

## FREQUENTLY ASKED QUESTIONS

**What is the event?** Cleaning & Restoration Show 2019. A large exhibition for the carpet cleaning and restoration industries.

**What is the event date?** Saturday October 19<sup>th</sup> 2019.

**Where is the event?** Studio One, Harrogate Convention Centre

**How do I get there?** Postcode: HG1 5LA (HG1 5GB for loading), for full directions please visit <https://www.harrogateconventioncentre.co.uk/visitors/getting-here>

**When can I access the hall for set-up?** The hall will be available from 10:00am on Friday 18<sup>th</sup> until 8pm, access on Saturday morning is from 8:00am. High-visibility vests should be worn while constructing/breaking down stands.

**What time does the event start/finish?** 10:00am until 4:00pm. Please note exhibitors will be unable to leave the hall until after 4:00 and should not begin breaking down until this time.

**What do I do on arrival?** For unloading, access to Dragon Road car park and holding area (HG1 5DB) will be available. Traffic management will provide a pass and access to the hall.

**Can I bring a vehicle in to the hall when setting up?** Yes, but please ensure you do not enter unsupervised (representatives will be present on the day to assist) and follow all instructions.

**Can my vehicle remain in the hall?** Vehicles for loading must be moved following. You can request to have a vehicle as part of your stand display, however the vehicle cannot be running at any point during the event opening hours. Contact the NCCA if you wish to have a vehicle on your stand.

**Where do I park and are there any charges?** General parking is available at several sites around the venue – Charges will apply. Exhibitor vehicles with a pass can be left at Dragon Road after unloading free of charge, however access may be restricted out of hours.

**Is the exhibition hall carpeted?** No. The floor is 'Flowcrete', but you are welcome to lay carpet if required. Please ensure you use NEC Approved tape and no other adhesives.

**What is included in my booking?** Having booked stand space you will be allocated your chosen area and size accordingly in the hall. A floorplan is available online and a stand number will also have been allocated, confirmed with your booking. Your space can be utilised however you see fit, bearing in mind any health and safety restrictions. The stand is space only and does not include a shell, carpeting or an electrical supply.

**What do I need to do if I require power?** Power supplies can be arranged direct with the venue via separate form. Costs are £50.00 + VAT standard 13amp socket or £150.00 + VAT 3kw socket.

**Do I need to bring my own furniture?** You are welcome to bring any furniture you need for your stand. The venue can provide tables (£17.00 + VAT) and chairs (£10.00 + VAT) which can be booked direct via separate form.

**Can I demonstrate equipment on my stand?** Yes, providing you have laid carpet/flooring or own the items you are demonstrating upon.

**Does the venue provide wifi facilities?** Yes. Complimentary wifi (0.5mb) is available. A dedicated line is recommended for transactions and/or guaranteed access, this can be arranged direct with the venue by separate booking form.

**Do I need a risk assessment?** Yes. A risk assessment for both set-up and exhibiting/demos is vital. You will not be allowed in to the hall unless your health and safety documents have been submitted to the NCCA prior to the event. Template risk assessment documents will be provided, though you are welcome to submit your own. The deadline for returning these is September 15<sup>th</sup>.

**Will children be present in the hall?** Children are welcome at the event so reasonable precautions should be taken. Parents/Guardians will be informed when booking that children remain their responsibility throughout the event.

**Is the event catered?** Food and refreshments can be purchased from on-site catering within the venue. The event is based in the centre of Harrogate providing many options if you have the opportunity to take a break.

**Can I offer any competitions or prize draws?** You are free to hold competitions or collect entries from visitors to your stand. The NCCA will be happy to publish details of any draws with your event profile (deadlines apply).

**Can I assist with advertising the event?** We welcome all exhibitors promoting the event and their participation. The NCCA will be providing all exhibitors with content and you can request more if required. We will also be promoting via our website, facebook, magazine, trade press and other advertising so ensure you provide us with your event profile and any special show discounts or launches you have planned.

**Is there anything other than the exhibition as part of the event?** The NCCA will be arranging technical seminars for visitors at set times during the day.

**Is anything happening in the evening?** The NCCA will be holding a gala dinner Saturday night and exhibitors are welcome to join us. Tickets can be purchased for individuals or a table for ten guests can be sponsored via the NCCA website. An informal get together/meal prior to the show is also being planned for Friday night. Confirmation and further announcements to follow.

**Is anything else planned?** The NCCA General Meeting will also be running on Sunday 20<sup>th</sup> in the morning. This is a members only meeting, though any exhibitor that is also a Corporate Member is welcome to attend.

**Are there any options close by for accommodation?** There are a limited number of rooms reserved at the on-site Crowne Plaza hotel on 18-19th October at the following rates (includes breakfast and parking). £119.00 per night Single Occupancy or £129.00 per night Double Occupancy. These rates are available until September 20th and cannot be guaranteed after this date. Rooms available are on a first come, first served basis and can only be arranged by calling 01423 849933. Ask for hotel reservations and quote exhibiting at NCCA Event. Other nearby accommodation can be found here <https://www.harrogateconventioncentre.co.uk/visitors/accommodation>.