



EXHIBITION SERVICES



www.mtis2018.org
MTIS2018@mci-group.com

Exhibition Services

Audio Visual Equipment Hire

All audio visual enquiries for exhibition stands can be requested directly from Metro Broadcast, our preferred partner for exhibition audio visual by using the appropriate form (please refer to Metro Broadcast ~ Exhibitor audio visual Order Form.pdf). All ordering, payment and logistics should be coordinated directly with Metro Broadcast.

Stand Cleaning

Stand cleaning services is not available at the Hilton London Metropole. All rubbish must be cleared by exhibitors at the end of each day. Any rubbish left at the end of each day will be destroyed and may be subject to a waste disposal fee.

Contractors

If you are using a contractor, they will be permitted access in line with the install and dismantle times shown on page 19. Please advise how many contractor passes you require in order to have access to Exhibition Hall on Wednesday 5 September or Thursday 6 September. Security will not permit contractors' access to the Exhibition Hall without a pass.

Deliveries

All exhibitors are responsible for delivery and collection of their own collateral and exhibition stand. If you require support with logistics, we ask that you contact our shipping agent GES who will arrange to receive, store, ship and deliver to your booth area at a cost payable by yourselves. You can also arrange with GES for flight case storage, collection and onward delivery once you have dismantled at the end of the congress. Deliveries can be arranged directly via GES. Please email event.logistics@ges.com or telephone +44 (0) 121 782 4433.

Please ensure you are present at the Hilton London Metropole to receive your shipments, the Organisers (MCI UK Ltd) cannot take responsibility for any delivery or for shipments being turned away for any reason. Deliveries made outside of the tenancy will not be able to access the loading bay and will be turned away. All deliveries made to the venue should be clearly marked as follows;

Recipient Name and Contact Number
 MTIS 2018 (06-09 September 2018)
 Stand Name/Number (if applicable)
 Loading Bay
 Hilton London Metropole Hotel
 225 Edgware Road
 London
 W2 1JU

All deliveries must include a delivery form (please refer to Hilton London Metropole ~ Delivery Instructions.pdf)

Deliveries sent directly to the venue must only arrive during the official move-in times, which are:

Date	Hours	Restrictions
Wednesday, 5 September 2018	10:00 – 18:00	All deliveries must be signed for by a member of your team
Thursday, 6 September 2018	09:00 – 16:00	All deliveries must be signed for by a member of your team.

Exhibitor Badges

Exhibitors can collect their badges from the Registration Desk at the Hilton London Metropole which will be open as detailed below. If you are an exhibitor or partner and you are entitled to complimentary full delegate registration(s), these will be produced and waiting for you to collect in an envelope for your lead contact, at the exhibitor and partner desk. Should you prefer any of your group to collect their own badge(s) from the registration desk, please inform us and we will ensure they are placed at that kiosk.

Date	Opens	Closes
Thursday, 6 September 2018	08:00	19:30
Friday, 7 September 2018	06:30	19:15
Saturday, 8 September 2018	06:30	19:00
Sunday, 9 September 2018	07:00	13:00

The hours detailed above are provisional and are subject to change; please check the meeting website prior to travelling to the event.

Onsite Logistics

Please note that trolleys are not available at the venue, and recipients of deliveries must ensure that they can transport items from the loading bay to the appropriate location. Should you anticipate that a large delivery will require transportation, please arrange support with GES event logistics in advance either by email - event.logistics@ges.com or telephone +44 (0) 121 782 4433.

Please note no fork lifts will be permitted at the Hilton London Metropole.

Prior to the end of the event we will issue courier collection forms to exhibitors which must be affixed to any items being collected by couriers and will detail clear instructions as to where to leave items for collection. All items must be picked up by 19:00 on Sunday 9 September 2018. Any items left after this time or not clearly labelled will be destroyed and may be subject to a waste disposal fee.

Furniture

All furniture enquiries for exhibition stands can be ordered one of two ways; either via Espresso, GES online exhibitor ordering portal; <https://ordering.ges.com/000024083> or alternatively by using the appropriate form (MTIS 2018 ~ GES Furniture Order Form.pdf). In order to take advantage of the early bird discount, please make sure all orders are placed by Friday, 10 August 2018. All ordering, payment and logistics should be coordinated directly with GES, our preferred partner for exhibition services.

Internet

Any exhibitors requiring a permanent internet connection with specifically allocated bandwidth should email MTIS2018AV@mci-group.com with full details.

Insurance

All exhibitors should be aware of the need for adequate insurance cover. Whilst we take every precaution to protect your property during the event, we cannot be held responsible for any loss or damage and we strongly advise you to check your own insurance policy to ensure you are adequately covered. You are also responsible for insuring against any legal liability incurred in respect of injury or damage to property belonging to third parties. In addition to this, you should protect your expenditure against abandonment and cancellation or curtailment of the event due to reasons beyond our control. For further information or advice, please contact;

Hiscox
PO Box 501, Sittingbourne, ME10 9AF
Contact: David Clark
Email: eventinsurance@hiscox.com
Telephone: 0141 339 7260
Fax: 0845 213 8438
Web: <http://www.hiscox.co.uk/events>

Power

The supply of electricity for this meeting is provided by the audio visual contractor, Metro Broadcast.

To meet the revised minimum testing requirements in line with BS 7671 2008, an Electrical Testing charge has been in force from 1st July 2012. At the time of ordering direct mains, the person ordering will need to provide relevant information about their electricians' qualifications. They will also be required to pay the electrical testing charge. It is mandatory that all exhibitors have a complete test certificate.

Any requirements for 24-hour power should be made clear.

Electricity is included in every Shell Scheme (1 x 500w UK socket with 4 way block) therefore the Congress Secretariat will arrange for all Shell Scheme exhibition spaces to undergo the appropriate testing requirements. The electrical testing charge will be included in the Shell Scheme package.

Shell Scheme All power enquiries for space only exhibition stands can be ordered one of two ways; either via Espresso, GES online exhibitor ordering portal; <https://ordering.ges.com/000024083> or alternatively by using the appropriate form (Please refer to MTIS 2018 - GES Electrical Order Form.pdf).

Space Only All power enquiries for space only exhibition stands can be ordered through Metro Broadcast by contacting Grant Mitchell on grant.mitchell@metrobroadcast.com

Storage

There is no onsite, pre event, during or post event storage available at the Hilton London Metropole. Offsite storage can be arranged via GES, our preferred partner for exhibition services, please email event.logistics@GES.com

Security

For security reasons, exhibitors are advised to remove all portable items (including pop up stands) and valuable items immediately on closure of the exhibition each day and not leave their stand unattended until all such items are clear. MTIS or the Organisers (MCI UK Ltd) cannot be held responsible for any items that go missing during the meeting, including load-in and load-out. Venue security will operate throughout the site but there is no event or exhibition hall security outside of opening hours.

Trolleys

There are no trolleys available at the Hilton London Metropole for use. Exhibitors are reminded to bring trolleys for use during the build-up and breakdown of the exhibition if required. If you require assistance moving items onsite please contact GES, our preferred partner for exhibition services, by emailing event.logistics@GES.com

Vehicle Access

Each exhibition stand will be allocated a load-in and load-out time, these times must be adhered to. The times will be communicated w/c 20 August 2018. It is the responsibility of the exhibitor to make sure that these times are passed to their stand contractor. MTIS or the Organisers (MCI UK Ltd) cannot be held responsible for the failure of this information not being passed on.

Assistance with loading/unloading

Please note that the Hilton London Metropole does not provide trolleys or pump trucks. Please refer to sections [Deliveries](#) and [Trolleys](#) for further information.

Parking

Once you have unloaded, you will be asked to remove your vehicle from the loading bay to be parked off site, in one of the local car parks.

1. Hilton London Metropole hotel car park
170 car park spaces, maximum height of 190cm
Based on 1st come, 1st served basis. Additional cost of 1st hour £5.00 and any additional hour £3.00
2. Secure Parking 170 Marylebone Road Car Park
Parking Garage
170 Marylebone Road
T: 0845 00 6456
Open 24 hours
3. Q-Park Marylebone
Parking Garage
Moxon Street
T: 0870 442 0104
Open 24 hours

Loading or unloading smaller items

Exhibitors with smaller items, which can be carried into the venue are encouraged to hand carry their items through the main reception of Hilton London Metropole.

MTIS OR THE ORGANISERS (MCI UK) CANNOT BE HELD RESPONSIBLE FOR ANY BREACH OF CONTRACT BETWEEN THE PREFERRED PARTNERS AND/OR VENUE (HILTON LONDON METROPOLE) AND EXHIBITORS.