

Welcome!

Welcome to The Country Living Magazine London Christmas Fair 2022!

This manual contains essential information for exhibitors that will assist you in your preparation as well as the compulsory information required for your attendance at the Fair.

To make it as easy as possible for you, we have set one deadline for all operational services - **Friday 7th October 2022, although please note that marketing deadlines may vary.** To make the most of your participation please ensure you meet these deadlines! Any forms received after the deadline date may be subject to an additional charge.

Please ensure that the person responsible for coordinating is given access to this manual and takes time to review it carefully to save you time and avoid any frustrations. Please note this manual should be read in conjunction with the terms and conditions sent with your contract.

Finally, this manual is not designed to replace our personal service. If you have any questions, require special assistance or extra explanation regarding any aspect of the Fair then please do not hesitate to contact us directly on the number below.

Please note that ALL exhibitors must complete Form 1 Health & Safety, Form 2 Risk Assessment & Form 3 Public Liability Insurance.

We look forward to seeing you at The Country Living Magazine London Christmas Fair 2022

The Operations Team for Country Living London 2022
Ops Squad Ltd

Email: admin@opssquad.co.uk
Tel: 01293 401 051

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1. Exhibition Timetable

Build-up

Date	Hall Open Times	Access For
Monday 7 th November	11:00 – 20:00 hrs	All exhibitor access from 11:00 hrs
Tuesday 8 th November	08:00 – 20:00 hrs	All stands must be complete by 20:00 hrs

Open

Date	Hall Open Times	Exhibition Open
Wednesday 9 th November	08:00 – 18:00 hrs	10:00 – 17:00 hrs
Thursday 10 th November	08:00 – 18:00 hrs	10:00 – 17:00 hrs
Friday 11 th November	08:00 – 19:00 hrs	10:00 – 18:00 hrs
Saturday 12 th November	08:00 – 19:00 hrs	10:00 – 18:00 hrs
Sunday 13 th November	09:00 – 18:30 hrs	10:00 – 15:00 hrs

Breakdown

Date	Hall Open Times	Access For
Sunday 13 th November	15:15 – 18:30 hrs	Last vehicle entry to loading bay 17:00 hrs. Loading bay closes at 18:00 hrs. Halls close at 18:30 hrs. All stands to be packed and removed by 18:30.
Monday 14 th November	08:00 – 12:00 hrs	Collection only permitted subject to arrangement with Organisers.

Additional Information

Children are NOT permitted in the halls during build-up and breakdown for health & safety reasons.

All exhibitors, contractors and staff will be required to wear a high visibility vest when entering the Business Design Centre. Exhibitors are required to bring their own high visibility vest, as none are available for loan or purchase on site.

Stands must be open for trading at least 10 minutes before the event opens each day. If stands are not open by this time, the Organisers reserve the right to open stands/remove the night-sheet at the Exhibitor's own risk.

Please note that any items left unattended in the hall from 15:15 hours on Sunday 13th November onwards could be deemed as rubbish. All items MUST be removed by 18:30 hours on Sunday 13th November unless you have arranged with the Organisers for your items to be collected on Monday 14th November. Any items left after this time will be disposed of and any costs for disposal will be charged to the exhibitor.

Exhibitors should take care to ensure that their goods are safeguarded, particularly during build-up and breakdown, as these are extremely vulnerable times.

THE ORGANISERS CANNOT TAKE RESPONSIBILITY FOR ANY ITEM LEFT UNATTENDED AT ANY TIME. No exhibits or stand fittings are to be removed before 15:15 hours on Sunday 13th November or until the public are clear of the hall.

2. Contacting The Country Living Fair Team

SALES & MARKETING DEPARTMENT

Immediate Live, 44 Brook Green, Hammersmith, London, W6 7BT

Contact	Position	Telephone	Email
Dan Sewell	Event Director	0207 688 6840	Dan.Sewell@immediate.co.uk
Antonia Jones	Sales Manager	0207 688 6838	Antonia.Jones@immediate.co.uk
Sophie Wells	Sales Development Manager	0207 150 5154	Sophie.Wells@immediate.co.uk
Sam Hodgson	Sales Executive	0207 150 5234	Sam.Hodgson@immediate.co.uk
Charlotte Russell	Portfolio Head of Marketing	0207 150 5101	Charlotte.Russell@immediate.co.uk
Humaira Kaiser	Marketing Manager	0207 150 5684	Humaira.Kaiser@immediate.co.uk
Harriet Hayes	Marketing Executive	0207 150 5684	Harriet.Hayes@immediate.co.uk

STAND & HALL INFORMATION

Ops Squad, 1 Blatchington Road, Hove, BN3 3YP

Contact	Position	Telephone	Email
Ops Squad	Operations Team	01293 401 051	admin@opssquad.co.uk

VENUE SERVICES DEPARTMENT

Business Design Centre, 52 Upper Street, London N1 0QH

Fax: 0207 288 6442

Contact	Position	Telephone	Email
Jessica Shephard	Venue Service Manager	07946162726	jessicas@bdc.london

COUNTRY LIVING MAGAZINE TEAM

House of Hearst, 30 Panton Street, London, SW1Y 4AJ

Contact	Position	Telephone	Email
Lauren Hubbard	Show Director	0743 626 0947	Lauren.Hubbard@hearst.co.uk

3. Contractor Services & Deadline Dates

Service	Contractor Details	Order form / Link	Deadline date
Accommodation	Hotel Map Antonio@HotelMap.com 0207 292 2320	Click here to book	ASAP
Alcohol Sampling & Selling	Ops Squad admin@opssquad.co.uk 01293 401051	Please email direct to enquire	7 th October 2022
Catering	Good Eating Co- Madeleine operationsbdc@goodeatingcompany.com 0845 260 3535	Click here to order	ASAP
Credit Card Terminals	Wireless Terminal Solutions sales@wirelessterminalsolutions.co.uk 0845 459 9984	Please email direct to order	ASAP
Electrics & Lighting	Venue Services Department jessicas@bdc.london 07946162726	Click here to order	7 th October 2022
Furniture	Thorns Exhibition Services hello@thorns.co.uk 0800 328 081	Click here to order	7 th October 2022
Shell Scheme Extras & Accessories	Venue Services Department jessicas@bdc.london 07946162726	Click here to order	7 th October 2022
Logistics (Lifting, forwarding, shipping)	ILS simon@i-l-s.co.uk 02476 337 955	Click here to order	7 th October 2022
Water & Waste	Venue Services Department jessicas@bdc.london 07946162726	Click here to order	7 th October 2022
Wi-Fi & Internet Access	Venue Services Department jessicas@bdc.london 07946162726	Click here to order	7 ^h October 2022

4. A-Z Information

Accommodation

Hotemap are the Fair's official concierge service for exhibitors where you can access hotels at negotiated event rates and the convenience of a friendly service. You'll get the best advice and be able to make your bookings with the minimum of fuss, whether you book online or by speaking with them on the phone.

Tel: +44 (0) 207 292 2320

<https://www.countrylivingfair.com/accomodation/>

Alcohol

Sale and/or distribution of alcohol anywhere on the Business Design Centre property is subject to licensing laws. To sell or sample alcohol at the Fair, you are required to hold or be covered by a personal alcohol license. Please complete the Sampling and/or Sale of Food and/or Drink at the rear of this manual.

Please contact Ops Squad on admin@opssquad.co.uk if you will be selling alcohol.

Exhibitor Passes

Please register for your exhibitor passes prior to the Fair. Registration is now live. Exhibitors can register for 6 passes, if you need more, please email harriet.hayes@immediate.co.uk

Exhibitor accreditation registration can be found here: www.countrylivingfair.com/london-passes/

Pass confirmations will be emailed to you pre-show for you to collect your passes from the Box Office in the main foyer of the BDC. You must show your email confirmation to collect your pass. You must collect your exhibitor pass before you will be given access to your storage bay.

We strongly advise registering for your passes in advance, as queues for collection onsite are likely.

Build-up

VEHICLE LOADING FOR BUILD-UP FORM (PAGE 38)

Please return as soon as possible. Places are allocated on a first come first serve basis.

The traffic marshals will place you either in the loading bay or at the front of the building, depending on which is nearest to your stand. Entry to the loading bay will be on the hour you have been allocated; entry will remain open for 15 mins. If you arrive any later than quarter past the hour this will result in a delay.

Each Exhibitor will be given a 30-minute maximum unloading time. Once you have off loaded, please move your vehicle to the car park immediately.

Please indicate the day and time of your arrival by completing the relevant time session box.

There are limited passes for each time session. If the session you have requested is full, you will be issued with the nearest time slot. Timeslots do not guarantee entry at an exact time.

Book forklifting if required with ILS: Simon@i-l-s.co.uk

There is only vehicular access to the loading bay from Liverpool Road. Please use Post Code N1 0RJ. Pedestrian access is not permitted. An additional entrance point for loading is available during build-up through stairwell E and for breakdown via stairwells E & G until 1830hrs.

During peak times you may be directed to a holding area nearby until space becomes available in the loading bay. The venue traffic marshal will advise you on your arrival. Once you have unloaded, please remove your vehicle immediately to allow other exhibitors to access the area.

Breakdown

Sunday 13th November 2022

Loading Bay

We regret that it is not possible to keep the Loading Bay open later than 1800 on Sunday 13th November due to restrictions imposed upon us by the Local Authority. **Last entry to the Loading Bay will be at 1800hrs.**

Passes for early entry into the Loading Bay

There are a small number of passes for early entry to the Loading Bay on Sunday morning. These will be issued from the Liverpool Road entrance of the Loading Bay on the Friday of the Fair. Passes are released at 0800hrs or once the queue has reached capacity (whichever is earlier) on Friday 11th November 2022. Passes are NOT guaranteed and will be issued on a first come first served basis. The passes will allow exhibitors to park in the loading bay from 0900hrs on Sunday 13th November.

Please only obtain a pass if you believe that you can take your stock out quickly from the hall to allow other vehicles to access the loading bay behind you.

Following this all exhibitors will have access on a first come first serve basis.

Lifts

Both goods lifts will go to the Gallery Level only during breakdown. Mezzanine level Exhibitors will be assisted to the ground floor by the forklift & cage (at the rear of the mezzanine) and our porters. If you have particularly large exhibits, please advise the Organisers who can arrange to have the goods lift stop on this floor. This won't be possible until an hour after breakdown has commenced.

Stairwells E & G: 1500 – 1830

Our security staff will visit stands on the Village Green to advise Exhibitors of the use of stairwell E during breakdown.

Please note that stairwell G exits onto a public highway with parking restrictions. Vehicles parked on these highways are at Exhibitor's own risk.

Porters

Porters will be available from 15:15 hrs on Sunday 13th November. Porters will be free of charge and are allocated on a rota system. To enable this system to work fairly we would ask all exhibitors to refrain from offering cash incentives to secure a porter. We ask exhibitors to pack their stand before requesting a porter to ensure they are used to the maximum advantage. Porters are provided to assist in transporting items, NOT to assist in the packing / breaking down of the stand.

Please note we cannot take responsibility for any items damaged or lost by the porters therefore you must ensure you have valid insurance to cover your stock.

Monday 14th November 2022

Breakdown will continue from 0800 on Monday 14th November through the Loading Bay. This is for collection of goods only from storage areas. All stands must be cleared by 1830 on the previous day.

All storage areas must be clear by 1200 on Monday 14th November. Any goods left in storage areas after 1200 will be deemed as rubbish and disposed of. Any charges incurred will be passed back to the relevant exhibitor.

Porters and trollies will not be available on Monday 14th November.

If you are unclear about any aspect of the above, please come to the Organisers' Office during the Fair or call us on 01293 401 051 before coming onsite.

Business Facilities

There are no business facilities on site, so please ensure you bring all stationery/paperwork with you to the Fair.

Carpets / Floor Coverings

The venue is carpeted throughout in dark grey/black. Exhibitors wishing to paint their stand or lay an alternative floor covering must ensure that adequate precautions are taken to protect the carpet from damage. You will be required to lay a wooden floor/platform before any additional floorcovering is used. This includes rugs, mats and other flexible floorcoverings including laminate floors. This must also be finished with metal/plastic edging trim.

Stand carpet must not be laid or fixed directly to the venue carpet. Under no circumstances must any tape, glue or adhesive fabric be attached to any floor in the venue. Any area where food is being prepared will require a non-slip, washable vinyl floor covering to be laid on top of a floor/platform. Any damage caused to the carpet within the stand will be charged to the exhibitor. **For food exhibitors, we advise that you put down a non-slip flooring to meet hygiene regulations.**

Carrier Bags

Please be aware of the legislation regarding charging for a single use carrier bag that came into place in 2015. Further information can be found at:

<http://www.legislation.gov.uk/ukxi/2015/776/contents/made>

Catering

Food and drink are available for purchase within the venue, located on the top floor in Jack's Cafe. The Good Eating Company are the exclusive caterers for the venue providing a service for both exhibitors and visitors.

The Good Eating Company

Tel: 0845 260 3535

Email: operationsbdc@goodeatingcompany.com

Children

In accordance with our Health & Safety Regulations children under the age of 16 are NOT permitted on site during build-up and breakdown.

Cleaning & Waste Disposal

Stands will be vacuumed each evening unless there is a night sheet preventing this. In such cases, stands will be vacuumed in the morning. At the close of the Fair each evening, please ensure that any rubbish is left in the aisle for collection by the cleaners.

COVID 19 - Guidance

If required a separate document will be sent to you regarding guidance and requirements for COVID-19. If you have any questions, please contact: admin@opssquad.co.uk

Damage To Venue

Exhibitors are liable for any damage caused to the venue. Exhibitors may not use paint, adhesives, coatings, nor attach bills, signs, banners, floor coverings or other articles to the building walls, floors, ceilings, and columns. Any damage caused may be subject to a dilapidation charge.

Decorating Your Stand

You may find that wallpapering and / or painting can enhance your stand. If you wish to hang wallpaper on your stand, do so with pins or staples, thus enabling it to be easily removed. Under no circumstances should wallpaper paste be used. Please be aware that any damage to panels will be charged to the exhibitor. If you wish to paint the inside of your stand, please protect the floor and ensure that no electrical fittings or protective coverings are painted. Please DO NOT use gloss or any oil-based paints; only water-based paint can be used on panels.

Please note that exhibitors will be charged a replacement cost for any painted electrical fittings or coverings. It is not permitted to hang, suspend, or attach any item to the overhead catenary wires under any circumstances.

Exhibitors must adhere to the Local Authority and Fire Brigade Regulations. All materials used on exhibition stands or stored within the exhibition area must be Class 1 (B.S.476) fire retardant.

Deliveries

Deliveries must **NOT** be made or sent to the BDC before the start of the build-up of the Fair as they will be turned away. You will need to be on your stand to sign for and accept all deliveries.

The Organisers or venue cannot accept responsibility for deliveries and cannot provide staff to deliver packages.

Any deliveries not clearly addressed as below are likely to be returned to sender:

Contact Name & Mobile number
Company Name & Stand No.
Country Living Christmas Fair 2022
Business Design Centre
52 Upper Street
London N1 0QH

If you are expecting a large delivery during the Fair open times, please inform the Organisers' Office. Please ensure you have considered the movement of your goods from the loading bay to your stand. If you need to arrange a forklift / pallet truck, please contact ILS (see contact details page 6)

Trolleys are not available for hire – please ensure that you bring your own. Trolleys are not permitted through the entrance of the BDC once build-up has finished. Any exhibitor trying to bring trolleys through the foyer will be refused entry.

Directions to the Venue

The BDC is centrally located in Islington with excellent transport links. Angel tube station is just one stop from Kings Cross station and is a two-minute walk from the venue. The post code is N1 0QH, please refer to the location maps for further directions.

If you are driving, the A1 and A501 run right into Islington and the venue has an underground parking facility. Please see location maps for further details and information on parking. The BDC falls just outside the central London Congestion Charge boundary. Some routes to the BDC

will be affected by the charge. Please check the boundary information on the TFL website - www.tfl.gov.uk/modes/driving/congestion-charge

For further information, please contact London Transport's travel line on 0343 222 1234 or go to www.tfl.gov.uk

Disabled Access

The front of the BDC is ramped enabling easy access. We welcome assistance dogs however please let us know in advance if you wish to bring an assistance dog with you so we can make sure your animal is catered for. All areas are accessible to wheelchair users via passenger lifts and chairlifts with disabled toilet facilities available. The BDC does have a limited number of wheelchairs available for use, however, please do call in advance to pre-book these on 0207 288 6272.

Drinking Water

Fresh drinking water is available in the venue free of charge.

Electrical and Lighting

The Business Design Centre is the official contractor for all electrical work. If any exhibitor wishes to use their own lighting, please advise the Venue Services Department in advance so that all equipment can be checked for safety prior to connection.

Venue Service Department

Jessica Shephard

Tel: 07946162726

Email: jessicas@bdc.london

There will be an overall level of hall lighting for exhibitors although it should be remembered that this is not specific to each stand and exhibitors are advised to order additional electrics to highlight their stand.

Exhibitors who bring portable electrical appliances onsite more than 12 months old should ensure that they have been regularly PAT tested (Portable Appliance Tested) and bear a recent PAT test pass certificate.

All/any electrical wiring and equipment not supplied by the venue electricians will be tested to ensure conformity with "The Electricity at Work Regulations 1989". Any items failing such a test will NOT be connected to the hall's supply.

In addition, all installations must conform to the current issue of the Exhibition Venues Association Regulations for Stand Electrical Installations.

It is not permitted to hang, suspend, or attach any item to the overhead catenary wires under any circumstances.

The power supply will automatically be turned on and off 15 minutes before and after the Fair each day.

It is possible to order a 24-hour power supply. This is particularly applicable to exhibitors in the food section of the Fair. Please contact the Venue Service Department for any electrical queries

Environmental Charge

There is an environmental charge of £2.00 for each service ordered (excluding wireless broadband facilities). This charge is to help towards the Business Design Centre adhering to its environmental policy which includes recycling waste materials and purchasing environmentally friendly products of which the Business Design Centre subsidises.

Exhibitors Lounge

A lounge will be provided exclusively for exhibitors during the open hours of the Fair offering complimentary tea and coffee. Entry will only be permitted upon the production of your exhibitor accreditation.

Ezone

You will be sent a link to the Ezone, along with a unique username and password. From here you will be able to access all the information you need for exhibiting at the Fair, as well as update your online profile on our website.

You can access the Ezone here: <https://www.countrylivingfair.com/ezone>

Please allow up to 14 days from signing up to the Fair to receive these log in details. Haven't received them? Please email harriet.hayes@immediate.co.uk

Fascia

Stands in the Gallery Hall and Auditorium will be furnished with a fascia board. Stands on the Mezzanine, Gallery Bays and Village Green areas will not have a fascia board. Please see further information in the traditional shell specifications.

Fire Regulations

Exhibitors must adhere to the Local Authority and Fire Brigade Regulations. All materials used on exhibition stands or stored within the exhibition area must be **Class 1** (B.S. 476) fire retardant. No explosives, inflammable fluids, or combustible material of any nature (including decorative materials) may be used in any stand construction within the exhibition area.

First Aid

First Aid facilities are available at the BDC throughout the entire period of the Fair. The First Aid room is situated on the Gallery Level at the front of the building. Please contact the Organisers or any BDC staff member if you require a first aider.

Floorplans

Please contact the sales team for an up-to-date floor plan with your stand dimensions and location. Contact details are at the beginning of this manual.

Food & Drink Sale/Sampling – for anyone wishing to sell/sample food & drink

Under the terms of The Food Safety Act 1990 (as amended) and The Food Safety and Hygiene (England) Regulations 2013 (as amended), all stands that handle and/or supply food including small samples must comply with certain requirements e.g. hand washing facilities.

Please email admin@opssquad.co.uk for more information.

Furniture Hire

Thorns is the official furniture contractor for the show, if you need to hire furniture please [click here](#). Alternatively contact them directly on the contact details below.

Thorns Exhibition Services

Tel: 0800 328 0813

Email: hello@thorns.co.uk

Gangways

All gangways and public areas must be kept unobstructed at all times. Exhibitors, their staff, and agents must keep ALL gangways clear whilst building or dismantling stands, exhibits etc. All exhibits must be kept within the confines of the stand space and demonstrations must not cause undue congestion and/or obstruction of gangways.

Insurance

It is a contractual obligation that your company has insurance in order that we can be sure visitors and fellow exhibitors at our shows are protected from losses while we have custody of the venue.

Please complete the insurance form found at the rear of this manual.

Please note that items on site, either on your stand or in storage, or in transit to the show are not insured by the organisers and exhibitors must make their own arrangements.

Internet Access

The BDC do offer a low speed, unsupported Wi-Fi service free of charge. It is sufficient for checking emails but if you are reliant on internet access for sales or product demonstrations it is recommended that you order your own hardwired service. Please refer to the online ordering system for tariffs and further technical information:

<https://oem.bdclondon.co.uk/CLXMAS2022>

Items Left on Site

It is the responsibility of the exhibitor to ensure all exhibits, stand materials and stock relating to the stand are removed by Monday 14th November 2022 by 1200hrs. Please note that any goods/ materials/ deliveries or miscellaneous items left on site at the BDC without proper authority will be treated as abandoned and disposed of accordingly. Any disposal costs will be passed back to the exhibitor.

Ladders

Under no circumstances can ladders be leaned against the stand walls. Freestanding ladders must be used. Ladder safety should be observed. Ensure that all access equipment you use is of sound construction and adequate strength. Fix ladders either at the top or bottom, at a 1:4 (75°) angle. Trestle type supports are not to be used as ladders under any circumstances. Domestic ladders are not permitted.

Please note ladders must be removed from the show floor prior to any public entering and must not be on the show floor until breakdown has commenced.

For health and safety reasons please note neither the Organisers nor official contractors can lend ladders out. Therefore, please ensure that you bring your own.

Leafleting

Exhibitors are advised that any promotional activity - sampling/ issuing of leaflets etc - must take place within your stand space.

Any exhibitors found projecting into the gangway or outside of their stand will be asked to return immediately. We would also request your respect for neighboring stands.

Lifting & Transport

All exhibitors should note that they are solely responsible for all lifting and handling.

Full lifting and handling services can be hired in advance from International Lifting & Shipping (ILS).

International Lifting & Shipping

Contact: Simon Lintern

Email: simon@i-l-s.co.uk

Tel: +44 (0) 24 7633 7955

In order to guarantee the safe and timely arrival of your valuable materials at the Fair, ILS can also provide the following services.

- UK Transport and Distribution
- UK Warehousing
- Lifting, Handling and Site Installation
- International Freight Forwarding from door to stand
- Customs Clearance
- Courier Reception

If you are exhibiting at our other Country Living Christmas Fairs in Glasgow or Harrogate, ILS can offer a transport service between venues. Please see further details and prices within the ILS order form.

Lifts

There is a passenger lift for visitors in the main foyer (please note this is switched off during build-up and breakdown to avoid misuse). It is NOT for the carriage of goods. There are two goods lifts in the loading bay for the delivery of stand materials and exhibits.

Main Hall Goods Lift

3900mm x 1900mm x 1900mm (height)

Capacity: 3000kg

Gallery Hall Goods Lift

5500mm x 2550mm x 2500mm (height)

Capacity: 3000kg

Exhibitors/contractors should be aware that there are a number of doorways to pass through when taking items from the goods lifts to the Mezzanine floor. Please contact Jack Williams for any queries - Tel 0207 288 6485.

Lost Property

There is a lost property office in the venue and any lost property should be handed in to the Organisers' Office, security, or main reception. The property will be held for up to three months and all claims should be made to Immediate Live on 0207 150 5000.

Marketing Resources

The Marketing Team will be sending a Marketing Guide to all exhibitors with detailed information on everything marketing-related, to help you have a successful Fair and get the most out of your stand package. This will be sent via email after you have registered for the event and can also be accessed here: www.countrylivingfair.com/marketing-materials

Just a few of the marketing opportunities are listed below:

- **Ezone** – You will be able to access everything marketing-related including the Marketing Guide

from here

- **Website listing**
- **Show Guide listing**
- **Logos and banners** – available to download in the [Ezone](#)
- **Complimentary tickets**
- **Discounted ticket code**
- **Social media** - share information about your company and interesting content (photos, reels, works in progress) that will give people a reason to come and see you. Run competitions, give away tickets and tag us in anything you post so we can share it with our audience. Use the hashtags #clfairs22 & #CLFairs. Download the Marketing Guide from the ezone for further information
- **IMPORTANT - we need your images! Send us your high-res images plus any relevant information for a chance to be included in our marketing campaign** – Download the Marketing Guide from the ezone for further information

Music Licenses

Music - Please ensure that music and commentary for demonstrations, video, DVD and other presentations are kept to a level that will not interfere with neighbouring exhibitors. The recommended level is not more than 80dBa.17 Exhibitors who consistently cause nuisance may have the power to their stand terminated.

Please be aware that you have by law to hold the relevant PRS (Performing Rights Society) or pre-recorded and live music, as they collect royalties on behalf of the composers & PPL (Phonographic Performance Ltd) license for pre-recorded music as they collect royalties on behalf of the copyright holders. You can find further information on this license on their website www.pplprs.co.uk.

To apply for a PRS & PPL license please contact our Operations Team by emailing admin@opssquad.co.uk who will then apply for this on your behalf.

Nameboard

Each stand will be issued with one name board affixed to the stand free of charge. Please complete the nameboard form via the BDC online system: <https://oem.bdclondon.co.uk/CLXMAS2022>

Night Sheets

These are a cloth structure on a timber frame. They are used as a deterrent and help protect your stand. For added security, we strongly recommend that exhibitors hire night sheets for the duration of the Fair. Night sheets can be ordered via the BDC online ordering system <https://oem.bdclondon.co.uk/CLXMAS2022> Please place your order prior to the Fair, as night sheets will not be available on site.

Noise and Odors

No noisy or obstructive work producing objectionable odors will be permitted during the open hours of the Fair. Exhibitors must limit the noise to the level set by the Local Environmental Health Officer, which is monitored at the venue.

Order Forms

Order forms can be found in the tasks section of this manual. Failure to submit order forms by the return dates stated will result in inconvenience and you may incur additional charges. Please pay attention to the BDC online ordering system that can be accessed here

<https://oem.bdclondon.co.uk/CLXMAS2022>

Any electrical, IT or shell scheme extra order should be placed using this system.

Organisers' Office

The Organisers' Office is situated in Suite 208 on the Mezzanine level where we will be happy to deal with any enquiries. It will be operational from 0800 on Monday 7th November 2022 and daily thereafter from 0800 each day of the Fair and thirty minutes after it closes. (The building will open at 0900hrs on Sunday). If you have any problems or queries do not hesitate to come into the office. The telephone numbers for the Organisers' Office are 0207 288 6127/6128/6129

Parking

BUSINESS DESIGN CENTRE/HILTON HOTEL CAR PARK

There is a car park adjacent to the BDC beneath the Hilton Hotel. This is available for pre-booking via the website -

<https://bookings.upperstreetcarpark.co.uk/LBDCnewbooking/CarParking/CarParkingEntryPage.aspx>

Alternatively please call Luke Hurst on 0207 288 6718.

POST CODE N1 0PW

Please note the car park has a strict height limit of 1.9m.

ANGEL CENTRAL CAR PARK

There is an additional public multi-story car park as part of the Angel Central shopping centre. This car park has a height restriction of 1.98m. This car park cannot be pre-booked and is open from 0700 - 0030 Sunday to Thursday and 0700 - 0230 Friday and Saturday. Please visit www.angelcentral.co.uk for a list of prices.

Tel: 0207 359 2674

For unloading please also complete the build-up vehicle pass order form.

Payment Terms

Exhibitors are advised that, under the terms of their contract, all payments must be made in full prior to the commencement of the Fair. We must therefore remind exhibitors that they will not be able to set up their stands until any outstanding payments have been met.

PDQ Machine Hire

Although we don't have an official supplier of PDQ Machines, you can use Wireless Terminal Solutions to hire one for the Fair.

E: sales@wirelessterminalsolutions.co.uk

T: 0845 459 9984

Porter Assistance

Porters will be available during build-up and breakdown on a first come first served basis. This service is included in your service charge, and we would ask you to refrain from offering cash incentives. If you wish to hire your own porter for the day, please contact:

URBAN CREW

Phone: 0845 22 62 818

Email: info@urbancrewltd.com

Disclaimer: Immediate Live cannot be held responsible for any loss or damage to exhibitor property while this service is being used.

Receipts

Visitors may be checked for proof of purchase on leaving the building so exhibitors are requested to issue customers with receipts. Please note that the BDC and Immediate Live reserve the right to

effect bag searches prior to access and egress of the building. These procedures include show staff, exhibitors, and all visitors.

Refrigeration Rental

A refrigeration rental service is available for exhibitors requiring cold storage or display fridges. For a brochure and price list please contact:

Display Refrigeration Hire

Tel 01452 721 555

Email: enquiries@displayrefrigeration.co.uk

If you require cold storage on site, please complete the storage form at the rear of this manual. Please remember to book 24-hour power with the venue if you have a fridge on your stand as all stand power is switched off **15 minutes** after the show closes.

Reporting of Accidents

Under the Reporting of Injuries, Diseases or Dangerous Occurrences Regulations 1995 (RIDDOR), an employer will be required to notify the enforcing authority when there is an accident resulting in death or major injury, or any notifiable dangerous occurrence.

Failure to report a RIDDOR is a criminal offence, so it's important to know what is reportable; the duty to report is on the employer.

The law requires the following work-related incidents to be reported:

- Death
- Fractures (except fingers and toes)
- Amputations
- Dislocation of the shoulder, hip, knee or spine
- Loss of sight (whether temporary or permanent)
- A chemical or hot metal burn to the eye or any penetrating injury to the eye.
- Injury from electric shock or burn causing loss of consciousness, resuscitation or admittance to hospital for more than 24 hours
- Loss of consciousness
- Acute illness which requires medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material
- Hospitalisation of a non-employee for more than 24-hours
- Dangerous occurrences

A good rule of thumb is that if it endangers life, then it is probably reportable. In the unlikelihood that such an incident should occur, please seek the help of the onsite Health & Safety Officer through the Organisers' Office. All accidents/incidents must be reported to the Organisers.

Security

The venue will be patrolled by security guards throughout the day. However, exhibitors should take care to ensure that their goods are safeguarded and should not leave their stands unattended at any time. Neither Immediate Live nor the venue accept any liability for damage to stock, which may occur in the storage area. Exhibitors must arrange full insurance cover. Please refer to the Insurance and Health & Safety section of the manual for full details.

PLEASE NOTE: During the event, please ensure you protect your valuables - in particular mobile phones, handbags, and laptop computers. Please ensure they are correctly stored, removed or hidden during the day and overnight.

Service Desk

During the build-up period, Venue Services will operate a service desk for your convenience to assist with orders/changes for services they are providing. These will be located on the Mezzanine level opposite the Organisers' Office. You should refer here for any queries regarding your stand build or electrics.

Shell Scheme Extras

The Business Design Centre will be pleased to quote for all your additional requirements i.e. additional walling, doors and shelving. If you require any of these services, please complete the order form in the venue ordering system.

<https://oem.bdclondon.co.uk/CLXMAS2022>

Shopping Drop Off

We will be providing a shopping drop off area for our visitors to leave shopping for collection at the end of their visit. This will be a free service. We will be advertising this service across our marketing campaign and hope this will encourage our visitors to purchase more.

Showcards

Show Card Application 2022

If your business has appeared on a page of the Country Living Magazine in the last 12 months, you can order a free of charge copy of the page, in the form of a display showcard to place on your stand while exhibiting at the Country Living Christmas Fair 2022. Please complete the application form by following the below link.

<https://hearstdigital.wufoo.com/forms/z1crbhx21sb37fb/>

Signage

All posters, banners and other signs must be **Class 1** (B.S. 476) fire retardant and must be approved by the Venue Services Manager. Signs must not be affixed to any part of the building, internal metal railings, banisters and/or associated metalwork.

Stand Awards

Your chance to win a stand at the Country Living Magazine Christmas Fair London 2022!
To help maintain the high standards of the stands at Fair there are two awards which the editor of Country Living magazine gives out at the Fair.

- **The Country Living Editor's Stand-out Exhibitor**

CL's Editor-in-chief, Louise Pearce picks out her favorite exhibitor – she is looking for stand-out innovation and ideas from existing exhibitors, or equally, an exciting new-comer to the Fair.

- **Best Dressed Stand**

Chosen by the CL style team, this award will go to the exhibitor showing the most creativity and effort to make their stand look stylish and gorgeous!

Winners of these awards will receive up to 3sqm FREE stand space at the Country Living Magazine Christmas Fair London 2023. Please note that your stand design could affect your stand position at future Fairs.

Storage

A secure storage area is available, for dry and cold storage, but space is **NOT** guaranteed. Space is restricted to a **MAXIMUM SIZE OF 2sqm PER EXHIBITOR** and it is allocated on a first come first served basis. Please ensure you book early to avoid disappointment.

Please reserve a storage space by completing the storage form at the rear of the manual (Page 39). The storage area will open and close according to the build-up and breakdown hours and from 0800 each morning (0900 on Sunday) of the Fair until 30 minutes after the Fair closes each day.

Exhibitors will be issued with a storage pass that must be worn when requiring access to the storerooms. Passes will be available for collection from the Organisers' Office onsite.

No exceptions whatsoever will be made to the above system. Storage must be pre booked. Exhibitors must not rely on storage being available onsite.

IMPORTANT NOTE: Exhibitors should be aware that all items are left at their own risk. The Business Design Centre and Immediate Live cannot be responsible for loss or damage. No storage is allowed in areas behind stands, in gangways, under stairs, obstructing fire exits, etc.

Any queries please contact Ops Squad on 01293 401051 or email admin@opssquad.co.uk

Suitability of Exhibits

Once on site, the exhibitor must immediately remove (or remedy) any goods / services or promotional materials etc. not previously agreed as being suitable by the Organiser, and/or is in the sole opinion of the Organiser, considered to be inappropriate or unacceptable.

Tickets

COMPLIMENTARY TICKETS

Complimentary ticket code will be assigned to active exhibitors. Each exhibitor will receive a code which is valid for 10 e-tickets and a max 2 tickets per transaction. **Customers are required to book their complimentary tickets online at countrylivingfair.com quoting your unique code which you will receive via email within the following weeks. If you have queries about your complimentary ticket codes, please email: Harriet.hayes@immediate.co.uk**

Attendance on a Saturday carries an admission fee of £6 per person.

DISCOUNTED TICKETS

In addition to your complimentary tickets, we also offer all our exhibitors the opportunity to invite their customers with a special discounted ticket rate of 20% on adult and children's tickets Please use discount code: **CLE22** when buying from our website or via the ticket hotline (Tel: 0844 209 7348).

Trolleys

It is advisable to bring your own trolleys to transport your goods from your vehicle to your stand as there are none available onsite.

Unusual Items

Below is a list of unusual items that you may have specific questions about. This list is not exhaustive so if you are unsure about any aspect, please do not hesitate to contact us.

Unusual items can include:

- Animals,
- Balloons/inflatables
- Candles/naked flames
- Compressed air
- Gas & use of gas
- Lasers
- Neon signs
- Water & waste supplies.

Should you be considering any of these items or services for your stand, please contact the Operations team as a matter of urgency on 01293 401051.

VAT

Immediate Live registered VAT number is: 924 584 407

Website Listing

Each exhibitor will have their own company profile on the countrylivingfair.com website where you'll be able to add your logo, website address, company information and contact details. The Marketing Team will be emailing you a link to the Ezone, along with a unique username and password to update your company listing on our website. **Please allow up to 14 days from signing up to the Fair to receive these login details.**

Thousands of visitors visit the exhibitor list on our website to plan their day at the Fair so it's really important to ensure you update your profile as soon as possible. Please note, if you don't update your profile, it will appear empty to our web visitors. Unfortunately, we cannot guarantee a website listing for exhibitors who sign up less than 14 days out from the Fair but will always try our best to accommodate you. Haven't received them? Email exhibitors@countrylivingfair.com

Water and Waste

Any exhibitor wanting water and waste on their stand must contact the Operation Team on 01293 401051 or email admin@opssquad.co.uk. There is a limited number of areas where water and waste can be positioned in the venue.

5. FAQ

Q. Do I need to pre-book storage?

A. Yes. Storage MUST be pre booked – DO NOT rely on there being onsite availability. Storage is allocated on a first come first served basis with limited space available. Please reserve a storage space by completing the relevant form at the rear of this manual.

Q. When and how can I book electrics and furniture?

A. Please use the online ordering system to book electrics and lighting:

<https://oem.bdclondon.co.uk/CLXMAS2022>

Should you require furniture for your stand please use this link: <https://thorns.co.uk/exhibitions-we-supply/country-living-fair-2022/>

Q. What are the heights of the walls? Can I paint them/ put shelves up?

A. Stand panels measure 2.74m high and 50mm thick. Shelves and exhibits can be attached to the panels permitting they are not over 5kg, and no damage is caused when removing screws, pins, and nails. You can paint the inside walls of your stand, however only water-based paint can be used on panels - please DO NOT use gloss or any oil-based paints. If you wish to hang wallpaper on your stand, do so with pins or staples- please DO NOT use wallpaper paste. Please be aware that any damage to panels will be charged to the exhibitor.

Q. How do I order my exhibitor passes and how many can I have?

A. Exhibitors can register for 6 passes, if you need more, please email harriet.hayes@immediate.co.uk

Exhibitor accreditation registration can be found here: www.countrylivingfair.com/london-passes/

You will need to submit details of each member of staff for your stand. You must register these details before coming onsite as without a pass, exhibitors will not be able to gain entry to the Fair.

Your passes will be emailed to you prior to the show, or you are required to pick up your passes during build up from the Box Office located in the main foyer of the BDC. Passes are required before you can access your storage bay.

We strongly advise registering your passes in advance, as queues for pass collection onsite are likely.

Any queries please contact the team at exhibitors@countrylivingfair.com

Q. When should I arrive at the venue?

The traffic marshals will place you either in the loading bay or at the front of the building, depending on which is nearest to your stand. Entry to the loading bay will be on the hour you have been allocated; entry will remain open for 15 mins. If you arrive any later than quarter past the hour this will result in a delay.

Each Exhibitor will be given a 30-minute maximum unloading time. Once you have offloaded, please move your vehicle to the car park immediately.

Q. Where can I park during the event and where do I park for build-up and breakdown?

A. There is a chargeable car park adjacent to the BDC, beneath the Hilton Hotel that can be pre booked. Please visit the website <http://www.businessdesigncentre.co.uk/parking>

PLEASE NOTE the car park has a strict height limit of 1.9m. This car park has free parking on Sunday for breakdown from 2pm where your ticket can be validated at the BDC front desk. There is an additional multi story car park as part of the Angel Central shopping centre. This car park has a height restriction of 1.98m. You cannot pre book this car park.

For van and commercial parking, see maps.

Q. Can I drop off stock during the event?

A. Yes, however you must be available to collect and sign for the delivery. Please be aware that no trollies are available for loan or permitted on the show floor during open periods. If any exhibitor is expecting a large delivery during the Fair open period, please inform the Organisers' Office. See DELIVERIES in the A-Z Exhibitor information.

Q. How long do I have for breakdown and is there anyone to help?

A. The show closes at 1500hrs on Sunday 13th November and as soon as the hall is clear of visitors breakdown will commence. Due to venue restrictions, the last vehicle entry to the loading bay will be at 1700hrs on Sunday 13th November. All stands must be packed and removed by 1830hrs when the venue halls will close. This allows exhibitors 3hrs to breakdown after the Fair closes. Porters will be available with trollies to help move stock and furniture. Items may be left in a storage area for collection on Monday before midday with prior permission from the Organisers.

Q. Do you offer marketing support? When do I receive my complimentary tickets?

A. We want you to get the best out of exhibiting at the Fair and will be sending out a detailed marketing guide via email. We offer comprehensive marketing support which includes promotion in our emails, direct mail, across our social media platforms and on our website. Complimentary ticket codes will be sent to active exhibitors upon sign up. Each exhibitor will receive a code for 10 tickets. On a Saturday carries an admission fee of £6 per person. If you have not yet received these, please contact us at exhibitors@countrylivingfair.com

Q. How do I get to the venue?

A. The BDC is located in Islington with excellent transport links, just 10 minutes from Kings Cross St Pancras International and a short walk from Angel tube station. The postcode is N1 0QH.

[Click here](#) to download Location Map

[Click here](#) to download Local Van And Car Parking information

[Click here](#) to download Stairwell And Access Map

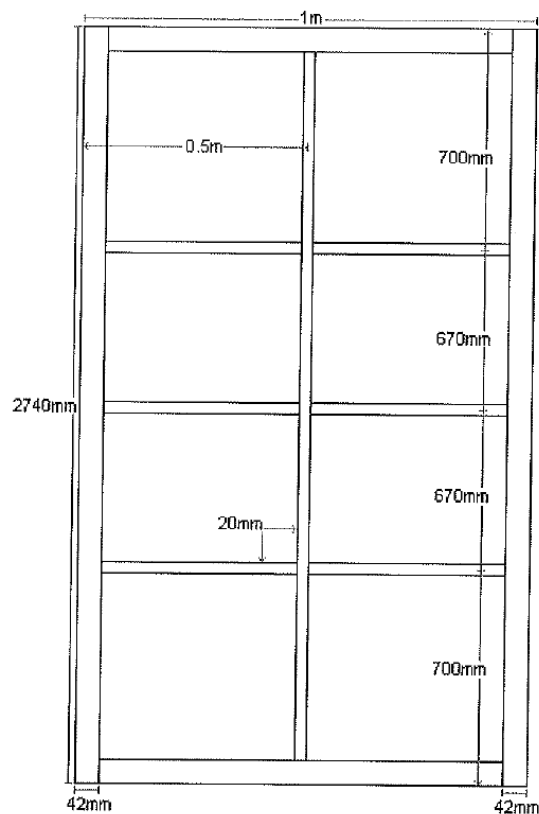
6. Stand Information

Traditional Panels

The traditional shell panels are constructed from plywood on a timber frame and are painted white. They measure 2750mm (9ft) high and 50mm thick. Pins, nails, screws may be used you hang exhibits but should exhibitors plan. To hang anything over 5kg it is advisable to check with the Operations team. We ask that exhibitors do not attach direct to the panels using any type of cavity fixings such as toggle bolts or any double-sided tape. We recommend using double sided Velcro by stapling into the panel.

Please see diagram below of the batten system behind each panel. Exhibitor's wishing to build above 2.5m will need to check with the operations team.

Traditional Panel Internal Batten Framework Configuration



Fascia

Fascia panels are provided on open sides and supported with posts at the corners and mid-points, if necessary. Fascia will be white. There is no fascia on the Mezz or Village Green but fascia in the Gallery Hall

Name Boards

Your exhibitor's name is applied to a white name panel in upper and lower case, please ensure you complete the nameboard panel on the [BDC portal](#).

Floor Coverings

The venue is carpeted throughout in dark grey/black. Exhibitors wishing to paint their stand or lay an alternative floor covering must ensure that adequate precautions are taken to protect the carpet from damage. You will be required to lay a wooden floor/platform before any additional floorcovering is used. This includes rugs, mats and other flexible floorcoverings including laminate floors. This must also be finished with metal/plastic edging trim.

Power & Lighting

Power and lighting are not provided as part of your shell scheme package. If you require any power or electrical fittings, you will need to order this using the BDC order [link here](#)

Space Only/Self Build Stands

If you have a space only or self-build stand you must contact admin@opssquad.co.uk for details of the information you need to submit.

General Stand Fitting Regulations

These apply to ALL stands within the exhibition.

General Information:

1. Advertising and logos must not be sited on the back of dividing walls, especially where they overhang an adjoining stand.
2. All stand structures, signs, exhibits, etc must be contained and be the size within the area allotted and may not project into or over the gangway.
3. All painting must be carried out using water-based paint. Finishes having oil or cellulose base are not permitted to be applied onsite.
4. All stand structures must be completely self-supporting. Suspension may not be made from the roof of the exhibition halls, nor may any fixing be made to the structure of the building unless there has been a prior arrangement in writing. Nothing may be drilled, attached, or bolted to the hall floor.
5. It is the responsibility of the exhibitor to examine the site allotted to them pre-show to avoid costly adjustments to stand structures caused by any building obstruction or pillar. The Organisers will not accept any responsibility for this. CAD plans are available on request.
6. All solid timber under 25mm thick must be impregnated (pressure process) to CLASS 1 flame resistant standard. Boards, plywood, chipboard, etc must be treated in the same way if they are under 18mm thick. Solid timber over 25mm thick need not be treated. All such treated timber must be BS476 CLASS marked on them.
7. The use of plastic less than CLASS 1 BS476 part 7 (1971), whether in stand construction or in display arrangements is prohibited. Limited amounts of plastic materials of a grade better than

CLASS 3 will be permitted providing the details are submitted with stand plans for approval. Perspex must not be used.

8. Textile fabrics used for interior display purposes on the stand must be flameproof or purchased already treated by the approved chemicals in accordance with BS5438 and BS5852. All fabrics must be fixed taut and/or in tight pleats, not draped, to a solid backing and secured at least 3 inches above floor level to avoid a trip hazard, not close to or touching heat/light sources.
9. The name and stand number of the company exhibiting must be displayed prominently each side of the stand.
10. All work must be carried out using non-flammable material.
11. The Organiser may, at the expense of the exhibitor, remove or alter anything in, on or forming any part of the stand if, in their opinion, it is desirable to do so in the interest of the exhibition.
12. Any door leading to an enclosed area must have a vision panel and must not open directly on to a gangway.
13. Balloons are not allowed without the written permission of the Organisers and latex balloons will not be permitted. The Organisers will not accept any responsibility for costs arising from the use of gas filled balloons becoming trapped in the roof structure or ventilation system – any costs will be passed directly to the exhibitor.
14. Exhibitors are responsible for ensuring their stand contractor employs safe working practices and are aware of their responsibilities under the Health & Safety at Work Act.
15. Lone working, especially after listed working hours, is not permitted. All persons should have at least one colleague to assist them.
16. During the period of the exhibition, especially during the build and breakdown periods, gangways must be kept clear of obstructions. In the event of an accident this will enable the Emergency Services clear access to the area. Plans detailing emergency gangways will be available from the Organiser's Office.
17. Hot Work (cutting, grinding, welding, etc) is not permitted within the hall or loading areas of the venue.
18. During the build and breakdown periods of the exhibition children under 16 years are not permitted entry into the hall, even in the cab of vehicles.
19. Banners suspended above stands will only be permitted with written permission from the Organisers and must be shown on all stand plans/drawings.

Disability Discrimination Act:

This section is to assist organisations participating in this exhibition to understand and meet their legal responsibilities under the Disability Discrimination Act 1995 (DDA).

There are around 10 million disabled people in the UK. Many disabilities are hidden, such as, epilepsy, diabetes and mental ill health so it is best to plan to meet the needs of a broad

community. Reasonable adjustments for and a positive attitude towards disabled people from our exhibitors will enhance the overall shared experience of the event and benefit everyone. The Business Design Centre is designed to allow unrestricted access to all. Disabled toilets, disabled parking and wheelchair hire are all available at the venue for details please see: www.eco.co.uk.

Under the provisions of the DDA, exhibitors are required:

- a) Not to treat a disabled person less favourably than someone who is not disabled
- b) To make reasonable adjustments to their services to take account of disabled people. Reasonable adjustments can be physical changes to your stand, providing equipment or changing practices and procedures to be more inclusive. For more general information about what is `reasonable` under the DDA you can visit the following websites: www.drc-gb.org or www.disability.gov.uk.

7. Health and Safety

Please note you must complete and submit the compulsory health & safety forms – the risk assessment and H&S declaration.

This Health and Safety section is one of the most important parts of your manual, so please make sure you read the following pages very carefully.

Advice For Exhibitors

The Health & Safety at Work Act (HASWA); the Management of Health & Safety at Work Regulations and the Construction, Design & Management Regulations (2015) require that Immediate Live takes all reasonable steps to ensure the health, safety and welfare of its employees, exhibitors, contractors, and visitors at its events. Current legislation applies throughout the build-up, open and breakdown periods of the event, as does the eGuide (Guidance for Working at UK Exhibition Venues), which can be viewed at <https://www.aeo.org.uk/what-we-do/insight/eguide>

As Event Organiser's it is our policy to manage the Country Living Christmas Fair London 2021 in accordance with the aforementioned regulations as far as is reasonably practicable and this section has been produced to provide exhibitors with clear, simple suggestions for understanding and complying with health & safety procedures at the Fair. The Health & Safety Co-ordinator for the Fair will be Ops Squad who can be contacted on 01293 401051 or admin@opssquad.co.uk.

It is a contractual (and legal) requirement of the Fair that each exhibitor undertake their own risk assessment for their activities on site. ALL exhibitors MUST complete, and return to the organisers, a health & safety declaration, and a risk assessment by **7th October 2022**.

Venue Site Rules (CDM Regulations)

CDM regulations require all exhibitors to read and agree to comply with site-specific rules. You will find a copy of these below. Please ensure that each member of your team has read and understood these.

- Emergency gangways, fire exits and doors should be kept clear and will be monitored at all times to allow for safe access and egress
- Compliance with the Business Design Centre (BDC) site rules, eGuide, H&S legislation and CDM regulations is required at all times
- Only authorised access is permitted into the exhibition halls. All personnel working within a CDM site must be inducted and informed of the BDC rules and regulations whilst working on site.
- When working at height in the Gallery Bays you must not work less than a meter away from the railings unless you have a harness on.
- You must adhere to any notices within the venue. Anyone not complying will be ejected from site.
- Appropriate management and safe methods of working at height are required at all times
- All hot working requires a permit from the venue one month prior
- All accidents, incidents and near misses must be reported immediately to the organiser or venue manager
- Maintain good housekeeping at all times and plan for the disposal of large quantities of waste to be removed from site
- All personnel are required to wear high visibility clothing and appropriate footwear during event build-up and breakdown periods.
- Anyone suspected of being under the influence of drugs or alcohol will be ejected from the premises immediately
- Shoes must be worn at all times whilst on site and appropriate PPE footwear to be worn when necessary
- Smoking, including e-cigarettes, is only permitted in the designated smoking areas outside the venue, adjacent to cigarette bins.
- Children under the age of 16 must not be on the stand or exhibition floor during build-up or breakdown

Loading Bay rules and regulations

- All couriers and exhibitors must adhere to the Traffic Marshalls instructions
- Yellow hatched markings are a no stopping area and must be kept clear and accessible at all times
- Green pedestrian walkways are clearly marked
- There is no pedestrian access in and out of the loading bay entrance
- No vehicles must be left overnight
- High Visibility jackets must be worn at all times. If you arrive to unload a vehicle without a vest, you will be denied access to the loading bay
- Strictly no smoking in the loading bay

Traffic Rules

To help maintain a safer environment:

- Please always observe the 5mph speed limit in the loading bay. Speeding on site will result in a ban from the venue
- Do not use your mobile phone whilst driving. It is an offence to do so unless it is a hands-free device

- Always wear your seat belt, even on short trips
- Do not park your vehicles on the yellow hatched area or the pedestrian areas at any time
- Avoid obstructing points of access or egress
- No overnight parking is permitted
- Be aware of forklift truck movement in the loading bay especially during build-up and breakdown periods
- Always wear a high visibility jacket or bib when loading or unloading vehicles in the loading bay and front of the building
- No pedestrian access in or out of the barrier at the entrance to the loading bay
- Please adhere to the requests and instructions of traffic and/or security staff
- ANY DANGEROUS ACTIVITY SHOULD BE REPORTED TO EITHER THE ORGANISERS, VENUE MANAGER OR LOADING BAY MANAGER IMMEDIATELY

EMERGENCY PROCEDURES

A copy of the Business Design Centre's emergency procedures is included in this section. This explains what to do if:

- You discover a fire
- Notice a suspicious package
- Hear the fire alarm

You must read the Emergency procedures pages before signing the Health & Safety Declaration/Risk Assessment form

Please note in the event of an evacuation of the venue you should not attempt to remove stock or secure your stand with a night sheet. Once the all-clear has been given to allow re-entry to the halls, exhibitor badge holders will be allowed into the building before visitors to enable you to attend to your stand.

Your Responsibilities

As an exhibitor or a contractor, you hold an obligation to ensure the safety of everyone associated with your exhibition stand and those persons who may be affected by your activities.

Emergency procedures are included at the end of this section. Please ensure all staff working at the Fair have read & understood these.

All exhibitors are required to carry out their own 'Health and Safety Declaration and Risk Assessment' and provide a copy of it to the Organisers before the show.

It is the responsibility of every exhibitor to complete this paperwork. Immediate Live and the venue reserve the right to exclude any exhibitor for non-compliance. Further details of the legislation and the venue regulations are available on request.

All staff must:

- Be aware of the significant hazards they may face when carrying out tasks and of any control measures that the exhibitor implements to reduce risks to the lowest level reasonably practicable
- Observe safety regulations and signs at all times
- Be aware of the emergency procedures relevant to their place of work
- Wear the appropriate safety equipment and use appropriate safety devices as and when required to do so

- Report all accidents and dangerous occurrences to their supervisor and the Health and Safety Officers for the venue or their appointed representative
- Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions
- Co-operate with any duty or requirement imposed by the venue when acting under the requirements of Health, Safety or Environmental legislation.
- Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare
- Immediately report any serious shortcomings that may affect the health, safety and welfare of their job to their supervisor and the Health & Safety Officer for the venue or their appointed representative

Working At Height

Exhibitors and contractors should familiarize themselves with and adhere to the Working at Height Regulations 2005 (as Amended 2007). A simple rule of thumb would be:

- Avoid working at height wherever possible
- Use work equipment or other measures to prevent falls where this cannot be avoided
- If working height cannot be avoided, use equipment or other measures to minimize the distance and consequences of a fall should one occur

Every employer shall ensure that work at height is:

- a) Properly planned and organised
- b) Appropriately supervised
- c) Carried out in a manner which is so far as it is reasonably practicable safe
- d) Carried out by competent persons, or if being trained, is being supervised by a competent person (including the organisation, planning and supervision of working at height).

For further information, the Working at Height 2005 Regulations can be viewed at:

<http://www.hse.gov.uk/pubns/indg401.pdf>

Immediate Live Health & Safety Declaration

The directors and senior management of Immediate Live consider the health and safety of all its full-time employees, part-time and casual workers, customers and contractors to be of great importance. Through management at all levels, they have a responsibility to ensure, as far as is reasonably practicable, the health and safety of all its employees whilst at work and members of the public and contractors whilst on its premises whether that be the office or a hired venue.

Immediate Live are committed to complying with all the relevant legislation and guidelines covering health and safety at work and the specific requirements of the venue. All exhibitors, contractors and visitors MUST comply with the law, and the regulations of the venue at all times.

Anyone infringing any relevant legislation and/or any venue regulations will be asked to desist forthwith and for serious and continuing breaches may be banned from the premises

Food Hygiene & Sampling Guidance

All food businesses must comply with current food safety legislation details of which can be found using the following link:

www.food.gov.uk/business-industry/caterers/food-hygiene

Sampling (Food)

There are strict controls relating to food sampling. Food sampling must be carried out in such a way that customers do not touch food that other people will eat, to minimize the risk of cross-contamination.

Sampling (Drink)

In compliance with current legislation both the sale and supply of alcohol, including sampling, must be licensed under The Licensing Act (2003).

The following information must be provided when sampling or serving alcohol:

- Copy of your Personal License.
- Copy of your Public Liability Insurance
- List of products that you intend to sample.
- Authority letter if the Personal License holder will not be present for all the hours of the event.

The following signage is mandatory for serving and sampling alcohol:

Challenge 25 poster

Allergen signage (if appropriate)

The only acceptable sampling for food and beverages are as follows:

- Bite-sized portions (no more than two mouthfuls)
- Individually wrapped items
- Soft & Hot Drinks 50ml (1.75fl oz)
- Beers/Ciders 50ml (1.75fl oz)
- Wine/Fortified Wine, etc. 25ml (0.9fl oz)
- Spirits, etc. 5ml (0.18fl oz)

Food Safety

Stands will not be permitted to process or serve food if they are in poor hygienic condition or pose an imminent risk of contamination to food or an imminent risk to health.

Any live preparation or cooking involving the mixing of ingredients for consumption will require the appropriate documentation for the activity. All preparation, handling and distribution of food for sampling must be carried out in a hygienic manner at all times.

Any foods likely to support the growth of pathogenic micro-organisms or toxins should be maintained at a temperature of 5°C or below. Cooked food which is kept hot must be kept above 63°C. Reheating of cooked food must be carried out at a temperature of at least 75°C. Frozen food must be kept at -18°C or below.

Refrigeration temperatures must be measured with a suitable thermometer and recorded hourly, and open foods must not be placed less than 18 inches (45cm) from the ground in rodent proof food grade containers.

Sneeze Guards are required for All Open Foods, this includes food for onsite consumption, bread products, cakes, fudge, olives, nuts, cheese, etc. All display open foods must be sealed overnight.

Knives must not be left unattended or in an exposed position. Display knives must be supervised at all times and require sneeze guard protection.

Stand Design

Ensure that your design fits within your stand area, make sure you allow a gap to enter/exit. Positioning of equipment such as fridges have a back wall to protect the public and hot equipment is not within public reach or is protected with a guard. You may not trade for the gangway, so you must ensure that you have space within your stand to serve from.

Stands with food preparation must provide food grade washable surfaces including non-slip washable floor covering (carpets or bare flooring are not suitable).

Ensure if you are using fridges and freezers that you have booked 24-hour power.

Paperwork required

All sampling activities must comply with UK Food Standard and Law as food & drink is supplied to the public and can be a risk to public health.

Before sampling activities can be approved, exhibitors will be asked to provide the following information:

- Standard operating Food Safety Management System (HACCP)
- HACCP based risk assessment bespoke to your operation at the show
- Method statement bespoke to your operation at the show. (Method of food preparation to include cooking times and temperatures)
- Up to date Food Hygiene Certificate for food handlers
- Allergen Information Chart

Allergies and Intolerances

Enquiries from customers regarding the content of food can be related to allergies and intolerances. As some food allergies and intolerances i.e., nuts can be **life threatening**, it is very important that accurate information including a full list of ingredients is displayed.

Personal Hygiene

All food handlers working with open food must:

- Keep their hands clean
- Keep their clothing clean
- Clean Corporate clothing or apron required.
- Cover all cuts, etc., with a blue waterproof dressing/plasters
- Keep personal clothing out of areas where open food is handled, unless it is stored in appropriate accommodation, i.e. lockers/cupboards
- Not handle open food when suffering and within 48 hours of suffering from gastroenteritis, dysentery, any infection, boils or septic cuts, etc, likely to cause food poisoning
- Must not wear jewellery (including necklaces and piercings) other than a plain wedding band
- Wear gloves when serving food products

Training

All staff engaged in food handling must be properly trained, commensurate with their duties, and supervised to ensure they work hygienically. Certificates must be in date and are required to be submitted before the event, any additional or alternative staff must have a copy of their certificate hardcopy or electronically available for inspection.

Waste Facilities

Suitable consideration for the disposal of food waste must be put in place.

Waste oils and fats are categorized as hazardous waste and as such have to be disposed of under strict conditions. Each company is responsible for removing its own waste oils and fats from the venue.

Cleaning/disposal charges will be incurred if any such products are left on site.

Cooking likely to create a high concentration of smoke or airborne fats e.g. grilling; frying, is prohibited.

Hygiene check list

Provision of ALL hygiene items are required for stands unless the samples are pre-wrapped off-site:

**Gloves/Antibacterial Wipes/Antibacterial Spray/Hand Gel/Paper towel
Antibacterial Hand Wash/Washing up liquid.**

Washing Facilities

If serving low-risk pre-packaged products not requiring temperature control – e.g. crisps or soft drinks only antibacterial hand wipes are required (Please note baby wipes are NOT antibacterial).

If you are serving unpackaged items such as bread, cakes, pastries, fudge including serving pre-prepared and pre-packaged (sealed) foods requiring heating-up e.g. ready-to-eat foods, pre-packaged sauces, ready meals. You are required to provide an on stand hot running water hand wash facility. Your hand wash facility must be within 3m of your activity. The size of the facility must be in keeping with the require use. Small size tabletop portable teal style units are ideal for unpackaged items, however if you are preparing food then a commercial size portable teal unit would be a minimum requirement.

Alternative formulations are acceptable provided hand washing takes place under hot running water however a kettle and bowl with standing water is NOT an acceptable alternative.

A Communal Utensil wash-up area will be provided by the organisers, location TBC. This will provide access to Hot water for utensil washing and hot water to fill Teal Style portable hand wash units. You will need to provide your own washing up liquid.

Equipment

Any equipment, including food containers, which is likely to come into contact with food must be kept clean and be constructed of materials that are not absorbent and can easily and properly be cleaned.

Cookers, ranges and hobs must operate on electricity. The use of Liquefied Petroleum Gas (LPG) and Butane Canisters are not permitted (the use of Induction Hobs is advised). Any grills or deep fat fryers must be electric.

Ventilation

The main hall is ventilated however, if an exhibitor is going to produce high amount of smoke whilst cooking, then they would need to provide their own ventilation system. It is also advised that the exhibitors who will be cooking should be located on the main show floor.

Cooking Oil

Any exhibitor using oil would need to note that this can't stay onsite and would need to be taken with them after the show, as we are unable dispose of this.

Failure to adhere to this will result in a charge.

Fire Protection

All stands grilling or using fat fryers **Must** provide a fire blanket & Wet Chemical Extinguishers equivalent to the size of their operation. Small grills and tabletop fat fryers require a 2kg size of extinguisher per unit, floor standing fat fryers require a 6kg size extinguisher.

What To Do in an Emergency

IF YOU DISCOVER A FIRE OR SOMEONE REPORTS A FIRE TO YOU

PICK UP ANY INTERNAL EMERGENCY RED TELEPHONES AND THIS WILL CONNECT YOU WITH CONTROL. TELL THE DUTY OPERATIVE WHERE THE FIRE IS AND YOUR LOCATION.

OPERATE THE NEAREST FIRE ALARM CALL POINT BY BREAKING THE GLASS. IF YOU DO THIS (AND IT IS SAFE TO DO SO) PLEASE STAY NEAR THE FIRE POINT TO DIRECT THE ATTENDING SECURITY OFFICER TO THE FIRE.

IN THE EVENT THAT YOU NOTICE A SUSPICIOUS PACKAGE OR ITEM, OR SOMEONE REPORTS IT TO YOU, DO NOT ATTEMPT TO OPEN IT, MOVE IT OR TOUCH IT. PICK UP ANY INTERNAL EMERGENCY RED TELEPHONE, WHICH WILL CONNECT YOU TO CONTROL AND INFORM SECURITY OF THE LOCATION OF THE ITEM OR PACKAGE.

IF IT IS DECIDED TO EVACUATE THE BUILDING YOU WILL HEAR THE FIRE ALARM BELLS INFORMING YOU TO LEAVE THE BUILDING. PLEASE LEAVE BY THE NEAREST FIRE EXIT OR AS INSTRUCTED BY MEMBERS OF THE SECURITY STAFF. PLEASE FAMILIARIZE YOURSELF WITH THE NEAREST FIRE EXITS TO YOUR OFFICE, SHOWROOM OR EXHIBITION STAND.

DO NOT STAY IN THE BUILDING ONCE YOU HAVE BEEN INSTRUCTED TO LEAVE. DO NOT STAY TO COLLECT HANDBAGS, VALUABLES ETC.

LEAVE IMMEDIATELY

FIRE ASSEMBLY POINTS ARE AS FOLLOWS.

- **FRONT OF THE BUILDING: PARKFIELD STREET (ROAD TO THE SIDE OF THE VENUE TOWARDS N1 CENTRE)**
- **REAR OF THE BUILDING: PAVEMENT AREA OUTSIDE OF THE OLD ROYAL FREE HOSPITAL ON LIVERPOOL ROAD**

PLEASE REMEMBER

DO NOT DO ANYTHING TO ENDANGER YOUR LIFE. RESTRICT YOUR ACTIONS TO TRYING TO PREVENT THE FIRE FROM SPREADING BY CLOSING DOORS/WINDOWS ETC AND RAISING THE ALARM. TRY TO PREVENT PEOPLE FROM GOING NEAR THE FIRE UNTIL HELP ARRIVES.

PLEASE TRY TO STAY CALM AND ENCOURAGE OTHERS TO DO THE SAME. PLEASE HELP THOSE THAT APPEAR TO BE EXPERIENCING DIFFICULTIES.

Form 1

Health & Safety Stand Activity

TO BE COMPLETED BY ALL EXHIBITORS

Return Deadline: Friday 7th October 2022

The current Management of Health & Safety at Work Regulations require co-operation and co-ordination with all parties whilst sharing a workplace. It is a condition of entry into the event that every exhibitor, contractor, sub-contractor, supplier and their agents comply with the Health & Safety at Work Act, 1974 and all other legislation covering the venue. In order to enable this, please complete and return this form affirming your commitment to co-operation (as required by Reg. 9 MHSWR92) with the organisers and venue.

This declaration is to be signed by a senior person within the exhibiting company.

'I can confirm that the named contact has authority to make decisions on behalf of our company with regards to safety matters at Country Living London Christmas Fair 2022'.

My company's risk assessment for this event and health & safety policy is endorsed with this form and all our personnel are sufficiently trained in matters relating to health & safety in order to carry out their tasks competently. I have ensured so far as it is reasonably practicable that our principal stand contractor and all other agents working on behalf of Country Living London Christmas Fair 2021 are fully aware of their responsibilities under the Health & Safety at Work, etc. Act 1974 and they have satisfied us as to their competence to carry out their tasks and I am receipt of their risk assessment/s, as necessary.

Please indicate if any of the following will form part of your participation at Country Living London Christmas Fair 2022.

- | | | | |
|---|--------------------------|--------------------------------|--------------------------|
| Stand fitting over 4m in height: | <input type="checkbox"/> | Any form of bottled gas | <input type="checkbox"/> |
| Musical performance (live or recorded): | <input type="checkbox"/> | Working mechanical exhibits | <input type="checkbox"/> |
| Food preparation: | <input type="checkbox"/> | Platforms over 600mm in height | <input type="checkbox"/> |
| Hazardous substances (under COSHH) | <input type="checkbox"/> | Other – items of special risk | <input type="checkbox"/> |

Company Name: _____ Stand No: _____

Contact: _____ Email _____

Address: _____

Post Code: _____ Tel No: _____

Signed: _____ Date: _____

Please complete and return to: admin@opssquad.co.uk

IMPORTANT: Please also complete the Exhibitors Risk Assessment Form in conjunction with this form

Form 2
 Risk Assessment
 TO BE COMPLETED BY ALL EXHIBITORS
Return Deadline: Friday 7th October 2022

Please use this page as a guide to help you complete your risk assessment. All exhibitors must complete a risk assessment and those who are building their own stands (without employing contractors) should submit a copy along with their stand plans.

This assessment is for exhibiting companies to complete relating to the part they are to play within the exhibition. Any stand contractors for space only sites will complete a separate risk assessment for the stand build and breakdown.

A risk assessment is a careful examination of what, during the build-up, exhibition open period and breakdown of your stand could cause harm to other people. Weigh up whether you have taken enough precautions or if you need to take further actions to prevent harm. The important aspect is if a hazard is significant and if you have covered it by satisfactory precautions to lower the risk as far as possible.

You can work you the risk level using this table

Worse Case Outcome		Probability Rating	
HIGH – certain to cause death	4	PROBABLE	4
MEDIUM – likely to cause injury	3	POSSIBLE	3
LOW – possible need for 1 st aid	2	UNLIKELY	2
VERY LOW – unlikely to cause injury	1	REMOTE	1

STEP 1	LIST HAZARDS: 1. 2. 3. 4.
STEP 2	WHO MIGHT BE HARMED: 1. 2. 3. 4.
STEP 3	LIST THE CONTROL MEASURES: 1. 2. 3. 4.
STEP 4	WHAT FURTHER ACTION IS NECESSARY TO CONTROL THE RISKS: 1. 2. 3. 4.

Signed:

Company Name:

Stand Number:

NB: As an exhibitor you have a legal requirement to assess risk appertaining to your participation in any exhibition. This form is intended as a guide only and completion does not absolve you're your legal responsibilities or transfer them to the venue or organisers of Country Living London Christmas Fair 2022. Please complete and return to: admin@opssquad.co.uk

Form 3
 Public Liability Insurance
 TO BE COMPLETED BY ALL EXHIBITORS
Return Deadline: Friday 7th October 2022

It is a requirement of the exhibition and venue that each exhibitor has a minimum of £5 million Public Liability insurance cover in place and exhibitors must provide evidence of this.

If you have adequate insurance cover in place, please provide details of the insurers and policy number below:

Exhibitor/ Company Name	
Show name and year	
Stand Number	
Contact Name	
Insurance Policy Number	
Insurer	
Expiry Date	
Limit of indemnity	

No Insurance/ Need Advice

It is a contractual obligation that your company has insurance in order that we can be sure visitors and fellow exhibitors at our shows are protected from losses while we have custody of the venue.

Please note that items on site, either on your stand or in storage, or in transit to the show are not insured by the organisers and exhibitors must make their own arrangements.

Please complete and return to: admin@opssquad.co.uk

Please keep a copy for your records.

Form 4
 Food & Drink Sampling
 TO BE COMPLETED BY ALL EXHIBITORS
Return Deadline: Friday 7th October 2022

To be completed by all exhibitors who are:

- cooking on their stand as a demonstration AND/OR
- offering their food and/or drink products as samples to visitors.

Exhibitors may give away tasting samples of their products subject to the following conditions, exhibitors may only give away samples no larger than:

Soft drinks, tea and coffee	50ml (1.75fl oz)
Beer & Cider	50ml (1.75fl oz)
Wine/Fortified Wine, etc.	25ml (0.9fl oz)3
Spirits	5ml (0.18fl oz)
Unwrapped food	Bite size portions only
Individually wrapped items	

Rules to Sample Food:

- **Please make sure you read the Food Safety Guidelines to make sure you are well equipped to sample onsite.**
- **Please note that all stands will be visited by the Environmental Health Officer and they have the power to close your stand.**
- Food should be placed to be sampled where it can be supervised at all times
- Where possible, samples should be offered to customers from plates or small bowls
- If food items such as biscuits are being used for sampling of dips, etc., only items that will not break off into the sample must be used (to prevent customers putting fingers into the food to retrieve the biscuit)
- Large bowls or piles of food for sampling must be avoided
- Customers should not be allowed to “double dip” biscuits/sampling sticks/spoons, etc.
- Bowls, dishes or plates should not be topped up unless they have been properly cleaned after use
- Waste facilities must be provided for customers

Please give a description of the cooking and/or sampling your stand will be doing (i.e. What will you be sampling? Is it cold food, ambient food or hot food:

Is your business registered with a local authority and if so which one?	
Please give your Food Premises Approval Number if available	

What type of waste will your cooking/sampling produce?	
Have you ordered water & waste facilities? Please see contact admin@opssquad.co.uk for the washing up facilities guide.	Yes/No
What type of equipment will you be using on your stand? e.g. Electric cooker/hotplate etc.	

Please tick here that you agree to carry out Temperature Control Measurements where appropriate on your stand. Temperature Control Measurement Sheets must be used to prove this when onsite. Please email admin@opssquad.co.uk for a template	
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Please tick that you have attached the following documents to the form. All of these documents are required to ensure you can cook and/or sample on your stand:	
1. HACCP (Standard operating Food Safety Management System). This should detail in particular the control and monitoring of the preparation, storage and serving of foods. Contact admin@opssquad.co.uk for a template.	
2. Up to date Food Hygiene Certificates for each Food Handler/ Evidence of Food Hygiene Training by food handlers	
3. Risk assessment and method statement bespoke to activities on your stand	
4. Allergen Information Chart – specific to the food/ drink being sampled	
5. Public Liability Insurance	

Company Name: _____ Stand No: _____

Contact: _____ Email: _____

Address: _____

Post Code: _____ Tel No: _____

Signed: _____ Date: _____

Please complete and return to: admin@opssquad.co.uk

Form 5
Vehicle Loading for Build-up
 TO BE COMPLETED BY ALL EXHIBITORS
Return Deadline: Friday 7th October 2022

VEHICLE LOADING FOR BUILD-UP

Please return as soon as possible. Places are allocated on a first come first serve basis.

The traffic marshals will place you either in the loading bay or at the front of the building, depending on which is nearest to your stand. Entry to the loading bay will be on the hour you have been allocated; entry will remain open for 15 mins. If you arrive any later than quarter past the hour this will result in a delay.

Each Exhibitor will be given a 30-minute maximum unloading time. Once you have offloaded, please move your vehicle to the car park immediately.

Please indicate the day and time of your arrival by completing the relevant time session box. When your form is submitted you will receive an email confirming your time slot

There are limited passes for each time session. If the session you have requested is full, you will be issued with the nearest time slot. Timeslots do not guarantee entry at an exact time.

Important Note: The hall will close promptly when build-up has finished. Please arrive with plenty of time to unload. All stands must be completed by 2000hrs on the Tuesday 8th November 2022.

Company Name: _____ Stand Number: _____

Contact: _____ Mobile: _____

7th November	No of Vehicles	Size & Type of Vehicle
Monday 1100 – 1200hrs		
Monday 1200 – 1300hrs		
Monday 1300 – 1400hrs		
Monday 1400 – 1500hrs		
Monday 1500 – 1600hrs		
Monday 1600 – 1700hrs		
Monday 1700 – 1800hrs		
Monday 1800 – 1900hrs		
Monday 1900 – 2000hrs		
8th November		
Tuesday 0800 – 0900hrs		
Tuesday 0900 – 1000hrs		
Tuesday 1000 – 1100hrs		
Tuesday 1100 – 1200hrs		
Tuesday 1200 – 1300hrs		
Tuesday 1300 – 1400hrs		
Tuesday 1400 – 1500hrs		
Tuesday 1500 – 1600hrs		
Tuesday 1600 – 1700hrs		
Tuesday 1700 – 1800hrs		
Tuesday 1800 – 1900hrs		
Tuesday 1900 – 2000hrs		

Please complete and return to: admin@opssquad.co.uk



Form 6
Storage Form
TO BE COMPLETED BY ALL EXHIBITORS
Return Deadline: Friday 7th October 2022

Please complete this form with your exhibitor details and return to admin@opssquad.co.uk to confirm you would like storage for the duration of the fair.

Space is restricted to a **MAXIMUM SIZE OF 2sqm PER EXHIBITOR**

Company Name: _____ Stand No: _____

Contact: _____ Email: _____

Address: _____

Post Code: _____ Tel No: _____

Signed: _____ Date: _____

Please complete and return to: admin@opssquad.co.uk