



**SEC, Glasgow, Hall 4 : 24-27 October 2019**

**Exhibitor Invoice & Build-up Pack**

July 2019

Dear Exhibitor,

Please find enclosed details for the Creative Craft Show in October 2019.

**Exhibitor Zone and Website**

All order forms for lighting, furniture, stand power and additional services together with further information to this manual are available on-line in the **Exhibitor Zone** [www.ichfevents.co.uk](http://www.ichfevents.co.uk)

**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](mailto: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**

Thursday, Friday & Sunday 10:00 – 16:00

Saturday 10:00 – 16:30

**EXHIBITOR BREAKDOWN TIMES**

Sunday 16:00 – 22:00

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

**PRE-SHOW**

**ELECTRICAL/FURNITURE ORDERS**

**DEADLINE 26 SEPTEMBER**

Please return the order forms to us promptly; this is particularly important with the electricians 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 26 SEPTEMBER**

## 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 Glasgow 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](mailto: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](mailto:alyson@onevoicemedia.co.uk)

## STAND INVOICES

Please note that your invoice is due for payment by **13 SEPTEMBER 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 or 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)*  
The Creative Craft Show  
Scottish Exhibition Centre (SEC)  
Hall 4  
GLASGOW  
G3 8YW

## ON SITE INFORMATION

### UNLOADING

Please use the enclosed vehicle pass 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.

### PARKING

- a) Build up day, WEDNESDAY: the enclosed exhibitor vehicle pass (additional sheets available on request) will help the SEC to direct you to the rear of Hall 4 for build-up. Please unload vehicles as quickly as possible and help everybody by moving them away from the doors to let other exhibitors have easy access. These vehicle passes are NOT VALID on OPEN DAYS.
- b) Open days: the car park is chargeable, but ONE free car pass (WHITE) per stand is allocated and can be collected on the build-up day. This vehicle pass will allow exhibitor parking on site at the SEC as previously. The visitor car park is at the Hydro multi-storey car park.

### 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, subject to availability). 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 5m 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 Sunday evening.

## **COLLECTIONS**

Our contract with the venue finishes on Sunday evening. Therefore, it may not be possible to leave goods in the hall for collection on 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.

## **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