

HOSPSPACE 2022
Building Future Prosperity
17th November 2022

**Exhibitor and Sponsorship
Manual**

Contents

Thank you for booking an exhibition booth at HOSPACE 2022. Please find below information you may find useful for the event. This information covers:

- ♣ Key Dates
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Key Dates

Information Needed	Deadline Date
Virtual Exhibitor booth assets	21 st October
Other print and online info and assets	25 th October
Delegate names for registration	28 th October
Request for hard wired internet if needed	1 st November
Request for screens or monitors if needed	1 st November
Confirmation of deliveries to the hotel sent to Royal Lancaster and HOSPA	14 th November
Virtual Booth Morning or Afternoon Training Session	15 th November

Contacts

🌿 [Event Address](#)

The Nine Kings Suite
The Royal Lancaster Hotel
Lancaster Terrace
London W2 2TY

Reception: +44 (0) 20 7551 6000

The Exhibition area will be located in The Nine Kings Suite Foyer with the conference next door in The Nine Kings Suite.



🌿 [Contact Details](#)

Before the event

Helen Marshall: E: helen.marshall@hospa.org
T: 07796 953221

Helen Rhodes: E: helen.rhodes@hospa.org
T: 07748 654646

During the event

HOSPA: Helen Marshall: E: helen.marshall@hospa.org
T: 07796 953221

Venue: Gareth Bush: E: GBush@royallancaster.com
T: 020 7551 6060

Exhibitor Booth Information and Installation

♣ Exhibitor Booth Dimensions

Each exhibitor booth is an open-plan space of 3m x 2m (approximately)

Height of all stands restricted to 2.3m.

Each main exhibition stand space includes:

- Electrical power, standard voltage
- Wi-Fi
- 1 x trestle-style table and 2 x conference-style chairs

It is suggested that Exhibitors bring “pop-up” stands as appropriate.

Exhibitors should provide their own dividers or wall panels if they are required. Exhibitors are kindly requested to keep their exhibition display within the designated area and to ensure walkways are clear of obstacles at all times.

Poseur tables will be spaced around the exhibition area for delegates to use for lunch and refreshment breaks.

♣ Electrics

All allocated stand spaces have access to electricity sockets/power points either directly or via extension cables provided by the hotel. If you require additional sockets, please bring your own extension cable.

Please contact [James Lister](#) at our AV company, 4Wall if you wish to order screens or monitors for your stand using the form at the back of this manual by 1st November.

Exhibitors must ensure that all electrical displays comply with Local Authority Rules & Regulations.

♣ Wi-Fi

Free Wi-Fi is available for all participants and delegates during the event.

Network name: HOSPACE

Password: Hospace2022

Hard wired internet is available for sponsors & exhibitors should they wish at £250.00 + VAT for the first line with each subsequent line being £50.00 + VAT.

Requests must be made directly to Gareth Bush (GBush@royallancaster.com) by Monday 1st November 2022.

♣ Set-Up Location and Access

Access to the Nine Kings Suite between the hours of 07:00am and 9:00pm can be via the 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 07.00am-7:00pm.

Parking dispensations can be applied for with City of Westminster either by calling 020 7641 4646 or email parkingpermissions@westminster.gov.uk or via Westminster Council's web page - <https://www.westminster.gov.uk/suspensions-dispensations-and-skips>

Alternatively the Loading Bay may be used. The entrance is 21ft wide, 4 metres high. The external shutters of the Loading Bay must be closed during loading & unloading. Please call the hotel prior to arrival to arrange a time slot if prior to 07:00am as they are subject to a noise abatement order.

Vehicles must be removed once unloaded and the doors must not be used for parking or storage nor must it be obstructed, in any way, during a function/event.

*Please note, the hotel main entrance may not be used for delivery under any circumstances.

♣ Exhibition Booth set-up timings

When you arrive at the Nine Kings Suite you will be directed to the exhibitor area, where your table will be clearly labelled.

06:00am – 07:45	Set up booth
08:00	Delegate registration and exhibition opening
09:00	Conference starts
17:30	Conference closes
17:00-19:00	Drinks Reception (no breakdown of stands)
19:00	Dinner

♣ Exhibition Booth Breakdown

Continuing on from last year we have extended the timings so that your booth can stay up during the drinks reception, which is in the exhibitor area, after the conference finishes at 5:30pm.

Please either break down your booth after the afternoon break and before the conference closes or when dinner is called at 7:00pm.

If you are staying for the awards dinner, please break down before you sit down, but not during the drinks reception. If you are not staying for dinner, please depart after 7:00pm and ensure everything is fully labelled if it is being collected by a courier at a later date.

Please note that Exhibitor packages do not include a dinner ticket unless pre-booked with HOSPA please contact helen.rhodes@hospa.org

Please leave banners and small bags at the cloakroom. If your boxes are being collected by a courier please label clearly with the relevant reference numbers/barcodes and leave in front of your exhibitor booth table. They will be taken to the loading bay by the Royal Lancaster team.

Any items or packages must be removed the day after the event and no items stored at the Hotel. Any items left in the hotel for more than 48 hours after the event will be disposed of.

♣ Deliveries and Collection

Deliveries for events will only be accepted 48 hours prior to the event, unless arranged otherwise with HOSPA.

All packages being delivered must be labelled as shown below and confirmation of number of boxes being delivered and collected emailed to helen.rhodes@hospa.org so that we can ensure anything pre delivered is there for you on arrival.

EVENT NAME: <u>HOSPACE 2022</u>
EVENT DATE: <u>17 NOVEMBER 2022</u>
CLIENT NAME: _____
COMPANY: _____
EVENT MANAGER: <u>Gareth Bush/ Helen Marshall</u>
BOX _____ of _____
RECEIVING BAY
ROYAL LANCASTER LONDON
LANCASTER TERRACE
LONDON
W2 2TY

Packages should be delivered to the Hotel through the Loading Bay, located on Lancaster Terrace, between 07:00am to 3:30pm, Monday to Friday.

Contact for delivery and collection 020 7551 6234, or 020 7551 6000 ext 7326
Email: eventboxes@royallancaster.com

♣ Photography

There will be a photographer and a videographer at HOSPACE. Each Exhibition booth will be photographed. Please contact HOSPA if you have any specific requests.

♣ Lead Capture Facility

As an efficient way to gather contact details about visitors to your stand, please bring a method that suits you, either automatic gathering or a simple box for business cards. The venue will not be able to supply anything additional.

♣ Car Parking

Car parking is available at the hotel on a first come first served basis. There are a number of car parks around the hotel with the quickest way of locating these by using 'Just Park'.

Delegate Information

♣ Delegate Tickets

Two day delegate tickets are included as part of your exhibitor package unless additional tickets have been pre-arranged by HOSPA. **Please send us your named delegates by 28th October.** For additional tickets please contact helen.rhodes@hospa.org.

Please note that Exhibitor packages do not include a dinner ticket unless pre-booked with HOSPA please contact helen.rhodes@hospa.org.

Delegate registration details will be provided separately.

♣ Accommodation

We are able to offer a discount off the best flexible rate available on both 17th and 18th November. This can be accessed using the booking code: Hospac2022

Please visit [Accommodation Options | HOSPACE](#) for how to book at The Royal Lancaster or for other accommodation options within walking distance of the venue.

Information needed

In order to promote your company successfully at HOSPACE we need some information from you. Please find details below on the assets required for advertisements, listings and promotion of your stand.

All information about the Floorplan, Marketing toolkit, Virtual exhibitor booth specs and an online copy of this document can be found here: <https://www.hospace.org/sponsors-exhibitors-important-info> - The password for entry is **HOSPACE2022**.

♣ Virtual Exhibitor Booth

The Exhibitor booth package includes a virtual exhibitor stand. Please see separate Virtual exhibitor booth specs document for assets needed. Once all assets are collected, please email them to helen.rhodes@hospa.org by 21st October. If you have any files that are too large to fit in an email, please use [Wetransfer](#).

There will be two available training sessions on 15th November, which you will receive separate log-in details for, in order to approve and finalise your virtual stand details and operation.

♣ Listings in the Event Brochure and on the [HOSPACE.org](https://www.hospace.org) website

Please provide 50 words describing your organisation and what you will be exhibiting on your booth. Please submit finished copy to helen.rhodes@hospa.org by 25th October.

♣ Social Media

Please provide social media handles - which will be used to promote your booth during our event. Our event marketing tool kit can be used to help promote your attendance at the event. Please submit these to helen.rhodes@hospa.org by 25th October.

The Social Media/Marketing toolkit can be found here: [Toolkit](#)

♣ Advertisement

A quarter page advertisement in the event brochure is included (The Overview) in the Exhibitor's Package. Please submit finished copy in the following format to helen.rhodes@hospa.org by 25th October:

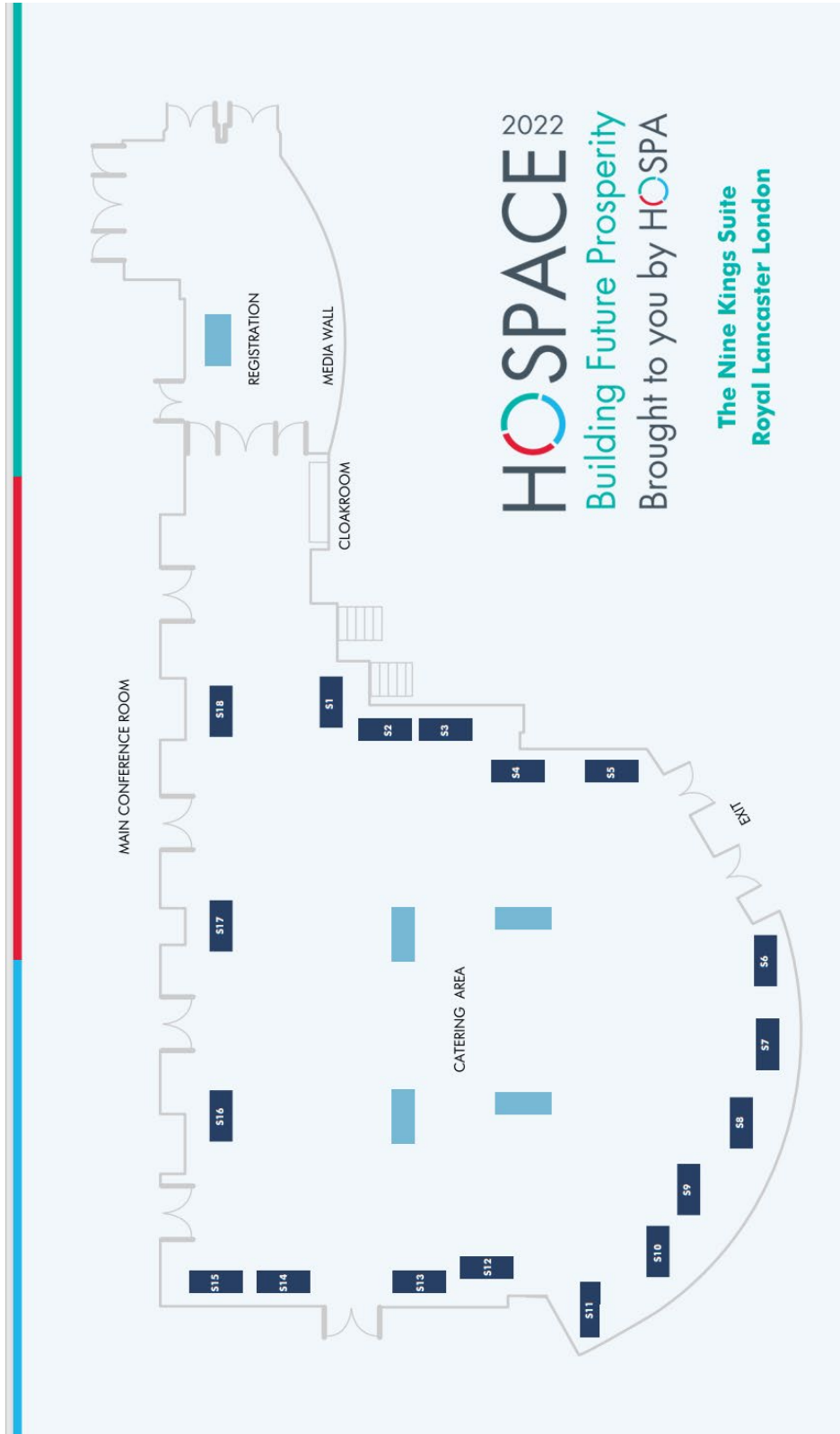
- JPEG or PDF format
- ¼ page A4 = 133mm (h) x 90mm (w)
- 300 dpi
- CYMK colour PORTRAIT orientation

♣ Logos

Please provide a Hi-Res copy of your logo as an EPS file and a PNG/JPEG file. Please submit these to helen.rhodes@hospa.org by 25th October.

Floor Plan of The Exhibition Area

Please note: the height of all stands is restricted to 2.3m.



Screen Order Form



Prices:

43" Samsung CW head height stand: £180 per screen

Power strips: £10.00 per strip

Please email this form to James Lister at 4Wall AV by 1st November. E: JLister@4wall.com

ORDER FORM
PLEASE COMPLETE IN BLOCK CAPITALS



Name			
Company Name			
Email			
Telephone			
VAT Number (EU Companies)			

Show Name			
Venue			
Hall Name / Number			
Stand Number			
Stand Name			

Onsite Contact Name & Number			
Preferred date & time of install (Please note the time cannot be guaranteed)			

Qty	Description	Unit	Total
Invoice Address		30% Service Charge	
		Insurance charge (if required)	
		VAT (if required)	
		TOTAL	

Please complete the below if paying by credit card

Card type (tick box) <input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> Amex <input type="checkbox"/> PayPal	Name
Card No	Address
Expiry Date	Post code
Security Code	Country
Signature	

Payment Methods

Payment is required no later than 7 days prior to delivery. Payment may be made by the following methods: Mastercard/Access/Visa/American Express/Cheque in £ Sterling/Euros drawn on a UK Bank or Bank Transfer. Please note that all card payments will be made in £ Sterling. If paying by credit card the following charges may apply: 2.5% Surcharge on AMEX & 2% on all other cards.

Notice

All equipment must be released by an authorised 4Wall representative. Any equipment left unattended will be the sole responsibility of the hirer. The hirer will then be in breach of terms and conditions. Terms and conditions are available upon request.

Royal Lancaster Terms and Conditions

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.

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.

Insurance

Whilst every precaution is taken to protect your property during the event, we are not responsible for any loss or damage and we recommend that you arrange insurance cover offered by specialist insurance companies.

You are also responsible for insuring against any legal liability incurred in respect of injury or damage to property belonging to third parties. In addition to this, you should protect your expenditure against Abandonment and Cancellation Curtailment of the event due to reasons beyond our control.

Liability

Royal 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 Royal Lancaster London or guests, the client or contractor will be held liable for any cost of repair. Royal Lancaster London Reserves the right to carry out a damage inspection at any time.

Noise Levels

Royal 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.

Exhibitors are kindly requested to consider other Exhibitors and visitors to the event and keep the level of noise that any exhibit or display may emit to a minimum.

Security

Whilst every endeavour is made to safeguard visitors' and Exhibitors' property, both personal and commercial, occasionally a loss may occur. Neither the Organisers nor the hotel can be held responsible for any loss or damage to Exhibitor's property.

Exhibitors are advised not to leave their stands unmanned during the show or during the set-up and breakdown periods or to leave valuables unattended. Valuable items should be removed from the stand during unmanned hours.

Covid

Covid update from The Royal Lancaster

Although the restrictions have been relaxed, The Royal Lancaster is still very conscious and we are doing everything we can to mitigate the risk of infection. Please see below some of the steps being taken on a daily basis:

- We still have hand sanitising stations in the public areas of the hotel.
- Our staff may wear face coverings.
- Hand washing and personal hygiene is trained and strongly encouraged.
- We are continuing with our regular cleaning and sanitising of all areas.
- Air conditioning is put on in all areas with fresh air input and extract in the function suites.
- Guests are encouraged to take lateral flow testing prior to their arrival.

Emergency Procedures

The Hotel has a comprehensive fire evacuation plan, which is approved by the Fire Brigade. All the Hotel Staff are regularly trained in all aspects of the plan and in actual firefighting. The Hotel also has a terrorist attack/bomb threat/suspect package procedure in which staff are also regularly trained and tested in training exercises.

Fire

1. On the initial activation of the fire alarm, a designated fire team will attend the zone indicated and investigate. The alarm will be muted.
2. If it is a false alarm or something of a minor nature, such as a discarded cigarette in a waste bin, the investigation team will deal with it there and then and the alarm will be reset.
3. If it is more serious and becomes necessary to evacuate the Hotel, the fire alarm system will be re-activated. The continuous sounding of the alarm will indicate to EVERYONE that the Hotel is being evacuated.
4. Staff will control the evacuation by indicating the fire exits to be used and directing people to the assembly point at the St James Church, Sussex Gardens.

Other Threats

1. In the event of a terrorist attack/bomb threat/suspect package, the matter will be dealt with, as appropriate to the circumstances, by Management and the in-house Security Department. Police assistance will automatically be sought.
2. If evacuation becomes necessary, the fire evacuation plan as outlined in A (3 & 4) above will be followed.