**A-Z Information**

Accidents and Near Misses

If you are involved in or witness an accident or near miss while on site, please report it to the Organiser’s Office immediately.

Accommodation

An allocation of rooms has been reserved within the venue for exhibitors. Room rate for single occupancy bed and breakfast is £139 inclusive of VAT. To make a booking please contact the reservations team via email at [***h0737-re@accor.com***](mailto:h0737-re@accor.com)and use the code ***FRENCHPROPERTY.***

Alcohol and Drugs Policy

The consumption of alcohol is not permitted during build-up and breakdown. The organiser will eject from site any contractor suspected of being under the influence of drugs or alcohol.

Alcohol Sale/Supply/Sampling

Any sale or supply of alcohol at the show must be agreed and licensed by the venue. Selling alcohol for consumption at the show is not permitted. However, if you wish to provide samples for tasting or to sell unopened bottles for consumption off site, you must apply to the organisers in advance.

Badges and Passes

In order to gain entry to the venue, contractor passes/exhibitor badges must be worn at all times.

Build-up and Breakdown

There is goods lift access from the service road to the exhibition hall. To access the service road follow the signs for deliveries to the left on entry to the site and contact security. Due to the limited space available in the service area vehicles should be unloaded and then moved to the car park prior to loading items into the lift to make room for others and make the process as efficient as possible for everyone. Exhibitors with smaller items can access the hall directly from the car park.

Car Parking and Ultra Low Emission Zone (ULEZ)

Novotel London West provides 240 on-site car parking spaces (charged at £1.50 per hour for hotel residents & £3.50 per hour for non-residents.

Novotel London West is **Outside** the Congestion Charge zone, **Inside** the ULEZ charge zone, **Inside** the LEZ charge zone.

Even if you make a short trip inside the zone using a vehicle that doesn't meet the ULEZ emissions standards, you need to pay the £12.50 daily charge. However, you don't need to pay the ULEZ charge if you are parked inside the zone and don't drive.

To check if your vehicle meets emissions and safety standards required to drive in London, or if you need to pay a daily charge visit <https://tfl.gov.uk/modes/driving/check-your-vehicle/>

Carpet

The exhibition hall is permanently carpeted. If exhibitors wish to lay their own floor covering, they must first lay a platform or floor flats.

Catering

All of your catering requirements for your stand must be ordered through the venue using the stand catering form

Public catering outlets will be open during the show.

Children

Children under the age of 16 are not allowed in the venue during build-up and breakdown in order to comply with health and safety legislation.

Children under the age of 16 may not work on stands during the open period of the event without a licence. The Children and Young Persons Act applies. An individual risk assessment must be carried out for any young person (under 18) working on a stand and the organiser must be informed.

Cleaning

Public areas will be vacuumed each day and rubbish will be removed, but exhibits will not be cleaned.

Cloakroom

The cloakroom will be open from half an hour before the show opens until half an hour after it closes each day.

Contractors

If you are employing a contractor to build or design the interior of your stand, please ensure that they receive a copy of this manual. They must also adhere to the standard exhibition rules and regulations, which are contained in the eGuide.

For security reasons, all contract staff must wear a contractor’s pass in order to gain entry to the venue.

Deliveries

Any deliveries to your stand on show open days must be completed and your vehicle removed from the loading areas no later than half an hour before the show opening time. The venue will not allow the show to open if vehicles are blocking fire exit routes and trolleys are not permitted on the exhibition floor during open hours in consideration of public safety.

If you are expecting goods to be delivered by courier, please ensure that they are clearly labelled with the stand number, name of the event, and the name of the person on site. Venue security reserve the right to refuse delivery should they deem the information on the items to be insufficient.

Exhibitor name

Site contact name

Stand number

French Property Exhibition

Novotel London West

Hotel and Convention Centre

One Shortlands

London

W6 8DR

Dilapidations

Please do not attach anything to the fabric of the building and take care when constructing your stand, as any damage caused by paint, stickers, nails, screws, etc, will be charged to you.

Electrical Services/Stand Power

All on-site electrical work must be carried out by a qualified, competent person and inspected by the appointed electrical contractor prior to energising. All electrical installations must comply fully with the eGuide.

Filming

If you are planning on having any filming at the show, you must inform the organiser, as there are regulations which will need to be followed

Food and Drink Sampling

If you wish to carry out food and drink sampling on your stand, please advise the organiser, in order to ensure that all relevant regulations are adhered to. If permission to offer samples is granted, only bite sized portions, individually wrapped items or 50 ml of beer or cider, 25ml wine 5ml spirits. All samples must be measured. Food hygiene regulations must be adhered to.

Gaming/Gambling

Gaming activities include raffles, lotteries, prize draws and some charity collections, where profit-making occurs. Licences are required for such activities, so it is vital that you contact the organiser at least 6 weeks before the event to inform them of any intention to hold gaming activities on your stand.

Gangways

In order to help us ensure that we comply with the licensing authority and venue regulations, all gangways at the show must be kept clear at all times, including during build-up, the open period and breakdown.

Exhibits, furniture and other items belonging to your stand must not encroach beyond the boundary of your stand space. This is to ensure that escape routes are unobstructed in case of emergency evacuation.

Height Restrictions

If you wish to build above 2.5m please contact the organisers.

Insurance

It is essential that you take out adequate employee and public liability insurance against personal injury, damage to or loss of exhibits, etc. It may be possible for you to extend your existing insurance to cover the event; otherwise we suggest you contact [www.hiscox.co.uk/events/exhibition-and-conferences/](http://www.hiscox.co.uk/events/exhibition-and-conferences/)

Internet

Complimentary Wi-Fi is available throughout the venue. If you require a wired connection please complete the internet order form.

Lost Property

Any property found should be handed in to the organisers office.

Massage

If you are intending to offer massage, or any other hands-on treatment on your stand, this may require a licence. Please contact the organiser for further details if you wish to proceed.

Noise Control

Exhibitors should keep sound on stands to a level which does not cause annoyance or interference to other exhibitors.

Performing Rights

If you wish to play pre-recorded music on your stand, you will need to apply for a Phonographic Performance (PPL) licence and Performing Rights Society (PRS) licence. If live music is being performed, you will only require a PRS licence.

Risk Assessment

It is a legal requirement that each exhibitor and contractor undertakes their own risk assessment and fire risk assessment prior to the event, listing the tasks to be undertaken, identifying any significant hazards they present on site, then listing ways to minimise and control those hazards.

Stand Plans

If you have a space only stand, you must supply plans, including elevations and details of materials used, to the organiser no later than 15th December 2023 for approval.

Waste Disposal

All waste, except small quantities of litter, produced by your stand must be removed from the venue at the end of the end of the event. A charge will be made for disposal of any large items, such as pallets, boxes of literature, carpet, and stand fitting materials.