



BRITISH ACADEMY  
OF AUDIOLOGY

## 21st ANNUAL CONFERENCE

# Exhibitor Pre-Event Information



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Should you have any questions please contact [conference@baaudiology.org](mailto:conference@baaudiology.org)

## HOW TO USE THIS DOCUMENT

We hope you find this document useful in assisting you to plan your exhibiting time at BAA 2025.

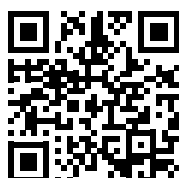
## SITE RULES

Contractors and exhibitors are required to work in adherence to the latest version of the AEV E-Guide at all times.

Click or scan to download:

<https://www.aev.org.uk/resources/e-guide>

The Construction Management and Design (CDM) regulations apply to the events industry. All contractors must be compliant and confirm that staff on site have been inducted for this venue.



In summary each exhibition stand must submit a risk assessment. A method statement, construction phase / stand plan should also be submitted where relevant. Please see link below for clarification on roles and responsibilities and templates inc. method statements, risk assessments and construction phase plans:

<https://www.cdm4events.org.uk/exhibitors>

## VENUE:

Telford International Centre  
International Way, Telford TF3 4JH  
Email [sales@tictelford.com](mailto:sales@tictelford.com)  
Telephone 01952 281 500

For more details visit: <https://www.tictelford.com/>







## TRAVEL & PARKING

Telford Central Railway Station has regular services from Birmingham New Street, Wolverhampton and Shrewsbury and has direct links from Birmingham International Airport. Telford International Centre is situated just over a mile from Telford Central Station and is only two minutes' drive by taxi.

More information can be found here: <https://www.westmidlandsrailway.co.uk/stations/telford-central>

### **Walking from Telford Central Train Station**

1.1 Miles / 15 - 20 minutes

### **Walking from Telford Bus Station**

0.4 Miles / 5 - 10 minutes

Telford International Centre has the use of approx. 1500 car parking spaces onsite which includes a number of accessible visitor spaces.

Delegate car parking will be **P1 and P6** as an overflow. The Main entrance will be **E1** with any delegates coming from the hotels using **E4**.

Hotel delegates can also park at the Holiday Inn car park.

See page 4 for details of free parking for exhibitors and contractors.





## ACCOMMODATION

### The International Hotel

**St Quentin Gate, Telford, Shropshire, TF3 4EH**

The International Hotel is situated next door to the Telford International Centre.

£130.00 single occupancy

£140.00 double occupancy

Bed and full Continental breakfast

Free onsite parking

To book a room please call 01952 527 000 and press option 1 for reservations and quote BAA Conference.

### Holiday Inn

**St Quentin Gate, Telford, Shropshire, TF3 4EH**

The Holiday Inn is situated next door to the Telford International Centre.

£140.00 single occupancy

£152.50 double occupancy

Bed and full English breakfast

Free onsite parking

To book a room please call 01952 527 000 and press option 1 for reservations and quote BAA Conference.

### Ramada Hotel

**Forgegate, Telford, Shropshire TF3 4NA**

The Ramada is situated 1.1-mile drive from the Telford International Centre

£135.00 single occupancy

£147.50 double occupancy

Bed and full English breakfast

Free onsite parking

To book a room please call 01952 527 000 and press option 1 for reservations and quote BAA Conference.

## EXHIBITION VIEWING TIMES

Thursday 20 November: 08:30-17:50

Friday 21 November: 08:00-14:10

## BUILD-UP

### Build-up Times Wednesday 19 November

Space only exhibitors and their contractors:

06:00 – 20:00\*

Exhibitors with shell scheme stand: 14:00-20:00\*

\*The last unloading slot is from 19:00

#### Process

Space only stand builds and stand construction organised by individuals are allowed at TIC.

Precautions must be taken during the build process to ensure safety to all contractors, staff and organisers within the halls at this time, and must be built safely and according to RAMS and method statements using fire safe products.

Adequate precautions must be taken to protect the fabric of the building during construction and dismantling. Please design any stands with accessibility in mind.

For more guidance on complex structures please refer to **The E-Guide**.

## SITE TRAFFIC RULES

### Loading/unloading during events

- Report to the Gate House on arrival and follow instructions and directions given by Security Personnel. **Exhibitors will be entering via Gate B and directed to car park 4 where they can load into hall 1.**
- Vehicles entering the TIC grounds must conform to speed limits and road signs.
- Do not park on double yellow lines or hatched areas.
- Do not park on pavements or pedestrian walkways as this may obstruct pedestrians.
- Slow down when approaching junctions, narrow roadways and in areas of congestion.
- Avoid obstructing points of access or exit.
- When a pass system is in operation always display your pass in the vehicle.
- A queuing system for loading / unloading on occasions will be in operation.



- Adhere to times allocated for loading / unloading given to you by Security personnel. If you experience difficulties and cannot complete your loading / unloading on time then please inform a member of Security who may be able to extend your time.
- A 'One Way' system on occasions will be in operation. Follow instruction and directions given by Security at this time.
- Once you have unloaded your vehicle you will be directed to a car park.
- Request Banksman assistance from Security personnel before reversing your vehicle if over 7.5 tonnes.
- All pedestrians please be aware of vehicles loading and unloading and moving / reversing vehicles including forklifts. Always use designated pedestrian walkways.
- Vehicles parked in unauthorised areas may be removed by TIC.
- Always adhere to the speed limits which are identified on road signage around the site (5mph).
- Please report any dangerous activity to the Duty Manager on 07790 346741 where required.

### Internal Vehicle Movement Procedure

- Drivers must follow instructions from TIC Security personnel before entering the hall.
- Dedicated stewards dressed in high visibility clothing will walk in front of vehicles taking drivers to the pre-arranged designated plot within the building.
- All vehicles must display hazard-warning lights during movements and be restricted to a speed not exceeding the walking pace of the steward directing them.
- No more than two moving vehicles will be allowed in any one hall at any time. \*
- Drivers must not move vehicles within the halls until a designated Steward is available.
- Reversing is not allowed without a trained Banksman present. This will need to be requested from Security personnel.
- Engines must be switched off once at a standstill.
- No vehicles can enter the hall during break down until ALL members of the public and children under 16 years have exited from the hall and it is safe to do so.

- Exhibitors wishing to carry their items without bringing vehicles into the hall will be encouraged to do so.
- Vehicles will not be allowed into the hall until everything is packed and ready to load.
- Vehicle movement is not allowed during the open hours of the event.

Anyone found not to be following this procedure may be asked to leave site.

This procedure is designed to speed up the build/ breakdown in an efficient and safe manner. Please be patient and follow instructions given to you by Security Personnel. TIC will monitor and review procedures and make amendments when and where required.

## BREAKDOWN

### Breakdown Times – Friday 21 November

Space only - 14.10 – 22:00

Shell scheme - 14.10 – 22:00

#### Process

- No persons under the age of 16 are permitted in the exhibition Halls during these periods.
- No vehicles will be allowed to load / unload or enter / exit the venue until authorised by a member of the venue security team.
- No large items i.e. pop-up stands or trolleys may be taken through any of the main public entrances. All equipment must exit the building via the fire exit doors/ roller doors at the rear and side of the halls.
- Stands must not be broken down until all public are clear from the hall.
- Fire doors/ roller doors at the side and rear of the halls will not be opened until the venue security team are happy that the area is clear of general public, and the Event Manager gives approval to do so.
- During all event builds and breakdowns ALL staff, organisers, exhibitors and contractors are required to wear hi-vis clothing.
- Hi-vis vests are available to purchase from TIC reception, however it is advisable to bring your own. All hi-vis must comply with BSEN471 and must be orange or yellow.
- It is advisable to wear safety shoes within the CDM site.
- Fire routes must be kept clear from obstruction at all times.



- No hot works can take place without a hot works permit being issued.
- Any person suspected to be under the influence of drugs or alcohol will be ejected.
- Only persons who have received suitable training are permitted to operate plant or machinery (including fork lift trucks).

**PLEASE NOTE:** The exhibition hall **must be clear by 22:00**  
Any items left in the hall will be disposed of.

## LOGISTICS



### **Cameron Logistics**

[info@cameronlogistics.co.uk](mailto:info@cameronlogistics.co.uk)

+44 (0) 1355 238559

### **Paul Bessey**

International Logistics Manager

[international@cameronlogistics.co.uk](mailto:international@cameronlogistics.co.uk)

+44 (0) 7925 293483

## Shipping & storage partner

BAA's appointed logistics contractor is Cameron Event Logistics, who can manage all on site deliveries and collections. To book, please use this portal:

**Cameron Event Logistics: [cameronlogistics.co.uk](http://cameronlogistics.co.uk)**

Cameron Event logistics can manage the full transportation of your materials from your location directly to stand during the tenancy build.

## Direct to site

If you are sending direct, please note that Telford International Centre cannot store goods before and after the event.

Deliveries must not arrive earlier than 8:00 November, 20th 2024, and collections must be made by 20:00 on November 22nd 2024

## Advanced shipments & international exhibitors – non-UK exhibitors

If you need to ship goods outside of tenancy times, then shipments can be sent to Cameron Event Logistics warehouse from 9th November onwards. Monday to Friday 09:00 – 17:00.

Cameron Event Logistics will arrange delivery to the venue and place directly onto your stand at event build up.

These services can be booked via the portal:

**Cameron Event Logistics: [cameronlogistics.co.uk](http://cameronlogistics.co.uk)**

## International Exhibitors – Non-UK Exhibitors

If your material requires customs clearance, **DO NOT** send directly to the venue as delays will incur due to your material being seized or held by Customs authorities.

Cameron Event Logistics Ltd can arrange customs clearance under their registered EORI number. Please contact [international@cameronlogistics.co.uk](mailto:international@cameronlogistics.co.uk) or Telephone +44 (0) 1355 202497 for further information and instructions.

## Advanced Shipments Shipment Labelling Information

**Cameron Event Logistics c/o ATW Couriers  
Unit 4 Orchard Business Park  
Hortonwood 40  
Telford TF1 7EY**

**\*\*BAA CONFERENCE 2025\*\***

**Exhibitor Name –**

**Stand Number –**

Opening Hours: Monday to Friday 9am to 5pm

## Forklift

If you or your courier will require the use of a forklift, please book directly with

**Cameron Event Logistics: [cameronlogistics.co.uk](http://cameronlogistics.co.uk)**

or via email [international@cameronlogistics.co.uk](mailto:international@cameronlogistics.co.uk)

## Storage during the event

Cameron Event Logistics can store empty crates, boxes, etc. during the show.

Please book directly with **Cameron Event Logistics – [cameronlogistics.co.uk](http://cameronlogistics.co.uk)** or via email [international@cameronlogistics.co.uk](mailto:international@cameronlogistics.co.uk)

Anything obstructing aisles or Fire Exits may be removed by the venue / H&S staff.





## Signatures for goods received

Please arrange with Cameron Logistics for shipments to be signed for upon receipt. If you do not then one of the ELRIG team (including onsite courier porter, H&S, ELRIG Ops team, ELRIG volunteers) will sign but cannot accept any responsibility for incorrect, missing, or damaged items.

## Boxes left for collection

- Clearly label all boxes with your company name & stand number
- Attach all shipping documentation and ensure they are complete and accessible
- Report all Boxes left for collection to the Logistics Team onsite and leave at indicated collection points.

**Reminder** – If you need to ship goods outside these times, then please contact our Logistics Partner **Cameron Event Logistics** - [cameronlogistics.co.uk](https://cameronlogistics.co.uk) or email [international@cameronlogistics.co.uk](mailto:international@cameronlogistics.co.uk)

## DIRECT TO VENUE DELIVERIES/ OWN COURIER DELIVERY & COLLECTION

There is no storage space at the venue, any shipment sent to the venue must arrive within tenancy dates and a representative of the exhibiting company must be onsite to receive and sign for the delivery. Kindly note that any delay with delivery of any direct shipment will be under the full responsibility of the shipper and no responsibility will be accepted by the venue or the organiser of the event.

No material can be left at the stand after the end of breakdown. Any such items will be removed to local warehouse by the official logistics provider and the cost for this removal will be payable by the exhibiting company. If a delivery arrives outside of tenancy hours, the delivery may get turned away.

**All collections without collection labels will be disposed of.**

## After the event

Please instruct your stand personnel to pack all materials securely and clearly label them with:

- The return address
- Number of parcels in total
- Contact number for any enquiries.

## Delivery & Collection of Packages

This information is in line with the rules and regulations set by the venue. Failure to follow these procedures may result in packages being lost or not being accepted by the venue.

## Address & Labelling of Packages

BAA Annual Conference  
(live 20 and 21 November 2025)

[Company Name and stand number]

Telford International Centre  
International Way, Telford TF3 4JH

## Collection of Packages

The exhibition closes at 14:10 on Friday 21 November. All packages must be collected on this day. Any items left after this time or not clearly labelled will be destroyed unless otherwise arranged through the venue.

All deliveries and collections should be clearly labelled with the delivery labels: **[Download delivery labels.](#)**

## EXHIBITOR PORTAL

Please find link below to your dedicated exhibitor portal. You may use the following information in your exhibitor road map:

**Exhibitor portal:**  
**<https://www.tictelford.com/baa-2025/>**

Dedicated exhibitor email address for any queries:  
[nathan.fishburn@stagecraftuk.com](mailto:nathan.fishburn@stagecraftuk.com) or  
[info@stagecraftuk.com](mailto:info@stagecraftuk.com)

You will find a variety of stand items available to order including furniture, flooring, electrical, audio visual, graphics and shell scheme accessories.



Stagecraft can provide a full and comprehensive graphic and print service if required. Prices include delivery and installation of graphics. All artwork should be sent in high resolution pdf files to ensure the highest quality of printing. Bleed and trim marks are not required.

Files should be CMYK with minimum resolution of 150dpi at final size. Artwork is preferred at either 50% or 25% scale.

**Deadline for ordering: 5 November 2025.**

If orders are submitted after this date a late order surcharge will be applied

## HANDBOOK PROFILE

**Official Sponsors:** 200-word profile with company logo and full page colour advert for the handbook.

**Exhibitors:** 100-word profile for the handbook.

**Deadline: ASAP**

Email to [conference@baaudiology.org](mailto:conference@baaudiology.org)

## EXHIBITOR PASSES

You will be sent a personalised spreadsheet to advise us of all your guests and exhibitors. We will register your delegates and provide confirmation.

Do not forget to book any additional party tickets as space is limited.

The number of passes you can apply for is dependent on your stand size:

2x3 Stand = 2 x passes	3x6 Stand = 6 x passes
3x3 Stand = 3 x passes	4x6 Stand = 8 x passes
2x5 Stand = 3 x passes	5x5 Stand = 8 x passes
3x4 Stand = 4 x passes	5x6 Stand = 10 x passes
3x5 Stand = 5 x passes	6x6 Stand = 12 x passes

## PRIZE FOR PASSPORT COMPETITION

Prizes to be collected by the conference team at the venue on 21 November 2025.

**Please can you advise what prize you will be donating by 10 October.**

## SOCIAL EVENT

### Party Night

We do hope you can join us for a fun evening of networking and dancing! An arrival drink and food will be provided.

**Date: Thursday 20 November 2025**

Time: 7:30pm – Midnight

Location: The Gallery (first floor)  
at The International Conference Centre

Price: £45.00 per ticket to exhibitors

Please contact Christine Joyce at  
[conference@baaudiology.org](mailto:conference@baaudiology.org) to book your tickets

We look forward to welcoming you!



## INTERNET ACCESS

The venue offers complementary Wi-Fi access for basic internet use e.g., emails. If you require a reliable internet access on your stand, we recommend a hard-wired or separate Wi-Fi connection. Telford International Centre offers a varied amount of IT services and solutions.

Please book any additional requirements via the **PORTAL**.





## SHELL SCHEME STANDS

Included with stand space:

- Shell scheme
- Name fascia board
- Catering for 1 company representative per 3m<sup>2</sup> of space booked (additional attendees may be charged per day)



- 1x clothed trestle table & 2 chairs (if you do not require this, please inform Christine Joyce [conference@baaurology.org](mailto:conference@baaurology.org) ASAP)
- Spotlight/s\* (spotlights are positioned on the back of the fascia board)
- 500w socket/s\* (socket/s are positioned on any perimeter wall panels)

\*allocation dependant on stand size:

**Up to and including 9m<sup>2</sup>** = 1x electrical socket & 2x spotlights

**9.5m<sup>2</sup> up to and including 14.5m<sup>2</sup>** = x1 electrical socket & x3 spotlights

**15m<sup>2</sup> and above:** 2x electrical sockets & 6x spot lights

Does not include water and waste supply, additional furniture, display equipment etc. All these additional services can be ordered using the **PORTAL**.

## Measurements of the shell scheme





## SPACE ONLY STANDS

If you are in the process of tendering for a stand contractor, we ask that you liaise with us directly regarding any information they may request; this is to avoid multiple companies contacting us directly for the same information.

Once you have employed a stand contractor, it is your responsibility to forward on this information to them.

### Catering

Catering for 1 company representative per 3m<sup>2</sup> of space booked is included in your stand cost there may be a charge per day for additional attendees.

### Water and waste

The stand does not include a water and waste supply, furniture, display equipment etc. All these additional services can be ordered using the downloadable forms available via the **PORTAL**.

### Carpet

The venue is already carpeted. However, you can order carpet from the appointed contractor if you so wish.

As the title suggests, this is 'space only' and therefore does not include any services such as water or waste supply, furniture, display equipment etc. All these additional services can be ordered using the

### Build height restrictions

Stands can be built to a maximum of 3.9 metres high, there is scope to build 4 metres and over however there are regulations to follow. You should contact us if you wish to discuss if you wish to build higher, as you will be required to employ your own structural engineer.

### Not included

As the title suggests, this is 'space only' and therefore does not include any services such as water or waste supply, furniture, display equipment etc. All these additional services can be ordered using the **PORTAL**.

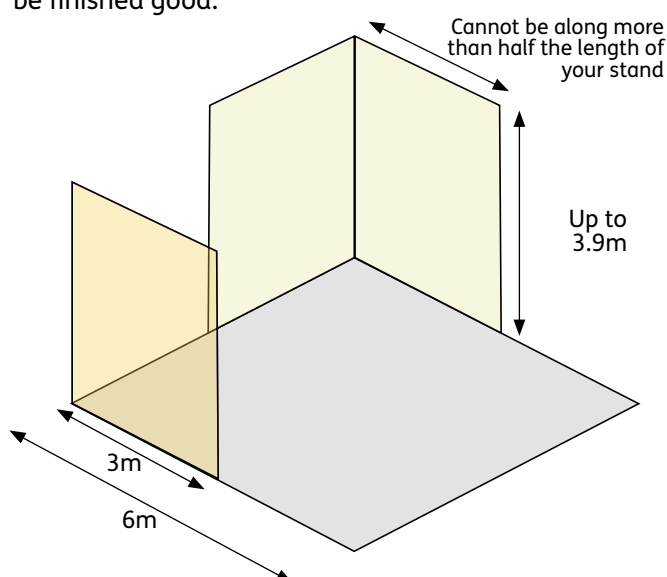
### Stands that back onto other stands

Walls that back onto another stand, either shell scheme or space only must be finished on the back in white with no wiring or logos visible.

## Rules around obstructing views

Where your space opens on to a common corridor or walk way, the wall should be no more than half the length of your stand, for example if you have a 6m x 6m stand you cannot build more than 3m across on any of the open sides, this is also applicable to island stands. You are still able to build up to 3.9m (space permitting).

Any free build will need to make sure their adjoining walls with other stands above the height of 2.5m will be finished good.



## EXHIBITION BANNER RIGGING RULES & REGULATIONS

We are aware that exhibitors may wish to hang banners above their exhibition stand at an event and we are supportive of this. However, these banners may have an impact on the stands in the immediate vicinity and for this reason the banners have to comply with some simple requirements and therefore we have to approve any banners at the time of approving the stand design. The following rules must be followed when considering / preparing a banner:

1. These rules and regulations are in addition to any imposed by the venue.
2. Rigging costs will be charged by the venue; you are responsible for paying any costs directly to the venue.

To organise the banner being put in place, you must contact the venue direct:

[nathan.fishburn@stagecraftuk.com](mailto:nathan.fishburn@stagecraftuk.com)



## PASSPORT COMPETITION

Delegates are given a passport listing participating exhibitors who they must visit to obtain a stamp or signature during conference. All completed passports are then entered into a draw to win prizes donated by participating companies. Winners will be announced on Friday 21 November 2025.

**See conference programme.**

All exhibitors are automatically expected to participate therefore you must indicate if you would like to **OPT OUT**. If you are happy to participate, please advise the prize you wish to donate. Winners will collect their prizes directly from the exhibitors.

Email [conference@baaudiology.org](mailto:conference@baaudiology.org)

**PLEASE NOTE** that exhibitors must bring their prize to the conference.

### Competition Prizes from 2024 included:

£60 Amazon Voucher

Early Bird Non-Member Full Conference ticket to BAA2024

Bottle of Salcombe Gin

Jabra gift

Bottle of Champagne

MED-EL Goodie Bag

Free Custom-Made Hearing Protection Product

Gift Voucher

£25 Amazon Gift Voucher

Noise cancelling headphones

£50 Amazon Voucher

£50 Marks and Spencer Voucher

Luxury Chocolate Lovers Hamper

Sennheiser CX Plus True Wireless Headphones

Free access to a UCL audiology masterclass

£25 Marks and Spencer voucher

£25 Love2shop Voucher

## AUDIENCE PROFILE

The BAA Annual Conference is the largest Audiology exhibition in the UK and it is expected to attract over 500 professionals in this field.

Provision of an exceptional educational programme each year has led to the development and expansion of the BAA Conference encouraging a larger and more varied audience. The audience is not only growing significantly in numbers, but also changing in delegate profile and includes Audiologists, Heads of Departments, Clinical Scientists and Hearing Therapists, along with Audiology Assistants and students.

## CONTACT US

**Emma Pinion or Helen Shears**

[conference@baaudiology.org](mailto:conference@baaudiology.org)

## VENUE SUSTAINABILITY POLICY

Clients, visitors and staff at Telford International Centre are entitled to a healthy environment in which to visit and work.

We can help to ensure this for coming generations by establishing sound practices of reduction, reuse and recycling and recovery at our venue.

It's our policy to adopt the practices of reduction, reuse, recycling and recovery wherever financially and logistically feasible and to continually improve our capabilities in this respect.

All of the venue's employees will:

- A) Take reasonable steps to facilitate the proper disposal of recyclable wastes;
- B) Comply with our Group procedures concerning the reduction, reuse, recycling and recovery of waste products;
- C) Foster a positive attitude towards waste reduction, energy reduction and recycling within their work area;
- D) To review, annually report, and to continually strive to improve our sustainability performance.

**Our achievements:** Silver Green Tourism Award.





## EXHIBITION RULES AND REGULATIONS

These Rules and Regulations are supplemental to the Terms and Conditions and both are incorporated into the Contract made between the Organiser and Exhibitor or Sponsor relating to the Exhibition.

### Definitions

In these regulations the term "Exhibition" in all cases refers to the exhibition being held in conjunction with the BAA. The term "Exhibitor" includes any person, firm, company, association, organisation and its employees, servants or agents to whom space has been allocated for the purpose of exhibiting at the exhibition. The term "Contractor" includes any person, firm, company, association, organisation and its employees, servants or agents who have been appointed by the "Exhibitor" to help construct, deconstruct or manage their space. The term "Organisers" means CJ Association Management Ltd on behalf of the Conference Organising Group of the BAA. The term "Premises" refers to the Telford International Centre.

### General

Contractors and exhibitors are required to work in adherence to the latest version of the AEV E-Guide at all times:

<http://www.aev.org.uk/e-guide>.

In August 2023 the Construction Management and Design (CDM) regulations were updated and now apply to the events industry. All contractors must be compliant and confirm that staff on site have been inducted for this venue. In summary each exhibition stand must submit a risk assessment. A method statement, construction phase / stand plan should also be submitted where relevant. Please see link below for clarification on roles and responsibilities and templates inc. method statements, risk assessments and construction phase plans: <http://www.aev.org.uk/cdmresources>.

The organisers are responsible for the control of the exhibition areas. Exhibitors are responsible for the control of their own stands. The decision of the organisers is final and decisive on any question not covered in the foregoing regulations. Exhibitors must comply in all respects with the requirement of every appropriate authority, with the Terms of Agreement by which the organisers may occupy the premises and with policies of insurance affected by the organisers.

Vehicles and pedestrian routes

- Drivers must adhere to all safety signage at all times within the loading bay/s
- Drivers must give way to pedestrians within the event hall/s
- Pedestrians must adhere to the designated protected walkways at all times within the loading bay/s
- Pedestrians must give way to vehicles within the loading bay/s

### Personal Protective Equipment (PPE)

High visibility clothing must be worn at all times when working in the venue's loading bays and during build and breakdown. All personnel working within the hall and rooms must adhere to the safety signage displayed at the hall entrance/s. All personnel working within the hall and rooms must adhere to any signage displayed.

### Smoking

Smoking including that of e-cigarettes, is not permitted within the venue. Smoking is permitted external to any of the entrances to the venue.

### What to do in the event of a fire

- Raise the alarm by contracting a venue employee, informing them of the nature and location of the incident
- Remove persons in immediate danger to safety
- Close doors behind you
- Only tackle fire if exit is obstructed

### First aid

Should medical assistance be required, please contact a venue employee, informing them of the nature and location of the medical emergency.

### Evacuation

- In the event that the venue needs to be evacuated the following announcement will be broadcast over the public address system.
- Immediately leave the building the nearest exit
- Do not use lifts
- Do not stop to collect personal belongings
- Muster on the relevant assembly point
- Do not leave the assembly point unless instructed
- Do not re-enter the building until instructed

### Exhibition/sponsorship cancellation policy:

If you wish to cancel your exhibition space at the BAA conference you must do so by telephoning **+44 (0)1625 290046** or emailing: [conference@baaudiology.org](mailto:conference@baaudiology.org)

Please note that you must receive an email from the BAA confirming that your exhibition stand has been cancelled.

Cancellations received **12 weeks** prior to the event will incur a 50% administration fee.

Cancellations received **3 – 12 weeks** prior to the event will incur a 75% administration fee.

Cancellations received **less than 3 weeks** prior to the event will incur a 100% administration fee. Alternatively, you will be provided with the opportunity to transfer 100% of your booking towards the following years conference.

Cancellations made within **24 hours** of an exhibition; booking will not receive a refund.

**Please note**, we can only offer this opportunity for cancellations received at least 3 weeks prior to the event.

### Bankruptcy or liquidation

In the event of an exhibitor becoming bankrupt or entering into liquidation (other than voluntary liquidation for the purpose of amalgamation or reconstruction) or having the receiver appointed, the contract with such an exhibitor will terminate forthwith, the allotment of stand space will be cancelled and all sums paid by the exhibitor under contract shall be forfeit.

### Sub-letting

Sub-letting or licensing the use of stand space is not permitted, neither may the products or service of firms not exhibiting in their own rights be promoted or displayed as exhibits, except where the exhibitor is the United Kingdom selling agent for such products or firms, or express written permission has been obtained from the organisers.



### Occupation of stand space

The Exhibitor, his servants, agents, employees and contractors may enter the building at a time nominated to them for the purpose of stand fitting and dressing. In the event of an Exhibitor failing to take possession of his stand the organisers have the right to re-let the stand and all monies paid shall be forfeit. All exhibits, displays, stand fittings and materials must be removed from the building Friday 22 November at 20:00. Failure to occupy your allocated stand space by 08:30 on Thursday 21 November may result in the allocated stand space being re-let or otherwise used.

### Installation and removal of exhibits

Exhibitors will be advised of when they may commence fitting up and arrangements of exhibits. Exhibitors are prohibited from commencing such fitting up until the time nominated to them. The organisers will use their best endeavours to adhere to the nominated date for the commencement of exhibitor's work but will accept no responsibility for any costs, claims or expenses arising from any variation to such date. Exhibits which do not reasonably satisfy the organisers shall be modified forthwith by the exhibitor in such manner and within such time as the organisers may require and in default the organisers may remove such exhibits at the expense of the exhibitor who shall forfeit all sums paid by way of deposit, rental or otherwise. Exhibits may not be removed until the exhibition has been closed. Any special arrangements for installation or removal of exhibits must be made in consultation with the organisers in order that no liability arises in terms of the health and safety regulations applying at the venue.

### Stand construction and services

When booking the stand space it is the responsibility of the exhibitor to ensure that there is adequate and suitable access to water and waste should they require it by undertaking an onsite survey. The organisers will appoint official contractors to undertake the following work: shell scheme construction, electric, provision of water and waste services, furniture, carpeting and all other services. No other contractor will be permitted to undertake any of this work other than one deemed appropriate by the organisers.

### Obstruction of gangways and open spaces

Exhibitors will not be permitted to display exhibits in such a manner as to obstruct the light or impede or project over gangways or affect the displays on neighbouring stands. Gangways must at all times be kept clear and free for passage. Any exhibitor who continues to cause a nuisance or obstruction after notice has been given will be liable to have his stand cleared by the organisers at the exhibitor's own risk and expense.

### Trade union labour

All stand fitting construction or display work should be carried out by members of the appropriate Trade Union recognised by the exhibitions industry at rates of pay and overtime in accordance with the terms of the working rules agreement currently in force.

### Electrical requirements

Lighting and power services will be available to the exhibitor through the official electrical contractor. Exhibitors may provide their own electrical fittings where such fittings are in the form of made up units, showcases and/or signs complete and ready for connection to the mains supply. Exhibitors whose display requires plumbing, compressed air or heavier

weight loading are advised to contact the organisers before selecting their preferred site. All electrics are required to be PAT tested.

### Dangerous materials and exhibits

The exhibitor must conform to the conditions concerning explosives and dangerous combustible materials as laid down by the organisers and every appropriate authority or the item will be removed from the building at the exhibitor's risk and expense.

**Fire precautions** In accordance with the requirements of every appropriate authority, all materials used in construction work display material etc. must be effectively flameproof or made of non-flammable materials. Drapes and curtains must be at least 6" (150mm clear of the floor). Fire extinguishers will be provided by the organisers in the areas and placed, as regulations require. The exhibitor must comply with all reasonable instructions given by the organisers or any appropriate authority to avoid the risk of fire.

### Security

The organisers will not be responsible for the safety of any exhibit, or any property of any exhibitor, or the loss, damage, or destruction by fire of other property. Nor will the organisers be responsible for any damage or injury to any exhibitor or any other person. It is recommended that exhibitors affect their own insurance to cover any potential loss. Exhibitors must obey all reasonable requests of both the organisers and security services in all cases.

### Damage to premises, fixtures, fittings & shell scheme

No nails, screws or other fixtures may be driven into any part of the halls including floors nor may any part of the premises be damaged or disfigured in any way. Should any such damage occur the exhibitor concerned would be invoiced for any reparation charges incurred. Exhibitors may not alter the external shell scheme by adding or removing any part.

### Competitions

Exhibitors who wish to run competitions at the exhibition such as prize draws, quizzes etc. must ensure that these fit with their own companies ABPI guidance.

### Cleaning

The organisers will arrange for the daily cleaning of public areas of the exhibition hall outside the exhibition opening hours. Normal practice is for all aisles surrounding stands to be cleaned and as far onto stands as possible without moving or touching any stand equipment. Stands should be dressed by 08:00 on Thursday 21 November. If further cleaning is required this can be ordered directly through the venue.

### Legal requirements

**Insurance** - Each exhibitor must provide the organiser with a copy of your Public Liability and Employee's Liability Insurance.

### Risk Assessment (exhibitor)

Every exhibitor must complete a risk assessment which relates to the time the representatives will spend on the stand.

### Risk Assessment (contractors building stand)

Appointed stand contractors must provide a risk assessment and method statement relating to the stand build and breakdown.

For further guidance and template please see the resource pack developed by the Association of Event Venues:  
<https://www.aev.org.uk/resources/health-safety/cdm-resources>