport.com)

These are some of the most common connections. More information can be found at Scotland's public transport information website [Traveline Scotland](http://Traveline Scotland).

Airport buses run from the airport to Glasgow city centre up to every 10 minutes, 24 hours a day, and take approximately 25 minutes.

The 747 AirLink service operates via Renfrew, Braehead, Partick, Kelvingrove Art Gallery, Charing Cross and the city centre. For more information on times and fares please visit the [Scottish Citylink website](http://Scottish Citylink website).

Glasgow Taxis on arrival at the airport – bookings can be made by calling +44 (0) 141 429 7070. Alternatively, Glasgow Airport Taxis are located immediately outside the terminal building or can also be booked by calling +44 (0) 141 889 1813.

The airport also has an SPT Travel Desk, located at Domestic Arrivals (Check-in), where staff can provide you with details of buses and taxis.

Once in the city centre, the SEC is a five-minute cab or short train ride from Glasgow Central station.

Glasgow Prestwick Airport

(PIK) is 32 miles (51km) southwest of the city. It's a main base for Ryanair and serves European destinations.

- Great flight times
- Quick, hassle free check-in
- 50% discount on rail travel to/from anywhere in Scotland
- Our own railway station
- Low cost on-site parking
- [www.glasgowprestwick.com](http://www.glasgowprestwick.com)

There are three trains per hour on weekdays and the journey to Glasgow Central Station takes around 50 minutes.

Alternatively it's an easy journey to drive via the M77 or there is an early morning and late evening express bus service, the X99/X100, which takes an hour. You can book tickets here: [Express Bus Service](http://Express Bus Service).

Once in the city centre, the SEC is a five-minute cab or short train ride from Glasgow Central station.

**Edinburgh Airport**

(EDI) is 39 miles (63km) from Glasgow and serves most major international airlines.  
[www.edinburghairport.com](http://www.edinburghairport.com)

You can get to Glasgow from the airport by bus, taxi or train. Journey times are around 30 minutes in normal traffic.  
Scottish Citylink provides direct bus services from Edinburgh Airport to Glasgow’s Buchanan Bus Station every 30 minutes. Alternatively you can catch a bus or taxi to Edinburgh Haymarket and then catch a train to Glasgow Queen Street Station. Low levels trains from nearby Glasgow Central station take you to the Exhibition Centre stop.  
Lothian Buses provides public transport to Edinburgh Airport with the Airlink100 express bus from Edinburgh city centre as well as local bus services. A night bus, the N22, also runs between Waverley station and the airport.  
Glasgow Queen Street station provides the main rail link between Glasgow and Edinburgh, with eight direct services per hour on weekdays.  
Once in Glasgow, the SEC is a 10-minute cab ride from Queen Street, or a short train ride from Glasgow Central (five minutes’ walk from Queen Street).

**Ferries serving Scotland**

**Caledonian MacBrayne**

Run numerous services between the Inner and Outer Hebrides and mainland Scotland.

**Pentland Ferries**

Serving Stromness in the Orkney islands.

**NorthLink Ferries**

Offers daily services between both Orkney (Kirkwall) and Shetland and ports in northeast Scotland.

**Ferry Crossings**

There are also several ferry crossings from Northern Ireland to Scotland every day.

**Stena Line**

Stena Line runs up to six daily crossings between Belfast and Cairnryan in southwest Scotland. The crossing takes 2¼ hours. Transport from Cairnryan to Glasgow is provided by Scottish Citylink or a shuttle bus can take passengers to Stranraer railway station, which offers an hourly service to Ayr.

**P&O Ferries**

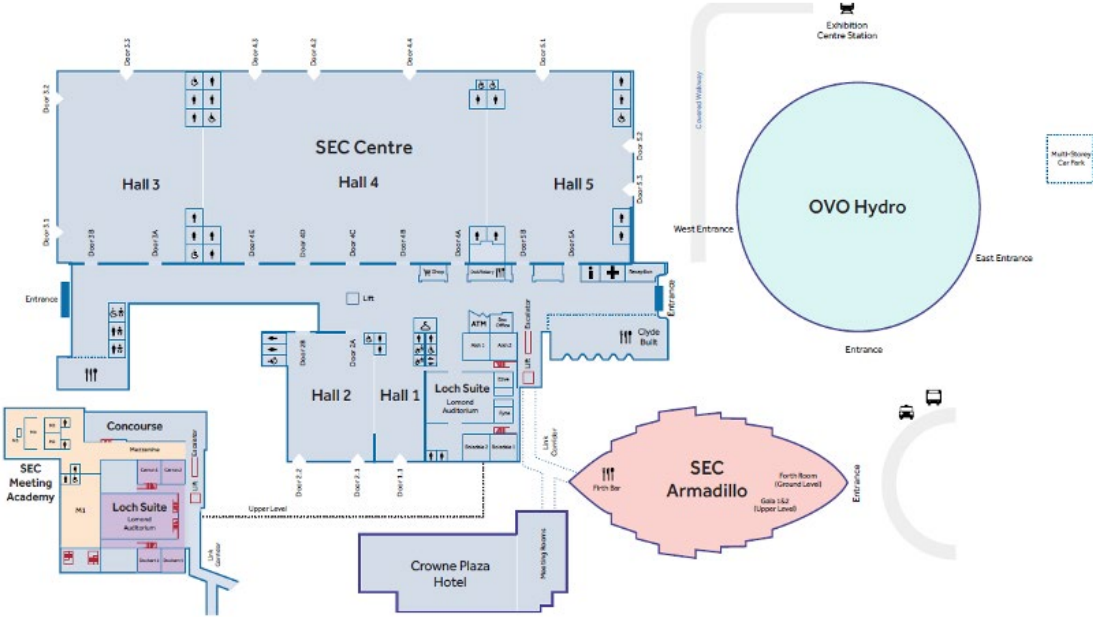
P&O Ferries run up to nine sailings per day on the shortest, fastest crossing between Larne & Cairnryan. The slightly longer Larne-Troon service has two crossings per day and operates March – October.

You can find information on timetables, ferry operators and making bookings at [Ferry savers](#).



# 2. Maps and Floorplan

## Venue General Overview

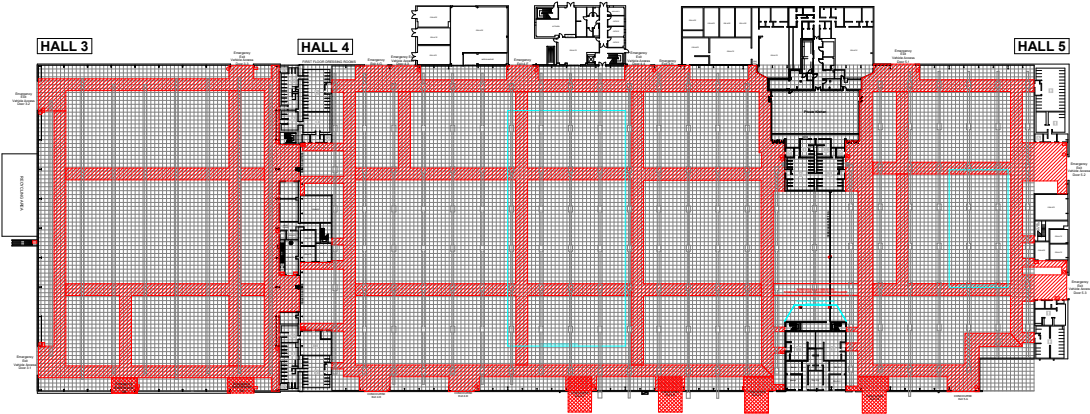


## Exhibition Floorplan





Technical Floorplan



Please find the link to the technical floorplan [here](#).

### 3. Access to the Exhibition Hall

ESTRO Annual Congress will take place in **Hall 3-4-5**, between **Friday 3 May and Tuesday 7 May**.

Please note that the exhibition will close down on Monday 6 May at 17:00.

#### Build-up and Break-down for ESTRO Annual Congress (HALL 3-4-5)

Hours and dates corresponding to the exhibition set-up, opening times and dismantling are those specified by ESTRO in the exhibitors' manual. Any request for additional time for set-up, dismantling and/or additional time in the exhibition hall before or after the exhibiting hours must be made to ESTRO, requires the written approval of ESTRO and might cause additional costs. Regulations will be those specified by ESTRO and the Venue.

##### Dates of build-up\*

Monday 29 April	08:00-22:00 (Early build-up day for booths = or >100 sqm only.)
Tuesday 30 April	08:00-22:00
Wednesday 1 May	08:00-22:00
Thursday 2 May	08:00-22:00
Friday 3 May	08:00-12:00

(Booth construction must be completed and empty packaging to be removed from the hall on 3 May at 12:00)

##### Dates of break-down\*

Monday 6 May	17:00-00:00
Tuesday 7 May	08:00-22:00
Wednesday 8 May	08:00-22:00

*\*The build-up hours can be extended with an extra cost and they are subjected to the prior written approval of ESTRO.*

#### Exhibition Opening Hours

Friday 3 May	18:00-20:00
Saturday 4 May	09:30-17:00
Sunday 5 May	09:30-17:00
Monday 6 May	09:30-17:00

## 4. Logistics

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KRISTAL have been appointed as the official freight forwarder, customs clearance agent and official drayage contractor for ESTRO 2024 in Glasgow.

The shipping guidelines are available here:

- [Shipping Guidelines](#)
- [Material Handling and Freight Information Form](#)
- [Stand Contractor Info Form](#)
- [Unloading/Reloading Form](#)

## 5. Registrations

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### Exhibitors Pre-registration

Exhibitors pre-registration can be made via email to the ESTRO office. ([hyilmaz@estro.org](mailto:hyilmaz@estro.org))

ESTRO will provide all exhibiting companies with an excel file to be completed on 1 March 2024 with the exhibitors' names and to be returned by email to the ESTRO office by **4 April 2024**.

Onsite, when collecting the exhibitors' badges, the appointed company delegate will have the possibility to update the list of exhibitors' names if needed.

### Onsite Exhibitors Registration

Exhibitors badges can only be ordered by the appointed company representative in person. In the case a company delegate not wearing an exhibitor badge needs to access the exhibition hall, he/she will be requested to contact the appointed company representative. If the company delegate cannot contact the appointed company representative, he/she will need to purchase a visitor badge (275€ incl. VAT – valid for the day of purchase) to access the exhibition hall.

# 6. Payments of Exhibitors' Badges

Payments of exhibitors' badges must be made prior the event via bank transfer (pre-registered badges) or onsite **via credit card**.





## 7. Types of Badges

### Exhibitors' Badges

An EXHIBITOR is:

- Any employee of the exhibiting company who possesses a business card with the exhibiting company's name and who is registered as exhibitor to the conference
- Any subcontractor registered as exhibitor to the conference by the exhibiting company, working directly for the exhibiting company and dealing with the organization and management of the booth during the exhibition timings.

All EXHIBITORS must be registered at the conference as such and must wear their exhibitors' badges inside the conference center.

Note: Exhibitor badges are not available for any other professionals.

### Exhibitor REGULAR Badges

The regular exhibitor's badge gives access to the exhibition hall and the coffee breaks. It does not include the access to scientific sessions.

Validity: duration of the conference.

The cost for the regular exhibitor's badges is **160€ (incl. VAT)** for ALL exhibitors.

### Exhibitor FULL Badges

The full exhibitor's badge gives access to the exhibition hall and coffee breaks + access to scientific sessions.

Validity: duration of the conference

The cost for full exhibitor's badge is **1000€ (incl. VAT)** for ALL exhibitors.

### Exhibitor COMPLIMENTARY

Companies exhibiting are entitled to COMPLIMENTARY exhibitor's badges as per the booth size. The type of the complimentary exhibitor's badges (regular or full) depends on the company's corporate membership. The number and type of complimentary exhibitors' badges per 9 sqm booth rented is:

Company status	Number and type of complimentary exhibitor's badge
ESTRO Gold members	1 REGULAR + 2 FULL
ESTRO Corporate members	2 REGULAR + 1 FULL
Non-members	3 REGULAR

## Visitors' Badge

A VISITOR is any person not considered as an exhibitor and who needs access to the exhibition hall. All VISITORS must wear a visitor's badge inside the conference center. The visitor's badge gives access to the exhibition hall and coffee breaks.

No access to scientific sessions and social events.

Validity: 1 day (day of purchase)

Cost per badge (excl. VAT): **275€ (incl. VAT)**

The visitor's badge must be purchased onsite at the registration desk and can be renewed from day to day.

## 8. Space Rental – Rates

### Floor Space Only

Location: Exhibition hall.

The cost (excl. VAT) for floor space only is **525€/sqm**.

Cost includes:

- Floor space
- 3 complimentary exhibitor's badges per 9 sqm booth rented
- Visibility in the online Exhibitor Directory + congress app (including the company logo)

The minimum renting surface is 18 sqm.

### Floor Space + Modular Shell Scheme Structure

Location: Exhibition hall.

The cost (excl. VAT) for floor space and modular shell scheme is **630€/sqm**.

The modular shell scheme package offered by ESTRO includes:

- Standard System, aluminium metalwork with white Foamex infill panels, ceiling grid, nameboard with stand name and number, built to a height of 2.5m
- 3 complimentary exhibitor's badges per 9 sqm booth rented
- visibility in the online Exhibitor Directory & congress app (including the company logo)

#### Not included:

- Electricity
- Furniture
- Additional exhibitor orders
- Internet access
- Daily cleaning

The minimum renting surface is 18 sqm for pharmaceutical companies.





## Floor Space & Modular Shell Scheme Structure for Start-ups\*

Location: Exhibition hall.

The cost (excl. VAT) for floor space and modular shell scheme is **3.000€** for start-ups.

The modular shell scheme package offered by ESTRO includes:

- Standard System, aluminium metalwork with white Foamex infill panels, ceiling grid, nameboard with stand name and number, built to a height of 2.5
- 2 complimentary exhibitor's badges
- Visibility in the online Exhibitor Directory & congress app (including the company logo)

### Not included:

- Electricity
- Furniture
- Additional exhibitor orders
- Internet access
- Daily cleaning

## Networking Space for Spinoffs\*\*

- 1 table, 2 chairs & 1 pull-up banner at ESTRO Village
- No additional furniture is allowed
- 2 complimentary exhibitor's badges
- Visibility in the online Exhibitor Directory + congress app (including the company logo)

\*start-up: company which has been in business less than 3 years and has fewer than 10 employees

\*\*spin-off: companies in development state from universities. Not open to commercial entities.



## 9. Onsite Services (Additional Orders)

Please note that all on-site services (catering, electricity, waste, internet etc.) are managed by the Scottish Event Campus or GES directly. The contact of each service can be found here:

### Equipment and Stand Construction

#### GES

All stand construction related orders can be made via GES' online shop. The link to the webshop is available [here](#).

Please find the order forms here:

- [Furniture Order Form](#)
- [Shell Scheme Extras Order Form](#)
- [Mains Order Form](#)
- [Electrical Order Form](#)

### Catering

#### SEC

Nicole Akpolagha

M [nicole.akpolagha@sec.co.uk](mailto:nicole.akpolagha@sec.co.uk)

The order form is available at Scottish Event Campus ([standcatering.co.uk](http://standcatering.co.uk))

### IT

#### SEC

M [iteventservices@sec.co.uk](mailto:iteventservices@sec.co.uk)

T +44 141 275 63 11

The order form for IT materials is available [here](#).

### Rigging

#### SEC

M [technical.services@sec.co.uk](mailto:technical.services@sec.co.uk)

T +44 141 275 62 18

The order form for is available [here](#).

### Cleaning Services

#### SEC

M [technical.services@sec.co.uk](mailto:technical.services@sec.co.uk)

The order form for cleaning is available [here](#).

# 10. Industry Activities

During the congress hours, ESTRO allows exhibiting companies to organize different formats of meetings. Such meetings are limited to staff meetings, briefings, advisory boards, client meetings. Any other type of closed meetings must be approved by ESTRO.

Meetings **including more than 30 guests require the prior approval of ESTRO**. Meetings with similarities to a satellite symposium session are not allowed.

## Satellite Symposia

To be eligible to hold a satellite symposium during the ESTRO Event, the company must be registered as Exhibitor at the ESTRO Event.

ESTRO reserves the right to reject any proposal that is not considered as appropriate to the Event or does not comply with the criteria set forth in the rules and regulations.

### Available Slots and Rates

**Friday 3 May 2024**

During lunch break  
Exclusive Slot\*

**Sunday 5 May 2024**

During lunch break  
€15.750

**Saturday 4 May 2024**

During lunch break  
€15.750

**Monday 6 May 2024**

During lunch break  
€15.750

All prices are VAT excluded.  
\*The exclusive satellite symposium slot on Friday is reserved for pharmaceutical companies only.

### Satellite Symposium Package

- Rent of the meeting room for the duration of the symposium
- Standard equipment and room set-up
- AV technician
- 1 hostess
- Possibility of roll-up (dimensions 2m\*85cm) displayed the morning before your event in the registration area (artwork to be submitted to ESTRO for written approval). *Each company can produce their own roll-up, or it can be ordered with the satellite symposium packages.\**
- Inclusion of the satellite symposium agenda in the Exhibitor Directory, congress app and online congress platform
- Email blast listing the satellite symposia agenda sent by ESTRO prior the congress to pre-registered participants (in accordance with the GDPR policy)

**Saturday 4 May**

- Boisdale – 300 pax
- Lomond Auditorium – 624 pax
- M1 – 400 pax
- Hall 1 – 500 pax
- Hall 2 – 800 pax

**Sunday 5 May**

- Lomond Auditorium – 624 pax
- Forth- 340 pax
- Boisdale – 300 pax
- Hall 1 – 500 pax
- Hall 2 – 800 pax

**Monday 6 May**

- Lomond Auditorium – 624 pax
- Boisdale – 300 pax
- Hall 1 – 500 pax
- Hall 2 – 800 pax
- Hall 3 – 800 pax

The capacity of the rooms might change slightly depending on the final design of the rooms.

In addition to the basic satellite symposium package that comes with the booking of the rooms, we offer additional branding and AV packages which will be made available closer to the event.

**Access**

Participants fully registered to the congress, one day participants, company representatives wearing their exhibitor’s badges, speakers and all persons involved in the organization of the satellite symposium (technicians, speaker) wearing the appropriate badge have the right to attend the industry satellite symposium. Exhibitors are not allowed to attend the satellite symposium session of another exhibiting company unless invited.

Access to the room for company organizers is possible for the satellite symposium organizers **30 minutes before** the start of the symposium.

**Rules Regarding the Satellite Symposium Speakers**

A conference speaker invited to speak at a satellite symposium cannot be financially supported by the inviting company in any way and it will be the responsibility of the satellite symposium organiser to ensure that this is the case.

The speaker cannot speak on the same subject at the main conference and the satellite symposium. As the main conference programme comes first, it is the responsibility of the satellite symposium organiser and of the speaker to ensure that this overlap does not occur.

**Speaker’s Registration**

Each company is responsible for the registration of any satellite symposium speakers who are not participating in the official conference program. The visitor’s badge allows the access to the satellite symposium room and exhibition hall for the day of the satellite symposia.

### Speaker's Presentations - Preview Centre

For logistical reasons, companies organizing a satellite symposium are required to use the speakers preview center and follow the instructions that ESTRO prepares for its own speakers. Speakers presentations must be submitted to the preview center **at least 2 hours before** the presentation.

### Setup and Dismantling

Companies must adhere to the indicated start and end times of the reserved time slot. Extensions beyond the assigned timings are not allowed under any circumstances. The room should be completely vacated immediately after the end of the satellite symposium. Companies are responsible for removing all materials, waste, etc. from the room before the next scientific session starts. In case of non-compliance, companies may be charged for costs incurred for cleaning or removal of materials. Installations or alterations to the rooms and the standard set-up can only be made with the explicit approval of ESTRO..

### Food and Beverage

All catering related to the satellite symposium session must be organized and ordered to ESTRO. The lunch box options and order form will be made available closer to the congress.

### Promotional Activities

ESTRO encourages independent promotion of approved symposia, with prior written approval of ESTRO and in line with the GDPR (General Data Protection Regulation). Onsite promotion of the satellite symposium will be strictly restricted to the company's booth.

One roll-up of each satellite symposium holder will be displayed at the registration area on the day of their symposium and another one can be placed half an hour before the start of their session in front of the satellite symposium rooms.



Social Functions/Special Events

Social functions or any special event planned by the Exhibitor during the ESTRO congress (this includes the ESTRO pre-meeting courses and workshops):

- require the prior written acceptance of ESTRO
- must not be held in the same place as any ESTRO activity
- must not be held during the scientific program of the ESTRO Event or during ESTRO activities (this includes the pre-meeting courses and workshops)

Exhibitors planning to organize social events **are advised to check the scientific program and special social events of ESTRO:**

- Networking Evening – 3 May 2024
- Presidential Dinner – 4 May 2024
- After Dinner Event – 6 May 2024

The date and place of any industry event / social activity planned by the Exhibitor must be approved by ESTRO. ESTRO shall have full authority to discontinue any function not approved by ESTRO and will not be held liable for any costs incurred by the Exhibitor.

Meeting Rooms

The following meeting rooms are available for exhibiting companies within the congress centre:

Location	Room Name	Capacity*
Conference Centre	Gaia 2	22
	Etive	15
	Fyne	15
	M4	25
	M5	14
	Meeting Room 1	12-15 pax
	Meeting Room 2	12-15 pax
	Meeting Room 3	12-15 pax
	Meeting Room 4	12-15 pax
	Meeting Room 5	12-15 pax
	Meeting Room 6	12-15 pax
	Meeting Room 7	12-15 pax
	Meeting Room 8	12-15 pax

The rooms can be rented **for ½ day (€ 1,000) or a full day (€ 2,000)**. Additional meeting room might be added to this list later.

Please note that the capacity of the meetings rooms might change slightly depending on the final design of the rooms.

All prices are VAT excluded.

Audio and Visual Activities

**Lighting and the production of music and/or sound** requires the written acceptance of ESTRO, is limited to the perimeter of the Exhibitor’s booth and **must be directed towards the interior of the stand.**

All activities including the use of sound should be notified to ESTRO including the information about **duration and frequency** of the sound.

If ESTRO judges that a disturbance is being caused, the Exhibitor will be required to lower or halt the activity immediately. Licensing for copyrighted work is the sole responsibility of the Exhibitor.

The use of live music, dancers or any other similar entertainment activities are not allowed in the Exhibition Hall. **Professional models/hostesses** may be used for demonstration purposes but **may not leave the Exhibitor’s booth space parameters** to drive traffic to the booth and/or pass out information or take “polls.”





# 11. Onsite Advertising and Sponsoring

## Advertising

Below you will find an overview of opportunities to increase your brand visibility during the congress. Please note that each opportunity is offered in exclusivity – your logo will be the only one visible when purchasing one of the opportunities. The only exception are the advertisements in the digital Exhibitor Directory and digital signages.

Area	Description	Price
Event App	Display of your logo on the install & home screens of the ESTRO event app	€10.500
Wi-Fi	Display of your logo on the Wi-Fi landing page, physical displays on-site and in the program book	€ 10.500
Coffee Cups	Display of your logo on the coffee cups distributed in the exhibition area	€ 10.500 + Production
Digital Signage	Display of your advertisement on 2 digital rotating banners placed at the entrance of the exhibition for the whole duration of the congress	€ 3.500
Digital Signage (for satellite symposium holders)	Display of your satellite symposium program on 2 digital rotating banners placed at the entrance of the exhibition on the day of your satellite symposium session	€ 1.500
Exhibitor Directory (digital)	Display of your advertisement in the key document on exhibition & industry for all participants (available on the ESTRO website and via the ESTRO app)	€ 2.000

All prices are VAT excluded.

The venue also offers a wide range of options for on-site advertising. The onsite advertising catalogue will be made available soon.

## 12. Architectural Guidelines

- The minimum exhibition space allowed is **9 sqm**.
- Booths, part of it or exhibition material may not be covered or removed from the exhibit space during the exhibition opening hours. Unsightly objects must not be placed in public view.
- The floor of the booth must be covered with **carpet or any other proper material that does not damage the floor**.
- The booth must be delimited with suitable and finished **partition walls** to close off the space on all sides other than the visitors' aisles. Partition walls must not be shared between two booths.
- **Exposed / rear sides of side and back walls** of booths and displays shall be white, plain (without partitions) and kept clean.
- Corner booths, two-walled booths, three-walled booths and **pop-up display** must be complete with **partition walls** located on all sides other than the visitor's aisles.
- ESTRO reserves the right to order the missing parts of the exhibitor's booth at the expenses of the defaulting exhibitor.
- The maximum build-height in Hall 3-4-5 is **9 meters**.

### Booth Design and Structural Plans

**Booth design and structural plans** must be in accordance with ESTRO rules and regulations, the Venue regulations and the exhibitors' manual and must be submitted for approval to ESTRO [hyilmaz@estro.org](mailto:hyilmaz@estro.org) by **4 March 2023**. Booth design and structural plans will be valid once the Exhibitor has received the written approval from ESTRO.

### Types of Booths

#### Island Booth

An island booth is an exhibition space with 4 sides open.

Full use of the space is permitted, but the design of the booth must ensure the visibility to neighboring booths, have a suitably open appearance and be accessible from all adjacent aisles. The height of any part of the booth or related objects (excluded hanging banners) located 1 meter or less away from a visitor's aisle must not exceed 2,5 meters.

#### Corner Booth

A corner booth is an exhibition space with two mandatory walls and two sides open. The design of the booth must ensure the visibility to neighboring booths, have a suitably open appearance and be accessible from all adjacent aisles. The height of any part of the booth or related objects (excluded hanging banners) located 1 meter or less away from a visitor's aisle must not exceed 2,5 meters.

### Three-walled Booth

A three-walled booth is an exhibition space with three mandatory walls and one side open. The height of any part of the booth or related objects (excluded hanging banners) located 1 meter or less away from a visitor's aisle must not exceed 2,5 meters.

### See-through Visibility

Booth structure, design and equipment display must ensure the visibility to neighboring booths and have a suitably open appearance. Unless prior agreement with neighbor companies, only one-third of the surface area adjoining the public aisles can be fully enclosed.

ESTRO reserves the right to refuse or relocate any booth that fails to conform to this requirement.

### Overall Height of Display

The maximum height of any booth or related objects (excluding hanging banners) located 1 meter or less away from a visitor's aisle must not exceed **2,5 meters**. In exceptional cases, ESTRO reserves the right to readapt this regulation.

For booth constructions with **height from the floor higher than 5m**: a surcharge of **100€** corresponding to the space rental will apply.

# 13. Technical Specifications of the Scottish Event Campus

For Scottish Event Campus technical regulations, please refer to [this link](#).

## Build-up & Breakdown

Children under 16 are not allowed in the halls during build-up and breakdown.

Hi-vis jackets/vests must be worn at all times by contractors and exhibitors when off-loading and loading vehicles within loading bays (areas immediately outside the halls). Exhibitors who are allowed access during periods of stand construction will also be required to wear hi-vis.

The emergency gangways should be kept clear all times.

Power is normally switched off 30 minutes after the event closes. Requirements for power to remain on after this time must be ordered through the electrical contractor.

Once mains power has been switched off at the end of the event, it will not be switched back on under any circumstances, for safety reasons. Electrical contractors must wait until stands are empty before removing electrical fittings, unless permission has been obtained from the exhibitor.

For more information regarding the build-up & breakdown regulations of SEC, please refer to the page 11 of the [technical document](#).

## Floor Loading

Please refer to Page 112 of the [technical document](#).

The venue's floor loading restrictions must not be exceeded. Base plates must be a minimum of 300mm x 300mm and 12mm thick to support a point load of up to 50kn. Point loads in excess of this and in certain areas of the venue will require larger base plates.

The floor of the upper level of a double-deck stand must be capable of withstanding a weight loading of 5kn/sqm. A lower weight loading, e.g. 3kn/sqm may be permitted, where appropriate measures are documented and implemented by the stand holder to restrict the occupancy and proposed activity within the area.

## Multi-Storey Stands

**A surcharge of 300€ per sqm** will apply for the additional level.

Please refer to Page 108 of the [technical document](#).

Any double decker stands where the top deck is to hold more than 20 people at any one time, must have a section 39 application approved by Coventry City Council.

The following basic considerations must be addressed by the designer of a double decker stand:

### Stability:

- Stability at all stages of construction and dismantling
- Identifying the point at which the structure can support itself
- Identifying the permanent elements that ensure stability
- The sequence of construction and the sequence for the removal of any temporary parts
- Calculations indicating the relevant forces and load capability of the structure
- The floor loading capacity of the venue

### Construction and Dismantling:

- Drawings must clearly identify the sequence of construction, e.g. construction of frame; insertion of legs; fixing of bracing
- A clear plan for dismantling the stand must be identified
- The time available for construction and dismantling of the stand must be taken into consideration
- A safe system of work must be identified within the methods for construction and dismantling, e.g. work equipment; temporary handrails; fall-arrest system

### Assessment of Loads:

- A realistic assessment of the loads and forces at each stage should be made in consideration of the erection sequence

### Connections:

- The design should consider the safest means of connecting components and, where appropriate, indicate the necessary provision of access equipment and the safe system of work
- Connections shall be simple and effective to reduce the time spent working at height

### Materials Handling:

- The design should take account of the safe handling, lifting, storage, stacking and transportation of the components relevant to their size, shape and weight

### Method Statement

The preparation of a method statement is an important step in the planning of a safe system of work.

The method statement for a double decker stand should include:

- Construction sequences, noting the starting point
- Methods to ensure stability, including the use of temporary components
- The detailed construction scheme that identifies the lifting, alignment and connection requirements
- The preferred system to prevent falls from height, the safe means of access and any special platforms or equipment
- The provision of suitable plant and equipment with which to construct the structure safely

The completed document must be submitted to the organiser along with the other required documentation detailed under 'Stand Plans'. Work on-site will be checked against this information and will be stopped where it does not comply; dangerous work practices will not be tolerated and persons may be removed from the venue if necessary. Please note that 'live' or 'open-edge' working is prohibited.

**The form is available on Page 110 of the technical document.**

### Multi-storey stands – Exits

In ideal circumstances there will be a minimum of two separate staircases leading from any floor above ground level.

However, in the following situation, a single staircase is acceptable:

- No more than 60 people will occupy the level served by the staircase at any one time (public, performers and staff inclusive)
- No part of that floor of the upper storey of a stand is more than 20 metres away from the gangway. This should be reduced to 15 metres where alcohol is being served on the upper deck

The occupancy of the upper deck is calculated according to the use of the area. For example, if the upper deck has tables and chairs (e.g. conference, sales area, bar or restaurant), the occupancy can be no more than 1 person per square metre.

### Multi-storey stands – Ceilings

Ceilings, except those above the topmost storey of multi-storey stands, must be of solid construction.

## Rigging

Please refer to page 85 of the technical document.

Rigging operations shall be undertaken and supervised by competent persons. The National Rigging Certificate (NRC by PLASA) is recognised as a minimum level of competency by the UK industry. All rigging work must be carried out in accordance with the National Arenas Association's Guidance for Rigging in UK venues. It is essential that any contractor involved

in rigging operations or in attaching items to be flown (e.g. lighting, audio-visual equipment, products, banners) to rigging points ordered from the venue, familiarises themselves with this document. Consultation with the venue and/or organiser, as appropriate, is essential, in order to comply with regulations that are specific to that event and venue.

Accurate information regarding the loads to be rigged must be provided to the venue no later than 28 days prior to tenancy by all relevant parties.

- All orders must be accompanied by
- a fully completed 'Hoist & Fix/Third Party Rigging order form', available from the venue
  - fully dimensioned plans
  - the total weight to be suspended
  - precise weight loadings for each individual suspension point
  - specification of the materials used
  - details of connection points
  - orientation of the suspended item within the stand

Information should also be provided on any moving loads, flying performers or anything else out of the ordinary. Amendments will only be permitted if they are approved by the venue, following submission of full details.

Areas for rigging operations are to be clearly defined and access to such areas shall be restricted to competent personnel involved in the operation. Clear communication between persons working at height and ground crew is to be maintained. Where possible, all personnel should be excluded from areas where overhead rigging or lifting operations are taking place. Appropriate PPE must be worn at all times.

**Suspended Structures**

Suspended structures should not normally be directly attached to any stand structure below. Where this is unavoidable, the structure will be treated as 'complex'; it will only be permitted if agreed by the venue and detailed structural calculations are submitted to demonstrate that lateral loading can adequately be resisted without excessive movement of the structure.

Lighting trusses and features must be earthed to the venue's electrical supply at source prior to being raised. The bonding conductor shall have a minimum cross section area of 6mm².

**Standard Banners**

A standard banner is a straight, flexible banner, normally made from PVC/vinyl. Banners shall be fit for suspension. Suppliers shall be responsible for the integrity of banners and their suspension fittings. Screw-in eyes are not acceptable, and the venue reserves the right to refuse to allow the suspension of any banners where the suspension fitting supplied is inadequate.

Any drop-weighting applied to the bottom of banners must be within a sealed pocket enclosed by one of the following methods: stitching, vinyl welding, cable ties fixed taut through eyelets, or fixed with heavy-duty stapling and large head screws and washers. The weight must not be allowed to move around within the pocket.

**Modular Structures & Banners**

Modular structures include standard truss systems and modular banners. Modular structures must be assembled and used according to the manufacturer’s specifications, with braces correctly aligned and connectors correctly fitted.

Lighting, sound and audio-visual equipment must be attached to truss by standard industry overlocking clamps and secondary safety fixings.

Textile fabric infills must comply with BS 476-Part 7 (Class 1) and be thoroughly porous so as not to inhibit the effectiveness of any fire protection system within the hall. Fabric must not inhibit the effectiveness of the venue’s permanent emergency lighting or heating/ ventilating plant.

**Custom-built / bespoke structures**

Custom-built/bespoke structures include items that have been constructed from non-modular materials, e.g., wooden structures and exhibits. Such items are classed as ‘complex’ and the complex structure procedure set out in the Stand Plans section must be followed, in order for them to be rigged. This includes structural sign-off prior to the item being flown.

Bolts must be used on all joints and connections. Screws are not acceptable for joining members together.

Rated, closed lifting eyes only are to be used; they must be integrated into the design, suitably bolted through the structure and marked with SWL or WLL.

Lifting points should be clearly identified and be suitable for the lifting operation. 33 Materials used in construction must comply with the guidance in the ‘Construction Materials’ section of the Stand Construction section.

**Stand Plans**

Please refer to Page 119 of the [technical document](#).

All stand plans must be checked by a competent person to ensure:

- Compliance with all relevant standards
- That the structure can be built safely within the time available
- That the design is suitable for its purpose and safe for use by all

**Space Only Stands**

Detailed scale drawings, including plan views and elevations of all space only stands must be submitted to the event organiser prior to the event, so that they may ensure that the plans comply with the venue’s regulations.

Details of the materials used to construct the stand, a plan showing its location within the exhibition, a risk assessment, (to include fire hazards) and method statement must also be submitted.



The following is a guide to the elements of a space only stand plan which should be checked in addition to ensuring that they comply with the organiser’s own regulations:

- Documentation – is it complex or not and are all the required plans and documents included?
- Dimensions – does it fit the space and is the orientation correct?
- Height – does it conform to the venue’s maximum construction height?
- Stability – is the stand self-supporting?
- Dividing walls (if applicable) – are they shown? Are they self-supporting?
- Construction materials – have they been identified and do they comply?
- Floor covering – is it indicated?
- Ceiling – what material?
- Columns (where applicable) – if there is a building column on the stand area, has it been shown and if being clad, is the cladding self-supporting? Has access been allowed to any services which may be provided from the column?
- Fire points – is the stand adjacent to a fire point? Will the fire point be kept completely clear?
- Services – is the stand accessible to services/over a hall service duct? If services are required, is a platform to be built?
- Platform – if there is a platform how high is it? Has the height been included in the overall height of the stand? Are the edges highlighted? Do the corners comply? Has a ramp been incorporated? Are the vertical sides in-filled?
- Enclosed areas – are there any store rooms or offices? Is a secondary means of escape required? Is fire detection required? Is the travel distance from any part of the enclosed area compliant with guidance in the Stand Construction section of this document?
- Doors – have vision panels been incorporated? Do they provide a zone of visibility spanning from 500mm to 1500mm above the floor? If the door is a concertina has a vision panel been incorporated adjacent to the door; do they open outwards without encroaching into gangways?
- Rigging – is anything to be rigged, e.g. banners, lighting?
- Turntables/rotating signs – are there any?
- Steps – are the risers and treads compliant and consistent? Are edges highlighted?
- Handrails & balustrades – are they at the correct height? Do they have anti-climb rails?
- Lighting – is there any low-level lighting? Any neon lighting?
- Travel distances to exit routes – are they within maximum permitted?
- Special risks – are they any items or proposed activities of special risk?
- Demonstrations – check positioning on stand. Is there space for an audience?
- Seating – if seating is provided, does it comply?
- Kitchens & bars – have all relevant details been supplied?
- Water features – are there any?

Double-deck stands:

- Construction – are measures in place to prevent live-edge working?
- Method statement – does this fully detail how the upper deck will be built?
- Staircases – is the correct number provided in relation to the upper deck maximum travel distance?
- Toe-boards – are they fitted to the upper deck?
- Equality Act – are services provided on upper deck available to those with disabilities?

**Rigged Structures:**

- Are items to be rigged modular or custom-built/bespoke, e.g. complex?
- Do structures to be rigged comply with the Rigging section?
- Is the complex structure procedure being carried out where applicable?

**Complex Structures**

A complex structure is any form of construction, either ground-based or suspended, that, through risk assessment has been found to present a significant risk. It is the responsibility of the stand designer to determine whether a structure is complex or not.

**Examples of complex structures:**

- Any structure, regardless of its height, which requires structural calculations
- Multi-storey stands
- Any part of a stand or exhibit which exceeds four metres in height
- Custom-built/bespoke suspended structures
- Sound/lighting towers
- Temporary tiered seating (refer to Temporary Demountable Structures section)
- Platforms and stages over 0.6m in height and all platforms and stages for public use (not including stand floor flats and platforms) The venue reserves the right to deem a structure 'complex' where this has not correctly been determined by the designer.

**Submission Procedures**

Organisers are responsible for submitting full details of all complex structures no later than 28 days prior to tenancy. Permission to build any complex structure will not be given until the venue has received 2 copies of the following (written in English): Detailed, scaled structural drawings showing:

- Plan views of each storey of the stand/structure
- Sections through each storey of the stand/structure
- Elevations including full steelwork and staircase details
- Width and position of gangways within the stand
- Floor and/or roof loading
- Specifications of materials used
- Structural calculations
- Risk assessment (to include fire hazards) and method statement
- Written confirmation from an independent structural engineer, with adequate professional indemnity cover, that the design is safe for its purpose

Each item of information should state the event name and stand number. Complete sets of information only should be submitted, together with a plan showing the location of the stand within the exhibition.

If any complex structure is modified after the submission of the above information, plans must be re-submitted with details of all modifications and a structural engineer's confirmation that the final overall design is safe for its purpose.



# 14. Safety Regulations

## Dilapidations/Damage to the Venue

Please refer to Page 33 of the [technical document](#).

All necessary precautions should be taken to protect the fabric of the building from damage during the construction and dismantling of stands and features.

Any damage to the venue, over and above normal wear and tear to the building will be charged accordingly.

This includes the removal of carpet tape, fixings and nails and cleaning/repair of any other damage to the floor however caused.

## Electrical Installation & Testing

Please refer to page 36 of the [technical document](#).

The Electricity at Work Regulations, notably regulations 4 and 16, describe the requirement that "All (electrical) systems shall at all times be of such construction as to prevent, so far as is reasonably practicable, danger" and that "No person shall be engaged in any (electrical) work activity where technical knowledge or experience is necessary to prevent danger or injury, unless he possesses such knowledge or experience, or is under such degree of supervision as may be appropriate having regard to the nature of the work". The official HSE guidance to the Electricity at Work Regulations suggests that "BS 7671 is a code of practice which is widely recognised and accepted in the UK and compliance with it is likely to achieve compliance with relevant aspects of the Regulations". Absolute compliance with the BS 7671 standard is therefore generally considered to be the strongest legal defence for any given party in the event of legal action following an electricity related accident, and some AEV venues may subsequently make this approach to electrical work a eGuide August 2022 pg. 37 condition of tenancy.

It is the responsibility of the persons undertaking the electrical installation to ensure that the specifications for installation laid out in this document have been complied with and that they have either (if suitably qualified) undertaken appropriate inspection and testing themselves to verify compliance or have arranged for the event's official electrical contractor to do so.

Orders for all temporary supplies for use during build-up or breakdown shall be placed with the official event electrical contractor, together with full details of the specific intended use of the supply; this must be approved in writing by the official contractor as appropriate.

The person undertaking the testing and inspection must be an Electrician as defined by this document. Once the installation is complete the Electrician must carry out a visual inspection. Upon satisfactory completion of the inspection, a series of tests must be carried out. The first tests need to be carried out with the supply turned off, and the results recorded on a test form as shown in appendix 1 of this document. (page 51 of the [technical document](#)) Once these “dead tests” have been successfully completed the electricity supply can be connected, energised and live testing undertaken. If the supply requires energising by the venue, the Electrician must sign and submit the test form to the venue. On receipt of a correctly completed and signed form the venue will, energise the system. If a test form or an installation is found by the venue to be unsatisfactory, the Electrician responsible for the installation shall be advised and the supply will not be connected or may be disconnected by the venue. The Electrician, must rectify all faults and advise the venue when the installation is ready for re-inspection by resubmission of a test form.

Where stands are being tested by the event’s official electrical contractor and fail the test as a result of the installation not being finished, a charge will be made for re-testing. Also, where stands fail the official contractor’s test, for whatever reason more than twice, a charge will be made for retesting.

If, after initial inspection and energising of mains supplies, modifications or additions are made to the stand installations, these must be recorded, tested and inspected by the Electrician undertaking the inspection and notified to the venue. It is the owner or user’s responsibility to ensure that portable appliances are safe to be plugged into the electrical system.

The venue will not accept responsibility for:

Delays

Delay in energising installations found unsatisfactory or where insufficient time has been allowed for testing.

Faults

Any faults discovered in installations after testing and energising by the venue.

**Electrical Wiring**

Stand wiring may be thermoplastic, elastomeric or other plastic sheathed cable, not less than 1.5mm<sup>2</sup> cross sectional area and 300/500-volt grade, complying with the relevant and current British Standard and with a current density not exceeding that recommended in the relevant and current British Standard.

Flexible cables used for circuit wiring in approved manufactured systems, must also have a current density not exceeding that recommended in the relevant and current British Standard.

Identification of all wiring shall be in accordance with the colour or numbering systems recommended by BS 7671 (IEC364).

Joints shall not be made in cables except where necessary as a connection to equipment/ accessories. In such cases insulated screwed connection shall be used, and shall be in totally insulated enclosures.



## Emergencies

Please refer to Page 54 of the [technical document](#).

If circumstances make it necessary to leave the building an evacuation message will be broadcast.

For their own safety everyone must leave the building by the nearest exit and gather at one of the assembly areas.

Information will also be given regarding arrangements for returning into the building. Most venues' public areas are protected by sprinkler systems but it is important to check fire protection for each event.

Portable fire extinguishers are also provided in designated areas to meet legislative requirements.

Exhibitors should ensure that they are conversant with their use as well as acquainting themselves with the location of their nearest fire exit and alarm point in the building. Exhibitors who, because of the nature of their exhibits, require special extinguishers, should make their own arrangements. Other types of extinguishers may be available to hire and further details can be obtained from the venue.

Accessibility and traffic flow must be maintained at all times. It is important to follow the instructions of staff at each venue and comply with any specific traffic related rules that have been put into operation there. Illegally parked vehicles will be removed. Always report traffic accidents or incidents so they can be properly investigated and reported.

## Hazardous Substances

Please refer to Page 66 of the [technical document](#).

Any exhibit, process or feature that is likely to generate and/or emit gases, vapours, liquids, fumes or dusts into the venue must not be used without written approval from the venue, and must not present any hazard to health. The HSE COSHH Essentials website provides useful guidance at [www.coshh-essentials.org.uk](http://www.coshh-essentials.org.uk).

## Event Fire Risk Assessment

Please refer to Page 89 of the [technical document](#).

HSE information on general fire safety hazards can be found [here](#).

It is the responsibility of all contractors and exhibitors to ensure that they have suitable and sufficient health and safety and fire risk assessments in place.

Each exhibitor and contractor must ensure that their risk assessments cover all risks and control measures associated with the individual hazards and risks applicable to their individual activities.

## Advice for Exhibitors

There are many different contractors and exhibitors working within an event; products are on open display and can therefore be vulnerable. Exhibitors are responsible for the security of their goods and for taking out insurance. Please take a few moments to consider how you can secure your products and belongings while on-site. The following tips should assist you:

- Ensure you have adequate insurance to cover all items taken to the event
- Make contact with the event security company or venue security team for advice on how to secure the items. There may be an overnight secure store for valuable items
- Consider a lockable area or cabinet on your stand; ensure you have unique locks and keys (Request non-generic locks from the stand builder or furniture hire company)
- Lock away your personal possessions during the event
- Do not leave your items unattended at any time during build-up, the open period or the breakdown of the event
- Do not leave the venue until all visitors have gone each evening
- Think about how you design the stand and position desirable items, especially where you may not be able to keep an eye on them.
- Always secure desirable and vulnerable items. Typically, these are: plasma screens, laptop computers, mobile phones and handbags
- Ensure you have enough staff, so that your area is not vulnerable to thieves and do not ask anyone else to watch over your property while you go for a break. They may become busy and not be able to keep an eye on it
- Remove all portable or valuable items each evening, especially on the evening the show closes. Do not leave them until the following day for collection
- Arrive in time for the event. Ensure your area is staffed at least 15 minutes before show open time each day, but remember that the hall is normally open from 0800 hours
- Ensure cash boxes are secured; use a money belt or 'bum bag'
- Use a night sheet, if available
- Hire an alarm for your area if you have valuable or portable items
- Consider a dedicated static guard
- Speak to the venue or stand builder about dedicated CCTV. Some venues offer stand CCTV for hire
- If you are a victim of theft please report it immediately
- Make frequent checks around your area to ensure that no unidentifiable packages, cases or bags have been left on or near your stand
- Remain vigilant at all times; be aware of suspicious people, incidents and packages
- Don't look after items belonging to other people; never touch or move unattended items
- Consider 'intellectual property theft' – can photographs be taken of sensitive information, machinery parts etc.?



- When leaving your area each night you must ensure that:
- Machinery and appliances are switched off
  - Doors and windows are secured
  - Areas are clear of staff and visitors
  - In the case of a security emergency or if you see anything suspicious, call the venue emergency number. Co-operate fully with any instructions you may be given.

## Stand Construction

Please refer to Page 107 of the [technical document](#).

### General Guidance

Adequate precaution must be taken by contractors to protect the fabric of the building during construction and dismantling. The cost of repairing any damage will be charged to the organiser of the event.

Exhibitors and stand designers are reminded of their obligations under the Equality Act and must design their stands with accessibility in mind.

### Lighting

Adequately maintained general and emergency lighting, as well as maintained illuminated exit notices shall be provided to any enclosed area.

Consideration should be given to the lighting design and layout of a stand, so as to minimise discomfort caused by glare and dazzle to those viewing products.

### Escape Routes

Alternative escape must be available from any point within a stand or structure leading to a place of safety. Escape routes should have a minimum, unobstructed height of 2.1m, other than within doorways, which should have a clear height of not less than 2.06m.

The minimum permitted gangway width is 2 metres, except within stands of less than 100m<sup>2</sup>, where gangways must be no less than 1m wide.

There should be no obstruction that could impede the free flow of people using the escape route.

All floors should be even and have a firm, smooth and slip-resistant finish. Trip hazards should be avoided.

## Construction Materials

Please refer to page 116 of the [technical document](#).

All materials used in the construction of stands, features and displays, including signs and fascia's, shall be:

- Of a suitable nature and quality for the purposes and conditions of their intended use
- Adequately prepared and fixed in order adequately to perform the functions for which they are designed
- Compliant with the British Standard relevant to the particular material or item and ultimately, non-combustible, inherently non-flammable or durably flameproof in accordance with BS 476-Part 7
- Water-based, where applicable, e.g. adhesives, paint and fillers 95 British Standards are the minimum acceptable standards for construction materials. Suitable samples of materials may be submitted to the venue for approval. Materials may be tested on-site to ensure that they comply.

### Decorative Materials

Please refer to page 116 of the [technical document](#).

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

Untreated wallpaper and similar thin surface finishes, not exceeding 1mm in thickness, may be accepted, provided they are firmly fixed.

Artificial plants and flowers are combustible and give off toxic fumes. Therefore, they must not be used for stand dressing. Silk-type flowers are acceptable, providing they are fireproof or have been treated and marked as such.

### Fabrics, Drapes, Curtains and Hangings

Please refer to page 116 of the [technical document](#).

Drapes, curtains, hangings etc. must be inherently or durably flame-proofed. Otherwise they may be treated with a proprietary flame retardant. Test certificates must be available for inspection for any materials intended to be used.

Fabrics used for interior stand decoration must be fixed taut and/or in tight pleats (not loosely draped) to a solid backing, secured above floor level and not touching light fittings.

Curtains on exit routes should hang 75mm clear of the floor, be parted in the centre and not conceal any exit signs.

### Floor Covering

Please refer to page 117 of the [technical document](#).

All floor coverings must be secured and maintained so that they do not cause a hazard.

In carpeted halls, floor flats or a platform must first be laid on top, before alternative floor covering is laid.

**Glazing**

Please refer to page 117 of the [technical document](#).

All glazing used in the construction of stands must consist of laminated safety glass with a minimum thickness of 6mm. Areas of glazing within 800mm of floor level and over 0.5m², where the smaller dimension of the pane is greater than 250mm, must conform to the thicknesses shown below (in order to comply with the ‘Code of practice for safety related to human impact’):

Nominal thickness	Maximum pane size dimensions
8mm	1100mm x 1100mm
10mm	2250mm x 2250mm
12mm	4500mm x 4500mm
15mm or thicker	No limits

Any uninterrupted, large areas of clear glazing shall be indicated with warning stripes, dots, logos etc. Overhead glazing shall be of wired or laminated glass, or be otherwise adequately protected from shattering.

**Paint**

Please refer to page 117 of the [technical document](#).

Only water-based paint may be used on site. If paint-spraying equipment is to be used, the method must be approved by the venue and not cause a nuisance to others. Protective measures shall be taken to ensure that no paint is spilt or sprayed on to the fabric of the building.

**Plastic**

Please refer to page 117 of the [technical document](#).

All plastic, including plastic plants and materials used for vision panels etc. must conform to BS 476-Part 7, Class 1. Polycarbonate materials are acceptable.

**Timber**

Please refer to page 118 of the [technical document](#).

Timber under 25mm thick must be impregnated to Class 1 standard. Treated materials should have ‘BS 476-Part 7, Class 1’ marked on them. Boards, plywood, chipboard etc. must be treated if under 18mm thick. The exception to this is MDF, which is acceptable for use due to its density. MDF and chipboard must not be machined on site, as the dust produced is hazardous to health. Chipboard must not be used as a weight-bearing material.

**Upholstery**

Please refer to page 118 of the [technical document](#).

Upholstered seating must be non-combustible and marked with the appropriate standard.

**Column Cladding**

Please refer to page 118 of the [technical document](#).

Where columns fall wholly or partially within the area of allocated space, exhibitors may encase them, providing access is allowed to any services which may be provided from the columns. Nothing may be fixed directly to the columns and any casing must be self-supporting.

**Work Equipment/ Tools/Processes**

Please refer to page 138 of the [technical document](#).

Work equipment must comply with the Provision and Use of Work Equipment Regulations (PUWER). Lifting equipment must comply with the Lifting Operations and Lifting Equipment Regulations (LOLER).

Work equipment must be appropriate for the work activity. Industrial equipment must be used; the use of ‘domestic’ quality equipment is not acceptable.

Risk assessments and method statements specific to the use of the relevant equipment shall be available.

Construction and deconstruction activities must take place within the stand area.

**Access Equipment**

Scaffold towers must be built and used in accordance with the manufacturer’s instructions. Where the working platform is more than 3 times the minimum base dimension, outriggers must be used.

Powered access equipment shall have been inspected and tested for safety in the previous 6 months. It must only be used by competent persons trained in the use of the equipment who can provide a valid licence or training certificate.

Operators must comply with current IPAF guidance.

**Working Platforms**

Any surface from which work is carried out, including roofs, floors, platforms and scaffolds shall be fitted with guardrails.

Ladders may only be used as working platforms when it is not reasonably practicable to use alternative means and the risk assessment identifies the work activity as low risk.

**Lifting Equipment**

Lifting equipment includes fork lift trucks, hoists and winches, chain blocks and chain hoists and all associated tackle, including shackles, wire rope, slings, rings and harnesses and all safety attachments.

All persons using such equipment shall be competent to do so and shall have undertaken an assessment to select the appropriate equipment to be used. All equipment shall be visibly marked as having been inspected and tested within the previous 6 months.

**Work Tools**

Electrical tools shall be regularly inspected and tested.

Woodworking machinery shall only be used with an effective local exhaust ventilation (LEV) workplace fume and dust extraction system. A noise assessment may also be required. Machining of MDF and chipboard is not permitted on site.

**Working at Height**

Where work at height is necessary, a risk assessment must be carried out to identify the appropriate means of access, e.g. step ladders, zarges, mobile tower scaffold or powered access equipment.

**Fixing to the Premises**

Fixing of any sort to any part of the interior or exterior of the premises, including floors, is not normally permitted, but may be allowed at certain venues. Please contact the relevant venue for information.

Where applicable, only venue approved carpet tape may be used for fixing floor coverings to the hall floors.

**Floor Loading**

The transportation and location of heavy exhibits/structures must conform to the venue’s weight limits, which must not be exceeded.

Floor loading limits and the required dimensions of base plates vary considerably; please check the specific information provided by the venue.

**Working at Height**

Please refer to page 140 of the [technical document](#).

A person is working ‘at height’ if there is a possibility of their being injured from falling, even if they are working at or below ground level.

The Work at Height Regulations refers to ‘duty holders’: employers, self-employed and employees. This includes all contractors and exhibitors (for example, when accessing areas above floor level to dress stands).

- Duty holders’ responsibilities are to ensure that:
- No work is done at height if it is safe and reasonably practicable to do it other than at height
  - The work is properly planned and organised, appropriately supervised and carried out in as safe a way as is reasonably practicable
  - Plans are in place for emergencies and rescue
  - Account is taken of the risk assessment carried out for the activity
  - They do all that is reasonably practicable to prevent anyone falling, including preventing live edge working
  - All work at height takes account of conditions that could endanger health and safety
  - Those involved in work at height are trained and competent
  - The place where work at height is done is safe
  - Equipment for work at height is appropriately selected
  - The risks from fragile surfaces are properly controlled
  - The risks from falling objects are properly controlled
  - Where ladders are used, these are industrial, not domestic quality







## 15. Catering

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Please refer to page 14 of the [technical document](#).

The venue will provide all food and drink and any hospitality the exhibitors may require. Any alternative arrangements must be discussed with the venue at the earliest opportunity and approved by the venue in writing. Where the provision of food and drink by other (external) caterers has been approved, full details of proposed preparation, cooking and dispensing arrangements must be submitted to the venue no later than 28 days prior to tenancy.

Guidance on food safety and hygiene legislation can be found here: [www.food.gov.uk/business-industry/caterers/food-hygiene](http://www.food.gov.uk/business-industry/caterers/food-hygiene) and [www.foodstandards.gov.scot](http://www.foodstandards.gov.scot)

Where alcohol is sold or supplied by anyone other than the venue's caterer, this must be carried out under the supervision of a Personal Licence Holder and a copy of the licence must be provided to the venue. The licence must be valid in the applicable jurisdiction, i.e. England and Wales; Scotland; Northern Ireland.

## 16. Noise

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Please refer to page 79 of the [technical document](#).

Hazardous noise levels can be described as those that exceed 80dB(A). Common noise hazards arise from music whether un-amplified or amplified, motor sport or vehicle demonstrations, machinery and equipment exhibits and pyrotechnic effects.

Organisers, exhibitors and employers related to the event, must ensure they fully meet their duties under the Noise at Work Regulations, to reduce the risk of hearing damage to employees to the lowest level reasonably practicable, as well as all other duties and those particularly relating to action levels.

Monitoring of sound levels is primarily the responsibility of the event organiser or exhibitor; however sound levels may also be monitored by the venue. Where these exceed acceptable levels, the nominated responsible person must comply by lowering the levels.

For further information, refer to HSE's Sound Advice website [www.soundadvice.info](http://www.soundadvice.info)

# 17. Product Demonstrations & Activities on Stands

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Please refer to page 83 of the [technical document](#).

Controls must be put in place to ensure that:

- Demonstrations do not present a fire or safety hazard
- They are arranged so as not to cause a nuisance
- They do not obstruct or encroach into gangways
- Space for an audience is allowed within the stand area – viewing from gangways is not permitted and they must be kept clear at all times

The venue reserves the right to curtail any activity considered to be detrimental to public safety.

Any products being demonstrated must conform to the appropriate British Standards and have 'CE' Marking.

# 18. Waste and Cleaning

Please refer to page 130 of the [technical document](#).

The venue is responsible for cleaning common areas of the site e.g.: communal/public areas, foyers, entrances, concourses, gangways, toilets, and will remove 'normal waste' produced during the build-up and breakdown periods. Normal waste includes packaging and other small items.

The organiser, exhibitors and contractors are responsible for the removal of any other waste, including:

- Carpet
- Crates/pallets
- Building waste, such as bricks, sand and stand fitting materials
- Metal work
- Large items that will not fit into rubbish receptacles or that need to be removed by mechanical means
- Hazardous waste – e.g. paints, solvents, chemicals, clinical waste, aerosols, oils or lubricants, including rags used in the application of these substances, fridges and microwaves
- Cooking oils
- Lighting tubes and bulbs
- Material produced by working demonstrations of exhibits

Contractors must ensure that adequate arrangements are in place to dispose of liquid waste in a safe and environmentally sound manner. Discharges must not be made into any site drainage system, sanitary facility or floor duct. In accordance with Section 34 of the Environmental Protection Act, items requiring disposal shall be removed by an approved waste carrier and taken to a licensed waste management company. The venue can provide quotes, on request, for making the necessary arrangements.

As a general rule, all stand construction work must be completed by pre-open evening. All vehicles, plant, ladders, trestles, scaffolds, trolleys, spare materials and other items used in connection with the construction and erection of stands must be removed from the venue.

All exhibits, exhibitors' and contractors' materials required for the event must be removed from the gangways and placed on stand areas to allow the venue's cleaning staff to sweep the gangways and clear away refuse.

## Stand Cleaning

The venue will normally provide stand cleaning services as follows:

- A pre-clean of all stands before the event opens
- A daily clean of all stands prior to the event opening

These services do NOT normally include the following:

- The cleaning of exhibits
- The cleaning of the upper level of multi-storey stands
- Specialised cleaning e.g.: cleaning of cars, boats, glass, special flooring

After the event has closed each day, exhibitors must place any dry refuse from their stand into the gangways for removal by the night cleaning staff. Anything other than dry waste must be notified to the venue, so that appropriate disposal can be discussed.

## Breakdown

All waste items must be removed from the exhibition halls in sufficient time for the venue to clean the floors within tenancy hours on the last day of the licence period.

The venue accepts no responsibility for any items left on the premises after tenancy hours on the final day of the licence period.

If skips are required to dispose of stand materials, these can be hired from the venue. At venues where third party skips are permitted to be used, these are not allowed into the halls, unless agreed by the venue.

## Hazardous Waste

All producers of waste have a duty to ensure that any waste products are handled safely and within the law.

The following are examples of items covered under relevant legislation: The Hazardous Waste Regulations: Solvents, paints, inks, oil, rags contaminated with oil or paint, aerosols, chemicals, unmarked liquids, tyres.

Any accident or spillage that could result in a hazardous substance entering a drain must be reported immediately.

Waste Electrical Electronic Equipment (WEEE) Regulations: Electrical equipment containing hazardous components such as cathode ray tubes (TV's), computers, radios, light fittings, plugs, fuse boxes, all electrical appliances.

Batteries and Accumulators Regulations: All batteries.

## Water and Waste

Please refer to page 133 of the [technical document](#).

All fittings and equipment in contact with water must be clean and appropriate for use, in order to avoid contamination and leakage.

Fittings must comply with the Water Supply (Water Fittings) Regulations.

Exhibits and equipment containing water shall be drained down carefully at the end of the event, so that water is not discharged on to the hall floors or into service ducts.




Arrangements for filling and subsequent removal of water must be agreed with the venue or the venue’s official contractor and features must be designed in such a way that filling and emptying can be completed within tenancy. Under no circumstances can connections be made to fire hydrant points, nor should water be discharged onto the floors, into ducts or any other unauthorised part of the premises. The carrying of water across the exhibition floor for filling/emptying features is not allowed.

# ESTRO

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