



HENLEY COUNTRY CRAFT SHOW

27-30 August 2021 : Stonor Park, Henley-on-Thames, RG9 6HF

Exhibitor Invoice & Build-up Pack

July 2021

Dear Exhibitor,

We are pleased to forward the Exhibitor Manual Information for *Henley Country Craft Show, Stonor Park*, together with the balance invoice for your exhibition space.

The payment date for the invoice is 30 July 2021.

Exhibitor Zone

All show order forms, together with further information in relation to this manual will shortly be available on-line in the **Exhibitor Zone** https://www.ichfevents.co.uk/exhibitor_zone.php

SHOW DETAILS

EXHIBITOR BUILD UP TIMES

Thursday 08:00 – 18:00

OPENING HOURS

Friday – Monday 10:00 – 17:00

EXHIBITOR BREAKDOWN TIMES

Monday 17:00 – 19:00

Onsite Personnel:

Steve Mitchell 07973 670218 Louise Love 07984 017356 and Dave Hale 07795 483031.

PRE-SHOW

ELECTRICAL/FURNITURE/CAMPING/CARAVANNING ORDERS

DEADLINE 6th AUGUST

Your invoice shows any order to date. If you require any additional items please use the enclosed form. **ALL ORDERS ARE SURCHARGED 10% AFTER 6 AUGUST**

LEAFLETS

We can supply leaflets for you to distribute in mailings and to hand to customers. These are free; if you have not already requested a supply then please order on the enclosed form.

PUBLICITY

Our Marketing Department is very keen to receive photographs or images of products and/or any interesting stories that could be used in our publicity. Please email jordanaj@ichf.co.uk or send by post to ICHF Events.

STAND INVOICES

Please note that your invoice is due for payment by **30 JULY**. To be fair to the majority of exhibitors who pay on time, late payments will be subject to a surcharge. The later the payment, the higher the rate.

PAYMENT METHODS

By BACS or Paypal (see account details on sheet enclosed), or by card.

CREDIT CARD TERMINAL HIRE

Reception at Stonor Park can be difficult, but we can supply you with contact details for an outside company who hire out mobile credit card terminals for exhibitors to use while at shows. If you would like us to send you the order form please email us at info@ichf.co.uk or visit the Exhibitor Zone to download the form.

MOBILE NETWORK COVERAGE/SIGNALS/WIFI – please read:

The venues chosen for our longstanding Outdoor Country Craft Shows are known to provide difficulties with signal reception (GPRS/4G/Mobile etc). We are aware that many payment options require good reception; however GPRS/network signals are out of our control. Should you need advice/have any questions or concerns, we recommend to check with your network provider (most providers offer a signal map on their website) and/or contact the provider who issued the payment device you are planning to use.

We do provide free Wi-Fi at this event, however please do make sure your card machine can work using WIFI and not just GPRS signal.

ON SITE INFORMATION

VEHICLE ACCESS

Please note that the entry point for exhibitors is NOT the main house gate. Please follow the signs for the exhibitor entrance (see attached sheet).

VEHICLE STICKERS / UNLOADING

A vehicle pass will be issued upon arrival.

Please remember, all stands must be built on the Thursday (0800 - 1800).

Please arrive by 1700 otherwise access may not be allowed (remember to allow enough travel time; this is a bank holiday weekend and the M25 gets very busy).

No unloading is allowed on Friday.

EXHIBITORS' DISPLAY AREA IN ENTRANCE

The entrance tent includes a display area of exhibitors' products; each exhibitor may submit one piece of work, preferably large and distinctive, to be displayed here. Your stand number will be placed next to the article.

Please take your articles to the entranceway between 1300 and 1700 on the build-up day, where Jane Bolsover will display them for you.

No items accepted after 1700 hrs on Thursday and NONE on Friday

Please note: A security guard will be present during the open hours and the tent sealed overnight, but ICHF will not accept any liability for loss or damage to products however caused.

ON-SITE ORDERS

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

OTHER SHOWS' LEAFLETS

You are welcome to hand leaflets to your customers at ICHF shows, **but exhibitors may not place other organisers' leaflets on general display on table tops or in dispensers at our shows.** ICHF almost definitely spends far higher sums on advertising and it seems unfair to ICHF that other events gain by general visitors being able to pick up leaflets easily.

CARAVAN & CAMPING

Access is **NOT** possible until build-up day – full details are under 'Accommodation'.

Please book early for camping as numbers will be restricted.

ACCESS

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

ACCOMMODATION

Caravan and camping is chargeable and MUST be booked in advance. If you have already booked your site it will be shown on the invoice, otherwise please return the enclosed order form immediately. **(This INCLUDES anybody sleeping in vans or cars.)**

All people staying overnight MUST be in an allocated space. PLEASE NOTE that access is restricted, with the gate being closed between midnight and 0800 hrs (also see below). No caravans or tents to be sited under the branches of trees. Your 'Camping Pass' will be handed to you on arrival. Toilet facilities will be available during the night. No use of generators in the camping areas between 2000 and 0800 hrs. No open fires.

Camping – Access is NOT available until 0800 hrs on THURSDAY morning

For details on hotel and guest house accommodation please contact Henley-on-Thames Information Centre on: 01491 578034.

OVERNIGHT EMERGENCY ACCESS TO THE CARAVAN SITE

Please note in an overnight emergency that the main gateway on the driveway to Stonor automatically opens outwards when a vehicle is driven up to it, to allow exiting ONLY.

If any help is required then please sound your horn and turn on your lights to alert the security guards within the show area, who will give the necessary assistance.

STAND AREA, FASCIAS and SIGNS

Please remember that all your products, chairs, etc, must remain within your stand area for the duration of the show.

There must be no 'Sale' or 'Discounted' signs (including handwritten ones) used. Printed 'Show Offer' is permitted.

GENERAL INFORMATION

LITTER

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

EXHIBITORS' DOGS

Exhibitors' dogs will be allowed this year in the campsite and exhibitors' car park but will NOT be permitted in the show area.

HOWEVER they must be controlled and on leads at all times. Stonor is a deer park and any 'abuse' of this will mean that exhibitors' dogs will be banned in the future.

BUILD-UP CATERING

Please note that there is no catering on build-up day in the show area, although the café is open in the house grounds and can be accessed by exhibitors, they will be serving light snacks and refreshments from midday.

EXHIBITORS PASSES

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

DISMANTLING

Dismantling time is from 1700 to 1900 on Monday.

ELECTRICITY SAFETY

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

SECURITY

Security in the show area is provided by us from Thursday evening to Monday (not including overnight on the Monday).

INSURANCE

Insurance is the responsibility of individual exhibitors.

CASH FACILITY FOR VISITORS

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

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

Yours faithfully,

ICHF Team