

Information for Exhibitors

Access

Opening times and access time for the exhibition venue are supplied separately. These access times have been agreed in advance with Conference Aston and your exhibition organiser. The individual Conference Aston venues have independent opening times. Standard hours for Conference Aston events in the Aston University Main Building for the Great Hall and G63 spaces are 8am-6pm (Subject to change). Hours vary at weekends, out of term time and bank holidays. The Conference Aston Hotel reception is open 24/7 for information, access to event spaces within the hotel will be specific to your event.

Accommodation

Conference Aston offers a four star standard, on-site hotel, serving all of the event spaces. If your event has an agreed accommodation rate, your exhibition organiser will supply this information to you in advance, with details and timescales of how to book. If an agreed rate is not in place, hotel rooms can be booked online at www.conferenceaston.co.uk.

Alcohol

Alcohol may be allowed to be available on stands but this is dependent upon the licence of the particular exhibition venue. Any alcohol on stands must be purchased from Conference Aston and exhibitors should book this facility by contacting their Exhibition Organiser at least two weeks prior to the event.

Assistance

Exhibitors or their contractors are responsible for transporting and setting up their own equipment. There are Conference Aston Event Planners and Duty Managers, on-site, who can give advice and offer some assistance with heavy or difficult packages, however, their availability is not guaranteed. If assistance is likely to be required, this should be requested to the venue, no later than two weeks prior to the event. A limited amount of trolleys are provided by the venue and we strongly advise that exhibitors bring their own. Trolleys provided by the venue are standard trolleys.

Banners

Pull up, hanging or pop up banners and other types of branding are allowed within designated event spaces. Any banners outside of the main exhibition halls, may be allowed in specified areas, however, this will need approval in advance. If large scale banners are required, these must be agreed in advance, a minimum of four weeks prior to the event date and carry a full risk assessment.

Cleaning

All social spaces are cleaned daily, however, the cleanliness of exhibition spaces is the responsibility of the venue user. Exhibitors are also responsible for taking away all materials after the event.

Collections

Unless specifically agreed with your event organisers, there are limited storage facilities and exhibitors must arrange for collections of all exhibition materials by the advertised departure time for the exhibition. Any exhibition materials left behind will be logged and attempts will be made to ensure they are collected within two weeks of the exhibition close date. A charge may be levied to cover administration and storage cost for items not removed on the day the exhibition closes. Any items not collected within two weeks will be disposed of unless suitable arrangements have been made for collection.

Damage

Exhibitors will be held responsible for any damage incurred by whatever means and will be required to make good such damage at their own expense. Exhibitors are strongly recommended to insure themselves against damage to the venue as well as their own stand and equipment.

Deliveries



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Conference Aston will only accept advance deliveries in exceptional circumstances. Please contact your Event Organiser for details. Your event organiser will provide full address details for delivery and the event reference number **that must be included on the address**, to ensure it is allocated for your event. Exhibitors are responsible for ensuring all deliveries are clearly labelled with all relevant information.

Conference Aston will not accept responsibility for lost or damaged items and strongly advises exhibitors to take out necessary insurance cover for items in transit.

Directions

Specific directions for your event will be communicated via your event organiser. General maps and directions to the Conference Aston venues are available at www.conferenceaston.co.uk. Please ensure you know which venue your event is taking place in, prior to arrival. There is more than one venue operated by Conference Aston, so please contact your event organiser for your destination.

Directions are available for road, rail and air. Including interactive walking maps from local train stations.

Car Parking

If specific arrangements have been made for your event, these will be available from your event organiser. If no arrangements for car parking are in place, all car parking must be booked online at www.conferenceaston.co.uk/carparking. This must be booked and paid for in advance. Ensure you bring the permit and entry code that will be emailed to you. Permits must be displayed for the duration of your stay. Vehicles without permits risk having financial penalty notices applied.

Emergencies

In the case of an emergency, please contact a member of staff who will alert the relevant service. If no member of staff is immediately available please dial 2222 on an internal phone and the emergency services will be automatically contacted by the Aston University Campus Safety Team.

The nearest members of staff for the following venues are located:

Great Hall/G63/G11/Tierra Food Court: Main Building Reception

All hotel event spaces: Conference Aston Hotel Reception

Fire

Your event organiser will be fully briefed on the emergency procedures of all Conference Aston venue during their meet and greet. In the event of a fire within the exhibition venue or the fire alarms sounding:

- Activate the nearest fire call point
- Switch off all electrical appliances
- Do not stop to collect personal belongings
- Do not use lifts
- Exit the building by the nearest fire exit
- Assemble at the designated assembly point
- Do not re-enter the building until instructed to do so

Floors and Walls

No tape, blue tac, or other adhesive must be used on floor or wall areas. Any damage caused will be charged at a level appropriate to cover the cost for complete renovation of the damaged area.

Show departure time



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Deadline times for vacating the exhibition venue have been agreed in advance. All exhibition stands and materials must be removed from the exhibition venue by the advertised departure time.

Health & Safety

“The Health and Safety at Work Act 1974” (HASWA) applies to all places of work. Aston University and all of its subsidiary companies, including Conference Aston, has duties under HASWA and its own Health & Safety policy, which includes provision that persons other than employees of Aston University and its subsidiary companies are reminded of their responsibilities whilst working in its venues.

It is the exhibitor’s responsibility to assist in the investigation of any accident or incident in conjunction with Aston University and Conference Aston Health & Safety team and to report these as necessary via your Organiser.

The main areas which must be brought to your attention will include, but will not be restricted to, the following:

- The understanding of the fire and emergency procedures
- The need to maintain emergency exits and keep gangways clear
- Ensuring that good housekeeping is maintained in your area, thereby minimising risks and allowing other hazards to be identified easily

This is not an exhaustive list, but identifies common issues.

Furniture

Please be aware that the Conference Aston lounge areas in all venues contain various furniture items. These include glass coffee tables and some furniture mounted on castors. Please take care in these areas to ensure no trollies or other items catch the tables and that furniture on castors is liable to move more than fixed furniture.

Insurance

Exhibitors are strongly recommended to insure themselves against damage to the venue as well as their own stand and equipment.

Internet

Hard wired

Hard wired internet access can often be arranged providing at least four weeks notice is given to your Exhibition Organiser, who will also advise of charges for this facility. This provision is not guaranteed as availability is limited by demand and specific to the location of your event.

Wi-Fi access

Our Wi-Fi service provides conference delegates/exhibitors with the freedom to use mobile (laptop or handheld) devices to connect to the Conference Aston network, without needing a fixed or wired connection.

The WiFi service is currently provided as a high speed, conference grade network, available across the venues. Guests should connect to the _Conference WiFi network and enter the password that will be displayed within the venues, during the event. Guests will be required to accept the terms and conditions and then have access to the free service.

Any changes to the WiFi service provider will be communicated in advance, wherever possible.

Loading

Great Hall and G63 within the Main Building

Access to the venue loading and unloading area is limited.



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All delivery vehicles for these areas should make their way to Car Park 3 on the Aston University Campus.

Two weeks prior to your event, a vehicle exhibitor permit and a dedicated four-digit access code for Car Park 3 will be issued to you. This will be specifically for your event and will only be valid for the duration of the event. You must enter this code at the barrier to gain access to Car Park 3.

Vehicles are not permitted to park in Car Park 3 permanently. Once loading/unloading is complete, all vehicles must be moved to Car Park 12, where spaces must be pre-booked and paid for in advance, where a parking permit will be sent with an entry code for the car park. If specific agreements for parking have been agreed, your Event Organiser will communicate these in advance.

Financial penalties may be applied if vehicles are left in Car Park 3 without prior authorisation.

From Car Park 3, access to these areas is via the North Wing entrance, turn left in the entrance foyer to access the Main Building area. The Ground Floor is up a small flight of stairs. No lift access is available from the entrance foyer to the ground level. All deliveries must be carried or assisted up these stairs using suitable trolleys. The Great Hall and G63 are located on this floor.

If you have any items that cannot be carried up a small flight of stairs, you must advise your event organiser no later than two weeks prior to arrival. The venue will then advise on alternative access with lifts to the ground floor.

Follow the instructions from your event organiser to your specific venue space.

Conference Aston Hotel

Access to the venue is located on Aston Street. A pull-in bay is available directly by the hotel reception where flat floor access is available to ground level event spaces. Vehicles may also use the hotel car park, with access to the rear of the hotel and event spaces. Once loading/unloading is complete, all vehicles must be moved to Car Park 12, where spaces must be pre-booked and paid for in advance, where a parking permit will be sent with an entry code for the car park. If specific agreements for parking have been agreed, your Event Organiser will communicate these in advance.

Financial penalties may be applied if vehicles are left in Car Park 4 or the pull-in bay without prior authorisation.

Lorries and other Vehicles

Once vehicles have unloaded or loaded, they must move immediately to the allocated car parks. Please speak to your exhibition organiser for your allocated car park and the location on campus.

Messages

It is advised that exhibitors bring their own mobile phone. It is possible that your Exhibition Organiser has made arrangements with Conference Aston to have an office and dedicated phone line for the duration of the event and you should contact them for that number. The University will deliver **emergency messages only** in which case you can advise your contacts that the phone number for Conference Aston's main reception 0121 204 3011.

Music

Broadcasting of sound recordings requires an appropriate licence. Your Event Organiser and Conference Aston must ensure that copyright is not breached at any time.

Noise

Exhibitors must ensure that noise, particularly from audio-visual equipment, is kept to a volume that does not cause annoyance to other exhibitors or visitors. In the event of any dispute, the decision of the Event Organiser shall be final.

Packaging

For safety and aesthetic reasons, please ensure that all packaging is removed from view in the exhibition venue before the event commences. Please note the venue does not have storage for packaging.

Parcel Collection Post-Event

Couriers often sub contract collections which are forwarded to a central distribution point prior to being forwarded to their final delivery address. The current collection/delivery process is often completed using a booking reference number rather than a destination address, so it is important to ensure items are labelled with as much information as possible.

Parcels that are left with Conference Aston to be collected by a courier, must be clearly labelled and securely packaged; couriers will often not accept parcels if they are in doubt about their destination or if the parcels are not packaged securely. Address labels should be marked clearly with the following information:

Person's (Delegate/Organiser) name

Name of Conference

Number of items (e.g. 1 of 10)

Name of Courier

Full postal address for returned items to be delivered

The booking reference number supplied by the courier at the time of booking

(Alternatively you may have a label from your courier company which should be affixed)

Please ensure that the courier is informed of the number of items and the delivery address. If the courier arrives with the incorrect collection information it may cause delays in your items being sent back to you.

It is the exhibitor's responsibility to ensure parcels left for collection are transported to the parcel storage area in the Conference Aston Hotel building. Items should not be left in the exhibition space.

If items are not collected within two weeks of the conference ending they will be disposed of.

Performing Rights and PPL & VPL Licences

We advise all exhibitors that the broadcasting of sound recordings or the playing of video footage without an appropriate licence is not permitted and failure to observe this requirement will result in immediate expulsion from the exhibition venue. Failure to adhere to the law in this matter is a breach of copyright and compromises the University Licensing.

Posters

No posters or other materials are to be pinned, taped or attached in any other way to walls, doors or windows. Any damage caused will be charged at a level appropriate to cover cost for complete renovation of the damaged area. Poster boards are available for hire from Conference Aston and can be booked via your Exhibition Organiser.

Power

All exhibitors must provide their own power extension leads along with certificates and paperwork to show evidence of up to date PAT testing for these and any other electrical equipment bought onto site.

All exhibitors are responsible for ensuring that their own installations meet current Health and Safety standards and safe working practices.

Any power requirements for exhibition stands within the Great Hall must be provided no later than two weeks prior to the date of the event. Details of the requirement should state the electrical equipment being used. Items such as laptops, tv screens, standard exhibition stand lighting or similar equipment are classed as standard power requirements. Any equipment with specific power requirements should be communicated to the venue, no later than two weeks prior to the event date.

Refreshments

Refreshments are usually served in or close to the exhibition venue. If an exhibitor wishes to have catering on their stand, this must be booked with your exhibition organiser at least four weeks prior to the event.



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Security

If an exhibitor sees a suspect package or suspicious person, please notify a member of Conference Aston or Aston University staff or your Exhibition Organiser immediately.

Tables and Chairs

Tables and chairs may be booked in advance by contacting the Exhibition Organiser.

Trolleys

A limited number of trolleys are available, but we recommend exhibitors bring their own means of transporting materials and stands to their exhibition location.

Waste Materials

Exhibitors are responsible for removing all waste materials from the venue prior to departure. Any articles left in the venue after the event will be deemed to be waste material and will be discarded. Charges may be levied to the cost of the disposal of packages and material left in the venue.