

General FAQ's

Will I receive a name badge?

Upon arrival please report to the registration desk where you will be issued with a badge. You will need the name badge to gain entry into the conference and exhibition area. Please ensure that you wear your badge prominently at all times. Failure to do so may result in your being refused access to the event.

Is on-site storage available?

The site has very limited on-site storage therefore, if you envisage you may need to leave items after an event for the courier collection etc., please advise your Event Manager accordingly. All items stored overnight in the QEII Event Management Store Room must clearly show a return address label and contact details, please see sample Collection note.

Is there Wi-Fi?

Wi-Fi is available on site.

Are there sponsorship opportunities?

Yes, please visit www.genesisconference.com/sponsors to find out more or call Aline on 01223 89651.

First aid notice

There is a fully equipped First Aid Room located on the Ground floor and trained personnel are available on request. Note: the First Aid room will not be permanently manned.

On-Site supervision notice

A general Security patrol will be provided by QEII Centre however they will not be responsible for exhibitors equipment/material if lost or damaged. In the absence of your Event Manager, Security Control can be reached by utilising any of the house phones located on each floor by dialling Ext: 4040. In case of an Emergency please dial Ext: 4444

Exhibitor FAQ's

How big is my exhibition area?

Each exhibition stand is a 2m x 3m space and will be provided with a clothed table and 1 chair. The ceiling height is perfect for pop up stands or pull up banner stands to be used*. If you require additional space to accommodate your exhibition stand please contact genesis@onenucleus.com. This will incur an additional cost. We reserve the right to make an additional charge upon set up of your stand materials which exceed your allocated space. There is no shell scheme build included in your exhibition package.

* Note stand 54 has a height restriction

What electrics are provided?

We don't provide any electrics for the exhibitor stands, there are electric points should you need to plug devices in.

What do you recommend I bring?

Exhibitors are reminded to bring tape, scissors, extension leads and collection notes for courier collections.

Are there restrictions for using flammable materials/gases?

Exhibitors are advised there are stringent regulations governing materials used on-site during an exhibition:

- The use of flammable materials must be in accordance with the manufacturer's instructions and with due regard for the safety of others.
- The use of compressed gases will only be allowed with prior permission from Security. Storage of these materials should always be outside the building. Special arrangements for this will need to be made.

Can I affix marketing materials to the building?

Please do not affix items to the fabric of the building without permission. Sticky fixers, Blue-tac, Sellotape must not be used on painted surfaces. Under no circumstances must cables, wires etc. be attached or affixed directly to walls or ceilings.

How do I hire AV and computer equipment?

Please follow this link <http://qeiicentre.london/order-it/>

Do I need to book in a cleaner?

All hired areas will be cleaned between 06.00 and 08.00 daily by the Centre. However cleaning of the exhibition stands is the responsibility of the exhibition/stand hirer. Clients are responsible for the clearance of any items of rubbish or other waste materials following the event.

How do I register my remaining delegates which come with a sponsorship package?

Within your package you will have received various combinations of complimentary delegate passes. If you haven't already done so, please email the full list of names of your group of delegates to genesis@onenucleus.com.

Porterage

Adequate porterage provision will be made by the exhibition organiser to ensure all deliveries and collections are distributed successfully. Additional porterage may be sourced, if required, via the QEII Centre Event Manager. *Please note a charge may be incurred for this service.*

Access to the QEII Centre

Loading bay

The loading bay is situated on Storey's Gate in Westminster and is located within the Transport for London Congestion Zone. The loading bay is a shared facility for all deliveries and collections at the QEII Centre therefore, vehicles are permitted access on a first come first served basis.

Due to the dimensions of the loading bay and the fact that only one vehicle is permitted at any one time, during exhibition set up and breakdown the following conditions must be adhered to:

- The loading bay is left clear at all times unless loading/unloading is in progress
- The vehicle is not left unattended when transferring items to and from exhibition area, whilst the vehicle is removed from the loading bay
- All corridors and fire exits are left clear to ensure access is maintained at all times

Deliveries and collections

All deliveries must be made to the loading bay and the QEII Centre must be advised on the quantity of items, estimated time of arrival/departure, destination and appropriate contact names.

Movement of deliveries

There is no facility to move palletised products from lifts to the exhibition stands therefore everything needs to be in boxes and moved on trolleys only. Fork lift trucks are not available on-site and are not suitable for use internally in the centre.

Mews Goods Lift:

Width and Door opening	5 metres
Depth	2.5 metres
Height/Door opening	2 metres
Height	2.05 metres
Loading	2500 Kilos
Available Floors:	entry on Ground /Service 3rd Floor

Lift Sizes:

Storeys Gate Lift 10:

Width and Door opening	1.32 metres
Depth	1.46metres
Height/Door opening	2.05 metres
Height	2.05 metres
Loading	1000 Kilos
Available Floors:	entry on Ground to 3rd floor

Storeys Gate Lift 11:

Width and Door opening	2.15 metres
Depth	1.6metres
Height/Door opening	1.7 metres
Height	2.2 metres
Loading	2000 Kilos
Available Floors:	entry on Ground to 5th floor