

Exhibitor Terms & Conditions for Surrey Expo 2022

By making a booking for a stand at the Expo, and paying a fee for the stand (Exhibition Fee), you (the Exhibitor) are entering into an agreement with Surrey Expo Ltd and agree to the following terms & conditions.

1. HOW DO I BOOK?

All Bookings are made via email by selecting an available stand from the floor plan. Within a few days of booking, you will receive an invoice for the £50 holding deposit for your stand - this is a non-returnable deposit but you are at liberty to cancel your booking (and forfeit the £50 holding deposit) up to and including September 1st 2021 without additional penalty. Further payments are as per our conditions below.

For bookings prior to 1st September 2021.

£50 Holding deposit (non-returnable) within 14 days to secure stand position.

50% payment of the remaining balance on/before 1st September 2021.

50% payment of the final balance on/before 1st December 2021.

For bookings after 1st September 2021.

50% payment of the total balance within 14 days.

50% payment of the final balance on/before 1st December 2021.

For bookings after 1 December 2021

Payment in full of the outstanding balance by return and within 7 days of booking.

100% cancellation charge on or after 1st December 2021.

2. EXCLUSIONS FROM EXHIBITOR FEE:

The Exhibitor Fee does not include insurance, cleaning, loading and handling of equipment, staff, telephones, exhibit dressing, advertising or promotional material.

3. WHAT HAPPENS IF I WANT TO CANCEL A BOOKING?

3.1 Cancellations/Refunds: All cancellations must be submitted in writing and are subject to our cancellation terms as stated at time of booking. In the event of an Act of God, natural disaster, fire, rain, wind, storm or any other unforeseen event or catastrophe, the Organisers are not obliged to refund any part of Exhibitor Fee or other monies. All refunds are at the discretion of the Organiser. If the event is cancelled due to legally enforced COVID restrictions - the organisers will postpone the show to a later date when it is deemed to be legal to hold it (eg : April-May 2022).

3.2 Swapping position: Changing to the same size stand may be accommodated if practical at no charge and at the discretion of the organiser.

3.3 Upgrading position: Changing to a larger size stand may be accommodated if practical at the discretion of the organiser - the increased value/cost will be invoiced separately.

3.4 Downgrading position: Changing to a smaller size stand may be accommodated if practical at the discretion of the organiser - however the original stand cost will still apply - there cannot be any refund value.

4. ALTERATION OF FLOORPLAN:

The Organiser reserves the right to amend the floorplan or alter the exact location of the stands within the floorplan to accommodate sales e.g. where an Exhibitor books more than 4 (four) booths to avoid conflicts with other exhibitors. The Organiser will endeavour to consult with the exhibitors who are directly affected whenever possible and the Exhibitor undertakes to agree to such alteration(s).

5. WHAT ARE THE SPECIFICATIONS OF THE EXPO STAND?

5.1 Stand dimensions are stated in meters on the interactive floorplan - costs relate to stand size: Stands include a shell scheme ...Velcro receptive wall panels 2.444 metres high ... unless requested, Stands on the end of a row will always have open sides. Stands are enclosed spaces - no furniture is supplied.

There is a light on each stand but power sockets must be ordered and paid for separately directly with the electrical contractor for the show - details are provided when you book.

5.2 SPECIAL REQUIREMENTS. Exhibitors must advise the Organiser of any special requirements at least 3 weeks prior to the Expo date. All special requirements are subject to approval from the Organisers.

6. WHAT ARE MY OBLIGATIONS AS AN EXHIBITOR?

The Exhibitor must ensure that:

- (a) the booth is fully staffed and continually kept open throughout the course of the Expo;
- (b) walkways are kept clear at all times;
- (c) the space is kept clean and tidy and free from rubbish at all times;
- (d) business is conducted in an appropriate manner from the stand considering the Venue, Organiser, other exhibitors and visitors.

6.5 Arrangement of displays: The Exhibitor is required to arrange his/her/its displays so as to not obstruct the general view or conceal other exhibits. No signs or banners are to be placed outside of the booth assigned to each exhibitor. Exhibit personnel may not stand in the aisles or hand out materials, flyers or bags in the aisles of the Expo and must do so only within the allocated stand area.

6.6 Disturbance: Loud speakers, radios, televisions or the operation of any machinery or equipment which is of sufficient volume to be distracting to neighbouring exhibitors or Expo attendees are not permitted. Public address systems used to attract the attention of visitors passing near the Exhibitor's stand are also not permitted.

6.7 Fund Raising: Fund raising for non-profit groups or charities will be permitted only with written permission from the Organiser.

6.8 Displaying Products: If the Exhibitor is displaying products or any material which is determined, in the Organiser's discretion, to be inappropriate, including, for example,

materials that are offensive, disparaging or discriminatory will be asked to remove its products or exhibit.

6.9 Materials and Packing: All materials used in the Expo must be non-flammable and non-conforming materials must be removed immediately from the Venue. All packing containers are to be removed from the Expo floor and must not be stored under tables or behind displays.

6.10 No Substitution/Sublease: The Exhibitor may not substitute him/her/itself or sublease booth space.

6.11 Exhibitor responsible for own property: The property of the Exhibitor is deemed to be under his/her/its custody, control and oversight at all times, including in transit to and from the Expo and within the confines of their booth. The booth, materials, displays and equipment should not be left unattended at any time. The Exhibitor is wholly responsible for the security of his/her/its materials during set up, Expo hours and pack out/dismantling.

6.12 Liability: The Organiser accepts no responsibility whatsoever for any loss of or damage to or theft of property (including materials, displays and equipment) belonging to the Exhibitor.

7. SET-UP/PACK-IN AND PACK OUT/DISMANTLING

7.1 Set-up: Set-up times will be advised in advance. If the Exhibitor does not arrive (or call the Organiser) by 10:00am on the day of the event, his/her/its booth space(s) will be given to a wait-listed exhibitor and the Exhibitor will not receive a refund, unless prior arrangements have been made with the Organiser. The Exhibitor must take care when installing/dismantling his/her/its equipment and stand as not to cause damage to the Venue carpet, walls, floor and stands, including all panels, fascia and lighting.

7.2 Dismantling: Stand dismantle does not occur until after the Expo closes; exhibitors must not disrupt the Expo by dismantling early.

7.3 Pack Out deadline: All exhibits must be packed out by 7.00pm on the day of the Expo (unless prior arrangements are made with the Organisers).

7.4 Couriers and transportation of equipment etc: The Exhibitor is responsible for arranging couriers and transportation of exhibition equipment and exhibits to the Expo. The organisers cannot be held responsible for missing items due to a failure on the part of the courier which the exhibitor has arranged - any equipment not removed by 7.00 pm is entirely the responsibility of the exhibitor.

7.5 Storage of equipment etc: The Exhibitor must make his/her/its own arrangements for storage of exhibits and equipment prior, during and after the Expo.

7.6 Responsibility for loss/damage if caused: The Exhibitor will be solely responsible for the cost of remedying any damage and repairs howsoever caused to the Venue carpet, walls, floor and. All property damaged or destroyed by an Exhibitor must be replaced to its original condition at the expense of the Exhibitor.

8. WHAT ARE MY HEALTH & SAFETY OBLIGATIONS?

8.1 Legal Compliance: All exhibitions must be adequately insured for public indemnity under current regulations.

8.2 Venue Compliance: The Exhibitor must, at all times, comply with the Venue's regulations and policies including for example a strict a no smoking and any other laws applying to the Venue.

9. WHAT INSURANCE MUST I HAVE?

9.1 Exhibitor to indemnify: By completing and submitting the Exhibitor Application Form, the Exhibitor agrees to indemnify and hold harmless the Organiser and the Venue from all claims, demands, damages, and liability of any kind, including loss, damage or destruction of property, breach of contract, injury, negligence, abuse or wilful misconduct on the part of any party.

9.2 Organiser does not insure: Neither the Organiser nor the Venue owners provides insurance for the benefit of exhibitors. Exhibitors who wish to carry insurance on their property or for any other purpose must do so at their own expense.

9.3 Exhibitor to insure: The Exhibitor, at its sole expense, must take out all necessary insurance, including Public Liability insurance for a minimum indemnity of £10m. The Organiser may ask for a copy of the insurance policy at any time.

10. HOW WILL THE ORGANISER USE MY PERSONAL INFORMATION?

10.1 GDPR 2018: The Organiser complies with GDPR 2018. Booking a space deems consent to receive promotional material about the Expo and the Organiser's products. The Organiser will only pass on Exhibitor's information to third parties for the sole purpose of organising the Expo. If the Exhibitor wishes to opt out of receiving such information please indicate on the Exhibitor Booking Application.

10.2 Access to personal information: All personal information provided by exhibitors on the Exhibitor Application Form will be held by the Organiser. Under GDPR 2018, exhibitors have the right to access and correct their personal information.

11. WHAT MARKETING OF THE EXPO WILL BE DONE BY THE ORGANISERS?

11.1 Official Programme: The Organiser may produce an official programme listing exhibitors for the Expo and will feature all exhibitors on the Expo website. The Organiser accepts no responsibility for any mis-description or any other error. The Organiser gives no warranty as to the type or extent of the promotion of the Expo or as to attendance numbers at any Venue.

11.2 Consent to use image: By making a booking for a space the Exhibitor gives consent to the Organiser to take and use photographs, images and any video footage of the Exhibitor, or the space during the Expo for any of the Organiser's promotional purposes in perpetuity in any media without any payment to the Exhibitor.

11.3 Exhibitor use of photos etc: for marketing purposes: The Exhibitor is permitted to take a reasonable amount of photographs for his/her/its own promotional and marketing use provided that the Exhibitor does not infringe the Organiser's intellectual property rights it holds in connection with the Expo..

12. WHAT HAPPENS IF I BREACH THESE TERMS AND CONDITIONS?

12.1 Unsuitable exhibits: The Organiser has the right to prohibit, prevent or remove any part of any exhibit deemed unsuitable or inappropriate for the purpose of the Expo.

12.2 Failure to comply: In the case of any failure of any Exhibitor to comply with these terms and conditions, the Organiser may cancel the Exhibitor's booking or may, during the staging of the Expo, eject any Exhibitor from the Venue. No refund or compensation will be payable to the Exhibitor if cancellation or expulsion occurs.

12.3 Consequences of ejection: If the Exhibitor is ejected from the Expo Venue, or their booking is cancelled, the Exhibitor will then be prohibited from occupying any booth space. If the Exhibitor is at the time occupying a booth, the Exhibitor must immediately remove all his/her/its exhibits from the Venue in accordance with the Organiser's directions. The Exhibitor will be responsible for all costs