

LANCASTER

LONDON

MEETING AND EVENTS EXHIBITORS CODE OF PRACTICE

FOR DISTRIBUTION TO EVENT EXHIBITORS

The following terms and conditions are applicable to clients holding events at the Lancaster London Hotel and their exhibitors.

1) PRIOR TO THE EVENT

- Deliveries to the hotel will be accepted 2 working days prior to the commencement of the event date, early deliveries may be refused and returned to the courier; unless otherwise agreed with the designated event manager.
- All materials being delivered for events should be marked with the following information:
 - Event Name: *e.g. Joe Blogs Conference*
 - Event Date: *1st June 2013*
 - Event Manager's Name:
 - Event Room: *Nine King's*
 - Client contact details: *Mr Paul Smith*
 - How packages are being sent: *e.g. box 1 of 5*

Where there is an exhibition and materials are being sent by each exhibitor, the above details should be noted on each box. Packages from overseas should have correct customs and duty paid and any queries relating to these will be referred back to originator. Incorrect or missing information on packages to the Hotel will delay and hold up delivery if not completed correctly.

- All information of deliveries must be provided by the Event Managers, at least 2 days before arrival. Materials should be directed to be delivered to the Delivery & Recycling Centre (formerly known as the Loading Bay) between the hours of 08.00 and 16.00 hours, Monday through to Friday and this is located on Lancaster Terrace.
- Should you wish to view the space prior to the event, please arrange an appointment through the organisation which is hosting the event.
- The materials will be delivered to the designated suite(s) as required when tenancy commences on the event date. Where there is a large volume of materials or whereby the weight of the materials is such that more people are required, we shall levy a handling charge of £250.00 ex VAT to the invoice to cover additional labour needed.
- Plans of all the function suites at the Lancaster London Hotel can be found on the hotel website www.lancasterlondon.com

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2) ACCESS

General

- The Hotel main entrance may not be used for delivery under any circumstances.
- The hotel does have a car park with 40 spaces which operates on a first come first served basis **only**. The height limit in the car park is 2 meters. A nearby NCP can be found at Marble Arch (<https://www.ncp.co.uk/car-park?cpid=201331&name=Marble%20Arch>) and a BCP at Queensway (<http://www.parkbcp.co.uk/london-parking/queensway.html>)
- Should you need to deliver directly into one of the hotel suites the following will apply:

Nine Kings Suite

- Loading and unloading between the hours of 07.00hrs and 21.00hrs can be via Fire Exit/Access to the Westbourne Street (Riggers Door). Please note that single yellow line with one chevron loading/unloading parking restrictions apply Monday – Saturday 07.00hrs – 19.00hrs. Parking dispensations can be applied for with City of Westminster either by calling 020 7641 4646 or email parkingpermissions@westminister.gov.uk
- Alternatively the Loading Bay may be used; the largest vehicle that will be allowed in the Loading Bay must not exceed 18 tonnes. The entrance is 21ft wide, 4.1metres high. If access to the Loading Bay is required between the hours of 07.00hrs to 17.00hrs permission must be agreed with the Event Manager. Once unloaded vehicles must be immediately removed, as this area is in constant use and cannot be used to park and store equipment or vehicles.
- Lancaster London is subject to noise abatement orders therefore loading and unloading of vehicles, between the hours of 21.00hrs and 07.00hrs, must only take place via the Hotel's Loading Bay on Lancaster Terrace.
- The Hotel will seek compensation, from the client or contractor for any fines imposed, by the City of Westminster or private legal action taken, due to non-compliance with the noise abatement orders that are in place.
- The external shutters of the Loading Bay must be closed during loading & unloading.

Westbourne Suite

- Access to the Westbourne suite is via the Westbourne Suite ramp located off Lancaster Terrace. This ramp must be strictly used for loading and unloading only. Vehicles must be removed once unloaded and the ramp

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must not be used for parking or storage neither must it be obstructed, in any way, during a function/event.

3) ELECTRICAL

- The Hotel can provide standard 13amp 230v 50Hz power supplies on 32Amp rings. However we do not provide extension leads. If require, these can be provided at charge via Insync.
- All portable appliances must display proof of current appliance testing and conform to current regulations.

4) FIRE REGULATIONS

- No fire exit may be obstructed in any way or blocked open. This applies during the set up for event/functions as well as during the actual event/function.

5) FIRE EVACUATION

- Sirens and indicators will announce a potential fire safety situation. These will, initially, be muted to allow an immediate investigation to take place. A continuous alarm sound will signal an evacuation of the building. Those people in the Nine Kings and Westbourne Suites will be advised by the public address system and trained hotel staff will assist in the evacuation from the suites to the designated assembly point.

6) HOTEL PROPERTY

- Damage to the fabric of the Hotel, including carpets and walls will be charged, to the client or their exhibitors, at the full repair and replacement value, when such damage has been caused by the negligence of the client, its representatives or its guests and servants.
- This particularly applies to contractors involved in the construction of exhibition booths, which must be free standing and not fastened to any walls or floors.

7) STORAGE/DISMANTLE/BREAKDOWN

- The hotel does not have a designated storage area, so packages, boxes that need to be stored during the event, will have to be accommodated in the suite where tenancy that has been hired from client.
- The materials will be delivered to the designated suite(s) as required when tenancy commences on the event date. Where there is a large volume of

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materials that are required to be moved, we shall levy a handling charge of £250.00 ex VAT to the invoice to cover additional labour required.

- All accumulated rubbish and debris must be removed from site. Under no circumstances must the Hotel's rubbish compactor be used.
- Exhibitors are responsible for breaking down and packing away their booths and equipment.
- Items and materials may be left for collection and materials must not be abandoned and left unattended in suites. Return materials are required to be logged with the nominated individual from the Event Services Department who will issue a **reference number**. This number must be given to courier or company collecting your materials or items. We will be unable to trace or issue materials if this number is not supplied when couriers call for collection.
- The hotel will not be responsible for any items left in the suite at the end of an event, with the above procedure not being followed
- Any abandoned materials left in the suites, where arrangements for collection have not been made clear and where items remain uncollected after a period of 14 days will be disposed of by the hotel without notice. However the Events team will do their utmost to contact clients and inform that these are in storage.

8) LIABILITY

- Lancaster London will not accept liability for any loss or damage to any equipment or other goods brought to the Hotel by the client or its exhibitors.
- Any valuable equipment (including computer and electrical equipment) should not be left on exhibition stands overnight. The hotel will not be liable for loss, theft or damage should the client or its exhibitors choose to ignore this direction.
- Should any contractor, sub-contractor or their staff cause any damage to the fixtures and fittings, equipment or utensils belonging to Lancaster London or guests the client or contractor will be held liable for any cost of repair. Lancaster London Reserves the right to carry out a damage inspection at any time.

Kindly complete and return the following 20 days prior to the event/function: -

I/we, the undersigned, agree to abide by the terms and conditions set out in the Lancaster's London's Meetings and Events Exhibitors Code of Practice for clients who have exhibitors, and acknowledge that the list completed below have had this Code of Practice issued and that they have initialled receipt of these, to ensure that our employees, sub-contractors and their agents will be made aware of, and comply with, the terms therein.

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NAME:

COMPANY:.....

POSITION:.....

SIGNATURE:.....

DATE:.....

Exhibitor list

(Client to compile and return to the hotel)

Exhibitor name	Initials
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EVENT NAME: _____

EVENT DATE: _____

CLIENT CONTACT DETAILS: _____

COMPANY: _____

EVENT MANAGER: _____

EVENT ROOM: _____

BOX _____ OF _____

RECEIVING BAY
LANCASTER LONDON
LANCASTER TERRACE
LONDON W2 2TY

EVENT NAME: _____

EVENT DATE: _____

CLIENT CONTACT DETAILS: _____

COMPANY: _____

EVENT MANAGER: _____

EVENT ROOM: _____

BOX _____ OF _____

RECEIVING BAY
LANCASTER LONDON
LANCASTER TERRACE
LONDON W2 2TY