



**The Festive Fair**  
**Farnborough International, Halls 1.2 & 1.3**  
**24 – 26 November 2023**

**Exhibitor Invoice & Build-up Pack**

October 2023

Dear Exhibitor,

Please find enclosed details for the Festive Fair show at Farnborough in November.

**Exhibitor Zone and Website**

All order forms for lighting, furniture, stand power and additional services together with further information to this manual are available on-line in the **Exhibitor Zone** [www.creativecraftshow.co.uk](http://www.creativecraftshow.co.uk)

**SHOW DETAILS**

**EXHIBITOR BUILD UP TIMES**

Thursday 08:00 – 19:00

**OPENING HOURS**

Friday and Saturday 10:00 – 16:30

Sunday 10:00 – 16:00

**EXHIBITOR BREAKDOWN TIMES**

Sunday 16:00 – 22:00

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

## **PRE-SHOW**

### **ELECTRICAL & FURNITURE ORDERS**

**DEADLINE 24 October**

Please return the order forms to us by email to [jor@ichf.co.uk](mailto:jor@ichf.co.uk). 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 24 October**

### **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 or payment, the sales team re your stand.

### **LEAFLETS**

Leaflets are available; these can be distributed to mail order customers or with orders sold at other shows. Please order on the enclosed form or email [info@ichf.co.uk](mailto:info@ichf.co.uk) with your requirements.

### **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 280306 or email: [alyson@onevoicemedia.co.uk](mailto:alyson@onevoicemedia.co.uk)

### **STAND INVOICES**

Please note that your invoice is due for payment by **13 October 2023**. To be fair to most 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 attached), or by card. Our bank details can also be found on the bottom of your invoice. Please note the account name is International Craft and Hobby Fair Ltd. **Please email us with reference if paying Paypal.** [accounts@ichf.co.uk](mailto:accounts@ichf.co.uk).

### **DELIVERIES**

- (i) Anything delivered before Thursday will be refused by the venue.
- (ii) ICHF will not be responsible for any loss or damage, irrespective of who signs for goods.
- (iii) The organisers will not be responsible for off-loading or providing forklifts. This is up to the exhibitor and/or carrier to arrange in advance.
- (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)*  
The Creative Craft Show  
Farnborough International exhibition and conference centre  
Hall 1.2 & 1.3  
Farnborough  
Hampshire  
GU14 6TQ

**Deliveries to arrive via Gate F**

## **ON SITE INFORMATION**

**Exhibitors** are not allowed access to the hall before exhibitor build-up, during contractor build-up the hall is classed as a building site and therefore access to non-contractors is strictly prohibited.

### **UNLOADING**

Please download the vehicle pass for all exhibitors' vehicles, for build-up. Unloading may commence at 08:00 on Thursday and please arrive by 17:00 at the latest. Stands should be completed by 19:30. Please see enclosed plan for access.

**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) Build up day, THURSDAY: the downloadable exhibitor vehicle pass for each vehicle will help Farnborough to direct you to the rear of the hall for build-up. Please unload vehicles as quickly as possible and help everybody by moving them away from the doors to let other exhibitors have easy access. These vehicle passes are NOT VALID on OPEN DAYS.
- b) **Open days: the car park is free**

### **STAND FEATURES**

The standard colour of the shell scheme is WHITE. Merchandise can be fixed to the stands using small panel pins. No Screws allowed. Panels are 50mm thick.

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

**Cleaning/Nightsheets** The cleaners will NOT enter and clean any stand with nightsheets.

### **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 4m 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**

### 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.

### 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.

You **must** complete a Risk Assessment form and return it to us before build-up commences, to [operations@ichf.co.uk](mailto:operations@ichf.co.uk) or post to the address below.

### HIGH VIS

It is 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. Shelving units also need to be free standing. Please contact [operations@ichf.co.uk](mailto:operations@ichf.co.uk) if you have any queries.

## **GENERAL INFORMATION**

### **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