On behalf of UKSG, thank you for supporting the 2023 Conference.

The information below is provided to assist with the delivery of a successful event.

**Tips for exhibition success**

- As soon as you have booked your space, start promoting! The busiest stands at UKSG generally do lots of marketing in the months leading up to the conference. Use the conference hashtag #UKSG2023 so that we can help boost your social media activity.

- Think about how to attract people to your booth – make it stand out. Innovative competitions make for busy stands!

- Make sure your booth is staffed throughout the exhibit period! Have a rota so that there is always someone there to answer questions.

- Finally – please make sure the people staffing your booth are familiar with the content of this exhibitor manual.

**Pre-event contacts**

Prior to the event, Karina Hunt at KHEC is working on behalf of UKSG. Our aim is to ensure strong communication links with all exhibitors and Karina will be able to assist with any pre-event enquiries not covered in this manual.

**KHEC**

- **e.** karina@khec.co.uk
- **t:** +44 (0) 7900 165948

**Witney Business and Innovation Centre, Windrush House, Windrush Industrial Park, Burford Road, Witney, OX29 7DX, UK.**

- **t:** +44 (0)1993 848235
- **e.** bev@uksg.org  **w:** www.uksg.org
Build-Up Timetable

Tuesday 11 and Wednesday 12 April

Hall 1 will be open from 0900 to 2000 for stand building (space only booths) on Tuesday, and open again on Wednesday at 0800 for those with shell schemes. Please pay special attention to Section 4, Build-Up and Breakdown. Please note: all stands must be built by 2000 on Wednesday 12 April 2023.

We would appreciate your making every effort to adhere to this policy in order to ensure a seamless build-up process for all exhibitors.

Breakdown Timetable

Saturday 15 April 2023

Stands can be broken down from 1315. Section 4, Build-Up and Breakdown again applies. We would appreciate your adhering to this policy to ensure a professional event image.

You must be clear of Hall 1 by 1800.

Exhibition Hours

Thursday 13 April: ..........0830 – 1830
Friday 14 April: ...............0830 – 1800
Saturday 15 April: ..........0800 – 1315

Your Quick Contact Guide

Pre-Event Contact
Karina Hunt, KHEC
Tel: +44 (0)7900 165948
karina@khec.co.uk

Accommodation
Glasgow Convention Bureau.
https://book.passkey.com/go/UKSG2023

Advertising
To place an advertisement in UKSG eNews or the conference programme, please contact Pär Rock, Content Online
Pär@contentonline.com

Venue
Susan O’Donnell
Event Manager - Conferences & Exhibitions
SEC - Scottish Event Campus
Exhibition Way
Glasgow G3 8YW, UK
Susan.ODonnell@sec.co.uk

UKSG
Bev Acreman, Executive Director
Witney Business and Innovation Centre, Windrush House,
Windrush Industrial Park, Burford Road, Witney, OX29 7DX, UK
Tel: +44 (0)1993 848235
bev@uksg.org
www.uksg.org

https://sec.standcatering.co.uk
https://uksg23.exhibitconnect.co.uk exhibitors@exhibitconnect.co.uk

UKSG Exhibitor Manual 2023 | Page 3
Contents

Page 5
1. Accommodation
2. Animals
3. Badges
4. Build-Up and Breakdown
5. Car Parking
6. Catering

Page 6
6. Catering – continued
7. Children
8. Cleaning
9. Cloakroom
10. Code of Practice
11. Completion of Stands and Exhibits
12. Conference Plenary/Breakout Sessions
13. Damage
14. Delegate List
15. Delivery and Collection of Items

Page 7
15. Delivery and Collection of Items – continued
16. Disability Access and Parking
17. Disputes
18. Electrics and Lighting

Page 8
18. Electrics and Lighting – continued

Page 9
18. Electrics and Lighting – continued
19. Emergency Procedures
20. Exhibition Guide
21. First Aid
22. Furniture
23. Gangways/Aisles
24. Health and Safety

Page 10
25. Insurance
26. Internet
27. Noise Levels
28. Notice Board
29. Painting or Spraying
30. Photography
31. Risk Assessment

Page 11
31. Risk Assessment – continued
32. Security
33. Sharers
34. Smoking
35. Stand Construction Details

Page 12
35. Stand Construction Details – continued
36. Storage
37. Toilets
38. Travel Information
39. Trolleys
40. Venue

Page 13
Exhibition Floor Plan

Appendices

Appendix A
AV order form
Pages 15-17
1. Accommodation
Our official accommodation service is provided by the Glasgow Convention bureau, visit the conference webpage for the link and further information.

accommodation@glasgowconventionbureau.com
Tel: +44 (0)141 566 0821. Bookings are available now at https://book.passkey.com/go/UKSG2023

2. Animals
No animals other than assistance dogs are permitted on site.

3. Badges
The SEC requires exhibitors and contractors to wear badges during build-up on Wednesday 12 April. Badges will be available for collection from the registration desk in Hall 1. Any exhibitors arriving on Thursday 13 April should collect their badges when general registration opens at 0800.

NB: Please remember that all exhibitors must book to attend the event as delegates, via the UKSG Conference web page, selecting your free exhibitor place (one per booth)

4. Build-Up and Breakdown
Please refer to the information on Page 3 for times. Stands must be designed so they can be completed within the time available.

Please ensure that all items are removed by the dates and times specified. Any items left at the venue after this time are at the exhibitor’s risk.

Exhibitors and contractors should report to the Gate House. Please refer to Section 5 – Car Parking. They will then be directed to the Hall 2 vehicle doors to unload. Space in the loading bay area is limited and traffic will be staggered according to availability of parking. Once they have completed their business, they will be directed back to the Gate House or, if remaining on site, to the designated car park.

Exhibitors and contractors must wait until the Halls are officially closed before commencing breakdown. The Guards on the vehicle doors will not allow exhibitors to utilise these exits prior to the official close of the exhibition.

Please ensure that all contractors are aware of these arrangements.

Please refer to Section 15 for arrangements for the delivery and collection of items.

5. Car Parking
Exhibitors will be able to pick up a car parking pass on Wednesday 12 April at the registration desk, which will be valid for build-up, the open period and breakdown. Passes must be displayed in the windscreen of all authorised vehicles. The parking area for exhibitors will be allocated on site.

For more information on parking at the SEC please refer to https://www.sec.co.uk/visitor-information/how-to-get-here/car-parking

6. Catering
The sole rights to catering are held in-house at the SEC. All daytime catering for delegates will be in Hall 1. If exhibitors wish to organise catering from their stand they should use the online order form at Scottish Event Campus https://sec.standcatering.co.uk/ and return this by Wednesday 30 March at the very latest. There are vending machines in the foyer nearest Hall 1 where hot drinks and snacks can be purchased during set-up and throughout the period.
Clydebuilt Bar & Kitchen in the main concourse will be open on **Wednesday 12 April** from 09.00 to 17.00.

**Note 1:** Exhibitors are requested to refrain from placing promotional flyers on the refreshment tables and seats in Halls 1 and 2.

**Note 2:** No exhibitors shall distribute or give away any item of food or drink unless authorised by the official caterers at the SEC.

7. **Children**

Please note that there are specific laws appertaining to children under the Health and Safety at Work regulations. No one under the age of 16 is allowed on site during build up or break down.

8. **Cleaning**

Each exhibitor is responsible for keeping their stand area clean and tidy. The exhibit areas are carpeted. At the end of each conference day, any items left outside an exhibitor’s stand area will be disposed of.

9. **Cloakroom**

There are cloakroom facilities on the Main Concourse.

10. **Code of Practice**

Please ensure that all exhibits remain displayed during the hours the conference is open. **Breaking down before 1315 on Saturday 15 April is strictly forbidden** – your neighbouring exhibitors could still be trading. Please be considerate!

11. **Completion of Stands and Exhibits**

All stands must be dressed and completed by 2000 on Wednesday 12 April – strictly no access to Hall 2 after this time. Exhibitors should be familiar with the content and implications of the Disability Discrimination Act 1996 (DDA) and stands should be designed accordingly.

12. **Conference Plenary/Breakout Sessions**

All exhibitors are required to register as delegates and can attend plenary and breakout sessions of their choice. Plenary sessions will take place in the Lomond Auditorium. Location of breakout session rooms will be advised.

13. **Damage**

Any damage which has been caused by your company will be charged to your company.

14. **Delegate List**

A list of delegates (names and affiliations only) will be emailed to you two weeks before the event.

15. **Delivery and Collection of Items**

All deliveries to the SEC should be clearly marked with the following details and delivery:

- **Exhibitor Name:**
- **Stand No:**
- UKSG Exhibition 13-15 April 2023
Scottish Event Campus, Hall 2
Glasgow G3 8YW
UK

Couriers delivering and collecting should report to Gate Security for direction. Deliveries will only be accepted from Tuesday 11 April from 0800.

Exhibitors should ensure that arrangements are made for the collection of all items from the SEC at the end of the event. All items for collection should be clearly labelled with full contact details. Collections on Wednesday 30 March should be made between 1330 and 1800. All items MUST be collected by Saturday 15 April (between 0800 and 1315). Items not collected by this time will be put into temporary storage but there is no guarantee that they will not be disposed of after the stated collection time cut-off.

UKSG and the venue cannot take responsibility for any goods delivered by courier or postal services that are received by the organisers or their on-site representatives.

The SEC work with Stevie Cameron Event Logistics as their venue logistics partner. Exhibitors are welcome to use any courier or they can discuss their requirements with Camerons. Visit http://www.cameronlogistics.co.uk

16. Disability Access and Parking
Information on disabled access and facilities is available on the SEC website at https://www.sec.co.uk/visitor-information/accessibility

17. Disputes
Should any questions arise that are not covered by the venue/event rules and regulations, the exhibitor agrees to accept the decision of the organisers as final.

18. Electrics and Lighting
UKSG has appointed Full Circle Events as the official electrical contractor for the event and they are responsible for carrying out all the electrical installations on site. All electrical work must comply with the Association of Exhibition Venues ‘eGuide August 2016 Common Regulative Guidance for Events in UK Venues’.

Full Circle Events & Exhibitions (the official event contractor) have now moved on to an online platform and orders can be placed for Electrics, Floorcovering / Carpet, Shell Scheme Nameboard and Additional Shell Scheme Accessories at: https://uksg23.exhibitconnect.co.uk

Please note that each exhibitor will receive a unique username and password from Full Circle to be able to log onto the portal. Please check your junk/spam folder. If you are experiencing any technical issues with this service or need help with your orders, please contact Full Circle on 0161 393 3949 or email them at exhibitors@exhibitconnect.co.uk. If you are using a Contractor, to avoid any delay, please ensure you pass on your log in details to them.

Cables and Wiring
• The maximum length of the flexible cord on an appliance or 4-way trailing lead is 2m.
• Multi-way plug-in type and bayonet adaptors are not permitted.
• Plug tops must comply with British Standard BS1363 and be suitably fused.
• Not more than one flexible cord shall be connected to one plug top.

4-Way Trailing Leads
• Only one 4-way unit can be used per socket and is subject to a maximum loading of 500w.

Clients’ Own Lights
• Due to the recently introduced testing procedures please order either a 500w or 1000w socket outlet for clients’ own lights.
• Spare lamps should be supplied as maintenance is not included with clients’ own lights.
• Lamps and appliances with high surface temperatures should be guarded and used away from combustible materials.
Testing

- From 1 July 2012 new ‘Testing of Electrical Installations’ rules came into force in line with current Exhibition Industry Alliance (AEO, AVE & ESSA), e-guide rules and regulations. The charges to undertake the required testing are incorporated into the individual fitting prices listed on our Electrical Order Form.

Low Voltage Lighting

- Transformers must be fused on both the primary and secondary sides.
- Consideration should be given to the siting of your transformers in order to avoid volt drop and they must be well ventilated and easily accessible.

Sockets

- Sockets used for clients’ own lights must not exceed 1000w.
- Ensure that you order the correct socket by checking the reference tag fitted to all appliances. Specifying incorrect sockets will result in additional costs and delays on site.
- All sockets are single conventional British metalclad outlets.

Mains Boards

- Each stand will have its own 30ma RCD consumer unit or distribution board, which must be easily and readily available at all times in the event of an emergency.
- We will position the consumer board on the back of the shell scheme fascia board unless otherwise instructed.
- Space only sites must indicate where they would like their distribution board installed.

24-Hour Power

- If power is required overnight for a fridge or computer then 24-hour power must be requested at the time of the order being placed.

Plans

- Please submit a plan outlining both the height and position of the fittings ordered, together with the desired position of the mains board.
- Failure to submit a plan will result in the fittings being placed at our discretion; site alterations will result in a surcharge and possible delays.

Socket Outlets

When ordering socket outlets it should be noted that all appliances have varying power requirements. Therefore, we recommend that you check the reference tag, fitted to each appliance by law, to assess its power requirements and to enable you to order the correct socket. Failure to do so can lead to blowing the fuse not only on your stand, but also on the block mains, leaving you and your neighbouring exhibitors without lights or power. This may result in additional charges and delays on site. Current venue regulations state that sockets which are to be used for lighting must not exceed 1000w. The use of 4-way units is permitted, provided that only one 4-way unit is used per socket and is subject to a maximum loading of 500w. Linking one 4-way unit to another (‘Daisy chaining’) is strictly prohibited under eGuide July 2014 regulations. If you have any queries then please do not hesitate to discuss your requirements with Full Circle Events, who will be happy to help. Listed below are examples of the socket ratings required for regularly used appliances.

Sockets or Connections to Your Own Light Fittings

You can use your own light fitting systems on your stands. It is your responsibility to ensure that the system, or any prefabricated wiring, complies with the eGuide August 2016 regulations and has been installed or inspected by a competent electrician prior to use on site. All clients’ own lighting must be supplied with a plug top so that it can be simply plugged into a socket outlet on site and must have a current Portable Appliance Test (PAT) label. You should carry a quantity of spare lamps, as maintenance to clients own lights is not included. Before ordering the socket for your own lights, please consider the following to ensure that you order the correct socket:
- eGuide August 2016 regulations state that sockets for clients own lighting must not exceed 1000w.
- When using lights on a track, add the total wattage of all the lamps together to give you the correct rated socket.
- Individual light fittings can be pre-wired together prior to arriving at the exhibition hall, provided that it is wired with a plug top by a qualified electrician and that it is PAT tested. However, you should give careful consideration as to how you fix your fittings to your stand once they have been pre-wired. Again add the total wattage of all the lamps together...
to give you the correct rated socket.

• If your light fittings cannot be pre-wired you will need to order an individual socket outlet for each fitting:
  - 500w Socket Outlet: Mobile phone charger, PC/Laptop, Television, DVD player, Oscillating fan, Clients’ own lighting.
  - 1000w Socket Outlet: Small domestic coffee machine, Vacuum cleaner, Microwave, Large plasma TV screen, Clients’ own lighting.
  - 2000w Socket Outlet: Not permitted for lighting purposes: Domestic coffee machine, Small kettle, Steam iron.
  - 500w 24 hour Socket Outlet: Fridge, Computer requiring 24-hour power.

Please check the terms and conditions before booking - Full Circle Events are an external contractor and UKSG is not responsible for contracts made with them.

19. Emergency Procedures
If the alarm is activated the building will be evacuated. Stewards will direct everyone to the nearest emergency exits and towards the congregation points.

20. Exhibition Guide
Your logo and up to 100 words about your company will be included in the guide if you have supplied these to Karina at KHEC. Karina has requested this information directly from you following your stand booking.

21. First Aid
A qualified first-aider will be on site at all times but in the first instance please report any first aid incident to a staff member who will then contact the first-aider.

22. Furniture
No furniture is included in the stand fee. Furniture can be ordered via the Full Circle Events forms in the appendices. Please check the terms and conditions before booking - Full Circle Events are an external contractor and UKSG is not responsible for contracts made with them.

Please book your furniture requirements online at: https://UKSG23.exhibitconnect.co.uk
Your username and password will be emailed to your lead contact by exhibitors@exhibitconnect.co.uk

23. Gangways/Aisles
Please ensure all products, display items, etc. are kept within the confines of your stand. You will be asked to remove items that protrude into any aisle or gangway.

24. Health and Safety
Construction (Design & Management) Regulations (CDM) came into effect in April 2015. The regulations changed how construction businesses manage their health and safety.

You should be aware of your responsibilities under the 1974 Health and Safety At Work Act, and all of the ensuing regulations and codes of practice. An exhibition site is also a place of work and you are advised that you should carry out risk assessments as part of your normal health and safety duties. Please refer to Section 32 on risk assessment.
25. Insurance
The SEC insures its premises and own property against all risks. Whilst the venue takes every precaution to protect property during the event, it is not responsible for any loss of or damage to exhibitors' property. Please ensure that you have adequate insurance cover. Make sure that you have considered all eventualities including cancellation. You must have public liability insurance to exhibit.

26. Internet
Free WiFi connectivity will be available to all delegates. The public hotspot provides a free-to-use, unsupported wireless system which is of limited bandwidth and intended for use by delegates to check e-mails, etc. Exhibitors are advised that, in order to guarantee sufficient bandwidth to support their stand activities, they should order a high-speed hard-wired internet connection.

NB: Exhibitors must not purchase a wired connection with a view to deploying their own wireless network as this can cause interference.

Please use the SEC form in Appendix A to order internet connections. Forms should be returned by Friday 10 March.

Internet security and the security of your machine and your data are your responsibility and the SEC accepts no liability for losses either actual or consequential as a result of your using their internet access services.

There will be IT support available during set-up on Wednesday 12 April.
Fax, photocopying and other office services can be obtained from the Business Centre on the main concourse.

27. Noise Levels
If any noise levels are raised to an unacceptable level for neighbouring exhibitors and visitors during the Conference, the organisers reserve the right to curtail the noise.

28. Notice Board
There will be an exhibitor notice board where announcements about stand-based events, prize draws, etc. can be displayed.

29. Painting or Spraying
Under no circumstances is painting or spraying permitted in the halls.

30. Photography
Simon Williams Photography will be on site for the duration of the event. Please do go ahead and contact Simon if you would like any stand/event photography.

Tel: +44 (0) 131 510 1212    www.simonwilliamsphotography.co.uk

31. Risk Assessment
All parties, including exhibitors and contractors, have responsibilities as laid out in accordance with the Health & Safety at Work Act 1974, the Management of Health & Safety at Work Regulations 1999 and any mandatory Acts/Regulations relevant to their activities. It is the responsibility of exhibitors and contractors to ensure that a safe working environment is achieved throughout the build-up, open and breakdown periods of the event.

Exhibitors building their own stands should submit a risk assessment to Bev Acreman, Executive Director, UKSG (bev@uksg.org) by no later than Friday 31 March, where there is deemed to be a risk associated with their stand.
Exhibitors occupying a shell stand do not need to submit a risk assessment for the build process but should ensure that their stand and their fittings are safe. No documents are required from shell scheme users. Exhibitors using simple pop-up stands are not required to provide any documents.

The risk assessments submitted to UKSG will be available to SEC staff on site for reference. All contractors, subcontractors, agents, etc. appointed by an exhibitor must have in their possession an appropriate risk assessment and method statement and relevant liability insurance for the tasks/activities they are performing, which should be available for inspection at any time.

32. Security
The venue has on-site security and all doors to Hall 2 will be locked at the end of each conference day. We do, however, recommend that you remove all personal valuables, including laptops, from your stand when unmanned. Please ensure all electrics are switched off when you leave your stand at the end of each day. Please refer to Section 25 - Insurance.

During the open period the SEC will staff emergency exits. Stewards will be on duty for each area in use.

33. Sharers
Remember to pass on any relevant information to any companies sharing your stand with you.

34. Smoking
In accordance with legislation, the venue operates a No Smoking policy in ALL enclosed areas.

35. Stand Construction Details

Stand Layout
The exhibition hall (Hall 2) layout is a pre-determined layout as approved by the SEC Halls Manager. All shell stands and floor space stands are 2.5m x 1.5m. Please refer to the Exhibition Floorplan.

Height Restrictions
The Height restriction in the hall is 5m.

Floor Space Only Stands
Stands must be designed so they can be completed and dismantled within the time available (Wednesday only). Please refer to Section 31 on Risk Assessment. Each Floor Space Only stand will be allocated 1 x 500W single socket outlet.

Shell Scheme Stands
Shell scheme stands will be constructed with the Click modular system to a height of 2.5m, using white melamine panels and blue 300mm deep fascia to all open sides. Please refer to the Full Circle Events website: https://uksg23.exhibitconnect.co.uk for more details of the stand specification.

One standard fascia nameboard will be provided to each open side of a shell stand, detailing company name and stand number. Please confirm these details by completing the form online.

Each Shell stand will be allocated 1 x 500W single socket outlet and 2 LED spotlights. Optional extras can be ordered for shell stands. Please refer to to the Full Circle Events website for more details: https://uksg23.exhibitconnect.co.uk

If a double stand has been ordered, the dividing wall will be automatically removed unless otherwise requested by the exhibitor.

Carpet
The gangways in Hall 2 will be carpeted in Royal Blue and all stand areas (floor space and shell) and seating areas will be carpeted in Light Grey.

Exhibitors wishing to change or remove the carpeting on their stands should contact Karina Hunt at KHEC: karina@khec.co.uk

https://sec.standcatering.co.uk
https://uksg23.exhibitconnect.co.uk exhibitors@exhibitconnect.co.uk
No tape is to be used on floor areas without prior approval of the venue. Any damage caused will be charged at a level appropriate to cover costs for complete renovation of the damaged area.

**Stand Graphics**
Exhibition graphics can be ordered from Full Circle Events website. Please use the order form online.

**Walls/Doors/Windows**
No posters or other materials are to be pinned, taped or attached in any other way to walls, doors or windows. Any damage caused will be charged at a level appropriate to cover costs for complete renovation of the damaged area.

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### 36. Storage

There is no space available at the SEC for storage after the event. Cameron Logistics will remove any item left at the end of the conference and exhibitors can contact them direct arrange collection of items.

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

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### 37. Toilets

Toilets are located throughout the SEC.

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### 38. Travel Information

Information on how to get to Glasgow and the SEC can be found at [https://www.sec.co.uk/visitor-information/how-to-get-here](https://www.sec.co.uk/visitor-information/how-to-get-here)

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### 39. Trolleys

Trolleys are not available at the SEC.

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### 40. Venue

The full address of the venue is: Scottish Event Campus (SEC), Glasgow, G3 8YW, UK.
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<tr>
<th>Description</th>
<th>Quantity</th>
<th>Rate</th>
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<tr>
<td><strong>Telephony Services</strong></td>
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</tr>
<tr>
<td>Telephone line - line only</td>
<td></td>
<td>£121.12</td>
<td></td>
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<tr>
<td>N.B This is a direct dial analogue line suitable for fax machine/PDQ’s. Handsets available on request.</td>
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<tr>
<td>ISDN2 line</td>
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<td>£293.93</td>
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<tr>
<td>Terminates in an NT-1 box with 2 x 64kbps/RJ45 outlets. Suitable for Radio broadcast with Clients own codex machine</td>
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<tr>
<td><strong>Internet &amp; Network Services</strong></td>
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<td></td>
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<tr>
<td>High Bandwidth Internet Connection - unrestricted</td>
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<td>£730.28</td>
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<tr>
<td>Each subsequent internet connection</td>
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<tr>
<td>Layer 2 VLAN</td>
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<tr>
<td>Layer 2 VLAN Connection</td>
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<tr>
<td>DHCP Services (On Layer 2 VLAN)</td>
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<td><strong>Wireless</strong></td>
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<tr>
<td>First exhibitor Wireless - 15 Mb</td>
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<tr>
<td>Each subsequent exhibitor wireless connection</td>
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<td>£103.36</td>
<td></td>
</tr>
<tr>
<td>WiFi enabled high bandwidth internet connection (with SEC configured access point for up to 5 devices)</td>
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<tr>
<td>Custom SSID (Per Area)</td>
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<tr>
<td>Custom SSID (Campus Wide)</td>
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<td>£2,808.75</td>
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<tr>
<td>Delegate Wi-Fi (5mbps per device with SEC Splash page)</td>
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<td>£1,123.50</td>
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<tr>
<td><strong>Equipment Hire</strong></td>
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<tr>
<td>PC / Laptop package (Includes internet connection)</td>
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<td>£481.98</td>
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<tr>
<td>Laser printer (Black &amp; White)</td>
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<tr>
<td>Laser printer (Colour)</td>
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<td>iPad</td>
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<td>£55.05</td>
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<tr>
<td>iPad stand</td>
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<td>£103.36</td>
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*NOTE - All orders must be placed at least 7 days before the Event build up. Late orders will only be accepted subject to availability and will incur a 25% surcharge

**Prices Valid:** 1st August 2022 - 31st March 2023

https://sec.standcatering.co.uk  
https://uksg23.exhibitconnect.co.uk  exhibitors@exhibitconnect.co.uk
EVENT DETAILS

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<table>
<thead>
<tr>
<th>Stand Name</th>
<th>Stand No.</th>
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Please Note:- It is the responsibility of the exhibitor/contractor to advise us of any change of stand number or location.

Any associated remedial work will incur additional charges

**We Do Not Accept Amex**

**GDPR Compliance Statement**

We take protection of your data very seriously and will only use the information provided to complete your order. Data is held in accordance with our Privacy Policy which can be viewed here [https://www.sec.co.uk/privacy-policy](https://www.sec.co.uk/privacy-policy).

SEC will not share the confidential payment information with any third parties with the exception of processing the payment and will destroy payment details once successfully processed. You are responsible for any data provided to any other third parties and ensuring they protect the security of your data.

**SUMMARY SPECIFICATION OF SUPPLY 1.**

**Telephone Services**

(a) A supply includes the installation, maintenance and removal of a telephone line which normally terminates in a standard line jack unit, in a position on the stand as indicated on the customer’s dimensional drawing.

(b) The service is metered and the cost includes the first £10 of call charges. Call charges over £10 will be invoiced separately.

**2. Internet Access**

(a) A supply includes the installation, maintenance and removal of items as requested, in a position on the stand as indicated on the customer’s dimensional drawing. For hard wired internet connections a CAT5 UTP cable will be presented at the customer’s stand.

(b) Responsibility for configuration of IT services rests with the customer, unless configuration has been ordered separately.

(c) SEC reserve the right to disconnect any unauthorised wireless networks.

**CONDITIONS OF CONTRACT**

1. In this document “SEC” means Scottish Event Campus Limited.
2. If by reason of force majeure, labour difficulties or shortages of materials or any other cause outside the control of the SEC, SEC is unable to provide all or any of the services ordered by the customer during the whole or any part of the duration of the exhibition, the customer’s rights shall be limited to the return of a corresponding proportion of the charges paid by him for such services.
3. SEC will not be liable for damage to property or death or injury caused to any persons by or in any way connected with the services agreed to be provided, except only where such damage or death or injury is occasioned by the negligence of SEC, its employees or agents.
4. On no account will SEC be liable for consequential loss suffered by the customer howsoever caused.
5. All orders must be placed at least 7 days before the event build up. Late orders will only be accepted subject to availability and will incur a 25% surcharge.
6. SEC reserve the right to refuse to process orders until payment for the supply has been received.
7. SEC is sole agent for the installation of telephone/internet lines.
8. The customer agrees to a credit check being carried out, the details of which will be kept strictly confidential.

**CANCELLATION**

Cancellation of orders will only be accepted when made in writing, where written cancellation is received by SEC later than one week prior to start of build up, the service will be charged at the standard rate.

[https://sec.standcatering.co.uk](https://sec.standcatering.co.uk)  [https://uksg23.exhibitconnect.co.uk](https://uksg23.exhibitconnect.co.uk)  exhibitors@exhibitconnect.co.uk
PLEASE NOTE:-
1. Have you enclosed all relevant drawings with dimensions?
2. If you require non-standard services please ask for quotations.
3. return one copy of this form to the SEC at the above address together with your remittance. Please note your order will not be processed without your remittance
4. The SEC will forward you a V.A. I. invoice in due course.
5. Any orders outwith the above price on application.
6. We note the standard conditions of contract and agree that these will apply.