

# HETT NORTH

Healthcare Excellence Through Technology

26th February 2025 | Manchester Central

## Exhibitor Manual

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### Space Only Stands

**VENUE:**

Manchester Central  
Central Hall 2  
Windmill Street  
Manchester  
M2 3GX

We are delighted that you have chosen to exhibit with us at **Healthcare Excellence Through Technology North** show this year and cannot wait to see you! To make your planning easier we have created this manual for you, however, please note that some of our preferred suppliers use an online portal for their services.

They will provide you with the relevant login details directly.

We understand that you may need information at different times during the planning process.

To assist you, we've created a handy checklist to guide you through each step.

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Build a budget covering typical costs such as travel, registration, exhibit space rental, stand design/activations, show services (carpet/flooring, furniture, audio-visual, electrical etc.), shipping/transportation, marketing, giveaways, and sponsorships.

Define your audience, their interests, and needs from you – highlight how your product or service offers solutions and showcase these in your stand.

Ensure you and your team have registered for your event badges, clicking on the drop down “**Exhibitor**” every single team member must be **registered** before arrival.

Thoroughly read this manual to understand event information, rules, regulations (which vary by venue), Important deadlines, and necessary order forms (which are located to the rear of this document)

Ensure you / your stand builders complete appropriate risk assessments for both the stand build and anything you may be bringing with you to the event, even laptop chargers can create hazards so its important you assess your own areas. Please see page 7 regarding the list of information we require from your stand builder, so our dedicated Safety team can review the proposed stand build. Please ensure you also complete the Health & Safety Declaration form which is on page 10 of this document.

Align event goals with your organisation’s objectives and use these goals to outline success metrics for the show.

Choose a logistics provider to aid you in getting items to and from your stand. We recommend **Exhibit 3Sixty** as our preferred partner (their details can be found to the rear of this document)

Schedule a pre-show meeting with your stand staff and other company representatives to review show priorities, activations, and success measures.

### DURING THE SHOW:

Check your space to ensure all shipments have arrived and confirm all orders are complete or in process.

Pick up your badge (s) before it gets busy and beat the queues, by scanning your QR code.

Test all your stand equipment and if you need help visit the help desk.

Get comfortable with you and your team using your [GovNet Event App](#)

Label all empty boxes and containers needed for breakdown before they are taken to the warehouse.

Have a coffee with your Account Manager at the Sales Lounge onsite.

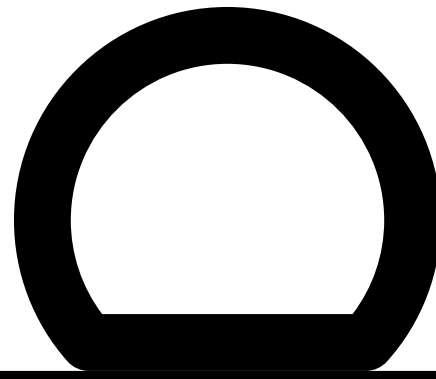
### POST SHOW:

Collect all final leads, and notes gathered from staff during the show in the GovNet Event App.

Apply labels to every container and/or box you plan to ship.

Check with the service desk and hired vendors for all final invoices.





## EXHIBITOR BADGES

To **register your Exhibitor Badges**, please visit the registration page:

<https://www.hettnorth.co.uk/register/other>

After registering for your badge, you'll receive a confirmation email and you'll get an email to access **HETTConnect** where your badge's **QR code** can be found in the app for you to print on the event day.

Exhibitor badges can be collected on-site during build-up from **2pm on 25th February 2025** within the registration area or from 8am on **26th February** when the show opens. This must be worn for the duration of the show's open period.

**Please Note:** Exhibitor badges are for stand personnel only i.e. those working on your exhibition stand and not members of staff attending as visitors.

## BUILD-UP & BREAKDOWN PASSES

Contractor and non-stand personnel needing to access the venue during build-up and breakdown will need to **register for a contractor badge**.

Please register online for your contractor badge using the dropdown Contractor:

<https://www.hettnorth.co.uk/register/other>

Contractors who are completing physical works will be issued with a wristband rather than a badge due to safety reasons.

## THE GOVNET APP

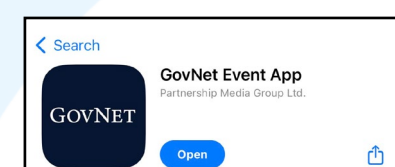
The GovNet App is a complimentary, premium networking tool available to all visitors, exhibitors and speakers. The App allows you to book one-to-one meetings ahead of the show, connect with attendees of interest, add sessions of interest to your personal in-app calendar, register your team members and more. You will be able to prebook meetings (either at your stand or at the on-site meetings lounge) with attendees via the app. Closer to the date of the event, you will also be able to access your unique QR Badge Code in the app, which you will need to scan at the entrance to the hall to print your badge.

## LEAD GENERATION & SCANNING

The GovNet App is the only way to scan attendees' badges at the event – no lead scanners will be provided at the Show. Please ensure that everyone in your team downloads and signs into the app ahead of attending the show (the app is available on iOS and Android). To scan badges, simply open the app and tap the camera icon to open the lead scanning interface.

All leads scanned are automatically uploaded to your Exhibitor Centre on the HETTConnect desktop platform and are exportable in an .xls format. All those who are registered as part of your company team on HETTConnect are able to see and export your leads.

If you're experiencing any issues with the app or have any questions, please contact Client Relations: [client.relations@hettshow.co.uk](mailto:client.relations@hettshow.co.uk)





## HEALTH & SAFETY

Everybody onsite at this event is expected to comply with UK Health & Safety law to achieve best practice and the safest possible environment.

## KNOWLEDGE SHARING

Everyone who is coming onsite to work on your project must fully understand this induction & share the information.

## RISK PLANNING

Share the Risk Assessment and Construction Phase Plan with all teams. This includes your team, contractors and/or subcontractors that you are engaging with.

## CONSIDER OTHERS

It is vital that you plan and are prepared to work in such a way to consider those working around you within the hall and on neighbouring sites so that your actions do not endanger others.

**HIGH VIS JACKETS:** If your teams are operating in loading areas they should be aware of the movement of the traffic and should wear hi-visibility clothing as a minimum.

**PERSONAL PROTECTIVE EQUIPMENT:** Ensure your PPE is suitable and sufficient for the tasks you are carrying out and protective footwear must be worn. Hard hats must be worn in areas of high construction or as directed by H&S manager or as directed by the H&S Advisor on site.

**EMERGENCY GANGWAYS:** These must be maintained at all times for the safety of all within the halls, especially for emergency access and approved vehicle movement.

**ACCESS & BADGES:** Only authorised access is permitted into the exhibition halls. Everyone working within the halls must wear the appropriate badge and/or wristband.

**WORKING HEIGHT:** Appropriate management and safe methods of working at height is required at all times to comply with the Working Height Regulations 2005.

**HOT WORK RULES:** All hot work requires a hot work permit from the organiser.

**ACCIDENTS:** All contractor accidents, incidents & near misses must be reported immediately to the organiser.

**WORK TIDY:** Maintain good housekeeping at all times and remove all waste from site.

**SMOKING:** Including e-cigarettes & vapes is only allowed in designated smoking areas.

**ALCOHOL/DRUGS:** Anyone suspected of being under the influence of drugs or alcohol will be ejected.

**LADDERS & STEPLADDERS:** Where ladders are used and it is not practical to use a working platform or the activity is low risk these need to be industrial, not domestic quality. Ladders must be used in accordance with manufacturer's instructions. Please ensure you don't work off the top three rungs and try to make sure the ladder extends at least 1m (three rungs) above where you are working. Under no circumstances use or stand ladders on moveable objects, such as pallets, bricks or lifts.

## SITE RULES

- You must comply with venue traffic rules at all times
- Please observe the 5mph speed limit at all times when in the inner area
- Do not use your mobile phone while driving unless it's handsfree
- Do not park your vehicle on hatched areas when unloading
- Do not obstruct points of access and egress



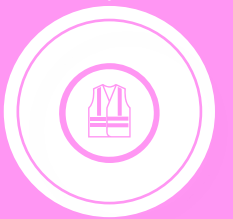
### Local Information:

- 1) Venue address - Manchester Central, Windmill Street, Manchester, M2 3GX
- 2) The show is located in Central Hall 2
- 3) Travel information for getting to the venue:  
<https://www.manchestercentral.co.uk/getting-here>

### Access times - Event Build Period:

- o Space Only Exhibitors: **25th February 2025 : 10:00 - 20:00**
- o Shell Scheme Exhibitors: **25th February 2025 : 14:00 - 20:00**
- o Access for deliveries - All Exhibitors **25th February 2025 : 12:00 - 20:00**

*Please Note:* All deliveries must be made when a member of your team is onsite to accept and sign for the package where possible. The organiser and the venue are not permitted to sign for exhibitor deliveries and your delivery may be turned away.



### Show Open Period:

- o Access For Exhibitors: **Wednesday 26th February 2025: 08:00-16:30**
- o Access For Visitors: **Wednesday 26th February 2025: 09:00-16:30**

### Event Breakdown:

All Exhibitors and stands: **26th February 2025 : 17:00 - 21:00**

*Kindly Note:* All courier collections must be arranged between the hours of **17:00 and 20:00** on **26th February**. Any items left in the hall past **21:00** on the **26th February** will be deemed as rubbish, disposed of and any charges incurred for the removal, will have to be passed on to the exhibitor.



## SPACE ONLY STAND INFORMATION

A space only stand is rented floor space for a custom-built stand with no walls, carpet, electricity, or furniture.

## REQUIREMENTS FOR SPACE ONLY STANDS:

- **Plans:** Elevation and plan views with measurements, including maximum height.
- **Risk Assessment:** Covering build and breakdown.
- **Method Statement:** Covering build and breakdown.
- **Construction Phase Plan:** As the stand area is a construction site.
- **Public Liability Insurance:** Covering the company building and dismantling the stand.

Our dedicated Safety team will be in touch to obtain the relevant documentation as listed above. Kindly note all information must be received by **Friday 31st January 2025** to allow sufficient time to review and engage with your standbuilder.

Safety Team - HETT North: [Safety@hettshow.co.uk](mailto:Safety@hettshow.co.uk)

## COMPLEX STANDS:

- **Definition:** Structures requiring calculations, multi-storey, exceeding 4m in height, bespoke suspended structures, sound/lighting towers, temporary tiered seating, platforms/stages over 0.6m in height.
- **Requirements:** Structural calculations with stand plans.
- **Additional Fees:** For structural review and legal sign off, these fees will be shared with you post event for payment.
- **Stand Plan Deadline: Friday 31st January 2025** ⓘ

## NON-COMPLEX STANDS:

- **Height Limit:** Up to 4m (including platforms).
- **Minimum Build Height:** 2.5m.
- **Walling:** Must supply your own walls.
- **Stand Plan Deadline: Friday 31st January 2025** ⓘ

## CARPET &amp; FLOOR COVERINGS:

- **Not Included:** Must be ordered separately.
- **Supplier Removal:** Ensure supplier removes carpet after the show to avoid disposal fees.
- **Carpet Tape:** Must be venue-approved and low tac.

## CLEANING:

- **Pre-Show:** Stands, gangways, and public areas will be cleaned and vacuumed.
- **Post-Show:** Place rubbish bags or empty boxes in the gangways for disposal.
- During build up and breakdown **please take all** waste and materials with you. Any waste left behind and a skip fee will be charged straight back to the exhibitor.

## FURNITURE

- A space only stand is rented floor space and **does not include** furniture.
- Please order via our preferred suppliers **Creative Hire.**

## GANGWAYS

- During the build-up and breakdown periods, materials may be placed in gangways, as long as they **do not cause obstruction**. Approaches to emergency exits **must be kept clear** at all times. If requested, the gangways must be cleared immediately.
- Throughout the exhibition, all gangways **must remain unobstructed** and accessible at all times. Parts of your stand, furniture or exhibits etc. must not project beyond the boundary of your stand.
- Emergency gangways **must** be kept clear.



## SPACE ONLY

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## Key Exhibitor Information

## SPACE ONLY STAND INFORMATION

## ELECTRICS

- Space only stands **do not include any electrics**.
- Our official contractor Full Circle is responsible for and will carry out, all electrical work on all stands. Pre-fabrication will be permitted but a connection to the mains and on-site wiring **MUST** be carried out by the official electrics contractor, it is necessary for a fuse box to be fitted to every stand. **This is now** an industry standard and unavoidable.
- Below are examples of loading's for items plugged into socket outlets.

ITEM	POWER TO ORDER
Hired Coffee Machine	3kw
Machinery	3kw
Kettle	2kw
Plasma Screen	1kw
Refrigerator	1kw
Lighting	1kw
More than 3 laptops	1kw
Laptop/Phone ONLY	500W

There will be **no power supply during build-up and breakdown and power will be switched on at 8am on the open day of the show**. Power to stands will be **switched off 30 minutes after the show closes**. If you wish to order temporary power during the build-up or overnight, please contact our official supplier Full Circle.

## HEIGHT LIMITS

- **The height limit** for a space only stand is 4 meters from floor level (including any platforms).
- A stand **over** 4 metres high is deemed a complex stand and will require full structural calculations.
- Should your stand plans exceed 4 meters your stand will be classified as a complex stand. **Please highlight this** on your stand plans and email the organiser as further approval will be required.
- **Additional fees** for a structural engineer to assess the stand on-site will apply. **Additional documents will be required** please email the organisers.
- Please read the space only stand regulations.
- **All stand plans** which exceed 4 meters **must** be submitted to the organisers 6 weeks in advance of the show.

## STAND PLANS

All stand plans must be submitted and approved, ensuring your submission includes the following:

## LOCATION AND INFORMATION PLAN:

- A plan showing the stand's location within the exhibition.
- A plan view with external dimensions, indicating which sides are open onto gangways.
- The location and dimensions of any hall columns relative to the nearest stand edge.
- Clearly indicate the heights of all stand fittings using elevation views.
- Details of all walling, platforms, demonstration areas, exhibits, graphics, etc.
- Information on materials and fire protection.

## APPROVAL NOTES:

- Approval for a stand from a previous show year is not valid; plans must be re-submitted for each show.
- Once written approval has been received for the original design, no alterations may be made without the organiser's approval.
- Exhibitor insurance policies do not cover stand contractors or any sub-contractors. Contractors must submit proof of adequate insurance coverage.

## WALLING

- Dividing **walls must be** built between your stand and adjoining stands, extending to the boundaries of your stand. These walls **should be** a maximum height of 4m and a minimum height of 2.5m.
- You **must supply walling** to your own stand and not use the back walls provided by other stands, whether they are space only stands or shell scheme stands.
- A minimum of two thirds of any open side is to remain open, from floor to ceiling. Long runs of solid walling on open sides (perimeters) are **not allowed**. Walls along perimeters must be decorated with graphics or display items and **not left plain**.
- If you require any additional help please contact [Safety@hettshow.co.uk](mailto:Safety@hettshow.co.uk)



## SPACE ONLY BUILD REGULATIONS

As a space only stand exhibitor you have a obligation to build your stand to the required standards of the venue and local authority. All information must be submitted by **Friday 31st January 2025**, including stand plan submissions.

The regulations below are supported by and should be followed in conjunction with the current [eGuide](#)

### QUICK OVERVIEW

- Refer to the Space Only Specifications page for required stand plans.
- Stand design must be erected and dismantled within the Event Timetable hours.
- Official contractors must carry out all mains electrical works.
- Be considerate to others during construction; do not work or paint in others' stand areas or emergency gangways.
- You are responsible for your contractors' actions and any damage they cause.
- Share Site Rules with all contractors and staff on-site during build-up and breakdown.
- Display your stand number clearly for better visitor navigation.
- Submit professional scale drawings with construction details, Method Statement, Risk Assessment, Public Liability Insurance and complete our Health & Safety Declaration. [Health & Safety Declaration.](#)
- Ensure presentations/demonstrations for large groups are located centrally on the stand and shown on drawings.
- Use fireproof materials for stand construction as per eGuide standards.
- Check for venue restrictions on headroom, loading bay space, and floor loadings if bringing large or heavy items.
- Use venue-approved, low-tac carpet tape and ensure contractors remove it during breakdown.

## IMPORTANT INFORMATION

### STAND DESIGN – INCLUSION FOR ALL

- Exhibitors and stand designers must comply with the Equality Act, ensuring stands are accessible to all.
- Review your responsibilities under the Equality Act in the AEV [eGuide](#). Consider the following:
  1. Design stands without platforms where possible; incorporate ramps if platforms are used.
  2. Provide equal service on all levels for multi-level stands without ramped access.
  3. Ensure ramps are used for platforms over 13mm in height.
  4. Adjust door sizes and include lower vision panels for wheelchair access.
  5. Provide literature in larger print or audio formats for the visually impaired.
  6. Consider lower terminals for wheelchair-accessible product demonstrations.
  7. Ensure staff are aware of their responsibilities under the Equality Act.

### CONTRACTORS

- All stand builders and contractors **must complete the Contractor Badge for Build-Up and Breakdown Pass** by clicking on contractor in the drop down menu. This is a requirement in order for contractors to access the halls during those periods. Upon arrival a wristband will then be given upon showing the QR code.
- **You are responsible** for the actions of any contractor you employ to work for you and will be **held responsible** for misconduct by them. Any damage caused by your contractors will be charged directly back to you.
- Ensure you share this manual with any contractor or staff.

### DOORS & WINDOWS

- Ensure all gangway doors and windows open inwards to prevent accidents. Doors that open outwards should not extend beyond site boundaries.
- Include clear-glazed vision panels in all doors at sight level, accommodating wheelchair visibility between 900mm and 1500mm above floor level.
- Doors must not open directly onto gangways.
- Enclosed rooms within stands must have a means to alert inner room occupants to fires originating in access areas. Rooms can host a maximum of 50 people and staircases should not terminate in enclosed rooms. Stands must be fully lined with non-combustible, fire-resistant materials throughout. Order carpet through our official supplier via the checklist tab.

## HEALTH & SAFETY GUIDANCE

Exhibitions can inherent risks, particularly during the build and breakdown phase. In 2015, the Health & Safety Executive introduced regulations to provide better safety provisions. Both we, as the Organiser, and you, as Exhibitor, have a legal obligation and duty of care to adhere to the Construction, Design, and Management (CDM) regulations. These regulations are crucial for ensuring safety and compliance during all event phases.



Ensure the health, safety, and welfare of your employees, contractors, and visitors throughout the exhibition. Your actions should prevent accidents, injuries, and unsafe conditions. Provide proper information, training, and supervision.

Complete the **health and safety declaration form**, which is mandatory for all exhibitors.

## EXHIBITOR CHECKLIST FOR A SAFE EVENT

### BEFORE THE EVENT

#### HEALTH & SAFETY POLICY

- Ensure your company has a written Health & Safety Policy if you have five or more employees.
- Verify that all contractors, suppliers, and agents have suitable Health & Safety Policies.

#### RISK ASSESSMENTS

- Conduct and document a Risk Assessment for your stand and attendance at the event.

#### SAFETY ADVISER

- Appoint at least one competent safety adviser to assist with health and safety responsibilities if your business is unsure of its responsibilities. You will also be able to seek support from our dedicated Safety Team, details can be found to the rear of this document.

#### TRAINING & INFORMATION

- Provide proper information, instruction, and training to all employees and contractors.

#### HEALTH & SAFETY DECLARATION

- Complete and submit the mandatory **Health and Safety Declaration form**.

#### VENUE EMERGENCY PROCEDURES

- We recommend that you read the emergency procedures document ahead of your arrival to Manchester Central <https://www.manchestercentral.co.uk/your-venue-safety>

### DURING SETUP

#### ESCAPE ROUTES

- Keep escape and exit routes clear at all times, do not allow waste to build-up at any point.
- Ensure doors along these routes can be easily opened from the inside.
- Do not obstruct or cover exit doors, emergency exits, or their signs.

#### AISLES AND CORRIDORS

- Keep hall aisles and corridors free from obstructions.
- During setup and dismantling, maintain a clear path of at least 1.5 meters in width.
- Ensure all operatives wear appropriate protective clothing (eye, ear, foot, hand protection, and hard hats when necessary).

#### EQUIPMENT SAFETY

- Use portable power equipment for its intended purpose with safety guards fitted.
- Minimise trailing leads and do not leave powered equipment unattended.
- Ensure forklifts are operated only by trained personnel.

#### GENERAL SAFETY

- Cooperating with other employers, such as Exhibition Organisers, when sharing your areas in the exhibition hall.

Minimising trailing leads when using portable electric tools and not leaving equipment unattended while powered.

### AFTER THE EVENT

#### DISMANTLING

- Briefly place materials in aisles and corridors during dismantling, ensuring a clear path of at least 1.5 meters is maintained.

#### WASTE DISPOSAL

- Ensure all materials and equipment are removed from the venue, leaving no hazards behind.
- Properly dispose of fluorescent lighting and other materials off-site.
- Do not place chemicals or flammable liquids in general rubbish bins.

**By following this checklist, you can help ensure a safe and compliant exhibition experience.**

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**Key Exhibitor Information****GENERAL INFORMATION A-Z**

Here you can find all information which may assist you in your preparations for the event. If you have any further questions, please contact: [client.relations@hettshow.co.uk](mailto:client.relations@hettshow.co.uk)

**ACCESSIBILITY**

The venue has facilities available for exhibitors and visitors. Should you have any queries, please contact the venue directly or visit their [FAQs page](#)

**ACCOMMODATION**

Event Express have negotiated discounted rates close the venue for exhibitors and visitors of The Healthcare Excellence Through Technology Show, our exclusive event rates are available for a limited period.

Please [book accommodation](#) using our official supplier, Event Express.

**AUDIO VISUAL**

To order AV services please see visit our official contractor: <https://pspav.com/hett-north>

**BREAKDOWN**

During breakdown, **no dismantling** of stands or vehicles can be admitted until the hall is clear of visitors. Exhibitors and contractors **should report** to the lorry way to gain access for breakdown.

It will **not be possible** for exhibitors to exit via the main doors once the show has closed; nominated fire exits **must be** used. Trolleys and goods are not allowed in the foyer at any time.

Please review the exhibition timetable for exact timings.

**BUSINESS CENTRE**

There are two concierge areas at Manchester Central – one at Central Foyer and one within Charter Foyer. The concierge team assist with business centre services and by assisting with restaurant bookings, flight confirmations, local excursions and venue information.

**CAR PARKING**

Please see the Driving to Manchester Central information on their website to find out more about [parking facilities](#).

**[Booking Link for NCP](#)**

Please note there is a height restriction of 1.98m.



## GENERAL INFORMATION A-Z

## CATERING &amp; FOOD / DRINK ITEMS ON STANDS

The Food Safety Act 1990 and Regulations made under it aim to ensure that all food offered to the public is safe to eat. Part of the Environmental Health Officers role is to carry out checks on Food Safety and Hygiene to ensure compliance with the legislation.

Any food such as sweets, chocolates, cakes or similar on stands, must be ordered through the venue to ensure compliance with Food Safety regulations. They can be ordered directly via the following link:

<https://www.manchestercentral.co.uk/online-ordering>

simply sign up and select our Event.

You are **not permitted** to retail food or drink for the public to consume at the show unless written permission is obtained from the venues appointed catering contractor. Non-compliance will result in your food and/or drink items being removed from the site.

## Online Ordering

Our online ordering platform enables you to select the services you require before placing your order through our secure payment gateway.

If you have any questions, please contact 0161 834 2700

## Exhibitor Services

- Catering Services
- IT Services



## CLEANING

All stands will be cleaned daily, but this **does not include** the cleaning of exhibits or other stand surfaces.

Where stands are constructed with offices or interiors, duplicate keys clearly labelled should be left with the Organisers Office to allow access for cleaners.

Exhibitors requiring emergency cleaning during the exhibition should contact the Organisers office (although only light cleaning will be possible during show opening hours, vacuuming will not be possible until the close of the show).

Please dispose of any liquids to avoid spillage and damage to the carpets.

Excessive waste left on-site is chargeable back to the exhibitor concerned.



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**Key Exhibitor Information****GENERAL INFORMATION A-Z****DELIVERIES & COLLECTIONS**

We recommend using the official freight forwarding courier [Exhibit 3Sixty](#) as they can offer a first-class service onsite, giving you the peace of mind that your delivery, no matter how big or small, will arrive safely at the venue and on your stand. The organisers are not responsible for any exhibitor deliveries.

A representative of your company must be present to sign for any deliveries to the venue should you not use Exhibit 3Sixty. For security reasons, the organisers **are not able to sign** for deliveries on your behalf.

You will **also not be able to** deliver in advance of the event.

Deliveries can only be made between during your build time or from **08:00-08:30** on show open mornings.

All deliveries must be labelled correctly to ensure they are delivered to the correct hall and stand.

[Delivery Access Information.](#)→ [COLLECTION NOTE](#)→ [DELIVERY NOTE](#)**INTERNET ACCESS / TELECOMMUNICATION**

- The venue has Free Wi-Fi **\_MCCC FREE Wi-Fi** which is suitable for browsing, social media, and email. When you arrive at the venue, you will need to sign in to the free Wi-Fi and follow the instructions.
- If a stable IT connection is an integral part of your stand, we strongly recommend a hard-wired connection as the most secure and reliable source of internet. This can be ordered through the venue: <https://www.manchestercentral.co.uk/online-ordering>

**LIFTING AND STORAGE**

To assist with any lifting or storage of materials, we have an onsite official contractor for the duration of the show. They will be onsite during build-up and breakdown to assist with any lifting or storing away spare materials.

**LOST PROPERTY**

During the show all lost property enquiries should report to security or the Organiser's Office. Please bring all lost property to the Organiser's Office.

**MANNING OF STAND**

Exhibitors are obliged to be present on their stand during exhibition open hours and display registered exhibits. **Stands may not** be dismantled before the official breakdown commences

**ORGANISER'S OFFICE**

The Organiser's Office is located inside the Foyer Entrance located by reception. The office will be open from **08:00** each day.

**PHOTOGRAPHY & VIDEO RECORDING**

To avoid unnecessary canvassing of exhibitors, the official photographer has been appointed to undertake all photography for the show and no other photographers will be allowed into the hall without prior written consent from the organisers.

**PROMOTIONAL ACTIVITIES WITHIN THE EXHIBITION HALLS AND EXTERNAL AREAS**

Unless ordered via the official sponsorship/ advertising offer from the organisers, no advertising whatsoever is allowed outside of the exhibitor's own stand area.

This includes the distribution of flyers, the display of posters, the assembly of structures with advertising content, etc. This also applies to any persons circulating outside of their own stand area while displaying advertising on sandwich boards, clothing, etc.

## GENERAL INFORMATION A-Z

## SECURITY

There will be constant security cover through the tenancy period. However, exhibitors should ensure that their goods are always safeguarded, particularly during build-up and breakdown.

The organiser's hire security to prevent unauthorised access to the hall, **NOT** to secure the contents of your stand.

There will be internal overnight security patrols only. However, the individual security of stands and exhibits lies within the responsibility of each exhibitor. Valuables should be locked away overnight.

**Please note** that most hired cabinets have common locks and should **NOT** be regarded as secure units.

Any incidents of theft **must be** reported to the organisers immediately as it will be necessary to complete a security form and report the incident to the police.

**Please note** that neither the organisers nor the venue can be held responsible for any loss or damage to stands or exhibits.

## VEHICLE ACCESS

When building up for an event at Manchester Central, exhibitor vehicles should enter the site from the east and park in the traffic marshalling yard.

If using a Satellite Navigation system – please follow the postcode **M2 3GX**.

## WASTE

- All waste generated must be contained within your stand throughout the show open period. Please contact the organiser's should you need cleaners to visit your stand.

- All exhibitors and contractors must take all building material waste away with them, alternatively, exhibitors can arrange to skip hire with the venue.

- Any leftover waste will be charged back to the exhibitor directly. We will be taking digital photos of each area as proof and an invoice will be sent to you after the event.

- Please note that waste materials, however innocuous, should not be abandoned on-site, discharged into the drainage system, or deposited in the venue's waste disposal containers or skips.

- The cost of any clearing, repairs to the drainage system, or of making good any other damage caused by such unauthorised discharge will be passed to the relevant exhibitor. Disposal of such substances is subject to "**Control of Substances Hazardous to Health Regulations 1988**" (COSHH).

- Toxic waste shall be placed in closed containers, marked accordingly, and special arrangements made with the venue regarding their disposal.

SPACE ONLY

**HETT NORTH**

Healthcare Excellence Through Technology

**Key Exhibitor Information****CONTACT DETAILS****ACCOMMODATION - EVENT EXPRESS****E:** [reservations@eventexpressuk.com](mailto:reservations@eventexpressuk.com)**W:** <https://resx.eventexpressuk.com/event/HETTNorth2025>**T:** +44 (0) 190 573 7737**AUDIO VISUAL - PSPAV****W:** <https://pspav.com/hett-north>**T:** +44 (0) 121 486 3288**EXHIBITION FURNITURE - CREATIVE HIRE****W:** <https://www.creativehire.co.uk/event/hett-north-2025/>**Order Form****T:** +44 (0) 167 654 2616**ELECTRICITY, LIGHTING, SHELL SCHEME, ACCESSORIES, CARPET - FULL CIRCLE****E:** [exhibitors@exhibitconnect.co.uk](mailto:exhibitors@exhibitconnect.co.uk)**T:** +44 (0) 161 393 3949**FLORAL DECOR - VISTA EVENTS****E:** [info@vista-events.co.uk](mailto:info@vista-events.co.uk)**W:** [www.vista-events.co.uk](http://www.vista-events.co.uk)**T:** +44 (0) 774 060 0087**GRAPHICS - FULL VISION****E:** [exhibitor@fullvision.co.uk](mailto:exhibitor@fullvision.co.uk)**W:** <https://fullvision.co.uk/exhibitor-graphics/>**GETTING TO MANCHESTER CENTRAL****W:** [www.manchestercentral.co.uk/getting-here](http://www.manchestercentral.co.uk/getting-here)**LOGISTICS AND STORAGE - EXHIBIT 3SIXTY****W:** [www.exhibit3sixty.co.uk](http://www.exhibit3sixty.co.uk)**T:** +44 (0) 247 647 3663**SAFETY TEAM - HETT NORTH****E:** [Safety@hettshow.co.uk](mailto:Safety@hettshow.co.uk)**STAND UPGRADES - EXPOSITIONISTS INTERNATIONAL****E:** [charlie@teamexpos.co.uk](mailto:charlie@teamexpos.co.uk) | [teddi@teamexpos.co.uk](mailto:teddi@teamexpos.co.uk)**T:** +44 (0) 170 739 0122Turnkey Packages Available: [Shell Stand](#) - [Space Stand](#)**TELECOMMUNICATIONS & INTERNET - MANCHESTER CENTRAL****W:** [www.manchestercentral.co.uk/it-av-solutions](http://www.manchestercentral.co.uk/it-av-solutions)