



SELF BUILD | HOME DESIGN | RENOVATION | EXTENSION

EXHIBITOR MANUAL

Space Only Stands

CONTACT DETAILS – CASTLE MEDIA

Sales		
Sarah Nesbitt Hawes	020 3627 3247	sarah.nesbitt-hawes@castlemedia.co.uk
Maria Varela	020 3627 3254	maria.varela@castlemedia.co.uk
Operations		
Maggie Swain	020 3553 2380	operations@castlemedia.co.uk
Marketing		
Marketing Team	020 3553 2376	BuildItLive@castlemedia.co.uk

CONTACT DETAILS & KEY DEADLINES – SUPPLIER PARTNERS

Audio Visual			
Build It Live	operations@castlemedia.co.uk	0203 553 2380	15 th May
Electrics			
Havills	info@havillexhibitions.co.uk	01803 314 000	15 th May
Floorcoverings			
Showlite	Showlite Exhibitor Shop	01264 365 550	30 th April
Forklifting			
Showlite	exhibitorsales@showlite.co.uk	01264 365 550	30 th April
Furniture			
Xpect Furniture	sales@xpectfurniture.co.uk	01923 954 875	asap
Internet Connections (hard-wired)			
Build It Live	operations@castlemedia.co.uk	0203 553 2380	15 th May
Forklifting			
Showlite	exhibitorsales@showlite.co.uk	01264 365 550	30 th April
Shell Scheme Extras/Walling			
Showlite	Showlite Exhibitor Shop	01264 365 550	30 th April
Show Guide (Online Profile)			
Build It Live	BuildItLive@castlemedia.co.uk	0203 553 2376	8 th May
Stand Information			
Build It Live	Stand Information Form	0203 553 2380	8 th May
Stand Plan Submission & Other Documents			
Build It Live	operations@castlemedia.co.uk	0203 553 2380	1 st May
Water & Waste			
Build It Live	operations@castlemedia.co.uk	0203 553 2380	1 st May

IMPORTANT EXHIBITOR INFORMATION

Under Health & Safety Law (CDM 2015) we need, as the Event Organiser, to ensure you understand your obligations under this law. CDM stands for the Construction Design & Management Regulations 2015. For those of you who may be unfamiliar with CDM, the following website is a great resource and maps out exactly what your responsibilities are under this new law. Please click here to access this information: [Making CDM compliance easy for the events industry - CDM 4 Events](#).

Warning - there are some fraudulent companies who contact exhibitors frequently, stating they are working on behalf of the Organiser. They may ask you for information or money. Unless they are listed in the manual above they are not working on Build It Live – please do not respond to them. In particular, two companies to watch out for are Fairguide and Expo-Guide – they may say they are producing the Show Guide. They are not, please ignore them. Also, please be aware of other companies that may contact you like hotel booking agencies, audio visual companies. You are, of course entitled to use your own suppliers, but please note unless they are listed above we, as Organiser’s, have not appointed them and therefore if you use them you do so at your own risk.

ACCESS & TIMINGS

Access Procedure

Each individual arriving on site during build or breakdown needs to complete this Site Induction. Please read this Site Induction carefully and complete the details required. By completing this form you are confirming that you have not only read the contents but you have fully understood them as well.

Please complete this by clicking in the link here: [Site Induction](#)

Once completed you will receive a message, which you can screenshot and show the security team on arrival at the venue. Completion of the Site Induction will allow you to access the halls and you will be given a wristband to display / wear to prove you have completed it. You will also appear on a list that security will have access to if you are unable to show the message.

A basic version of the Site Rules is included below. Please ensure you read and understand these and distribute to any team members or contractors coming to site.

Site Rules

- Everyone must consider the safety of themselves and others at all times. Failure to comply with the site rules below will lead to eviction from the site
- Access to the site will only be granted on acknowledgement of the Site Rules
- On entry to the site please make yourselves aware of the location of your nearest escape route, fire extinguisher and emergency gangways
- Vehicle movement – caution is required at all times. Outside the hall pedestrians must give priority to moving vehicles and use designated pedestrian walkways where possible. Please observe the speed limit of 5mph around the hall area
- Under no circumstances are children under the age of 16 allowed in the hall, or in the area around the hall, during build up and breakdown
- High visibility jackets must be worn by contractors whilst off-loading and loading vehicles in the loading areas and also if they are within areas where there is working at height
- Pedestrians should use the designated pedestrian entrance when entering and exiting the hall on foot. You will be guided by the site staff on site.
- Suitable footwear must be worn on site – as a minimum these must be flat, closed toe shoes. No flip flops or sandals will be permitted
- Appropriate and safe methods of working at height are required at all times and working at height should only be done if absolutely necessary. Any work above 2.5m high should be done via platforms, rather than ladders. Working at height equipment should comply with the HSE's Working at Height Guidelines. Harnesses should be used above 4m
- Hot work will be subject to a Hot Work Permit – please see the Organiser
- Late working will only be permitted by the Organiser and may not be available. Permission must be sought via the Organiser's Office and extra costs may be incurred. A full list of crew and tasks to be completed will need to be given. Additional crews may be needed if work is deemed excessive
- Dangerous working will result in an hour suspended from the workplace, repeat offenders will be removed from site
- Stands must not be dismantled until breakdown commences and visitors are clear of the hall
- Contractors and exhibitors must remove their waste from site
- Emergency gangways must be freight free and kept clear at all times
- All accidents and near misses must be reported to the Organiser
- Smoking, including e-cigarettes, is only allowed in designated smoking areas

Contact Numbers

- Organiser's Office: 020 3553 2377
- First Aid: contact via the Organiser's Office who will contact First Aid on radio

Locations

- Organiser's Office: location will be communicated closer to the show
- First Aid: Contactable via the Organiser's Office
- Exits: all fire exits are clearly signposted with green 'Exit' signage
- Toilets: in the external café next to the hall and also in the outdoor catering area
- Access to Hot Water: from the wash basins in the toilets or from the Exhibitor Tea and Coffee Station
- Access to Drinking Water: from the Exhibitor Tea & Coffee station
- Access to Seating: in the Café area
- Access to Catering Areas: the on site catering areas

Timetable

Build-Up		
Thursday 28 th May	08.00 – 18.00	Space Only Stands
Friday 29 th May	08.00 – 20.00	All Stands
Open Period		
Saturday 30 th May	10.00 – 17.00	
Hall open from 08.00 for all stands		
Sunday 31 st May	10.00 – 16.30	
Hall open from 09.00 – 20.00 for all stands		
Breakdown		
Sunday 31 st May	17.00 – 20.00	All Stands
Monday 1 st June	08.00 – 12.00	Space Only Stands
If you are a Shell Scheme stand needing to collect items on Monday morning please ensure the shell scheme can be dismantled around your items, the items are collected by 10am, and you label the items clearly with a contact name and number in case we need to contact you.		

Please note that the hall will not open until 09.00 on Sunday 31st May.

Power to stands will be switched on once the connections and testing have been completed on the entire block. If you need power for build-up please speak to Havills in advance of the event to order temporary power.

Please note that stand power will be switched off 30 minutes after the show closes unless you have ordered temporary or 24 hour power from Havills.

Breakdown will only start once the visitors have left the hall. Please do not start packing away your stand until the show has closed and the visitors are clear of the hall.

You must remove all materials from your stand that belong to you, for example your own flooring, walling, literature and lighting. If you leave any excess waste (waste that does not fit into a bin liner) then you will be charged for its removal.

No children under the age of 16 will be allowed onsite during build-up and breakdown, including exhibitors' own children. Nor are they permitted to wait in vehicles in the car parks. No exception will be made to the rule.

Deliveries

Please mark all packages for delivery with the following:

Build It Live – Brown Gate

Company Name and Stand Number

Kildare & Wye Halls, Three Counties Showground,
Malvern, Worcestershire, WR13 6NW

You must be at the show to sign for all of your deliveries as we are unable to sign for anything. If you are not available to sign for your packages, the courier will either take them away for you to arrange redelivery or they will be left on your stand at your own risk.

If you need mechanical offloading or lifting of your goods please contact Showlite on exhibitorsales@showlite.co.uk or telephone 01264 365550.

On the Saturday you are only allowed to make deliveries between 08.00 and 09.30. On the Sunday it will be 09.00-09.30. Once the show is open no deliveries are permitted and traffic marshals will turn away any goods vehicles arriving after this time.

There are no trollies available on site. If you require use of a trolley we suggest you bring one with you. You are only able to use trolleys during build up and before the opening of the exhibition each morning and must be stored out of sight on your stand or off site during the open period. It is also your responsibility to ensure that all pallets are removed from the exhibition site as soon as the delivery has been made; if you do not do you will be charged for their removal.

Getting to the Three Counties Showground

For information on how to get to the venue please see the link here: [Getting Here - Three Counties](#)

Exhibitors should enter the Showground via the Brown Gate. This will be signposted using yellow AA Road Signage.

Parking

The Three Counties Showground has free parking for all visitors and exhibitors. Please follow the traffic marshals instructions.

Important Loading Dimensions / Weight Loadings

Access into The Kildare Hall and the Wye Hall for off-loading and loading is straightforward and there are not many considerations that have to be made. However, below are a few measurements you may find useful:

Kildare Hall

Goods Access: 4m wide x 4.775m high

Wye Halls

Goods Access: 4.25m wide by 3.95m high.

GENERAL INFORMATION

Accommodation

There are a number of hotels and self catering options in the surrounding area. Please following this link to find a list: [Accommodation Finder - Visit The Malverns](#)

Audio Visual

If you need any Audio Visual equipment, TVs, DVDs, iPads, PA systems etc, please contact the Audio Visual supplier, The Hire Pod, on 07958 363 793 or info@thehirepod.co.uk.

Badges & Passes

During build-up and breakdown Exhibitors and Contractors will be required to wear a wristband. These will be issued on entry to the site on completion of the Site Induction.

Please complete this by clicking in the link here: [Site Induction](#) (please click on the link).

During the show open period Exhibitor Passes should be worn. These can be collected from the Organiser's Office on arrival at the venue, or from security at the Exhibitor Entrance.

Balloons

Exhibitors wishing to distribute balloons, or display balloons, must obtain the Organiser's permission. There are certain regulations with regards to helium use and storage. Please let us know if you plan to have balloons by completing the [Stand Information Form](#) (please click on the link).

Cleaning

Your stand will be cleaned overnight in preparation for each open day of the show.

During build-up and breakdown all stand fitting materials must be removed from site; only minimal waste will be removed by the show cleaners. If you need any assistance planning waste removal please contact operations@castlemedia.co.uk.

During the open period please leave any bags of rubbish in the gangways after the show closes for the cleaners to dispose of.

Code of Conduct

All business, including the distribution of literature and promotional material, must be conducted from your stand. You are not permitted to hand out literature or attempt to generate business in any other part of the hall or venue.

Damage & Loss

Neither the Organisers, the venue nor the sponsors accept any responsibility for damage or loss of any properties introduced by the exhibitors and/or their agents/contractors. Exhibitors are especially warned that the exhibits are the sole responsibility of the exhibitor to whom they belong. Exhibitors should arrange their own insurance against all risks. The strongest possible precautions against theft should be taken at all times.

Dilapidations

Please do not fix, screw or drill into the venue's existing walls or floors. Charges will also apply for paint spillage, abandoned carpet and failure to remove large items of rubbish.

Emergency Gangways

Please note that ALL gangways must be kept clear at all times throughout build up and breakdown. All exhibitors and contractors on-site are responsible for keeping these gangways clear. Please ensure your contractors are aware of the emergency gangways.

First Aid

The first aid point is located in the Organiser's Office and a medic will be walking around the show in the open period. In the event of an emergency, please contact a member of security or alert the organiser's office so that the medic can attend. If an ambulance is required please do not call 999 direct. It saves time in the long run to inform the organiser and venue so that the ambulance can be directed to a suitable location and ensure a swift path of access.

Floorplan

You can view the floorplan by clicking on the links below:

[Floorplan](#)

Food & Drink – Sampling & Selling

If you plan to have food and/or drink on your stand let us know via the [Stand Information Form](#) (please click on the link). Please also read the Catering – Food and Alcohol section, section 10, of the [eGuide](#) for all the relevant information regarding distributing food and drink.

A selection of catering options for your stand can be ordered via the on-site caterer. To discuss your requirements direct please contact operations@castlemedia.co.uk or 0203 553 2380, who will then put you in touch with the caterer.

Forklifting Services

If you need mechanical offloading or lifting of your goods please contact Showlite on exhibitorsales@showlite.co.uk or telephone 01264 365550.

Furniture

Exhibitors can hire furniture from Xpect Furniture via our page on their website: <https://www.xpectfurniture.co.uk/build-it-live-malvern-2026/> You can contact them on sales@xpectfurniture.co.uk or 01923 954875. There is also a form at the back of this manual.

Insurance

It is a condition of your Booking Contract that you must have arranged adequate insurance to attend the show. Whilst on-site you must be able to prove, on demand, that you have a valid insurance policy with at least £2 million of Public Liability cover for the exhibition.

Castle Media recommends that you take out additional insurance to cover any cancellation or disruption to the show and any damage or loss to your property. Your current insurance broker may be able to provide such cover but there are specialist exhibitor policies available such as that sold by Hiscox at www.exhibitor-insurance-online.com. Note: Castle Media is not recommending Hiscox or the suitability of any insurance policy.

Internet & IT Connections

There is free WiFi throughout the venue for Exhibitors. Please select Venue Hire in the network options and when prompted enter 3Counties2019 as the password. This is a secure site with a generous band width.

All visitors to the site can connect via the 3 Counties Hot Spot, which again is free to use.

Materials & Stand Dressing

Exhibitors and Contractors must have test certificates for any materials that they intend to use in the construction of a stand. As a guide, artificial plants / flowers (except fire retardant silk flowers), flammable paints and fabric backdrops (unless treated) tend NOT to be permitted. You can find the full guidelines in the Stand Construction section 47 of the [eGuide](#). Please refer in particular to the Construction Materials section.

Marketing Your Stand

As an exhibitor at Build It Live you have access to a variety of free tools to help market your presence at the show. It is proven that the more proactive you are, the more successful exhibiting will be for your company and that's why we are here to help you!

Each exhibitor receives the following as part of their exhibitor's package:

- A dedicated online profile within Build It Live's exhibitor directory
- Free tickets for your (potential) customers
- Web banners with free ticket offer link
- A 50-word profile plus contact details in the printed show catalogue

Also, if you have new product news, a recent case study (preferably with photos) or news of something interesting happening on your stand, we'd be delighted to hear from you. All of this information goes towards us having a content rich visitor promotion, which will encourage more self-builders to visit the show and make it a success for all of us!

For more details please visit <https://builditlive.co.uk/exhibitor-marketing-tools> or email the Marketing Team at BuildItLive@castlemedia.co.uk or call on 0203 553 2376.

Music

If you are planning on playing music on your stand please state so on the [Stand Information Form](#) (please click on the link).

A PPL Licence and PRS licence is required for all exhibitors using 'Sound Recordings' (i.e. CD's, tapes, DVD's, MP3 tracks). The PPL collects royalties on behalf of the record label. The PRS collects royalties on behalf of the composer, writer. The licenses will be obtained on your behalf by us and invoiced back to you at a cost of around £75 per day. For more information please contact operations@castlemedia.co.uk.

Organiser's Office

The Organiser's Office location will be communicated to you closer to the show. The office will be open for the full duration of the show including build-up and breakdown.

Rigging

If you wish to rig a banner, or an element of your stand, please let us know on the [Stand Information Form](#) (please click on the link) or contact operations@castlemedia.co.uk. All rigging must be undertaken by our appointed Rigging Contractor and costs will be paid by the Exhibitor.

Security

Although every reasonable precaution is taken and the hall is patrolled day and night, exhibition halls are vulnerable places and the Organisers can accept no responsibility for any loss or damage which may occur to your staff or property from any cause. Please consider these security tips when planning your stand:

- Make contact with the event security company for advice on how secure any vulnerable / valuable items
- Do not leave your items unattended at any time during build-up, the open period or breakdown. Do not leave the venue until all visitors have gone each evening.

- Think about how you position desirable items, especially where you may not be able to keep an eye on them
- Always secure desirable and vulnerable items. Typically these are plasma screens, lap tops, mobile phones and handbags
- Ensure you have enough staff so that your area is not vulnerable to thieves and do not ask anyone else to watch over your property while you go for a break. They may become busy and not be able to keep an eye on it
- Remove all portable items of value each evening where possible, especially on the show close evening. Do not leave them until the following day for collection
- Arrive in time for the show opening each day. Ensure your stand is staffed at least 15 minutes before show open but remember the halls open at 08.00 on Saturday and 09.00 on Sunday for maintenance and re-stocking
- Use a lockable cabinet to store your personal possessions during the show open hours.
- Ensure your insurance arrangements cover you for exhibitions.

If you are a victim of theft please report the matter immediately to the show security company.

Special Treatments

Any exhibitor intending to carry out treatments on the public are required to inform the Operations Team via the [Stand Information Form](#) (please click on the link) so that the appropriate license can be obtained from the Local Authority on your behalf - without a license you will not be permitted to carry out these activities at the show. Applicable treatments include:

- Massage: Reflexology, Aromatherapy, Shiatsu, Swedish, G5, Sports Massage
- Water: Sauna, Steam, Spa, Colonics, Floatation, Was / Mud Baths, Body Wraps
- Light: Sunbed, Solarium, Laser, Infra-Red

Further information on this can be found in the Special Treatments section 46 of the [eGuide](#).

Storage

There is limited storage at the venue, however we will do our best to accommodate. Please contact operations@castlemedia.co.uk to discuss your requirements.

Vehicles in the Hall

If you plan to exhibit a vehicle of any kind, including trailers, caravans etc. you must let us know via the [Stand Information Form](#) (please click on the link). Access will need to be planned carefully and locations decided upon depending on weight loadings, available access doors etc. The full guidance on vehicle exhibits can be found in the Vehicles section 51 of the [eGuide](#).

Waste Disposal

Anything that would not normally go in a black bin bag is classed as 'unreasonable waste' and will need to be removed from site by yourself or your contractor, or arrangements made with the venue. For further information please contact operations@castlemedia.co.uk.

All of your own waste must be removed from your stand space before you leave the site. If you do not do so a penalty charge will be passed on in order to remove the waste responsibly.

Water & Waste

If you need mains water on your stand please contact operations@castlemedia.co.uk or telephone 020 3553 2380. This is not available in all areas of the halls. The deadline for orders is 1st May.

YOUR SPACE ONLY STAND

Space Only stands are just that – space only! You *must* provide your own walling, floorcovering, electrics and furniture (unless specified in your contract). Exhibitors are responsible for their own stand design and construction. You may want to appoint a stand contractor. If so please pass the Exhibitor Manual on to them.

If you have booked a space only stand you will need to submit the following information:

- Plans, clearly showing elevation and plan views with measurements noted
- A specific risk assessment covering the build and breakdown of the stand
- A method statement covering the build and breakdown of the stand
- A Construction Phase Plan as your individual stand area is classed as a construction site in its own right
- Public Liability Insurance which covers the company building and dismantling your stand

This information should be submitted to operations@castlemedia.co.uk by 1st May. If you need any advice regarding this, or have any questions, please get in touch via email or by telephoning 0203 553 2380.

Should your stand be deemed to be complex the show's structural engineer will need to be appointed to review your stand design and accompanying structural information/ calculations. Any costs associated with this will be borne by the exhibitor. Complex stands can be defined as follows (please note that this is not an exhaustive list):

- Any structure, regardless of its height, which requires structural calculations
- Multi-storey stands
- Any part of a stand or exhibit which exceeds four metres in height
- Custom-built/bespoke suspended structures
- Sound/lighting towers
- Temporary tiered seating (refer to Temporary Demountable Structures section)
- Platforms and stages over 0.6m in height and all platforms and stages for public use (not including stand floor flats and platforms)

Please ensure that all of your stand designs and accompanying safety documentation comply with the show rules and regulations, the [eGuide](#) and the general provisions under the Health and Safety at Work etc Act 1974.

For those Exhibitors who are exhibiting at more than one Build It Live, it is now possible to submit one set of paper work to cover all of the Build It Live events. You will need to highlight to us any differences in stand design from show to show, eg. the orientation of the stand may be different, or the size. You will also need to ensure you still assess risk at each venue / location and make it clear on your submission that you have done this.

If you would like us to use your plans from South East 2026 please let us know on operations@castlemedia.co.uk.

Any plans from 2025 will not be accepted, an updated submission will be required.

Contractors

If you are appointing a stand contractor please ensure they are competent. We would highly recommend using a contractor who is listed with the Event Supplier and Services Association (ESSA). You can find this list at [Event Suppliers Directory - ESSA Membership directory](#).

Please ensure any appointed contractor is aware of the Show Timetable, Site Rules and Floorplan. A detailed floorplan showing electrical feeds can be obtained by emailing operations@castlemedia.co.uk.

On arrival at the site please ensure you or your contractor checks that the stand space marked on the floor matches what you expect. Any queries should be directed to the Organiser's Office.

Carpet & Floorcovering

Unless specified on your contract, carpet is NOT included within the cost of exhibiting.

You can arrange carpet or other floorcovering through Showlite by 30th April.

Please order through [Showlite Exhibitor Shop](#).

To discuss requirements please contact Showlite on exhibitorsales@showlite.co.uk or call 01264 365 550.

Electrics

Unless specified on your contract, electrics are NOT included within the cost of exhibiting.

Havills are responsible for the hire and installation of all electrical fittings. Pre-fabrication is permitted but all on-site wiring and mains connections must be carried out by Havills - please note this is a venue regulation and is not subject to negotiation. There is no liability for injury or damage to exhibitors or their equipment caused by exhibitors' own wiring or connections or exhibitors disconnecting or tampering with the installations or fittings supplied by the official contractors.

If you are a Space Only stand situated on a shell scheme block you may be able to use the existing mains powering that block. If you are unsure if this applies to you please contact operations@castlemedia.co.uk or 0203 553 2380. This will incur a contribution towards the mains upgrade rather than needing to purchase your own space only mains. Please refer to the Electrical Order Form at the back of the manual.

You must order any electrics through Havills by 15th May. Please use the form at the back of this manual. To discuss requirements please contact Havills on info@havilllexhibitions.co.uk or 01803 314 000.

If you are a company looking to exhibit a battery powered product (as said product is what you are selling / exhibiting) you must declare this to Operations Manager on operations@castlemedia.co.uk at least 10 working days before the exhibition. A special risk assessment will be required including details of precautions to avoid back-feeding of battery power into the mains. You will also need to pay our electrical contractors Havills to install an earth bond to their mains board. On-site you will need to demonstrate to Havills and Castle Media's appointed Safety Manager how to isolate the batteries in an emergency. All batteries used must have a clear CE or UKCA label or they may not be used inside the exhibition hall. Following the inspection by Havills no alterations must be made without prior agreement with the on-site electrician from Havills. Please note that the use of batteries to power lighting as an alternative to ordering a power socket is prohibited as these batteries are not subject to rigorous testing. For clarity laptops, tablets and phones are safe to use and do not require extra testing/bonding.

For full guidance of Electrics please see the Electrical section 17 of the [eGuide](#).

Rigging

If you wish to rig a banner, or an element of your stand, please let us know on the [Stand Information Form](#) (please click on the link) or contact operations@castlemedia.co.uk. All rigging must be undertaken by our appointed Rigging Contractor and costs paid for by the Exhibitor.

Stand Construction Regulations

As already mentioned the full guidance on this can be found in the Stand Construction section 47 of the [eGuide](#). However, key considerations are:

- No stand fitting is provided on space only sites
- It is your responsibility to examine the area and site allotted to you in order to avoid costly adjustments to stand structures
- The inclusion of large enclosed areas within a stand can only be permitted with the Organiser's prior written permission. Please contact operations@castlemedia.co.uk

- Doors and gates forming part of an escape route should be provided with a vision panel of clear glazing at eye level and must be hung to open in the direction of escape, clear of any steps, landings or gangways. Where necessary doors must be recessed so as to not to open onto or obstruct the required width of any gangway or escape route
- All doors to enclosed storage areas must include a vision panel and must not open outwards into gangways, this includes doors (and windows) that are on display as exhibiting products
- Stands must be made from classified fire-retardant materials – approval certificates must be on hand. You can find the full guidelines in the Stand Construction section 47 of the [eGuide](#). Please refer in particular to the Construction Materials
- The use of platforms should be avoided wherever possible, in order to provide level access to exhibits and services. You can read the full guidelines in the Stand Construction section 47 of the [eGuide](#). Please refer in particular to the Stand Platforms section
- In the interests of the event as a whole it may be necessary to remove or alter anything in, or forming part of, any stand
- The event floorplan is subject to change at the discretion of the Organiser
- The gangways at this event are at the minimum permissible by law. Under no circumstances will exhibits, stand dressings, furniture be allowed to encroach into gangways. Please keep your exhibits in your stand at all times
- The use of all non-mains flammable gas including compressed gas and LPG is strictly prohibited
- Maintenance work is not permitted on stands during the open hours. If you need to carry out any maintenance after the event closes please contact the Organiser's Office on site
- No products containing solvents may be used, eg. contact glue, spray paints, paint with petroleum spirit or thinner in
- Signage and graphics are not permitted to overlook neighbouring stands, or overhang into gangways

Walling & Open Sides

- On divided sites, you are responsible for erecting and decorating side and back walls facing onto your stand areas to a minimum height of 2.5m. You must not rely on neighbouring space only stands to provide the walling or use the neighbouring shell scheme walling
- Walls above this 2.5m in height must be clad and decorated on both sides, with the reverse side being decorated from 2.5m upwards by the exhibitor who has them erected. Such walls overlooking adjoining stands must be finished in a neutral plain colour only (no logos; no lighting)
- You must take heed of any height restriction. You would have been told if there was a restriction in the email that accompanied the sending of this Exhibitor Manual link
- Any walls that you build must not exceed 4m in height, or your height restriction, unless prior permission has been granted from the Organiser. These stands are classed as complex and there is a slightly different process to having these approved. In addition there is a fee to having structural calculations checked pre-show and an on-site structural engineer inspection
- Long runs of walling along open perimeters of stands must be avoided. Just one third of any open side is permitted to be a solid wall. Where long runs of walling are necessary to display product they must be set back from the gangway by at least 0.5m.

HEALTH & SAFETY

Responsibilities

As an employer your company has a legal duty of care for the safety of anyone who may be affected by its activities. You are ultimately responsible for all aspects of safety on your stand during the build-up, open period and breakdown. If you hire contractors to build or set up your stand you are still vicariously responsible for their activities.

Managing Health & Safety can be quite a daunting task, however we aim to simplify this process for you. There is an overview of Health & Safety responsibilities and successful management processes in the [eGuide](#). The sections to take heed of are:

- Risk Assessment – section 39
- Health & Safety Responsibilities – section 25

If you have booked a space only stand please refer to the 'Space Only' section in this manual to confirm what information you will need to submit to us.

Health & Safety Dos and Don'ts

- Accidents – please report all accidents and near misses to the Organiser's Office
- Alcohol & Drugs - any person found to be under the influence of alcohol or drugs will be asked to leave the site immediately.
- Batteries – the use of batteries to power lighting as an alternative to ordering a power socket is prohibited as these batteries are not subject to rigorous testing. If you are a company looking to exhibit a battery powered product (as said product is what you are selling / exhibiting) you must declare this to Operations Manager on operations@castlemedia.co.uk at least 10 working days before the exhibition. A special risk assessment will be required including details of precautions to avoid back-feeding of battery power into the mains. You will also need to pay our electrical contractors Havills to install an earth bond to their mains board. On-site you will need to demonstrate to Havills and Castle Media's appointed Safety Manager how to isolate the batteries in an emergency. All batteries used must have a clear CE or UKCA label or they may not be used inside the exhibition hall. Following the inspection by Havills no alterations must be made without prior agreement with the on-site electrician from Havills. For clarity laptops, tablets and phones are safe to use and do not require extra testing/bonding.
- Disabled Access (The Equality Act 2010) - please ensure your stand is easily accessible to all visitors. Disabled persons must be provided with the same service that is provided to others and it is unlawful to not make a reasonable adjustment for a disabled person
- Electrics - don't mess with your electrics! All electrical installation work must be undertaken by the official electrical contractor unless it has been pre-fabricated off site
- Fire & Emergency Procedures- read the Fire & Emergency procedures that are distributed within the pre-event information approximately 2 weeks before the event
- Fire Extinguishers - we provide extinguishers based on the number required by the fire officer, don't move them & let us know if you require a specific type of fire extinguisher
- Food Safety - if you plan to have food or drink on your stand let us know
- Ladders - use the right ladder for the job, fix at a 1:4 angle – be aware of the Working at Height Regulations, see [eGuide](#), section 57.
- Manual handling - think before lifting. Stand as near to the object as possible, bend your knees, keep back straight, grasp the load firmly, lift with your legs, hold the load closely to the centre of your body
- Personal Protective Equipment (PPE) - wear a hi-vis vest in the loading areas or if you are working in areas where there is lifting activity or working at height. Wear the right clothes & shoes for what you are doing and the environment you are in
- Rubbish - don't keep it stored on your stand – it's a fire hazard. Contact the Organiser's Office for disposal

- Staff - make sure your staff is briefed properly about the risks to be aware of
- Vehicle movement - be careful when you arrive & are unloading – there are traffic marshals to assist you
- Weird & wonderful features - contact the Organiser on operations@castlemedia.co.uk if you are having a water feature, massage, any special effects, anything that causes excessive heat or light, animals or children
- Young persons - under 16s are NOT permitted during build up and breakdown, nor can they remain in your vehicle

Stand Information Form

This form can be found here: [Stand Information Form](#) (please click on the link).

Risk Assessment

Risk Assessments can often seem daunting but may not need to be as complex as you think.

For guidance on this please see our tips below or visit [Making CDM compliance easy for the events industry - CDM 4 Events](#)

Time - split the event into parts

- Build up
- Open days
- Breakdown

Who - think about who is affected by your stand / activities

- Your staff
- Your contractors
- Your visitors to the stand
- Neighbouring stands

Hazards - think about what hazards could be involved to people at the times above

- Build up – vehicles moving around the halls, lifting boxes, trip hazards, working at height, electrics, stand build etc.
- Open days – tiredness, influence of alcohol, trip hazards, flashing lights, layout of stand etc.
- Breakdown – similar hazards to build up but may be worth considering the risks of wanting to get home speedily i.e. rushing, everyone else rushing etc.

Evaluation - evaluate the risks

- Can the hazard be removed completely or done in a different way?
- If the risk cannot be eliminated, can it be controlled?
- Can protective measures be taken that will protect the entire workforce on site?

Risk assessment

- Write all the above down
- Pass on information about significant risks to those people identified
- Record what measures you have taken to control these risks.

Review - review during and after

- Try to assess as you go along
- Anything that you change onsite can be added in for your next event

Method Statement

A Method Statement is like an instruction manual – how are you going to build your stand, and how will you take it down? How will it be erected safely and stabilised.

For guidance on this and a template please see [Making CDM compliance easy for the events industry - CDM 4 Events](#).



BUILD IT LIVE, SOUTHEAST
THREE COUNTIES SHOWGROUND, MALVERN
30TH – 31ST MAY 2026

ELECTRICAL EXTRAS ORDER FORM

ORDER & PAYMENT TO BE RECEIVED NO LATER THAN **15TH MAY 2026** TO AVOID A 20% SURCHARGE

COMPULSORY MAINS SUPPLY FOR SPACE ONLY STANDS

DESCRIPTION	COST	QUANTITY	TOTAL CHARGE
16 Amp Single Phase Mains (not 24hr)	£260.00		£
32 Amp Single Phase Mains (not 24hr)	£385.35		£
63 Amp Single Phase Mains (not 24hr)	£772.90		£
32 Amp Three Phase Mains (not 24hr)	£809.10		£
63 Amp Three Phase Mains (not 24hr)	£1482.25		£

PLEASE NOTE

SPACE ONLY STANDS - Please ensure you order mains supply above as well as additional electrical point below. *If carrying out your own installation you will need to pay for a 'Connection to your own distribution board'. These fees cover works carried out by us to connect your distribution board to the mains supply and test and inspect ALL independent installations, record all readings and advise on any works deemed necessary to ensure that ALL installations comply as required by the venue before the event can go live.

Space Only Stands on a Shell Scheme Block Contribution to Mains	£50.00		£
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If you are a space only stand situated on a block of shell scheme stands, you will need to add the contribution to mains to your order instead of a compulsory main above. This allows for the mains supply to be upgraded to feed your stand, as well as continue to power the shell stands on your block. If you are unsure of your stand location, please contact operations@castlemedia.co.uk

FOR SHELL SCHEME & ADDITIONAL POINTS FOR SPACE ONLY

5ft LED Strip Light	£95.70		£
1m Track (for spotlights)	£56.85		£
100-Watt Spotlight (for track)	£18.75		£
Long Arm Spotlight	£65.55		£
Single 500-Watt Socket	£90.40		£
Single 1000-Watt Socket	£114.10		£
Single 2000-Watt Socket	£128.65		£
Single 3000-Watt Socket	£144.20		£
Connection to Client's Own Equipment/ Distribution Board*	£78.75		£
Surcharge to island sites/ if there is no power to block	£94.50		£

Batteries

If you are a company looking to exhibit a battery powered product (as said product is what you are selling / exhibiting) you must declare this to Operation Manager, Maggie Swain, at least 10 working days before the exhibition. A special risk assessment will be required including details of precautions to avoid back-feeding of battery power into the mains. You will also need to pay our electrical contractors Havills to install an earth bond to their mains board. On-site you will need to demonstrate to Havills and Castle Media's appointed Safety Manager how to isolate the batteries in an emergency. All batteries used must have a clear CE or UKCA label or they may not be used inside the exhibition hall. Following the inspection by Havills no alterations must be made without prior agreement with the on-site electrician from Havills. Please note that the use of batteries to power lighting as an alternative to ordering a power socket is prohibited as these batteries are not subject to rigorous testing. For clarity laptops, tablets and phones are safe to use and do not require extra testing/bonding.

Battery - earth bond to mains bond installation	£100.00		£
25% Surcharge for battery earth bond if not pre-arranged	£125.00		£

All enquiries to info@havillexhibitions.co.uk
Tel: 01803 314000
Havills Exhibitions Ltd
Unit 1, Woodland Trading Estate
Woodland Road, Torquay, TQ2 7AT

UK VAT NO. 908 713 320
 VAT is payable on all orders delivered in the UK.
 Bank Details:
 Account No: 74572091 Sort Code: 55-70-01
 Account Name: Havills Exhibitions LTD
 Swift Code: NWB KGB 2L
 IBAN NO: GB 47 NWBK 557001-74572091

NET TOTAL	£
20% LATE ORDER SURCHARGE	£
SUB TOTAL	£
VAT	£
TOTAL	£

Please return your completed form to info@havillexhibitions.co.uk (PDF or WORD format)
 *Please note the order and payment deadline dates as specified above to avoid surcharges.

PLEASE SPECIFY METHOD OF PAYMENT:	BACS:	CREDIT CARD:
COMPANY:	PO. NO:	STAND NO:
ADDRESS:		
CONTACT NAME:		
TEL NO:	MOBILE:	
EMAIL:		
ORDER AUTHORISED BY:	DATE:	

NB. Please note that as standard sockets are attached to the shell walling of your stand & the lighting to the rear of the fascia.

If you require lighting within the stand a lighting bar may be required. Please contact us for further advice.

You will need to make special arrangements for space only stands.

If you require your electrical points to be positions elsewhere than stated above on your stand, please send a rough drawing/ diagram showing their required locations on your stand in with this order form prior to the order deadline date.

TYPICAL LOADING SUGGESTIONS

Spotlights – 100w to 300w / 0.42 to 1.26amps
 Photocopiers – 2000w to 3000w / 8.4 to 12.6amps
 Computers/Refrigerators – 250w to 500w / 1.05 to 2.10amps
 Kettles/Coffee Machines – 3000w / 12.6amps

TERMS & CONDITIONS FOR THE SUPPLY OF ELECTRICAL ENERGY & FITTINGS ON HIRE

- Supply 230 volts single phase, 400 volts three-phase 50 cycles alternating current (AC).
- The charges detailed on the price list include for the supply ON HIRE and installation from the electricity power supply, a proportion of the necessary mains cable, overhead/underground network, switch fuse and control gear, together with all necessary circuit wiring and fittings and for taking down and removing at the close of show and standby.
- ALL SUPPLIES will be TURNED OFF AT NIGHT. Should 24hr supply be required you must contact us to arrange before the order deadline date shown OR follow instructions given on the order form.
- The electrical supply will be terminated at the nearest point on the stand to the distribution board. Exhibitors requiring a different termination point should give details on a separate sheet and attach it to the application.
- It is strictly understood that ONE item of equipment only is to be connected to each point. THE USE OF ADAPTORS IS PROHIBITED.
- Exhibitors will be held responsible for any materials, etc, which are damaged or missing at the end of the show AND IT IS THE RESPONSIBILITY OF THE EXHIBITOR TO ENSURE THAT EQUIPMENT IS RETURNED IN GOOD ORDER.
- Applications for the supply must be received by us NOT LATER THAN THE DATE SHOWN ON THE ORDER FORM ABOVE, after which date no guarantee will be given that the work will be carried out, but if it is carried out the cost will be as price list plus the surcharge for modifications to our supply network.
- We reserve the right to refuse to connect to the supply any faulty equipment. Any work carried out on equipment to bring it to the required standard will be charged on a time and material basis and payable in advance.
- THE USE OF PERSONAL GENERATING SETS IS STRICTLY PROHIBITED.
- Supply of electricity should normally be available to most stands from mid-day on the day prior to the show commencing until the official closure of the show. However, should this not be possible, for whatever reason, this Company cannot be held responsible and will NOT accept any claims for loss of earnings or otherwise.
- Refunds for cancellations will only be given if notice of cancellation is received by the Company prior to the deadline for ordering date as stated on the order form above. Where written cancellation is received later than this date the services ordered will be charged at the full rate, as the work is prepared in advance.
- Any portable electrical appliance intended for use at this event must display a valid PAT (Portable Appliance Test) certificate, otherwise power will not be connected.
- Any exhibitor making connections themselves to the network or multiple connections from one stand to the stand of another exhibitor will be immediately cut off from the original supply point and service denied to them.
- Positions of points on your stand will be at a mutually agreed practical position. Alterations may result in further charges.
 All electrical equipment fitted to the stand is on hire and will remain the property of Havills Exhibitions Ltd after the exhibition.

All enquiries to info@havillexhibitions.co.uk
 Tel: 01803 314000
 Havills Exhibitions Ltd
 Unit 1, Woodland Trading Estate
 Woodland Road, Torquay, TQ2 7AT



PAYMENT DETAILS

Except where a customer has a current credit account with us, **payment is due no later than 7 days prior** to the required delivery date. Please note that VAT at the standard rate will be added to the price.

Type of card    

Card number Expiration date (month/year) Card security code (CV2)

Name as appears on card Address (must match billing address as it appears on card statement) Postcode

I have read and accepted the Terms and Conditions and agree to abide by them.

Signed Name

Date

Xpect Furniture
Unit A, Ventura Park
Old Parkbury Lane
Colney Street
St. Albans AL2 2DB

01923 954 875

www.xpectfurniture.co.uk



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