



Exhibitor Manual

31 March – 2 April
The Brighton Centre
www.uksg.org

CONNECTING THE
KNOWLEDGE COMMUNITY

On behalf of UKSG,
thank you for supporting the
2025 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 #UKSG2025 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 – see examples on next page.
- 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.



Karina Hunt
Event Consultancy

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

Saturday 29 March and Sunday 30 March 2025

The exhibit hall will be open from 0800 to 1800 for stand build. Please pay special attention to Section 4, Build-Up and Breakdown. Please note: all stands must be built by 1800 on Sunday 30 March 2025.

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

If you have a shell scheme stand, your space will be ready from Sunday.

Breakdown Timetable

Wednesday 2 April 2025

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 the exhibit hall by 1800.

Exhibition Hours

Monday 31 March:0800 – 1830

Tuesday 1 April:0830 – 1800

Wednesday 2 April:0900 – 1315

Your Quick Contact Guide

Pre-Event Contact

Karina Hunt, KHEC

Tel: +44 (0)7900 165948

karina@khec.co.uk

Accommodation

The Visit Brighton online accommodation booking service is available at:

<https://bit.ly/3XuEdDu>

Sponsorship

If you are interested in supporting the conference by becoming a sponsor please contact

par@contentonline.co.uk

Venue

Jonathan Morray-Jones, Event Manager

Brighton Centre

Kings Rd, Brighton. BN1 2GR

Tel: +44 (0)1273 292598

jonathan.morray-jones@brighton-hove.gov.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

Contents

Page 5

1. Accommodation
2. Animals
3. Badges
4. Build-Up and Breakdown
5. Car Parking
6. Catering
7. Children
8. Cleaning

Page 6

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

19. Emergency Procedures
20. Exhibition Guide
21. First Aid
22. Furniture

23. Gangways/Aisles
24. Health and Safety
25. Hire of Plasmas and Additional AV Equipment
26. Insurance

Page 10

27. Internet
28. Noise Levels
29. Notice Board
30. Painting or Spraying
31. Photography
32. Risk Assessment

Page 11

32. Risk Assessment – continued
33. Security
34. Sharers
35. Smoking
36. Stand Construction Details

Page 12

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

Page 13

Exhibition Floor Plan

Pages 14-15

Appendix A: Internet Order Form

1. Accommodation

Brighton offers a wide range of accommodation within easy reach of the Brighton Centre. The Visit Brighton online accommodation booking service is now available via our conference page: <https://bit.ly/3XuEdDu>

2. Animals

No animals other than assistance dogs are permitted on site.

3. Badges

Registration opens at 0800 on Monday 31 March, at which time you will be able to collect your badge.

NB: Please remember that all exhibitors must book to attend the event as delegates. No badging is required for Sunday access to exhibition set-up.

4. Build-Up and Breakdown

Please refer to the information on Page 6 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.

All exhibitors requiring vehicle access to the loading bay at the Centre will be required to book timed slots. Outside of these times, cars will be able to park in the Regency Square car park near the Centre.

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

There is ample car parking available in Brighton around the Centre.

6. Catering

The sole rights to catering are held in-house at the Brighton Centre. All daytime catering for delegates will be in the exhibit hall. If exhibitors wish to organise catering from their stand they should contact the caterers. Your catering contact is brighton.admin@beaseasoned.co.uk

PLEASE NOTE: No exhibitors shall distribute or give away any item of food or drink unless authorised by the official caterers at the Brighton Centre.

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

Cloakroom facilities are located on the ground floor.

10. Code of Practice

Please ensure that all exhibits remain displayed during the hours the conference is open. *Breaking down before 1315 on Wednesday 2 April is strictly forbidden* – your neighbouring exhibitors could still be trading. Please be considerate!

Please review the Conference Code of Conduct for further information to ensure we make this an enjoyable conference for everyone <https://www.uksg.org/page/uksg-code-conduct>

11. Completion of Stands and Exhibits

All stands must be dressed and completed by 1800 on Sunday 30 March – strictly no access to the exhibits 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 Auditorium 1. 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 Brighton Centre should be clearly marked with the following details:

Attention: Jonathan Morray-Jones

Exhibitor Name:

Exhibitor Contact Name and No:

Stand No:

UKSG Exhibition 31 March - 2 April 2025

Brighton Centre

Kings Rd, Brighton. BN1 2GR

Tel: +44 (0) 1273 292598.

Couriers delivering and collecting should report to the registration desk for direction. Deliveries will only be accepted from Saturday 29 March from 0800. Deliveries may be accepted before tenancy but please advise us if it is necessary for you to arrange this.

Exhibitors should ensure that arrangements are made for the collection of all items from the Brighton Centre at the end of the event. All items for collection should be clearly labelled with full contact details. Collections on Wednesday 2 April should be made between 1330 and 1800. All items **MUST** be collected by Thursday 3 April (between 0800 and 1200). Items not collected by this time will be disposed of. [Continued on next page....](#)

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.

16. Disability Access and Parking

Please see <https://brightoncentre.co.uk/access> for the details on accessible parking. There are also on street disabled bays available on a first come first served basis.

A lift is available within the venue providing access to the first floor. The venue's accessibility policy is available at <https://brightoncentre.co.uk/media/70800/brighton-centre-access-statement-easy-read-oct2018.pdf> Should you require any further information please contact jonathan.murray-jones@brighton-hove.gov.uk

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 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, 2023 Common Regulative Guidance for Events in UK Venues'. Please book your electrical requirements online at <https://UKSG25.exhibitconnect.co.uk>

Your username and password will be emailed to your booking contact by exhibitors@exhibitconnect.co.uk

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 Joe Manby Ltd, 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.
 - 3000w Socket Outlet: Not permitted for lighting purposes: Standard kettle, Commercial coffee machine, Water boiler, Clothes steamer.
 - 500w 24 hour Socket Outlet: Fridge, Computer requiring 24-hour power.

Early Booking Prices

- The deadline for ordering furniture is Thursday 27 February but please place orders as soon as possible. Any order received after this time will be subject to a 20% surcharge.
- All fittings are on hire and the full cost of the installation, including VAT, is required with order.

19. Emergency Procedures

If the alarm is activated, the building will be evacuated. Brighton Centre staff 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 Full Circle Events, 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://UKSG25.exhibitconnect.co.uk>

Your username and password will be emailed to your booking 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.

25. Hire of Plasmas and Additional AV Equipment

Additional audio-visual equipment can be hired through Full Circle Events. Email eehub@fullcircleeventsltd.co.uk or call on 0161 393 3949.

26. Insurance

The Brighton Centre 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.

27. 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 emails, 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.

Please use the Brighton Centre form at [Appendix A](#) to order internet connections. Forms should be returned by 27 February but please place orders as soon as possible. Late requests (less than 7 days before your event or on-site requests) will be subject to a 25% surcharge. The total fee including late charges will be payable by credit card on site.

Please note that it is prohibited for exhibitors to create their own wireless networks on or around their stand locations. Unauthorised wireless networks will be blocked via the venue's access points.

Alternatively, you can order an Access Point which can be pre-installed on your stand, and will provide the same benefits as a router.

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

There will be IT support available during set-up on Sunday 30 March.

28. 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.

29. Notice Board

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

30. Painting or Spraying

Under no circumstances is painting or spraying permitted in the Brighton Centre.

31. Photography

Simon Callaghan will be on-site for the duration of the conference: Simon Callaghan Photography simon@simoncallaghanphotography.com Tel.: 07736 072373. www.simoncallaghanphotography.com

If you are planning an event during the conference and would like it photographed, please contact Simon direct.

32. 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 must submit a risk assessment to Bev Acreman, UKSG Executive Director (bev@uksg.org) by no later than Monday 2 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 Brighton Centre staff on site for reference. All contractors, sub-contractors, 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.

33. Security

The venue has on-site security and all doors to the foyer 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 not staffed. Please ensure all electrics are switched off when you leave your stand at the end of each day. We advise you to read the Insurance section in this manual to ensure you have adequate cover.

34. Sharers

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

35. Smoking

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

36. Stand Construction Details

Stand Layout

The exhibition hall layout is a predetermined layout as approved by the Brighton Centre. All shell stands and floor stands are 2.5m x 1.5m. Please refer to the [Exhibition Floorplan](#). *If you are building your booth, please check the CAD layout to confirm sizes. Please also note the varying height restrictions throughout the exhibit.*

Height Restrictions

The Height restriction for most stands is **3.1m** (except for stands **1-8** where it is **2.72m** and stands **19, 24, 26 & 27** where it is **2.33m**.)

Floor Space Only Stands

Stands must be designed so they can be completed and dismantled within the time available. Please refer to [Section 32](#) 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://uksg25.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 the Full Circle Events website for more details: <https://uksg25.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 Full Circle Events <https://uksg25.exhibitconnect.co.uk> or at 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 Exhibitor Enhancement Hub – eehub@fullcircleevents.co.uk or call 0161 393 3949.

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.

37. Storage

A limited space for storage of items during the event will be available. Valuable items should not be left in this area.

38. Toilets

Accessible toilets are located throughout the Brighton Centre.

39. Travel Information

Information on how to get to Brighton and the Brighton Centre can be found at <https://brightoncentre.co.uk/your-visit?anchor=1137#1137>

40. Trolleys

Trolleys are available on a first come, first served basis at the Brighton Centre, but can only be used during set up and breakdown and not during the conference.

41. Venue

The full address of the venue is: Brighton Centre, Kings Rd, Brighton. BN1 2GR, UK

Main switchboard: +44 (0) 1273 290131

jonathan.murray-jones@brighton-hove.gov.uk

UKSG 2025 Exhibition Floor Plan The Brighton Centre



Appendix A

Kings Road
Brighton
East Sussex, BN1 2GR
T: 01273 290131



This form is to pre-book access to the Hardwire connection at The Brighton Centre. ONCE COMPLETED, EMAIL BY RETURN TO: Jonathan.murray-jones@brighton-hove.gov.uk & daniel.carey@brighton-hove.gov.uk
PLEASE ENSURE YOU COMPLETE ALL THE RELEVANT SECTIONS.

REQUESTS MUST BE RECEIVED ONE WEEK (7 DAYS) PRIOR TO THE START DATE OF YOUR EVENT.

| | | | |
|--------------------------------------|--|-----------------------------------|--|
| EVENT NAME | | | |
| Start Date (For First Access) | | End Date (For Last Access) | |
| Stand Number/ Room Location* | | | |

*Please ensure you have this information prior to returning your form. If you wish to include a simple diagram as to the preferred location for the connection on your stand / area, please include this with your order.

| | | | |
|----------------------------------------------|--|------------------------------|---------------------------|
| Company Name | | | |
| Contact Name | | | |
| Phone | | Contact on-site | |
| e-mail | | Mobile on-site | |
| Mobile | | IT Contact in Company | |
| | | Cost per Hardwire | Total No. Required |
| Duration of the conference / Exhibition | | | |
| Broadband Hard Wired per supply | | £345.00 | |
| Broadband 50MB service (sole use) | | £1,360.00 | |
| Broadband 25MB service (sole use) | | £1,025.00 | |
| Broadband 10MB service (sole use) | | £625.00 | |
| Supply of Netgear Switch – 4 Port | | £80.00 | |
| Supply of Netgear Switch – 8 Port | | £115.00 | |
| To connect from Netgear Switch to PC/Laptops | | £37.00 per connection | |
| Broadband Hard Wired per supply | | £345.00 | |
| TOTAL | | | |

Appendix A

If you have any queries, please contact Daniel Carey (01273 - 292651) – daniel.carey@brighton-hove.gov.uk to discuss your requirements.

LATE REQUESTS (LESS THAN 7 DAYS BEFORE YOUR EVENT OR ON-SITE REQUESTS) MAYBE SUBJECT TO A 25% SURCHARGE.

PLEASE NOTE THAT IT IS PROHIBITED FOR EXHIBITORS TO CREATE THEIR OWN WIRELESS NETWORKS ON OR AROUND THEIR STAND LOCATIONS. UNAUTHORISED WIRELESS NETWORKS WILL BE BLOCKED VIA THE VENUES ACCESS POINTS.