

EXHIBITOR MANUAL

Date: 1 September 2022

Venue: Borders Event Centre,
Springwood,
Kelso,
TD5 8LS



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A

Accidents and near misses

If you are involved in or witness an accident or near miss while onsite, please report it to the organiser's office immediately, which is located in by the entrance at the front of the hall.

Accommodation

There are several hotels located near the venue:

Cross Keys Hotel	01573 223 303
Queens Head Hotel	01573 228 899
Ednam House Hotel	01573 224 168

UCAS does not recommend any hotel or have preferential rates with any accommodation provider. This list is provided for your information only.

Alcohol and drug policy

The consumption of alcohol is not permitted during the event at any time including build-up and breakdown. The venue has a strict drugs and alcohol policy, which allows them to offer to test or eject from site any contractor suspected of being under the influence of drugs or alcohol.

Due to the nature of the event, the sale of alcohol will not be permitted.

Animals

Assistance dogs are permitted entry to the show. However, if you plan to have any other animal(s) on your stand, you must apply for permission via the organisers as there are licensing implications, and the city vet's approval will be required.

Arrival

To gain entry to the venue, you must register the details of who will be attending before the event. This should be done via your ENet account – instructions on how to do this will be sent to the lead booker, by email.

All exhibitors must wear a lanyard throughout the duration of build-up, and the lanyard must be worn during event opening hours. Contractors will be provided with a wristband

which must be worn throughout build up and breakdown. Exhibitor and contractor registration will take place at the loading bay doors, and at the main entrance to the hall.

B

Balloons

Helium-filled balloons are not permitted in the venue.

Build-up and breakdown

Build-up times:

Wednesday 31 August	16:00 – 18:00
Thursday 1 September	08:00 – 09:45

Event open times:

Thursday 1 September	10:00 – 14:00
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Breakdown:

Thursday 1 September	14:00 – 16:00
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When you arrive, please proceed to the loading bays to unload. There will be no vehicle access to the loading bay after 09:30 on Thursday 1 September. The loading bay doors will close, without exception, at 09:30 and all vehicles must be removed by 09:45.

Exhibitors should remain on their stands and refrain from dismantling until the exhibition closes at 14:00 on Thursday 1 September.

To help facilitate this, and ensure health and safety is maintained, the loading bay doors will not open, and vehicles will not be permitted in the hall until the venue is clear of visitors, which we expect by 14:10. If exhibitors start to dismantle stands while the event is still open, there will be no alternative but to close the exhibition, irrespective of how many visitors are still in the hall.

C

Car parking

There is ample free exhibitor parking close to the venue. Cars must display a parking permit at all times – this can be found at the back of this manual.

Catering

Catering will be on-site at the event, which will be shared between visitors and exhibitors.

UCAS will provide exhibitors with tea and coffee vouchers, which will enable exhibitors to redeem a complimentary tea or coffee from the catering area.

Please note that the caterers are only able to accept cash, not card.

Exhibitors that require an ATM can find one at the following locations:

- [Sainsbury's Kelso](#) (3-minute drive from the venue)
- [Royal Bank of Scotland](#) (3-minute drive from the venue)

Children

Children under the age of 18 are not allowed into the venue during build-up and breakdown, to comply with health and safety legislation.

Cleaning and recycling

Please leave any cardboard boxes, flat-packed on your stand, ready for our event staff to collect throughout the day and place in the recycling. We would appreciate it if exhibitors can try to minimise the amount of literature and rubbish left at the venue.

Cloakroom

There is no cloakroom service at this venue.

Competitions

Please note that in the interests of health and safety, entrance areas, aisles, and gangways must be kept clear, and competitions may only be organised and operated from an exhibitor's own stand. The P.A. system is for emergency announcements and organisers' use only and may not be used to announce competition results.

Contractors

If you're employing a contractor to build or design the interior of your stand, please ensure they receive a copy of this manual. Please let us know your contractor's company name so our security team is aware. They must also adhere to the venue's rules and regulations, which are contained in the [eGuide](#). Please also ensure you (or your contractor) send the stand's risk assessment, method statement, and stand plans to h.golden@ucas.ac.uk at

least two weeks before the event.

For security reasons, all contractor staff must wear a wristband to gain entry to the venue. This will be provided on arrival at the venue, provided we are aware they will be onsite.

Covid 19 precautions

Correct at date of publishing 15/08/2022, this information may change alongside government advice

Face coverings

We highly recommend that you wear a face covering inside the venue and the hall unless you are exempt. We will have a provision of these at the organiser's office but advise that you bring your own.

Social distancing

We will be promoting a recommended social distancing of 1m+ within the hall.

Hand sanitiser

There are hand sanitiser stations located throughout the venue and our event hall. We will also have a provision of this at the organiser's office but advise that where possible you bring your own.

Handing out prospectuses etc.

We encourage exhibitors to use literature racks rather than personally handing out prospectuses and any other literature to visitors. Where possible, please use QR codes for visitors to access your online literature.

Stand risk assessment

Please see a list of recommended points to cover in your stand risk assessment:

- Sufficient stand cleaning
- Good hand hygiene for staff i.e., regular handwashing and or a supply of hand sanitiser on the stand
- Social distancing on stand and around the event hall
- Adequate supply of PPE for staff if required

Please see further guidance on the Working safely during coronavirus (Covid-19) - Events and attractions page:

<https://www.gov.uk/guidance/working-safely-during-covid-19/events-and-attractions#risk-3>

Reporting of any concerns about Covid during the event

If you have any concerns about Covid-19 during the event, please come to the organiser's office. Alternatively, if you do not wish to come to the office you can call the event organiser on 07741 313319.

D

Deliveries

Please refer to the build-up and breakdown section, in addition to the below information.

There are no facilities for the advanced storage of exhibition material at Borders Event Centre, meaning **deliveries arriving before 08:00 Wednesday 31 August will be refused and returned to the sender**. Exhibitors are requested to arrange for all deliveries to be made during the above access times. Deliveries won't be accepted once the event is open. UCAS staff will sign for deliveries when in tenancy, but delivery of stock to your stand remains your responsibility.

Any deliveries to your stand on event open days must be completed, and your vehicle removed from the loading areas, no later than 09:30. The venue will not allow the event to open if vehicles are blocking fire exit routes. Trolleys are not permitted on the exhibition floor during open hours, in consideration of public safety.

If you are expecting goods to be delivered by courier, please ensure they are aware of the dates of the event, and hall opening times.

The venue address for couriers is:

Exhibitor name
Stand number
UCAS Discovery Borders
Borders Event Centre,
Springwood,
Kelso,
TD5 8LS

Any deliveries not clearly addressed, or that arrive before build-up, are likely to be lost or returned to sender.

Please make sure the staff working on your stand know:

- who your courier is
- your courier's contact details
- what the delivery consists of

If using a delivery company, they're responsible for delivering your prospectuses and any other items safely to your stand and placing surplus materials in the on-site storage area.

E

Electrical services and stand power

If you require power to your stand, please contact events@ucas.ac.uk as soon as possible, as not all stands have access to a power point. Your stand may need to be relocated to ensure a power supply, but this cannot be guaranteed.

Emergency procedures

The venue's emergency procedures document will be provided on your stand on arrival and is also available for you to view via your e-net account in useful documents. In the event of an emergency please follow the instructions of our security team.

Event staff

Event staff will be available throughout the event, and easily identifiable by their UCAS-Discovery t-shirts. They will make sure empty boxes are cleared away, aisles are kept tidy, and students and exhibitors are directed as necessary. However, they will not undertake any excessive lifting. Please do not hesitate to ask for their assistance.

Exhibitors' property

Exhibitors' stands, and exhibits on stands, are not accepted into the custody or control of the venue, and exhibitors need to make their own insurance arrangements. 24-hour security is provided during the event. However, while Borders Event Centre/UCAS Media Events take every precaution to protect exhibitors' property, they are not responsible for any loss or damage.

Borders Event Centre/UCAS Media Events also accept no responsibility for anything left on the premises, and exhibitors must make arrangements for all material to be removed from the exhibition by 18:00 on Thursday 1 September 2022.

F

Filming

If you are planning on undertaking any filming, or taking any photographs at the event, you must inform the organiser, preferably seven working days prior to the exhibition, at h.golden@ucas.ac.uk.

Fire regulations

The following regulations are included in the [eGuide](#) and must be complied with by all contractors and exhibitors.

All materials used in the construction of stands, features and displays, including signs and fascias, shall be:

- of a suitable nature and quality for the purposes and conditions of their intended use
- adequately prepared and fixed in order to adequately perform the functions for which they were designed
- non-combustible, inherently non-flammable, or durably flameproof in accordance with BS476-Part 7
- water-based, where applicable, e.g. adhesives and paint

British Standards are the minimum acceptable standards for construction materials. Suitable samples of materials may be submitted to the venue for approval. Materials may be tested on-site to ensure that they comply.

Any decorative materials, drapes, curtains etc. must be flame proofed. Floor coverings must be secured in place so not to cause a hazard.

It is understood that exhibitors will use paper-based products as part of their stand materials, (which is a combustible material). A direct 'no smoking' control measure will be in place across all venues to reduce the associated risks of fire. If any display includes a flammable product or substance then this should be considered and controlled by a separate risk assessment, subject to the approval of the event organisers (e.g. a cooking display).

First aid

There will be first aid assistance at the exhibition. If you require first aid, please alert a member of the event staff, or come to the general information desk.

Footwear

Suitable footwear must be worn on-site during build-up and breakdown. Open-toed sandals/shoes, flip-flops, and flimsy footwear are not permitted.

Furniture hire

Each stand will be supplied with the furniture hired when booking. If you wish to hire any additional furniture, or upgrade your furniture package, please do so through your ENet account, at least two weeks prior to the exhibition date.

H

Hazardous exhibits

No hazardous substance, object, or process is to be used, exhibited, or stored within the immediate confines of the exhibition complex. Examples of prohibited items are given below:

- Real flame.
- Flammable materials including petroleum spirits, paraffin, and diesel.
- Flammable gases, including liquid petroleum gas.
- Toxic substances.
- Boilers, stoves, and furnaces.
- Moving displays.
- Laser beams or pyrotechnics.

Height restrictions

Please note that the height limit of displays is 4m.

Exhibitors who have purchased a shell scheme only and are wishing to build above the shell scheme panel should contact the event organiser as support beams may cause an obstruction and it may not be possible to remove them. Please email h.golden@ucas.ac.uk.

I

Insurance

It is essential you take out adequate employee and public liability insurance against personal injury, damage to, or loss of exhibits, etc.

While the organisers take every precaution to protect exhibitors' property during an event, they are not responsible for any loss or damage. You should ensure you have adequate public and employers' liability cover, in line with the booking terms and conditions.

Internet

Free WiFi is available to all. However, this is an open network and cannot be guaranteed – details of how to log on will be provided on the day.

L

Lost property

All property found should be handed into the organiser's desk. It will be given to the venue at the end of the event.

O

Organisers

The organiser's will be located at the organiser's desk by the entrance to the venue, at the front of the hall.

The lead organiser is Holly Golden, h.golden@ucas.ac.uk.

P

Passages and gangways

Any means of ingress and egress, passageway, or gangway must remain free from obstruction, and be kept free from obstruction for the duration of the exhibition.

1. No part of any stand or exhibit is permitted to encroach on a passageway or gangway, and no door, window, or other similar facility may open outwards to project beyond the perimeter of the stand.
2. The floor around your stand shall be kept level and even and shall not be allowed to become slippery or a source of danger.
3. Where an exhibition stand is not provided with a platform, the space shall be clearly defined, and the exhibits shall be arranged to maintain passageways and gangways of uniform width.

R

Risk assessment

All exhibitors need to provide a risk assessment for your stand build and any activities that will be happening on your stand. Please send this through to Holly Golden, h.golden@ucas.ac.uk least 2 weeks before the exhibition date.

The event organiser has completed a risk assessment for the event. Copies of this can be found via your e-net account in useful documents along with some helpful templates and risk assessment advice.

Security

Security is provided for the event throughout build-up and during the event. To gain access to the venue, **contractors and exhibitors must sign in**, and will be issued with wristbands/lanyards that must be worn at all times. Further information can be found in the 'Arrival' section of this manual.

Bag searches and wand checks may be taking place.

Please take account of the following security advice from the venue:

- Take home any valuable items each night if there are no secure storage facilities on-site.
- Do not leave your stand unattended at any time during build-up, the open period, or the breakdown of the event. Do not leave the hall until all visitors have gone each evening.
- Do not position desirable items at the front of your stand, where you may not be able to keep an eye on them.
- Ensure you have enough staff, so the stand is not vulnerable to thieves, and do not ask a neighbouring exhibitor to watch over your stand while you go for a break. They may become busy, and not be able to watch your stand.
- Remove all portable or valuable items from the stand on the evening the event closes. Do not leave them until the following day for collection.
- Arrive in time for the event. Ensure your stand is staffed at least 15 minutes before event open time each day but remember that the hall is open from 08:00 on Thursday morning.

If you are a victim of theft, please report it immediately to security.

Smoking

Please note, throughout both the build-up and the duration of the exhibition, there is a strict policy of **no smoking** inside the venue. This includes e-cigarettes and vaping.

Storage

There are no facilities for the advance storage of exhibition material at the venue. A temporary storage space (which is very limited in size) will be built for exhibitors at the side of the hall, to use during the exhibition. The storage area is unlocked and accessible by all. Therefore, UCAS recommends exhibitors do not store any items of value in the storage area.

For health and safety reasons, neither the organisers nor event staff are permitted to deliver/replenish stock to your stand. Therefore, exhibitors are asked to make the necessary arrangements to have a sufficient supply of handouts available at the start of the day.

T

Trolleys

Trolleys are not provided at the venue, so please bring your own if you need one to deliver goods to your stand.

Trolleys are only permitted on the exhibition floor outside event opening hours, for the safety of visitors.

Exhibitor parking permit

UCAS Discovery Borders 2022

Valid for parking at:
Borders Event Centre,
Springwood,
Kelso,
TD5 8LS

Date valid: 31 August – 1 September 2022

Please ensure this pass is displayed in the windscreen of your vehicle to avoid parking charges during your stay.