

**Exhibitor Rules and Regulations**

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# Accessibility

It is the exhibitor's responsibility to make their stand accessible to wheelchair users. Whatever the content of the stand is, it needs to be accessible to all. Please note the following when designing your stand: Stands with platforms that exceed 40mm should incorporate a ramp into their stand design. Serving counters should have a low access point no higher than 760mm or a lap tray should be provided for the convenience of disabled people. the gradient of any ramp should be no greater than 1:12.

For a venue guide on accessibility please follow [this link](https://www.thenec.co.uk/visitors/accessibility/)

# Accommodation

For discounted rates for the event please follow [this link](https://hotelmap.com/M7NQH)

# Alcohol

The consumption of alcohol within the halls during build-up and breakdown is not permitted.

Alcohol is permitted during the open times of the event, however, must be purchased from the official catering company at the venue. Please click [here](https://www.thenec.co.uk/exhibitors/products-and-services/) for more information and order forms.

# Animals

Trained assistance and guide dogs are welcome but please be mindful that certain environments, where noise levels or attendance numbers are high, can be stressful or confusing for assistance dogs.

For the safety and wellbeing of your dog they must always be visible to staff and other visitors with a working harness.

# Audio visual

Our audio-visual supplier is Experience. Any requirements can be ordered through the order form within the exhibitor manual.

# Breakdown

|  |  |  |
| --- | --- | --- |
| CEVA & Creative enter to distribute freight boxes. | 16.00 - 17:00 | Thursday 16th October 2025 |
| Raw space stand contractors enter to break down | 17:00 - 21:00 | Thursday 16th October 2025 |
| All exhibits stand fittings, products and waste must be cleared from the exhibition hall.  *Items left behind in the hall post exhibition will be discarded and*  *neither the organiser nor official stand contractor will be liable.* | 08:00 - 16:00 | Friday 17th October 2025 |

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# Build up

|  |  |  |
| --- | --- | --- |
| **Official Contractor enters** | 06:00 | Monday 13th October 2025 |
| **CEVA deliver freight to stands** | 08.00 - 14.00 | Monday 13th October 2025 |
| **Access to Site for Space Only/Raw Space Stands** | 09:00 - 18:00  08:00 - 18:00 | Monday 13th October 2025 Tuesday 14th October 2025 |
| **Access to Site for Shell Scheme Exhibitors /Start-Up Pods** | 12:00 - 18:00 | Tuesday 14th October 2025 |
| **Security Sweep – All personnel must vacate the**  **show site** | 20:00  20:00 | Monday 13th October 2025 Tuesday 14th October 2025 |

# Carpet

**Grey** carpet is included for shell scheme stands. **No** carpet is included for space only stands. If you need to order carpet or change the colour this can be done through the Creative Live portal.

# Catering

Stand catering must be ordered via the venue supplier. External catering is not authorised in this venue. There is retail catering provided within the event hall for exhibitors and delegates to purchase lunch. Please click [here](https://www.thenec.co.uk/exhibitors/products-and-services/) for more information.

# Charging

There will be a chill and charge station within the event hall to charge mobile devices and laptops. No charging of electric vehicles is permitted.

# Children

Children under the age of 16 are not permitted at this event unless part of a pre-arranged school visit. No children under 18 are permitted during our build and breakdown hours.

# Cleaning

A basic stand clean will be completed daily. For a more thorough clean, please book this directly through the NEC [here](https://www.thenec.co.uk/exhibitors/products-and-services/)

# Cloakroom

There are several cloakrooms located with the NEC. These will close 30 minutes after the show close.

# Complex Stands

If a stand is deemed to be a complex stand by our H&S manager, you will be required to have your stand signed off by a structural engineer on site. This also means you will need to pay the complex stand plan audit fee. Please contact [highways.experience@terrapinn.com](mailto:highways.experience@terrapinn.com) for more information.

# Couriers

Official shipping and logistics partner CEVA SHOWFREIGHT has been appointed by the organisers as the official shipping and logistics partner for the exhibition. Please contact [chris.hughes@cevalogistics.com](mailto:chris.hughes@cevalogistics.com) for further information.

# Dividing Walls

On divided sites, if you have a space only stand you are responsible for erecting and decorating dividing walls facing onto your stand area to a minimum height of 2.5m. Walls above 2.5m must be clad and finished on both sides, with the reverse side being decorated from 2.5m upwards by the exhibitor who has erected them. Such walls overlooking adjoining stands must be finished in plain white only. No branding is permitted on the reverse of a shared wall.

# Drones

Drones are not permitted at this event without written permission from the event operations manager. Please contact [highways.experience@terrapinn.com](mailto:highways.experience@terrapinn.com) for any questions.

# Event App

Terrapinn Events App – available on apple store and google play. Please note, this is different from Swapcard.

# Fascia name board

Every shell scheme stand will have a fascia board with their company name and stand number. You will need to submit your chosen text for this via the Creative Live portal. If you do not submit by the deadline, we will use the name given on the interactive floorplan.

To remove your fascia from your stand, please contact the operations team for approval highways.experience@terrapinn.com

# Filming

Professional filming at the event is permitted with written consent from the operations team. Please contact [highways.experience@terrapinn.com](mailto:highways.experience@terrapinn.com) with any questions.

# Forklifts

CEVA SHOWFREIGHT are the exclusive forklift supplier for the event. If you require a forklift on site, please contact [chris.hughes@cevalogistics.com](mailto:chris.hughes@cevalogistics.com) if you require one.

# Furniture

Our furniture supplier is Thorns. Please see their online portal in the exhibitor manual.

# Gas

The use of bottled gas is not permitted in this venue.

# Giveaways

Handouts are permitted on your exhibition stand. If you want to give out food & drink these must be ordered via NEC Catering. You can promote any giveaways on the Terrapinn Events app. You need to seek the organisers permission to distribute handouts around the exhibition.

# Graphics

There are 2 official graphics suppliers for this show – Creative and Full Vision. Please see their online portals for options and costs. The links can be found on the exhibitor manual.

# Hanging banners

Hanging banners are only permitted for space only. Written permission from the operations manager will be required. Please email [highways.experience@terrapinn.com](mailto:highways.experience@terrapinn.com). There are rules and regulations to follow regarding hanging banners which can be found within the exhibitor manual.

# Health & Safety

EEP (The Event and Exhibition Partnership) are the appointed Health and Safety contractor for the event. All shell scheme and space only stands are required to submit paperwork before coming onto site. This is detailed within the exhibitor manual.

All colleagues and attendees arriving onto site during build/breakdown are required to complete the following health and safety induction to gain access onto site:

<https://the-event-partnership.thinkific.com/courses/highways-uk-health-safety-induction>

A high visibility vest must be worn during build and breakdown of the event.

# Height

Shell scheme stands must keep all dressing to 2.5m high. There are no height restrictions on space only stands. Anything about 4m is classed as a complex stand and must be signed off by a structural engineer.

# Hi-Vis

Hi-visual jacket will be required for the full duration of build & breakdown days. These will not be provided by the organisers. There is a Londis on site at the NEC which you can go to purchase one.

# Hot works

A hot work permit must be obtained from the venue prior to any work being carried out. The issue of the permit is subject to the advance submission of a suitable and sufficient risk assessment and method statement for the activity, with evidence of competency for the use of any specialist equipment. Please submit requests to highways.experience@terrapinn.com

# Internet

There is free basic internet the venue suitable for messaging and emails. If you require your own hard wire or stronger Wi-Fi please order this [here](https://www.thenec.co.uk/exhibitors/products-and-services/)

# Island stands

Island stands that have a stand side facing onto an aisle must remain 50% open (or fitting with transparent material). If this is 4m or more and facing onto an aisle, it must be stepped back by a minimum of 1m into the stand. Extensive walling facing an aisle must be dressed with graphics, screens etc. All stand guidelines are outlined within the exhibition manual.

# Lead retrieval

Lead retrieval is free for all sponsors and exhibitors. This is done via the Terrapinn events app. If you are a startup and would like to purchase one, please reach out to your startup manager.

# Loading bay

All loading into the venue is managed by voyage control. This will open 3 weeks before the show. To book your slot please visit <https://voyagecontrol.com/necbirmingham> .

# Marketing

For marketing material to promote your attendance at Highways UK please contact [Daniel.Matthews@terrapinn.com](mailto:Daniel.Matthews@terrapinn.com)

# Music

Music is not permitted on your stand. If you wish to host music, please contact the operations team [highways.experience@terrapinn.com](mailto:highways.experience@terrapinn.com) for permission.

# Networking Team

If you have 1-2-1 networking or any question about the event app please contact our networking manager [Katherine.Oakey@terrapinn.com](http://Katherine.Oakey@terrapinn.com)

# Organiser’s office

The organisers office is located near the entrance of hall 5, down the stairs, in Room 5.1

# Parking

Please see the venue website for more information on parking. Exhibitors can collect two complimentary parking passes from the Organisers Office. <https://www.thenec.co.uk/visitors/parking-at-the-nec/> .

# Passes

Staff pass & guest pass registration can be found on the exhibitor manual. Stand builders do not need to register and will be given a wrist band upon their arrival at the site.

# Photography

Professional photography is permitted with written permission from the operations team, please contact the operations team highways.experience@terrapinn.com

# Power & lighting

Power and lighting can only be provided by our supplier Creative Live. No external power supplier is authorised at this event including generators. To order any power and lighting please visit the Creative Live portal.

# Public Liability Insurance

All stands (space only, shell scheme, meeting rooms and start-ups) are required to have public liability insurance of 5 million).

# Raised flooring

If you have a raised floor, please make sure you are following the Equality Act. Any flooring above 40mm must have a ramp incorporated. Please see the e-guide for guidance [eGuide-2024-clean-copy-December-new-logos.pdf](https://cdn.asp.events/CLIENT_AEV_30A5AAAF_5056_B740_1746BDBB4A667186/sites/aev2022/media/eGuide/2025/eGuide-2024-clean-copy-December-new-logos.pdf)

# Registration

Registration will be open from 12:00pm on Tuesday 14th October. Please make sure to have your QR code available. You can also print your badge at home and instructions for this will be sent around 1 weeks before the event.

# Rigging

Rigging is available to booked via the venue. Written permission is required from the operations team for any rigging on your stand. Please contact [highways.experience@terrapinn.com](mailto:highways.experience@terrapinn.com)

Rigging is only permitted for space only stands. Please refer to the exhibitor manual for any rigging guidelines.

# Security

The event organisers appoint security through the venue to manage the event. Any valuables left on your stand unattended are left at your own risk and Terrapinn take no liability for this.

# Shell scheme

Creative Live are the official shell scheme contractor for the event. Included in the shell scheme package is the walling, fascia signage and grey carpet. No power or lighting is included. You can order any stand extras you may require on the Creative Live portal.

# Shipping & Freight

Our official shipping and logistics partner for the event is CEVA Showfreight. Please contact [chris.hughes@cevalogistics.com](mailto:chris.hughes@cevalogistics.com) if you have any queries.

# Space only

Space only stand is only raw space. This stand type does not include any power or flooring – it is mandatory that your stand contractor orders/provides carpet or flooring of some type. Only single-story stands are permitted at this event. For rules and regulations on your stand build, please refer to the exhibitor manual.

# Start-ups

Start-ups pods are a 1m x 1m pod which include a graphic. You can order power and a stool as a stand upgrade using the order form within the exhibitor manual.

# Stand Plans

Space only stands are required to submit their stand plans to the H&S and operations team for approval. There is a stand plan audit fee which must be paid.

# Storage

There is no storage available in the venue, you will need to arrange storage within your stand design or with our shipping and logistics partner CEVA Showfreight.

# Venue

National Exhibition Centre, Hall 5, Pendigo Way, Marston Green, Birmingham B40 1NT

# Waste

All exhibitors are responsible for their own waste and must order cleaning/waste collection. If large waste is left on the stand after breakdown the exhibitor will be charged for the removal of waste. This includes any furniture/carpet/ merchandise.

# Water

Drinking water fountains are available around the exhibition hall.