



Thursday 30 January – Saturday 1 February 2020

EventCity, Manchester, M41 7TB

Exhibitor Invoice & Build-up Pack

November 2019

Dear Exhibitor,

Please find enclosed details for the Creative Craft Show in January/February 2020.

Exhibitor Zone and Website

All order forms for lighting, furniture, stand power and additional services together with further information to this manual will shortly be available on-line in the **Exhibitor Zone**

<https://www.ichfevents.co.uk/exhibitor-zone/>

LECTURE/SEMINAR AREA

Any exhibitor who is willing to demonstrate or talk about their skills for approximately 20/30 minutes on one or each day of the show, please contact Jane Bolsover on 01306 887064 (e-mail jane@janebcreatives.co.uk). A special lecture area is used with a full timetable of events being available to visitors.

SHOW DETAILS

EXHIBITOR BUILD UP TIMES

Wednesday 08:00 – 20:00

OPENING HOURS

10:00 – 16:30 (17:00 Saturday)

EXHIBITOR BREAKDOWN TIMES

Saturday 17:00 – 22:00

Onsite Personnel: Rebecca Randall 07779 975916 and Dave Hale 07795 483031.

PRE-SHOW

ELECTRICAL/FURNITURE ORDERS

DEADLINE 3RD JANUARY

Please return the order forms to us promptly; this is particularly important with the electrics as our contractor needs to order the mains supply several weeks in advance. You can bring your own furniture if you wish.

ALL ELECTRICAL ORDERS ARE SURCHARGED AFTER 3RD JANUARY

PRE SHOW QUERIES

If you have any queries in relation to your stand, invoice or to make a payment, please call the office on 01425 272711 and ask to speak to Jo Reynolds re your invoice, Rebecca Randall re your stand or accounts to make a payment.

POSTERS AND LEAFLETS

Our advertising campaign is very comprehensive, but any exhibitor who lives within about 100 miles of Manchester and can arrange for a few posters to be displayed locally, then we would be very pleased. Leaflets are also available; these can be distributed to mail order customers or with orders sold at other shows. Please order on the enclosed form or email info@ichf.co.uk with your requirements.

PRESS OFFICE

Alyson of One Voice Media will now handle all PR. They will be extremely pleased to receive any queries or any exciting stories you may have that you think the press could be interested in.

Tel: 01392 280306 or email: alyson@onevoicemedia.co.uk

STAND INVOICES

Please note that your invoice is due for payment by **20 December 2019**. 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/Paypal(see account details on sheet enclosed), or by card.

CREDIT CARD TERMINAL HIRE

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. Please refer to the Exhibitor Zone for details.

DELIVERIES

- (i) Anything delivered before Wednesday will be refused by the venue.
- (ii) ICHF will not be responsible for any loss or damage, irrespective of who signs for goods.
- (iii) The organisers will not be responsible for off-loading or providing forklifts. This is up to the exhibitor and/or carrier to arrange in advance.
- (iv) For better security please make sure that the carrier will deliver goods to the stand NOT just leave inside the unloading doors.
- (v) The correct address is: *(Your company name and stand number)*
Creative Craft Show
Event City (Halls 1 & 2)
Phoenix Way
MANCHESTER
M41 7TB

ON SITE INFORMATION

UNLOADING

Please use the enclosed vehicle sticker for all exhibitors' vehicles. Unloading may commence at 08:00 on Wednesday and please arrive by 17:00 at the latest. Stands should be completed by 19:30. Please see enclosed plan for access.

Please note that if you arrive late and your stand is not set up on the build-up day then you will jeopardise your participation in future ICHF events.

STAND FEATURES

The standard colour of the shell scheme is BLACK. Merchandise can be fixed to the stands using velcro (available to purchase from us on the build-up day). Small panel pins can also be used - please be careful not to tear the fabric covering. Panels are 50mm in width.

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

Cleaning/Nightsheets The cleaners will NOT enter and clean any stand with nightsheets UNLESS these are of a lockable type and a set of keys is left in the Organisers Office.

STAND AREA, FASCIAS and SIGNS

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

There must be no items/products or signs/name-boards on the fascias of any sort, other than official ICHF name-boards; also no 'Sale' or 'Discounted' signs (including handwritten ones) should be used. Printed 'Show Offer' is permitted.

The above points are to keep our exhibitions looking neat, tidy and of a 'quality' presentation.

Balloons above the top of the stands are not recommended and are subject to removal at ICHF's discretion (also note that if they go to the ceiling the venues often charge for their removal, which charge would be passed on to the exhibitor).

Support Walling and Safety Statement

The stands are temporary structures and therefore limited in their stability. For safety please bear in mind the following:

- (i) Any stand over 6m in length may require additional support panels. These are inserted at the sole discretion of the stand contractor.
- (ii) The walls are not designed for the hanging of large quantities of products. You should have self-supporting units.

BREAKDOWN

Exhibitors should be clear of the hall by 22:00 hrs on Saturday evening.

COLLECTIONS

Our contract with the venue finishes on Saturday evening. Therefore, it may not be possible to leave goods in the hall for collection on Sunday/Monday. Please check with the Show Manager, before the show opens, but goods left overnight are in danger of being lost or disposed of by the venue.

SMOKE FREE VENUE

Please be advised that EventCity is now a smoke free venue. The use of electronic cigarettes is prohibited. EventCity has a zero tolerance policy in relation to this matter and anyone identified as smoking will be ejected from the venue.

GENERAL INFORMATION

EXHIBITOR PASSES

A 'reasonable quantity' per stand will be issued on the build-up day from the Organisers' Office and **MUST BE WORN** in order to gain easy access on OPEN DAYS.

SECURITY

There will be 24 hour security cover during the period of the Show, but insurance cover for any loss or damage is the responsibility of exhibitors.

INSURANCE

Insurance is the responsibility of individual exhibitors.

CASH FACILITIES 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.

ON-SITE ORGANISERS OFFICE DETAILS

If you wish to have the number of our office in the hall please ask when collecting your badges, as we do not know the exact number until we are on-site.

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

Yours sincerely

The ICHF Team