



The Creative Craft Show

NEC, Birmingham, Hall 19 : 14 - 17 March 2024

Exhibitor Invoice & Build-up Pack

January 2024

Dear Exhibitor,

Please find enclosed details for The Creative Craft Show in March 2024.

Exhibitor Zone and Website

All order forms for lighting, furniture, stand power, additional services, payment options and all the required relevant information are available on-line in the **Exhibitor Zone** www.creativecraftshow.co.uk

SHOW DETAILS

EXHIBITOR BUILD UP TIMES

Wednesday 08:00 – 20:00

OPENING HOURS

09:30 – 17:00 (16:30 Sunday)

EXHIBITOR BREAKDOWN TIMES

Sunday 16:30 – 22:00

Onsite Personnel: Steve Mitchell 07973 670218 (Sales Director) and Dave Hale 07795 483031 (Operations manager).

PRE-SHOW

ELECTRICAL/FURNITURE ORDERS

DEADLINE 09 FEBRUARY

Please return the order forms to us promptly; this is particularly important with the electrics as our contractor needs to order the mains supply several weeks in advance. You can bring your own furniture if you wish.

ALL ELECTRICAL ORDERS ARE SURCHARGED AFTER 09 FEBRUARY 2024

PRE SHOW QUERIES

If you have any queries in relation to your stand, invoice or to make a payment, please call the office on 01425 460801 speak to Jo Reynolds re your invoice, the sales team re your stand.

LEAFLETS

Leaflets (see enclosed) are also available; these can be distributed to mail order customers or with orders sold at other shows. Please order on the enclosed form.

PRESS OFFICE

Alyson of One Voice Media will now handle all PR. They will be extremely pleased to receive any queries or any exciting stories you may have that you think the press could be interested in.

Tel: 01392 280303 or email: alyson@onevoicemedia.co.uk

STAND INVOICES

Please note that your invoice is due for payment by **02 FEBRUARY 2024**. To be fair to the majority of exhibitors who pay on time, late payments will be subject to a surcharge. The later the payment, the higher the rate.

PAYMENT METHODS

By BACS (see account details on sheet enclosed), or by card, please phone accounts on 01425 460809.

DELIVERIES

- (i) Anything delivered before Wednesday will be refused by the venue.
- (ii) ICHF will not be responsible for any loss or damage, irrespective of who signs for goods.
- (iii) A forklift will be available on a first come, first serve basis.
- (iv) For better security please make sure that the carrier will deliver goods to the stand NOT just leave inside the unloading doors.
- (v) The correct address is: *(Your company name and stand number)*
Creative Craft Show
Hall 19, The NEC
BIRMINGHAM, B40 1NT

TELECOMMUNICATION SERVICES

If you require telephone, internet or multimedia services on your stand please contact the NEC by e-mail eventorders@thenec.co.uk or by 'phoning 0844 338 8338 for the necessary forms. The forms are also on our Exhibitor Zone.

ON SITE INFORMATION

BUILD-UP Wednesday – Hall 19. Access to the halls from 0800, follow the 'Creative Craft' signs.

To make it quicker and easier on build-up you are now invited to book your timeslot to get to the halls for offloading your vehicle.

This system is in place to make build-up as smooth and efficient for you as possible. All vehicles will have a set time for unloading to make it fair on everybody. You will be asked to input your card details, **your card will not be charged unless you significantly exceed your allocated time slot**, but if you find that you need more time please speak to a member of the ICHF team in the organisers office (so that we can ensure you are not charged). **This system is in place for build-up only with re-stocking and break-down following the usual system. A link to book your slot will be emailed to you in the lead up to the show.**

The enclosed vehicle sheet helps the NEC to direct you to the correct hall. It is NOT a parking pass.

Please arrive by 1700 at the latest, but stand dressing can continue until 2000. ALL OFF LOADING MUST BE COMPLETED ON WEDNESDAY.

No vehicles or trailers are allowed around the perimeter of the hall during open days.

Build-Up Health & Safety

Please note that no under 16s are allowed in the exhibition hall during build-up and breakdown. This is a requirement of the venue's Health & Safety policy.

NEC Hi-Vis POLICY

The NEC has introduced a new high-vis policy for all personnel, including exhibitors, when working outside the exhibition halls for loading and unloading products. The NEC will endeavour to make it as easy as possible for all exhibitors to purchase hi-vis vests, if necessary, to support their 'Be Safe, Be Seen' campaign. There will be a facility in the lorry parks during the peak times for the build and break periods where exhibitors will be able to purchase hi-vis vests. In addition, the Visitor & Business Centres will also hold a stock of hi-vis vests for purchase, when the facility is open, or alternatively from the security office out of hours.

Please note that if you arrive late and your stand is not set up on the build-up day then you will jeopardise your participation in future ICHF events.

PARKING

- (a) Parking All exhibitors should use the main car parks; ONE FREE Exhibitor parking pass can be collected from the Organisers Office on build-up day. Other parking is chargeable.
- (b) Deliveries on open days to the rear of the hall, door 19., are acceptable up to 1800. Traffic Control will issue special tickets when requested.
- (c) Shuttle Buses These will operate from the car parks from 0830 to 1830.

STAND FEATURES

The standard colour of the shell scheme is BLACK. Merchandise can be fixed to the stands using velcro (available to purchase from us on the build-up day). Small panel pins can also be used - please be careful not to tear the fabric covering. Panels are 50mm in width.

Shelving 300mm deep is available, also extra panelling and lockable doors. See enclosed order form.

The show will be fully carpeted.

Cleaning/Nightsheets The cleaners will NOT enter and clean any stand with nightsheets UNLESS these are of a lockable type and a set of keys is left in the Organisers Office.

STAND AREA, FASCIAS and SIGNS

Please remember that all your products, chairs, etc, must remain within your stand area for the duration of the show.

There must be no items/products or signs/name-boards on the fascias of any sort, other than official ICHF name-boards; also no 'Sale' or 'Discounted' signs (including handwritten ones) should be used. Printed 'Show Offer' is permitted.

The above points are to keep our exhibitions looking neat, tidy and of a 'quality' presentation.

Balloons above the top of the stands are not recommended and are subject to removal at ICHF's discretion (also note that if they go to the ceiling the venues often charge for their removal, which charge would be passed on to the exhibitor).

Support Walling and Safety Statement

The stands are temporary structures and therefore limited in their stability. For safety please bear in mind the following:

- (i) Any stand over 6m in length may require additional support panels. These are inserted at the sole discretion of the stand contractor.
- (ii) The walls are not designed for the hanging of large quantities of products. You should have self-supporting units.

BREAKDOWN

Exhibitors should be clear of the hall by 22:00 hrs on Sunday evening.

COLLECTIONS

Our contract with the venue finishes on Sunday evening. Therefore, it may not be possible to leave goods in the hall for collection on Monday. Please check with the Show Manager, before the show opens, but goods left overnight are in danger of being lost or disposed of by the venue.

HEALTH AND SAFETY

RISK ASSESSMENT

An exhibition stand is a workplace covered by health and safety legislation. As the exhibitor, it is your responsibility to ensure a suitable and sufficient risk assessment is completed. Failure to do so could lead to delays or ultimately the closure of your stand. A risk assessment template can be found on the exhibitors zone, please return the form to operations@ichf.co.uk or post to the address below.

HIGH VIS

It's now a requirement for all exhibitors to wear high vis jackets throughout build-up and breakdown. A limited supply will be available in the organisers office to purchase.

SITE INDUCTION

Exhibitors will be required to sign a site induction form on arrival to the venue, to confirm you will comply with the health and safety rules onsite. A copy of the form can be found on the exhibitor's zone.

STAND GUIDELINES

Please be aware that you must set-up all products within your stand. It is potentially a major health and safety risk if you fail to do so. You may be asked to re-design your stand layout if this is the case.

Important note: Your stand is a temporary structure that is not designed to carry heavy loads, if you are planning to hang items from your stand, please contact the office for your stand weight capacity

GENERAL INFORMATION

STAND & EXHIBITOR CATERING

- (a) An Exhibitors Lounge is available to use at the back of Hall 19, with discounted food and drink in the bar area. 10% off the Grab & Go range.
- (b) Exhibitors can order lunches from 'Food 2 U' on 0844 338 8338 or email eventorders@thenec.co.uk

EXHIBITOR PASSES

A 'reasonable quantity' per stand will be issued on the build-up day from the Organisers' Office and **MUST BE WORN** in order to gain easy access on OPEN DAYS.

SECURITY

There will be 24 hour security cover during the period of the Show, but insurance cover for any loss or damage is the responsibility of exhibitors.

INSURANCE

Insurance is the responsibility of individual exhibitors.

ON-SITE ORGANISERS OFFICE DETAILS

If you wish to have the number of our office in the hall please ask when collecting your badges, as we do not know the exact number until we are on-site.

We look forward to receiving your order forms shortly, but if you have any queries, please do not hesitate to contact us.

Yours sincerely

The ICHF Team