

FAQ and information pack for London Tech Week 2024

Animals

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

Badges and Passes

To gain entry to the venue, contractor passes/exhibitor badges must be worn at all times. Vehicle passes are required to be displayed on the windscreen for access to the loading areas during build-up and breakdown.

Cloakroom

The cloakroom will be open from half an hour before the show opens until half an hour after it closes each day. There is a charge per item left.

Deliveries

If you are expecting goods to be delivered by courier, please ensure that they are aware of the dates of the event and hall opening times. Deliveries made before the move-in dates are not accepted by the venue. Please also make sure a member of your team is on the stand to accept deliveries or contact our official logistic contractor (CLS) for assistance.

The venue address for couriers is:

Stand number
London Tech Week
Olympia Grand
Gate B
Olympia London
London W14 8UX

Electrical Services/Stand Power

All on-site electrical work must be carried out by a qualified, competent person and inspected by the appointed electrical contractor prior to energising.

A temporary supply must be ordered for use during build-up and breakdown if required. Use of the venue's electrical sockets is not permitted and cables must not cross gangways. Once power has been energised during build-up, it will be switched off each night, including the pre-open night. If you need power overnight, you will need to order a 24 hour supply.

Power to your stand 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. On the last open day, power will not be switched back on under any circumstances, due to the hazards presented during the breakdown of stands. If you need a supply beyond this time, please arrange this with the electrical contractor sales@creativelive.uk

Emergency Procedures

Please refer to the following [document](#) from Olympia London

Event Timings

What are the exact dates and timings of London Tech Week?

*It is taking place from **10 – 12 June (Monday – Wednesday)** and please check the exact timings [HERE](#)*

Exhibitor Portal

Do we have login info and password for the exhibitor portal (EV2)?

Yes, you will receive the steps to login and setup a password for your account in the welcome email.

Exhibitor Responsibility

Please refer to the [Health & Safety Form](#) and the Informa [Exhibitor Guidelines](#)

First Aid

The venue provides emergency first aid assistance to anyone who needs it. Please contact the nearest security personnel or the organiser's office for help.

If you believe an ambulance needs to be called, please ensure that this request is directed to the venue's control room on 020 7598 2666. The staff's knowledge of the venue and where to direct the ambulance could save vital time.

Insurance

It is essential that you take out adequate employee, public liability and product insurance against personal injury, damage to or loss of exhibits, etc. The limit requirement is not less than £2,000,000 per occurrence. It may be possible for you to extend your existing insurance to cover the event.

Lost Property

Any property found should be handed to the event security company. After the event, the venue's lost property service can be contacted at LostProperty@olympia.london

Performing Rights

If you wish to play music on your stand, you will need to apply for a music licence. Please refer to the [eGuide](#) 'Music and Video Licensing' section for guidance.

Space-only Stand

Height limit

- 4m for single storey
- 6m for multi-storey

For detailed information, please refer to the following [Stand Build Guideline](#)

Shell Scheme (Turnkey) Stand

Inclusions:

- Plain White Foamex internal walls
- 2 x Name Panels above wall panels
- 1 x 500w Electrical Socket
- 1 x Round Table & 2 Chairs
- Grey Cord Carpet to stand area

For detailed information, please refer to the following [sheet](#)

Special Effects

If you are planning to use any special effects on your stand, you must inform the organiser as soon as possible. Special effects include lasers, strobe lights, pyrotechnics and smoke machines. The information required includes a risk assessment and full details of the operator and manufacturer. Certification from an independent specialist may also be required.

Special Treatment

If you are planning to have any special treatments carried out on your stand, you must inform the organiser, as many of these activities must be licensed by the local authority. Full documentation must be submitted, including details of therapists' public liability insurance cover, qualifications and a risk assessment.

Treatments include invasive treatments, such as skin piercing, acupuncture, tattooing, electrolysis, cosmetic piercing, micro-pigmentation and botox and non-invasive, hands-on treatments, such as massage, reflexology, manicures and pedicures.

All treatments must be carried out in a safe and hygienic manner and in accordance with the [eGuide](#). See also 'Massage' if you are intending to offer massage on your stand.

Stand Construction

All stand construction and deconstruction work must comply with the Construction (Design and Management) Regulations (CDM) and all other regulations contained in the [eGuide](#).

The eGuide contains information on how to comply with CDM, including links to event industry resources and guidance.

All space only stands will be inspected and certified by an independent structural engineer on site. They will only be allowed to trade once the engineer is satisfied that the structure is safe and has provided certification.

Storage

Items may not be stored behind or between stands or in void areas of the hall. Items found outside the designated stand or storage areas will be removed as rubbish. If you require storage service, please contact our official logistics contractor.

Water Features

If you are exhibiting any product or feature that requires water and is capable of producing spray or droplets, it is essential that you adhere to the regulations contained in the [eGuide](#), in order to ensure that the risk of legionella bacteria is controlled.

Under no circumstances can connections be made to fire hydrant points and water must not be discharged on to the floors or into ducts but disposed of properly.

Wifi

Is Wi-Fi available FOC?

Wi-Fi is free of charge for all. If you want a dedicated line, then there will be a charge - the order form for this is on the manual.