Exhibitor Manual

2019 AIPPI World Congress
London

September 15 – 18, 2019
Table of Contents

Table of Contents ........................................................................................................................................ 2
1. Congress Information .......................................................................................................................... 3
2. Exhibitor Schedule ............................................................................................................................ 4
3. Registration Desk Hours .................................................................................................................... 4
4. Exhibitors Registration ...................................................................................................................... 4
5. Exhibitor Passes ............................................................................................................................... 4
6. Move-In ............................................................................................................................................... 5
7. Move-Out ........................................................................................................................................... 5
8. Exhibitors’ Desk ............................................................................................................................... 5
9. Internet Access .................................................................................................................................. 5
10. Standard Exhibition Package .......................................................................................................... 5
11. Booth Specifications ......................................................................................................................... 6
12. Customising your booth ................................................................................................................... 6
13. Graphics for your booth ................................................................................................................... 6
14. Rules for the use of the booth ......................................................................................................... 7
15. Floor Plans ....................................................................................................................................... 7
16. Freight Information .......................................................................................................................... 9
17. Queen Elizabeth II Centre (QEII Centre) ....................................................................................... 9
18. Penalties .......................................................................................................................................... 12

APPENDIX

1. Delivery Note ..................................................................................................................................... 13
2. Collection Note ............................................................................................................................... 14
3. Exhibition Power – Shell Scheme Graphics Specs ....................................................................... 15
4. Exhibition Power – Logistics Services Form ................................................................................... 16
1. Congress Information

Congress Name: 2019 AIPPI World Congress London

Congress Dates: Sunday, September 15 – Wednesday, September 18, 2019

Venues: Queen Elizabeth Centre II (QEII Centre)
Deliveries Contact: Charlotte Best and Martina Kopecka
Address: Broad Sanctuary, Westminster, London SW1P 3EE
Phone: +44 (0)20 7798 4000
Web: https://qeiicentre.london/

Central Hall Westminster
Address: Storey's Gate, Westminster, London SW1H 9NH, UK
Phone: +44 20 7222 8010
Web: https://www.chw.com/

Event Management & AIPPI General Secretariat
Exhibition Coordination: Michelle Schaerer
Assistant Meeting Planner
Address: Tödistrasse 16, 8027 Zurich, Switzerland
Email: events@aippi.org
Phone: +41 44 280 58 80

Exhibition and Freight Services: Exhibition Power
Mr. Jamie Doolan
Installation & Dismantling Labour, furnishings, Signs & Graphics, AV among others.
Address: 18 Old Mill Road
Chelston
Torquay
Devon
TQ2 6AU
Email: info@exhibitionpower.co.uk
Tel: +44 (0)333 355 4171
Mob: 0751 961 4170
Web: www.exhibitionpower.co.uk
2. Exhibitor Schedule

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday, Sept 14</td>
<td>08:00 – 18:00</td>
<td>Exhibition Build</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DELIVERIES TO VENUE: Pre-arranged exhibition deliveries, brochures, merchandise, signage etc.</td>
</tr>
<tr>
<td>Sunday, Sept 15</td>
<td>08:00 – 18:00</td>
<td>Move-in and Set-up</td>
</tr>
<tr>
<td>Monday, Sept 16</td>
<td>08:30 – 16:30</td>
<td>Exhibition</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Official Coffee Breaks held in the Exhibition Area</td>
</tr>
<tr>
<td></td>
<td>10:30 – 11:00</td>
<td>Coffee Break</td>
</tr>
<tr>
<td></td>
<td>15:30 – 16:00</td>
<td>Coffee Break</td>
</tr>
<tr>
<td>Tuesday, Sept 17</td>
<td>08:30 – 16:30</td>
<td>Exhibition</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Official Coffee Breaks held in the Exhibition Area</td>
</tr>
<tr>
<td></td>
<td>10:30 – 11:00</td>
<td>Coffee Break</td>
</tr>
<tr>
<td></td>
<td>15:30 – 16:00</td>
<td>Coffee Break</td>
</tr>
<tr>
<td>Wednesday, Sept 18</td>
<td>08:30 – 16:30</td>
<td>Exhibition</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Official Coffee Breaks held in the Exhibition Area</td>
</tr>
<tr>
<td></td>
<td>10:30 – 11:00</td>
<td>Coffee Break</td>
</tr>
<tr>
<td></td>
<td>15:30 – 16:00</td>
<td>Coffee Break</td>
</tr>
<tr>
<td></td>
<td>16:30 – 18:00</td>
<td>Move-out</td>
</tr>
</tbody>
</table>

3. Registration Desk Hours

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday, Sept 14</td>
<td>10:00 – 18:00</td>
</tr>
<tr>
<td>Sunday, Sept 15</td>
<td>08:00 – 19:00</td>
</tr>
<tr>
<td>Monday, Sept 16</td>
<td>08:00 – 17:00</td>
</tr>
<tr>
<td>Tuesday, Sept 17</td>
<td>08:00 – 17:00</td>
</tr>
<tr>
<td>Wednesday, Sept 18</td>
<td>08:00 – 14:00</td>
</tr>
</tbody>
</table>

4. Exhibitors Registration

Exhibitors may pick up their Congress badges directly at the Registration Desk, located on the ground floor of the Queen Elizabeth II Centre. Please note that only people wearing participant badges will be allowed in the Exhibition Area and other areas of the QEII Centre.

5. Exhibitor Passes

Exhibitors receive access to:
- Opening Ceremony
- Welcome Reception
- Networking Lunches
- Cultural Evening
- Purchase of Closing Dinner ticket for only GBP 90

Exhibitors do not have access to:
- Congress Sessions
- Lunch Sessions with Keynote Speakers
6. **Move-In**
Exhibits must be complete and ready for inspection on Sunday, September 15, 2019 by 18:00. All empty crates and cartons must be removed from the exhibit floor by that time. Exhibitors must either store them within their booth or remove them from the building entirely. The QEII’s cleaning team will either store them within their booth or remove them from the building entirely. The QEII’s cleaning team will recycle any unwanted cardboard throughout the set up day, however cannot dispose of any metal or pop-up banners. Exhibitors will be required to remove these from the venue themselves following the event.

Please note: Due to the high level of demand for exhibition booths, the exhibition space has been expanded across two floors of the venue. Some of the exhibition area is located in a space that does not have full elevators access. Please ensure you plan ahead in regards to moving your items to the exhibition space, as there are some stairs to get to the room.

7. **Move-Out**
Exhibits may *not* be dismantled before the official closing time of the exhibition on Wednesday, September 18 at 16:30 hr. Exhibitors who dismantle early will face a surcharge of GBP 250.00 and jeopardize their participation in next year’s Congress.

Pack all small items in cartons, making sure they are well sealed, and label them for outbound shipment. Please note dollies will not be available for move out.

All exhibit material must be packed and removed from the floor area on Wednesday, September 18, 2019 at 18:00. Exhibitors will be liable for all charges resulting from their failure to remove exhibit materials by the required time. All necessary labour arrangements for an orderly move-out should be made prior to, or during the Congress. The collection note must be attached to the items as well as any relevant shipping labels. You will find the collection note on page 14 of this document.

8. **Exhibitors’ Desk**
All services exhibitors may require before and during the event will be provided by Exhibition Power, through an Exhibitors’ desk, located on the ground floor of the QEII Centre, next to the Registration Desk.

9. **Internet Access**
High speed internet at the QEII Centre will be available during the whole Congress for all attendees.

10. **Standard Exhibition Package**
The exhibition package includes the following:
- Exhibition booth as specified below
- 2 complimentary exhibitor passes for two people from your company who will staff the booth during exhibition hours (granting full access to the exhibition area, coffee breaks and networking events)
- Company name and logo listed on the exhibitors’ page of the official Congress website and AIPPI App
- Company logo on signage onsite
- Congress bag, including Congress material
- Tickets for the Closing Dinner may be purchased as well for an additional GBP 90
- As official exhibitors of the Congress, you will be able to purchase additional exhibitor passes for people from your company to staff the booth for an additional fee.
11. **Booth Specifications**

**Standard Exhibition Booth – 6m²**

Includes the following:

- 3m x 2m Space
- 1 Rear wall (2.97m wide x 2.5m high)
- 1 Headboard with Company name (2.97m wide x 0.3m high)
- 1 Counter (frontal-graphic included: 1m high x 0.95m wide) Panel size (923mm wide x 935mm high) – visible (910mm wide x 920mm high)
- 2 stools
- 1 magazine rack
- 1 Waste bin
- 1 500 watt double socket outlet
- Lighting

*Notes: The costs of additional furniture and decoration are the responsibility of the exhibitor. Images are only illustrative.*

12. **Customising your booth**

To get advantage of the graphics included on the Exhibition package you have booked, as well as rental of additional furniture, AV, lighting, etc., please use the link below to complete your online order through Exhibition Power. Please ensure to provide your graphics to Exhibition Power by August 10, 2019 or coordinate with Exhibition Power directly.

Link: [https://eventordering.co.uk/e/ktvll4/](https://eventordering.co.uk/e/ktvll4/)
Password: uwpk03

13. **Graphics for your booth**

Frontal graphics on the counter are included in the Exhibition package. If you wish to have graphics on the walls this can be ordered through Exhibition Power’s website (the link is above). Simply navigate to the ‘Shell Schemes Upgrade’ tab to find the options.

In the annexes you will find the graphics spec sheet. Please ensure you provide Exhibition Power with the artwork by August 10, 2019.
14. **Rules for the use of the booth**

The use of the following items are strictly forbidden from use on the booths:

- Nails
- Screws
- Staples
- Pins
- Paint

The following items are permitted for use:

- Double sided tabs
- Velcro hook & loop
- Panel brackets
- Hanging chains for heavy exhibits

15. **Floor Plans**

Due to the high level of demand for exhibition booths, the exhibition space has been expanded across two floors of the venue. Some of the exhibition area is located in a space that does not have full elevators access. Please ensure you plan ahead in regards to moving your items to the exhibition space, as there are some stairs to get to the room.

The exhibition area will be in **Cambridge** and **Windsor** Rooms on level 5 and **Mountbatten** Room on level 6.

Please note: These floor plans are correct at date of publication and are **subject to change**. AIPPI retain the right to change the floor plans and rearrange booth locations if required. Assignment of booth numbers will be decided by AIPPI, taking into consideration but not ensuring any special request.
16. **Freight Information**

AIPPI has selected **Exhibition Power** as an official Freight Services Company to help you ship the material to London.

**Exhibition Power** can provide the following services for your company:
- Receipt
- Storage
- Delivery (from warehouse direct to booth)
- Handling of empties (collection, storage and redelivery)
- Unloading
- Reloading
- Courier receiving

**COMMUNICATION:** All exhibitors are requested to direct all correspondence concerning freight, additional furniture, booth customization, booth graphics and artwork to:

Mr. Jamie Doolan  
Address: 18 Old Mill Road, Chelston, Torquay  
Devon, TQ2 6AU, The UK  
Email: info@exhibitionpower.co.uk  
Tel: +44 (0)333 355 4171  Mob: 0751 961 4170  
Web: www.exhibitionpower.co.uk

17. **Queen Elizabeth II Centre (QEII Centre)**

**Cleaning**

The exhibition area will be cleaned in the mornings between 06:00 and 08:00 daily by the Centre. Exhibition stands, however, are the responsibility of the exhibitor. You can book special cleaning for your booth through this link [https://qeiicentre.london/order-it/](https://qeiicentre.london/order-it/)

**Conference/Exhibition “Set-Up” and “Break Downs”**

Goods and equipment will normally leave the building via the Storeys Gate goods lift 11. Passenger lifts may be used at the Centre’s discretion by prior arrangement, although this is not normally possible whilst delegates remain in the building.

**Deliveries/Collection**

Where possible all deliveries should be made at the Loading Bay in Storey’s Gate. The Loading Bay can accommodate vehicles up to 3.5metres wide and there are no height restrictions.

Please note that the Centre cannot accept responsibility for goods loaded in or out of the loading bay. The exhibitor should always arrange for the safe receipt/ dispatch of all goods. Similarly, the Centre cannot accept responsibility/ liability for goods kept in storage.

Once the items have been delivered to the Centre they will be stored in the goods in room in the loading bay, located on the ground floor of the building.

After the Congress has finished, any items being left for collection will need to be stored in the goods out room (in the loading bay) with a completed collection note, see annexes for this note.
THE QEII Centre will accept deliveries from **September 13, 2019**, please ensure you do not deliver any items for Exhibition prior to this date.

The Centre is unable to accept responsibility for any delay/loss to exhibitors that may occur.

**Doors**

Fire Doors throughout the Centre must not be wedged open or obstructed in any way to conform with Fire Regulations.

**Fire**

Exhibitors are advised that the Centre has stringent regulations governing materials used on site during an exhibition.

The Centre’s Fire Alarm notification is in the form a spoken voice announcement (female) repeating the following:

“All attention please, attention please a fire has been reported within the building. Please leave the building immediately by the nearest exit. Please do not use the lifts but leave the building by the nearest stairway.”

Levels of the building that are not in immediate danger from the reported fire will receive the below message for up to eight minutes to allow for a phased evacuation:

“May I have your attention please, an incident is being investigated, please stand by and await further instruction.”

Familiarise yourself with the **FIRE EXITS** and **FIRE ESCAPE ROUTES** from the floors you will be using, and brief any staff/stewards to do so also.
First Aid

There is a First Aid room on the ground floor, however this is not permanently staffed. It is advisable to contact either the Red Cross (020 8944 8909) or the St John Ambulance Services (020 7258 3456).

Food and Beverage

It is a contractual obligation that exhibitors do not provide their own food and drink at the Centre.

Notices

Notices must not be affixed to the fabric of the building without prior permission. Sticky fixers, tack or tape must not be used on painted surfaces. You will be charged to repair damaged areas.

Under no circumstances must cables, wires, etc. be attached or affixed directly to the walls or ceilings in the main conference rooms. Wall channels and ceiling bars have been provided for this purpose.

Office Machinery

Any faults, defects or damage to machinery hired from the Centre must be reported as soon as possible.

Porterage

If you expect a large quantity of deliveries and would like the QEII Centre to move them for you, QEII would be pleased to provide you with a quote for this service. The cost per porter is GBP 25 + 20% VAT per hour, for a minimum call of 4 hours, this cost would be the responsibility of the exhibitor.

A limited porterage service is available on a first come first served basis between 08:00-18:00 hours, Monday-Friday. This service is solely to deliver a small number of items, for example, four to five A4 boxes.

Rubbish

You are responsible for the clearance of your own rubbish and other waste materials from the building at the end of the event. In the event that this needs to be undertaken by the Centre, a charge of £250.00 per cubic metre will apply for rubbish and waste materials exceeding two cubic metres.

Security

General security patrol will be provided by the QEII Centre personnel, but they will not be responsible for exhibitors' equipment/material if lost or damaged.

The Centre does not accept responsibility for any loss of property. Lockable rooms are available at the Centre, and we advise you to contact us if you require this service.

Smoking

Smoking (including the use of electronic e-cigarettes) is not permitted within the Centre.
18. Penalties

AIPPI and the QEII Centre are not liable for any personal injury incurred by an exhibitor or damage to his property. At the end of the event, exhibitors must return the space they rented in the same condition in which they received it (floors, electrical outlets, materials rented from the Exhibitor’s Desk, etc.). Otherwise, the cost of repairs or cleaning will be charged to the exhibitor’s account.

Thank you for being part of the 2019 AIPPI World Congress in London!

For any further queries, please contact Michelle Schaerer at events@aippi.org
DELIVERY NOTE

PLEASE NOTE THAT THE CENTRE IS UNABLE TO ACCEPT RESPONSIBILITY FOR ANY DELAY/ LOSS THAT MAY OCCUR

DELIVERY ADDRESS: Queen Elizabeth II Centre
Storey’s Gate Loading Bay
Westminster
London SW1P 3EE

QEII EVENT MANAGER: Martina Kopecka

EVENT TITLE: 2019 AIPPI World Congress in London

EVENT DATE: September 15-18, 2019

EVENT ROOM(S):

STAND NO. / NAME:

NUMBER OF ITEMS: ___________ OF ___________

Please note that unless QEIC or External Porterage has been booked, it is the responsibility of the client/exhibitor.
COLLECTION NOTE

PLEASE NOTE THAT THE CENTRE IS UNABLE TO ACCEPT RESPONSIBILITY FOR ANY DELAY/ LOSS THAT MAY OCCUR

ITEMS NOT COLLECTED FROM THE STOREY’S GATE LOADING BAY WITHIN 48 HOURS OF THE EVENT WILL BE DISPOSED OF WITHOUT FURTHER NOTIFICATION

QEII EVENT MANAGER: Martina Kopecka

EVENT TITLE: 2019 AIPPI World Congress in London

EVENT DATE: September 15-18, 2019

CONTACT NAME:

CONTACT NUMBER:

DELIVERY ADDRESS:

NUMBER OF ITEMS: ____________ OF ____________

Please note that unless QEIIIC or External Porterage has been booked, it is the responsibility of the client/exhibitor themselves to collect and return their boxes from/to the QEIIIC Loading Bay.
Seamless Graphics can be fitted to either scheme, panel sizes are 2480mm high by 990mm wide on a straight wall. Please check for sizes if your booth has corners as the dimensions differ.

Artwork must be either quarter or half size with any images at least 300dpi when placed at no larger than 100% to avoid pixilation when printed at full size. We will need 5mm bleed at full size and the trim marks must be set offset outside the bleed area.
**Logistics Service**

Exhibition Power will send an invoice to you based on the information provided

**BOOKING/PAYMENT DEADLINE DATE - 23/08/2019**

<table>
<thead>
<tr>
<th>Description</th>
<th>Price per cbm/300kgs</th>
<th>Quantity (Minimum 2)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RECEIPT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exhibitor material received at our advance warehouse by prior appointment only.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>(Per Shipment. Mon - Fri. 9am - 5pm only)</em></td>
<td>GBP 35.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>STORAGE</strong></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Pre/Post Event</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Free Storage period - 02-15/09/19 &amp; 18-27/09/19 (inclusive)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td><em>(Per Shipment per day)</em></td>
<td>GBP 15.00</td>
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<td></td>
</tr>
<tr>
<td><strong>DELIVERY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Build Up</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>From warehouse and delivery direct to booth at QEII Centre, London</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Between 9am - 5pm. 50% surcharge applies outside of these hours. Weekend delivery is included in this rate.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>(Per 1cbm or 300kgs, whichever is the greater.)</em></td>
<td>GBP 105.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>STORAGE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Empty Goods &amp; Packaging</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Handling of Empties</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Collection/storage/redelivery to Booth at close of Expo.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Between 9am - 5pm. 50% surcharge applies outside of these hours. Weekend collection is included in this rate.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>(Per 1cbm or 300kgs, whichever is the greater.)</em></td>
<td>GBP 85.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>RETURN</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Break Down</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>From booth to our warehouse. Shipments available for pick up from 17/09/19.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Out of ours collection is included in this rate.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>(Per 1cbm or 300kgs, whichever is the greater.)</em></td>
<td>GBP 105.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>UNLOADING</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Build Up</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>See Online Portal for Half/Full vehicle unload</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>From Vehicle direct to booth via <strong>FORK LIFT</strong>.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Between 9am - 5pm. 50% surcharge applies outside of these hours. Weekend surcharge is included in this rate.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>(Per 1cbm or 300kgs, whichever is the greater.)</em></td>
<td>GBP 55.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**RE-LOADING**

**Build Up**  
See Online Portal for Half/Full vehicle re-load

<table>
<thead>
<tr>
<th>To Vehicle direct to booth via FORK LIFT. Between 9am - 5pm. 50% surcharge applies outside of these hours. Weekend surcharge is included in this rate. Per 1cbm or 300kgs, whichever is the greater.</th>
<th>GBP 55.00</th>
</tr>
</thead>
</table>

**UNLOADING**  
**Break Down**  
See Online Portal for Half/Full vehicle unload

<table>
<thead>
<tr>
<th>From Vehicle direct to booth via FORK LIFT. Between 9am - 5pm. 50% surcharge applies outside of these hours. Per 1cbm or 300kgs, whichever is the greater.</th>
<th>GBP 55.00</th>
</tr>
</thead>
</table>

**RE-LOADING**  
**Break Down**  
See Online Portal for Half/Full vehicle re-load

<table>
<thead>
<tr>
<th>To Vehicle direct to booth via FORK LIFT. Between 9am - 5pm. 50% surcharge applies outside of these hours. Per 1cbm or 300kgs, whichever is the greater.</th>
<th>GBP 55.00</th>
</tr>
</thead>
</table>

**COURIER RECEIVING**  
**During Tenancy Build Up Times Only**

<table>
<thead>
<tr>
<th>Receiving Shipments at Venue door, sign, store safely for Exhibitor collection on arrival. Per piece, minimum 5 pieces.</th>
<th>GBP 6.75  (Min. x5)</th>
</tr>
</thead>
</table>

**SURCHARGE FEES** - Please calculate any surcharges and total here. Out of ours service will be refused if surcharges are not included.

<table>
<thead>
<tr>
<th>Compulsory File Fee</th>
<th>1</th>
<th>GBP 35</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>YOUR NAME</th>
<th>Sub Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>INVOICE ADDRESS</td>
<td>VAT @ 20%</td>
</tr>
<tr>
<td>BOOTH NUMBER</td>
<td>Total</td>
</tr>
<tr>
<td>EMAIL ADDRESS</td>
<td>---</td>
</tr>
</tbody>
</table>

**Inbound & Outbound Address Details**

Exhibition Power Limited, Unit 20 Bulleigh Barton Farm, Ipplepen, Newton Abbot, Devon, TQ12 5UA

Exhibition Power cannot accept any responsibility for any packages left unattended on booths at any time during the build up or break down of the event.

Insurance excluded.

Please notify us of any freight in excess of 2000kg or 300cm in width, height or length.

Customs, entry & exit clearance and charges are the responsibility of the exhibitor.
Logistics service

Advance warehouse receiving
- Warehouse open to deliver in advance
- Receive shipments
- Check weigh, measure and label with exhibitor details

Inbound service
- Delivery to QEII Centre as soon as access permitted

Storage of Packaging Materials
- Collection, storage and redelivery of empty packing materials

Outbound service
- Pre-printed labels for each booked exhibitor
- Return from site post event

Outbound warehouse
- Shipments available for pick-up post event without storage charges (certain dates apply)

Advance & Outbound Warehouse Address details
Exhibition Power Limited, Unit 20 Bulleigh Barton Farm & commercial Units, Ipplepen,
Newton Abbot, Devon, TQ12 5UA