

# **Welcome to Harrogate Fashion Week**

## **Exhibitor Manual 4<sup>th</sup> – 6<sup>th</sup> February 2024**

**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)

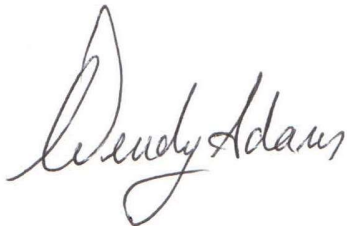
### **NEW THIS SEASON**

Our main contractor Full Circle who are responsible for building the stands and providing electrics will be in touch with password details so you can place any orders for extras and send a plan of your stand showing the location you require your PACKAGE lights and rails to be positioned. **This is vital to ensure the stand is ready when you arrive.**

In the exhibitor area of our website, you will find other forms from our contractors to order furniture, catering and IT. 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 me.

**Kind Regards**



**Wendy Adams**  
**Director**

## Checklist

To Do	Deadline	✓	Date
Marketing Information & Images – emailed to you from Kirsty	URGENT		
Accommodation – Special rates available via our agency	URGENT		
Catering Requirements	19 <sup>th</sup> Jan		
Electrical Requirements – <b>EARLY BIRD PRICES BEFORE 5<sup>th</sup> JAN</b>	19 <sup>th</sup> Jan		
Exhibitor Badges	31 <sup>st</sup> Jan		
Furniture Requirements	26 <sup>th</sup> Jan		
Graphic Requirements	26 <sup>th</sup> Jan		
Health & Safety (Statement of Responsibility)	19 <sup>th</sup> Jan		
Name Board Details	19 <sup>th</sup> Jan		
Stand Fittings & Extras	19 <sup>th</sup> Jan		
Visitor Data Capture	31 <sup>st</sup> Jan		

## Your Exhibition Management Team

Sarah Moody:	<a href="mailto:sarah@harrogatefashionweek.com">sarah@harrogatefashionweek.com</a>
Wendy Adams:	<a href="mailto:wendy@harrogatefashionweek.com">wendy@harrogatefashionweek.com</a>
Helen Stuart:	<a href="mailto:helen@harrogatefashionweek.com">helen@harrogatefashionweek.com</a>
Kirsty Epton:	<a href="mailto:kirsty@harrogatefashionweek.com">kirsty@harrogatefashionweek.com</a>

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

## **OFFICIAL CONTRACTORS**

<b>Audio Visual:</b>	<b>True Mobile</b> Tel: 07774 952 985 Email: <a href="mailto:mail@truesounds.co.uk">mail@truesounds.co.uk</a> Contact: Andy
<b>Carpet:</b>	<b>Xpect Flooring</b> Tel: 01923 954875 Email: <a href="mailto:sales@xpectfurniture.co.uk">sales@xpectfurniture.co.uk</a> Website: <a href="http://www.xpectfurniture.co.uk">www.xpectfurniture.co.uk</a>
<b>Catering:</b>	<b>Matchams</b> Tel: 01423 537321 Email: <a href="mailto:Laura.Warren@harrogateconventioncentre.co.uk">Laura.Warren@harrogateconventioncentre.co.uk</a> Contact: Laura Warren
<b>Delivery/collections:</b>	<b>Exhibit International</b> Tel: 01303 840877 (office) and 07900 264959 (mobile). Email: <a href="mailto:Louise@exhibitinternationaleurope.co.uk">Louise@exhibitinternationaleurope.co.uk</a> Contact: Louise Lindsey
<b>Electrics:</b>	<b>Full Circle Exhibitions</b> Tel : 0161 393 3949 Email : <a href="mailto:exhibit@fullcircleevenstsltd.co.uk">exhibit@fullcircleevenstsltd.co.uk</a> Contact: Ben Atkinson
<b>Furniture:</b>	<b>Concept Furniture Ltd</b> Tel: 0844 822 1424 Email: <a href="mailto:lyndsey@conceptfurniture.co.uk">lyndsey@conceptfurniture.co.uk</a> Website: <a href="http://www.conceptfurniture.co.uk">www.conceptfurniture.co.uk</a>
<b>Graphics :</b>	<b>A. D. Bell Signs &amp; Graphics</b> Tel: 01423 885045 Email: <a href="mailto:sb@adbell.co.uk">sb@adbell.co.uk</a> Contact: Simon Bell
<b>Security:</b>	<b>Crusade</b> Tel: 075402 36601 Email: <a href="mailto:crusade.eventtraffic@gmail.com">crusade.eventtraffic@gmail.com</a> Contact: Mark Haynes
<b>Stand Build:</b>	<b>Full Circle Exhibitions</b> Tel : 0161 393 3949 Email : <a href="mailto:exhibit@fullcircleevenstsltd.co.uk">exhibit@fullcircleevenstsltd.co.uk</a> Contact: Ben Atkinson

**Temporary Staff:**      **Crusade**  
Tel: 075402 36601  
Email: [crusade.eventtraffic@gmail.com](mailto:crusade.eventtraffic@gmail.com)  
Contact: Mark Haynes

**Visitor Data Capture:**    **Jonas**  
Tel: 01865 893560  
Email: [support@jonas.events](mailto:support@jonas.events)

## Exhibition Timetable

## Build Up

## Exhibitor Access

Saturday 3<sup>rd</sup> February 08.00 – 20.00

**Please try and arrive prior to 5pm as there is limited access after this time.**

**All displays and exhibits must be completed by Saturday 3<sup>rd</sup> Feb at 20:00 hrs.**

### Exhibition Opening Times

Sunday 4<sup>th</sup> February

09.30 - 18.00

Monday 5<sup>th</sup> February

09.30 - 18.00

Tuesday 6<sup>th</sup> February

09.30 - 15.30

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

### Break-Down

Tuesday 6<sup>th</sup> February

15.30 - 20:00

Property not removed by 22:00 Tuesday 6<sup>th</sup> February 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 half an 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.

## **Setting Up and Breaking Down your Stand**

All exhibitors have access to set up their stands on Saturday 3<sup>rd</sup> February 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 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.**

**Please note Hi-Viz vest must be worn at all times during the build and breakdown period. No exceptions will be made.**

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 will 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 Visual



### Stand Package Included

Shell scheme stands will be erected for exhibitors by Full Circle, 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 Full Circle - **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 OR 1 floodlight for every 6 full square metres (limited amount available)**
- **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.

**Full Circle will send a link and password to their online ordering system in the next few days. Please action ASAP to ensure your stand is correct when you arrive.**

#### **Fitted Garment Rail**

If you have not submitted a plan to Full Circle in advance where you would like your package rails placed these will not be fitted until you arrive and advise us onsite. Please also confirm the height you require, or your rails 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 Full Circle and should be ordered via the online system as above.

**Should you require very bright lighting it is recommended to swap your spotlights for floodlights. See notes under the package section on the previous page.**

#### **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 Full Circle **Nameboard Form** via the online system.

#### **Carpet**

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

Should you wish to change the colour please contact [wendy@harrogatefashionweek.com](mailto:wendy@harrogatefashionweek.com) for a price.



## **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 always abided by. 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. If you do not arrive onsite with one, there will be an option to purchase one on the door.
- Appropriate footwear must also be always worn 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 [kirsty@harrogatefashionweek.com](mailto:kirsty@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 ¾" 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, if building your own stand, 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 subcontractors they may use.
- **Shell Build stands are required** to complete and return the 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 4th February. 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.**

**Please note Hi-Viz vest must be always worn during the build and breakdown period. No exceptions will be made.**

### **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**

Commercial vehicles can be parked throughout in the Dragon Road holding area, but please note this is locked for security until the breakdown day. There is also parking underground at the Convention Centre on a pay and display basis. All the local hotels offer parking payable direct to the hotel.

### **Catering**

Matchams 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 them on Tel: 01423 537334 for further information or complete the Catering Order form located in the Exhibitor Area of the website.

### **Children**

No children (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 with stand number to 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 Thursday 1<sup>st</sup> February 8am to 5pm. If you wish to deliver later then Friday 2<sup>nd</sup> February 8am to 5pm, or Saturday 3<sup>rd</sup> 8am to 8pm there will be organisers onsite to accept. 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

If you are shipping from overseas it might be simpler for goods to be delivered to our official couriers Exhibit International who will then arrange to deliver to your stand for your arrival.

### **Exhibit International**

Tel 00 44 1303 840877 (office) and 00 44 7900 264959 (mobile).

Email: [louise@exhibitinternationaleurope.co.uk](mailto:louise@exhibitinternationaleurope.co.uk)

Contact: Louise Lindsey

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. 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 brought to your stand on the Saturday set up day. Please ensure that you fill in the Exhibitor Badge Application available on-line at:

<https://eventdata.uk/Exhibitor/HarrogateFashionWeek2024.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](mailto:enquiries@leafycouture.co.uk).

### **Furniture**

**There is no furniture included in your stand package**, but we have put some reduced 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. **Please order before the show to ensure you get your first choice.**

### **Goods Removal**

To improve the general level of security, it is requested that any exhibitors wishing to take goods out of the exhibition hall 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 Organiser's Office.

### **Hotel Accommodation**

Special rates have been organised by our official agency Reservation Highway and their details can be found on our website under Visit. The nearest hotels to the show are listed below and our agency have negotiated special rates at these plus some other options:

Crowne Plaza Hotel	01423 849900
White Hart Hotel	01423 505681

### **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, email [kirsty@harrogatefashionweek.com](mailto:kirsty@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.

### **Models**

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

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

### **Music**

Background music will be played throughout the show by the organisers. We ask you to refrain from playing your own without permission of the organisers.

### **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.

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 always wear these.

All small goods, i.e. laptops etc, must be locked away when not in use, unless removed nightly. 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 & porters who are all local to Harrogate and know the town and the venue very well. For more information Tel: 0754 023 6601, email: [crusade.eventtraffic@gmail.com](mailto:crusade.eventtraffic@gmail.com)

### **Steamer Hire**

There will be a steam area sponsored by **Propress** 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: 0208 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/HarrogateFashionWeek2024.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, or ordering systems. 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](mailto:exhibitionservices@harrogateconventioncentre.co.uk)