

INFORMATION FOR EXHIBITORS AND CONFERENCE ORGANISERS

To ensure that your conference, function or event gets off to a good start we have put together this information sheet.

We hope this is useful to you. We welcome your input, so please let us know if there is anything we should add to this sheet.

Couriers

Please advise the Bookings and Reservations Department, if you intend to send items of stationery or equipment for your function by courier. This information will then be added to the operations sheet for your function and we will make sure that the items are in your room ready for arrival.

Make sure to clearly mark all items you intend to send with your **Company name**, the event – **Leicestershire Student and Graduate Fair** and the date – **11th November 2009** and room name - **Great Hall or Keith Weller Lounge**

c/o The Catering Operations Department
The Walkers Stadium
Filbert Way
Leicester
LE2 7FL

Please note that LCFC will only accept deliveries between the hours of 8am and 11am Monday to Friday unless prior arrangement has been made.

Any items of stationery or equipment left on site for collection by a courier must be clearly marked and handed in to the Security Office or the Duty Manager against a receipt. We cannot take responsibility for any missing items unless a receipt has been issued.

Third Party Delivery Companies and Set-up Crews

If you intend to employ a third party company to deliver and/or set up your conference or conference equipment, please ensure that the company you use has a full compliment of insurances and that they hold maintenance and Portable Appliance Test records of any equipment they may use for deliveries or leave on site for your use. Please forward the following access procedure to them to avoid any problems on the day of the delivery.

LCFC Access Procedure

- Please advise LCFC if you intend to use Heavy Goods Vehicles or Articulated Lorries to make deliveries.
- If possible, give an approximate arrival time to ensure that a site contact is available.
- On arrival, all contractors must report to Reception to sign in and contact and the Security Office to obtain information about best access routes to the Function Suites and to obtain a Lift Control Key if required. Unauthorised access to the stadium will result in the contractor being asked to leave the site immediately.
- Access and egress to and from the Functions Suites is restricted to the routes given by our Security staff and exterior doors or gates must be shut when unattended. Failure to comply will result in the contractor being asked to leave the site immediately.

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- Lift doors must not be held open by any other means than a Lift Control Key. Jamming doors open will cause our lifts to shut down, necessitating the call out of an engineer. **We will raise a charge of £150.00 if we have to call out the engineer due to improper use of the lift.**
- With permission of Security or the Duty Manager, doors in corridors and to the Function Rooms may be temporarily wedged open, with the proviso that this is only for purpose of actually moving items through the area. Doors must be closed as soon as all items have been moved. **Under no circumstances must the automatic door closures be disconnected.**
- Any accidental damage to the fabric of the building, lifts, fittings or LCFC property must be reported to Security. We reserve the right to raise a charge for any damages beyond fair wear and tear.
- On completion of the job, contractors must report to Security to return any keys or equipment provided by LCFC and sign out with Reception before leaving the site.

Organiser Arrival On Site

Please report to Reception, to ensure that our staff are aware of your arrival. We endeavor to meet all organizers directly after they arrive, however due to overlapping arrival times this may not always be possible and we will be with you as soon as we can.

Our Conference Services staff or the Duty Manager can be contacted at any time through Reception on 4461 on any internal phone and will be happy to deal with any requests or last minute additions or alterations to your set-up or agenda.

For a small charge, our staff can also help with any photocopying you require and we will try our best to provide you with any stationery items you may have forgotten to bring.

How you can help us on the day!

You are welcome to park your car outside reception for loading and unloading, but please move it to the main car park as soon as possible to ensure access for emergency vehicles.

Please ask for a lift control key if you are using our lifts to transport multiple items to and from the upper floors. Jamming the lift doors open will cause our lifts to shut down, necessitating the call out of an engineer. **We will raise a charge of £150.00 if we have to call out the engineer due to improper use of the lift.**

Only use Blue Tack or similar products to attach posters or signage to walls or doors. Tape and double-sided pads will damage the décor.

Please give as much notice as possible if you need to change the timings of your coffee breaks or lunch. This will help our staff to ensure that food and drink are served fresh and hot at the time you requested.

Report any accidental damage to LCFC property to a member of staff in order for us to be able to arrange the necessary repairs. We reserve the right to raise a charge for any damages beyond fair wear and tear.

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Report any suspicious packages or objects to our staff and ensure that briefcases, bags and boxes belonging to your or your delegates are kept secure at all times. This will prevent causing unnecessary alerts.

Please advise the Duty Manager if you intend to leave any items of stationery or equipment, either for pick-up or for a follow on function. We cannot take responsibility for any missing items unless you have been issued with a receipt.

Please remind your delegates to check that they have all their notes and handouts before they leave. Our cleaning staff will not keep any items other than clearly marked display stands, stationery or equipment when cleaning the rooms.

LCFC Emergency Procedures

You will be supplied with a copy of our Emergency Procedures on the day of your event. A member of our Conference Services staff or the Duty Manager will be on hand if you need any further information.

FIRE

The Walkers Stadium has been fitted with a Fire Protection System; the smoke/heat sensors will detect fires in the very early stages. However, if you discover a fire raise the alarm, either by verbally informing others or activating an alarm call point. The alarm points are situated on all levels.

In the event of an activation of the Fire Alarm, the warning is a pre scripted voice message.

Please leave the stadium by the nearest available exit. A GREEN RUNNING MAN sign denotes these exits with an arrow advising of the preferred route and our staff will be on hand to guide and assist you. Report any people missing from your party to the incident controller who will be situated outside reception.

The Fire Assembly points are at the front of the building adjacent to Raw Dykes Road.

Under NO circumstances should any one return to the building unless told to do so by the Fire Authority or Incident Controller.

BOMB THREAT

- The switchboard will probably receive such an alert. However, if such a call is taken in your room/suite, please observe the following procedures.
- Keep the caller talking for as long as possible. Note the time of the call, whether the caller is male or female and any noticeable accent. Note the exact message.
- Inform the Reception Desk by telephoning ext **4461**.

Under the guidance of a member of staff you should then:

- Immediately search your belongings/items under your control.
- DO NOT TOUCH or disturb any suspicious objects found.
- If a suspicious object is discovered inform the Stadium Reception Desk and the Conference Office. Nothing should be said to visitors until specific instructions are issued.

If an evacuation is considered necessary the Fire Alarm will be activated, follow the fire evacuation procedure displayed in your room/suite.