Exhibitor manual

## Animals

Excel welcomes all registered guide and assistance dogs. In order to support those wishing to bring personal support animals to the venue and to ensure smooth entry for those animals permitted, we ask you to contact the event organiser directly in advance via email, copying in [info@Excel.london](mailto:info@excel.london).

Please be aware that welfare facilities for support animals are not available onsite and all owners will be fully responsible for the action of their animal, which will need to be kept under control and on a lead, harness, or in a pet carrier at all times.

During the stand build-up and breakdown period, no animals will be allowed on-site if deemed unsafe.

## Code of conduct

Handing out leaflets or conducting business on the Excel campus, at the entrance to the event, in the aisles or any other part of the exhibition hall is only permitted with prior written consent.

Please keep your exhibits within the footprint of your stands. The stand must be staffed, and all exhibits must remain displayed during the hours that the exhibition is open to visitors. Publicity notices and materials may only be displayed on and distributed from the exhibitor’s own stand.

## Damage to the venue

Please do not fix, screw, or drill into the venue’s existing walls or floors. If you do damage the building, please do not attempt to undertake the repair yourself. you will be charged for this through the official dilapidations process.

## Drone usage

All drone operations on the Excel London Estate must be authorised in writing by the venue as landlord for the Estate. If permission is granted the requisite pilot credentials and insurance specifically for drone liabilities must be in place and valid at the time of flight.

## Foliage

No artificial plants and flowers may be used for dressing your stand. Only real and silk-type flowers and leaves can be used. The silk-type must be clearly marked as conforming to BS 54387.

## Health & Safety

Excel works to the industry best practice document for health and safety - [the AEV eGuide.](https://www.aev.org.uk/resources/e-guide#For%202024's%20release,%2016%20sections%20have%20been%20reviewed.%20These%20include:) This is guidance for achieving common standards of health, safety and operational planning, management and on-site conduct for events at all participating AEV member venues. This includes wearing a high visibility jacket and safety shoes for anyone attending the site during build and breakdown.

On arrival at the venue the organiser will issue you and your contractor with an emergency procedures guide, which you should read carefully, but you may wish to familiarise yourself with the following in advance.

* On discovering a fire, break the glass on the nearest manual call point (coloured red), which are located adjacent to all exits, or contact the Security Suite by dialling 4444 on an internal telephone immediately.
* Do not touch or move any suspicious or unattended item but report it to the Security Suite, by dialling 4444 on an internal telephone.
* If your stand is by, or on the route to an emergency exit, the aisle must be clear. Anything left there will be removed by the cleaning team. Please ensure that your team are briefed accordingly.

## Personal property

All personal and company property is left at your own risk either in the venue or the car park. No responsibility will be taken for damage or loss of any properties belonging to exhibitors or their agents or contractors.

Exhibitors should arrange their own insurance against all risks. The strongest possible precautions against pilferage should be taken at all times.