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## How To Use Your Exhibitor Manual

The information detailed in the manual should provide you with everything necessary for your successful participation at DragCon UK 2020. Some of the services explained will be essential to your participation, while others are an optional extra. Below are outlined the ways we recommend you use the information enclosed.

- Read the information in full now – this will ensure you are immediately aware of stand information, restrictions, cut off dates for orders, etc.
- Fill in and return all request / requirement forms immediately if possible; if not, please ensure you do so by deadline dates... **it could save you money from surcharges incurred by late orders.**
- Keep photocopies of any forms / order forms you complete and return, as they will be invaluable should you have any queries on site.

If there is anything further you need to know or just need help and advice please give us a call and we will be happy to help.

## Your Exhibition Management Team

### Sales & Marketing

Lucia Froud      lfroud@worldofwonder.net      Tel: + 44 (0) 7786 963890

### Operations

Rachel Hall      rachel@rshevents.com      Tel: + 44 (0) 7771 628131

Phil Fellows      phil.fellows@dimevents.com      Tel: + 44 (0) 7967 719120

Website:      <https://uk.rupaulsdragcon.com/>

## Official Contractors

<b>Accommodation</b>	Conference Direct	Contact: John Botticella Email: john.botticella@conferencedirect.com
<b>Audio Visual</b>	Showcase Avi	Please refer to the following link: - <a href="https://www.showcase-avi.com/rupauls-dragcon/">https://www.showcase-avi.com/rupauls-dragcon/</a>
<b>Carpet</b>	Freeman	Tel: + 44 (0) 2476 309236 Contact: Exhibitor Services Email: emea.exhibitorservices@freemanco.com
<b>Catering</b>	Levy Restaurants	Tel: + 44 (0) 207 598 5709 Contact: Luisa Magalhaes Email: luisa.magalhaes@compass-group.co.uk
<b>Electrics</b>	Freeman	Tel: + 44 (0) 2477 601601 Contact: Exhibitor Services Email: emea.exhibitorservices@freemanco.com
<b>Exhibitor Graphics</b>	Freeman	Tel: + 44 (0) 2476 309236 Contact: Exhibitor Services Email: emea.exhibitorservices@freemanco.com
<b>Furniture</b>	Freeman	Tel: + 44 (0) 2477 601601 Contact: Exhibitor Services Email: emea.exhibitorservices@freemanco.com
<b>Health &amp; Safety</b>	DIME Events	Tel: + 44 (0) 1799 551181 Contact: Phil Fellows Email: phil.fellows@dimeevents.com
<b>Security</b>	Gainsborough	Tel: + 44 (0) 333 2244909 Contact: Kevin Bird Email: kevin@gainsevents.com
<b>Shell Scheme</b>	Freeman	Tel: + 44 (0) 2476 309236 Contact: Exhibitor Services Email: emea.exhibitorservices@freemanco.com
<b>Telephone Lines</b>	Eforce	Tel: + 44 (0) 207 598 2709 Contact: Vicky Jones Email: vicky@eforce.co.uk

# Exhibition Timetable

## Build Up

Space Only exhibitor build	Thursday 16 January 2020	10:00 – 19:00
Shell Scheme stand dressing	Friday 17 January 2020	08:00 – 19:00

**All displays and exhibits must be completed by Friday 17 January 19:00.**

## Exhibition Opening Times

Saturday 18 January 2020	10:00 – 18:00 (VIP Access 09:00 – 18:00)
Sunday 19 January 2020	10:00 – 16:00 (VIP Access 09:00 – 16:00)

Exhibitors have access from 08:00 on each open day.

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

## Breakdown

Shell Scheme & Space Only	Sunday 19 January 2020	16:30 – 20:00
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**Property not removed by 20:00 19 January may be disposed of at the discretion of the organisers. Exhibitors and contractors will be liable for any charges thus incurred. This also includes items to be collected by courier.**

Access to the hall 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 build up, off-loading and breakdown periods.

Power to stands will be switched off 30 minutes after the show closes each day and will not be switched back on until the following morning. If you require 24 hour power, please arrange this with the electrical contractor, Freemans. On the last open day, the power will not be switched back on under any circumstances, due to hazards presented during the breakdown of stands. If you need supply beyond this time, please arrange with the electrical contractor.

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.
- Photography is not permitted unless permission is given by standholders. Any person(s) contravening this rule will be asked to leave the exhibition.

## Stand Specification

### **Artist Table – 3m x 3m – Please refer to Freeman - Artist Table Visual**

- 1 x Trestle table
- 1 x Iso chair black
- 1 x Wastebasket
- 1 x Nameboard to be hung from table
- NO SHELL
- NO CARPET

### **Exhibitor Booth – 3m x 3m – Please refer to Freeman – Exhibitor Booth Visual**

- 1 x Trestle table
- 1 x Iso chair black
- 1 x Wastebasket
- 1 x 500w socket outlet
- 1 x Nameboard with company's name
- 1 x Fingerboard with stand number
- Half shell low side walls and full back walls
- NO CARPET

### **Queen Booth – 3m x 3m – Please refer to Freeman – Queen Booth Visual**

- 1 x Trestle table
- 1 x Iso chair black
- 1 x Wastebasket
- 1 x 500w socket outlet
- 1 x Nameboard with company's name
- 1 x Fingerboard with stand number
- Full shell side walls and back wall
- NO CARPET

If you require additional electrics please refer to **Freeman – Electrical Order Form.**

If you require additional items please refer to **Freeman – Shell Extras Pre-Payment Order Form.**

Stands must be complete in every detail in readiness by 08:30 prior to the show opening at 09:00 to the visitors.

We require you to complete and return the following form: -  
**Form 1 – Health & Safety Declaration – UK Legislation**

### **Stand Construction – Space Only**

Please refer to **Space Only Stand And Structure Information.**

## Access and Deliveries

For the build up and breakdown period please sign up to the Olympia booking in system.

Olympia has implemented an online vehicle booking system, in order to make build up and breakdown quicker and smoother for all exhibitors and contractors.

If you wish to deliver or collect during build up and breakdown, you will need to book a time slot before you arrive. This will ensure you can unload or load without delay.

In order to book your delivery or collection slot, you first need to register on the system. Please visit <https://www.voyagecontrol.com/olympialondon> preferably using **Google Chrome, Firefox or Moxilla**. You can register at any time on the system, and you will be able to book from 17 December 2019.

Booking your space is a quick and simple process:

- Select the event and click on your user type (i.e. Exhibitor or contractor).
- Input your stand number and name (this is a free text box).
- Select either drop off or pick up.
- Select your vehicle type and then add in your number plate and driver details. If you don't know these they can be added later, up to 30 minutes before you are due on site from a smart phone or tablet.
- Select the date and the time you would like to load/unload.
- Review and confirm your booking.

The booking can be amended up to the point of arrival on site. The vehicle pass can be printed directly from the system and you will receive an email confirmation of the booking. Please ensure you have a printed copy of the vehicle pass with you.

You can book both your drop-off for the build up, and collection for the breakdown at the same time. You can either book on behalf of your stand contractor, if you have one, or simply email the link to the contractor for them to book their own space. Please ask your contractor to have the details of the stand name and number that they will be working on when they make their booking.

If you arrive at Olympia without having booked your time slot, you may be delayed, or be asked to return during the next available slot. The maximum time allocated will depend on the type of vehicle, and vehicles must be removed as soon as they have been unloaded or loaded.

Couriers delivering to or collecting from stands do not need to make a booking and will be directed straight to the hall.

On the last day of the event, breakdown time slots allocated by the system for vehicles larger than a mid-size van, e.g. Luton or Sprinter, start from 2 hours after the event closes.

If you need assistance, please contact Olympia via online help on the system. We thank you in advance for your co-operation and wish you a successful event.

For further information please refer to **Olympia – Local Area & Parking Map** and **Olympia - Loading & Unloading Zones**.

Please ensure all contractors are aware of this procedure.

If your goods are being delivered by a courier, please ensure that they are delivered between 08:00 and 18:00 on Thursday 16 January or Friday 17 January 2020 clearly marked as follows: -

(Company Name)

(Stand Number)  
DragCon UK 2020  
National/Central Hall  
Olympia Exhibition Centre  
G Gate  
Blythe Road  
London  
W14 8UX

### Audio Visual

Please refer to the following link: -  
<https://www.showcase-avi.com/rupauls-dragcon/>

### Banking Facilities

Barclays Bank	132-134 Kensington High Street	08457 555555
Lloyds Bank	112 Kensington High Street	08453 000000
HSBC Bank	92 Kensington High Street	08457 404404
The Royal Bank of Scotland	175-177 Kensington High Street	020 7937 3210

There is an ATM located within the hall and also on Olympia Way.

### Business Services

Photocopying, faxing, internet access and other IT facilities are available in the Venue Management Office located in the top right corner of the hall on the gallery level. Please refer to **Olympia - Business Centre Charges**.

### Car Parking

Olympia has two public car parks, P3 is a multi-storey car park with 380 spaces (height restriction of 2 metres). P4 is a flat-surface car park with 175 spaces (height restriction of 4 metres).

Please refer to **Olympia – Local Area & Parking Map** indicating the location of Olympia’s car parks and alternative car parks in the area.

Exhibitors and visitors can pre-book at [www.olympia.co.uk](http://www.olympia.co.uk). The Olympia car park operates on a vehicle recognition system for pre-booked vehicles.

### Carpets

Carpet is not provided as part of the stand package.

If you require carpet please refer to **Freeman – Floorcovering Options & Order Form**.

### Catering

Levy Restaurants are the contracted hospitality caterers at Olympia and therefore if you are thinking about bringing in your own food, or alcoholic and non-alcoholic beverages, on the premises you may be liable for a charge.

No company or individual may bring food or drink into the exhibition for distribution.

The sampling of food and/or drink from exhibition stands may be permitted. The standard sampling sizes are: -



- Soft and Hot Drinks – 50ml (1.75 fl oz)
- Beers/Ciders or similar – 50ml (1.75 fl oz)
- Wine/Fortified Wines/Champagne/Alcopops and similar – 25ml (0/9 fl oz)
- Spirits and similar – 5ml (0.18 fl oz)
- Unwrapped food – bite sized portions
- Individually wrapped items (A concession fee will apply dependent on size and quantity)

This only applies where samples are free of charge; otherwise the operation will be treated as retailing activity and will be subject to a concession fee.

All food safety and hygiene regulations must be complied with.

Please refer to website link below: -

[http://www.levyrestaurants.standdelivery.co.uk/exhibition.php?exn\\_recno=550&xtl=69C9D](http://www.levyrestaurants.standdelivery.co.uk/exhibition.php?exn_recno=550&xtl=69C9D)

If you have any queries contact Luisa Magalhaes on Tel: + 44 (0) 207 598 5709 for further information.

### **Children**

No children are to be allowed in the halls during build up and breakdown as it will contravene Health & Safety policy and invalidate venue insurance policy. Please ensure you adhere to this rule for their protection. Children may wander off and be seriously injured or killed and they may inadvertently cause accidents or damage to other persons and property onsite.

### **Cloakroom and Luggage Store**

The cloakroom is situated within the hall, to the right of the main entrance.

The cloakroom is open from half an hour before the event opens until half an hour after it closes. Items are charged as below: -

£2.00 per item  
 £5.00 per bag  
 £10 for overnight storage

### **Damage and Dilapidations**

Please remember 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.

If you have a space only stand and are fitting carpet or carpet and floor flats please ensure that exhibition carpet tape is used and is completely removed on departure.

### **Disabled Facilities**

Step-free access is available to all levels of Olympia's car parks. Wide parking bays are available for wheelchair users on a first come, first served basis in the lower-ground floor of the multi-storey car park.

Disabled toilets are available throughout the hall.

### **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.
- **Flowers**, artificial flowers are highly flammable and give off toxic fumes, so real flowers are to be used for stand dressing.
- **Gangways**, the gangways must be kept clear by LAW. Under no circumstances will exhibits, stand dressings, mirrors or chairs, be allowed to encroach into gangways. Offending items are liable without warning to be removed.

### First Aid

If medical assistance is required please contact a member of the security or organiser team who are in radio contact direct to the medical centre.

The medical centre is located in the top left corner on the gallery level. This is an unstaffed First Aid Room with a telephone outside if assistance is required.

If you believe an ambulance needs to be called, please ensure that the request is directed to the venue's control room on Tel: + 44 (0) 20 7598 2666. The staff's knowledge of the venue and where to direct the ambulance could save vital time.

### Furniture

Please refer to **Freeman – Furniture Brochure**.

### Health & Safety

Exhibitor responsibilities – Ensure that you carefully adhere to the guidelines set out.

- 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 Organiser's 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 complex 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 scheme stand exhibitors are required to complete and return **Form 1 - Health & Safety Declaration – UK Legislation**

### Hotel Accommodation

If you require hotel accommodation please contact Conference Direct, Email: john.botticella@conferencedirect.com

### Insurance

Please refer to **Insurance Information**.

### IT / Telephone Services

If you have any requirements please contact Eforce on Tel: + 44 (0) 207 598 2709.

## Lost Property

Any lost or found items should be reported to the Organisers Office located by the main entrance.

## Maintenance

If you need to carry out any maintenance work on your stand after the exhibition closes in the evening, you should let us know by 14:00 that day so we can make the necessary arrangements for power etc.

## Organisers Office

The Organiser's office will be open throughout the tenancy period from 08:00 each day. This is located by the main entrance.

## Photography

We welcome photography at the event - #DragCon

## Security

Every reasonable precaution is taken to ensure the safety and security of personnel and equipment and the premises are patrolled day and night, 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 breakdown.

During build up and breakdown periods, all exhibitors and contractors must wear an exhibitor or contractor pass for security reasons. All small goods, i.e. mobile telephones 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

## Signage

If you require signage please refer to **Freeman – Exhibitor Graphic Wall Panel Options.**

## Smoking Policy

Smoking is strictly prohibited in all areas of the venue. There are external, designated smoking areas in L Yard, G Gate and Olympia Way.

## 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.

## Standfitting Regulations

All work must be carried out in conformity with the requirements of the Rules and Regulations of Olympia and the organisers, Ocean Media Group Ltd. Exhibitors are responsible for ensuring that all contractors are made aware of and abide by these regulations.

## Storage

There is no provision for the storage of packaging materials within the exhibition halls. Exhibitors must make their own arrangements for the removal and storage of all packaging materials, cartons etc.

Storage is NOT permitted behind stands or in the void areas of the hall for fire safety reasons.

## Taxis

Addison Lee                    0844 800 6677

Olympia Cars                    020 7751 1111

Radio Taxis                    020 7272 0272

Hammersmith Road is well served by passing black cabs

## Transport

Please refer to the following link: -

<https://olympia.london/visiting/getting-here>

## Wireless Internet Connection (WiFi)

Please refer to **Olympia – Complimentary Wi-Fi Guide**

If you have any specific requirements please contact Eforce on Tel: + 44 (0) 207 598 2709.

# Tickets, Badges & Passes

## Ticket Sales

[https://www.eventbrite.com/e/ruPauls-dragcon-uk-tickets-69893253603?utm\\_source=ukrupaulsdragcon&utm\\_medium=button&utm\\_campaign=uklanding#tickets](https://www.eventbrite.com/e/ruPauls-dragcon-uk-tickets-69893253603?utm_source=ukrupaulsdragcon&utm_medium=button&utm_campaign=uklanding#tickets)

## Contractor Passes

To ensure ease of access to the venue and for security reasons, each contractor must wear a Contractor's Wristband. It is the Exhibitor's responsibility to ensure that their appointed contractors receive the wristbands. These will be issued when you arrive onsite at the venue.

## Exhibitor Badges

Exhibitor badges are 4 badges per stall, or 2 badges for an artists' table. If you require additional exhibitor badges, you can purchase more on the website [www.rupaulsdragcon.com](http://www.rupaulsdragcon.com). Click on the ticket page on the website, on the upper right-hand corner, please use the code Exhibit2019 and a secret ticket page will appear. Additional vendor badges are £85 each, they work for the entire weekend and allow you to enter before doors open and stay late to reset after doors close to the public.

**For security reasons all exhibitor staff must wear name badges for the duration of the show.**