



Thursday 21 – Saturday 23 September 2023
Westpoint, Exeter, EX5 1DJ
Exhibitor Invoice & Build-up Pack

August 2023

Dear Exhibitor,

Please find enclosed details for the Creative Craft Show in September 2023

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.ichfevents.co.uk

SHOW DETAILS

EXHIBITOR BUILD UP TIMES

Wednesday 08:00 – 20:00

OPENING HOURS

09:30 – 17:00 Thursday & Friday

09:30 – 17:00 Saturday

EXHIBITOR BREAKDOWN TIMES

Saturday 17:00 – 22:00

ON SITE PERSONNEL

Steve Mitchell 07973 670218 & Dave Hale 07795 483031

PRE-SHOW

ELECTRICAL ORDERS

DEADLINE 25th AUGUST

Please return the order forms to us by email to jor@ichf.co.uk. This is particularly important with the electrics as our contractor needs to order the mains supply several weeks in advance.

ALL ELECTRICAL ORDERS ARE SURCHARGED AFTER 25th AUGUST

FURNITURE ORDERS

Furniture orders can be made through Creative Hire please complete the Furniture Order Form which can be found in the Exhibitor Zone and send completed form to sales@creativehire.co.uk.

You can bring your own furniture if you wish.

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 272711 and ask to speak to Jo Reynolds re your invoice, or the sales team re your stand or accounts to make a payment or please email us.

LEAFLETS

Leaflets are also available; these can be distributed to mail order customers or with orders sold at other shows. Please order on the attached form, which can also be found on the exhibitor zone, or email 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

STAND INVOICES

Please note that your invoice is due for payment by **10th August 2023**. 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 01425 460809.

Please email us with reference if paying Paypal. accounts@ichf.co.uk

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) 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)*
Creative Craft Show
Westpoint
Clyst St Mary
Exeter
Devon
EX5 1DJ

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 Wednesday and please arrive by 17:00 at the latest. Stands should be completed by 20:00. 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.

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 thick

Shelving 300mm deep is available, also extra panelling and lockable doors. See attached 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 Saturday evening.

COLLECTIONS

Our contract with the venue finishes on Saturday evening. Therefore, it is not possible to leave goods in the hall for collection on Sunday/Monday. 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 or post to the address below.

HIGH VIS

Its 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 and therefore have a weight restriction, please ensure you do not hang any objects on the fascia or lean anything against the wall panels. Shelving units also need to be free standing. Please contact 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