



IMPORTANT - PLEASE READ CAREFULLY

CRAFT HOBBY + STITCH International
NEC, Birmingham : 25th - 26th February 2024

EXHIBITOR MANUAL & INVOICE PACK

December 2023

Dear Exhibitor,

We are pleased to enclose the Exhibitor Manual Information for ***Craft Hobby + Stitch International***. You should have received your invoice from our accounts@ichf.co.uk address for your exhibition space. **The payment date is 14th December 2023**

All order forms are available on the Exhibitor Zone - <http://www.chsi.co.uk/exhzone/>

1. ORDER FORMS:

To help you keep track of your orders and replies to us please use the **CHECKLIST** on the Exhibitor Zone.

1.2 Web Entry, A – Z Entries & Product Index

DEADLINE 15th December 2023

Forms to complete are available from the Exhibitor Zone. If you have not completed yours yet, please do so immediately as the exhibition listings are now live.

1.3 Stand Ordering Information:

Electrical Orders

DEADLINE 12th January 2024

- (a) Please return the order forms to NEC eventorders@thenec.co.uk as the contractor needs to order the mains supply several weeks in advance. Order Forms can also be found online from the Exhibitor Zone. If you wish to ring NEC directly the telephone number is 0121 767 3253
- (b) **International Exhibitors** – The NEC contact details are telephone 044 121 767 3253 or email eventorders@thenec.co.uk
- (c) Please note that electrics may not be completed until Saturday afternoon.

Furniture

DEADLINE 25th January 2024

To order furniture the forms for this is online from the Exhibitor Zone and will be ordered through Creative Hire. sales@creativehire.co.uk Telephone number 01676 542616.

Carpet

The aisles and shell scheme stands will be carpeted in slate grey. You may order alternative colours if you wish on the Additional Services Form from the NEC email eventorders@thenec.co.uk

1.4 Invitation Leaflets

BY RETURN

All exhibitors are encouraged to help inform their customers about the show - the more visitors that attend, the better for everyone. The invitations we produce fit into a DL envelope and are a great way of letting your customers know of your participation. Your invoice indicates your current order. Please telephone or email sales@chsi.co.uk for any additional requirements.

1.5 E-Invitation

Invite your customers to register for the show via a unique trackable invite link on the exhibitor hub (Live Buzz).

1.6 IT/Wi-Fi Connection

If you require telephone, hard wired internet or multimedia services please contact the NEC at <http://www.thenec.co.uk/exhibitors/order>. Link is available on the Exhibitor Zone. Please note there is some Wi-Fi service in the halls and within public areas within the NEC.

1.7 Stand & Exhibitor Catering

- (a) Exhibitors can order lunches from 'Food 2 U' on 0844 338 8338 or email eventorders@thenec.co.uk
- (b) Please wear your exhibitor badge when purchasing food so you receive your discount.

1.9 Exhibitor Badges

These will be available to order on-line from the Exhibitor Hub. The stand manager will be able to register badge requirements for themselves and all stand personnel. Each exhibitor will be emailed a pdf badge which they need to print off and take to the show. No exhibitor badges will be sent in the post. If you have any queries please telephone our Registration Office on 01425 277988.

1.10 Computerised Registration

All buyers will have bar coded badges. Exhibitors will have the opportunity to scan visitors' badges and capture leads. Details will be downloaded each evening and available to exhibitors using this service. The lead capture devices are available from the Registration company Live Buzz – these can be ordered via the Live Buzz exhibitor hub.

2. BUILD UP:

2.1 Shell Scheme Stands

- (a) Exhibitors with shell scheme stands can offload **from 08:00 on Saturday 24th February**. **NO ACCESS will be available to the halls BEFORE this time**. Build-up continues until 20:00 on Saturday.
- (b) If you intend building any structure within your shell scheme stand, our new dividing walls are 50mm thick and hollow. The 100mm border around the top is 20mm thick – please note this if using hooks.
- (c) **Please note all shell scheme walling is BLACK**

2.2 Floor Area Contractors may commence build **from 10:00 on Friday 23rd February** and may work until 20:00 each evening. Vehicles will NOT be allowed into the hall to unload due to carpet having been laid.

2.3 Floor Area Stands

BY RETURN

If you have booked this type (see invoice) then you **MUST** use a recognised stand contractor to build your stand. You must inform us of their name and address for passing on to the NEC. Please note that if a floor plinth is incorporated then any 'open' corner can be a trip hazard (Health & Safety) and should be protected.

We require copies of your proposed stand design and build by 6th January. Risk Assessment, Method Statement, Health & Safety Documents and Public Liability confirmation will be required from your contractor. All of these items have to be approved by the NEC before your build can commence. Please email the documents to louisel@ichf.co.uk by the 6th January.

Carpet is NOT provided on FLOOR AREA stands, but can be supplied from £7.00/m² – see Additional Services Order Form. Please note that a SPECIFIC tape must be used when fixing carpet – the NEC will levy charges if floors are damaged. **Please make sure if you are taking FLOOR AREA space that you or your contractor orders carpet. Failure to do so could result in a delay in building your stand on set-up day. Please ensure that the floor area around your stand is kept as tidy and self-contained as possible to avoid blocking the aisles.**

All stands to be complete by 20:00 on Saturday 24th February 2024

2.4 Storage

Limited storage is available. Please ask at the Organisers Office on-site.

2.5 Forklift

A free of charge forklift service will be available for all deliveries on Friday 23rd and Saturday 24th February from 08:00 to 18:00. Please note this is on a first come first serve basis. For breakdown, it will be available on Monday evening 26th February until 22:00. **This service is included in your exhibition costs.**

2.6 NEC E-Guide for Construction and Items of Special Risk

Please see the link on the Exhibitor Zone.

2.7 Balloons

These are not recommended and are subject to removal at ICHF's discretion. If they dislodge from your stand and float to the ceiling, the NEC will charge for their removal and any damage caused to the heating/air ducts will be passed on to the exhibitor. Helium balloons require a RISK ASSESSMENT. Please make us aware if you intend on using balloons.

2.10 Vehicle Parking

Build-Up Day – Once at the NEC please follow the signs for 'CHSI Stitches'.

To make it quicker and easier on build-up you are now invited to book your timeslot to get to the halls for offloading your vehicle. This system is in place to make build-up as smooth and efficient for you as possible. All vehicles will have a set time for unloading to make it fair on everybody. You will be asked to input your card details, **your card will not be charged unless you significantly exceed your allocated time slot**, but if you find that you need more time please speak to a member of the ICHF team in the organisers office (so that we can ensure you are not charged). **This system is in place for build-up only with re-stocking and break-down following the usual system. A link to book your slot will be emailed to you in the lead up to the show.**

2.11 Deliveries

From Friday 23rd February (**NOT before Friday – NEC will refuse the delivery**)

The correct address is:

Stand No:....., Company name
Craft Hobby + Stitch International,
Halls 7 & 8
NEC
Birmingham B40 1NT

Please note: ICHF will sign for goods but they will NOT be liable for any loss or damage, however caused.

2.12 On-Site Organisers Office Contact details

If you wish to have the number of our office in the hall please ask on build-up day, as we do not know the exact number until we are on-site.

2.13 Catering

A range of outlets will be open in the concourse when the show is open.

HEALTH AND SAFETY

RISK ASSESSMENT

An exhibition stand is a workplace covered by health and safety legislation. As the exhibitor, it is your responsibility to ensure a suitable and sufficient risk assessment is completed. Failure to do so could lead to delays or ultimately the closure of your stand. A risk assessment template can be found on the exhibitors zone, please return the form to operations@ichf.co.uk or post to the address below.

BUILD-UP HEALTH & SAFETY

Please note that no under 16s are allowed in the exhibition hall during build-up and breakdown. This is a requirement of the venue's Health & Safety policy.

HIGH VIS

It is now a requirement for all exhibitors to wear high vis jackets throughout build-up and breakdown. A limited supply will be available in the organisers office to hire through a deposit system.

SITE INDUCTION

Exhibitors will be required to sign a site induction form on arrival to the venue, to confirm you will comply with the health and safety rules onsite. A copy of the form can be found on the exhibitor's zone.

STAND GUIDELINES

Please be aware that you must set-up all products within your stand. It is potentially a major health and safety risk if you fail to do so. You may be asked to re-design your stand layout if this is the case.

Important note: Your stand is a temporary structure that is not designed to carry heavy loads, if you are planning to hang items from your stand, please contact the office for your stand weight capacity

3. SHOW DAYS:

3.1 Show Opening Hours (Open Days)

Sunday	09:30 – 17:00
Monday	09:30 – 16:30

3.2 Vehicle Parking:

- (a) **Open Days** – You are advised to arrive EARLY on the SUNDAY as the centre is likely to be busy with other major shows taking place. You will be directed to park in the NORTH CAR PARKS. The hall is open from 08.00. Shuttle buses will operate from the Car Parks from 08:00.
- (b) No vehicles or trailers are allowed to park around the perimeter or adjacent to the hall during open days.

3.3 Cleaning

Your stand will be cleaned each night, but it will NOT be cleaned if it is locked and/or closed off. If you intend to use this method to secure your stand a set of keys must be left at the Organisers Office for the cleaners to use for the duration of the show.

3.4 Security

There will be security cover during the period of the show, but all products and liabilities should be covered by exhibitors' own insurance.

4. BREAKDOWN:

4.1 Breakdown

All goods and stand fittings can be cleared on Monday 26th February from 17:20 - 2400

Breakdown details will be given to exhibitors on Sunday 25th February.

The hall must be clear by 2359 Monday 26th February. Any items left uncollected after this time may be destroyed or a storage charge levied.

5. MARKETING:

5.1 CHSi Stitches - Logo

You are welcome to use the CHSi logo on any promotional material you wish to add it to. Download it from the Exhibitor Zone at www.chsi.co.uk Put it on your website and emails, promoting the show and the fact that you will be attending.

5.2 Press Relations

Alyson Stenner of One Voice Media are liaising with the press and media. If you have details that may be of interest to the press, then please contact Alyson on alyson@onevoicemedia.co.uk or Tel: 01392 278801 Fax: 01392 278804.

6. OTHER INFORMATION:

6.1 Other Facilities at the NEC - For general information visit www.thenec.co.uk

6.2 Visitor Entry & Registration

As this is a professional trade show, entry will only be given to buyers from the trade. No persons under the age of 16 will be admitted. Please advise your customers of this rule.

We check the trade status of visitors by asking for copies of either suppliers' invoices, Business Rates or Company Registration number. Being a trade event there are categories that cannot provide any of the above, e.g. press, designers and potential new retailers. Until we are satisfied of a person's validity a badge is not issued.

6.3 Equality Act 2010 (previously Disability & Discrimination Act)

Please remember your responsibilities under the Act and in particular access onto your stand if you have a plinth.

If you have any queries please do not hesitate to contact us.

Yours faithfully,

Steve Mitchell

Show Director



19 - 20 February 2023, NEC Birmingham

Contact Details

Sales Enquires

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