

Important Exhibitor and Contractor information - please read

Build Up Times

The exhibition timetable can be found here.

Please be aware that during the build-up period, the loading doors of all the halls will be open and therefore the halls will be cold, so it is recommended that you wear suitable clothing.

Monday 4 November

This day is for stand dressing only. All space only construction must be complete by 20:00 hrs on Sunday 3 November.

To help ensure that the aisle carpet can be laid and the cleaning team given a sufficient amount of time to get the show cleaned and ready for show open it is compulsory that all boxes, storage cases, ladders, unused stand fitting materials. pallets etc. are removed from the aisle by 3pm. Any items left in the aisles after this time will be removed by ILS and a 100% surcharge will apply to the storage costs (as set out in the ILS tariff) for the removal and storage of these items. Everyone working onsite must be made aware of the procedure.

Stand contractors and exhibitors must ensure that they do not delay the aisle carpet being laid and show cleaned in time for show open.

Breakdown/ Dismantling

The final exhibition day is Thursday 7 November. Please note that access will only be given to contractors that evening from 18:30 to 20:00hrs to help with the removal of any hand carriable and valuable items.

With the exception of stands in the Auditorium (stand numbers starting with S12) no stand dismantling will be permitted until Friday 8 November (from 08:00hrs). All exhibits, standing fitting and excess waste must be removed by the times stated in the exhibition timetable. If excess waste or carpet tape is left on the stand area, the cost for its removal will be charged back to the exhibitor; therefore, please ensure that the stand area is suitably cleared, and the waste removal has been booked with the ExCeL London Cleaning.

T: +44 (0) 207 069 4400 E: exhibitororders@excel.london

Please <u>Click here</u> for the ExCeL London website which provides additional useful information relating to the venue.

Full dismantle instructions are attached to this email.

<u>Contractor Badges – build up and dismantle</u>

All contractors who are coming onsite for build or breakdown need to register their details and complete the site induction before they will be allowed into the exhibition halls. You will receive an email confirmation once you have completed the process which you will need to use as access into the halls for build and dismantle.

<u>Contractor Registration</u> is now live and every contractor coming onsite for build or breakdown should follow the below instructions to register themselves and complete the site induction before arriving onsite.

Please share this information with all contractors coming onsite for build and breakdown.

The data collected from contractor registration is shared with relevant parties involved in the organisation of World Travel Market London. For more information, please view our Privacy Policy.



Any contractors who require access during show open will need to speak to their clients who can book auxiliary passes.

Exhibitors will be able to access the halls with their WTM London 2024 Exhibitor badge.

Deliveries

Deliveries WILL NOT be accepted before Thursday 31st November. At no times will they be signed for by the Organisers. All courier deliveries will be made directly to the official logistics contractor, ILS at Lorry Door N2. You can either then collect these yourself or arrange for the lifting contractor to deliver to your stand for a small fee.

Late Working

Late working outside of the published build and dismantle timetable is no longer permitted.

Working beyond 8pm on each day of show build will not be permitted. Exhibitors should be making design decisions in good time to allow their stand contractor to have the time to pre-fabricate as much as possible. Stand Contractors should not be bringing raw materials on site, as much of the stand as possible must be pre-fabricated in advance and just erected onsite. Construction from raw materials is strongly discouraged.

Emergency Gangways

All emergency gangways will be clearly marked on site with red tape. These gangways should be kept clear at all times to allow for emergency access, particularly during the build and dismantle periods. Any package materials left in the gangways will be cleared as waste and you will be charged by the venue. If you wish to keep packaging materials, please arrange storage with ILS.

Electrics/Power to stand

Electricity will be switched off each evening, 30 minutes after the close of the show, with the exception of 24-hour supply services.

Please note: Temporary power must be ordered if necessary for completing work during the build and dismantle process.

On Thursday 7 November stand power will be turned off at 17:30hrs

If you have not yet ordered your electrics or lighting requirements, please do so online at

Web: Expresso by GES

Health & Safety at Work

The law requires that everyone takes a responsible attitude towards health & safety. We ask that you work with us to maintain a safe workplace during the exhibition. Space only stand holders must have copies of their safety file onsite. The WTM Health & Safety team will be ensuring that contractors are working safely in the halls and in particular working at height practices.

You are reminded that working at height can be a high-risk activity and close attention will be taken on working practices during the build and dismantling of stands. Where possible working at height should be avoided and if unavoidable the use of work equipment (such as scaffold towers) and other measures (such as edge protection and/or fall arrest harnesses) should be used to minimise the consequences of a fall.

For further advice on working at height safety, please visit the Stop the Drop website.



Hall Access during Build and Dismantle

During build and dismantle the following doors will be open along the boulevard for access into the halls

North Halls – Contractor doors 3, 6, 10 and capital hall South Halls - Contractor doors 3, 5, 11 and capital hall

Official Suppliers

All official suppliers, with the exception of ILS, will have service desks located in the Boulevard by hall Entrance S4 and between hall entrances N11 and S11. GES will also have an onsite helpline so to save time you can call them from your stand on **+44 (0)24 7638 0185.**

If you have any lifting, freight or storage queries then ILS will be located in the halls by hall entrance S6 in the South Halls and hall entrance N6 in the North Halls.

Onsite Team Details

The Organiser's Offices are located in N8 and S8 and can be contacted from Thursday 31 October on Tel: +44 (0)20 7069 6012/6014 (North) and Tel: +44 (0)20 7069 6018/6020 (South)

The Reed Exhibitions Operations team will be wearing branded safety jackets and along with the Health & Safety Team will be in the halls to assist with any general queries you may have.

Personal Protective Equipment (PPE)

Everyone onsite during build and dismantle, including exhibitors, will be required to wear a high visibility vests/ jacket and safety footwear, this includes on Monday 4 November. WTM London Site Rules and Venue Emergency Procedures are attached to the email.

Stand Waste & Cleaning

During build and dismantle, exhibitors and contractors will be able to order waste containers by heading to the Exhibitor Service Desk or scanning the QR codes at one of the wedge bases, both located inside the event halls.

As part of ExCeL's commitment to sustainable events, they have introduced seven new waste streams to maximise the reuse and recycling of waste. Segregated waste containers can now be purchased as part of ExCeL's waste services and pre-booked via the Webshop or booked onsite. These new waste streams include dry mixed recycling, wood waste, bulk waste, food waste, general waste, pallet removal and hazardous & WEEE (electrical) removal.

There is a zero tolerance to not effectively managing your waste onsite and anyone doing so will be heavily fined. Enforcement Cameras and Waste Ambassadors are in operation. ExCeL Waste Ambassadors, WTM Safety and Organisers reserve the right to enforce contractors/exhibitors to order waste containers as they deem necessary.

Food Waste

WTM and ExCeL London are committed to improving sustainability across the show. Analysis has shown that one simple action to improve the volume of material that can be recycled after the show is to ensure that food waste is kept completely separate and doesn't contaminate other 'dry waste'.

Ordering a food waste Caddie ensures that all food waste across the show is managed correctly, reduces the amount of contaminated waste across the show and improves recycling rates.

Every exhibitor who has catering on their stand must ensure that they have ordered a food wase caddie each day through <u>excel exhibitor services</u>.



Not correctly managing your waste can impact on the show delivery with aisle carpet unable to be laid and show not opening on time. We expect everyone onsite to cooperate with the Waste Ambassadors, WTM safety team and Organisers.

If you have any questions, please contact the venue directly at exhibitororders@excel.london.

Stand Cleaning

Your stand will be vacuumed each night before show open. For double decks – only the ground level will be vacuumed. As is usual, the cleaning of exhibits will remain your responsibility, as will any special services that may be required such as the removal of bulk rubbish. Please contact Excel London Cleaning to book - Tel: +44 (0) 207 069 4400 Email: exhibitororders@excel.london

Stand Information Form/Stand Events

If you are planning on any stand activities and events on your stand, please ensure that you have fully understood the <u>rules and regulations</u> and applied for any necessary licences e.g. special treatments, music etc.

Vehicle Booking System for Build & Dismantle

All vehicles needing access to the loading bays during build up and breakdown must pre-book. If you haven't done so already please go to <u>excellondon.voyagecontrol.com</u> to book in your vehicles.

For a seamless process, it is essential that all vehicles needing access to the venue's loading bays are pre-booked on the ExCeL London Vehicle Booking System. Any exhibitor or contractor vehicles that are not booked system will be denied access to the loading bay by the on-site traffic team.

Please be considerate of others and only book spaces that you need.

Vehicle Parking

The only way to guarantee a parking space in excel's car park is to pre-book. <u>Click here</u> for further details

Welfare

We all have a duty of care to help and support event industry professionals and here at RX, the safety and wellbeing of everyone onsite is one of our top priorities. Everyone has a role to play to look out and care for our colleagues and peers and we can all do this by taking the following steps:

- Provide sufficient amount of onsite crew to reduce long working hours
- Share any pre-show information with all onsite staff so they can be better prepared/informed e.g. emergency procedures, site rules, contractor badges, catering facilities available
- Ensure adequate breaks for staff
- Everyone on site should have access to drinking water, catering & washroom facilities
- Be kind. Be considerate

We look forward to seeing you on site.

Jessamy Ganesh & Shelvie Yarbrough **WTM London Operations Team**