

ON-SITE INFORMATION



We hope you have had a stress free time getting here today and everything on your stand is how you expect it to be. If you need anything at all please visit us at the Organiser's Office situated in the Astor Pavilion. The contact number for the Organiser's Office is 0203 553 2377.

WIFI

There is free WiFi throughout the venue for Exhibitors. The Exhibitor network is password protected. The network name is 'BIL Exhibitor Network' and the password is 'BILSE2026!!!'. Please note this WiFi is intended for general web browsing only, not for streaming video, or other things that take up a lot of bandwidth.

CATERING AREAS

During build up there will be minimal catering options in the Café in the John Hendry Hall. The show cafe will be open throughout the show open times and is situated in the John Hendry Hall.

During the build-up, open period and breakdown Exhibitors are welcome to use the Exhibitor Lounge where there will be complimentary tea, coffee and water. This is situated in one of the rooms between the Maidstone Hall and the John Hendry hall, accessed from the Maidstone Hall side, next to stand D38. We are trying hard to reduce the number of disposable cups we throw away at the show so we would welcome you using your own reusable cups, or if you do use one of our disposable ones, to please reuse it as many times as possible. Please also keep the Exhibitor Lounge tidy. We want to continue to provide this service but need your assistance in doing so.

On Saturday and Sunday morning we are offering all exhibitors a complimentary bacon sandwich between 0800 and 1000. Please just show your exhibitor badge to the caterers at the Café. There will be a vegetarian alternative.

CLEANING

All stands and gangways will be cleaned before the show opens each day. Please place all bags of waste in the gangways each night for removal and dispose of any Liquids so as to avoid spillage and damage to the carpets.

DELIVERIES/ACCESS/STOCK REPLENISHMENT

No trolleys are allowed in the hall whilst the show is open. If you have anything delivered while the show is open it will need to be hand carried into the hall. Unfortunately, we are unable sign for or take any responsibility for deliveries, so it is vital that you arrange deliveries for when you are going to be in the hall. Please use the delivery address below:

Exhibitor Contact Name & Mobile Number

Exhibitor Stand Name & Stand Number

Build It Live!

The Kent Event Centre, Kent Showground

Detling, Maidstone, Kent, ME14 3JF

The hall is open from 8am to ensure that you have enough time to stock your stand, please ensure you have finished doing so for when the show opens at 10am.

EXHIBITION TIMTEABLE

Build-Up		
Thursday 19 th February	08.00 – 18.00	Space Only Stands
Friday 20 th February	08.00 – 20.00	All Stands
Open Period		
Saturday 21 st February	10.00 – 17.00	
Hall open from 08.00 for all stands		
Sunday 22 nd February	10.00 – 16.30	
Hall open from 09.00 – 20.00 for all stands		

Breakdown		
Sunday 22 nd February	17.00 – 20.00	All Stands
Monday 23 rd February	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 this year the hall will not be open until 0900 on Sunday.

EXHIBITOR DRINKS RECEPTION

We are holding a drinks reception for you in the Seminar Theatre from 5pm on Saturday.

EXHIBITOR PASSES

You can collect these from Security and the rear of the John Hendry Hall or from the Organiser's Office, situated in the Astor Pavilion.

EMERGENCY PROCEDURES

Fire

If you discover a fire, immediately notify the Organiser's Office or the nearest security staff member. Never use the word "fire" within the hearing of the public always use the code word "Code 1".

You can use the Organiser's Office number 0203 553 2377 to report the fire but do not call the emergency services direct. Try to extinguish the fire with the extinguishers supplied, but without taking personal risk.

Suspicious Packages

If you discover a suspicious object or package, or it is reported to you:

- Do not touch it
- Ensure that it does not belong to someone else in the vicinity.
- If not claimed, report it immediately to the nearest fire or security officer or by using the emergency number 0203 553 2376.
- Do not use mobile phones or radios within 10m of the suspect item

Evacuation procedure

Should it be necessary to evacuate the building, the following announcement will be made via the public address system: "ladies and gentlemen, due to unforeseen circumstances could you please leave the building by your nearest safe exit, would you please make your way to the field at the front of the structure where further information will be given"

When this announcement has been made, open all exit doors and call out in a loud, firm voice: "this way out please". Ensure that your area is clear, and that all electrical appliances are switched off. Leave the building by the nearest available exit. Do not re-enter the building unless told to do so. Report to the assembly point which is at the side of the Maidstone Hall, to the left as you look at the Main Entrance.

HEALTH & SAFETY

Please be aware that under no circumstances will persons under the age of 16 be permitted in the hall at any time during build and breakdown – this includes exhibitors own children.

You have a legal duty of care for the safety of anyone who may be affected by your 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.

There will be a health & safety manager onsite during build-up and breakdown so please speak to them if you have any questions at all.

STAND QUERIES, SUPPLIER SERVICES & LAST MINUTE ORDERS

There is a Showlite service desk at the front of the hall where you can make any last-minute orders or ask any questions about your stand build, carpet or lifting services. Any issues with electrics or furniture please see us in the Organiser's Office.

WRISTBANDS & SITE RULES

If you are arriving during build up you would have been issued with a wristband at the traffic gate to allow you access in and out of the building. Please ensure you show this to security when you come through the doors. This wristband proves you have completed the Site Induction and read and understood the site rules. It is important that you adhere to these site rules for everybody's safety – this includes wearing high visibility vests, sensible footwear, using sensible manual handling techniques, adhering to working and height regulations and following the traffic marshals instructions in the loading areas.

Finally, we wish you a very successful show! Please do contact us with any questions you may have - The Operations Team

BREAKDOWN INFORMATION

We hope you have had a successful show so far. We have put together some information below to try and aid a smooth and stress free breakdown on Sunday night / Monday morning.

TIMINGS

Breakdown		
Sunday 22 nd February	17.00 – 20.00	All Stands
Monday 23 rd February	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 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, graphics, 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.

Any shell scheme stands wishing to have items collected on Monday must package and mark them up with the details below, and ensure nothing is touching the shell scheme walls.

SITE RULES

Please ensure you stick to the site rules, which are the same as during build up. The key things to remember are:

- No children under 16 years of age are allowed in the hall once breakdown begins
- Sensible footwear must be worn – at a minimum these must be flat, closed toe shoes
- High visibility vests must be worn

CATERING

During the breakdown Exhibitors are welcome to use the Exhibitor Lounge where there will be complimentary tea, coffee and water. This is situated near to stand D38.

COURIER COLLECTIONS

Please mark all packages for collection with your stand name and number, and a contact name and number so we can call you in your courier does not turn up. The address to give the courier company is:

Exhibitor Contact Name & Mobile Number

Exhibitor Stand Name & Stand Number

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Detling, Maidstone

Kent, ME14 3JF

VEHICLE ACCESS

All exhibitors and contractors will need to leave their vehicle in the Exhibitor & Contractor Car Park at the back of the John Hendry Hall until all visitors are clear of the site and breakdown commences. It is not safe to move your vehicle prior to being instructed to do so by the traffic marshals. Please do not attempt to park at the side of the halls as this will block our fire escape routes.

Once breakdown commences you will be able to drive your vehicle to the most convenient place for loading, but please ensure you are mindful of other drivers and pedestrians. Priority will be given to smaller vehicles first. Please ensure you wear your high visibility vests or jackets.