

# **FACE**

**FACIAL AESTHETIC CONFERENCE AND EXHIBITION**

**EXHIBITOR MANUAL**

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## LOCATION AND CONTACT DETAILS

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### **QEII CENTRE**

Broad Sanctuary  
Westminster  
London  
SW1P 3EE

Telephone: +44 (0)20 7798 4000

Email: [info@qeiicentre.london](mailto:info@qeiicentre.london)

Web: [www.qeii.cc.london](http://www.qeii.cc.london)

## FACE HEAD OFFICE DETAILS

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### **FACE CONFERENCE & EXHIBITION**

KNect House  
30-32 Mortimer Street  
London  
W1W 7RE

Telephone: +44 (0)20 7551 9356

Email: [kate.yurevich@informa.com](mailto:kate.yurevich@informa.com)

Web: [www.faceconference.com](http://www.faceconference.com)

## LOGISTICS CO-ORDINATOR

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### **CONTACT: KATE YUREVICH**

Tel: +44 (0)20 7551 9356

Email: [kate.yurevich@informa.com](mailto:kate.yurevich@informa.com)

## OFFICIAL BOOTH CONSTRUCTOR

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### **DIMENSION 8 LTD**

Contact: Simon Ridout

Tel: +44 (0)1633 270808

Email: [simon@dimension8.com](mailto:simon@dimension8.com)

### **OFFICIAL CATERER**

QEII Taste

Contact: Karolina Lewandowska

Tel: +44 (0)20 7798 4644

Email: [karolina.lewandowska@qeiicentre.london](mailto:karolina.lewandowska@qeiicentre.london)

## OFFICIAL FREIGHT SHIPPING

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### **EUROPA SHOWFREIGHT**

Contact: Jeff Broom

Tel: +44 (0)7710588914

Email: [jbroom@europa-worldwide.com](mailto:jbroom@europa-worldwide.com)

# FLOORPLAN

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Floorplan available on the following link: <https://www.faceconference.com/en/exhibitors/floorplan.html>

## DEADLINE CHECK LIST

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It is IMPORTANT that these deadlines are kept to. This will enable the smooth running and ability to return proofs where need be and for FACE to stick to their print deadlines. Should you have any issues with any of the deadlines, please contact your FACE representative immediately to discuss.

### - COMPANY DESCRIPTION

Please log in to your Exhibitor/Sponsor Account online at <http://exhibitor.euromedicom.com/event.html>. Here you must upload your company logo and company or product description under the Company Description section by **Friday 17 May**. Please contact your FACE representative if you do not have your login details.

### - BADGE MANAGEMENT

Please log in to your Exhibitor/Sponsor Account online at <http://exhibitor.euromedicom.com/event.html>. Here you must click on 'Badge Management' where you will be able to see how many badges you have been allocated and complete by **Saturday 1 June**. Your badge allocation has already been agreed in your FACE package. Should you wish to order more, this can also be done so from this portal. Please contact your FACE representative if you do not have your login details.

### - FINAL PRE-PROGRAMME

Should your company have an advert included in your package to appear in the final Pre-Programme, please email your advert (A4 size with bleed marks) to [kate.yurevich@informa.com](mailto:kate.yurevich@informa.com) by **29 April**.

### - ADVERTS AND ADVERTORIALS (SHOW GUIDE)

Should your company have any advertising and/or advertorial pieces in the Show Guide, please email [kate.yurevich@informa.com](mailto:kate.yurevich@informa.com) the following by **Friday 17 May**.

- Full page advert (**A4, 21x29.7mm size with bleed marks**)
- Advertorial piece – please see attached pdf guide to advertorial submission

### - WORKSHOP INFORMATION

Should your company be running an Exhibitor Workshop at FACE 2019, please email [kate.yurevich@informa.com](mailto:kate.yurevich@informa.com) the following by **Friday 17 May**.

- Workshop Title
- Presenter name/s

Please note, the earlier you submit this, the earlier we can promote your Workshop online and through our marketing channels.

### - ABSTRACTS

Should your company be running an Exhibitor Workshop during FACE 2019, please email [kate.yurevich@informa.com](mailto:kate.yurevich@informa.com) a **750 word** abstract on the Speaker/s and Workshop by **Friday 17 May**.

### - DELEGATE PACK INSERTS

Should your company have a delegate pack insert included in your package, please send your insert (1,300 units) to:

#### FAO HARRIET NEWTON

Bag It Don't Bin It Ltd  
Saxon Works  
167 Rutland Road  
Sheffield  
South Yorkshire  
S3 9PT

by **Friday 17 May 2019**.

#### - NAMEBOARD ORDER FORM

Should you be using a shell scheme for your booth space, please submit the details to Dimension 8 via <https://www.dimension8.com/onlineordering2.php> by **17 May 2019**. Password - FACE2019. **Deadline – 17 May**.

#### - ELECTRICAL ORDER FORM

Should you require electricity to your stand, please use link to the online ordering pages <https://www.dimension8.com/onlineordering2.php>, enter your details, find FACE 2019 on the drop down menu, fill in the stand number. Password - FACE2019. **Deadline – 17 May**.

#### - STAND BUILD DESIGNS

Should your company be exhibiting with space only and having your stand built, please email [kate.yurevich@informa.com](mailto:kate.yurevich@informa.com) your stand build designs, health and safety and risk assessment documents by **Friday 17 May**.

## PAYMENT TERMS

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- a. All invoices are to be paid in full by **6 May 2019**.
- b. For those invoices sent after 7 May, full payment of your stand must be received prior to **4 June** for you to be allowed to exhibit at FACE 2019. If your assigned space is not paid for by 4 June, it may be cancelled and/or reassigned without notification or refund of payments by FACE and IIR Exhibitions Ltd.

Notification of an exhibitor's decision to cancel or reduce space must be sent in writing to your FACE representative. The date of cancellation shall be the date FACE receives the written cancellation. If an exhibiting company does not occupy their booth space, the company will be liable for 100% of the stand fee. If written request of cancellation or booth reduction is received:

- **Before February 7th, 2019:** 30% of the total booking value is retained
- **Between February 7th and April 6th, 2019:** 50% of the booking value is retained
- **After April 6th, 2019:** there will be no refund.

Cancellation fees are non-transferable. An exhibitor's cancellation of technical exhibit space will result in the release by FACE and Euromedicom of convention centre public meeting space previously assigned to the exhibitor.

## EXHIBITION DAYS AND HOURS

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**Friday 7 June** – 08:30 – 18:00

**Saturday 8 June** – 08:30 – 17:00

## COFFEE AND LUNCH BREAKS

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**Friday 7 June:** Coffee break at 11:00 – 11:30 & 16:00 – 16:30, lunch at 13:00 – 14:30

**Saturday 8 June:** Coffee break at 11:00 – 11:30 & 16:00 – 16:30, lunch at 13:00 – 14:30

# SET UP TIMES

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- a. The following stands are able to begin their set up on **Wednesday 5 June** between 18:30 – 00:00:

Stand Numbers: Stand No. 84 (Wigmore Medical), 87 (Syneron Candela), 83 (Colorscience), 86 (Glo), 85 (Invasix), 71 (Soft Medical).

Please note, that if you are not representing these companies, you will not be able to start setting up on the Wednesday evening.

All other Stands – From 08:00 until 22:00 on **Thursday 6 June**.

All exhibitors and contractors will need to access the building via the staff entrance on Storeys Gate first and sign in at Control Guard Point and collect a contractors badge before being able to move onto event floors.

- b. Please be advised, that set up at both the loading bay on Storeys Gate and the Mews Lift by the side of the QEII Centre will work on a first come first served basis directed by our marshals. Due to the location of the QEII Centre and the limited space for vans and lorries, please be patient while you wait your turn to unload your vehicle.

# BREAKDOWN TIMES

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You are able to breakdown your stand from 17:00 – 22:00 on **Saturday 8 June**.

# BOOTH CONSTRUCTION

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- a. All confirmed Exhibitors will know their stand numbers and their booth dimensions. For any further queries regarding height dimensions or other construction related issues, please contact your FACE representative.
- b. Unless agreed prior to the event, all booths must adhere to their contracted size agreement.
- c. If your stand size is designed to be taller than 2.5m in height, please inform your FACE representative.
- d. Unless agreed prior to the event, all booths will come equipped with a shell scheme.
- e. Back and side wall Height – Please see attached Click Panel Spec at the end of this Manual.
- f. All stands come equipped with a 5ft trestle table and two chairs (except for 2x2m stands) per 6sqm of space. Should you wish to use the table, we recommend you bring your own table cloth. If the table and chairs are not needed, then the QEII Centre staff will happily take them away for you.
- g. If you are planning to use electricity at your stand, you will need to order electricals from Dimension 8. To do so please click on the link <https://www.dimension8.com/onlineordering2.php> (password – FACE2019). **Deadline – 17 May**. Please ensure that all cables and leads are taped down securely.
- h. Should you require any Audio/Visual Hire, this can be done through Dimension 8. To do so please click on the link <https://www.dimension8.com/onlineordering2.php> (password – FACE2019). **Deadline – 17 May**.
- i. Should you require any Furniture for your stand, this can be done through Dimension 8. To do so please click on the link <https://www.dimension8.com/onlineordering2.php> (password – FACE2019). **Deadline – 17 May**.
- j. Should your stand be using the Shell Scheme provided, please ensure you complete the Nameboard Order Form on <https://www.dimension8.com/onlineordering2.php> (password – FACE2019). **Deadline – 17 May**.
- k. Please note, any exposed, unfinished sides or exhibit backgrounds **must be draped to present an attractive appearance**. The exhibits will be inspected during the set up time.
- l. During the course of the installation and the exhibit days, all booths are subject to onsite review. FACE reserves the right to request modifications where necessary at the exhibitor's expense to insure compliance with construction rules and regulations.
- m. Complete booth construction plans and layout arrangements are requested for review by FACE by **17 May 2019**. Neither FACE, the QEII Centre, nor the general service contractor bears responsibility for the exhibitor's compliance with the FACE booth construction policy. It is the sole responsibility of the exhibiting company and/or their agents to ensure compliance with FACE and facility booth construction policy.

# CATERING

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Exhibitors will have lunch provided to them in the form of lunch bags. The number of the lunch bags per stand depends on the exhibitor's sponsorship level.

ALL Exhibitors will have access to the teas and coffees from the designated stations during the refreshment breaks.

ALL Exhibitors have the option to change and upgrade their lunch package however, this must be actioned and paid directly through QEII Taste, the official caterer of the QEII Centre. Their details can be found on page 3 of this manual. Should any exhibiting company have any catering needs for their stand for example food or drink, then this can all be ordered through QEII Taste, the official caterer of the QEII Centre. Their details can be found on page 3 of this manual.

## RULES AND REGULATIONS

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As the exhibitor, the company agrees to adhere to all conditions and regulations outlined in this Exhibitor Manual. The following rules and regulations have been designed for the benefit of all exhibitors. FACE requests the full cooperation of the exhibitor in their observance of the rules. Please ensure that all parties involved in the arrangements for your exhibit have a copy of these rules and regulations. It is the responsibility of the exhibitor to ensure all booth staff are informed of and adhere to these rules, and conduct themselves in a professional manner throughout the convention.

- a. **ADVERTISING** - Every Exhibitor has been allocated a certain space. It is strictly forbidden to erect any other banners or marketing materials around the QEII Centre unless agreed prior to the event between the Exhibitor and FACE. Any materials seen to be in breach of this rule will be taken down and returned to the Exhibitor. Any activities that interfere with normal traffic flow, infringe on other exhibitors, or interfere with any meeting activities as determined by FACE, are prohibited.
- b. **PHOTOGRAPHY/VIDEO TAPING** - Videotaping and photographing within the exhibit hall is prohibited except by the official FACE photographer and cameramen unless agreed prior to the event with your FACE representative. Should this be seen during the event, the person/s will be asked to politely stop. Continuous violation of this rule will result in the person/s being asked to leave the venue.
- c. Photographs and video taping are only permitted on your own exhibit booth, activities, and personnel. No exhibitor may photograph or video tape another company's exhibit booth or demonstrations.
- d. The FACE Conference 2019 is wholly owned by FACE and IIR Exhibitions Ltd and is not a public event. Programs presented at the FACE Conference 2019 are for the education of attendees and purchasers of recorded presentations as authorised by FACE. Any unauthorised use of program content, the name of a faculty speaker and/or program title is prohibited and will be grounds for termination of exhibitor privileges and prosecution for infringement of the copyright laws.
- e. For purposes of the preceding sentence, 'program content' includes, but is not limited to, oral presentations, audio-visual materials used by speakers and program papers, outlines, other hand-outs, poster presentations and exhibition hall activities.  
This rule applies to unauthorised uses of FACE program content before, after and/or during the meeting.
- f. **BOOTH ACTIVITIES** – (i) Product and service demonstrations may be conducted by professional presenters or models; however, demonstrations are to be straightforward, professional and non-combative in nature and must avoid excessive crowds, noise, heat or light.  
(ii) The use of live animals and live subject demonstrations for the purpose of demonstrating techniques that involve equipment, devices, or prescription pharmaceuticals is prohibited. Cosmetics and non-prescription skin care products may be demonstrated.  
(iii) If there is any question/concern whether a booth activity fits within the FACE guidelines, it is recommended that the company submit the activity for approval by **17 May 2019**.
- g. **AV EQUIPMENT** - The use of sound systems is permitted provided they do not interfere with the ability of neighbouring exhibitors to conduct business activities. Any exhibit may be closed if deemed by FACE, in its sole discretion, to have an excessive noise level. Exhibitors are responsible for obtaining appropriate licenses for any copyrighted music used in connection with their exhibit.
- h. **LASER PRECAUTIONS** - In keeping with the recommended safety precautions for lasers, FACE has adopted the following policies for laser exhibitors in the exhibit area:
  - Lasers must be operated in a manner that is consistent with accepted industry safety standards. Under no circumstances may lasers be operated in a manner that poses a safety risk to persons standing or walking in the vicinity of the exhibitor's booth. FACE reserves the right to determine whether a laser poses such a safety risk.

- Lasers must be operated only within a suitable enclosed space with eye protection for those viewing and operating the lasers.
  - All demonstrations of CO2 lasers must be conducted in clear plastic boxes with all sides enclosed, including the top. Smoke evacuators must be used.
  - Appropriate eye and electrical protection must also be required for non-laser light source and radiofrequency devices. Failure to comply with these policies will result in the denial of the use of lasers in connection with the exhibit.
- i. SELLING AND ORDER TAKING - Sales are permitted, provided that transactions are conducted in an appropriate professional and business-like manner.
  - j. EXHIBITOR MEETINGS & EVENTS – FACE approval, which may be granted or denied at the sole discretion of FACE, is required for all exhibitor sponsored meetings and events during the FACE Conference 2019. Exhibitor-sponsored CPD activities or subsequently produced CPD activities are not permitted. Exhibitors planning to hold a meeting or event must submit a written request to FACE.
  - k. SUBLETTING OF SPACE - Exhibitors may not let, sublet, transfer or share the exhibit privilege or space in whole or in part with any other party.

## GENERAL PROMOTIONAL GUIDELINES

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- a. RIGHT OF REFUSAL – FACE reserves the right to reject requests for promotions, or not to renew previously approved promotions, at any time, for any reason, or no reason at all. Promotions that conflict, or have the appearance of conflicting with the FACE policy are prohibited.
- b. PRESCRIPTION-ONLY MEDICINES  
Any exhibitor promoting prescription drugs must refer to Clause 3 of the ABPL Code of Practice for Pharmaceutical Industry. It states: “A medicine must not be promoted prior to the grant of the marketing authorization which permits its sale or supply. The legitimate exchange of medical and scientific information during the development of a medicine is not prohibited provided that any such information or activity does not constitute promotion which is prohibited under this or any other clause». For further information: [https://www.abpi.org.uk/media/1605/code\\_of\\_practice\\_2016.pdf](https://www.abpi.org.uk/media/1605/code_of_practice_2016.pdf)
- c. MEDICAL DEVICES  
Under the Regulations, all medical devices advertised and sold at the conference must be CE marked. It is forbidden to sell any non-CE marked device.
- d. FOOD SUPPLEMENT  
Food supplements containing the ingredients forbidden in the European Union (porcine or bovine extract, human placenta extract, etc.), cannot be sold nor displayed at the FACE Conference. Exhibitors must ensure that any product forbidden in the EU is neither sold nor displayed. Any food supplements containing forbidden ingredient(s) found will be immediately confiscated and destroyed.
- e. COSMETIC PRODUCTS  
According to the EU Regulation, all cosmetic products advertised and sold at the conference must be correctly labelled. The labelling requirements include the name and address of the manufacturer / importer, the ingredients, durability marking, function and precautions. It is forbidden to sell cosmetic products that contain specific restricted or prohibited substances.
- f. ENDORSEMENT – FACE acceptance of promotion is not intended to convey FACE approval, endorsement, certification, acceptance, or referral of any particular organisation, or any product or service manufactured or distributed by that organisation. Promotion permitted in FACE communication vehicles is not to be construed or publicised as an endorsement or approval by FACE, nor may the promoter state that its claims are approved or endorsed by FACE. The fact that a promotion for an organisation, a product, or a service has appeared in a FACE-sponsored communications vehicle, shall not be referred to in collateral advertising or literature by that organisation.
- g. COMPARISONS - Comparison to FACE products or services is prohibited.
- h. INTERPRETATION AND APPLICATION OF GUIDELINES - All matters and questions not specifically covered by these Guidelines, or other specific FACE guidelines, are subject to the final decision of FACE.
- i. TERMINATION – FACE reserves the right to terminate any promotion that could reasonably be determined to affect adversely the goodwill or reputation of FACE or its affiliates.



# EXHIBITOR BADGES

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- a. All Exhibitors have a set allocation of badges for their representatives over the FACE weekend. Exhibitor Passes give access to the whole Exhibition Area and ALL Exhibitor Workshops.
- b. All exhibitor badges should be filled out online. Go to <http://exhibitor.euromedicom.com/event.html>. Enter your login and password which we have sent you via email.
- c. Extra exhibitor badges can be purchased online at <http://exhibitor.euromedicom.com/event.html>
- d. Badges must be worn at all time for admission to the exhibit hall and Workshop areas and to receive your refreshments.
- e. Company badges will not be accepted in lieu of the official badge.
- f. Individuals who do not have badges will not be admitted into the exhibition area.
- g. Companies who do not register their representatives before the event will be able to do so on the day. Payment MUST be taken on the day at the Registration Desk otherwise the representative will not be allowed access into the Conference. Invoicing post event is not permitted under any circumstance.
- h. Badges may not be altered or covered in any manner.
- i. Individuals found in violation may be asked to relinquish their badge and escorted from the venue.

# HOTELS

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You can find our Accommodation service by visiting <https://www.miceconciierge.com/events/face2019>. Here you will find a selection of hotels where our Agency have agreed some discounted rates.

# LEAD RETRIEVAL – BADGE SCANNING

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Hiring of Scanners is an option for all Exhibitors at FACE 2019.

A barcode is printed on the badges of all registered participants. The barcode contains a unique number which relates to the participant record in the registration database. This record holds all contacts and information, as provided by the participant on the registration form.

Simply scan the barcode on the participant's badge and all the data will be stored in the scanner. Lead retrieval is a perfect marketing means for capturing and follow-up of sales leads generated at FACE 2019. For further information, please contact your FACE representative.

# WORKSHOPS/SYMPOSIUMS

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Workshop/Symposium sessions of 1.5 hours allow practitioners or company representatives, chosen by your company, to develop the results of studies and/or to perform live demonstrations in front of an audience. The Workshops/Symposiums take place in a fully equipped room. Please get in touch with your FACE representative for further information regarding availability.

# WORKSHOP/SYMPOSIUM FILMING AND PROJECTING

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Should you have a Workshop/Symposium slot, please note that the following options are available to you however, you will need to pre-book with your FACE representative.

- 1- Projection of procedure onto the main screen in Workshop room - £300.00
- 2- Footage of your Workshop/Symposium including whole session, live demonstrations, presentations and the Q&A. - £500.00 (Supplied to you as a digital file after the Conference).

We remind you that FACE holds the copyright to all educational materials presented or derived from its meetings, such as:

Video recordings of live demonstrations, video recordings of symposia, handouts, posters, abstracts and presentation synopses.

# WORKSHOP/SYMPOSIUM LIVE DEMONSTRATIONS

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- a. Please note, we cannot allow any invasive procedures to take place in ANY of the Workshops/Symposiums throughout the FACE Conference weekend.
- b. Please note, it is the responsibility of the company hosting the Workshop/Symposium to bring their own model/s and provide your FACE representative with their details.
- c. Please note, it is the responsibility of the company hosting the Workshop/Symposium to provide their own consent form for any demonstrations taking place within their event.

FACE and the QEII Centre hold no responsibility for any models attending the FACE Conference 2019.

# DELEGATE INVITES

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- a. Admission for delegates to attend FACE 2019 is by badge only. A precise Badge Policy has been implemented, specifying the rules related to the admittance to the different areas of the FACE Conference 2019. FACE Badge Policy is mandatory for all the participants. Its violation will authorise FACE staff to take measures in order to restore the order, and may lead to the withdrawal of the badge and the prohibition of access to the Conference. According to each participant's status, a corresponding badge is issued.
- b. As an exhibitor, you are entitled to purchase Delegate tickets for your staff and/or customers. For prices please contact your FACE representative. You are entitled to purchase a Delegate Pass on the day of the event however payment MUST be taken on the day at the Registration Desk otherwise the delegate will not be allowed access into the Conference. Invoicing post event is not permitted under any circumstance.
- c. Discounted rates apply for Exhibitors who wish to invite delegates as Full Delegates.

# SECURITY OF BOOTHS & MATERIALS

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Exhibitors are responsible for safeguarding their goods, materials, equipment and exhibits at all times. General guard service will be provided by FACE for the exhibition period to monitor exhibit hall access points, but neither the guard service, the QEII Centre or FACE will be responsible for the loss of or damage to any property. FACE strongly encourages exhibitors to provide their own booth security.

# TRAVEL

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For transport information to the QEII Centre, please visit <http://www.qeiicc.co.uk/contact-us/how-to-find-us>. Should you require any further information, please contact your FACE Representative.

## PARKING

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There is no on-site parking however there are a number of car parks nearby. For further information on a receiving a discount with a parking partner of the QEII Centre, please visit <http://www.qeiicc.co.uk/contact-us/how-to-find-us>

## SHOW GUIDE DEADLINES

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If you have agreed to take space within the FACE 2019 Show Guide, please be advised that the deadline for advertorial text, images and advert copy is **17 May**. If you still want to take some space within the Show Guide, the rates are as follows:

- Full Page Advertorial + Full Page Advert - £1,500 + VAT
- Half Page Advertorial + Half Page Advert - £800 + VAT

## DELEGATE PACK INSERTS

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If you have agreed to have an item of literature or a gift inserted within the Delegate Packs, please have these sent to:

**FAO HARRIET NEWTON**

Bag It Don't Bin It Ltd  
Saxon Works  
167 Rutland Road  
Sheffield  
South Yorkshire  
S3 9PT

The deadline for Inserts is **Friday 17 May 2019**. Any items received later than this date risk being excluded from the packs. If you would like to request a Delegate Pack Insert, please get in touch with your FACE representative. Inserts must be no larger than A4 in size and if literature based, no more than 12 pages. Anything larger will incur an additional fee.

## WI-FI

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An open Wi-Fi code will be available to all exhibitors over the FACE Conference at no additional cost. Your Wi-Fi connection details will be found at your stand.

## DELIVERY & COLLECTION NOTES

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- Please see attached delivery and collection notes which can be used on all boxes and materials being sent to the centre prior to the FACE Conference. The QEII Centre will allow delivery two days before the event (**Wednesday 5 June 2019**). However, if you are sending an International delivery the QEII Centre are happy to accept delivery from **Monday 3 June 2019**. Or alternatively items can also be brought in with you on the day.  
The collection note can be used after the event for any items that you wish to have stored in the loading bay/Event managers store room for a collection the following day. All items stored in the Centre will need to be collected within 48hrs. No items can be left on the event floor. Should this occur then these items will be disposed of. We ask all exhibitors to ensure that all international collections have the correct completed shipping labels on them as this is not something the centre can do after the event.
- DELIVERIES (EXHIBITOR GOODS)** – Package deliveries to the centre must be made carriage paid to the Loading Bay and the QEII Centre must be advised on the quantity of items, destination and appropriate contact names. Please note that your company name, the event name and stand number must feature on all deliveries.  
[Please request a Delivery Note]

The loading bay area is situated on Storey's Gate in Westminster and is located within the Transport for London Congestion Zone. <http://www.qeicc.co.uk/contact-us/location-map>.

The Loading Bay is a shared facility for all Deliveries and Collections at the QEII Centre and therefore vehicles are permitted access on a first come, first served basis.

- c. MOVEMENT OF DELIVERIES – There is no facility to move palletized products from Lifts to Exhibition Stands. Everything needs to be in boxes and moved on trolleys only. Fork Lift Trucks are not available on-site and are not suitable for use internally in the Centre.

Due to the dimensions of the Loading Bay and the fact that only one vehicle is permitted at any one time, during exhibition set-up and breakdown the following conditions must be:

The Loading Bay is left clear at all times unless loading/unloading is in progress;

The vehicle is not left unattended when transferring items to and from Exhibition areas.

During large build-ups we suggest that there are enough personnel to unload and then supervise the transfer of materials to the areas, whilst the vehicle is removed from the Loading Bay.

All corridors and Fire Exits are left clear to ensure access is maintained at all times.

Please note the QEII Centre do have flat bed trolleys/pump truck for your use to move your boxes from the loading bay to your floors/registration desk. These can be found in the loading bay and are based on first come first served.

## FREIGHT & SHIPPING

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FACE 2019 are using Europa Showfreight as the official Freight and Shipping company. Should your company be interested in using a Freight and Shipping company, please contact Europa Showfreight for the Shipping and Lifting Charges. Contact details for Europa Showfreight can be found on page 3 of this manual.

## PORTERAGE COST

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If you wish, you can hire a porter to move your materials for you. Please contact the QEII Centre to arrange.

## LIFT DIMENSION

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Please see attachment. You will have access to the Goods Lift 11 (ground to all floors up to 5th floors) for exhibitors and also Mews Lift (exterior lift to 3rd floor only).

We will require registration details for vehicles wishing to access the Mews Lift Only Public lifts cannot be used during event periods in the centre.

## EXHIBITOR STORAGE

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Exhibitors can use the West & East Long rooms for any additional storage on the 3rd floor. Please be advised that FACE and The QEII Centre hold now responsibility for the loss or damage of any items stored throughout the event.

Please note both rooms are fire exit routes and thus the aisle will need to be kept clear in both rooms.

## WASTE MATERIALS

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Please note that **exhibitors are responsible** for the clearance of their own rubbish and other waste materials from the Centre at the end of their event. In the event that this needs to be undertaken by the Centre a charge of **£25.00 per cubic metre** will apply for rubbish and waste materials **exceeding two cubic metres**.

# EMERGENCY PROCEDURES

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The QEII Centre is committed to the safety of all its staff, clients and visitors.

There is a 24 hour manned emergency number in the building, which is 4444. This can be dialed from the house phones, located throughout the building, or any phone provided to you by the Centre. This number should be used for emergencies ONLY, such as to report a fire, a first aid situation or a security incident. DO NOT dial 999 on a mobile phone, as this will cause confusion to the emergency services that have approved our system, and will therefore also cause a delay.

## FIRE

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Familiarise yourself with the **FIRE EXITS** and **FIRE ESCAPE ROUTES** from the floors you will be using, and brief any staff/stewards to do so also. There are four fire exit staircases in the building.

## FIRE ALARM

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To raise the alarm, either operate the nearest alarm by breaking the glass, or dial 4444 and report verbally.

Once an alarm is raised, a two-tone general alert will sound briefly, followed by an automated PA announcement stating that the alarm is being investigated. During this time, Floor Wardens who are trained members of QEII staff will make their way to their designated floors to reassure people that the situation is under control. Unless there is obvious evidence of a fire no immediate action is necessary.

Once the cause of the alarm has been established, this may take a while, an announcement will be made stating whether the alarm is false, no action need be taken, or a real emergency, in which case further instructions will be given. All instructions will be repeated, and the designated Floor Wardens will control any evacuation, which may be necessary. The assembly point in an evacuation is normally the column opposite the Centre's main entrance (by Westminster Abbey); any alternative will be announced by Security Control.

## AUTOMATIC ACTIONS

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When the alarm sounds, the following automatic actions will occur:

- 1- All electronically locked doors will be freed; this includes any doors, including Fire Exit doors, which may have been secured to restrict access. Doors, which are magnetically retained in the open position, will close automatically and it is for this reason that no door should be wedged open.
- 2- All lifts will be grounded automatically, and cannot be used once an alarm sounds.
- 3- The emergency lighting will come on, but other lights may go out. The emergency lighting lights the way to your nearest fire escape route.
- 4- DISABLED PERSONNEL – Please inform your FACE Ltd Representative of any visitor that may need assistance in an emergency situation. Preferably prior to the actual event day in order that a Personal Evacuation Plan (PEP) can be made. A copy of PEP proforma is included with these notes.

# MEDICAL

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Qualified First Aiders are on site during all events. Should you have a medical emergency notify Security Control on 4444, and a First Aider will be despatched. There is a First Aid Room on the ground floor to which First Aiders have access. The First Aider will arrange for an ambulance should this become necessary.

# GENERAL SECURITY

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Other incidents, such as a terrorist attack or structural disaster will be acted upon following an assessment of the specific occurrence. For example, the evacuation of delegates from the building following an assessment that there may be a car bomb in an adjacent street may be counter-productive. It may be more appropriate to move delegates to a safe area within the building. Similarly, to remain within the building following an assessment that explosive devices are likely to be on site could be catastrophic.

When possible Centre Management will make assessments with the cooperation of the police and where time permits event organisers will be included in the process.

An announcement to evacuate will be made via the PA system stating staircases to be used and the designated assembly point. Centre staff will act as floor wardens to assist the process.

Event organisers, their delegates and staff are encouraged to notify Security Control on extension 4444 should they become suspicious of any activity, bag or package.

Centre security staff would appreciate assistance from event organisers, exhibitors and their staff in establishing a cordon around any suspect item and beginning initial enquires into the identity of the possible owner.

If you have any queries regarding these instructions, please telephone the Security Section:

**Dan Blyghton Security Inspector on 020 7798 4053**

## **- PERSONAL EVACUATION PLAN -**

Fire Safety Legislation requires that the managers of this building assess all foreseeable risks from fire and make adequate evacuation arrangements for all persons, including those who may have any physical impairment that may delay them or others from evacuating the building when the fire alarm sounds. This might be because of age or infirmity; pregnancy; hearing or sight impairment or some other physical immobility.

## **- LIFTS -**

Our building has six floors above ground and if the fire alarm activates most of the passenger lifts will remain on the ground floor and you will not be able to use most of them. If an evacuation is required, you would normally be expected to descend the fire escape stairs to ground level. We do have one "Fire Protected" Lift and some Evacuation Chairs". In the unlikely event that you become trapped in a lift please press the alarm button for at least three seconds and carefully follow any instructions you are given.

## **- Step One - HELP US TO HELP YOU -**

If you are aware of any physical condition that may delay you or other people from evacuating this building in an emergency, please tell your own Event Organiser and our Event Manager in the first instance. They will make arrangements to assist you but if you are accompanied by a friend or carer introduce them to us when you arrive. Please read or ask for the Fire Evacuation Instructions displayed around the building to be read to you.

## **- Step Two - CONTACTING US -**

You can call our security control room 24 hours every day on **020 7798 4040**

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You can call our Business Centre at Main Reception (8am–6pm Mon-Fri) on **020 7798 4077**

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You can write to us at the address below at least 48 hours before you are attending.

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**We will need to know the Date & Name of the Event you are attending.**

## **- Step Three – UPON ARRIVAL -**

We need to assess your condition and using our knowledge of the building and where you may be within it at any time we will consider the impact this may have upon your ability to safely evacuate.

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We will listen to your needs and try to accommodate them safely.

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We will introduce you to one of our trained Fire Wardens and discuss with you some options

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We will show you some Fire Refuge Points where you can wait safely with a Fire Warden

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We will show you the nearest Fire Exit Routes to where you will be within the building

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We will show you the location of the Fire Evacuation Lift & Evacuation Chairs

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We will invite you to share with us your personal mobile telephone number if you have one

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We will agree a safe method of evacuation with you. (Please see Page 2)

# RULES & REGULATIONS

## 1. Definitions

In these conditions, the following terms have the following meanings:

- 1.1. Booking form: the booking form to which these conditions are attached setting out the details of the package or such other document setting out the details of the package as EuroMediCom may choose in its sole discretion to accept;
- 1.2. client: the person, company or other entity set out in the booking form;
- 1.3. Closing Date: the last date on which the exhibition is open to members of the public;
- 1.4. conditions: these terms and conditions;
- 1.5. contract: together, these conditions and the booking form;
- 1.6. exhibition: the exhibition organised by EuroMediCom set out in the booking form;
- 1.7. Event: the event organized by EuroMediCom for which the exhibition is related.
- 1.8. fees: the fees payable by client for the package set out in the booking form;
- 1.9. Force Majeure Event: any event arising that is beyond the reasonable control of EuroMediCom (including, without limitation, royal demise, venue damage or cancellation, industrial dispute, governmental regulations or action, military action, epidemic, fire, flood, disaster, third party contractor/supplier failure, civil riot, acts of terrorism or war);
- 1.10 Intellectual Property Rights: trademarks, logos, trading names, rights in design, copyrights, database rights and all other intellectual property right or analogous rights, whether registered or unregistered, anywhere in the world;
- 1.11 EuroMediCom: EuroMediCom SASU, Part of Informa Group Plc, 2 rue de Lisbonne 75008 Paris France
- 1.12 Manual: the manual (if any) provided to client by EuroMediCom in respect of the exhibition, as updated by EuroMediCom from time to time;
- 1.13 Materials: all materials and EuroMediCom of client including, without limitation, logos, artwork and profile, required by EuroMediCom for the purposes of the sponsorship;
- 1.14 owners: the owners and/or management of the venue;
- 1.15 Package: the space and/or sponsorship package in relation to the exhibition set out in the booking form;
- 1.16 Space: the exhibition space allocated to client set out in the booking form;
- 1.17 Sponsorship: the sponsorship element of the package set out in the booking form;
- 1.18 Venue: the venue at which the exhibition is to be staged.

## 2. Package

Once submitted to EuroMediCom, a booking form is irrevocable by client.

EuroMediCom, reserves the right to reject any booking form. A binding contract shall only come into effect when written confirmation (whether by email or otherwise) of acceptance is sent by EuroMediCom to client (whether or not it is received).

### 3. Fees

3.1 client shall pay the fees in cleared funds in accordance with the payment terms stated in the booking form. Without prejudice to any other right or remedy it may have, if EuroMediCom does not receive the fees in cleared funds by the due date for payment, EuroMediCom shall be entitled to:

- (i) refuse client, its employees and other representatives entry to the exhibition, and/or (ii) refuse to provide any element of the package.
- 3.2 It is the intent of the parties that EuroMediCom will receive the fees net of all applicable taxes, including, without limitation, sales, VAT, service or withholding taxes (taxes), all of which shall be paid solely by client. If and to the extent that any taxes are levied upon, or found to be applicable to, the whole or any portion of the fees, the amount of the fees shall be increased by an amount necessary to compensate for the taxes (including, without limitation, any amount necessary to "gross up" for taxes levied on the increase itself).

### 4. Client's general obligations

- 4.1 Client shall comply with (i) all laws (including, without limitation, all laws relating to anti-bribery and corruption or trade sanctions), (ii) any instructions issued by EuroMediCom or the owners (including, without limitation, in relation to health and safety or security requirements), and
- (iii) the provisions of the Manual (if any), including, without limitation, any rules, regulations and operational requirements stated therein.
- 4.2 Client warrants that: (i) it has the right, title and authority to enter into this contract and perform its obligations hereunder, and (ii) the person signing this contract on behalf of client has the requisite authority to do so.
- 4.3 Client, its employees and other representatives must not: (i) act in any manner which causes offence, annoyance or inconvenience to EuroMediCom, the owner or any other exhibition attendees,
- (ii) do anything which might adversely affect the reputation of EuroMediCom, the owners or the exhibition, and/or (iii) cause or permit any damage to the venue or any part thereof or to any fixtures or fittings which are not the property of client.

4.4 Client is required to be adequately insured to participate in the exhibition. Client shall itself take out and maintain at all times both public liability and employee liability insurance against personal injury, death and damage to or loss of property for not less than US\$2,000,000 per occurrence or claim. EuroMediCom shall be entitled to inspect client's insurance policy on request.

4.5 Client is solely responsible for obtaining passports, visas and other necessary documentation for entrance into the country where the exhibition is held. If client, its employees and other representatives cannot attend the exhibition due to a failure to obtain such documentation, the fees shall remain due and payable in full.

4.6 Client consents to its details (including, without limitation, its name, logo or any other EuroMediCom being: (i) published in the exhibition show guide and any other exhibition promotional materials, and (ii) displayed on the exhibition website. Although EuroMediCom shall take reasonable care in any such publication/display, it shall not be liable for any errors, omissions or misquotations that may occur.

4.7 All unauthorised filming, sound recording and photography of the exhibition and transmission of audio or visual material is expressly prohibited. Client consents to: (i) the filming, sound recording and photography of the exhibition, which may include client's employees and other representatives, and (ii) the use by EuroMediCom of any such film, sound recording or photography anywhere in the world for promotional and other purposes.

### 5. Specific terms relating to space

5.1 EuroMediCom reserves the right at any time to make such alterations in the floor plan of the exhibition or in the specification of the space as EuroMediCom in its absolute opinion considers to be in the best interests of the exhibition, including, without limitation, altering the size, shape or position of the space and/or the exhibition stand therein. If the size of the space is reduced, client will receive a pro-rata refund of the fees payable in respect of the space.

5.2 EuroMediCom permits client to use the space for the purpose of displaying exhibits at the exhibition. Such use shall not constitute a tenancy and client shall have no other rights to or interest in the space. Client is only permitted to conduct business from the space and shall not canvass or solicit for business in any other area of the venue.

5.3 Client undertakes: (i) to occupy the space in time for the opening of the exhibition, (ii) at all times during the exhibition to ensure that its exhibition stand is staffed by competent personnel and is clean, tidy and well presented (failing which, EuroMediCom reserves the right without liability to arrange for this to be done at client's risk and expense), and (iii) not to close its exhibition stand prior to the closing of the exhibition.

5.4 Client shall not permit the display of any exhibits that do not exclusively relate to client's own commercial activities. EuroMediCom reserves the right without liability to remove any exhibit which EuroMediCom considers in its reasonable opinion contravenes

any law, infringes the intellectual property rights of any third party, is likely to cause offence or which otherwise does not comply with these conditions. In addition, advertising materials, other than official meeting advertising programs, cannot be distributed outside the exhibitor's booth. This applies to distributing flyers, congress announcement, handbills, invitations, magazines or other advertising materials to attendees. Distributing materials in any part of the convention center or hotels used by the congress is prohibited.

5.5 EuroMediCom will be responsible for setting-up a shell scheme for client's exhibition stand in the space only where it has expressly agreed to do so in the booking form. Client is solely responsible for all aspects of dressing and branding the space.

5.6 Unless the provisions of condition 5.5 apply, client is solely responsible for all aspect of the set-up of the space, including, without limitation, the shell scheme and exhibition stand construction, branding and dressing.

5.7 Client may not share the space with any third party without the prior written consent of EuroMediCom. If and to the extent that client is permitted to share the space, client shall remain responsible for the space in its entirety and shall be liable for any breach of the terms of this contract by any party with whom the space is shared.

5.8 If client is in breach of this contract or is otherwise engaged in any activity that might jeopardise the safety of the exhibition or any exhibition attendees, EuroMediCom reserves the right without liability to close client's exhibition stand.

5.9 Live demonstrations of any type of injection or invasive treatment (such as fillers, botulinum toxin, mesoroller, mesotherapy and others...) is strictly forbidden on the exhibition area and on booths.

The exhibitor is permitted to demonstrate the firm's equipment, to do informational presentations regarding the product line or service, and to distribute product information and related product marketing activities from the exhibit booth. The use of other than closed-sound systems will be permitted only with the prior written approval of the exhibition Manager. Any exhibit may be closed if deemed by the organizer, in its sole discretion, to have an excessive noise level. Exhibitors are responsible for obtaining appropriate licenses for any copyrighted music used in connection with their exhibit. Exhibitors must not propose activities like dance show on their booth (or any other activities not related to the medical field).

### 6. Specific terms relating to sponsorship

6.1 Client shall: (i) provide EuroMediCom with all materials within any deadlines specified by EuroMediCom, and (ii) comply with EuroMediCom's specifications in relation to all materials. If client does not, EuroMediCom reserves the right to refuse to print or otherwise use any or all of the materials (but all fees in respect of the sponsorship shall remain due and payable in full).

6.2 client shall ensure that all materials: (i) are accurate and complete and do not contain any information which may cause offence or be defamatory, and (ii) do not infringe the intellectual property rights of any third party.

6.3 Although EuroMediCom shall take reasonable care in the production of any material incorporating the materials, it shall not be liable for any errors, omissions or misquotations that may occur. All materials are subject to the approval of EuroMediCom. EuroMediCom reserves the right to reject any materials at any time after receipt. EuroMediCom will use its reasonable endeavours to provide the sponsorship in the size, position and manner as specified in the booking form, but shall not be liable where reasonable modifications are made.

6.4 Client hereby grants to EuroMediCom a non-exclusive, royalty free licence to use the materials and client's details in connection with the creation of any materials relating to the exhibition. Client acknowledges that, in view of the time and cost required in preparing such materials, in circumstances where this contract is terminated EuroMediCom may at its discretion continue to use the materials and client's details after termination of this contract where the time and cost required to remove the same from any materials relating to the exhibition cannot reasonably be justified by EuroMediCom.

6.5 If client is in breach of this contract, EuroMediCom reserves the right without liability to refuse to use any materials or provide any element of the sponsorship.

6.6 Exhibiting companies will be required not to sponsor conflicting events out of the ones proposed, supported or sold by EuroMediCom. Conflicting events being scientific or educational meetings of interest and relevant to the same type of audience as the EuroMediCom's event participants, including but not limited to: lectures, presentations, seminars or workshops that would be scheduled at the same time or 2 days before and after the event.

6.7 EuroMediCom reserves all the rights for all videos recorded during the workshops/ symposia organized in the framework of the event.

### 7. Selling and order taking

Sales are permitted if transactions are conducted in an appropriate professional and businesslike manner. EuroMediCom reserves the right to restrict sales activities that it deems inappropriate or unprofessional. It is the responsibility of each exhibitor to collect and remit all sales taxes. It is the responsibility of the participants to verify that products they want to buy is being authorized or in accordance with the legislation. EuroMediCom is not responsible for the products in the demonstration.

### 8. Condition of booth installation

The exhibitors will have to leave the sites occupied by them, and in particular the fitted carpet of stand, in the same condition as they will have found them. It is prohibited to nail, screw, stick etc, on the structure. Any deterioration will be invoiced to the exhibitor. It is absolutely prohibited to carry out any work concerning the conduits of water, compressed air, the electric circuits, telephone, hoist, water pipelines or of draining, and elevators. It is also prohibited to make holes for fixing or sealing, taking off gates, fixing antennas etc. Any damage caused for non-observing the above will be charged of the exhibitor.

Security accesses will have to remain accessible to the concerned services of the venue. It is forbidden to place panel clames or company signs or ads outside of the stands or on any other location than the ones reserved for that use. In case of infringement of this rule, EuroMediCom will be entitled to remove the related element without any preliminary formal warning, and any related cost would be charged to the exhibitor. EuroMediCom reverses the right to refuse a stand installation or opening if the corresponding payment would not have been paid in full by the client at the time of the event opening.

### 9. Customs and Handling

It will be up to each exhibitor to carry out and clear the customs formalities for any of their products and goods coming from abroad. EuroMediCom cannot be taken as responsible for any related affairs which could occur at the time of these formalities. The handling of the concerned goods or products is under the responsibility of the exhibitor.

### 10. Safety Measures

The opening authorization could be refused to any stands that would not observe the security regulation of the venue. EuroMediCom declines all responsibility if an exhibitor would be instructed to close its stand by the venue Security Commission.

### 11. Visitor, delegate and client's personnel/sub-contractor passes

Where visitor passes and/or delegate passes are issued as part of the package, they are issued subject to EuroMediCom's terms and conditions applicable to visitors and/or delegates (as applicable) in force from time to time. Client will be supplied with passes for its personnel and sub-contractors (as applicable) who are working on the exhibition and such passes must be presented by such personnel/sub-contractors upon request at any time on the exhibition. EuroMediCom may refuse entry to any person without a valid pass. Passes are only valid for the name of the person to whom they are issued for.

### 12. Limitation of rights granted

Client's rights in relation to the exhibition are strictly limited to those set out in the package. Client shall be permitted to advertise in a proportionate manner on its own website the fact of its attendance and participation in the exhibition, including, without limitation, by providing a web link to the exhibitor's website, provided that EuroMediCom may request at any time and for any reason that client removes any such advertising and client shall be required to comply with any such request promptly. Client is not permitted to: (i) exploit any rights of a commercial nature in connection with the exhibition; (ii) establish a website relating to the exhibition; or (iii) otherwise promote or advertise its association with the exhibition or EuroMediCom, except as expressly stated herein or with the prior written consent of EuroMediCom. Nothing in this contract shall be construed as granting to client any right, permission or licence to use or exploit the Intellectual Property Rights of the EuroMediCom Group.

### 13. Changes to the exhibition

EuroMediCom reserves the right without liability at any time and for any reason to make reasonable changes to the format, content, venue and timings of the exhibition. If any such changes are made, this contract will continue to be binding on both parties, provided that the package shall be amended as EuroMediCom considers necessary to take account of the changes.

### 14. Cancellation and changing the date of the exhibition

14.1 EuroMediCom reserves the right to cancel or change the date of the exhibition at any time and for any reason (including, without limitation, if a force majeure event occurs which EuroMediCom considers makes it impossible, inadvisable or impracticable for the exhibition to be held).

14.2 In the event that the date of the exhibition is changed or where the exhibition is cancelled for the current year but is reasonably expected by EuroMediCom to be held in the following year, this contract will continue in full force and effect and the obligations of the parties shall be deemed to apply to the exhibition on the new date (or the exhibition in the following year, as the case may be) in the same way that they would have applied to the originally scheduled exhibition. For the avoidance of doubt, nothing in this condition

14.2 shall excuse client from the payment of the fees in accordance with the payment terms stated in the booking form.

14.3 Where the exhibition is cancelled and is not reasonably expected by EuroMediCom to be held in the following year the terms of this condition 14.3 shall apply:

14.3.1 If the exhibition is cancelled other than as a result of a force majeure event (in which case the provisions of condition 14.3.2 apply), this contract shall terminate without liability provided that, at client's election, any proportion of the fees already paid will be refunded or a credit note for the amount of the fees already paid will be issued and client will be released from paying any further proportion of the fees;

14.3.2 If the exhibition is cancelled as a result of a force majeure event, this contract shall terminate without liability provided that: (i) EuroMediCom shall be entitled to retain an amount equal to 50% of the total fees (the revised fees) from any proportion of the fees already paid or, where no fees have been paid or where the proportion of the fees already paid is less than the revised fees, EuroMediCom shall be entitled to submit an invoice in respect of the balance (or the whole as the case may be) of the revised fees, which will

become immediately due and payable; and (ii) after the deduction of the revised fees, at client's election, any proportion of the fees already paid will be either refunded or a credit note issued for the amount of fees already paid and client will be released from paying any further proportion of the fees.

14.4 Client acknowledges that the provisions of this condition 14 set out client's sole remedy in the event of cancellation or the changing of the date of the exhibition and all other liability of EuroMediCom is hereby expressly excluded.

### 15. Cancellation by client

For any cancellation made by the client between signature of the contract and 4 months before the event, 50% of the fees shall remain due and payable. For any cancellation made between 4 months and the event date, the application for the package is irrevocable by client and client has no rights to cancel this contract. Save as expressly set out in these conditions, no refunds will be given and the fees shall remain due and payable in full.

### 16. Termination

16.1 EuroMediCom may terminate this contract without liability immediately at any time by written notice to client if client: (i) has committed a material breach of any of its obligations under this contract or any other agreement between any company within the EuroMediCom Group and client and has not remedied such breach (if the same is capable of remedy) within 14 days of receiving written notice of the breach (or such lesser period as would be required for the breach to be remedied in sufficient time prior to the exhibition); or (ii) goes into liquidation, is declared insolvent, ceases to carry on business or suffers any analogous event in any jurisdiction. Without prejudice to any other right or remedy it may have, in the event that EuroMediCom terminates this contract pursuant to this condition 16.1, EuroMediCom shall not be required to refund any fees received from client and EuroMediCom shall be entitled to submit an invoice in respect of the balance (or the whole as the case may be) of the fees which will become immediately due and payable.

16.2 EuroMediCom may terminate this contract without liability immediately at any time by written notice to client if EuroMediCom determines in its absolute discretion that the provision of the package to client is not in the best interests of the exhibition or EuroMediCom's legitimate commercial interests. In the event that EuroMediCom terminates this contract pursuant to this condition 16.2, any proportion of the fees already paid will be refunded and client will be released from paying any further proportion of the fees. client acknowledges that the refund of fees paid is client's sole remedy in the event of termination by EuroMediCom under this condition 16.2 and all other liability of EuroMediCom is hereby expressly excluded.

16.3 Upon any termination of this contract, without prejudice to any other right or remedy it may have, EuroMediCom reserves the right without liability to close client's exhibition stand, remove client's employees and other representatives from the exhibition, cover over any materials, remove and despatch any exhibits or other property of client to client's address (at client's risk and expense). EuroMediCom shall be free to re-sell any aspects of the package as it shall think fit.

16.4 conditions 6.4, 8, 14, 15, 16, 17 and 18 shall survive termination of this contract.

### 17. Liability and indemnity

17.1 EuroMediCom does not make any warranty as to the exhibition or package in general, including, without limitation, in relation to: (i) the presence, absence or location of any other exhibitor, sponsor or exhibition attendee; or (ii) the benefit or outcome (commercial or otherwise) that client may achieve as a result of participating in the exhibition. Except as set out in these conditions, to the fullest extent permitted by law, EuroMediCom excludes all conditions, terms, representations and warranties relating to the exhibition and the package that are not expressly stated herein.

17.2 EuroMediCom shall not be liable to client for any loss or damage suffered or incurred by client in connection with the provision of any goods or services supplied by third parties in relation to the exhibition and/or the package, including, without limitation, the provision of utilities, freight shipment, transportation/delivery of materials and services supplied by third party contractors or the owners. Client acknowledges that services provided to client by EuroMediCom's official or recommended contractors are the subject of a separate agreement between client and the relevant contractor(s).

17.3 Subject to condition 17.5: (i) EuroMediCom shall not be liable to client for any (a) indirect or consequential loss, loss of profits, loss of business, loss of opportunity, loss of goodwill or any other type of economic loss, or (b) loss (or theft) of or damage to the person, property and effects of client, its employees or other representatives, and (ii) EuroMediCom's maximum aggregate liability to client under this contract or otherwise in connection with the exhibition and/or the package shall be limited to the total amount of the fees paid by client.

17.4 client shall indemnify EuroMediCom against: (i) any loss of or damage to any property or injury to or death of any person caused by any act, or omission of client, its employees, other representatives or sub-contractors, and (ii) any loss, damage or expense suffered or incurred by EuroMediCom as a result of a third party claim that either (a) the display of any exhibits by client at the exhibition, or (b) EuroMediCom's receipt or use of the Materials, constitutes an infringement of the Intellectual Property Rights of any third party.

17.5 Nothing in these conditions shall exclude or limit any liability which cannot be excluded or limited by the applicable law.

17.6 The provisions of this condition 17 shall not be a bar to client's right to claim under any extended cover that may have been taken up by client pursuant to condition 4.4, provided that client can demonstrate a claimable loss under the policy. Where client has taken up extended cover and there is an occurrence which may give rise to a claim under the policy, client will advise EuroMediCom in writing immediately (but no later than 7 days from the closing date of the exhibition) and provide all related documentation that is necessary to assess the claim. Client undertakes to cooperate with EuroMediCom, the insurer/underwriters and the designated loss adjuster (if any) with any investigations surrounding the claim. EuroMediCom undertakes to promptly forward to the insurer/underwriters and the designated loss adjuster (if any), within 7 days, any claim submitted to it by client pursuant to the extended cover and to facilitate any investigations where necessary. Any fraud, intentional misstatement or concealment of material EuroMediCom by client will result in any benefits under the extended cover being forfeited.

### 18. General

18.1 EuroMediCom reserves the right to refuse any person entry to the exhibition or to remove any person from the exhibition at any time.

18.2 From time to time, EuroMediCom, the owner and their respective employees, other representatives or sub-contractors may enter the venue to carry out works, repairs or alterations or for any other purposes which they deem necessary (works). EuroMediCom (and its employees, other representatives and sub-contractors) shall not be liable for any damage, loss or inconvenience suffered or incurred by client, its employees or other representatives by reason of any matter relating to the works.

18.3 Without prejudice to condition 14.3.2, EuroMediCom shall not be in breach of this contract nor liable for delay in performing, or failure to perform, any of its obligations under this contract if such delay or failure results from a force majeure event. For the avoidance of doubt, nothing in this condition 18.3 shall excuse client from the payment of the fees under this contract.

18.4 Nothing in this contract shall create a partnership, joint venture or agency relationship between the parties.

18.5 If and to the extent that there is any conflict between these conditions and the booking form, the terms of the booking form shall prevail.

18.6 Each party acknowledges that this contract constitutes the entire agreement between the parties in relation to the exhibition and that it does not rely upon any statement, representation, assurance or warranty that is not set out in this contract. No variation of this contract shall be effective unless it is made in writing and signed by both parties.

18.7 Client may not assign or sub-contract any of its rights or obligations under this contract without the prior written consent of EuroMediCom. A person who is not a party to this contract shall not have any rights under or in connection with it. EuroMediCom shall be entitled to assign any and all of its rights under this contract to any member of the EuroMediCom Group and the consent of client shall not be required. EuroMediCom shall be entitled to sub-contract any and all of its obligations under this contract to any member of the EuroMediCom Group or any third party contractor assisting EuroMediCom with the staging of the exhibition and the consent of client shall not be required.

18.8 No failure by either party in exercising any right, power or remedy shall operate as a waiver of the same.

18.9 If any provision of this contract is or becomes invalid, illegal or unenforceable, that provision shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision shall be deemed deleted. Any modification to or deletion of a provision under this condition

18.9 shall not affect the validity and enforceability of the rest of this contract.

### 19. Attribution of jurisdiction

In the event of dispute, of conventions expresses between parts, the Courts of Paris are only qualified, even in the event of plurality of defenders.



## CONFIDENTIAL PERSONAL DETAILS

We invite you to supply your Personal Details so that we can contact you. This is entirely voluntary and any information you supply will only be used for the purposes of arranging a Personal Evacuation Plan within the provisions of the Data Protection Acts. The information will not be passed to any third party and will be destroyed as soon as your attendance at the Centre has finished.

Full Names			
Full Postal Address			
Postcode			
Home Telephone		Mobile Telephone	
Age in Years			

## REASON FOR YOUR ATTENDANCE AT QEII CONFERENCE CENTRE

Date(s)		Between Times	
Accompanied?	<input type="checkbox"/> YES		<input type="checkbox"/> NO
Companions Details			

## DESCRIBE THE CONDITION THAT MIGHT DELAY YOUR EVACUATION

--

## FOR CONFERENCE CENTRE USE ONLY

Event Manager Aware

Security Supervisor Aware

Business Centre Aware

Fire Meet & Greet by;

## COMMENTS

# 3x2 Shell Scheme

## Panel Specification

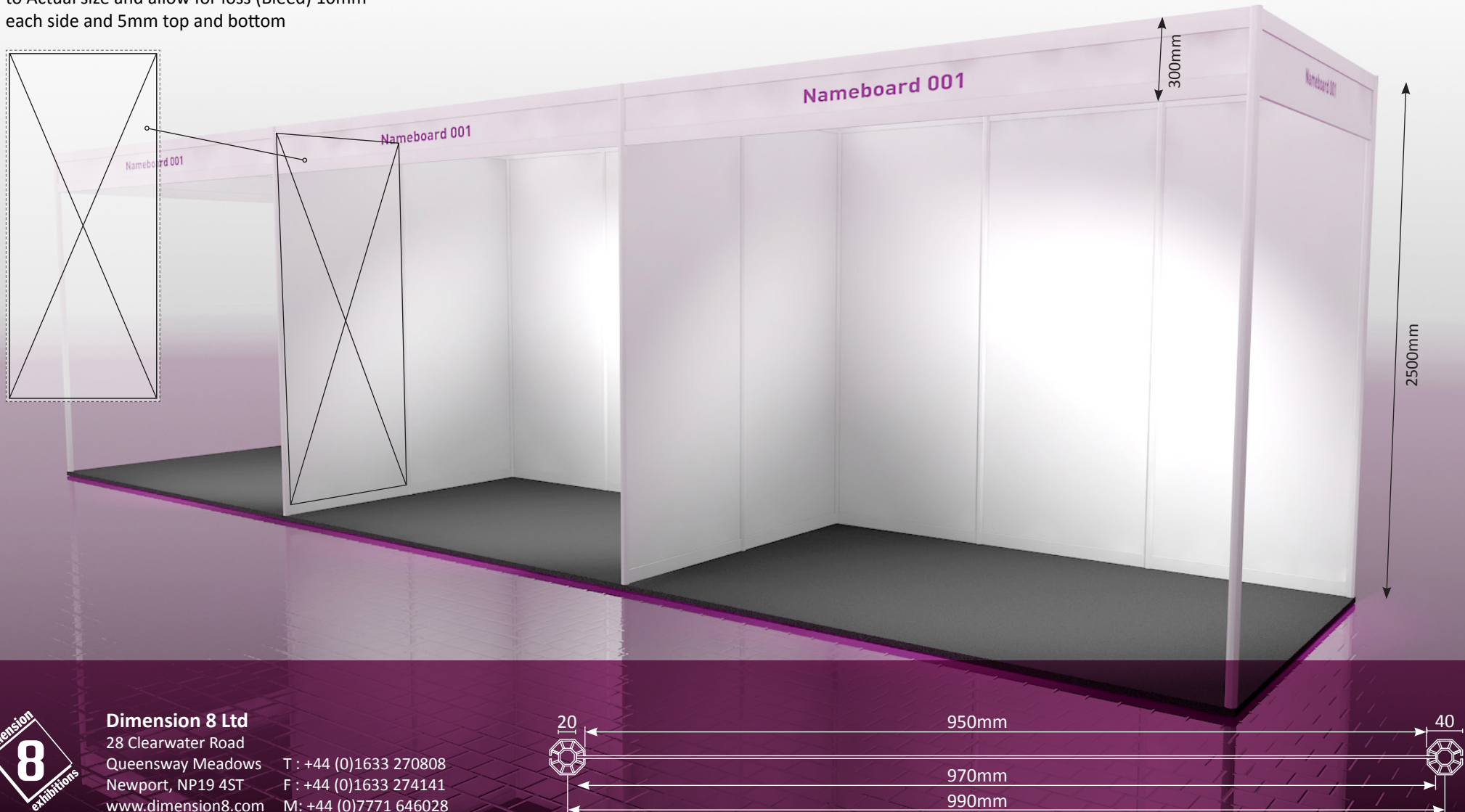
Visible panel size: 950mm x 2340mm  
Actual panel size: 970mm x 2352mm  
please note that the edges will be hidden inside the framework, please set up graphic artwork to Actual size and allow for loss (Bleed) 10mm each side and 5mm top and bottom

## Material Specification

White power coated aluminium Octanorm system.  
White foamex infill panels.

## Typical Plan

Internal 3x2 stand dimensions:  
2930mm x 1940mm



### Dimension 8 Ltd

28 Clearwater Road  
Queensway Meadows  
Newport, NP19 4ST  
www.dimension8.com

T : +44 (0)1633 270808  
F : +44 (0)1633 274141  
M: +44 (0)7771 646028



## **DELIVERY NOTE**

**PLEASE NOTE THAT THE CENTRE IS UNABLE TO ACCEPT RESPONSIBILITY  
FOR ANY DELAY/ LOSS THAT MAY OCCUR**

**DELIVERY ADDRESS:** QEI Centre  
Storey's Gate Loading Bay  
Westminster  
London SW1P 3EE

**EVENT MANAGER:** Emile Bolt

**EVENT TITLE:** FACE 2019

**EVENT DATE:** 5 – 8 June 2019

**EVENT ROOM(S):** 3<sup>rd</sup> floor

**STAND NO. / NAME:**

**NUMBER OF ITEMS:**



## COLLECTION NOTE

PLEASE NOTE THAT THE CENTRE IS UNABLE TO ACCEPT RESPONSIBILITY FOR ANY DELAY/ LOSS THAT MAY OCCUR

ITEMS NOT COLLECTED FROM THE STOREY'S GATE LOADING BAY WITHIN 48 HOURS OF THE EVENT WILL BE DISPOSED OF WITHOUT FURTHER NOTIFICATION

**EVENT MANAGER:** Emile Bolt

**EVENT TITLE:** FACE 2019

**EVENT DATE:** 5 – 8 June 2019

**CONTACT NAME/ DELIVERY ADDRESS:**

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---

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**CONTACT TELEPHONE NUMBER:**

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**NUMBER OF ITEMS:** of

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# HEADER

(Myriad Pro Regular, 53pt)

## Sub Header

(Myriad Pro Italic, 14 pt)

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(image caption)

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(Minion Pro, Regular, 12pt)

COMPANY NAME  
STAND NO.  
Tel.  
Email.  
Web.

**Mews Goods Lift:****Width and Door Opening:****Depth:****Height/Door Opening:****Height:****Loading:****LIFT SIZES****5 metres****2.5 metres****2 metres****2.5 metres****2,500 kilos****AVAILABLE FLOORS:**

Entry via the East Side of the building on the  
Ground Floor (exterior) and Services 3<sup>rd</sup> Floor rooms  
ONLY

**Storey's Gate Lift 10:****Width and Door Opening:****Depth with doors shut:****Height/Door Opening:****Height:****Loading:****1.32 metres****1.46 metres****2.05 metres****2.05 metres****1,000 kilos****AVAILABLE FLOORS:**

Ground to 3<sup>rd</sup> floor ONLY

**Storey's Gate Lift 11:****Width****Width at door opening:****Depth:****Height:****Height at door opening:****Loading:****2.15 metres****1.6 metres****1.7 metres****2.2 metres****2.05 metres****2,000 kilos****AVAILABLE FLOORS:**

Ground to 5<sup>th</sup> floors ONLY

**Core 2 (x6) Passenger Lifts – 16 Person****Capacity:****Width/Door Opening:****Lift to -2: Width****Others: Width:****Lift to -2: Depth:****Others depth:****Height/Door opening:****Height****Loading:****1.09 metres****1.35 metres****1.9 metres****1.95 metres****1.4 metres****2.06 metres****2.2 metres****1,250 kilos****AVAILABLE FLOORS:**

Ground to 5<sup>th</sup> floors (x 1 also to -1 & -2 levels)

**Core 1 (x 3) Passenger Lifts – 10 Person Capacity:****Width/Door Opening:****Width:****Depth:****Height/Door opening:****Height****Loading:****0.79 metres****1.3 metres****1.35 metres****1.97 metres****2.1 metres****1,250 kilos****AVAILABLE FLOORS:**

Ground to 5<sup>th</sup> floors (x 1 also to -1 & -2 levels)

**Passenger Lift 12****Width/Door Opening:****Width:****Depth:****Height/Door opening:****Height****1.09 metres****1.5 metres****1.4 metres****2.2 metres****2.2 metres****AVAILABLE FLOORS:**

Passenger Lift between the 4<sup>th</sup> & 6<sup>th</sup> Floors ONLY

# EMERGENCY PROCEDURES

The QEII Centre is committed to the safety of all its staff, clients and visitors.

## FIRE

The Centre's Fire Alarm notification is in the form a spoken voice announcement (female) repeating the following:

*"A fire has been detected in the building. Please make your way out of the building by the nearest fire exit, please do not use the lifts".*

Familiarise yourself with the **FIRE EXITS** and **FIRE ESCAPE ROUTES** from the floors you will be using, and brief any staff/stewards to do so also.

Click icon for the fire exit routes:



QEII Fire Routes for  
Building Users

### On discovering a fire:

- Raise the alarm immediately. Operate the nearest break glass call point.
- Make sure others nearby are aware and that you all evacuate immediately.
- Close doors behind you. Fire extinguishers and other firefighting equipment are to aid exit only. Do not put yourself at any personal risk fighting a fire.
- Do not stop to collect personal belongings.
- Do not use the lifts.
- Once out of the building, make your way to the assembly point.
- Do not re-enter the building until given clearance by the QEII security team.

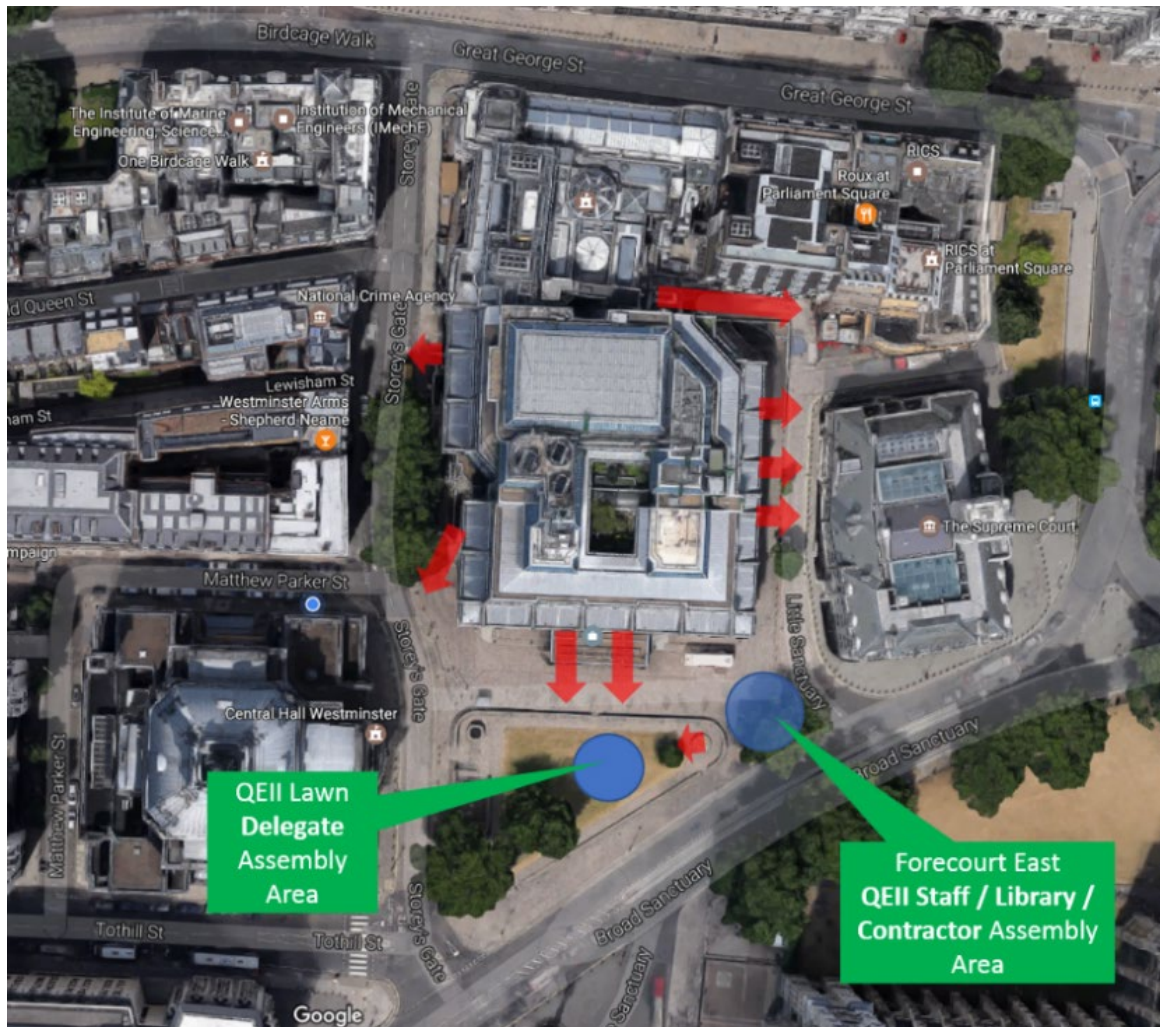
### On being instructed to evacuate via the voice alarm:

- The Voice Alarm will direct you when to evacuate.
- Make sure others nearby are aware and that you all evacuate as directed. Lead nearby building users who may be unfamiliar with the building to the nearest escape route.
- Close any doors behind you. Fire extinguishers and other firefighting equipment are to aid exit only. Do not put yourself at any personal risk fighting a fire.
- Do not stop to collect personal belongings.
- Do not use the lifts.
- Once out of the building, make your way to the assembly point.
- Do not re-enter the building until given clearance by the QEII Incident Control Officer and Security team.



## QEII Centre Assembly Points:

**Client & Delegates:** QEII Lawn  
**Staff, Tenants & Contractors:** Forecourt East



## Automatic Actions

When the alarm sounds, the following automatic actions will occur:

1. All electronically locked doors will be freed; this includes any doors, including Fire Exit doors, which may have been secured to restrict access. Doors, which are magnetically retained in the open position, will close automatically and it is for this reason that no door should be wedged open.
2. All lifts will be grounded automatically, and cannot be used once an alarm sounds.

## **Disabled Personnel**

Please inform your Centre Event Manager of any visitor that may need assistance in an emergency situation. Preferably prior to the actual event day in order that a Personal Evacuation Plan (PEP) can be made. A copy of PEP proforma is included with these notes.

## **MEDICAL**

Qualified First Aiders are on site during all events. Should you have a medical emergency notify Security Control on 020 7798 4444 and a First Aider will be despatched. There is a First Aid Room on the ground floor to which First Aiders have access. The First Aider will arrange for an ambulance should this become necessary.

## **SECURITY**

Other incidents, such as a terrorist attack or structural disaster will be acted upon following an assessment of the specific occurrence. For example, the evacuation of delegates from the building following an assessment that there may be a car bomb in an adjacent street may be counter productive. It may be more appropriate to move delegates to a safe area within the building.

Similarly to remain within the building following an assessment that explosive devices are likely to be on site could be catastrophic.

When possible Centre management will make assessments with the cooperation of the police and where time permits event organisers will be included in the process.

An announcement to evacuate will be made via the PA system stating staircases to be used and the designated assembly point. Centre staff will act as floor wardens to assist the process.

Event organisers their delegates and staff are encouraged to notify Security Control on extension 020 7798 4444 should they become suspicious of any activity, bag or package.

Centre security staff would appreciate assistance from event organisers and their staff in establishing a cordon around any suspect item and beginning initial enquires into the identity of the possible owner.

If you have any queries regarding these instructions, please telephone the Security Section: Dan Blyghton Security Inspector on 020 7798 4053.

# EMERGENCY LOCKDOWN PROCEDURE

## What is a lockdown?

A lockdown is implemented when there is serious security risk (e.g. violent or armed intruder) to building occupants. The initiating threat can be either internal or external to the building.

## How will I know a lockdown is occurring?

You will be notified of a lockdown procedure through one or more of the following:

- Public Announcement (PA) broadcast
- In person notification by police or staff member

## Lockdown Steps

For a building lockdown (Inc. multi occupancy):

- 1) Secure entry and exit points;
- 2) Communicate the threat to tenants and staff;
- 3) Move immediately to the nearest room you feel is safe with as many people as possible
- 4) Lock and barricade the door and consider covering windows;
- 5) Turn off the lights or maintain minimal lighting;
- 6) Move away from windows and doors;
- 7) Lie flat on the floor or take cover out of sight;
- 8) Turn mobile phones off or to silent;
- 9) Keep calm and quiet; and
- 10) Stay in the room until police arrive.

Remember it may be several hours before you can be safely evacuated.

## What if someone is injured?

Follow these steps when safe to do so:  
Call 999. If using a mobile please switch it to silent mode.

**NB:** Do not expose yourself to additional danger in the process of helping others.

## Who to call?

Call 999.

## What to report?

When contacting authorities, report the following:

1. Your specific location, building name and office/room number;
2. The number of people at your specific location;
3. If there are injuries; the number and types of injuries;
4. If you have seen an assailant or identified a threat:
  - location and number of suspects;
  - direction of travel;
  - their clothing and description;
  - their identity if known;
  - any weapons or accessories (e.g. backpack); and any unusual or threatening sounds (e.g. gunfire or explosion)

## What if fire alarm sounds?

- DO NOT respond normally as a fire alarm during a lockdown may be a ploy by an armed intruder.
- Remain calm in your lockdown secure area, if safe to do so and attempt to verify fire alarm activation with on-site contact or emergency services.
- If fire is verified, follow Fire/Evacuation procedures.

### PERSONAL EVACUATION PLAN

Fire Safety Legislation requires that the managers of this building assess all foreseeable risks from fire and make adequate evacuation arrangements for all persons, including those who may have any physical impairment that may delay them or others from evacuating the building when the fire alarm sounds. This might be because of age or infirmity; pregnancy; hearing or sight impairment or some other physical immobility.

### LIFTS

Our building has six floors above ground and if the fire alarm activates most of the passenger lifts will remain on the ground floor and **you will not be able to use most of them**. If an evacuation is required, you would normally be expected to descend the fire escape stairs to ground level. We have **Fire Protected Refuges** and **Evacuation Chairs**. In the unlikely event that you become trapped in a lift please press the alarm button for at least three seconds and carefully follow any instructions you are given.

### Step One - HELP US TO HELP YOU

If you are aware of any physical condition that may delay you or other people from evacuating this building in an emergency please tell your own Event Organiser and our Event Manager in the first instance. They will make arrangements to assist you but if you are accompanied by a friend or carer introduce them to us when you arrive. Please read or ask for the Fire Evacuation Instructions displayed around the building to be read to you.

### Step Two - CONTACTING US

You can call our security control room 24 hours every day on 020 7798 4040

You can call our Main Reception (8am–7pm Mon-Fri) on 020 7798 4077

You can write to us at the address below at least 48 hours before you are attending.

***We will need to know the Date & Name of the Event you are attending.***

### Step Three – UPON ARRIVAL

We need to assess your condition and using our knowledge of the building and where you may be within it at any time we will consider the impact this may have upon your ability to safely evacuate.

- We will listen to your needs and try to accommodate them safely.
- We will introduce you to one of our trained Fire Wardens and discuss with you some options
- We will show you Fire Refuge Points where you can wait safely with a Fire Warden
- We will show you the nearest Fire Exit Routes to where you will be within the building
- We will show you the location of the Fire Evacuation Lift & Evacuation Chairs
- We will invite you to share with us your personal mobile telephone number if you have one
- We will agree a safe method of evacuation with you. (Please see Page below)

### CONFIDENTIAL PERSONAL DETAILS

We invite you to supply your Personal Details so that we can contact you. This is entirely voluntary and any information you supply will only be used for the purposes of arranging a Personal Evacuation Plan within the provisions of the Data Protection Acts. The information will not be passed to any third party and will be destroyed as soon as your attendance at the Centre has finished.

Full Names	
Email address	
Home Telephone	
Mobile Telephone	
Age in Years	

### REASON FOR YOUR ATTENDANCE AT QEII CONFERENCE CENTRE

Date(s)		
Between Times		
Accompanied?	YES	NO
Companions Details		

### DESCRIBE THE CONDITION THAT MIGHT DELAY YOUR EVACUATION


### FOR CONFERENCE CENTRE USE ONLY

Event Manager Aware	
Security Supervisor Aware	
Business Centre Aware	
Fire Meet & Greet by;	
<b>COMMENTS</b>	