

Nisa
Making a Difference Locally

NISA EXPO

• 2020 •

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on the
FUTURE

EXHIBITOR MANUAL



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WELCOME

This exhibitor manual contains everything you need to know to ensure you enjoy a smooth and successful Nisa Exhibition 2020. If you have any queries or require advice on any element of the event or exhibition organisation, please contact us.

EVENT MANAGEMENT TEAM

Position	Name	Telephone	Email
Events and Exhibitions Manager	Jenny Potts	01724 291 687	Jenny.Potts@nisaretail.com
Exhibition Partners	Victoria Blackburn Amy Smith	0113 394 6131	nisa@xsem.co.uk

THE NISA RETAIL EXHIBITION 2020 TIMETABLE

Day	Date	Open	Close	Exhibitor's Notes
SET UP DAY 1 (For those with 'space only' stands)	Sunday 22nd March	9.00am	6.00pm	Health and Safety checks will be conducted throughout the day. Service Area C & D will be available for exhibitors.
SET UP DAY 2 (For all exhibitors)	Monday 23rd March	9.00am	6.00pm	Health and Safety checks will be conducted throughout the day. Service Area C & D will be available for exhibitors.
EXHIBITION DAY 1	Tuesday 24th March	8.00am	4.00pm	Exhibition hall opens for exhibitors from 8.00am. Delegate registration opens from 10.00am. Exhibition hall closes at 4.30pm to delegates
EXHIBITION DAY 2	Wednesday 25th March	8.00am	3.00pm	Exhibition hall opens for exhibitors from 8.00am. Delegate registration opens from 10.00am. Exhibition hall closes at 3.00pm
BREAKDOWN (For those with 'shell scheme' stands)	Wednesday 25th March	3.00pm	8.30pm	Stock MUST NOT be removed from the stands until after this time. From 3.00pm exhibitors will have 30 minutes to organise their stock before nominated charities will have access to remove any unwanted stock. From 4.00pm all stock and stands will be dismantled and must be cleared by no later than 8.30pm. Space only stands must be cleared by 10.30pm
BREAKDOWN (For those with 'space only' stands)	Wednesday 25th March	4.30pm	10.30pm	

KEY DEADLINES

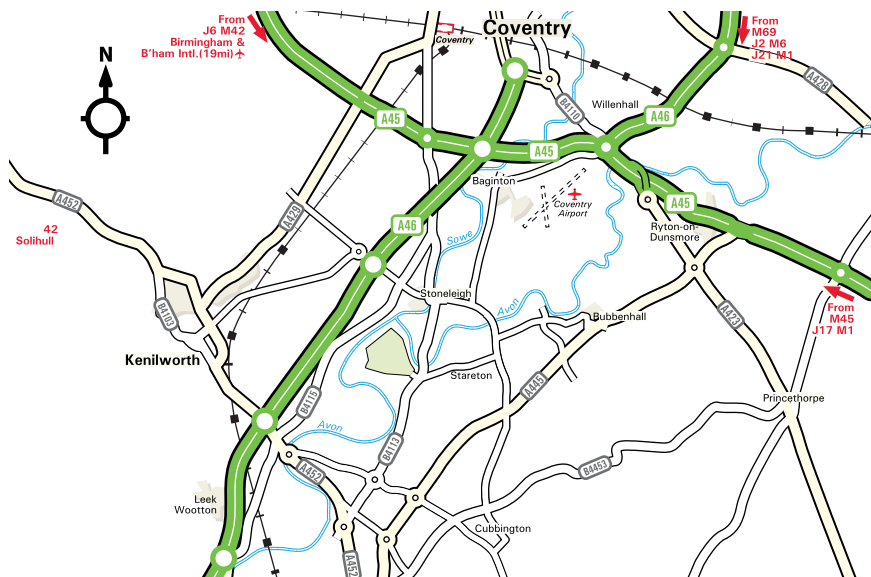
7th February 2020	Risk Assessment and Public Liability Insurance documents to be submitted.	Please refer to page 8 for further details.
28th February 2020	Health And Safety Declarations to be submitted by all exhibitors.	Please refer to page 8 for further details.
6th March 2020	Final confirmation of name board text. No changes can be made after this date.	Please refer to page 9 for further details.
13th March 2020	Exhibition Bag Inserts to be received at XSEM offices (leaflets only). If you are supplying goods, please contact nisa@xsem.co.uk for delivery arrangements.	Please refer to the sponsorship section on the exhibitor website at www.nisaexpo.co.uk for further details.

EXHIBITION VENUE



**NAEC
WARWICKSHIRE
CV8 2LZ
UNITED KINGDOM**

FOR SATNAV please use postcode CV8 2LG



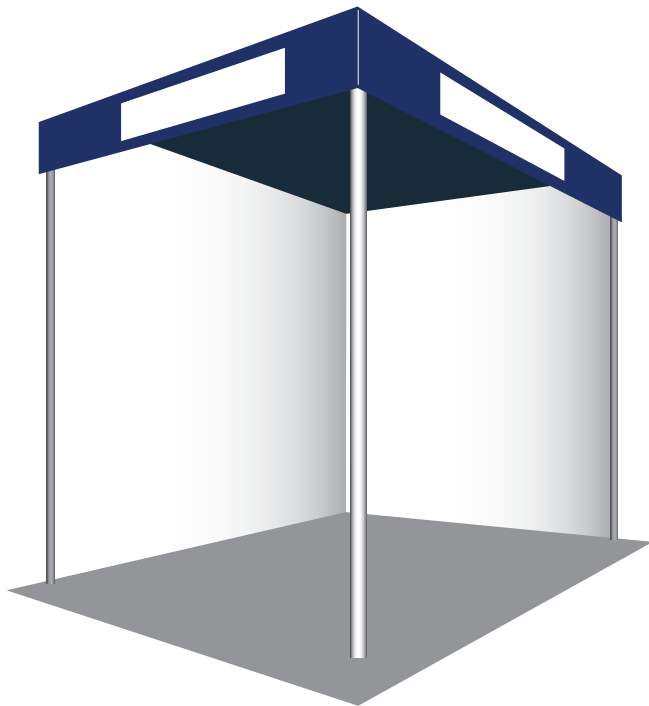
EXHIBITION STAND SPECIFICATION

ALL SHELL SCHEME STANDS WILL INCLUDE THE FOLLOWING:

- Shell scheme with walls clad with grey loop nylon
- Fascia board displaying your name and stand number
- x1 500-watt socket and one fluorescent light attached to the fascia panel
- Electricity consumption (subject to the acceptable use policy)
- A table and two chairs

Shell scheme illustration

(standard 3m x 2m shown – panels are of grey loop nylon)



The illustration shows shell scheme based on a 3m x 2m corner stand (the exact size of your stand will have been confirmed by XSEM via email).

MEASUREMENTS

- Floor to top of stands is 2440mm
- Fascia panels measure 300mm deep

WALL PANELS

- Wall panels are grey
- Only double-sided Velcro should be used for fixings to the walls (please bring your own as stock will not be available onsite)

NAME BOARD PANELS

- Provided name boards will be in the middle of fascia panels (please see image)

If you have booked 'space only' your space will not include any electricity or furniture with a 4m height restriction (no exceptions).

If you would like to order any additional items for your stand, then this must be ordered through the registration booking site at www.nisaexpo.co.uk.

STAND REGULATIONS APPLYING TO ALL STANDS WITHIN THE EXHIBITOR AREA

- Stands may not exceed 4m in height.
- All stand structures, signs and exhibits etc., must be contained within the area allotted and may not project into or over the gangway.
- You may not suspend anything from the roof of the hall, nor may any fixing be made to the structure of the building. Nothing may be drilled, attached or bolted to the hall floor.
- The rigging of banners above stands is not permitted.
- Balloons are not permitted without written authority from the organisers.
- The venue makes every effort to make visiting easy for disabled persons. On your stand, full consideration must be given to disabled visitors.

ARRIVAL AND ACCESS

An exhibitor registration area will be situated in the entrance hall of the venue as you enter from service area A during set-up and on event days.

ACCESS ON SET UP DAYS

The exhibition takes place in Hall 2 of the venue.

VEHICLE DELIVERIES

For large vehicle drop offs you may park in service area C & D for direct access to Hall 2 through the roller shutter (side) entrance. Parking stewards will be on hand to co-ordinate this area.

WALK-IN-HAND DELIVERIES

You may park in service area A for access to Hall 2 through the main entrance.

ACCESS ON EVENT DAYS

All exhibitors should park in service area C & D for access to the exhibition through the main entrance along with delegates. Parking stewards will be on hand to co-ordinate this area.

Large vehicles can be parked in service area C & D for the day, ready for breakdown via the roller shutter (side) doors from 4.30pm.

ACCESS DURING BREAKDOWN

Stock MUST NOT be removed from the stands until after this time. From 3.00pm exhibitors will have 30 minutes to organise their stock before nominated charities will have access to remove any unwanted stock. From 4.00pm all stock and stands will be dismantled and must be cleared by no later than 8.30pm. Space only stands must be cleared by 10.30pm. Electrical power to stands will be switched off 15 minutes after the nominated charities leave.

CAR PARKING

Car parking is free at the venue.

For more information, refer to access information on page 3.

CARPETS

There will be carpeting in the exhibition hall. This carpet will be laid and set prior to exhibitor arrival.

CARPET TAPE

Please note that exhibitors and contractors using tape on the floors must use the venue's approved exhibition tape and ensure that it is lifted before they leave the hall at the end of the show. Any exhibitors using their own carpeting should note that a charge will be levied for any damage to, or tape left on, the floor of the hall.

CASHPOINT AND SERVICES

There are no cashpoints on site, the nearest one is available approximately 3 miles away at the BP garage on the A45. Alternatively Leamington & Kenilworth are both about 5 miles away.

CATERING

Lunch and refreshments will be provided for all exhibitors on the Monday, Tuesday and Wednesday.

CHILDREN

For Health and Safety reasons, children aged 16 and under are not permitted in the hall during set up, the exhibition or breakdown.

CLEANING

General cleaning of the exhibition hall will be carried out on the morning prior to the exhibition opening. This service is free of charge to all exhibitors. The cleaning of your exhibits however, remains your responsibility.

Please ensure that your stand is clear of all rubbish at the end of your stand breakdown. Skips will be provided to dispose of any rubbish. Failure to do so may incur financial charges.

COMPETITIONS/DRAWS

Competitions and draws are permitted at the Nisa Retail Exhibition, however it is your responsibility to ensure that you comply with all relevant statutory provisions. Please note that the Nisa Events Team needs to be informed if you plan to run a competition on either or both days.

CONTACTING THE ORGANISERS DURING THE SET UP TIME AND EVENT

XSEM staff will be available at the event registration desk in the entrance hall of the venue throughout the event should you require assistance at any time.

COOKING ON YOUR STAND

Exhibitors who are cooking food or serving hot drinks from their stands must indicate this on their risk assessment form which is available on the exhibitor pages at www.nisaexpo.co.uk.

You will also be required to complete an 'Intent to Supply Food or Beverage' form and return this directly to the venue. This is also available on the exhibitor pages of the website.

A copy of Warwick District Council Standard For Temporary Premises & Stalls At Markets And Events document with full guidelines on serving food at the exhibition is available for download on the exhibitor pages at www.nisaexpo.co.uk or by email request at nisa@xsem.co.uk.

All electrical equipment must be PAT tested. You may be asked to produce risk assessment documents and evidence of PAT testing during the Exhibition by NAEC Stoneleigh.

DAMAGE AND LOSS

Whilst the Nisa Retail Exhibition 2020 organisers take every precaution to protect your property during the event, we are not responsible for any loss or damage introduced by you or your agents/contractors. Exhibitors are especially warned that your exhibits are your sole responsibility. We strongly advise you not to leave any items unattended on stands. The strongest possible precautions against pilferage should be taken at all times.

We recommend that you have third party cover and protection against loss/theft. Please refer to the Health and Safety section of the exhibitor pages for applicable document submission.

Please note that you will be charged for the repair of any damage to the hall or stand area, including the floor, caused by your staff or contractors. All tape used to secure carpets must be removed at the end of the exhibition. Under no circumstances can stand construction, graphics, displays, etc. be attached to the fabric of the building.

DELIVERIES AND COLLECTIONS

STAND DELIVERIES

Please arrange all deliveries for arrival for Monday 23rd March to the NAEC Stoneleigh between 9.00am and 5.00pm. Clearly mark each package with the following:

Stand Name & No.
Nisa Retail Exhibition
Hall 2, Avenue M
NAEC Stoneleigh
Warwickshire
CV8 2LZ

Please note that deliveries that arrive at the venue prior to Monday 23rd March will not be accepted.

DELIVERIES OF CONFERENCE BAG INSERTS (if applicable)

Any deliveries of inserts or promotional materials for the delegate bags must arrive by Friday 13th March 2020 to our exhibition partners, XSEM's offices to guarantee insertion. For additional information on the conference bag inserts, please refer to the exhibitor pages at www.nisaexpo.co.uk.

The delivery address is:

Nisa Stoneleigh 2020
XSEM Ltd
3 Park Court
Park Cross Street
Leeds
LS1 2QH

Please note the delivery instructions above are for **paper inserts (leaflets)** only. If you are supplying products, please contact nisa@xsem.co.uk for specific delivery arrangements.

STAND COLLECTIONS

Couriers should collect from the NAEC Stoneleigh on Thursday 26th March between 9.00am and 12pm. Please ensure all couriers have the correct address details for NAEC Stoneleigh.

DISABLED FACILITIES AND ACCESS

The venue is accessible to wheelchair users, via ramps.

DISTRIBUTION OF LITERATURE & SAMPLES

Distributing material such as printed cards or circulars is prohibited unless from your own stand or the area immediately surrounding it.

Please practice appropriate exhibition etiquette when distributing materials and keep all literature within your allocated space.

If you would like to offer samples of products in any other area of the hall other than your stand please contact XSEM Ltd at nisa@xsem.co.uk to discuss further.

ELECTRICAL SERVICES, ELECTRICAL REGULATIONS AND POWER CONSUMPTION

Basic power supply will be provided for each exhibitor with shell scheme: one 500-watt socket and one florescent light attached to the fascia panel. Please note the general regulations for electrical work below:

- All electrical equipment must be PAT tested prior to arrival.
- No more than **TWO** appliances may be fixed to any **ONE** switch socket. If more electrical sockets are required, this must be ordered through the registration booking site.
- The standard supply of electrical current available at the venue is single-phase voltage 240 volts AC.
- All lighting is designed and installed to avoid nuisance and discomfort to neighbouring exhibitors and visitors.
- Flashing signs are NOT permitted.
- Whilst flashlights or flashing signs are not permitted, sequence displays may be used subject to the approval of the organisers.
- Power supply to stands will stay on throughout the course of the show and will be shut off at 4.00pm on Wednesday 3rd April.

POWER CONSUMPTION

We find that many exhibitors are not aware of the power requirements of equipment that they will be using. The quick guide below is designed to assist you in planning your power requirements and if followed, will reduce the likelihood of problems at the exhibition venue.

- Each stand will be fitted with one x 500-watt socket, which will support items such as a computer, a small domestic fridge, a mobile phone charger, a table lamp, TV and video.
- Other items (such as domestic coffee machines or kettles) cannot be used on the already provided power unless special arrangements for additional power are made with the organisers. Please refer to the Exhibition Stand Extras ORDERING via the registration booking site.
- If you have any questions in regards to power consumption, please contact XSEM Ltd in advance.

EVACUATION PROCEDURES

In the event of an emergency evacuation please follow the instructions of venue and event staff. You will be directed to the assembly point at Service Area C and Service Area D.

FABRICS

Please ensure that all fabrics used on stands have the relevant fire proofing solutions. It is a requirement that all materials brought into the venue conform to BS 5867 Specification for Fabrics, Curtains and Drapes.

FIRE PRECAUTIONS

Fire extinguishers are located at convenient points around the hall.

All materials used for the interiors of stands must be thoroughly fireproofed or be non-combustible to the satisfaction of the local authority. Failure to do so may result in the removal of all offending fittings. Any person whether exhibitor or contractor who notices a fire should immediately notify a member of the venue staff or event team.

FIRST AID

An appointed medic will be situated in the medic room in the venue foyer. Alternatively, you can find the nearest member of venue or event staff at the main entrance.

Anyone needing medical attention will either need to be taken to a medical facility or – if in an emergency – an ambulance will be called for them. Contact the venue staff or event staff immediately for assistance.

FLOOR PLAN

The latest floor plan is available on the Nisa Retail Exhibition website. Click on 'Floor Plan' under the 'Exhibitor Area' section, which can be found at www.nisaexpo.co.uk.

GANGWAYS (AISLES)

Under no circumstances will exhibits, stand dressing, tables and chairs, etc. be allowed to encroach into the gangways. All exhibits must be kept inside your allocated space at all times.

HEALTH AND SAFETY INFORMATION

The Nisa Retail Exhibition organisers take their responsibility as laid out in accordance with the Health & Safety at Work Act 1974 very seriously and it is vital that you do the same. The Health and Safety at Work Act embraces exhibition and conference venues as places of work and, as an exhibitor, it is therefore essential that you are aware of your legal obligations under the act.

As a guide only, these responsibilities are to ensure so far as is reasonably practical, the health, safety, and welfare of all your employees and any plant, article, substance or system of work which may be used is safe and without risk to health. This includes that all **employees, contractors** and **visitors** employed, instructed, invited or entertained by you are provided with suitable and sufficient information, instruction, training and supervision to ensure their health and safety as well as others working on or near your stand, or affected by your work actions or inactions during the show's tenancy.

Please ensure you complete and submit Risk Assessments and Insurance Liability forms by Friday 7th February to XSEM Ltd as per the Health and Safety section of the Exhibitor pages at www.nisaexpo.co.uk.

HEIGHT RESTRICTIONS

The maximum height for all stands is 4m. If stands exceed this height restriction, you will be asked to take it down.

When building on a shared island site where the height exceeds that of the neighbouring stand(s), you must maintain your walls to an acceptable standard as to not encroach on your neighbouring exhibitors. Please do not place any signage or branding on the outside of your back walls that face into another exhibitor's space.

Please refer to the diagram on page 6 for stand dimension details of provided shell schemes.

HOTEL RESERVATIONS

There is a wide variety of accommodation available near to the venue, at a selection of price points to suit every budget. Details and booking are via the exhibition website www.nisaexpo.co.uk.

Suppliers who have booked accommodation with XSEM Ltd, please note your room will be prepaid and includes breakfast. Please ensure you have settled any personal extras prior to departure.

INSURANCE

Please ensure you have sufficient Public Liability Insurance cover (minimum £10 million) whilst attending the exhibition.

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

Please refer to the Exhibitor pages on the exhibition website for more information on the required insurance documentation in the Health and Safety section.

INTERNET

Wi-Fi is available within Hall 2 of NAEC Stoneleigh free of charge. If you are planning to use an internet connection on your stand for a display etc. then we would advise you to order a hard wired connection. This can be done via the registration booking site.

LIGHTING

The organisers will not provide any other additional lighting apart from the normal lighting in the area and the lighting provided as part of the exhibition stand entitlement unless ordered. Good levels of house lighting exist. If additional spotlights or exhibition stand lighting is required, then this must be ordered through the registration booking site.

LOST PROPERTY

Lost property should be handed in to the event registration desk in the entrance hall of the venue. Should you lose any of your possessions, please advise a member of the event team who will check with the security office to find out if it has been found.

NAME BOARDS

Exhibitors' locations will be shown in the exhibition handbook and the Exhibitor's name will be as per indicated on the exhibitor registration form. If you wish to provide your own name board on your stand please advise XSEM Ltd by Friday 6th March via email at nisa@xsem.co.uk and we will provide you with the header board dimensions.

NOISE

The use of videos or music is permitted however, the volume must not be such as to cause any annoyance to other exhibitors and kept to a reasonable level. The organisers reserve the right to lower the sound or prohibit use.

It is a condition of your taking a stand that:

- You must advise the organisers if you intend to play music. This needs to be done via e-mail before Monday 24th February 2020 to XSEM Ltd at nisa@xsem.co.uk.
- You do not play music on your stand unless you have made an application and paid forthwith upon request for a licence.
- We are fully indemnified by you against any claim made against us for any non-payment, omission or infringement connected with the licensing requirements for playing recorded music on your stand.

REGISTRATION AND BADGES

Upon arrival please report to the exhibitor registration desk with your exhibitor badge so that the organisers can greet you, check you in and escort you to your stand.

Badges should be worn at all times and must only be allocated and used by all the staff working on your stand including temporary event staff. These are valid at all times during the event including setup and breakdown.

All exhibitors must register in advance of the exhibition. Badges will be printed on arrival at the event registration desk in the entrance hall of the venue during set up times.

Please indicate any third party contractors that will be onsite during set up. You may do this within your risk assessment form that can be found in the Health and Safety section of the Exhibitor Portal at www.nisaexpo.co.uk.

SECURITY

The organisers will provide general security within the exhibition halls. However, the individual security of the stands and exhibits remains the responsibility of each exhibitor.

SOCIAL MEDIA

Social media will play a huge role in marketing leading up to this event, and you will have a great opportunity to promote your involvement through Twitter, Facebook and Instagram.

STAND EXTRAS, FURNITURE AND ELECTRICAL ORDERS

Additional power sockets can be ordered via registration booking site.

Furniture: one table and two chairs are included in your stand.

For all requests or enquiries about extras, please refer to the Exhibitor Pages at www.nisaexpo.co.uk.

STORAGE

There are no storage facilities at the venue for exhibitors. Please ensure that you account for adequate storage facilities within your exhibition stand space.

TROLLEYS

Trolleys are not permitted to be used within the event area during the live hours of the event.

WASTE

At the close of the exhibition please ensure that all rubbish and waste material is removed from your stand space. Failure to do so will incur charges which will be passed on to the exhibitor.

WEBSITE

The website address for Nisa Retail Exhibition is www.nisaexpo.co.uk where the latest details regarding the exhibition is available along with a link to registration.