# Conference checklist

In order to ensure the smooth planning of your conference, please make sure that the following deadlines are met.

<table>
<thead>
<tr>
<th>Item</th>
<th>Due</th>
<th>Action Date</th>
<th>Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special licence application(s)</td>
<td>90 days before tenancy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marketing information including:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Conference opening hours</td>
<td>As soon as possible</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Estimated attendance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Conference agenda</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N.B. Ensure details of public transport are provided on tickets and promotional material</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Briefing meeting to discuss event requirements and your event risk assessment</td>
<td>6-8 weeks before tenancy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 copies of scaled plans, structural calculations and an independent structural engineer’s report for stage sets over 4 metres, plus method statements and risk assessments.</td>
<td>28 days before tenancy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Details of special effects (lasers, smoke machines, live flame, etc)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of conference risk assessment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of security schedule</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rigging requirements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Signed conference requirements &amp; telephone requirements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notification of PRS/PPL requirements or supply copy of certificates</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Confirmation of menus</td>
<td>14 days before tenancy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TV and film requirements</td>
<td>7 days before tenancy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of health and safety policy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Final numbers for catering</td>
<td>48 hours before tenancy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Certification of stage sets over 4 metres</td>
<td>Before event opening</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Certification of special effects</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

February 2014
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Access

Delegate access
The Olympia Conference Centre entrance is on Hammersmith Road. This is a shared entrance.

Delegates should be encouraged to use public transport and, to assist in this, all your publicity material should carry this message: ‘It is quicker and easier to travel to Olympia by public transport’. Please see the Access and Parking section for further details.

Traffic Management
Contractors and exhibitors (if applicable) bringing vehicles to Olympia for unloading or loading, must book a time slot on the online booking system at: carbonvoyage.com/olympia

Details of the event, type of vehicle and loading/unloading zone must be inputted. The loading/unloading zone for Olympia Conference Centre is the blue zone. The system allocates the best available time slot and this can be amended if not convenient. Time slots for build-up and breakdown can be booked at the same time and a vehicle pass can be printed from the system. There is a time limit of 30 minutes for cars, 1 hour for vans and 2 hours for lorries.

To ensure that traffic is managed efficiently and professionally on site, traffic marshalling is provided by the venue’s appointed service partner, ETMS. Your Event Manager will provide a quote for the required level of staffing.

Please recommend that contractors, couriers and exhibitors bring trolleys to transport goods. If you wish to provide a porter service, your Conference Manager will be pleased to provide a quote.

Goods Entrance
Olympia Conference Centre’s goods entrance is G Gate on Blythe Road, which is approached via Olympia Way. Please see the Goods Access map in the Access and Parking section.

Please note that the use of G Gate is shared when other events are in tenancy. This area is for loading and unloading only and no parking is allowed, unless an organiser’s parking pass (available from your Conference Manager) is displayed. The allocation is 2 passes per conference.

Overnight parking is not recommended and no liability can be accepted by Olympia for vehicles left in G Gate overnight. However, if overnight parking of vehicles on the premises is unavoidable, please inform your Conference Manager.

Opening Hours
The Conference Centre tenancy times are 0700-1900 hours, unless otherwise agreed at contract stage.

Organisers who wish the venue to be operational outside normal hours should discuss this with their Conference Manager as soon as possible. Additional charges will apply and licensing restrictions on vehicle movement around the building after 2200 hours will need to be taken into consideration.

Cont.
Accommodation

There is a variety of hotels and serviced apartments to suit every budget within close proximity of the venue. A full hotel listing and booking service for individual accommodation requirements is available via the Olympia website at olympia.co.uk

Our booking team can also help with your search for special rates at a headquarters hotel or group bookings for your exhibitors. Please contact them on 020 7592 3061.

Audiovisual Facilities

Blitz Communications is Olympia’s recommended audiovisual service provider and one of Europe’s largest audiovisual rental and staging suppliers.

Blitz is based on site at the venue and is therefore well placed to provide excellent service for your event. For further information please contact:

Billy O’Connell  
Business Development Manager  
www.blitzvision.com

Tel: 020 7598 2536  
Mob: 07545 514334  
Email: boconnell@blitzcommunications.co.uk

If you choose to use an alternative supplier, they must provide a risk assessment, method statement and proof of public liability insurance cover of £10m. If access to the auditorium catwalks is required, application must be made to the venue no later than 28 days before tenancy.

Auditorium

Electrical Supply

Electrical sockets can be found under the flaps on the floor of the auditorium stage and backstage on both sides. The following mains supplies are also available:

<table>
<thead>
<tr>
<th>Supply</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 x 125 amp 3-phase supply</td>
<td>Stage right</td>
</tr>
<tr>
<td>1 x 32 amp 2-phase supply</td>
<td>Stage left</td>
</tr>
<tr>
<td>1 x 32 amp 2-phase supply</td>
<td>Stage right</td>
</tr>
<tr>
<td>1 x 32 amp single phase</td>
<td>Stage right</td>
</tr>
<tr>
<td>1 x 16 amp single phase</td>
<td>Stage left</td>
</tr>
</tbody>
</table>

Olympia’s appointed electrical mains contractor can provide connections to these supplies, or additional power, if required. A charge will be levied for this.

Plans – Stage, Set, Rigging

Full plans for production sets and any rigging required must be submitted to your Conference Manager for approval. The maximum build height for stage sets in the auditorium is 5.5 metres.
Structural approval is required for sets over 4 metres in height. Please forward plans, structural calculations and an independent structural engineer’s report (confirming that the design is fit for its intended purpose) to your Conference Manager, no later than 28 days before your tenancy begins. In addition, an independent structural engineer must certify the structure as safe on site. The cost of this is borne by the organiser.

Olympia’s recommended structural engineer is:

Campbell Reith  Tel: 020 7340 1700  Contact: Steve Calder

The auditorium has two rigging points, one on each side of the stage, from which banners can be hung by Olympia’s rigging service provider. Please see Signage for specifications.

Seating
There are 449 seats in the auditorium. It is possible to remove a number of these for the provision of front projection, space for wheelchair users, or the installation of a catwalk. Please refer to the seating plan in the Plans section, which indicates the locations of removable seats.

Stage
The stage is carpeted with black carpet tiles. Fixing or bolting to the stage floor is not permitted.

See: Signage

B

Banner Sites

See: Signage

Build-Up

See: Access

Buses

See: Travel and Transport

Business Centre

Photocopying, faxing and Internet access are available in the Venue Management offices. A list of charges is available from your Conference Manager. Organisers’ charges can be invoiced after the event but delegates’ charges must be paid by cash on receipt of the service.

Normal open hours are Monday to Friday 0900-1700. If you require a business centre service outside these hours, please inform your Conference Manager.
Car Parking

You will be allocated two car parking spaces in G Gate and your Conference Manager will supply you with passes, which must be displayed in windscreens.

Olympia’s public car parks are open from 0700 hours until one hour after the Conference Centre closes, or one hour after the event closes on open days. In addition, the P4, flat-surface car park is open until 2200 hours on weekdays. If extended opening hours are required, please discuss this with your Conference Manager. An additional hourly charge will be incurred.

Parking can be pre-booked via Olympia’s website: olympia.co.uk or by calling 020 7598 2515.

Catering

Levy Restaurants is the official on-site caterer at Olympia Conference Centre. A full menu pack is available on request.

Please note that your final delegate numbers must be advised in writing to your Conference Manager, for catering planning purposes, no later than 72 hours prior to the event.

Levy Restaurants has nominated suppliers for food and beverages and if, for any reason, you wish to distribute other products, approval must be obtained via your Conference Manager. A charge may be levied for this.

Levy Restaurants operates a delivery service, which you may wish to use for your organiser’s office. Please note that prepared food must be ordered 24 hours in advance. Further details can be obtained from the Levy Restaurants Sales Department on 020 7370 8163/020 7598 2772.

Children

Your attention is drawn to the following legislation, with regard to any children performing at your event:

- The Children & Young Persons Act
- The Children (performances) Regulations

Your Conference Manager must be informed at least 28 days before your tenancy begins if your event involves children, so that the relevant information may be forwarded to the Licensing Authority.

Please note that children under 16 are not permitted in the venue during set-up or breakdown, for health and safety reasons.

Cloakroom

Complimentary cloakroom facilities are included in your licence. The Conference Centre cloakroom is located in the reception area and is staffed by Olympia throughout the open period of your event. Its capacity is approximately 500 items.
Communications

Organiser’s Services
A full range of communications technology, including telephone, fax and ISDN lines and Internet connectivity is available from eForce.

One telephone line plus handset and one Internet connection or ISDN line are included in your tenancy. These will be provided to existing sockets. Call charges are invoiced after the event. Further lines can be ordered by using the appropriate form, available from your Conference Manager. Organiser’s telephone numbers will follow, in sequence, from 020 7598 6595.

For details of the full range of services available, please contact:
eForce Sales Tel: 020 7370 8400 Fax: 020 7370 8405 Email: sales@eforceeco.com

Public Services
Free Wi-Fi is available in the reception area of the Conference Centre. Please note that no technical support is provided for this Wi-Fi and if you require a reliable, supported service for your event, you should order this from eForce.

Conference Rooms

Please refer to the Plans section for the locations of the conference rooms. The rooms are separated by a removable acoustic wall and can be used independently or as one room.

Capacities

<table>
<thead>
<tr>
<th>Layout</th>
<th>Conference Room 1</th>
<th>Conference Room 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dinner</td>
<td>80</td>
<td>80</td>
</tr>
<tr>
<td>Reception</td>
<td>250</td>
<td>250</td>
</tr>
<tr>
<td>Theatre</td>
<td>150</td>
<td>150</td>
</tr>
<tr>
<td>Classroom</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>Boardroom</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>Cabaret</td>
<td>48</td>
<td>48</td>
</tr>
</tbody>
</table>

Dimensions (m)

<table>
<thead>
<tr>
<th></th>
<th>Conference Room 1</th>
<th>Conference Room 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum length</td>
<td>13.0</td>
<td>12.7</td>
</tr>
<tr>
<td>Maximum width</td>
<td>14.1</td>
<td>14.4</td>
</tr>
<tr>
<td>Height</td>
<td>3.59</td>
<td>3.59</td>
</tr>
<tr>
<td>Minimum length</td>
<td>8.5</td>
<td>11.5</td>
</tr>
<tr>
<td>Minimum width</td>
<td>11.6</td>
<td>12.0</td>
</tr>
<tr>
<td>Maximum construction height</td>
<td>2.7</td>
<td>2.7</td>
</tr>
<tr>
<td>Floor area</td>
<td>180m²</td>
<td>170m²</td>
</tr>
</tbody>
</table>

Cont.
<table>
<thead>
<tr>
<th>Layout</th>
<th>Conf. Room 3</th>
<th>Conf. Room 4</th>
<th>Conf. Room 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dinner</td>
<td>100</td>
<td>150</td>
<td>50</td>
</tr>
<tr>
<td>Reception</td>
<td>130</td>
<td>200</td>
<td>60</td>
</tr>
<tr>
<td>Theatre</td>
<td>190</td>
<td>290</td>
<td>90</td>
</tr>
<tr>
<td>Classroom</td>
<td>80</td>
<td>120</td>
<td>36</td>
</tr>
<tr>
<td>Boardroom</td>
<td>48</td>
<td>60</td>
<td>28</td>
</tr>
<tr>
<td>Cabaret</td>
<td>80</td>
<td>120</td>
<td>40</td>
</tr>
</tbody>
</table>

Dimensions (m)

<table>
<thead>
<tr>
<th></th>
<th>Length</th>
<th>Width</th>
<th>Maximum construction height</th>
<th>Floor area</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>20</td>
<td>20</td>
<td>11</td>
<td>200m²</td>
</tr>
<tr>
<td></td>
<td>10</td>
<td>15</td>
<td>10</td>
<td>295m²</td>
</tr>
<tr>
<td></td>
<td>3.5</td>
<td>3.5</td>
<td>3.5</td>
<td>100m²</td>
</tr>
</tbody>
</table>

Please note that these room capacities decrease when back-projection is in use. Chairs must be clamped together when used in theatre-style format.

**Control Room**

The Control Room is located at B Gate on Olympia Way and is staffed 24 hours a day. The venue CCTV is monitored from this location.

Please contact extension 2411 for assistance outside tenancy hours, if you are unable to contact either your Conference Manager or the Duty Manager.

Extension 2666 is to be used to contact Control in the event of an emergency only, including requests for ambulances.

See:  Emergency Procedures
      Security

**Deliveries**

Please note that venue staff are not permitted to sign or take responsibility for any deliveries.

All deliveries must be made during tenancy hours and be addressed to you as follows:

**Courier**
- Addressee: Event
- Organiser’s Office, Level 3
- Olympia Conference Centre
- G Gate
- Blythe Road
- London W14

**Postal**
- Addressee: Event
- Organiser’s Office, Level 3
- Olympia Conference Centre
- Hammersmith Road
- London
- W14 8UX
**Demonstrations**

Organisers must ensure that product demonstrations do not cause a safety hazard and must provide full details and a risk assessment of the planned activities to the Conference Manager. Olympia reserves the right to curtail any activity considered detrimental to public safety.

See: Fire Safety

Health and Safety

Special Licences

**Dilapidation Charges**

The organiser must carry out a dilapidation inspection with an Olympia representative at the beginning and end of the tenancy. Any damage to the building or furniture, over and above normal wear and tear, will be charged accordingly. No items, adhesives or materials of any kind may be fixed to the fabric of the building.

**Disabled Facilities**

Information for visitors is available on the Olympia website: olympia.co.uk

Access
The Olympia Conference Centre entrance at ground level has a ramp that leads to passenger lifts. A lift to the auditorium stage is available for speakers. Olympia’s Fire and Safety Officers will brief your security staff on the evacuation procedures for disabled people.

Parking
There are parking bays reserved for disabled drivers in the Olympia multi-storey car park. Car parking can be pre-booked by credit card on 020 7598 2515.

Toilets
Please see the Plans section for the location of accessible toilets in the Conference Centre.

Wheelchairs
Manually operated wheelchairs can be booked via the Control Room (Tel: 020 7598 2411). They are available on loan on a first come, first served basis and a returnable deposit will be required.

See: Car Parking

**E**

**East Hall**

The East Hall offers 988m² of space within Olympia Conference Centre and can be used for exhibition, or divided into a maximum of three conference rooms.

If you intend to have seminar theatres in the East Hall, certain regulations will apply. Please ask your Conference Manager for details.

See: Conference Rooms
Emergency Procedures

Please refer to the Emergency Procedures section to ensure that you are familiar with action to be followed in the event of an emergency during your tenancy.

See: Fire Safety
     Emergency Procedures

Filming

If you are planning any filming or recording for television, radio, etc, at your event, please advise your Conference Manager, who will supply you with a copy of the appropriate form to be completed and returned no later than one week before your tenancy begins. The form provides important safety guidelines that must be followed.

Fire Safety

Olympia's Fire and Safety Officer will brief you and your event security company on emergency procedures. Venue fire officers will also be on patrol during the event.

The Olympia Fire and Safety Officer will carry out an inspection before the opening of your event to ensure that all fire exits and exit routes are clear.

Flammable or otherwise hazardous materials and substances are not permitted in the Conference Centre. Full details are in the eGuide at www.aeo.org.uk/eguide

The Olympia Control Room is staffed 24 hours a day and can be reached on 2411 (or 2666 in an emergency only).

See: Control Centre
     Emergency Procedures
     Health and Safety
     Security
     Special Effects

First Aid

The Medical Centre is located on level 1 of Olympia Central. It is staffed throughout tenancy hours and can be contacted via the Control Room on 020 7598 2411. All Control Room staff are first aid trained and will respond to incidents outside tenancy hours.

In an emergency, including requests for ambulances, please telephone 020 7598 2666 (internal 2666).

General advice can be obtained from the Medical Centre on 020 7598 2485, however, please bear in mind that staff may not always be present in the Centre, if attending medical emergencies elsewhere.

Cont.
Please ensure that your security and stewarding staff are aware of the location and telephone numbers of the Medical Centre and the Control Room. If it is necessary to call an ambulance to an incident, please make sure that this request is directed via the Control Room. Their venue knowledge can save vital time in the event of an emergency. Please state clearly:

- The name of the event
- The location and number of the nearest stand to the incident (if applicable)
- Your name
- The type of accident or emergency, e.g. heart, broken limb, burn, etc

**Floor Loading**

Maximum weight loadings for Olympia Conference Centre are as follows:

<table>
<thead>
<tr>
<th>Location</th>
<th>Uniform distributed loads</th>
<th>Concentrated and Point Loads</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference Centre</td>
<td>720kg per m²</td>
<td>½ tonne pneumatic wheeled</td>
</tr>
<tr>
<td></td>
<td></td>
<td>loads only and with permission of Conference Manager</td>
</tr>
<tr>
<td>Bridge link (between goods lift 16 and reception area)</td>
<td>500kg per m²</td>
<td>Not permitted</td>
</tr>
</tbody>
</table>

Forklifts are not permitted in the goods lifts or in the Conference Centre. Please advise your Conference Manager of any heavy items expected at your event, as loads in excess of the above must not be brought into Olympia Conference Centre without written permission. Advice from an independent structural engineer may be required for excessive loads and the cost of this will be borne by the organiser.

**Furniture**

The Conference Centre has a supply of tables and chairs for your use. If you wish to attach anything to the furniture please only use Blu-tack, as a dilapidation charge will be incurred for the removal of adhesives. Should you require a large number of classroom-style places for delegates, it may be necessary for you to hire additional tables and chairs.

Dimensions of Conference Centre furniture are as follows:

- Chairs: 538 mm wide x 813mm high
- Tables: 1524mm long x 760mm wide x 715mm high

See: Organiser’s Offices

**Goods Lifts**

Goods lifts 16 and 17 operate between the loading bay on the ground floor and the Conference Centre. Use of these lifts may be shared when other events are in tenancy in the venue. Dimensions are as follows:
<table>
<thead>
<tr>
<th></th>
<th>Lift 16</th>
<th>Lift 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length</td>
<td>5.2m</td>
<td>4.2m</td>
</tr>
<tr>
<td>Width</td>
<td>2m</td>
<td>2.0m</td>
</tr>
<tr>
<td>Height</td>
<td>2.5m</td>
<td>2.2m</td>
</tr>
<tr>
<td>Maximum capacity</td>
<td>2500kg</td>
<td>2500kg</td>
</tr>
</tbody>
</table>

Any unusually heavy loads must be brought to the attention of your Conference Manager. It is vital that the weight of a lift operator, the goods handler and any lifting equipment is taken into consideration when calculating the total weight of the goods in question. Forklifts are not permitted in the goods lifts.

See: Floor Loading

Health and Safety

Your event risk assessment and health and safety policy should be sent to your Conference Manager no later than 28 days before the start of your tenancy. Your policy should cover your on-site activities and responsibilities while at the venue.

It is also your responsibility to carry out accident investigations with the Olympia health and safety team and report these as necessary.

Organisers are required to have a representative on site during all hours that work is being carried out.

If you need any guidance on any safety matters, Olympia’s health and safety manager will be pleased to assist.

See: Risk Assessment

Insurance

Olympia insures its premises and own property against all risks. You are responsible for:

- Insuring your own property
- Taking out public liability insurance to the value stated in the licence.
- Indemnifying the venue owner against claims for personal injury and damage brought on site by you, your contractors and others.

You should also consider arranging abandonment/cancellation insurance; your own broker should be able to advise you on this. However you may wish to contact one of the following brokers, who specialise in this type of insurance:
Internet Access

See: Business Centre
    Communications

L

Lasers

See: Special Effects

Lost Property

The Lost Property Office can be reached on 020 7598 2484 (internal 2484). Any property found should be handed to the Conference Manager. Property will be held for up to three months.

M

Marketing Services

The Earls Court and Olympia Communications and Marketing Department will be pleased to help you promote your event. Their services include an entry for your event on the Olympia web site, the provision of travel maps and venue logos and access to our photographic library.

It is a condition of your licence that any advertisement for your event should carry the message: ‘It is quicker and easier to travel to Olympia by public transport’. This includes tickets, poster campaigns, radio advertising etc.

If you would like further details about the services available please call Communications and Marketing on 020 7370 8388 or mail marketing@eco.co.uk
Organiser’s Offices

Each conference is allocated a furnished organiser’s office. Plans showing the location and layout of these offices can be found in the ‘Plans’ section.

Passenger Lifts

Lifts run from the ground floor foyer directly to the reception area and will be operated by uniformed staff during the open hours of your event. Passenger lifts can also be staffed on set-up days, by special arrangement with your Conference Manager. A charge will be made to cover staff costs.

If you wish the lift operators to provide information or instructions to delegates on arrival, please brief your Conference Manager prior to your event.

The passenger lifts must not be used to transport goods under any circumstances; goods should be carried in the goods lifts.

Performing Rights

If you intend to play pre-recorded music at your event you will require PRS and PPL licences. If live music is being performed you will require a PRS licence only.

You may wish to contact the following organisations if you have any queries regarding performing rights:

- Phonographic Performance Ltd
  1 Upper James Street
  London W1F 9DE
  Tel: 020 7534 1000
  Fax: 020 7534 1111

- Performing Rights Society
  29-33 Berners Street
  London W1T 3AB
  Tel: 0845 309 3090/0800 068 4828
  Fax: 020 7306 4550

If you are playing music videos, you will need to apply to Video Performance Ltd for a licence. Please contact Video Performance Ltd at the PPL address above, or call 020 7534 1400.

Photocopying and Faxing

See: Business Centre

Porter Service

Olympia Conference Centre can provide porters with trolleys as a service to organisers. Please ask your Conference Manager if you would like a quote.
Poster Sites

See: Signage

Public Address System

A public address system (PA) for general announcements to areas within the Conference Centre is included in your tenancy, and the microphone is positioned at the reception desk.

In the event of an emergency, the venue’s PA system, operated from the Olympia Control Room, will override the organiser’s PA.

See: Performing Rights

Pyrotechnics

See: Special Effects

Reception Desk

Please see the Plans section for the location and dimensions of the Conference Centre reception desk. The facility provides ample cupboard space, 22 power sockets and 4 telephone points. Telephone services can be ordered via your Conference Manager.

Rigging

Rigging of external poster sites and auditorium banners must be carried out by Olympia’s rigging service provider, Outback Rigging. Their contact details are as follows:

Outback Rigging Ltd
Unit 5, Kendal Court
Western Avenue Trading Estate
Kendal Avenue
Park Royal
London W3 0RP

Tel: 020 8993 0066
Fax: 020 8752 1753
Email: enquiries@outbackrigging.com

See: Signage

Risk Assessment

The Management of Health and Safety at Work Regulations requires the employer/organiser to make a suitable and sufficient assessment of:

- The health and safety risks to which his/her employees are exposed whilst they are at work.
- The risks to the health and safety of persons not in his/her employment, arising from, or in connection with his/her conduct.
Your event risk assessment must be documented and copied to your Conference Manager no later than 28 days prior to the event. Please ensure that any contractors you employ also provide risk assessments for any potentially hazardous activities undertaken by them, such as stage set construction and audiovisual equipment installation.

**Rules and Regulations**

This handbook is designed to complement, not replace the terms of your licence or the eGuide (aeo.org.uk/eguide), with which you are contractually obliged to comply.

**Satellite Dishes**

Satellite dishes may be installed in certain positions on the roof of Olympia. Full written details, including cabling required, must be submitted to your Conference Manager at least 28 days before the start of your tenancy.

Any contractor wishing to access the Olympia roof structures must first be approved under Olympia’s ‘Control of Contractors Scheme’, both for safety reasons and to avoid any damage to the fabric of the building. The following company is approved under this scheme and you may wish to contact them for your requirements:

SCC International Ltd  
Fieldings Road  
Cheshunt  
Hertfordshire  
EN8 9TL  
Tel: 01992 642255  
Fax: 01992 641655  
Email: sales@scci.co.uk

**Security**

Security cover is not included in your tenancy and you should appoint a security contractor for your event. To assist you, Olympia has stipulated minimum staffing levels and a recommended list of security contractors, available from your Conference Manager.

A copy of your security schedule should be sent to your Conference Manager at least 28 days prior to the start of your tenancy. Please note that the terms of your licence allow us to increase staffing levels if identified as insufficient. All charges must be borne by the organiser.

Your security company must provide a charged radio to the Control Room and remain in contact throughout the tenancy period.

See: Control Room

**Seminar Rooms**

Please refer to the Plans section for the location of seminar rooms within the Conference Centre. These five rooms are ideal for briefings, board meetings, seminars, hospitality and speakers’ rooms. Room 301 has an en suite lavatory and cloakroom.
<table>
<thead>
<tr>
<th>Room</th>
<th>Floor area (m²)</th>
<th>Layout</th>
<th>Capacity</th>
<th>Max. construction height (m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>301</td>
<td>32</td>
<td>Boardroom</td>
<td>12</td>
<td>2.44</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Theatre</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>302 &amp; 303</td>
<td>12</td>
<td>Boardroom</td>
<td>6</td>
<td>2.44</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Theatre</td>
<td>26</td>
<td></td>
</tr>
<tr>
<td>304 &amp; 305</td>
<td>22</td>
<td>Boardroom</td>
<td>16</td>
<td>2.44</td>
</tr>
</tbody>
</table>

Prefabricated modular display systems and stage sets may be installed in these rooms with prior approval from your Conference Manager. Other construction, laying of flooring and any use of paints are not permitted.

See: Conference Rooms
Furniture

**Signage**

Posters for internal and external illuminated light-boxes should be produced on acetate or poster paper of light-box quality, 120-150gsm. We recommend that these are sealed for protection and to aid fixing.

Please see the Plans section for locations and dimensions of sign sites.

**External Signs**

A number of poster sites are included in your tenancy. The Plans section contains a plan indicating which sites are usually included, but this should be checked against your licence. These external sites are for organisers to promote the conference generally and are not for advertising individual products or services. We strongly recommend that signs for the site above the Conference Centre entrance are produced by one of the following companies, all of which have full production specifications:

- **Bang On**  
  Tel: 0121 788 6530  
  Email: james@bango.co.uk
- **Freeman**  
  Tel: 08451 360360  
  Email: jane.carter@freemanuk.com
- **Fresh Graphic Solutions**  
  Tel: 020 8390 5505  
  Email: giles@freshgs.com
- **GES**  
  Tel: 020 7096 4272  
  Email: tmarsh@ges.com
- **Insite Marketing Solutions**  
  Tel: 020 7096 3201  
  Email: info@insite-ms.com
- **MF Clayton**  
  Tel: 07721 864070  
  Email: mfclayton17@gmail.com
- **Perton Signs**  
  Tel: 020 8992 5775  
  Email: sales@pertonsigns.co.uk

If you wish to use an alternative company, please liaise with your Conference Manager, who will ensure that full specifications and advice are made available to your supplier by our technical department.

External signage must be rigged by Olympia’s rigging service provider. Please see the Rigging section for contact details.

Additional advertising sites are available for hire. For further information, please contact:

- **Tim Thomas**  
  Tel: 0845 370 1200
- **The Thomas Partnership**  
  Email: Tim@thethomaspartnership.com

Please note that the London boroughs will prosecute anyone carrying out fly posting.
**Internal Signs**

Plasma screens are located in the ground floor entrance foyer for organisers’ use. The use of these may be shared if other events are open. Please contact your Conference Manager for details.

There are door mounted signage sites for seminar rooms 301, 302, 303, 304 (x2) & 305 (x2) and these accommodate A5 paper signs.

Any additional signs should be free standing, as signs and posters may not be attached to the fabric of the building.

**Internal Banner Sites**

There are two banner sites in the auditorium, one on each side of the stage, and a number of sites in the Conference Centre reception area. Please see the Plans section for locations of these sites. Any banners not fixed to these specific points must be attached to a free-standing structure and not fixed to the fabric of the building. All banners must be removed before the end of tenancy.

Auditorium banners should be produced to the following dimensions:

- **Width:** 1500mm
- **Length:** 5000mm

They should have a 10mm open-ended pocket at the top and a pocket at the bottom to hold a rod, if weighting is required for aesthetic reasons. These banners must be rigged by the venue’s rigging service provider. Contact details are as follows:

- Outback Rigging Ltd
  - Tel: 020 8993 0066
  - Contact: Colin Gaston

**Temporary Road Signs**

We regret that temporary road signs provided by associations such as the AA and RAC may not be used for events at Olympia, due to restrictions imposed by Transport for London.

See: **Rigging**

**Simulators and Rides**

Please refer to the eGuide, which must be followed if you intend to have a simulator or ride in your event.

**Smoke Machines**

See: **Special Effects**

**Special Effects**

Your Conference Manager must be notified at least 28 days before your tenancy begins if you propose to use any special effects (lasers, smoke machines, pyrotechnics, etc) at your conference.

You will need to supply details of the operator, equipment to be used and a risk assessment. Please see the eGuide for full details of the requirements to be met. If you are in any doubt,
please contact your Conference Manager.

In some instances, an on-site inspection may have to be carried out and certification from an independent specialist may be required.

See: Demonstrations
    Fire Safety

Special Licences

Some activities which you may wish to have at your event may not be licensed under Olympia’s premises licence. In such situations occasional licences must be applied for. Examples of such activities are as follows:

- Body piercing and tattooing
- Striptease (including the removal of clothing as part of a fashion show)
- Gambling
- Child performers
- Animals
- Special treatments, including massage

Please contact your Conference Manager for further information.

Stages and Platforms

The Conference Centre has six blocks of staging available for organisers to use free of charge. Each unit measures 2.43m x 1.22m (8ft x 4ft).

If you provide your own staging, please note that platforms or stages exceeding 0.6 metres in height are treated as ‘complex structures’. Plans and structural calculations must be forwarded to your Conference Manager at least 28 days before your tenancy begins. In addition, an independent structural engineer must check the plans and calculations and also certify the structure on site.

See: Auditorium

Taxis

See: Travel and Transport

Television Licences

The venue’s television licence covers the temporary use of television sets as part of an event, in hospitality suites and offices.
Theatre and Concert Bookings

The following agencies can provide bookings for theatres and concert venues:

See Tickets       Tel: 0115 912 9000
Westminster Corporate Hospitality   Tel: 020 7228 6100
Curtain Call      Tel: 020 7409 2887
Universal Ticketing     Tel: 01702 603 453

Toilets

Please refer to the Plans section for locations of toilets in Olympia Conference Centre.

Travel and Transport

It is a condition of your licence that any advertisement for your event should carry this message: ‘It is quicker and easier to travel to Olympia by public transport’. This includes tickets, poster campaigns, radio advertising etc.

‘How to get here’ guides are available for inclusion in your event information (see the Access and Parking section).

Buses
Olympia is served by buses 9, 10, 27 and 28, all of which stop outside the venue on Hammersmith Road. The routes are as follows:

Nº 9:    Aldwych to Hammersmith
Nº 10:    Archway to Hammersmith
Nº 27:    Chalk Farm to Stamford Brook
Nº 28:    Wandsworth to Harrow Road

Rail
Kensington Olympia station is adjacent to the venue and is one stop from West Brompton (District Line) and from Shepherd’s Bush (Central Line).

Trains to Gatwick Airport, Clapham Junction, Watford Junction, Milton Keynes, Northampton, Rugby and Willesden Junction run from Kensington Olympia.

West Kensington (District Line) and Baron’s Court (Piccadilly and District Lines) are the closest London Underground stations.

London Transport Travel Information    020 7222 1234

Coaches
National Express Coach Information Service 0870 580 8080
Green Line Buses 0870 608 7261

Taxis
Dial-a-cab        020 7253 5000
Hurlingham Cars 020 7381 1111
Olympia Cars 020 7751 1111
Computer Cab Paddington 020 7286 0286     Cont.
Radio Taxis       020 7272 0272
Regency (mini cabs)      020 7602 2000
United Taxi Cabs       020 7736 5827

Taxis may pick up and set down on Hammersmith Road, which is also well served by passing black cabs.

Videos
See: Performing Rights

VIP Visitors

Please advise your Conference Manager of any VIP visitors expected at your event, so that we can make the necessary parking arrangements and ensure they are welcomed to Olympia in the appropriate way.

Website

For further information about the venue please visit our website: olympia.co.uk

See: Marketing Services

Weight Loading

See: Floor Loading

Wheelchair Access and Loan

See: Disabled Facilities
Organisers’ and security companies’ emergency procedures

There are six emergency procedures at Olympia, of which event organisers and security staff should be aware. You are asked to check for suspect packages/vehicles both morning and evening and to ensure that briefcases and bags are kept safely locked away at all times to prevent causing unnecessary concern. Please ensure that all staff are briefed on these procedures.

1. **FIRE**
   In the event of a possible fire, if you are on the exhibition floor you will hear the following announcement.

   ATTENTION PLEASE. ATTENTION PLEASE. MR GOODFELLOW REPORT TO THE HALL MANAGER’S OFFICE

   If you are not directly involved in the incident, you should DO NOTHING until you receive further instructions. If you discover a fire, or a fire is reported to you, operate the nearest fire alarm call point FIRST, then inform Control on internal no. 2666.

2. **SEARCH (“Staff Call 100”)**
   In the event of a bomb threat, you will hear an announcement (or receive a telephone call) as follows:

   ATTENTION PLEASE. ATTENTION PLEASE. STAFF CALL 100

   Do not leave the building. Inform your colleagues, and then assist in searching for suspect packages/vehicles in your work area. If NOTHING is found, tell the operations manager/supervisor, who should report “Area Clear” to the Control Room immediately after the search on internal 2411, or in person if necessary. Tell Control exactly which areas have been searched. If you find a suspect package/vehicle, do NOT touch or move it. Clear the area of people calmly. Report to Control on internal 2666, giving the exact location of the object.

   If you receive a bomb threat on your telephone, please obtain as many details as possible, using the checklist provided and then inform Control on internal 2666.

3. **SUSPECT PACKAGE or VEHICLE FOUND**
   In the event of a suspect package/vehicle being found, you will hear the following announcement

   ATTENTION PLEASE. ATTENTION PLEASE. MR DAILY is in ------ (location for suspect package or vehicle)

   If you are not directly involved in the incident, you should DO NOTHING until you receive further instructions.

4. **CHEMICAL, BIOLOGICAL, RADIOACTIVE OR NUCLEAR THREAT (CBRN) - CHEMICAL SPILLAGE**
   In the event of a possible CBRN/chemical spillage, if you are on the exhibition floor you will hear the following announcement.

   ATTENTION PLEASE. ATTENTION PLEASE. MRS CAROL is in ------ (location of chemical device/carrier/spillage)

   If you are not directly involved in the incident, you should DO NOTHING until you receive further instructions.

February 2013
5. CONTAINMENT/EVACUATION

CONTAINMENT
If it is necessary to stop people leaving the venue and you are on the exhibition floor, you will hear the following announcement:

ATTENTION PLEASE. ATTENTION PLEASE. HERE IS AN IMPORTANT ANNOUNCEMENT---------
(description of message)

If you are not directly involved in the incident, you should DO NOTHING until you receive further instructions.

EVACUATION
If evacuation is necessary, you will hear the fire alarm or the following announcement:

ATTENTION PLEASE. ATTENTION PLEASE. HERE IS AN IMPORTANT ANNOUNCEMENT. IT IS NECESSARY TO ASK EVERYONE TO LEAVE THE BUILDING. PLEASE MAKE YOUR WAY CALMLY TO THE NEAREST EXIT. EVERYONE WILL BE RE-ADMITTED AS SOON AS POSSIBLE.

Please leave the building by the nearest exit and assemble as follows: Olympia Way, G Gate or L Yard, or in the event of a wider cordon at the Warwick Road forecourt, Earls Court. Please account for all your staff and report to the assembly point marshal.

6. STAND DOWN
The signal for a return to work is made by the cancellation of emergency procedures.

The fire procedure is cancelled by the announcement:

ATTENTION PLEASE. ATTENTION PLEASE. MR GOODFELLOW IS CANCELLED.

The search procedure is cancelled by the announcement:

ATTENTION PLEASE. ATTENTION PLEASE. STAFF CALL 100 IS CANCELLED.

The suspect package/vehicle found procedure is cancelled by the announcement:

ATTENTION PLEASE. ATTENTION PLEASE. MR DAILY IS CANCELLED (repeat)

The CBRN/Chemical Spillage procedure is cancelled by the announcement:

ATTENTION PLEASE. ATTENTION PLEASE. MRS CAROL IS CANCELLED (repeat)
Emergency Assembly Points

ASSEMBLY POINTS

WEST HALL
GRAND HALL
OLYMPIA CENTRAL & CONFERENCE CENTRE
NATIONAL HALL

July 2013
Plans Section

Contents

- Conference Centre Services
- Auditorium
- Auditorium Seating Plan
- Conference Rooms 1 and 2
- Conference Rooms 3, 4 and 5
- Organiser’s Offices
- Internal Banner Sites
-External Sign Sites
Olympia Conference Centre - Auditorium

PROJECTION ROOM PLAN LAYOUT

Dimensions in metres. Each booth has 0.7m deep desk.

AUDITORIUM
Total number of seats: 449

↑ 203 seats
↓ 239 seats

Stage 1.00m above floor level

February 2014
Conference Room 1

Area 168.5 m²
Headroom 3.63 m
Max construction height 2.65 m

Conference Room 2

Area 175.1 m²
Headroom 3.63 m
Max construction height 2.65 m

All dimensions shown in metres

February 2014
Olympia Conference Centre - Conference Rooms 3, 4 and 5

CONFERECE ROOM 3

CONFERECE ROOM 4

CONFERECE ROOM 5

ENTRANCE

AV POINT

PUBLIC ADDRESS POINT

NETWORK POINT

NETWORK POINT (Ceiling Mounted)

13 AMP ELECTRICAL TWIN SOCKET

ELECTRICAL SUPPLY

(Ceiling/High Level Mounted)

FIRE POINT (Moveable)

CLOAKROOM

Wi-Fi ROUTER (Ceiling Mounted)

All dimensions shown in metres

February 2014
Reception

Room 309
Area 23.1m²
Headroom 2.87m

Room 310
Area 23.1m²
Headroom 2.87m

HAMMERSMITH ROAD

- TELEPHONE SOCKET
- AV POINT
- PA PUBLIC ADDRESS POINT
- NETWORK POINT
- 13 AMP ELECTRICAL TWIN SOCKET

All dimensions shown in metres

February 2014
The tables shows the largest dimensions possible; organisers must measure for their chosen size. The hanging bars are designed to carry either PVC banners or foamex signs, except for CC10 & CC11 which can only be produced on PVC.

CC10 & CC11 banners must be made with 100mm pockets top & bottom and are to be installed by the olympia rigging service provider.
Olympia Central and Conference Centre Poster Sites

EXTERNAL POSTER SITES

| POSTER NUMBER | Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Q9 | Q10 | Q11 | Q12 | Q13 | Q14 | Q15 | Q16 | Q17 | Q18 |
|---------------|----|----|----|----|----|----|----|----|----|-----|-----|-----|-----|-----|-----|-----|-----|
| HEIGHT (mm)   | 1800 | 1600 | 1800 | 1800 | 1800 | 1800 | 755 | 1800 | 1800 | 526 | 1800 | 1800 | 1800 | 1800 | 1800 | 1800 | 1800 |
| LENGTH / WIDTH (mm) | 1200 | 1200 | 1200 | 2243 | 2243 | 1200 | 1200 | 1200 | 1200 | 4644 | 4644 | 1200 | 1200 | 1200 | 2243 | 2243 |
| THICKNESS (mm) | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 5 | N/A | N/A | 5 | S | N/A | N/A | N/A | N/A |
| PRINT REVEL SIZE HEIGHT (mm) | 1758 | 1758 | 1758 | 1758 | 1758 | 1758 | 730 | 1758 | 1758 | 730 | 730 | 1758 | 1758 | 1758 | 1758 | 1758 | 1758 |
| PRINT REVEL SIZE LENGTH / WIDTH (mm) | 1158 | 1158 | 1158 | 2150 | 2150 | 1158 | 1158 | 1158 | 1158 | 4655 | 4655 | 1158 | 1158 | 1158 | 1158 | 1158 | 1158 |
| ILLUMINATED | Y | Y | Y | N | N | Y | Y | N | Y | Y | Y | Y | Y | Y | Y | N | N |

3mm thick foamex lap plates to be bonded (centered in height) to rear of panel section rebated join to freely lap onto adjoining section and maintain face levels.

NOT TO BE AFFIXED WITHIN 100mm OF TOP AND BOTTOM EDGES OF PANEL.

Q11 & Q12 to be made from 2 pieces of foamex.

Q9 to be made from 3 pieces of foamex.

Print reveal size length/width centered and 25mm up from the bottom edge.

These sites are for advertising the event and not for individual exhibitors or sponsors.

October 2013
Access and Parking Section

Contents

- Goods Access
- Loading and Unloading Zones
- Goods Lifts
- How to Get to Olympia
- Olympia Location Map
- London Congestion Charging Zone
Olympia Loading & Unloading Zones

Note: Forklift operations are not permitted on Olympia Way

December 2013
It's quicker and easier to travel to Olympia via public transport

OVERGROUND & TUBE
Kensington (Olympia) is on the London Overground network.
It’s one stop from Shepherd’s Bush (Central line) or West Brompton (District line). The venue is next to the station.

There are also direct services to Willesden Junction, Clapham Junction and Gatwick Airport.

BUS
Hammersmith Road: 9, 10, 27, 28, N9, N10
Holland Road: 49
North End Road: 391

PARKING
If you do travel by car we advise that you pre-book to guarantee a space. Book online or call +44 (0)20 7598 2515.

USEFUL LINKS
Transport for London: tfl.gov.uk
Rail enquiries: nationalrail.co.uk
Parking: olympia.co.uk/parking
Available as a jpg file
London Congestion Charging Zone

Olympia is located to the West of the Congestion Charging zone and not within the zone. The map below indicates the Congestion Charging zone boundaries.

The Congestion Charge operating hours are 07:00 - 18:00 Monday to Friday (excluding Public Holidays).

The charge is:

£10 if paid in advance or on the day of travel
£12 if paid by midnight the charging day after travel
£9 if registered for Congestion Charging Auto Pay

The charge can be paid:

By phoning the call centre - 0845 900 1234
By visiting the Transport for London website - www.cclondon.com