



HENLEY CHRISTMAS FAIR



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25-28 November 2021 : Stonor Park, Henley-on-Thames, RG9 6HF

Exhibitor Invoice & Build-up Pack

October 2021

Dear Exhibitor,

Please find enclosed details for the Henley Christmas Fair show in November.

Exhibitor Zone

All order forms for lighting, furniture, stand power and additional services together with further information to this manual are now all available on-line in the exhibitor zone: www.ichfevents.co.uk

SHOW DETAILS

OPENING HOURS

Build-up times – 08:00-17:00

Breakdown times – 16:30-19:00

Show Open Times - 10:00 – 16:00 hrs daily

Exhibitor Access on show open days – 08:00 – 1730 hrs daily

ONSITE PERSONNEL

Louise Love – 07984 017356 (Head of Operations), Dave Hale – 07795 483031 (Operations Manager) and Steve Mitchell – 07973670218 (Sales Director).

PRE-SHOW

ELECTRICAL/FURNITURE ORDERS

DEADLINE 5 November

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 5 November

STAND DESIGN GUIDELINES

Please ensure you read these carefully.

PRE SHOW QUERIES

If you have any queries in relation to your invoice or to make a payment, please call the office on 01425 460801 and speak to Jo Reynolds, Steve Mitchell 01425 460811 for stand queries.

LEAFLETS Leaflets are also available. Please order on the enclosed form or email info@ichf.co.uk with your requirements.

STAND INVOICES

Please note that your invoice is due for payment by **9 November**. 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 or Paypal (see account details on sheet enclosed), or by card. We no longer except cheques.

MOBILE NETWORK COVERAGE/SIGNALS/WIFI – please read:

The venues chosen for this show is known to provide difficulties with signal reception (GPRS/4G/Mobile etc). We are aware that many payment options require good reception; however GPRS/network signals are out of our control. We do provide Wi-Fi at our event, please do ensure your card machine can work on WIFI. To support visitors and exhibitors, we are also providing Cash Facilities for visitors – please find more information in the General Information.

ON SITE INFORMATION

VEHICLE ACCESS

Please note that the entry point for exhibitors is the main house gate. Please follow the signs for the exhibitor entrance (see attached sheet).

VEHICLE STICKERS / UNLOADING

Please fill out the vehicle passes and keep them clearly displayed on the dashboard of your vehicle at all times. Failure to do so will delay the build up.

Please remember, all stands must be built on the Wednesday 24th November (08:00 – 17:00).

Please arrive by 16:00 otherwise access may not be allowed (remember to allow enough travel time; the M25 gets very busy).

ON-SITE ORDERS

Any extras not pre-ordered are surcharged 15% and should be paid on site, but it is the responsibility of the exhibitor to make sure payment is made. We do not expect to have to chase exhibitors for these small amounts.

ACCESS

Due to security, late access on build up night will not be allowed. Also a reminder of our policy that vehicles are NOT allowed in the show area on any open morning, goods must be carried in. Restocking can take place after the show closes each evening.

ACCOMMODATION

For details on nearby hotel accommodation please visit www.ichfevents.co.uk/hotels/.

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. Please read the "do's and don'ts" carefully.

GENERAL INFORMATION

LITTER

We request exhibitors to deposit all their litter in the skips provided in the show area and camp site, leaving their stand completely clear on breakdown. Black plastic bags, at no charge, are available from our office on site.

EXHIBITORS PASSES

Exhibitor's badges will be issued on the build-up day.

EXHIBITOR STANDS

Due to the Autumn weather conditions it is possible that condensation may accumulate on marquee

lining – we do advise you bring plastic sheeting to cover your stand overnight. A limited amount of sheeting will be available to purchase from the organisers office.

DISMANTLING/BREAKDOWN

Dismantling time is from 16:30 to 19:00 hrs on Sunday.

ELECTRICITY SAFETY

Please note that the light on your stand may be switched on in the morning before you arrive, and therefore it is important that any covers or sheets that you may put over your stock do not go over any lighting. The risk of fire may ensue.

SECURITY

Security in the show area is provided by us from Wednesday evening to Sunday evening.

INSURANCE

Insurance is the responsibility of individual exhibitors.

CASH FACILITY FOR VISITORS

Please note that we offer a cashback facility on debit cards to our visitors, in the Organisers Office from noon each day. A 50p charge applies.

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

Yours faithfully,

ICHF Team