

# EXHIBITION SERVICES



## Exhibition Services

### Audio Visual Equipment Hire

All audio visual enquiries for exhibition stands can be requested directly from the ACC Liverpool – using the appropriate form (please refer to BSH 2018 - ACC Exhibition AV (in-house).pdf). All ordering, payment and logistics should be coordinated directly with the venue.

### Catering

Tea and coffee and lunch is provided for exhibitors within the exhibition hall throughout the meeting. Should you require catering for your exhibition stand, this can be ordered directly with the in-house catering team, Centerplate. Please contact Lisa Hughes for pricing and orders:

[LHughes@Centerplate.co.uk](mailto:LHughes@Centerplate.co.uk)

PLEASE NOTE THAT ALL CATERING SERVED FROM EXHIBITION STANDS MUST BE ORDERED DIRECTLY THROUGH CENTREPLATE. THERE IS A SERVICE CHARGE IF YOU DO NEED TO BRING IN EXTERNAL CATERING SUCH AS COFFEE BARISTAS.

### Cleaning

(Please refer to BSH 2018 - ACC Stand Cleaning Order Form.pdf)

Upon vacating the exhibition hall, please do not leave any materials. Cleaning surcharges will be levied to any exhibitor who does not adhere to this policy.

### Contractors

If you are using a contractor, they will be permitted access in line with the install and dismantle times shown on page 23. Please advise how many contractor passes you require in order to have access to Exhibition Hall on Saturday 14 April or Wednesday 18 April. Security will not permit contractors' access to the Exhibition Hall without a pass. Contractor passes can be collected from security in the Loading Bay upon arrival and signed in and out accordingly.

## Deliveries

All exhibitors are responsible for delivery and collection of their own collateral and exhibition stand. If you require support with logistics, we ask that you contact our shipping agent GES who will arrange to receive, store, ship and deliver to your booth area at a cost payable by yourselves. You can also arrange with GES for flight case storage, collection and onward delivery once you have dismantled at the end of the congress. Deliveries can be arranged directly via GES.

Please email [event.logistics@ges.com](mailto:event.logistics@ges.com) or telephone +44 (0) 121 782 4433.

Please ensure you are present at the ACC to receive your shipments, the Organisers (MCI UK Ltd) cannot take responsibility for any delivery or for shipments being turned away for any reason. Deliveries made outside of the tenancy will not be able to access the loading bay and will be turned away. All deliveries made to the venue should be clearly marked as follows;

Recipient Name and Contact Number

BSH 2018 (16-18 April 2018)

Hall 2M

Stand Name/Number (if applicable)

Loading Bay 2 / ACC Liverpool

Kings Dock, Liverpool Waterfront, Liverpool, Merseyside, L3 4FP, UK

For Sat Nav please use L3 4BX or the co-ordinates - LAT:53.396007 LONG:-  
2.99118

Deliveries sent directly to the venue must only arrive during the official move-in times, which are:

Date	Hours	Restrictions
Saturday 14 April 2018	09:00 – 18:00	
Sunday 15 April 2018	09:00 – 18:00	

## Exhibitor Badges

Exhibitors can collect their badges from the Registration Desk at the ACC Liverpool which will be open as detailed below. If you are an exhibitor or partner and you are entitled to complimentary full delegate registration(s), these will be produced and waiting for you to collect in an envelope for your lead contact, at the exhibitor and partner desk. Should you prefer any of your group to collect their own badge(s) from the 'pre-registered delegates' desk, please inform us and we will ensure they are placed at that kiosk.

Date	Opens	Closes
Sunday 15 April 2018	12:00	15:00
Monday 16 April 2018	08:00	18:00
Tuesday 17 April 2018	07:00	18:00
Wednesday 18 April 2018	08:00	18:00

The hours detailed above are provisional and are subject to change; please check the meeting website prior to travelling to the event.

## Onsite Logistics

Please note that trolleys are not readily available at the venue, and recipients of deliveries must ensure that they can transport items from the loading bay to the appropriate location. Porters are available to hire at £15 per person excluding VAT. Should you anticipate that a large delivery will require transportation, the ACC Liverpool can provide fork lift trucks to assist with the loading and unloading of vehicles at the venue. ACC Liverpool can hire these fork lifts to exhibitors/contractors in the following forms:

- Hourly Hire with Driver
- Hourly Hire without Driver
- Day Hire with Driver
- Day Hire without Driver

Porters and fork lift services can be ordered directly with the ACC; contact [Joseph.Mangan@accliverpool.com](mailto:Joseph.Mangan@accliverpool.com) for booking.

Please note that should the fork lift be hired without a driver then the hirer is responsible for ensuring their drivers abide by the guidance outlined by ACC Liverpool (copies available upon request) and that the following is supplied prior to the event:

- Copies of certificates and licenses are supplied to prove competency
- Evidence of Insurance Cover

Additional information may be required at a later date.

Prior to the end of the event we will issue courier collection forms to exhibitors which must be affixed to any items being collected by couriers and will detail clear instructions as to where to leave items for collection. All items must be picked up by 22:00 on Wednesday, 18 April 2018. Any items left after this time or not clearly labelled will be destroyed and may be subject to a waste disposal fee.

## Floristry

(Please refer to THE DUTCH FLOWER SHOP ~ Floristry Order Form.xlsx)

## Furniture

All furniture enquiries for exhibition stands can be ordered one of two ways; either via Expresso, GES online exhibitor ordering portal; <https://ordering.ges.com/000024373> or alternatively by using the appropriate form (BSH 2018 ~ GES Carpet & Furniture Order Form.pdf). In order to take advantage of the early bird discount, please make sure all orders are placed by Friday, 16 March 2018. All ordering, payment and logistics should be coordinated directly with GES, our preferred partner for exhibition services.

## Internet

All Internet enquiries for exhibition stands can be requested directly from the ACC Liverpool – using the appropriate form (Please refer to BSH 2018 - ACC Exhibitor IT Order Form.pdf). All ordering, payment and logistics should be coordinated directly with the venue.

## Insurance

All exhibitors should be aware of the need for adequate insurance cover. Whilst we take every precaution to protect your property during the event, we cannot be held responsible for any loss or damage and we strongly advise you to check your own insurance policy to ensure you are adequately covered. You are also responsible for insuring against any legal liability incurred in respect of injury or damage to property belonging to third parties. In addition to this, you should protect your expenditure against abandonment and cancellation or curtailment of the event due to reasons beyond our control.

## List of Exhibitors and Exhibition Floor plan

Please contact MCI UK for information on the exhibition floor plan.

## Power

The supply of electricity for this meeting is provided by the exhibition contractor, GES.

To meet the revised minimum testing requirements in line with BS 7671 2008, an Electrical Testing charge has been in force from 1st July 2012. At the time of ordering direct mains, the person ordering will need to provide relevant information about their electricians' qualifications. They will also be required to pay the electrical testing charge. It is mandatory that all exhibitors have a complete test certificate.

Any requirements for 24-hour power should be made clear.

Electricity is included in every Shell Scheme (1 x 500w UK socket with 4 way block) therefore the Congress Secretariat will arrange for all Shell Scheme exhibition spaces to undergo the appropriate testing requirements. The electrical testing charge will be included in the Shell Scheme package.

**Shell Scheme** All power enquiries for space only exhibition stands can be ordered one of two ways; either via Expresso, GES online exhibitor ordering portal; <https://ordering.ges.com/000024373> or alternatively by using the appropriate form (Please refer to BSH 2018 - GES Electrical Order Form.pdf).

**Space Only** All power enquiries for space only exhibition stands can be ordered through GES by using the appropriate form (Please refer to BSH 2018 - GES Electrical Order Form.pdf).

## Registration

Exhibitors are entitled to two exhibitor registrations per 9sqm of space booked. Exhibitor registration includes access to the conference centre and the Exhibition Hall as well as free tea and coffee and lunch (please note that sessions are not included).

Exhibitor packs will be provided containing badges and a welcome letter. Packs can be collected from the exhibitor registration desk.

Additional exhibitor registrations (which includes tea/coffee, lunch, access to the conference centre and exhibition halls only, please note sessions are not included) over and above the entitled amount are available to purchase at £150 + VAT per person. Please contact [BSH.reghot@mci-group.com](mailto:BSH.reghot@mci-group.com) to order additional exhibition registrations.

Should you wish to purchase additional full congress registrations, please use the online registration portal by clicking [here](#)

## Risk Assessment

All exhibitors are required to complete the *Exhibitors Risk Assessment* and *Exhibitor Induction Forms*. The Risk Assessment is to inform the Health and Safety Officer and the Organisers (MCI UK Ltd) of any activities on the stand that may require any special attention. For more information please refer to the Health & Safety section.

## Storage

There is no onsite, pre event, during or post event storage available at the ACC Liverpool. Offsite storage can be arranged via GES, our preferred partner for exhibition services, please email [event.logistics@GES.com](mailto:event.logistics@GES.com)



## Security

The organisers will provide general security within the exhibition halls. However, the individual security of the stands and exhibition lies within the responsibility of each exhibitor. Valuables should be locked away overnight and additional care should be taken during exhibition build & break down. During the break down period extra care must be taken, as this is a vulnerable time. In the unlikely event of a theft, please report to organisers' office immediately.

Exhibitors are warned not to leave valuables unattended on their stands during build-up, open or break-down periods. Special care should be taken of mobile phones as these can be easily misplaced or stolen. Do not leave your stand unattended at any time.

No exhibits may be removed from the hall during build-up or the open days of the show without obtaining a pass out authorisation from the congress organisers.

For security reasons, exhibitors are advised to remove all portable items (including pop up stands) and valuable items immediately on closure of the exhibition each day and not leave their stand unattended until all such items are clear. BSH or the Organisers (MCI UK Ltd) cannot be held responsible for any items that go missing during the meeting, including load-in and load-out. Venue security will operate throughout the site but there is no event or exhibition hall security outside of opening hours.

Passes should be worn at all times by both exhibitors and contractors. Exhibitor badges will not permit personnel with access to any scientific sessions.

## Trolleys

There are no trolleys available at the ACC Liverpool for use. Exhibitors are reminded to bring trolleys for use during the build-up and breakdown of the exhibition if required. If you require assistance moving items onsite please contact GES, our preferred partner for exhibition services, by emailing [event.logistics@GES.com](mailto:event.logistics@GES.com)

## Vehicle Access

Each exhibition stand will be allocated a load-in and load-out time, these times must be adhered to. The times will be communicated w/c 2 April 2018. It is the responsibility of the exhibitor to make sure that these times are passed to their stand contractor. BSH Ltd or the Organisers (MCI UK Ltd) cannot be held responsible for the failure of this information not being passed on.

### Load-in

Loading Bay 2 – Hall 2M

Exhibitors and contractors are requested to report to the vehicle holding area (VHA), indicated on the map (Please refer to ACC ~ Loading Bay Access.pdf). Vehicles will be parked in the holding area in a queuing system and once suitable space for your vehicle is available, you will be advised to proceed to Loading Bay 2, via Keel Wharf.

Once at the gatehouse to Loading Bay 2, all vehicles must follow the instruction of the traffic management team.

Please note the height of the Loading Bay is 4.3 metres and the speed limit is 5mph. You are required to unload your vehicle within a 30 minute period.

### Load-out

All Loading Bays

Please follow instructions as above for each specific loading bay. All exhibition stands must be broken down and items ready to load before vehicles are permitted to enter the loading area. Please inform a member of the team once you are ready to begin your load out and your vehicle will be directed from the relevant holding area when a space becomes available.

#### Assistance with loading/unloading

Please note that ACC Liverpool do not provide trolleys or pump trucks. Forklifts are available to hire in advance subject to availability, please refer to sections [Deliveries](#) and [Onsite Logistics](#) for further information.

#### Parking

Once you have unloaded, you will be asked to remove your vehicle from the loading bay to be parked off site, either in the multi storey car park adjacent to the venue, £15 per 24 hours, or if your vehicle exceeds the height restriction of 2.3m (on the ground floor) you will be directed to one of three parking areas marked A, B or C on the map (Please refer to ACC ~ Loading Bay Access.pdf and/or ACC ~ Car Parking.pdf). Parking on either of these areas is £15.00 per 24 hour period. Please have £1.00 coins available for Pay & Display machines.

#### Loading or unloading smaller items

Exhibitors with smaller items, which can be carried into the venue are encouraged to park in the multi storey car park and carry their items across to the Galleria for Convention Centre please see map (Please refer to ACC ~ Loading Bay Access.pdf).