Welcome to Harrogate Fashion Week
Exhibitor Manual July 2019

IMPORTANT: If you are NOT the person responsible for organising the logistics in relation to your participation in the show please send on to the appropriate person.

It is important that you read the manual thoroughly as it is designed to give you all the information you need in relation to exhibiting at the exhibition. You will find details of:

- Official contractors (page 3-4)
- Exhibition Timetable (page 5)
- How to access the venue for loading and unloading (page 6)
- Details about the shell scheme stands we provide (page 7)
- General requirements (8 & 9)
- Show information and services A-Z (page 10-14)
- Exhibitor Badges (page 11)

In the exhibitor area of our website, you will find important forms from our contractors. These include information on how to order furniture, extra lighting and stand fittings. Also in this section are maps on how to get to our Holding Area at Dragon Road, a map of the Harrogate Convention Centre, and a general map of Harrogate for your information.

I do hope you find all this information useful and if you require any assistance please contact either myself or Stephen.

Kind Regards

[Signature]

Wendy Adams
Director
## Checklist

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### Your Exhibition Management Team

Sarah Moody: sarah@harrogatefashionweek.com  
Wendy Adams: wendy@harrogatefashionweek.com  
Stephen Dixon: stephengdixon@yahoo.co.uk  
Julia Mumby: julia@harrogatefashionweek.com

Tel: +44 (0) 1423 623701  
Fax: +44 (0) 1423 770121  

ORGANISERS OFFICE ON-SITE – from Friday 26th July  
Tel: +44 (0) 1423 537403
OFFICIAL CONTRACTORS

Accommodation: MICE Concierge
Tel: + 44 (0) 1438 908770
Email: anna.hellawell@miceconcierge.com

Audio Visual: True Mobile
Tel: +44 (0) 7774 952 985
Email: mail@truesounds.co.uk
Contact: Andy

Carpet: JMT Indisplay Ltd
Tel: +44 (0) 1923 851580
Email: jackie@jmtindisplay.co.uk.
Website: www.jmtindisplay.co.uk

Catering: HC & Co
Tel: + 44 (0) 1423 537334
Email: sarah-jane.sowden@harrogateconventioncentre.co.uk
Contact: Sarah-Jane Sowden

Delivery/collections: Fishers
Tel: +44 (0) 1423 810011
Email: transport@fishers-harrogate.co.uk
Contact: Tom Beecroft

Electrics: Joe Manby Ltd
Tel: + 44 (0) 1423 814730
Email: ops@joemanby.co.uk
Contact: Ben Atkinson

Furniture: Concept Furniture Ltd
Tel: + 44 (0) 844 822 1424
Email: lyndsey@conceptfurniture.co.uk
Website: www.conceptfurniture.co.uk

Mannequin Hire: Mannequin Ltd
Tel: + 44 (0)1400 272219
Email: roz@mannakin.com
Website: www.mannakin.com

Photographer: Aaran Hunt
Tel: + 44 (0) 7549790122
Email: Aaran Hunt <aaran_hunt@yahoo.com>

Security: Crusade
Tel: + 44 (0) 75402 36601
Email: crusade.eventtraffic@gmail.com
Contact: Mark Haynes
Stand Build:  Joe Manby Ltd  
Tel: +44 (0) 1423 814730  
Email: ops@joemanby.co.uk  
Contact: Ben Atkinson

Temporary Staff:  Crusade  
Tel: +44 (0) 75402 36601  
Email: crusade.eventtraffic@gmail.com  
Contact: Mark Haynes

Visitor Data Capture:  Jonas  
Tel: +44 (0) 1865 893560  
Email: laura@showdata.com  
Contact: Laura Burchell
Exhibition Timetable

Build Up

Exhibitor Access  Saturday 27th July  08.00 – 20.00

All displays and exhibits must be completed by Saturday 27th July at 20:00 hrs.

Exhibition Opening Times

Sunday 28th July  09.30 - 18.00
Monday 29th July  09.30 - 16.00

Please be reminded that exhibits cannot be removed until after the close of the exhibition.

Break-Down

Monday 29th July  16:00 – 22:00

Property not removed by 22:00 Monday 29th July may be disposed of at the discretion of the organisers. Exhibitors and contractors will be liable for any charges incurred.

Access to the exhibition halls will be between the hours given above ONLY. There will be no concession to these hours without the prior consent of the organisers.

Exhibitors must not carry out work on their stand during the exhibition opening hours. Any alterations, building, modification, loading or unloading of goods must take place only during the buildup, off-loading and break-down periods.

Power to stands will be switched off one hour after the close of the show. Should you require power after this time, please contact the organiser’s office on the day BEFORE 14:00 to confirm arrangements.

IMPORTANT NOTE – ALL PERSONS ARRIVING ONSITE FOR BUILD UP AND BREAKDOWN MUST WEAR A HI-VISIBILITY VEST WHILST UNLOADING AND LOADING. THIS IS NOW A MANDATORY REQUIREMENT. IF YOU ARRIVE ONSITE WITHOUT ONE, YOU WILL BE REQUIRED TO PURCHASE ONE AT THE ENTRANCE.
Setting Up and Breaking Down your Stand

All exhibitors have access to set up their stands on Saturday 27th July from 8am and MUST report to the Exhibitors Holding area to gain a vehicle pass – without this pass you will not be allowed access to the Harrogate Convention Centre.

The holding area address is:

Dragon Road Exhibitors Holding Area
Dragon Road
Harrogate
HG1 5DB

There is a map in the exhibitor manual area of our website showing where the holding area is located.

At the Holding Area you will be issued with a vehicle pass, and when there is an available space at the halls to unload, you will be directed to the halls by a traffic marshal. When unloading at the exhibition halls, all exhibitors must ensure that their vehicles display the vehicle pass and that vehicles are removed immediately after unloading.

We enforce this system as there is very limited space to unload at the Harrogate Convention Centre and it is the quickest and fairest way to ensure everyone gets onsite as quickly and as smoothly as possible.

Please ensure any personal contractors are aware of this procedure as access to the halls will NOT be granted without a valid vehicle pass.

Vehicles can be parked throughout the show days in the Dragon Road holding area, but please note this is locked for security until the breakdown day so you would not be able to remove vehicles once the show opens.

Please note:

- Children under 16 years of age will not be admitted to the hall during build up and breakdown.
- Animals will not be allowed into the halls at any time, unless needed for disability access.
Stand Package Included

Shell scheme stands will be erected for exhibitors by Joe Manby Ltd, but the interior decoration of the stand and the appointment of a contractor if required to carry out this work are the responsibility of the individual exhibitor. The shell scheme will be in accordance with the specification as detailed in the Joe Manby Ltd - Standfitting Brochure and you are requested to read this carefully. No alterations can be made to the standard shell scheme.

The shell scheme is built using the “Click” Modular system. Panels are made from white-faced MDF.

All stands booked are entitled to the following package:

- 1 Metre of fitted garment rail for every 3 full square metres of space.
- 1 Spotlight for every 3 full square metres of space
- Illuminated Name Board with company name on each open side
- Carpet
- Waste bin

Under no circumstances must anything be nailed, screwed or glued to the shell scheme panels or metal framework of the stand. Exceptions are, Velcro (hook & loop), blu-tack and double-sided sticky pads to fix light weight exhibits.

To order additional stand fittings you need to download the Stand Fitting Order Form from the exhibitor area of our website. Please note there is an early bird rate available on this form so make sure you book your extras as early as possible to benefit.

Fitted Garment Rail

If you have not notified Joe Manby in advance what height you would like your rail it will be set at 1.5m high.

Shell Scheme Electrics

Any electrics you may require, such as power sockets or additional lighting are available through Joe Manby Ltd and if ordered before the deadline date you can benefit from the discounted prices. Please refer to the Joe Manby Ltd – Electrical Order Form located under the Forms to Complete section.

Name Board

Exhibitors will be supplied with an illuminated name board on all open sides, with their company name and stand number displayed in a standard format. Please complete and return the Joe Manby Ltd – Nameboard Form located under the Forms to Complete section, to ensure correct wording and spelling.

Stands must be complete by 08:30 on Sunday 28th July prior to the show opening at 09:30 to the visitors.
Carpet

As part of the stand package exhibitors are entitled to carpet on their stand. The colour will be pale grey throughout.

Health & Safety Requirements

Health & Safety laws which govern the exhibition industry have changed and become very stringent. This means there are some rules which all exhibitors must abide by:

- All exhibitors with a stand package are required to give a copy of the HCC Site Rules to any staff who will be in attendance onsite and ensure that these are abided by at all times. This is available to download in the Exhibitor Area of our website.
- All exhibitors coming onsite during the buildup and breakdown period are required to wear a high visibility jacket whilst loading and unloading vehicles. (You do not need to wear them in the halls). If you do not arrive onsite with one, there will be an option to purchase one on the door.
- Appropriate footwear must also be worn at all times during build and breakdown.
- All exhibitors must complete the Health & Safety Form which can be downloaded from the Exhibitor Area of our website. You must return this with a copy of your company’s Public Liability Insurance to Julia@harrogatefashionweek.com

Fire & Safety Regulations

Any goods attached to your stand will constitute part of your stand and will be subject to these regulations.

- Timber, less than 1” thick must be impregnated to CLASS 1 standard. Boards, plywood, chipboard etc. must be treated in the same way if they are under ¼” thick. Treated boards will have BS476 CLASS 1 marked on them.
- Plastics, must conform to BS476 CLASS 1 fire regulations.
- Fabrics, must be flameproofed or purchased already treated by use of approved chemicals. Fabrics such as wool, twill and felt do not need to be treated.
- Gangways, the gangways must be kept clear by LAW. Under no circumstances will exhibits, stand dressings, be allowed to encroach into gangways. Offending items are liable without warning to be removed.

Health & Safety responsibilities:

- Ensure that you and your staff are familiar with your own and our Health & Safety Policy.
- Carry out and produce risk assessments where necessary especially for during build up & breakdown.
- Co-operate and work alongside the Organisers on-site to minimise Health & Safety risks.
- Ensure all staff and contractors are qualified and competent to carry out work on your stand, as you can be held liable for any incidents due to their incompetence.
- Supply plans, risk assessments and method statements well in advance of the show and organise structural surveys to be carried out by independent engineers for space only stands.
- You are advised to request the Health & Safety policies of any contractor you employ and ask them to request the same from any sub-contractors they may use.
- Shell Build stands are required to complete and return Health and Safety - Statement of Responsibility which is available from the Exhibitor Area of our website.
General Information

Access

As detailed on page 6, we will be using Dragon Road Vehicle Holding area as the vehicle assembly point from Saturday 27th July. All exhibitors’ and contractors’ vehicles MUST proceed to this area for buildup and break-down to be directed to the Halls by Traffic Marshals. You will find a map showing the location of Dragon Road Car Park in the exhibitor area section of the website. Vehicle passes will be distributed at the holding area. All exhibitors must ensure that their vehicles display the vehicle pass and that vehicles are removed immediately after unloading.

Please ensure all staff are aware of this procedure as access to the halls will NOT be granted without a valid vehicle pass.

Audio Visual

If you require any audio-visual supplies for your stand, please contact True Mobile whose details can be found on page 3.

Car Parking

The Harrogate Convention Centre car park will be free during the open days of the exhibition to all visitors and exhibitors; it will be operated on a first come first served basis. Commercial vehicles can be parked throughout in the Dragon Road holding area, but please note this is locked for security until the breakdown day.

Catering

HC & Co are the official caterers at the Harrogate Convention Centre caterers and reserve the right to sell and provide all catering equipment and refreshments including food, wine, spirits, beers and other alcoholic and non-alcoholic beverages, consumed on the premises and reserves the right to impose a surcharge on any goods not supplied by themselves. If you wish to arrange on-stand catering, please contact Sarah-Jane Snowden Tel: +44 (0) 1423 537334 for further information or complete the Catering Order form located in the Exhibitor Area of the website.

Children

No children (i.e. under 16 years of age) are to be allowed in the halls during build up and break-down as it will contravene Health & Safety policy and invalidate the venue insurance policy. Please ensure you adhere to this rule for their protection.

Cleaning

A service for cleaning stands is provided by Harrogate Convention Centre. This service is included as part of the exhibitors’ package. Waste is to be placed in the gangway at the end of each day for collection. Exhibitors with night sheets, who wish their stands to be cleaned overnight, must deposit a key, stating stand number, with the organisers prior to the exhibition opening. This key must be collected from the organiser’s office on the last open day of the exhibition.
Contractor Passes

Wristbands will be available on the doors to the exhibition when arriving and must be worn until the show opens.

Damage and Dilapidations

Please note that any damage caused to the Exhibition building itself or the stand supplied, by you or your contractors, is your responsibility. You will be charged for any damage that you make.

Deliveries

Please note if you are arranging to have a courier deliver anything to you at the show, they MUST bring their own lifting facilities. Harrogate Fashion Week is not responsible for assisting couriers take items from transportation and delivering them to your stand.

If you wish to deliver goods to the show they cannot be accepted before Friday 26th July, 8am to 6pm or Saturday 27th July 8am to 8pm. All goods must be clearly marked as follows:

(Company Name)  
(Stand Number & Hall)  
Entrance 4 / Hall M  
Harrogate Fashion Week  
Harrogate Convention Centre  
Ripon Road  
Harrogate  
HG1 5LA

Whilst the organisers will accept deliveries prior to exhibitors arriving they will not accept responsibility for any loss or damage. It is preferred that you arrange to have goods delivered when a stand representative is present. Please ensure that your courier has the appropriate equipment to deliver the goods to your stand: it is not the responsibility of the organisers to facilitate this.

Disabled Facilities

There is a limited amount of space available for disabled parking at the front of Hall M. If you require a disabled parking space, please contact the organisers on stephengdixon@yahoo.co.uk. Disabled toilets are available in the halls.

Exhibitor Personnel Badges

Please register all your staff before the show for ease of access. This includes any temporary staff you have working on your stand and models. Badges will be posted out approximately 2 weeks prior to the show.

Please ensure that you fill in the Exhibitor Badge Application available on-line at:

https://eventdata.uk/Exhibitor/HarrogateFashionWeekJuly2019.aspx
First Aid

First Aid will be open during build up, break-down and the show open times. Any medical emergency should be reported to the Organiser’s Office in the entrance or to a member of security.

Floral

If you require floral for your stand please contact Leafy Couture on Tel: + 44 (0) 7974 089122 or Email: enquiries@leafycouture.co.uk.

Furniture

There is no furniture included in your stand package, but we have put some specially priced packages together and this information can be downloaded from the Exhibitor Manual area of the website. Alternative options and more choices are available direct from Concept Furniture, our official contractor, whose contact details are on page 3.

Goods Removal

In an effort to improve the general level of security, it is requested that any exhibitors wishing to take goods out of the exhibition hall after the buildup period of the exhibition should apply for an official “Goods Removal Form”. This is to be handed to the duty security guard on the exit. The form should be duly completed and endorsed by a representative of Harrogate Fashion Week. These forms are available from the Exhibition Organisers Office. Anyone attempting to remove equipment/goods without the form will be escorted to the Organiser’s Office.

Hotel Accommodation

We work with MICE Concierge to get great rates at local hotels. Nearly all their recommended hotels are within walking distance of the exhibition centre. For advice contact Anna Hellawell anna.hellawell@miceconcierge.com or go straight to accommodation link on www.harrogatefashionweek.com

Insurance

Exhibitors should ensure they have adequate insurance protection. As a minimum, we require you to have £2 million Public Liability cover. This is a legal requirement and a copy of your certificate must be sent to the organisers before set up. julia@harrogatefashionweek.com. If you don’t have cover, we can arrange this on your behalf for a small cost.

Leaflets / Promotional Material

Exhibitors are reminded that all sales activities, including the dispensing of literature and promotional material, must be conducted from your own stand. Exhibitors or staff are not permitted to hand out leaflets etc in the gangways and aisles, at the entrances to the show, or in any other part of the hall except the designated stand area, unless permission has been granted in advance by the Organisers. Please note that material must not be attached to the fabric of the building. Any material found fixed to walls will be removed immediately with damages charged directly to the exhibitor.
Mannequins

These are available to hire in advance from the Organisers. Please contact Stephen Dixon for details: - stephengdixon@yahoo.co.uk

Models

Should you require a model or promotional staff, please contact any of the following agencies: -

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<tr>
<td>Boss</td>
<td>+ 44 (0) 161 237 0100</td>
</tr>
<tr>
<td>DK Model Agency</td>
<td>+ 44 (0) 1246 529029</td>
</tr>
<tr>
<td>Face</td>
<td>+ 44 (0) 113 245 8667</td>
</tr>
<tr>
<td>Mentor Model Agency</td>
<td>+ 44 (0) 1246 389845</td>
</tr>
<tr>
<td>PHA</td>
<td>+ 44 (0) 161 273 4444</td>
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<tr>
<td>Pulse Agency</td>
<td>+ 44 (0) 151 707 2535</td>
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<tr>
<td>Sapphires Model Management</td>
<td>+ 44 (0) 844 884 5404</td>
</tr>
<tr>
<td>Shine Model Management</td>
<td>+ 44 (0) 7725 804708</td>
</tr>
<tr>
<td>Stanley’s Model Management</td>
<td>+ 44 (0) 1332 875880</td>
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Music Licence

If you intend to play music on your stand during the course of the exhibition you are required by law to obtain a music licence. Music and microphone levels must not be such as to annoy other exhibitors. In the event of a dispute, the Organisers’ decision will be final. Please download and complete the Music License Order form from the exhibitor manual section of the website. If you need any advice please contact Stephen on stephengdixon@yahoo.co.uk

Night Screens

Night screens are available for increased security on your stand and can be hired from Joe Manby Ltd, see contact details page 4.

All stands must be uncovered during the hours that the exhibition is open to the public. Night screens must be removed before the show opens and stored safely out of sight until closing time each evening.

Organisers Office

The Organiser’s office will be open throughout the tenancy period from 08:00 each day. This is situated in the entrance foyer.

Photographer

The show’s official photographer is Aaran Hunt. He will be around taking general exhibition shots but is also available to hire to take specific stand shots. His contact details are on page 3.
Press Packs

Exhibitors are invited to leave between 10-15 press packs in the organisers office. Please ensure these are delivered on Saturday 26th January, and any remaining ones collected after the show.

Security

Every reasonable precaution is taken to ensure the safety and security of personnel and equipment and the premises are patrolled day and night, however, we cannot accept any responsibility whatsoever for any injury, loss or damage or any consequential losses which may befall exhibitors and their property.

Exhibitors are warned not to leave their stands unattended at any time when the exhibition halls are open especially when the show closes and during break down.

During build up and break down periods, all exhibitors and contractors must wear an exhibitor or contractor pass for security reasons. These are given to you when you arrive at the halls, please ensure that all staff are aware they MUST wear these at all times.

All small goods, i.e. laptops etc, must be locked away when not in use, unless removed nightly. If you do need to remove valuables each evening then please collect a Goods Removal Form from the Organiser’s office. Please report any loss or damage to the Organisers, to ensure this does not affect your claims on insurance.

Sound Levels

Exhibitors using sound equipment including video on their stand must ensure that sound levels do not exceed 80db. The organisers will strictly enforce this specification and reserve the right to require exhibitors to reduce sound levels should they exceed the specification and cause disturbance to other exhibitors.

Stand Personnel

Do you require additional help on your stand? Crusade can provide professional, experienced temporary staff to accommodate your requirements from Sales Assistants to Hospitality & Promotional Staff who are all local to Harrogate and know the town and the venue very well. For more information Tel: +44 (0) 754 023 6601, email: crusade.eventtraffic@gmail.com

Steamer Hire

There will be a steam area with rails and steamers available for exhibitors to use on a first come basis all day Saturday, however if you prefer to hire a steamer to have on your stand please contact Propress in advance on Tel: + 44 (0) 208 417 0660.

Storage

There is limited space for storage of packaging materials within the exhibition halls, so if possible make arrangements for this to be taken off site. The storage that is available is not secure so the organisers cannot except responsibility for any losses.
**Visitor Data Capture**

To help you get the most from your participation, why not hire a Barcode Scanner? Simply scan the badges of all the visitors to your stand and receive their contact details for immediate follow up. Order forms for scanners are on this link: [https://eventdata.uk/Scanner/HarrogateFashionWeek.aspx](https://eventdata.uk/Scanner/HarrogateFashionWeek.aspx) or Tel: 01865 893560.

**Wireless Internet Connection (WiFi)**

Harrogate Convention Centre is providing free wifi throughout the halls. This is a shared and unsecured network and is suitable for checking emails and browsing the internet but not for downloading files or images. If you require a more substantial connection, please download the IT Services Order Form from the Exhibitor Area of the website or email exhibitionservices@harrogateconventioncentre.co.uk