



EVENT DATES: 15-17 Oct 2019

EXHIBITION: 16-17 Oct

CONFERENCE: 15-17 Oct

REGISTRATION: 15-17 Oct

LOCATION: ExCeL London, Halls N1-N11

2019 EXHIBITOR MANUAL

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Thank you for exhibiting at MRO Europe 2019 at the ExCeL London. We look forward to helping exhibitors, attendees, contractors, stand builders navigate through the show.

The [MRO Europe Exhibitor Resource Center](#) is available to help guide you through the process of exhibiting at an MRO show. The ERC can be found [HERE](#).

The primary suppliers/vendors for this event are:

1. Freeman – Freeman is the general services contractor and will provide:

Shell Scheme Questions

Electric

Nameboards

Floor Coverings

Furniture Rental

Forms are available in the [MRO Europe Exhibitor Resource Center](#)

2. The ExCeL – Forms and contacts are available in the [MRO Europe Exhibitor Resource Center](#) or order online [HERE](#).

Parking

Cleaning

Rigging

Hosts/Hostesses/Models

Internet

Catering

3. TWI/Agility

Material Handling

Empty Containers

Forklift Rental

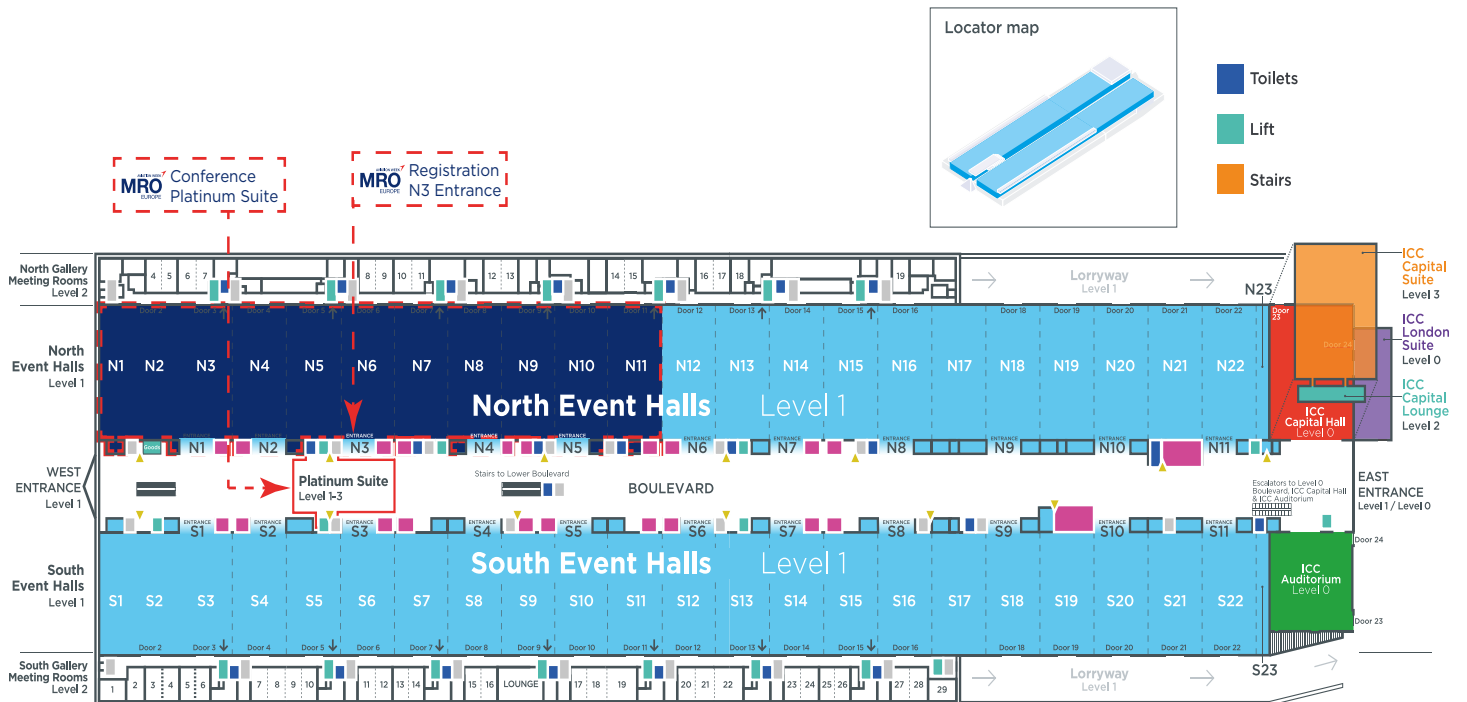
Forms are available in the [MRO Europe Exhibitor Resource Center](#)

You will find all of the necessary forms and general information to complete your exhibition experience. If you cannot find information in the ERC, please contact:

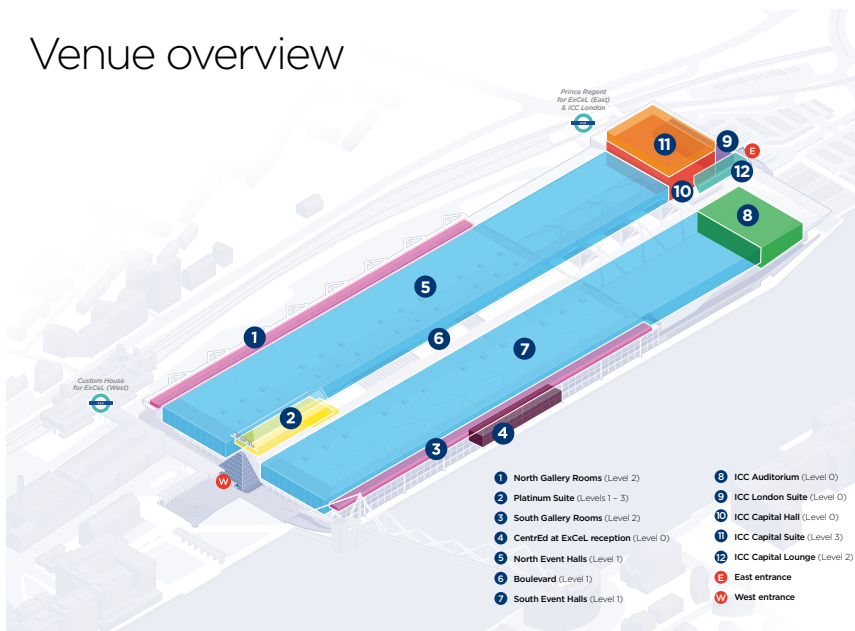
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Thank you again for exhibiting. We look forward to helping you in any way we can.



Venue overview



The exhibition will take place at:

ExCel London
 Royal Victoria Dock
 1 Western Gateway
 London E16 1XL, UK
www.excel.london

Exhibition Location: Halls N1-N11

Registration Location: N3 Entrance

Conference Location: Platinum Suite

Setup Entrance: N3 Contractor Entrance

For the most up-to-date information please bookmark mroeurope.aviationweek.com.

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Halls N1-N11

Event dates: 15th - 17th October 2019

Location: ExCeL London

Hall: N1-N11

Build-up

Exhibitor Move-in:

SUNDAY, 13TH OCTOBER	12:00 – 19:00	(54sqm or larger)
MONDAY, 14TH OCTOBER	08:00 – 19:00	All Raw Space
TUESDAY, 15TH OCTOBER	08:00 – 19:00	All Exhibitors (raw and shell)

The exhibition will be open for visitors

WEDNESDAY, 16TH OCTOBER	9:30 – 17:30
THURSDAY, 17TH OCTOBER	09:30 – 15:00

Conference Hours

TUESDAY, 15TH OCTOBER	14:00 – 17:30
WEDNESDAY, 16TH OCTOBER	09:00 – 15:00
THURSDAY, 17TH OCTOBER	09:30 – 13:00

Registration Hours

(Registration will take place inside the Hall at the entrance marked N3)

TUESDAY 15TH OCTOBER	08:00 – 17:00
WEDNESDAY 16TH OCTOBER	08:00 – 17:30
THURSDAY 17 TH OCTOBER	08:00 – 15:00

Exhibitor Breakdown

THURSDAY 17 TH OCTOBER	15:00 – 18:00
FRIDAY 18TH OCTOBER	08:00 – 13:00

General Contact:

For all enquiries relating to exhibitor space, stand bookings, technical requirements, pricing details and general information on MRO Europe, please contact:

Allison Gold

T: +1 646 233 4425

E: allison.gold@aviationweek.com

Aviation Week's MRO Europe team has partnered with the list of suppliers below. The [MRO Europe Exhibitor Resource Center](#) is available to help guide you through the process of exhibiting at an MRO show. The ERC can be found [HERE](#).

You will find all of the necessary forms and general information to complete your exhibition experience. If you cannot find information in the ERC, please contact:

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allison.gold@aviationweek.com

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Supplier	Services	Early Order Deadline
ExCeL Venue Services sales: +44 (0)20 7069 4400 onsite: +44 (0)20 7069 4500 email: telesales@excel.london	Catering Cleaning	
ExCeL Hospitality sales@excelhospitality.london +44 0207 069 4100 Menus/Ordering information is available in the ERC	Catering	27th September
ExCeL Internet Sales: +44 (0)20 7069 4400 Sales email: itc@excel.london IT helpdesk: +44 (0)20 7069 4342 Ordering information is available in the ERC and selecting ExCeL Services	Wired Internet Wireless Internet	20th September
ExCeL Parking sales: +44 (0)20 7069 4400 onsite: +44 (0)20 7069 4500 email: traffic@excel.london For a map showing ExCeL's car parks please visit excel.london/visitor/getting-here/driving-and-parking	Car parking Motorcycles Coaches Busses Lorry Parking	
ExCeL Piped Services sales: +44 (0)20 7069 4648 onsite: +44 (0)20 7069 4648 email: pipedservices@excel.london Ordering information is available in the ERC and selecting ExCeL Services	water & waste compressed air gas	27th September
ExCeL Rigging sales: +44 (0)20 7069 4400 onsite: +44 (0)20 7069 4500 email: rigging@excel.london Ordering information is available in the ERC and selecting ExCeL Servicesx.c	Rigging	27th September

The Freeman Company (UK) Ltd

Unit DC 5, Prologis Park, Imperial Road,
Coventry. CV8 3LF

Sales: Exhibitor Services

Tel: +44 (0)2476 309236

EMEA.Exhibitorservices@freemanco.com

<https://mroeurope.exhibitionarchitect.co.uk/>

Web Shop closes 12th October.

Shell Scheme

Electric

Nameboards

Floor Coverings

Furniture Rental

13th September

13th September

13th September

13th September

Booth Plans/Design Approval

Due 13th September

Submit Booth Plans All island and/or raw-space booths must submit their design to

Allison Gold at allison.gold@aviationweek.com or

<https://fs2.formsite.com/AW-Events/form91/index.html>

Exhibitor Appointed Contractors/Insurance

Due 13th September

Anita Joyce Wright

Aviation Week/Informa, 21st Floor

605 Third Avenue

New York, NY 10158

<https://fs2.formsite.com/AW-Events/form58/index.html>

All Exhibitors and EACs will have to complete an online health and safety induction in order to access the hall during setup times.

Floral:

27th September

info@oldacre.co.uk • www.oldacre.co.uk

Ordering information is available in the [ERC](#)

Freight/Shipping Onsite:

AGILITY FAIRS AND EVENTS

BAY 22 - 26 SANDSTONE LANE

ExCeL

LONDON E16 1AA

Attn: MARK DAWSON

TEL: +44 207 069 5308

FAX: +44 843 227 2033

MDawson@Agility.com

Material Handling

Empty Containers

Forklift Rental

See Section for deadlines

Freight/Shipping: TWI

Freight/Shipping

See Section for Deadlines

Shipping from Canada: Shan Beg, +1-905-812-1124,

SBeg@twigroup.com

Shipping from the U.S.: Bryce Larkin, +1-702-691-9000, blarkin@twigroup.com

Freight/Shipping: Traffic Management/Parking

+44 2070694568

Lead Retrieval

Lead Retrieval

[Capture Technologies](#)

<https://orders.ct.events/collections/mro-europe-2019>

Hosts/Hostesses

MoorePeople

INFO@MOOREPEOPLE.CO.UK • +44 0208 508 0555

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General & Logistical Information

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Sponsorship & Exhibit Opportunities

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+1.646.479.6997
erving.dockery@aviationweek.com

Other Inquiries

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+1 646-257-4553
ljanow@aviationweek.com

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Hearing and Sight Disabilities

Visitors with hearing and sight disabilities can find information about the event which they wish to visit by using:

- The prominent visual displays that are situated inside the Central Boulevard.
- The Information Desks sited at either end of the Boulevard.
- Provision has been made for non-visual indication of stair locations for those with impaired vision.

ExCeL London customer service staff have completed visual awareness training to provide practical guidance to blind and visually impaired visitors.

Should you wish to plan some assistance ahead of your visit, please contact: info@excel.london indicating the level of assistance you require.

Parking

There are a number of disabled parking bays that are spread across the car park. The Orange under-venue car park has the following spaces:

Zone 2: 11 bays
Zone 3: 15 bays
Zone 4: 4 bays
Zone 8: 12 bays
Zone 9: 18 bays
Zone 13: 6 bays
Zone 14: 28 bays
Zone 15: 16 bays

Royal Victoria multi-storey car park has the following spaces:

Zone 1A: 10 spaces
Zone 2A: 15 spaces

The East car park, when in use, has 20 spaces. (See car park map for more details) [http://excel.london/uploads/parkingmap_\(1\).pdf](http://excel.london/uploads/parkingmap_(1).pdf)

Disabled bays are 5.90m x 3.60m. Any vehicle displaying the disabled blue badge is still required to pay the car park charge.

Lifts

Lift control panels are located at a height which can be easily reached by someone in a wheelchair. There are Braille and tactile buttons. All lifts have a visual and voice indication of the floor reached and an intercom facility activated by an alarm button. Every area may be reached by lifts, with the exception of the second level of organisers' offices.

All stairs and ramps are fitted with handrails and balustrades. All public corridors and passageways have a minimum clear width of 1200mm.

Restrooms

There are 40 toilets for disabled visitors located throughout the building. You'll find them near the Business Centre, the break-out rooms, the conference suites on Level 3

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and the restaurants and cafes on Level 0 and Level 2.

All reception counters, bars and self-service counters and at least half the seating areas are accessible to wheelchair users. Pictographic signs and symbols have been used to guide people around the building.

The disabled toilets are located at the following points:

- Red blocks S9/S10
- N10/N11 level 0
- N4/S4, at the back of the North Halls
- South Gallery level 2 and the dock edge on Level 0
- Platinum Suite - levels 2 and 3
- Prince Regent walkway
- Level 0 East
- Capital Suite level 2 and 3

Telephones

Self service equipment such as cash point machines and telephones are located at levels suitable to wheelchair users. Strong tactile differences in paving are provided to indicate hazardous areas, e.g. dock edge indicated by cobble stone surface. Non-slip flooring has been used throughout the building.

Door vision panels giving a zone of visibility between 900mm and 500mm above floor level are provided on all public access doors.

Wheelchairs

ExCeL London is able to provide wheelchairs to those in need, free of charge. Wheelchairs can be hired from both the West and East information desks, however please note that we are unable to offer pre-booking. If you require a mobility scooter, these can be hired from our transport partner Europcar.

Payment details are required upon hire as a security measure, you will not be charged a penny unless the wheelchair is not returned or is damaged. Please feel free to contact us via info@excel.london with any queries about wheelchair hire.

Dogs

ExCeL welcomes all guidance and assistance dogs. No other dogs/pets permitted.

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All attendees, exhibitors/sponsors/visitors/speakers/etc. need to be registered as attendees for the event. Exhibitors need to be registered as exhibitors (not visitors) in order to have access to the exhibition hall during setup periods.

Exhibitor Appointed Contractors (EACs)/Stand Builders

Exhibitor Appointed Contractors (EACs) do not need to register as attendees. All EACs will be required to register through the online health and safety induction portal.

The Participants, Hirers or other relevant natural or legal persons are primarily responsible for safety, including the safety of their staff and any third parties used by them.

The access policy in the Convention Centre is as follows

- During build-up and breakdown periods the Convention Centre is accessible only to persons who have registered via the online health and safety induction portal;
- Persons that have registered via the portal will receive a bracelet from security to enter the hall during build-up and break-down times;
- Standbuilders and suppliers are urgently advised to register in advance as far as possible in order to ensure fast access on arrival at the Convention Centre.

Build-up and breakdown badges

During the build-up and breakdown periods, ExCeL London is only accessible with a valid bracelet. This also applies to stand builders and/or suppliers.

Builders and suppliers can register [via the link in the Exhibitor Resource Center](#).

Hall Access

During setup times, exhibitors can access the hall via the N3 Contractor Entrance.

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Exhibitor Event Badges

Click [HERE](https://mroeurope.aviationweek.com) (mroeurope.aviationweek.com and select Register tab) to register your team. Exhibitors who would like to attend conference sessions may also purchase discounted conference/session badges by choosing either Exhibitor All Access or Exhibitor/Individual Sessions. You will need a promotion code in order to receive your discount, please contact Virginia Gongora to get the code at +1.212.204.4202 or events@aviationweek.com.

Booth personnel is unlimited at the MRO events.

Please refrain from setting meetings and inviting customers to your booth during set-up hours. They will not be permitted in the exhibit hall with visitor badges.

Registration Hours

Tuesday, 15 October	08:00 - 17:00
Wednesday, 16 October	08:00 - 17:30
Thursday, 17 October	08:00 - 15:00

Registration will take place inside the Hall via the N3 Entrance from the boulevard.

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In the case of fire:

- Break the glass on the nearest Manual Call Point (coloured red), which are located adjacent to all exits. Or contact the Security Suite by dialing 4444 on an internal telephone or 020 7069 4444 immediately.
- Only if you have been trained and it is a very minor fire and it is safe to do so, tackle the fire with the nearest suitable fire extinguisher. Always ensure there is a safe exit route before attempting to extinguish any fire.
- If an evacuation is necessary you will hear the following announcement broadcast over the Public address system, use the nearest available Emergency Exit route to the appropriate Assembly point.

"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".

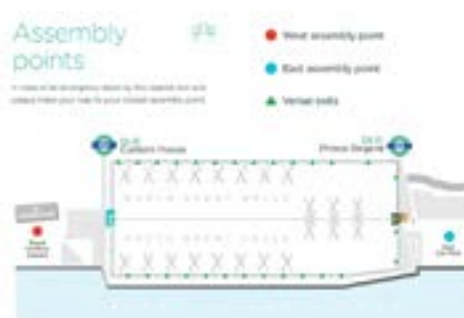
ExCel London's emergency numbers:

- Medical, Fire, Security, Unattended packages 4444 – DO NOT DIAL 999
- Security enquiries 4445
- Medical enquiries 5556

Telephones have been installed at key locations throughout the ExCel London i.e. Hall Entrances, Exits and Stairwells. Telephones are located at all entrance and exits from the halls. To call from an external line add the prefix 020 7069 XXXX.

Muster Points will be pointed out during the Fire Safety Briefing and a description of the fire procedures in place. It is expected that this will be undertaken by ExCel London's own Fire Safety Officers.

In the event of a fire report event staff will hear the following instructions broadcast over the public-address system.



"ATTENTION PLEASE, ATTENTION PLEASE, MR GOODFELLOW REPORT TO THE SECURITY SUITE"

If an evacuation is necessary you will hear the following announcement broadcast over the Public-address system, use the nearest available Emergency Exit route to the appropriate Assembly Point.

First Aid

You can approach any of the team who can help you with a medical emergency or go to level 0 on the boulevard and down the stairs by N4/S4.

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UC The Source is MRO Europe's ONLY official hotel provider endorsed by Aviation Week Network.

All other solicitations are not endorsed or supported by Aviation Week ... many are actually SCAM sites; therefore we ask that you do not book rooms with these companies.

When comparing rates with other sites, know that with the exception of Fraser Place Canary Wharf, all hotel rate quotes include breakfast. With the exception of Fraser Place Canary Wharf, Grange Tower, Grange City and Sea Container Hotels, all other hotel quotes also include the 20% VAT. If a lower rate is available with the same requirements to anyone at the time of the program, our attendees will get the lower rate regardless of how it is marketed.

How to make a Reservation:

Please select the hotel of your choice. You will be directed to click onto their online website or an alternative option will be provided.
Please note that each hotel has different cancellation policies.

Any request of five (5) or more rooms will be considered a sub-block and will require a separate group contract with penalty in full should they release or cancel block from date of confirmation. Contact UC, The Source directly for group requests:
una.cote@ucthesource.com

There is a [list of hotels](https://mroeuropa.aviationweek.com/en/plan-your-visit/hotel.html) on the MRO Europe Web site.
<https://mroeuropa.aviationweek.com/en/plan-your-visit/hotel.html>

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ATM/Bureau de Change

There is a Travelex ATM by the S11 entrance on the boulevard. There is a shop on level 0 at the bottom of the stairs near N4/S4 which sells a range of stationery items and has its own Bureau de Change.

Business Center

There is a shop on level 0 at the bottom of the stairs near N4/S4 which sells a range of stationery items and can also do photo copying and faxing.

ExCeL Venue Services

sales: +44 (0)20 7069 5005

onsite: +44 (0)20 7069 5005

email: excelbusinessservices@hotmail.co.uk

Children

Due to the business nature of this event, children under 16 are not permitted into the Exhibition Hall or the Conference during installation, official show days and teardown. Children ages 16 and older will be admitted to the Exhibition Hall during official hours, provided that they are registered, pay appropriate fees and with the understanding that they are the sole responsibility of an accompanying adult.

Cloakrooms

There are two cloakrooms which are open dependent on the event that you are attending. One cloakroom is in the west end of the venue on level 0 by N4/S4 and one in the east end on level 0. Cloakrooms are open during show hours which vary between events, check the show hours.

The Platinum Suite has its own cloakrooms.

The fee is £1 per item for coats and luggage - please be aware the ExCeL cannot store cameras, laptop equipment or any other electronic devices.

Conference Proceedings

A notification via e-mail from Aviation Week to conference attendees only (if you purchased individual sessions, you do not qualify to receive the conference proceedings) will be sent when these proceedings are available, usually 1-2 weeks after the event.

If you have not received the link, please contact events@aviationweek.com.

Event Attire

Business smart attire is appropriate throughout the exhibition, conference and all related events. Be sure to pack a light sweater or jacket for the evening. (No jeans or sneakers during official show events or show hours)

Lost Property

Please go to the security suite which is located by the west entrance down the stairs just after Costa. If you are no longer at the venue, please give our help desk a call on: +44(0) 207 069 4500 or email info@excel.london

Personal Wheeled Vehicles

Hoverboards, skateboards, segways, scooters, rollerblades, and bicycles are not permitted for use within the venue or the Boulevard.

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Prayer Room

The prayer room can be accessed through the grey door next to the S9 entrance on the boulevard.

Smoking

E-cigarettes and vaping are not permitted within the venue. These can be used outside the venue only.

ExCeL London operates a no smoking policy throughout the venue. Smoking is permitted outside the venue.

WiFi

ExCeL has free, fast WiFi which is suitable for browsing, social media, and email. When you arrive at the venue, you just need to sign in to 'ExCeL FREE Wi-Fi' using the standard log in, or via LinkedIn, Facebook, or Twitter.

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By Train

DLR (Docklands Light Railway)

The Docklands Light Railway (known as the DLR) is part of the London Underground network. Two of the stations, Custom House and Prince Regent, are on our campus. Trains pull up at a covered walkway leaving visitors with less than a two minute's walk to the entrance.

Check your event listing for the entrance for your event. Alight at Custom House* for the west entrance and Prince Regent for the east entrance and ICC London.

*Due to ongoing improvement works, please be advised that there is no step-free access at Custom House. For step-free access, please alight at Prince Regent.

DLR services: All trains towards Beckton/Gallions Reach will stop at Custom House and Prince Regent.

London Underground

The Jubilee Line and the DLR are the quickest routes to ExCeL London.

Alight at Canning Town on the Jubilee Line and change onto a Beckton-bound DLR train for the quick two-stop journey to ExCeL: Custom House for ExCeL (for the west entrance) or Prince Regent for ExCeL (for the east entrance or the ICC London).

London Overground

The London Overground, part of the London Underground network, serves a large part of Greater London and parts of Hertfordshire with 112 stations on several routes. The Overground is highlighted in Orange on the Tube map.

The DLR and Jubilee Line can be connected from multiple Overground lines such as Stratford, Canada Water, and Shadwell. It's also possible to join the Overground and travel to ExCeL London from Euston station.

Driving/parking

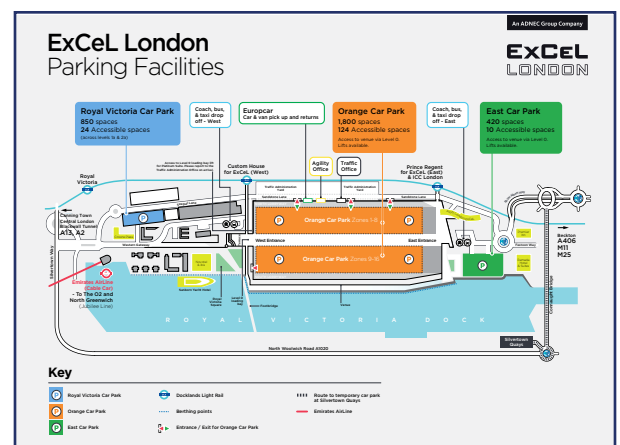
These main routes include the M25 and M11, the North Circular, A406 and the A13. As you get closer you'll pick up signs for Royal Docks, City Airport and ExCeL London.

If you're using satellite navigation to travel to the car parks please enter the following postcodes:

E16 1XL - For the west entrance, when travelling to ExCeL from Blackwall Tunnel, Limehouse Link, A12 or central London.

E16 1FR - For the east entrance, when travelling to ExCeL from the M11, A13 or into London from the east.

E16 1AL - If you are using the Royal Victoria Car Park (MSCP) – approximately a 5 minute walk from the venue.



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Halls N1-N11

Parking

The online booking system will send you a print-at-home ticket via email. Please ensure you print out the ticket and bring it with you when travelling to the venue.

If you are driving to ExCeL, you can make use of 3,070 parking spaces. Parking for up to 24 hours is £20 in the Orange car park (under the main venue) and the East car park (when in use). Parking in the Royal Victoria multi-storey car park is £20 for up to 24 hours.

Please note the Royal Victoria multi-storey and Orange car parks only permit vehicles up to a maximum of 1.9 metres high. Pre-booking is not available for commercial vehicles.

All on-site parking is pay and display. All machines in the Orange car park accept card payment. Machines accepting cash are available at the two entrances to the venue from the car park. All machines in Royal Victoria multi-storey accept both cash and card.

MOTORCYCLES

Motorcycles can be parked free of charge in the designated motorcycle parking area in the upper level Orange car park, zone 3.

Travel by boat

With some of the best views of the capital's most popular landmarks including Big Ben, the London Eye, the Tower of London, St. Paul's Cathedral and The O2, traveling on a river boat service offers a truly unique perspective on London. The route is serviced by MBNA Thames Clippers; the fastest and most frequent boat fleet on the river with departures from major London piers every 20 minutes.

When travelling to ExCeL London, alight at North Greenwich Pier for the O2, where you can use the Emirates Air Line Cable Car for a quick journey to the venue campus.

www.thamesclippers.com/route-time-table/prices

Emirates Airline Cable Car

The UK's first urban cable car, known as the Emirates Air Line, connects ExCeL London to the O2 and North Greenwich tube station. On the cable car, you can sit back, relax and enjoy stunning aerial views of London from 90m above the River Thames.

All exhibitors and visitors to shows at ExCeL can use the cable car for just £2.50 single fare - to redeem this exclusive discount, all you need to do is show a confirmation email/ticket etc - something that indicates that you are attending an ExCeL event - to the staff at the Emirates Airline terminals.

For real time service updates and planned maintenance closures, visit tfl.gov.uk/emiratesairline

Cycle racks

ExCeL London has 60 cycle racks which are free to use. 6 cycle racks are located at the west entrance taxi drop off point just underneath the DLR walkway. 54 cycle racks are located near to the east entrance underneath the stairway connecting Level 0 to Level 1.

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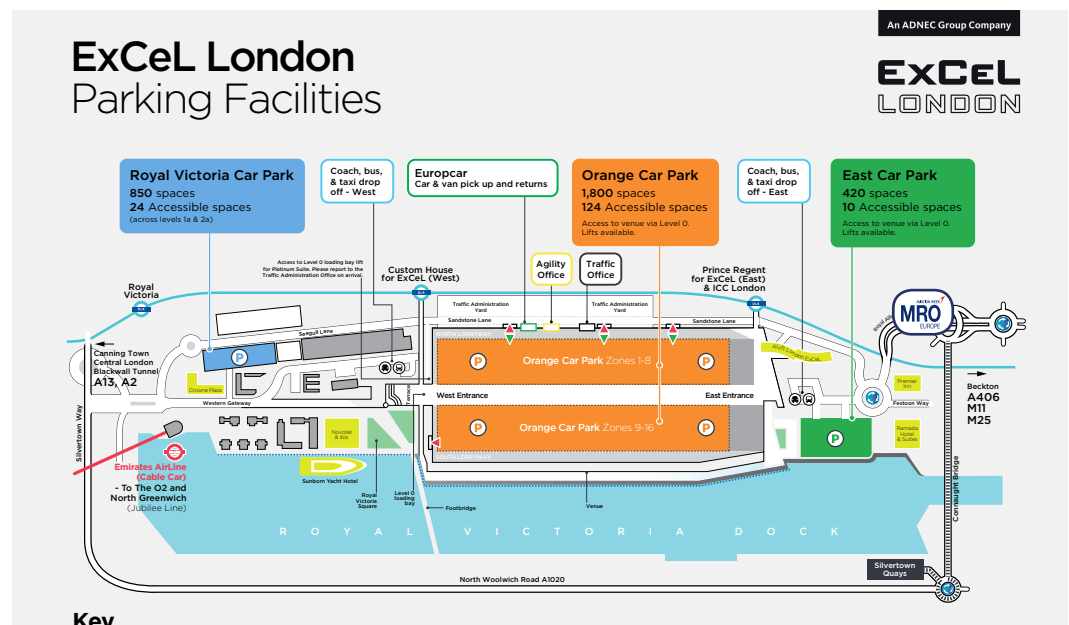
ExCeL London
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Car Parking

The online booking system will send you a print-at-home ticket via email. Please ensure you print out the ticket and bring it with you when travelling to the venue.

If you are driving to ExCeL, you can make use of 3,070 parking spaces. Parking for up to 24 hours is £20 in the Orange car park (under the main venue) and the East car park (when in use). Parking in the Royal Victoria multi-storey car park is £20 for up to 24 hours.

Please note the Royal Victoria multi-storey and Orange car parks only permit vehicles up to a maximum of 1.9 metres high. Pre-booking is not available for commercial vehicles.



All on-site parking is pay and display. All machines in the Orange car park accept card payment. Machines accepting cash are available at the two entrances to the venue from the car park. All machines in Royal Victoria multi-storey accept both cash and card.

If you have booked parking online, but haven't received your confirmation email, please check your junk mail / spam folder. If you are unable to locate the message please email ParkingOnline@excel.london for assistance, quoting your registration number.

Alcohol, Drinks, Cocktail Receptions

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ExCeL London Hospitality is the exclusive provider of all food and beverage services at MRO Europe.

Show Management requests that all alcoholic beverages be served after 1 pm and must take place in the exhibition hall only. No alcoholic beverages can be removed from the exhibition and all receptions must end by the time the exhibition hall closes for the day. No receptions are permitted after official exhibition hours.

The Show facility requires that ALL food and beverages distributed by exhibitors, attendees or sponsors be purchased solely from the venue itself. There are no exceptions. The Show facility reserves the right to confiscate any items considered a violation of this policy without compensation and may eject the offender from the premises. Show Management will not be liable for any damages to anyone who violates this policy. Any person or business entity that furnishes liquor to a guest has a civil and legal duty to do so responsibly. Show Management recommends that exhibitor research the liquor laws in the jurisdiction where the Show will be held to evaluate its exposure and meet any requirements for liability insurance. If exhibitor intends on serving any liquor from its booth.

PLEASE NOTE: Only the official caterer may serve any alcoholic beverages. Show Management also requests that to minimize any liability alcoholic beverages be served during a limited time period.

Please contact ExCeL Hospitality at sales@excelhospitality.london or +44 0207 069 4100

Catering menus are available in the [Exhibitor Resource Center](#).

Show Information/Policies Balloons/Lighter than Air Objects

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Show Management has a Balloon Policy in place that prohibits the use of helium filled balloons, either for displays, exhibits or general public access.

Drones, flying objects, etc. are strictly prohibited.

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DEMONSTRATIONS

Exhibitor shall observe the "good neighbor" policy at all times and not intrude upon or disrupt other exhibitors while they are conducting business on the Show floor. Exhibits should be conducted in a manner not objectionable or offensive to neighboring booths. All demonstrations and the use of photographers, musicians, entertainers, loud speakers, sound system equipment and noise-making devices must be restricted to within the exhibitor's booth. Entertaining attendees in booths must be arranged so that exhibitor's personnel and attendees do not block aisles or overlap into neighboring exhibits. Operation of any equipment for demonstration purposes must be pre-approved in writing by Show Management. Show Management reserves the right to determine when any demonstrations become objectionable or interfere with adjacent exhibit spaces and may, if necessary, require that they be discontinued.

SOUND

Disruption or noise level from any demonstration or sound system must be kept to a minimum and may not interfere with others. The use of devices for mechanical reproduction of sound or music is permitted (up to 85 decibels), but must be controlled and not be projected outside the confines of the exhibit booth. No noise makers or anything not in keeping with the character and high standards of the Show may be distributed or used by exhibitor in the exhibit area. Show Management reserves the right to determine at what point a disruption or sound level constitutes interference with other exhibits and must be discontinued.

Any exhibitor planning music, bands, entertainment, etc. must receive written permission from Show Management. Show Management reserves the right to determine when any demonstrations become objectionable or interfere with adjacent exhibit spaces and may, if necessary, require that they be discontinued.

For questions and approvals, please contact allison.gold@aviationweek.com or +1 646 .233.4425

Show Information/Policies

Meetings in the Exhibition Hall

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Show Management requests that customer meetings not take place during show hours outside of the Exhibition Hall.

Meeting rooms may be available on premises. Please contact your sales rep for more information. See contact page for information.

Please refrain from setting meetings and inviting customers to your booth during set-up hours. **Only Exhibitors and Contractors are permitted in the exhibition hall. Speakers, visitors, conference attendees will not be permitted in the hall.**

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Multi-story exhibits include any display fixture that includes two or more levels. Multi-story Exhibits requires prior approval by the exhibit facility, and/or relevant local government agency and show management and will have additional fees applied.

Multi-story exhibits are permitted in island booths only, and the maximum height, including hanging signs is 6 meters. Double-decker (multi-story) booths require additional structural approvals, fire watch, fire marshal approvals, etc.

Fees

There are additional fees associated with Multi-story exhibits. For MRO Europe, the fee is US\$45 per sqm assessed by show management. This fee along with a signed addendum to your exhibitor booth contract must be received before your booth can be approved.

A separate fee (£415) will be billed to the exhibitor directly from Campbell-Reith for a structural approval.

STRUCTURE INFORMATION REQUIRED

1. Submission of information should be in the form of drawings and calculations, not photographs or rough sketches, as it is not possible to assess the structure without details of the stand.
2. Drawings should contain enough details to show exactly how the stand will be constructed including baseplates, joint construction support details etc.
3. Baseplates should be a minimum of 300 x 300 x 12 and tied together using straps to prevent spreading of the baseplates, if not then a calculation should be provided to justify there omission.
4. No Fixing is allowed into the hall floor.
5. Calculations are to prove that the stand is stable and capable of supporting the dead load of the structure and a live load of 5 kN/m² (refer to EXCEL & ECO Regulations). A nominal load should be applied for wind (0.15 kN/m²) although this appears not to apply in the halls, stands have been affected by doors being open. A calculation should also be carried out for stability and sway moments, these should be counteracted using either bracing or moment connections.
6. Stair calculations should assume a live load of 5 kN/m². Stair dimensions vary depending on the number of risers, details can be found in the EXCEL & ECO regulations.
7. Handrails should be designed to resist a horizontal load of 1.5 kN/m run at a height of 1.1m. Infill panels should be constructed using either solid material or vertical bars, horizontal bars or wires are not acceptable.

For more information about adding a second story and the approval process, please contact Allison Gold at allison.gold@aviationweek.com, +1.646.233.4425

All Island and/or raw-space booths must upload their plans:

<https://fs2.formsite.com/AW-Events/form91/index.html>

or submit via email to Allison Gold, allison.gold@aviationweek.com.

The deadline for stand design submissions is September 13, 2019.

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PHOTOS AND VIDEOS. Exhibitor may take photos or videos of its displays; however, exhibitor is not permitted to directly take pictures of any other display or instruct others to take such pictures without written permission of Show Management and the exhibitor whose display is being photographed. Notwithstanding the foregoing, exhibitor authorizes Show Management and its Representatives (as defined in Section 16 below) to photograph and/or record all or any part of the Show (including, without limitation, exhibitor's exhibit space and personnel), and exhibitor hereby grants Show Management the worldwide, perpetual, royalty free right and license to reproduce, distribute, transmit, publicly perform and publicly display all such photographs and recordings (and any derivative works thereof) in any medium (now existing or hereafter developed).

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Informa acquired Penton Information Services on November 2, 2016, bringing together two great Exhibitions and Information Services Groups to provide a greater range of products and information to our global customer base.

These Additional Terms and Conditions supplement the terms and conditions set forth in the exhibit space contract executed by exhibitor. If an agency executes an exhibit space contract on behalf of a client, then such agency and such client shall be jointly and severally liable for the payment and performance of the obligations of "exhibitor" hereunder and for any breach of any provision hereof. Terms used herein have the meanings ascribed to them in the exhibit space contract unless otherwise defined herein. Any sponsorship or event marketing opportunity contracted for by exhibitor in connection with the Show is governed by the Sponsorship and Event Marketing Terms and Conditions (accessible at events.aviationweek.com).

1. **ELIGIBLE EXHIBITS.** Show Management reserves the right to determine whether any company or product is eligible for inclusion in the Show. This determination may be made at any time before or after the start of the Show. Exhibitor or its agent/agency must have no outstanding past due invoices with Show Management, Informa or its affiliates. Past due invoices billed to the exhibitor or its agent/agency must be paid before exhibitor will be allowed access to the Show.
2. **FLOOR PLAN.** The floor plan for the Show will be maintained as originally presented, wherever practicable. However, Show Management reserves the right, in its sole discretion, to modify the floor plan to the extent necessary for the best interests of the Show, the exhibitors, and the industry. All measurements shown on the floor plan are approximate, and Show Management reserves the right to make such modifications as may be deemed necessary, making equitable adjustment for any exhibitor thereby affected.
3. **EXHIBIT SPACE ASSIGNMENT.** Space assignment will be indicated on the confirmation of acceptance of the exhibit space contract by Show Management. Exhibitor must rent sufficient space to contain its exhibit completely within the confines of the booth lines. Equipment may not extend into the aisles, over the aisles, or across exhibitor's purchased booth line. Heights and depths specified by the IAEE Guidelines must be observed (see the Exhibitor Resource Center on the Show website). Floor plans for double decker/two story exhibits must be approved by Show Management, the official exhibit services contractor and the Show facility (fire marshal). Additional charges may be incurred. Show Management reserves the right to relocate exhibitor in comparable space for the best interest of the Show. Should exhibitor decide to cancel, the exhibit space reverts back to Show Management.
4. **BOOTH SHARING.** Exhibitor shall not assign, sublet, subcontract or share the whole or any part of the space allotted without obtaining the prior written consent of Show Management. Companies may be allowed to share booth space as long as there is at least one 9 sqm/10' x 10' booth per company (i.e., two companies cannot share one 9 sqm/10' x 10' booth, but may share an 18 sqm/10' x 20' booth or larger). The primary exhibiting company must notify Show Management in writing that it will be sharing booth space. Subject to Show Management's approval of the booth sharing and payment by the exhibiting companies of any additional fees (if applicable), each exhibiting company will receive a password to complete its program book listing.
5. **EXHIBITOR RESOURCE CENTER AND SHOW POLICIES.** The Exhibitor Resource Center containing detailed information will be available on the Show website in ample time for advance planning. The Exhibitor Resource Center will contain, among other things, information regarding shipment, labor, electrical service, rental items and exhibit hours. Service order forms for all available services should be returned by the required deadlines to avoid late charges. If exhibitor elects to use any contractor other than the official contractors designated by Show Management, exhibitor must complete the EAC (Exhibitor Appointed Contractor) form available in the Exhibitor Resource Center. Exhibitor will communicate to any subcontractor that it is bound by this Agreement, and exhibitor will be liable for any act or omission by such subcontractor which would, if taken by exhibitor, constitute a breach of any provision of this Agreement. Exhibitor must abide by the regulations and guidelines included in the Exhibitor Resource Center. Show Management shall have sole control over the official Show policies applicable to attendees, which will be available on the Show website.
6. **INSTALLATION AND DISMANTLING OF EXHIBITS.** Show Management reserves the right to resell the exhibit space if the exhibitor booth is not set up and/or is not occupied by the exhibitor on the dates and at the times specified in the Exhibitor Resource Center, and this exhibit space contract shall be deemed to have been

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canceled by exhibitor, and exhibitor shall remain liable for the total fee. Show Management reserves the right to have the official exhibit services contractor install the exhibit or remove unopened freight at the expense of the exhibitor. Exhibitor must provide carpet or other suitable flooring for its entire exhibit space during the Show dates. Under no circumstances may the weight of any exhibit material exceed the specified maximum floor load of the exhibit hall. Exhibitor accepts full and sole responsibility for any injury or damage to persons or property resulting from failure to distribute the placement of its exhibit material in accordance with the floor loading specifications. Dismantling may not begin until the close of the Show on the final day of the Show. Goods and materials used in any display shall not be removed from the exhibit hall until the Show has officially closed. Any exception to this rule must have the written approval of Show Management. Dismantling must be completed and all exhibit materials removed by the final move-out date and hour set forth in the Exhibitor Resource Center. Exhibitor is advised to remove small, portable items immediately upon conclusion of the Show.

7. **STAFFING AND DISPLAYS.** Exhibitor shall provide adequate staff for maintenance and operation of its exhibit during all Show hours. It is exhibitor's responsibility to create an attractive display area that is in good taste (as determined by Show Management) and enhances the overall appearance of the Show and is a credit to the industry. Show Management reserves the right to approve the character of the display and to prohibit any display which, because of noise or other objectionable features, detracts from the general character of the Show. Any part of an exhibit space which does not reflect the purpose of the Show or comply with specifications set forth in the Exhibitor Resource Center must be corrected at the exhibitor's expense. Show Management reserves the unilateral right to correct any unsightly exhibit, and exhibitor agrees to pay for expenses incurred in making the necessary alterations. If corrections cannot be made, the exhibit shall be removed at exhibitor's cost, with no liability accruing to Show Management.

Exhibit Design. All booth furnishings, including audio and video, should be appropriate for a general audience and should not be offensive or violate common decency. In the event of a complaint about a booth's content, Show Management will investigate. If content is determined to be offensive or inappropriate, the exhibitor must cease use of such content.

Exhibitor Attire. Show Management reserves the right to determine appropriate exhibitor/presenter attire and manner. Exhibitors and their personnel should present a professional image and appearance. If for any reason the attire of exhibitor's personnel is deemed inappropriate by Show Management, the exhibitor may be asked to make suitable changes to the attire of its employees, exhibit staff and/or models. If necessary, the exhibitor may be asked to remove individual(s) wearing the inappropriate attire in question at exhibitor's sole expense. Exhibitors with questions about compliance with these guidelines should consult Show Management in advance of the Show.

8. **DEMONSTRATIONS.** Exhibitor shall observe the "good neighbor" policy at all times and not intrude upon or disrupt other exhibitors while they are conducting business on the Show floor. Exhibits should be conducted in a manner not objectionable or offensive to neighboring booths. All demonstrations and the use of photographers, musicians, entertainers, loud speakers, sound system equipment and noise-making devices must be restricted to within the exhibitor's booth. Entertaining attendees in booths must be arranged so that exhibitor's personnel and attendees do not block aisles or overlap into neighboring exhibits. Operation of any equipment for demonstration purposes must be pre-approved in writing by Show Management. Show Management reserves the right to determine when any demonstrations become objectionable or interfere with adjacent exhibit spaces and may, if necessary, require that they be discontinued.
9. **SOUND.** Disruption or noise level from any demonstration or sound system must be kept to a minimum and may not interfere with others. The use of devices for mechanical reproduction of sound or music is permitted (up to 85 decibels), but must be controlled and not be projected outside the confines of the exhibit booth. No noise makers or anything not in keeping with the character and high standards of the Show may be distributed or used by exhibitor in the exhibit area. Show Management reserves the right to determine at what point a disruption or sound level constitutes interference with other exhibits and must be discontinued.
10. **PHOTOS AND VIDEOS.** Exhibitor may take photos or videos of its displays; however, exhibitor is not permitted to directly take pictures of any other display or instruct others to take such pictures without written permission of Show Management and the exhibitor whose display is being photographed. Notwithstanding the fore-

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going, exhibitor authorizes Show Management and its Representatives (as defined in Section 16 below) to photograph and/or record all or any part of the Show (including, without limitation, exhibitor's exhibit space and personnel), and exhibitor hereby grants Show Management the worldwide, perpetual, royalty free right and license to reproduce, distribute, transmit, publicly perform and publicly display all such photographs and recordings (and any derivative works thereof) in any medium (now existing or hereafter developed).

11. **NO SUITCASING POLICY.** "Suitcasing" refers to the practice of attending a trade show and "working the aisles" from a suitcase or briefcase to solicit business from other attendees and exhibitors. The only legitimate location to conduct business during Show hours is within contracted exhibit space on the Show floor. Samples, giveaways, catalogues, pamphlets, souvenirs, industry publications and printed matter or promotional material of any kind may be distributed by exhibitor and its representatives (including hosts and hostesses) only within the confines of its booth, with the exception only of designated sponsorships and marketing opportunities for which exhibitor has contracted with Show Management. Violations should be reported to Show Management.
12. **FOOD, BEVERAGES AND LIQUOR.** The Show facility requires that ALL food and beverages distributed by exhibitors, attendees or sponsors be purchased solely from the venue itself. There are no exceptions. The Show facility reserves the right to confiscate any items considered a violation of this policy without compensation and may eject the offender from the premises. Show Management will not be liable for any damages to anyone who violates this policy. Any person or business entity that furnishes liquor to a guest has a civil and legal duty to do so responsibly. Show Management recommends that exhibitor research the liquor laws in the jurisdiction where the Show will be held to evaluate its exposure and meet any requirements for liability insurance. If exhibitor intends on serving any liquor from its booth, PLEASE NOTE: Only the official caterer may serve any alcoholic beverages. Show Management also requests that to minimize any liability alcoholic beverages be served during a limited time period.
13. **DISPLAYS AND EXHIBITS OUTSIDE SHOW.** Exhibitor agrees that outside of its own designated exhibit space at the Show, it will not (nor will it permit its agents or distributors to) conduct any display or exhibit or distribute publications or any product bearing its trademark within a three mile radius of the Show or the Show's officially designated hotels during the dates of the Show. This limitation does not apply to participation in other trade association exhibitions which may coincidentally be ongoing in the same city or to exhibitor's regular place of business or show room. Violation of this provision by exhibitor will constitute a material breach of the Agreement, and Show Management may, in its sole discretion, cancel the Agreement. Upon cancellation, exhibitor will remove its display and any equipment contained in the exhibit hall and forfeit all payments made pursuant to the Agreement.
14. **HOSPITALITY FUNCTIONS/OUTBOARDING:** Hospitality functions (including meetings, conferences, special events and receptions, unless approved by Show Management) are not permitted during Show set-up days or Show days. Any hospitality function during the dates of the Show in the host city is reserved for exhibiting companies and must be approved by Show Management. "Outboarding" is also prohibited. Outboarding is when a company that is eligible to exhibit/sponsor at the Show does not exhibit/sponsor, but hosts attendees/delegates from the Show, without Show Management's approval during set-up days or Show days. Companies that engage in outboarding may be prohibited from participating at the Show as determined by Show Management. Registration badges will not be issued to any employee of a company prohibited from exhibiting due to outboarding. Exhibiting companies are encouraged to protect their investment and report any outboarding to Show Management.
15. **COMPLIANCE WITH LAWS/STANDARDS.** Exhibitor shall comply with all federal, state, and local laws, rules, standards, regulations and ordinances ("Laws"), including but not limited to copyright laws and all Laws pertaining to business licenses, health, fire prevention and public safety, and all Show Management and Show facility rules and regulations. Exhibitor shall be solely responsible for obtaining any necessary tax identification numbers and any licenses, permits or approvals required under any Law and for paying all taxes (including all sales taxes), license fees, use fees, or other fees, charges, levies or penalties that may become due to any governmental authority in connection with its participation in the Show. All amounts due from exhibitor to Show Management are exclusive of VAT or other similar taxes, which amounts shall be invoiced to and borne exclusively by exhibitor. Subject to applicable Laws, all amounts due from exhibitor to Show Management

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shall be paid in full in U.S. dollars (unless a different currency is specified on the exhibit space contract) without reduction for withholding or other taxes, deductions or offsets of any kind. If applicable, (i) exhibitor shall pay the cost of conversion to U.S. dollars, and (ii) any required withholdings or taxes will be paid by exhibitor to the appropriate third party. Exhibitor must comply with union work rules if union labor will be made available. If Show Management becomes aware of exhibitor's failure to comply with any applicable Law, such failure to comply shall be cause for rejection or removal of exhibitor and its exhibit from the Show. All property of exhibitor is understood to remain in exhibitor's possession, custody and control in transit to, from, or within the confines of the exhibit hall, and is subject to the rules and regulations of the Show.

Fire & Safety Laws. Federal, state and local fire and safety Laws must be strictly observed. Flammable or hazardous fluids, substances, or materials of any nature are prohibited in the booth and in the storage area behind the booth. All decorative materials, including cloth decorations, must be flame-proofed and comply with local fire regulations. Transferring of flammable liquids while in the exhibit hall is expressly prohibited. Electrical equipment and wiring must comply with fire department and underwriter rules and meet all safety codes. Smoking at the Show is forbidden. Aisles and fire exits cannot be blocked by exhibits.

Copyrights/Music Performance Rights Licenses. Exhibitor must obtain music performance rights licenses through the applicable performing rights associations if exhibitor intends to use copyrighted music in its booth. Show Management is not responsible for the music used by exhibitor, and without limiting exhibitor's indemnification obligations otherwise set forth in the Agreement, exhibitor hereby agrees to indemnify, defend and hold harmless Show Management, all other Show Providers (as defined in Section 16 below), and each of their respective Representatives (as defined in Section 16 below) for any and all Claims (as defined in Section 17 below) related to any copyright violations that result from exhibitor's failure to obtain the appropriate licenses.

License. Exhibitor agrees that Show Management and its affiliates shall have the perpetual, worldwide, royalty free license and right to collect and maintain, and to reproduce, publish, display, transmit, distribute, adapt, create derivative works from, syndicate and otherwise exploit or use, commercially or otherwise, in any medium, any and all information related to exhibitor's products that are made available to Show Management in connection with the Show or any other events owned, organized, managed, or operated by Show Management in which exhibitor participates, in each case whether prior to, concurrently with, or following exhibitor's submission of the exhibit space contract.

GDPR. Where the parties are subject to the provisions of the General Data Protection Regulation (EU 2016/679) ("GDPR") as a result of processing personal data pursuant to the exhibit space contract, the following shall apply:

Data Protection Law: the GDPR and the Directive, as amended or replaced from time to time, and all other national, international or other laws related to data protection and privacy that are applicable to any territory where Show Management or exhibitor processes personal data or is established.

Directive: the European Privacy and Electronic Communications Directive (Directive 2002/58/EC).

Reportable Breach: a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, personal data transmitted, stored or otherwise processed.

The terms **personal data, controller, processor, processing, data subject and supervisory authority** shall have the meanings ascribed to them under the GDPR.

For the purposes of the exhibit space contract and either party's processing of personal data in connection therewith, the parties agree that each party acts as a data controller. Each party shall (i) only process personal data in compliance with, and shall not cause itself or the other party to be in breach of, Data Protection Law, and (ii) act reasonably in providing such information and assistance as the other party may reasonably request to enable the other party to comply with its obligations under Data Protection Law. If either party becomes aware of a Reportable Breach relating to the processing of personal data in connection with the exhibit space contract, it shall (i) provide the other party with reasonable details of such Reportable Breach without undue delay, and (ii) act reasonably in co-operating with the other party in respect of any communications or notifications to be issued to any data subjects and/or supervisory authorities in respect of the Reportable Breach. If either party receives any communication from any supervisory authority relating to the processing of personal data in connection with the exhibit space contract, it shall (i) provide the other party with reasonable details of such communication, and (ii) act reasonably in co-operating with the other party in respect of any response to

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the same.

16. **LIABILITY FOR DAMAGE.** Exhibitor will be liable for any damage caused in any manner, including by fastening displays or fixtures to the building floors, walls, columns or ceilings or to the standard booth equipment and for any damage to equipment furnished by Show Management or designated service suppliers. Exhibitor may not apply paint, lacquer, adhesive or any other coating to building walls and floors or to standard booth equipment. Show Management, Informa and its equity owners and affiliates; Show facility management and its owners, affiliates, lessors and lessees; and official exhibit service contractors and security services (all of the foregoing in this sentence, collectively, "Show Providers") and each of their respective officers, directors, officials, employees, agents, contractors and representatives (collectively, "Representatives") will not be responsible for the safety or any loss, theft, destruction or damage to property of, or for any injury to, exhibitor or its Representatives for any reason, including without limitation, due to theft, strikes, fire, water, storm, vandalism or other causes (and exhibitor waives all claims against Show Providers and their Representatives, and releases all of them from all liabilities, with respect to same). Although Show Management will take reasonable precautions by assigning security personnel to provide perimeter security during the hours the exhibit area is closed, which provides a measure of security in protecting exhibits from loss, exhibitor is responsible for the security of its own exhibit materials and to insure its property against loss and theft.
17. **INDEMNIFICATION.** Exhibitor agrees to indemnify, defend, and hold harmless (and to the maximum extent permissible under applicable law, exhibitor hereby expressly releases and discharges) Informa and its equity owners and affiliates, all other Show Providers, and each of their respective Representatives from and against any and all alleged and/or actual claims, actions, lawsuits, proceedings, damages, penalties, demands, losses, expenses, fees (including reasonable attorney fees), costs or liabilities of any kind or nature whatsoever (collectively, "Claims"), including but not limited to any Claim for property damage and/or personal injury, in connection with, caused by or arising out of the attendance at and/or participation in the Show by (a) exhibitor, (b) its Representatives (or any other party acting on exhibitor's behalf), or (c) any of exhibitor's servants, invitees, patrons or guests (all of the foregoing in clauses (b) and (c), collectively, "Related Parties"), whether as a result of (i) exhibitor's or any Related Party's act, omission, negligence or willful misconduct, (ii) exhibitor's or any Related Party's actual or alleged violation of any policy of, or actual or alleged breach of any agreement with, Informa or any other Show Provider, (iii) exhibitor's or any Related Party's actual or alleged violation of any applicable Laws, (iv) exhibitor's or any Related Party's actual or alleged infringement of any third party rights, including without limitation, the infringement of any patented, trademarked, franchised or copyrighted music, materials, devices or dramatic rights used or incorporated in the Show by exhibitor or any Related Party, or (v) otherwise, and in each case, whether or not foreseeable. This provision shall survive any termination or expiration of the Agreement.
18. **INSURANCE.** Exhibitor is required to carry property and liability insurance in amounts sufficient to cover any losses or liabilities exhibitor may incur in connection with the Show, including without limitation, due to damage or loss to exhibitor's property or injury to the person and/or property of others. Notwithstanding the foregoing and except as otherwise provided in the Exhibitor Resource Center, at all times that exhibitor has access to the Show grounds, exhibitor shall maintain at a minimum the following insurance from an insurance company rated B+ or above by A.M. Best Company (or equivalent insurance rating agency):

General commercial liability insurance, including contractual liability and advertising injury coverage, with a minimum liability limit of not less than \$1,000,000 combined single limit per occurrence and \$2,000,000 aggregate.

Exhibitor's policy should add Informa Media, Inc. and Informa Business Media, Inc. and their respective affiliates, the applicable Show facility, and/or any other official exhibitor service contractor as additional insureds.

By executing the Agreement, exhibitor represents and warrants that it has all such insurance in effect and that it shall maintain all such insurance at least through exhibitor's occupancy of the exhibit space and the Show facility. If requested by Show Management, exhibitor shall provide a certificate of insurance evidencing the required coverage.
19. **REJECTED EXHIBITS.** Exhibitor acknowledges and agrees that its exhibit shall be admitted and shall be per-

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mitted to remain in the Show only upon continued strict compliance by exhibitor with all terms, conditions, standards, policies and other provisions of the Agreement. Notwithstanding such compliance, Show Management reserves the right to reject or remove exhibitor's exhibit, in whole or in part, from the Show for any reason whatsoever. If exhibitor's exhibit is rejected or removed without cause given, Show Management shall return to exhibitor the unearned portion of the rental fee. Any violation by exhibitor of the Agreement, including without limitation, any violation of the rules and regulations of the Show or facility, shall subject exhibitor to termination of the Agreement and the forfeiture of exhibit space and any monies paid on account thereof, and Show Management shall be entitled to exercise any other rights or remedies under applicable law. Upon written notice of termination, Show Management shall have the right to take possession of exhibitor's space, remove all persons and properties of or related to exhibitor, and hold exhibitor accountable for all risks and expenses incurred in such removal. No portion of the rental fee shall be returned if rejection or removal occurs upon violation of the Agreement.

20. **FORCE MAJEURE.** Show Management shall not be liable for delay or failure of performance or fulfillment of this Agreement (including delivery of exhibit space) caused by an act of God; action by any governmental or quasi-governmental entity; fire, flood or other disaster; public enemy; insurrection; riot; explosion; embargo; terrorist attacks; strikes whether legal or illegal; labor or material shortage; work slowdown; transportation interruption of any kind; authority of law; the building being destroyed or substantially damaged; or any other cause beyond the control of Show Management ("Force Majeure Event").
21. **AMENDMENTS TO STANDARDS, RULES AND POLICIES.** Show Management reserves the right to modify all standards, rules and policies, and to adopt additional standards, rules and policies in its sole discretion. Any such modifications and additions shall be made available promptly to exhibitor and shall be effective immediately upon adoption, and exhibitor agrees to comply with all such modifications and additions.
22. **DEFAULT.** Exhibitor shall pay the fee set forth in the exhibit space contract (overdue amounts are subject to interest at the rate of 1.5% per month or, if less, the maximum rate permitted by applicable law). Exhibitor will not be permitted entry to the Show unless full payment has been made of all outstanding past due invoices billed to exhibitor or its agent/agency. Any default by exhibitor under this Agreement shall constitute a default under any and all other agreements between Show Management and exhibitor including, but not limited to, all contracts relating to the Show (e.g., sponsorship and event marketing contracts and other fee-based or barter activities; each an "Ancillary Contract"). In such event, Show Management, in its sole discretion, shall be entitled to apply any amounts deposited or paid by exhibitor under any Ancillary Contract to amounts due under this Agreement. If application of any such amount causes a default under an Ancillary Contract, Show Management shall be entitled to such remedies as may be provided in such Ancillary Contract. Similarly, any default under any Ancillary Contract shall constitute a default hereunder and shall entitle Show Management to its remedies hereunder. Exhibitor will be responsible for all expenses (including reasonable legal fees) incurred by Show Management in collecting amounts past due. Upon a material breach hereunder (e.g., failure to pay the fees due in strict accordance with the payment terms set forth in the exhibit space contract, failure to comply with any rules, regulations or standards, or default under any Ancillary Contract), Show Management shall have the right to immediately terminate this Agreement and exhibitor's participation in the Show without incurring any liability therefor.
23. **GENERAL.** Each party agrees to perform its obligations hereunder as an independent contractor to the other party, and this Agreement does not create any actual or apparent agency, partnership, joint venture, or relationship of employer and employee between them for any purpose, including taxes or employee benefits. Neither party is authorized to enter into or commit the other party to any agreements, and neither party will represent itself as the agent or legal representative of the other party. Exhibitor will not make or consent or cause to be made any public announcement, or produce, distribute or publish, or consent or cause to be produced, distributed or published, any press release or other public statement referring to the subject matter or content of this Agreement, or the business relationship between the parties, without the express, prior written approval of Show Management. This Agreement shall be governed and construed in accordance with the laws of the State of New York, without regard to its conflicts of laws provisions, and the state and federal courts located in New York, NY shall have exclusive jurisdiction of any actions arising in connection herewith, and each party hereby submits to the jurisdiction of same. Exhibitor may not assign or subcontract its rights

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or obligations under this Agreement without the prior written consent of Show Management. All of the terms and provisions of this Agreement shall be binding on, and shall inure to the benefit of, the respective successors and permitted assigns of the parties. The waiver by either party of a breach or violation of any provision of this Agreement shall not constitute a waiver of any subsequent or other breach or violation.

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Exhibitor Appointed Contractors (EACs) do not need to register as attendees. All EACs will be required to register through the online health and safety induction portal.

The Participants, Hirers or other relevant natural or legal persons are primarily responsible for safety, including the safety of their staff and any third parties used by them.

The access policy in the Convention Centre is as follows

- During build-up and breakdown periods the Convention Centre is accessible only to persons who have registered via the online health and safety induction portal;
- Persons that have registered via the portal will receive a bracelet from security to enter the hall during build-up and break-down times;
- Standbuilders and suppliers are urgently advised to register in advance as far as possible in order to ensure fast access on arrival at the Convention Centre.

Build-up and breakdown badges

During the build-up and breakdown periods, ExCeL London is only accessible with a valid bracelet. This also applies to stand builders and/or suppliers.

Builders and suppliers can register [via the link in the Exhibitor Resource Center](#).

Hall Access

During setup times, exhibitors can access the hall via the N3 Contractor Entrance.

Exhibitor Event Badges

Click [HERE](#) (mroeuropa.aviationweek.com and select Register tab) to register your team. Exhibitors who would like to attend conference sessions may also purchase discounted conference/session badges by choosing either Exhibitor All Access or Exhibitor/Individual Sessions. You will need a promotion code in order to receive your discount, please contact Virginia Gongora to get the code at +1.212.204.4202 or events@aviationweek.com.

Booth personnel is unlimited at the MRO events.

Please refrain from setting meetings and inviting customers to your booth during set-up hours. They will not be permitted in the exhibit hall with visitor badges.

Registration Hours

Tuesday, 15 October	08:00 – 17:00
Wednesday, 16 October	08:00 – 17:30
Thursday, 17 October	08:00 – 15:00

Registration will take place inside the Hall via the N3 Entrance from the boulevard.

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Booth Design/EAC/Contractors/Display Rules

Booth Design Submission

All Island and/or raw-space booths must upload their plans:

<https://fs2.formsite.com/AW-Events/form91/index.html>

or submit via email to Allison Gold, allison.gold@aviationweek.com.

The deadline for stand design submissions is September 13, 2019.

Submitting plans for approval

1. Detailed, scaled structural drawings showing:

- Plan and section views of the stand
- Elevations including any steelwork and staircase details
- Full details of any hanging structure or signage, including material used, weight and method of attachment to the truss
- Width and position of gangways within the stand
- Floor and/or roof loading
- Specifications of materials used

2. Structural calculations

3. Risk assessment (to include fire hazards) and method statement

4. Public liability Insurance document

5. Written confirmation from an independent structural engineer, with adequate Professional indemnity cover, that the design is safe for its purpose. For this purpose, we will send your complete sets of information to an appointed structural engineer working on the event.

Note: All storage rooms, meeting rooms, enclosed spaces with doors inside your booth must include a vision panel

All Island and/or raw-space booths must upload their plans:

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or submit via email to Allison Gold, allison.gold@aviationweek.com.

The deadline for stand design submissions is September 13, 2019.

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Shell Scheme Stands

- Each shell scheme stand will be 2.48m high with Black Nyloop Infill panels
- White vinyl lettering to a 300mm high Royal Blue fascia infills to each open elevation.
- Each shell scheme stand will include 1 x 500w Socket & 2 x 100w Spotlights.
- Your shell scheme stand carpet will be electric blue and the gangways will be red cord.



Please note that the exhibitor needs to:

- Provide graphics
- Order furniture
- Register staff as exhibitors

Accessories for your shell scheme booth can be ordered from Freeman.

A link to order shell scheme extras is available here:

<https://mroeurope.exhibitionarchitect.co.uk/>

Early ordering Deadline: 13th September 2019

Additional services including Internet, catering, floral, etc can be ordered via forms and links in the [Exhibitor Resource Center](#).

Raw Space Stands

Raw space booths include only the space on the show floor. The exhibitor is responsible for the design, construction and furnishing of the stand.

You will be expected to produce a professionally built custom stand with a high level of finish and safety compliance and one that is in line with the high-quality, professional nature of the event. Please note space only stands do not receive carpet, walls or electrics.

All Island and/or raw-space booths must upload their plans:

<https://fs2.formsite.com/AW-Events/form91/index.html>

or submit via email to Allison Gold, allison.gold@aviationweek.com.

The deadline for stand design submissions is September 13, 2019.

Additional services including Internet, catering, floral, etc can be ordered via forms and links in the [Exhibitor Resource Center](#).

Early ordering Deadline: 13th September 2019

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The exhibit hall is not carpeted; however, all booths must have carpet or management approved flooring. Rental Carpet is available through Freeman.

A link to order carpet is available here:

<https://mroeurope.exhibitionarchitect.co.uk/>

Early ordering Deadline: 13th September 2019

The aisles will be carpeted in Red.

You may bring your own flooring; however, you must contact Freeman Exhibitor

Services Tel: +44 (0)2476 309 236; Fax: +44 (0)2476 639 461;

Email: EMEA.Exhibitorservices@freemanco.com to confirm, or you will be charged for carpet.

All Island and/or raw-space booths must upload their plans:

<https://fs2.formsite.com/AW-Events/form91/index.html>

or submit via email to Allison Gold, allison.gold@aviationweek.com.

The deadline for stand design submissions is September 13, 2019.

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Complex Structures

All raw space exhibitors (regardless of size) must submit plans for approval to show management. Please send all schematics with elevations/materials used, a risk assessment and method statement to: allison.gold@aviationweek.com.

What is a Complex Structure?

A complex structure is defined as any form of construction which would normally be designed by an engineer and has, through a risk assessment, been found to provide a significant risk.

Complete Display Rules & Guidelines can be found in the MRO Europe Exhibitor Resource Center. Please make sure your stand is in compliance with all of the display and health and safety guidelines. The maximum allowable height for island booths is 4 meters (13 feet). A variance to 6 meters (20 feet) may be issued with permission from show management. The maximum height for linear (inline) stands is 2.5 meters (8 feet).

All stands that are 4 meters or greater, and/or deemed complex for any reason will need to be approved by a structural engineer appointed by Show Management. The exhibitor will be billed directly by the structural engineer.

Complex structures:

- Any structure over 4m in height
- Any stage or platform over 600mm in height and all platforms and stages for public use
- Stairs
- Temporary tiered seating
- Suspended items e.g. lighting rigs
- Sound/light towers

Guidelines for Submission

1. **Designs must include all elevations including those of hanging signs. Plans submitted without elevations, will not be accepted.**
2. Submission of information should be in the form of drawings and calculations, not photographs or rough sketches, as it is not possible to assess the structure without details of the stand.
3. Drawings should contain enough detail to show exactly how the stand will be constructed including baseplates, joint construction support details etc.
4. Calculations are to prove that the stand is stable and capable of supporting the loads of anything which will be supported i.e.: lights, speakers plasma screens etc. A nominal load should be applied for wind (0.15 kN/m²) although this appears not to apply in the halls stands have been affected by doors being open. A calculation should also be carried out for overturning this assumed to be the impact of a person (0.75 kN) at a height of 1.5m above the ground.
5. No fixing is allowed into the hall floor at these venues, other means of securing the stands need to be considered.

Hanging/Suspended Structures and Signs

All suspended elements which are constructed from timber and/or metal structure will be deemed as complex structures. Suspended elements consists of canopy, fascia, trusses clad with timber etc. Fabric banners, formax signs, screens, lighting trusses, AV equipment, lighting bars will not require structural sign off.

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Drawings should contain enough detail to show exactly how the stand will be rigged including connection details between venues rigging point to suspended elements, constructed details of joints between elements etc.

All lifting equipment/lifting tackle (i.e. eye bolts, threaded rod, steel cables, and hooks) should comply with all current, relevant legislation and must be rated. Test certificate should be made available for inspection.

Fees for Complex Structures

All complex structures are subject to an additional fee that will be billed directly from Campbell-Reith, the show appointed structural engineer.

Fees are:

£290 plus VAT for complex structures or complex rigged structures.

£415 plus VAT for Double Deck structures (Double-deck structures are also subject to additional fees from show management)

All Island and/or raw-space booths must upload their plans:

<https://fs2.formsite.com/AW-Events/form91/index.html>

or submit via email to Allison Gold, allison.gold@aviationweek.com.

The deadline for stand design submissions is September 13, 2019.

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You will be expected to produce a professionally built custom stand with a high level of finish and safety compliance and one that is in line with the high-quality, professional nature of the event. Raw space stands do not receive carpet, walls or electrics.

Please note: exhibitors that purchase stands as shell scheme are not permitted to remove the shell scheme and build their own structures. Raw spaces booths are a minimum of 18sqm.

Shell scheme refers to a pre-built structure that is provided by the show organizer. It is part of a package of benefits.

Contents and furnishing of the shell scheme booth can not exceed the height of the shell scheme structure and custom builds are NOT permitted. Carpet is provided by the organizer.

SHELL SCHEME GENERAL GUIDELINES

- ALL internal stand fitting and displays are contained within the shell scheme structure and do not exceed 2.5 meters in height.
- No display materials or logos may be fixed to the shell scheme fascia panel. No fixings may be made to the walls by piercing or screwing anything onto the panels or beams.
- Exhibitors may affix lightweight photographs and technical information sheets etc. direct to the shell scheme walls with good quality double-sided adhesive pads or similar, provided such material can be removed without damage to the wall panels, any damage made to the panels will result in a charge.
- Exhibitors that purchase stands as shell scheme are not permitted to remove the shell scheme and build their own structures. Raw spaces booths are a minimum of 18sqm.

Fascia

The fascia is the name board sits at the top of your stand and will carry your Company Name and Stand Number

Removing Fascia and Gridwork

- The fascia and/or gridwork can only be removed from your booth with permission from show management.
- Show management will determine if removal is possible based on location and structural integrity of the adjoining booths
- All companies removing fascia and/or gridwork MUST submit plans for approval from show management
- No shell scheme booth can exceed the 2.5 meter height limit regardless of whether or not fascia and gridwork have been removed. This includes signage, furnishings, lights, etc.

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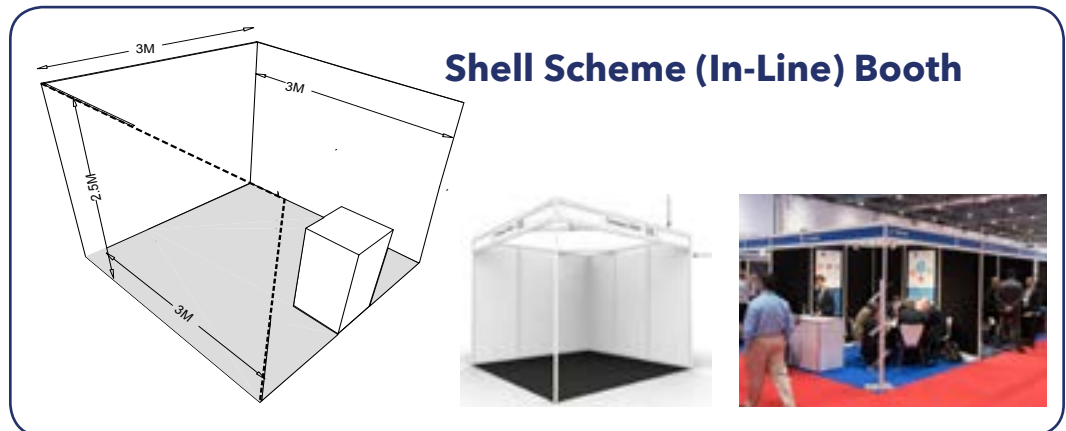
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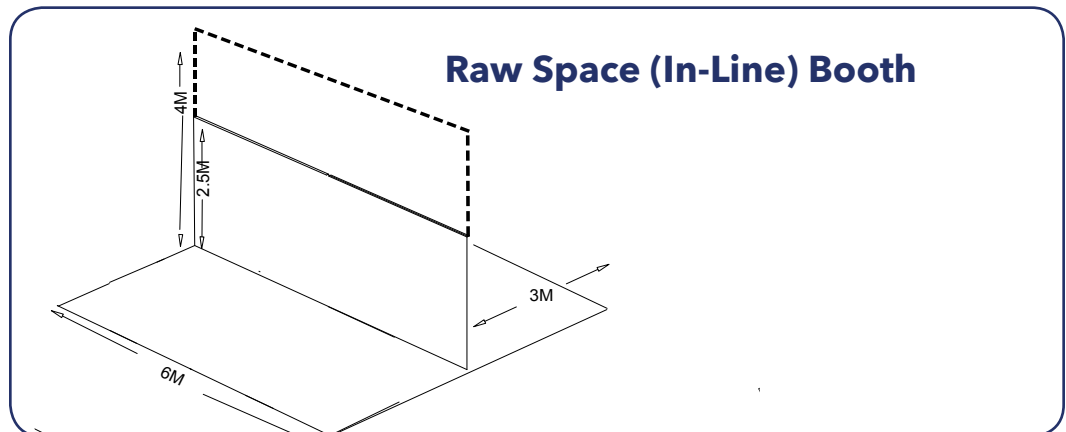
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Shell Scheme (In-Line) Booth

SHELL SCHEME (IN-LINE) BOOTH (Min 9sqm)

- Arranged in a straight line
- Has neighbors on either side (in-line)
- One side exposed to aisle (in-line)
- Two sides exposed to aisle (corner)
- Maximum back wall height is 2.5m
- Hanging signs are not permitted
- Shell scheme framework cannot be removed



Raw Space (In-Line) Booth

RAW SPACE (IN-LINE) BOOTH (Min 18sqm)

- Arranged in a straight line, or back-to-back with a neighbor (a 36 sqm island split into two 18sqm booths)
- Has neighbors on either side
- One side exposed to aisle (in-line)
- Two or three sides exposed to aisle (corner)
- Maximum back wall height is 2.5 meters, can go up to 4 m with show management permission
- Design must include a solid wall separating booth from adjacent booth. Wall must measure complete length of the booth and be 2.5m high (can go up to 4m with show management permission)
- Back wall must be cleanly "finished" and painted.
- Hanging signs are not permitted
- All raw space booth plans must be approved by show management.

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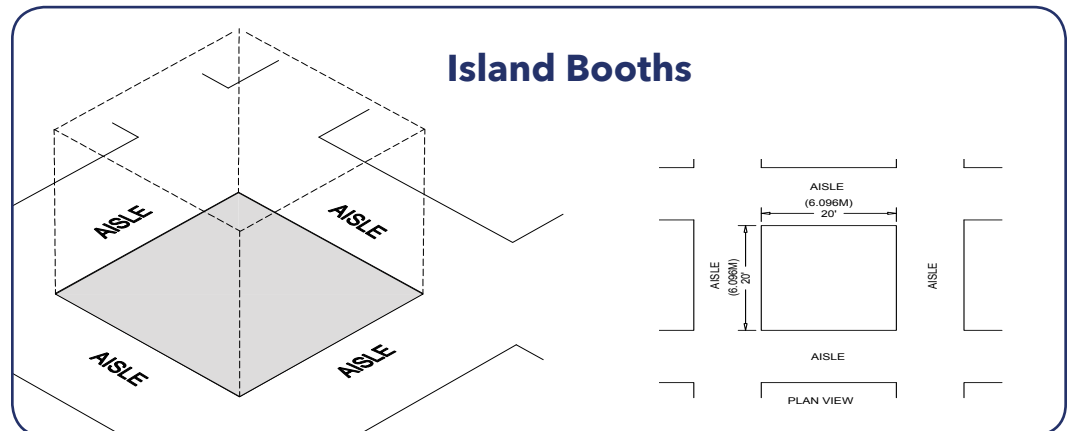
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Island Booths

- Any size booth exposed to aisles on all four sides
- Hanging Signs permitted. Rigging must be completed by official contractor.
- The entire cubic content of the space may be used up to the maximum allowable height, which is 4 meters, or 6 meters with Show Management's approval including signage.
- All raw space booth plans must be approved by show management. Please send all schematics with elevations/materials used to allison.gold@aviationweek.com.
- Additional approvals and guidelines may be required by the venue.

Submitting plans for approval

1. Submission of information should be in the form of drawings and calculations, not photographs or rough sketches, as it is not possible to assess the structure without details of the stand.
2. Plans that do not include all elevations will not be accepted
3. Drawings should contain enough detail to show exactly how the stand will be constructed including baseplates, joint construction support details etc.
4. Calculations are to prove that the stand is stable and capable of supporting the loads of anything which will be supported i.e.: lights, speakers plasma screens etc. A nominal load should be applied for wind (0.15 kN/m²) although this appears not to apply in the halls stands have been affected by doors being open. A calculation should also be carried out for overturning this assumed to be the impact of a person (0.75 kN) at a height of 1.5m above the ground.
5. No fixing is allowed into the hall floor at these venues, other means of securing the stands need to be considered.
6. Failure to submit your designs may result in an inability to exhibit.

Towers (free-standing exhibit component separate from the main exhibit fixture)

- Height restriction is the same as applies to the exhibit space configuration

Multi-story Exhibits

- Display fixture includes two or more levels

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- Multi-story Exhibit requires prior approval by the exhibit facility, and/or relevant local government agency and show management and will have additional fees applied by show management and/or local health and safety organization
- For more information about adding a second story and the approval process, please contact Allison Gold at Allison.gold@aviationweek.com, +1.646.233.4425

General Decorating Guidelines

- Any portion of a display that extends above or beyond that of the booth adjoining to the rear or side must be finished with paint or drape at the Exhibitor's expense. Any portion of an Exhibitor's booth facing an aisle must be finished.
- Drip pans and scrap buckets should be provided for operating machinery to prevent lubricants, paints, etc., from staining the floor causing a slippage hazard.
- Painting may be done inside the exhibit hall as long as drop cloths are used to prevent any damage to the building. No spray painting is permitted inside the exhibit halls. Spray painting may be done outside as long as drop cloths are used to prevent any damage to sidewalk, dock, grass, buildings, etc.
- Paint must be removed nightly and all cans must be tightly closed to prevent their contents from staining the floor, causing a slippage hazard, and tracking of paint, etc., over another Exhibitor's carpet.
- Exhibitors are liable for any damage they cause (or third party authorized by them) to the walls, floors, columns, doors, windows, etc., during the installation, operating and dismantling of their exhibits.

Lighting

- Exhibitors must adhere to the following suggested minimum guidelines when determining booth lighting:
 - o No lighting, fixtures, lighting trusses, or overhead lighting are allowed outside the boundaries of the exhibit space. Exhibitors intending to use hanging light systems must submit drawings to exhibition management for approval.
 - o Lighting, including gobos, must be directed to the inner confines of the booth space. Lighting should not project onto other exhibits or exhibition aisles.
 - o Lighting which is potentially harmful, such as lasers or ultraviolet lighting, must comply with facility rules and be approved in writing by exhibition management.
 - o Lighting that spins, rotates, pulsates, and other specialized lighting effects must be in good taste and not interfere with neighboring Exhibitors or otherwise detract from the general atmosphere of the event.
 - o Currently some convention facilities are not allowing quartz halogen lighting fixtures in exhibits due to potential fire hazards. Check with exhibition management.
 - o Reduced lighting for theater areas must be approved by the exhibition organizer, the utility provider, and the exhibit facility.

Carpeting

- The use of carpeting or other professional floor covering is required by each Exhibitor. These floor coverings must not be sealed to the floors in such a manner as to injure the floor or be so installed as to be a hazard to public safety or as to endanger the public. Exhibitors are responsible for the final condition of the floor in their space. The edges of raised flooring may be inclined, providing the slope is gradual and gentle.

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- If an exhibitor sets his booth without floor covering, carpet will be ordered at the exhibitor's expense.
- If exhibitor will be setting up late and is bringing their own carpet, they must notify show management or carpet will be ordered at exhibitor's expense.

Americans with Disabilities Act (ADA)

All exhibiting companies are required to be in compliance with the Americans with Disabilities Act (ADA), and are encouraged to be sensitive, and as reasonably accommodating as possible, to attendees with disabilities. Information regarding ADA compliance is available from the U.S. Department of Justice ADA Information Line (800) 514-0301, and from the ADA website at www.ada.gov.

Some examples of how to design an exhibit for ADA compliance:

- Make exhibits wheelchair accessible by ramping raised exhibit flooring without extending a ramp into the aisle. Note: a standard wheelchair ramp should have a grade no steeper than 1:12. This means that for every inch of rise (change in height), there should be 12 inches of run (change in length)
- Ramp the entry or use hydraulic lifts to trailer exhibits
- Avoid double-padded plush carpet to ease mobility device navigation
- Provide the same attendee experience on both levels of a two-story exhibit
- Offer a signer or other auxiliary hearing-impaired apparatus for sound presentations or have a printed copy of the presentation available
- Run an audio presentation for people with sight problems
- Arrange touch screen displays at a height to accommodate a person sitting in a wheelchair

To avoid heavy fines by the U. S. Department of Justice, exhibitors must adhere to the ADA rules. Exhibits are not exempt from ADA compliance.

Structural Integrity

All exhibit displays should be designed and erected in a manner that will withstand normal contact or vibration caused by neighboring exhibitors, hall laborers, or installation/dismantling equipment, such as fork lifts. Displays should also be able to withstand moderate wind effects that may occur in the exhibit hall when freight doors are open. Refer to local building codes that regulate temporary structures.

Flammable and Toxic Materials

All materials used in display construction or decorating should be made of fire retardant materials and be certified as flame retardant. Samples should also be available for testing. Materials that cannot be treated to meet the requirements should not be used. A flame-proofing certificate should be available for inspection. Exhibitors should be aware of local regulations regarding fire/safety and environment which must be adhered to.

Exhibitors should dispose of any waste products they generate during the exhibition in accordance with guidelines established by the Environmental Protection Agency and the facility.

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Storage

Fire regulations in most exhibit facilities prohibit storing product, literature, empty packing containers, or packing materials behind back drapes or under draped tables. In most cases, however, exhibitors may store a limited supply of literature or product appropriately within the booth area, so long as these items do not impede access to utility services, create a safety problem, or look unsightly.

Booth Design/EAC/Contractors/Display Rules Exhibitor Appointed Contractors (EACs)

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Exhibitor Appointed Contractors (EACs)/Stand Builders

An Exhibitor Appointed Contractor (EAC) is any company other than Aviation Week's official service contractors. Exhibitors are responsible for informing all appointed contractors of the rules, requirements and regulations and for ensuring their compliance. Any and all outside vendors must fulfill the following requirements.

Any exhibitor must insure that non-official vendors hired to perform any of the following services at Aviation Week's event must comply with the rules, requirements and regulations.

- Audio Visual
- Carpet Rental / Flooring
- Computer Rentals
- Exhibit Rental/Booth Rental
- Exhibitor Marketing
- Floral
- Furniture
- Installation & Dismantling / Display Labor / Supervision
- Personnel / Temporary Help / Models
- Photography / Video / Film
- Security / Guard Service
- Transportation / Freight Carrier

Note: for electrical, plumbing, internet, telephone, cleaning, drayage, rigging - the exhibitor and/or EAC must utilize the official vendor designated by Aviation Week.

If an exhibitor plans to use a firm other than the "Official Show Vendor", please fill out the Aviation Week Exhibitor Appointed Contractor form (EAC). The form can be found here: <https://fs2.formsite.com/AW-Events/form58/index.html>

This form must be completed and returned to Aviation Week no later than four (4) weeks prior to the event.

Important Notes:

- EACs should supply a list of all full-time employees who will be installing, dismantling or working in the exhibiting company's booth. Aviation Week management also requires that exhibitor appointed contractors furnish a list of all subcontractors they will use during installation, show days and dismantling. Any company that is not an approved exhibitor appointed contractor or does not appear on an appointed exhibitor contractor's list of approved subcontractors will be denied access to the show floor. Exhibitor appointed contractors must collect the proper COIs from their subcontractor(s), and maintain the original certificates (photocopies and faxes are not acceptable) on file for review by Aviation Week management.
- During the build-up and breakdown periods, RAI Amsterdam is only accessible with a valid access badge. This also applies to stand builders and/or suppliers. This policy is implemented in order that we know exactly who is present in the RAI and can act appropriately should an emergency situation arise.

All EACs whom are entering into the construction area must be inducted via the online induction site. Link can be found in the [Exhibitor Resource Center](#). Only those on site that have successfully completed the induction will be permitted by security to enter the exhibition hall build. The form can be completed via tablet or phone.

Booth Design/EAC/Contractors/Display Rules Exhibitor Appointed Contractors (EACs)

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- All EACs and all subcontractors must display company ID with photo all times while on property.
- All EACs agree to abide by the rules and regulations set forth by Aviation Week in the exhibitor terms and conditions and the Exhibitor Resource Center. EACs may operate only out of the confines of their client's booth. Separate service desks and/or work areas, storage areas or other work facilities will not be permitted at Aviation Week's event. The show aisles and public space are not part of the Exhibitor's booth space.
- All EACs must comply with local labor agreements and practices and may not commit any acts that could lead to work stoppages, strikes or labor problems.
- All EACs must adhere to the move-in, move-out schedule. Exhibitors will be responsible for any additional expense incurred by Aviation Week should deadlines not be met.
- Exhibitors are liable for restoring their exhibit area to its original condition (i.e. free of any tape, debris and other remnants of use)
- All personnel under the employment of the EACs must obtain wrist bands. Bands will not be issued until insurance requirements are met.
- It is the responsibility of the exhibiting company to ensure that each EAC adheres to all official rules and regulations of the Event as set forth by Aviation Week.
- All EACs will not solicit business on the Show Floor.
- Use of electric scooters is prohibited
- While aisle carpeting is being installed, containers, jockey boxes, ladders and any other equipment must be removed completely from the show floor
- EAC may photograph client booth(s) only.
- EAC is prohibited from using the MRO Show name, logo or any likeness for the purpose of promoting or marketing its own activities.
- The EAC is responsible for the actions and activities of any of its sub-contractors.
- EAC will not establish service desks anywhere inside the exhibit hall. The EAC will utilize space as designated by Show Management, outside the exhibit hall
- The EAC is responsible for adherence to the Exhibitor Rules & Regulations and the Display Regulations & Height Restrictions.
- Provide adequate notice to Show Management of the exhibitors who have retained them and the services to be performed for each exhibitor.
- Have a true and valid order for service from an exhibitor in advance of the Show setup date and in their possession on-site.
- All safety guidelines are to be observed.
- EAC must be dressed in suitable attire at all times.

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ExCeL Venue Services is the exclusive provider of rigging services for MRO Europe 2019.
ExCeL Venue Services sales: +44 (0)20 7069 4400 onsite: +44 (0)20 7069 4500
email: rigging@excel.london

All island and/or raw-space booths must submit their design to Allison Gold at allison.gold@aviationweek.com. The deadline for stand design submissions is 14th September 2018.

- All rigging must be ordered at least 14 days before tenancy commences. Orders received after this date will be subject to a 20% surcharge.
- Hanging Signs and Graphics are allowed in Island booths only 16-20' -- Maximum height is 20' (with Show Management's permission) at the top of the sign.
- All orders for rigging must follow the required guidelines and be submitted with a clear precise rigging plan at the time of ordering.
- Any changes required due to incorrect rigging plans will be subject to a surcharge.
- All rigging plans must show the location of each rigging point in relation to the stand using metric measurements.
- All rigging must be within the perimeter of the stand.
- The stand orientation must be detailed by showing the location of the main entrance and by the stands on other neighbouring three sides.

Glossary/Guidelines

DROPWIRES – Drop wires should only be used to suspend light weight static loads, e.g. banners/ simple light weight structures.

6mm steel wire rope c/w bullet end connection. Any length. Static load only up to a max of 50kg. Not to be used as a lifting point i.e. chain hoists may not be suspended from drop wires. Ordering of a drop wire does not include hoisting and fixing service this must be ordered separately (see below)

LIFTING POINTS – All lifting points are assembled using accessories capable of supporting a load of 5KN. Allowable loading per point needs to be checked prior to tenancy as point loading is location dependant within the venue. Ordering of a lifting point does not include the supply of a chain hoist. This must be ordered separately (see below). There is a charge for connecting clients own chain hoists to the venue. Lifting points that require spreader beams will be charged as two lifting points. The spreader truss beams used to facilitate the lifting points is not charged for.

BANNER RIGGING – For all PVC/FABRIC BANNERS. PVC banners should be produced with a 75mm pocket at the top and bottom. Up to 2500mm wide (inc 2 wires and tube) is one price. ("B01") and 2551mm –6000mm wide is another ("B02") Banners wider than 6m, box banners or unusual shapes / material will be priced upon application. Banners must be delivered by the deadline. This date is set before the first day of tenancy to allow us to rig the banner/s before anyone arrives. If banners do not get delivered before this date then a hoist and fix charge will apply (see below). Banners will be rigged to your plan. Make sure you have included all the correct information as any on site banner moves / banner shuffles will be charged.

TRUSS – Our most commonly used truss is Thomas 305 super truss. This is charged out at per meter. We do have other sizes of truss in stock, prices upon application.

CATENARY WIRES – Our catenary wires are made from 10mm steel wire. Make sure that your snap hooks fit this dimension. Catenary wires are charged at a per meter rate, and are calculated to the next termination beam.

ELECTRIC CHAIN HOIST INCLUDING CONTROL EQUIPMENT. – Our hoists will not usually be installed before the first day of tenancy. Electrical chain hoist load redundancy can be taken into consideration on an individual hoist basis. If the point load on the hoist is less than 50% of the WLL of the hoist including an allowance for dynamic load, then a secondary suspension will not be required.

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HEADLINE SITE RULES

1. Before work commences, all personnel entering site must familiarise themselves with the induction information and sign-up to its contents.
2. The way you work and the equipment and materials you use must be safe
3. Suitable PPE must be worn at all times. Appropriate footwear must be worn as a minimum.
4. Smoking, alcohol and drugs are prohibited from site.
5. A permit must be given by the Site Manager before any "hot" works.
6. All accidents and incidents must be reported to the event organiser.
7. Good housekeeping is required at all times.

PERSONAL PROTECTIVE EQUIPMENT (PPE)**Hard Hats**

Hard Hats conforming to BS EN397 are a mandatory requirement whilst overhead works are taking place. Local crew agency staff and contractors MUST provide their own hard hats.

High Visibility Clothing

Hi-visibility yellow or orange coloured vests to BS EN 471 standard should be worn on the Arena floor, service yard, load in areas and other associated areas when vehicles or plant are operating in the area.

Safety Footwear / Other PPE

Safety Footwear and other PPE should be worn by operational members of staff as per individual task Risk Assessments and Safe Systems of Work

Safety Harness

Safety Harness must be worn when operating a Cherry Picker

Emergency Contacts

- Medical, Fire, Security, Unattended packages 4444 - DO NOT DIAL 999
- Security enquiries 4445
- Medical enquiries 5556

All EACs whom are entering into the construction area must be inducted via the online induction site. Link can be found in the [Exhibitor Resource Center](#). Only those on site that have successfully completed the induction will be permitted by security to enter the exhibition hall build. The form can be completed via tablet or phone.

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Exhibitor is required to carry property and liability insurance in amounts sufficient to cover any losses or liabilities exhibitor may incur in connection with the Show, including without limitation, due to damage or loss to exhibitor's property or injury to the person and/or property of others. Notwithstanding the foregoing and except as otherwise provided in the Exhibitor Resource Center, at all times that exhibitor has access to the Show grounds, exhibitor shall maintain at a minimum the following insurance from an insurance company rated B+ or above by A.M. Best Company (or equivalent insurance rating agency):

General commercial liability insurance, including contractual liability and advertising injury coverage, with a minimum liability limit of not less than \$1,000,000 combined single limit per occurrence and \$2,000,000 aggregate.

Exhibitor's policy should add Informa Media, Inc. and Informa Business Media, Inc. and their respective affiliates, the applicable Show facility, and/or any other official exhibitor service contractor as additional insureds.

By executing the Agreement, exhibitor represents and warrants that it has all such insurance in effect and that it shall maintain all such insurance at least through exhibitor's occupancy of the exhibit space and the Show facility. If requested by Show Management, exhibitor shall provide a certificate of insurance evidencing the required coverage.

*The Certificate of Insurance can be submitted via the EAC form, or sent directly to Anitajoyce.wright@aviationweek.com.
<https://fs2.formsite.com/AW-Events/form58/index.html>*

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Without careful planning, shipping everything from brochures to booths can be a difficult and costly process.

Here are some tips and tricks to help guide you through. But, the most important takeaway here is **START PLANNING EARLY**. Take advantage of early bird discounts and alleviate stress by reaching out early to find the best solution for you!

As the official service contractor, TWI is the exclusive provider of freight services. This includes:

- Material handling includes unloading your exhibit material
- Storing in advance at the warehouse
- Delivering to the booth
- Handling empty containers to and from storage
- Removing material from the booth for outbound carriers

Freight must not arrive at ExCeL prior to first Tenancy date

Please download the TWI information packet from the ERC to make shipping/freight arrangements.

ALL consignments must be sent on a freight prepaid basis:

Labels

Each crate should be appropriately labeled on each side. Do not label the top of your container as items may be stacked.

Link for printing your labels: [Shipping Labels](#)

Commercial Invoice/Packing List

TWI has provided country specific commercial invoices for your use. These [templates](#) have specific verbiage for each country. Complete these Excel documents and return them in Excel format by the document deadline date.

Temporary and permanent goods must be packed separately with separate invoices. Harmonized Tariff Schedule (HTS) codes are used for commodity classifications for customs' purposes. They are mandatory for each item. Please use this link to find the appropriate code for your item. [Harmonized Tariff Website](#)

PACKING

In order to minimize damage to the goods you will be shipping, please ensure if at all possible that your shipment is skidded before it leaves your facility. It must be packed in separate boxes and individually labeled. Contact your TWI representative for further details.

Due to multiple handling of freight cases TWI urges exhibitors to use strong wooden cases. Bolted returnable types of cases that offer protection from the elements are ideal. If your cases are secured with a lock or combination please provide the key or combination at time of tender for Customs access if necessary.

SHIPMENTS CONTAINING BATTERIES

Please contact your TWI Representative as soon as possible if you are shipping batteries, or your equipment contains batteries of any kind (including laptops/tablets), so that

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we may inform you whether IATA packaging and labeling requirements pertain to your shipment.

We have provided labels if they are needed. These labels must have the telephone number of a person knowledgeable about the shipment. It is not required to be monitored at all times that the package is in transit. It is acceptable for the number to be monitored during the company's normal business hours in order to provide product-specific information relative to the shipment. This cannot be a toll-free number.

Freight Deadlines

Shipping to London

Latest Arrival Dates:

Air- London Heathrow (LHR)	7 Days prior to final booth delivery	CONSIGNEE (AIRFREIGHT) AGILITY LOGISTICS LTD UNIT 6 NORTH RADIUS PARK FAGGS ROAD, FELTHAM MIDDLESEX, TW14 0NG For: MRO EUROPE 2019 NOTIFY PARTY AGILITY FAIRS AND EVENTS Attn: MARK DAWSON TEL: +44 207 069 5308 FAX: +44 843 227 2033
FCL Sea Freight - (FLX)	7 Days prior to final booth delivery	CONSIGNEE (SEAFREIGHT) AGILITY FAIRS AND EVENTS ONE WESTERN GATEWAY ROYAL VICTORIA DOCK ExCeL London For: MRO EUROPE 2019 NOTIFY PARTY AGILITY FAIRS AND EVENTS Attn: MARK DAWSON TEL: +44 207 069 5308 FAX: +44 843 227 2033
LCL Sea Freight -(FLX)	10 Days prior to final booth delivery	CONSIGNEE (SEAFREIGHT) AGILITY FAIRS AND EVENTS ONE WESTERN GATEWAY ROYAL VICTORIA DOCK ExCeL London For: MRO EUROPE 2019 NOTIFY PARTY AGILITY FAIRS AND EVENTS Attn: MARK DAWSON TEL: +44 207 069 5308 FAX: +44 843 227 2033
Roadfreight Warehouse Receiving		AGILITY FAIRS AND EVENTS BAY 22 - 26 SANDSTONE LANE ExCeL LONDON E16 1AA NAME OF EXHIBITION: EXHIBITOR NAME: HALL NO: STAND NO:

Please email advance copies of the Airway Bill / Express Release Bill of Lading, invoice, and pre-alert to TWI Operations: Jennifer Padilla - JPadilla@twigroup.com and our on-site partners at Agility Fairs & Events, Ltd., Mark Dawson - MDawson@Agility.com & copy in ExcelFairs@Agility.com.

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Shipping from the U.S.

US Export Controlled Items Cut-Off:	10 Sep	TWI CONTACT Bryce Larkin +1-702-691-9000 blarkin@twigroup.com
General Air Freight Cut- Off:	24 Sep	
Delivery Date:	13 Oct	

Shipping from Canada

General Air Freight Cut-Off:	24 Sep	TWI CONTACT Shan Beg +1-905-812-1124 SBeg@twigroup.com
Delivery Date:	13 Oct	

PRE-ADVISE

Please email advance copies of the Airway Bill / Express Release Bill of Lading, invoice, and pre-alert to TWI Operations: Jennifer Padilla - JPadilla@twigroup.com and our on-site partners at Agility Fairs & Events, Ltd., Mark Dawson - MDawson@Agility.com & copy in ExcelFairs@Agility.com.

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Exhibitor Move-in:

SUNDAY, 13TH OCTOBER	12:00 – 19:00	(54sqm or larger)
MONDAY, 14TH OCTOBER	08:00 – 19:00	All Raw Space
TUESDAY, 15TH OCTOBER	08:00 – 19:00	All Exhibitors (raw and shell)

- Vehicles enter site from the East Gate shall report to the Traffic Administration Building located on Sandstone Lane E16 1DR. Here they shall register and are issued with a Lorry Access Document (LAD).
- This document shall stipulate a maximum unload time. Drivers are expected to keep to this time.
- Vehicles shall then be directed to the Marshalling area, situated on the North of the ExCeL complex, running parallel to the Docklands Light Railway for queuing. While the vehicle is stationary please switch off your engines.
- When room is available on the appropriate Lorry way, vehicles shall be directed to the up ramps and to the hall doors. All drivers must follow the directions of the traffic marshals.
- Vehicles are allowed onto the lorry ways for the purpose of unloading only and drivers should abide by the allocated time.
- If the driver exceeds the allocated time, attempts to locate the driver shall be made via a phone call, physical search of the stand and finally a member of the organiser's office will make tannoy announcements. If this is unsuccessful, vehicles will then be ticketed with a fee of £300.
- Last vehicle lorry way access time is 1 hour prior to tenancy closure time.
- Lorry way shutters will close 30 minutes prior to tenancy end time.
- Pedestrian access doors will close 5 minutes prior to tenancy.
- All vehicles should be clear of lorry ways by tenancy closure time.
- Please note that the 23:00 – 05:00 Curfew is in place, this is not just Excel Policy it is in our licence agreement with Newham Council.
- Parking is free during build and break for transit size vehicles and above in the designated areas.

Traffic Parking at Excel for contractors

There are currently 10 individual parking bays for arctic size vehicles under the North side of the venue and these will be used for vehicles that require more secure parking at the venue especially during show open periods.

- CCTV is in operation on this area.
- The area is next to traffic marshalling.
- Security is on regular patrols.
- The area is much more controlled and secure with high fencing at the back.
- This area will be offered to vehicles that have stock or goods on especially during the open period.

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- All empty vehicles will be offered construction parking first.
- Parking will also be available within allocated areas. (Parking Tariffs for all areas are Transits up to 3.5 tons £20 per day and lorry's 3.5 tons and over £35 per day)

Parking:

The filling order for parking will be the Orange Car Park and then the Multi-storey Car Park. East car park will fill naturally.

Breakdown

Exhibitor Breakdown

THURSDAY 17 TH OCTOBER	15:00 - 18:00
FRIDAY 18TH OCTOBER	08:00 - 13:00

- Vehicles enter site from the East Gate shall report to the Traffic Administration Building located on Sandstone Lane E16 1DR. Here they shall register and are issued with a Lorry Access Document (LAD).
- This document shall stipulate a maximum unload time. Drivers are expected to keep to this time.
- Vehicles shall then be directed to the West end of the Marshalling area for queuing, running parallel to the Docklands Light Railway.
- When room is available on the appropriate Lorry way, vehicles shall be directed to the up ramps and to the hall doors. All drivers must follow the directions of the traffic marshals.
- While the vehicle is stationary please switch off your engines.
- Vehicles are allowed onto the lorry ways for the purpose of loading only and drivers should abide by their allocated time.
- If the driver exceeds the allocated time, attempts to locate the driver shall be made via a phone call, physical search of the stand and finally a member of the organiser's office will make tannoy announcements. If this is unsuccessful, vehicles will then be ticketed with a fee of £300.
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Aviation Week's MRO Europe has partnered with TWI and Agility Logistics as our show freight partners.

Material handling includes unloading your exhibit material, storing up to 30 days in advance at the warehouse address, delivering to the booth, the handling of empty containers to and from storage, and removing of material from the booth for reloading onto outbound carriers. It should not be confused with the cost to transport your exhibit material to and from the convention or event.

- Pick up "Empty Labels" at the Service Center. Place a label on each container. Labeled containers will be picked up periodically and stored in non-accessible storage during the show.
- At the close of the show, the empty containers will be returned to the booth in random order. Depending on the size of the show, this process may take several hours.
- In order to get your containers returned to you most expeditiously, please keep all aisles clear after the show concludes. Empty containers are not returned to booths until the carpet has been removed. The quicker the carpet is pulled, the quicker you will get your containers.

STORAGE: Fire regulations in most exhibit facilities prohibit storing product, literature, empty packing containers or packing materials behind back drapes or under draped tables. In most cases, however, Exhibitors may store a limited supply of literature or product appropriately within the booth area, as long as these items do not impede access to utility services, create a safety problem or look unsightly.

To arrange for storage of your empty containers, please contact:

Agility

Mark Dawson - MDawson@Agility.com & copy in ExcelFairs@Agility.com.

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Vehicle clearance

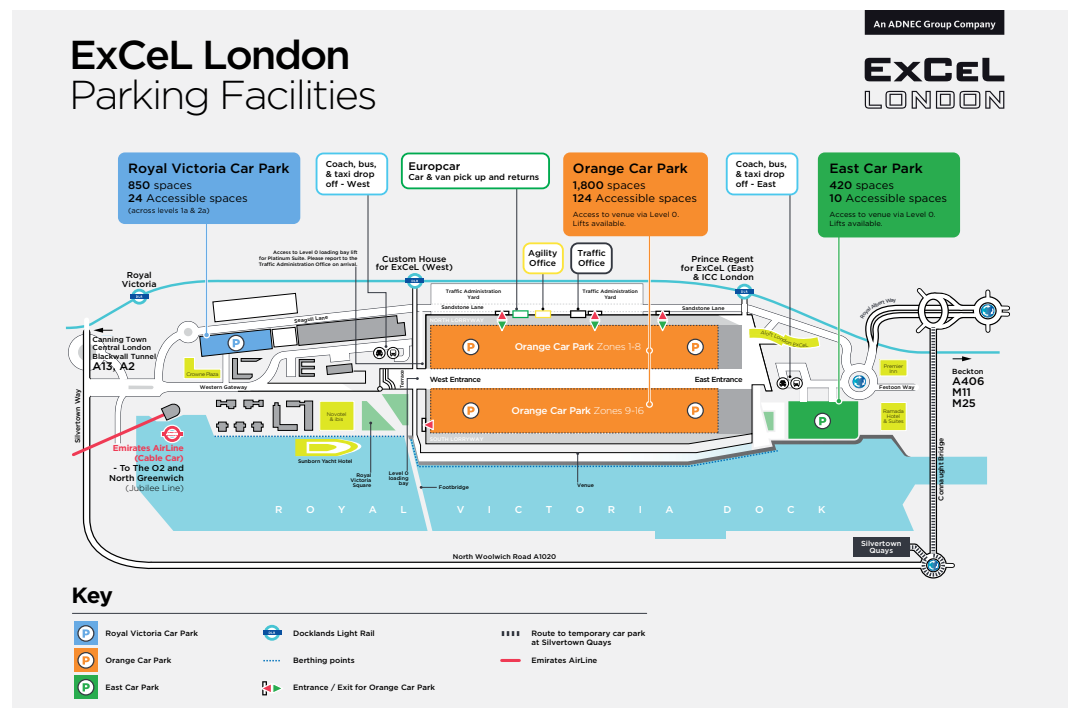
Please note the Royal Victoria multi-storey and Orange car parks only permit vehicles up to a maximum of 1.9 metres high. Pre-booking is not available for commercial vehicles.

Parking during build-up and breakdown

Transit Vans up to 3.5T/Mini bus £20.00

Coach £30.00

Vehicles over above 3.5T/Lorry £35.00. Flat fee, covers open period. Lorry parking for exhibitors and contractors is FOC during build up and break down.



Traffic Marshalling

IMPORTANT NOTICE - ALL VEHICLES TRAVELLING TO EXCeL LONDON FOR THE PURPOSE OF BUILD UP, BREAKDOWN OR DELIVERIES SHOULD KINDLY NOTE THE FOLLOWING;

- The venue is only accessible between 0500 and 2200 each day.
- On arrival, vehicles need to make their way to the Traffic Administration Office on Sandstone Lane, sat nav postcode E16 1WW.
- There is a holding area in front of the Traffic Administration Office, please follow the Marshal's directions to park, then proceed to the Traffic Administration Office in person.
- Drivers will then be issued with a Lorry way Access Document (LAD). This will detail the date, show name, name of the stand, stand number and vehicle registration number. It will also indicate a time limit for unloading or loading. Drivers must adhere to the specified time limit. Those exceeding the time limit will be clamped or removed. If extra time is needed, please see a traffic marshal.

Freight and Shipping Truck/Lorry Parking (build-up/breakdown)

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- Exit the Traffic Administration Office and return to your vehicle. You will be directed to a queuing system where you should wait until space is available on the lorry way to unload which will be advised to you by a marshal.
- On completion of unloading/loading, vehicles must be removed to the relevant parking area or leave the site immediately.
- In the event of a vehicle breakdown or accident, please contact a traffic marshal immediately.
- The co-operation of all drivers in observing these processes is appreciated.

Lorry & Transit Sized Vehicle Parking

- All lorry/transit type parking is subject to availability and is located in the north-west lorry park on Seagull Lane (adjacent to the DLR tracks).
- Lorry/transit type vehicle parking is free of charge during build up and break down days but there is a £35 per day charge for lorries (vehicles over 3.5 tonnes) and a £20 charge for transit type vehicles (below 3.5 tonnes) during event open days.

Terms and Conditions of Use

- Parking is charged at £35/£20 (depending on vehicle size) per open day on a first come, first served basis.
- If a vehicle(s) wish to park for build up days only, this will be permitted using the Lorry way Access Document, clearly displayed in the window of the vehicle.
- Terms and conditions relating to this are to be found on the reverse of the Lorry way Access Document.
- Drivers are required to remove vehicles prior to the open days (unless paying to park as detailed above).
- Any vehicles failing to show a valid parking permit or displaying an out-of-date parking permit, shall be penalty ticketed and a fee of £80 will be levied.
- All vehicles parked in the north-west lorry park, must be empty of all goods and stock and where possible, all curtains and doors left open.
- No overnight sleeping in vehicles is permitted.
- Drivers must follow the instructions issued to them by traffic marshals at all times.

Get in touch with us

ExCeL Venue Services
sales: +44 (0)20 7069 4400
onsite: +44 (0)20 7069 4500
email: traffic@excel.london

For all other enquiries, please email ParkingOnline@excel.london

The traffic office is parallel to the venue along Sandstone Lane.

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Please check the Exhibitor Resource Center for information regarding AV rentals.

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The exhibit hall is not carpeted; however, all booths must have carpet or management approved flooring. Rental Carpet is available through Freeman.

Please see the Carpet Brochure and Order Form for more information. The aisles will be carpeted in Red.

You may bring your own flooring; however, you must contact Freeman Exhibitor Services Tel: +44 (0)2476 309 236; Fax: +44 (0)2476 639 461;
Email: EMEA.Exhibitorservices@freemanco.com to confirm, or you will be charged for carpet.

All Island and/or raw-space booths must upload their plans:

<https://fs2.formsite.com/AW-Events/form91/index.html>

or submit via email to Allison Gold, allison.gold@aviationweek.com.

The deadline for stand design submissions is September 13, 2019.

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ExCeL London Hospitality is the exclusive provider of all food and beverage services at MRO Europe.

Show Management requests that all alcoholic beverages be served after 1 pm and must take place in the exhibition hall only. No alcoholic beverages can be removed from the exhibition and all receptions must end by the time the exhibition hall closes for the day. No receptions are permitted after official exhibition hours.

The Show facility requires that ALL food and beverages distributed by exhibitors, attendees or sponsors be purchased solely from the venue itself. There are no exceptions. The Show facility reserves the right to confiscate any items considered a violation of this policy without compensation and may eject the offender from the premises. Show Management will not be liable for any damages to anyone who violates this policy. Any person or business entity that furnishes liquor to a guest has a civil and legal duty to do so responsibly. Show Management recommends that exhibitor research the liquor laws in the jurisdiction where the Show will be held to evaluate its exposure and meet any requirements for liability insurance. If exhibitor intends on serving any liquor from its booth.

PLEASE NOTE: Only the official caterer may serve any alcoholic beverages. Show Management also requests that to minimize any liability alcoholic beverages be served during a limited time period.

Please contact ExCeL Hospitality at sales@excelhospitality.london or +44 0207 069 4100

Catering menus are available in the [Exhibitor Resource Center](#).

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Aviation Week provides and initial stand cleaning for all SHELL SCHEME stands, only. This cleaning takes place prior to the show opening.

Raw space stands DO NOT receive an initial cleaning from show management.

Ordering information is available in the [ERC](#) and selecting [ExCeL Services](#)

Stand cleaning includes:

All horizontal surfaces completely clean, every day. The rate is per square metre for the whole event. Please fill out the number of square metres of your stand.

This includes:

- vacuuming
- if necessary mopping the floor (excluding stains caused by shoes)
- cleaning horizontal surfaces of furniture
- emptying waste bins
- clean booth statement

We kindly request you tidy up your stand before you leave, so our team can clean your stand thoroughly.

Cleaning up after the exhibition

After the exhibition you must leave your stand swept clean and remove all floor tape. As a piece of evidence, please ask the environment controller on the spot for a 'clean booth statement'. When you do not clean up your own waste, we do it for you and invoice you the cleaning costs.

Removal of any debris or trash exhibits left in the hall will be billed back to the exhibitor.

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Freeman is the exclusive provide of electric service for MRO Europe. A link to order electrics is available here:

<https://mroeurope.exhibitionarchitect.co.uk/>

Early ordering Deadline: 13th September 2019

In the experience of The Freeman Company (UK) in providing electrical supplies for exhibitions, we find that many exhibitors are not aware of the power requirements of equipment that they will be using. This Quick Reference Guide is designed to assist exhibitors in planning their power requirements, and if followed, will reduce the likelihood of problems occurring at the exhibition venue.

Freeman Company (UK) provides standard 2-pin & Earth Tag Euro / Schuko16A socket-outlets, but with four different power ratings. The list below indicates the sort of equipment that can be used with each of the power ratings:

SK1 (500W) IS RATED AT 2 AMP AND CAN SUPPLY:

One computer [or 2 x laptops]

A small domestic fridge

Four mobile phone chargers

Table lamp

Television and video

or any combination of the above using a single 4-way extension (maximum length 2m) subject to a total load of 500W

SK2 (1000W) IS RATED AT 4 AMP AND CAN SUPPLY:

Small domestic coffee machine (750W – 1kW)

Small domestic steamer (900W – 1kW)

Small microwave cooker (750W – 1kW)

Vacuum Cleaner (800W – 1kW)

SK3 (2kW) AND SK4 (3kW) ARE RATED AT 10 AMP AND 13 AMP AND CAN SUPPLY:

Jug Kettle (2kW – 3kW)

Catering coffee machine (1.5kW – 3kW)

Industrial Cleaners (1.2kW – 3kW)

Please Note: The list indicates individual items that can be used with each socket, with the exception of the 500W socket above. All sockets are supplied on daytime power only unless 24-hour continuous power is requested and quoted for.

Actual power requirements will vary dependent upon the individual equipment used. All electrical equipment has a Rating Plate that shows its power consumption in Watts (W) or kilowatts (kW). You should carefully examine all equipment to be used and calculate the exact power usage before ordering your electrical power requirements.

If you are ordering a socket so as to be able to supply your own lighting arrangement(s), then in accordance with the regulations, the maximum power rating of any single lighting circuit is 1000W (1kW), so if, for example, you had 3kW of lighting on your stand, you would need to order 3 x 1kW sockets for this arrangement.

Under the current regulations it is not permissible to order a socket and use it to supply a consumer unit if you are carrying out the installation of your own electrical wiring and equipment. In these circumstances you will need to order an electrical mains supply.

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Forklift orders to install your booth after materials are delivered may be ordered in advance or at show site. We recommend that you order in advance to avoid additional charges at show site.

Agility

Mark Dawson – MDawson@Agility.com & copy in ExcelFairs@Agility.com.

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Freeman sets the stage for success with temporary furnishings that make lasting impressions. With high-quality furniture in shapes and styles that suit your budget and design needs, Freeman always provides an ideal solution for your exhibit.

- Sleek and professional furniture products transform your exhibit into a destination
- Extensive selection of seating, surfaces, and display fixtures provides a completely custom and comprehensive approach to your brand experience
- No assembly required: Hassle-free shipment, setup, and tear down allow your exhibitors to focus on what matters: new business
- Prices are all-inclusive and cover delivery, installation and material handling with no hidden fees

A link to the furniture catalog is available here:

<https://mroeurope.exhibitionarchitect.co.uk/>

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Exhibitor Services Internet for Exhibitors (Wired)

ExCeL Venue Services is the Exclusive provider of internet services for MRO Europe.

ExCeL Venue Services offers a variety of Internet options. Please visit the [Exhibitor Resource Center](#) to download the order form.

- Orders accepted after the cut-off date (21 days before first day of tenancy) attract a 20% surcharge per service.
- Orders received without a marked stand plan will incur a £50 per cable charge if needed to be moved.
- ExCeL London - ExCeL Venue Services will not be liable for any consequential or other direct or indirect loss suffered by the Customer howsoever caused.
- Refunds will only ONLY be given if written cancellation is received not less than 14 days prior to tenancy (Subject to an administration charge of 50%).
- Power and power distribution are not included, nor provided by ExCeL Venue Services.
- Connection to the ExCeL London network (LAN) will only be allowed if the customer is in accordance with the IT & Communications Connection Policy

Internet Connections

We provide: 1 x 10/100/1000 Ethernet Connection (RJ45 male termination; 1 x Private IP Address behind the ExCeL firewall)

You require: Device with working Ethernet/LAN network interface

Additional IP Addresses

Additional IP Address for use with the ExCeL London Internet Connection (LAN)

NOTE: An additional IP address allows you to use more than one device on your cabled connection. When using a switch, you will require 1 IP address for each additional device that will be connected via a single cable.

We provide: 1 x IP Address (specification based upon selection above)

You require: 1 x Internet Connection; suitable switch & associated cables

Ordering information is available in the [ERC](#) and selecting [ExCeL Services](#)

More Information:

ExCeL Venue Services:

Sales: +44 (0)20 7069 4400

Sales email: itc@excel.london

IT helpdesk: +44 (0)20 7069 4342

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ExCeL Venue Services is the exclusive provider for Internet services at MRO Europe.

- ExCeL London deliver wireless network services (Wi-Fi) using our leading-edge infrastructure. We deliver the very best possible wireless connectivity, given the prevailing environmental conditions throughout the venue.
- All wireless services, regardless of location or service provider, are susceptible to Interference. This can lead to loss of connectivity, slow network traffic and poor performance.
- Currently, wireless technology is not capable of providing a guaranteed level of service (without a strictly enforced policy that maintains a clean airspace) in a challenging event environment which is affected by sources of interference that vary from event to event.
- Wireless services cannot be fully supported in the presence of interference.
- We will ensure that all of the ExCeL London wireless infrastructure is fully functioning, but cannot support beyond this point.
- Alternative fully-supported, cabled services are available from our standard order form

Free Wifi

ExCeL has free, fast WiFi which is suitable for browsing, social media, and email. When you arrive at the venue, you just need to sign in to 'ExCeL FREE Wi-Fi' using the standard log in, or via LinkedIn, Facebook, or Twitter.

ExCeL Venue Services:

Sales: +44 (0)20 7069 4400

Sales email: itc@excel.london

IT helpdesk: +44 (0)20 7069 4342

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Exhibitor Lead Retrieval Can Help You!

Say goodbye to the old days of collecting business cards and manually typing them into a CRM! Using rental badge scanning devices or a software installed on your own mobile device, Lead Retrieval eliminates this process, provides a user-friendly scanning method & delivers your leads in your own exhibitor portal, exportable to a CRM friendly format directly after the event. So now your team can start follow-up or marketing tasks much quicker post-event, which as we know is incredibly important.

The scanning process is as simple as tapping "scan" on the device and pointing the device's camera at the QR code on the badge. The scanner automatically scans the barcode, which significantly speeds up the capture process. The aim is to make the scanning as unobtrusive as possible, so you can focus on what matters - the interaction.

Benefits

- Use your own device or rent one: Rental devices help save battery life, and can be shared amongst team members. Or simply download the app to your own device and start scanning.
- Fast Capture of contact information: Capturing a lead is as simple as pointing the camera at the badge.
- Expedited Lead Delivery/Sales Agility: Receive your own personalized URL and download your leads in a spreadsheet format within 48 hours of show-close, so your sales team can promptly start follow-ups.
- Qualify Leads: Optionally, use custom questions to qualify your leads and show who needs immediate follow-up, or information on a specific product.
- Add Notes: Attach freeform notes at any time to a lead to further assist your sales team.
- Real-time syncing to avoid loss of data: Syncing your captured leads to the cloud ensures no loss of data if device is lost/damaged.
- Improved Customer Interactions: The collection of contact information is so quick/easy, you can now focus on the customer interaction!

We understand how much time and effort goes into exhibiting your brand, which is why generating quality sales leads is so important. Lead Retrieval software allows you to seamlessly capture all the most recent contact information to update your CRM. Don't miss out on opportunities, start capturing leads!

Order online [here](#)

P: +1 973.890.7600

E: sales@ct.events

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Marketing Opportunities, Maximize Your Investment

Let us help you promote your presence at the event to make sure the right people stop by your booth!

We are eager to provide you with resources to make it quick and easy to get the word out. Recommendations to help you promote your presence:

- Join the Aviation Week Network Social Media groups
- The event's official Twitter hashtag is #MROE. Be sure to follow and tag us at @avweekevents, @mronetwork and/or @aviationweek. And don't forget to use the official event hashtag!
- Invitations in HTML (email) format that Aviation Week Network and your marketing team can deploy or attach in an email

New Tools to Help You Engage Your Customers!

Feathr: Invite Your Customers with just a few clicks

We use a partner called Feathr to enable each exhibitor to invite their customers with a personalized message. All the hard work is done for you, simply login to your exhibitor marketing dashboard to access:

- Exhibitor E-Invite: Featuring your name, logo and booth number, simply and easily send this email invite to your contacts by uploading a list of prospects
- Exhibitor Landing Page: Easy to share this page via your social accounts, in newsletters, or send the link directly to your prospects
- Exhibitor Banners - personalized with your booth number. Add them to your email signature for maximum exposure

Email ashley.munoz-giron@aviationweek.com for your dashboard access.

InGo

Using InGo you can reach out to your whole social network and uniquely invite them to meet up with you in the exhibition hall. You can highlight your booth location, team that will be on-site, products you will be featuring, anything that you want to promote about your participation in the event. Use any of these links to spread the word via your social channels. Be sure to customize the default message for added personalization!

[Share on Facebook](#)

[Share on LinkedIn](#)

[Share on Twitter](#)

Exhibitor Invitations

We have created two invitation options to help you invite and connect with customers and prospects at MRO Europe.

Airline & Aircraft Leasing VIP Pass

This is intended for qualified airline and aircraft leasing customers. Anyone that meets the required criteria can attend all conference sessions for free: Managers, directors, VPs (or higher) of purchasing, maintenance, overhaul, engineering or technology at an airline or leasing company. Sales, marketing and business development positions do not qualify. Must be employed by an airline or leasing company (cargo or passenger).

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Does not include third party maintenance affiliates.

For more information on the VIP program, please contact Kristina Nicos, at +1.646.257.4830 or Kristina.nicos@aviationweek.com

Exhibition Guest Pass

This is good for anyone within the industry, regardless of organization affiliation. This will not get people into the conference sessions, but it will give them access to the exhibition floor where they can connect with you and the rest of your team that will be on-site.

Official Event Logos

Download files containing the official event logos for use in promotional materials.

[Download logos](#)

Official Event Banners

Whether you're sponsoring or exhibiting, now you can use these banners or the ones within your feathr dashboard to post on your websites, blogs and on your email signature footer!

Don't forget to link it to your customized feathr landing page or to the MRO Europe homepage - <https://mroeurope.aviationweek.com/en/home.html>

Need a customized banner? Contact don.giordano@aviationweek.com with your booth number, logo, specs/size and tag line and we will create one for you.

In addition, we will gladly work with your marketing department to accommodate any special requests. Contact jennifer.roberts@aviationweek.com

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Meeting room space may be available for rental in or near the exhibition hall. Please contact your sales rep (please see contacts page) for information.

Meeting rooms are reserved for exhibitors and sponsors only. Your meeting room includes a boardroom setup, including electricity, tables and chairs. Additional AV/catering/etc. can be ordered from the official contractors.

Meeting rooms are only available for use during posted exhibition hours. **Exhibitors may not invite customers to meetings before or after show hours.**

Exhibition Hours

WEDNESDAY 16TH OCTOBER	09:30 - 17:30
THURSDAY 17TH OCTOBER	09:30 - 15:00

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As an exhibitor, your company profile is published on the MRO Europe web site, in the official program book. Exhibitors can enter profile information and select industry categories. All changes need to be made by 3 September 2018, or they will not appear in the printed materials. The marketing or primary contact on your account will receive login information to enter or change the profile and select categories.

If you are a returning exhibitor, your profile from last year already appears on the site. Please log into your account when you receive the notification and confirm whether you would like to repeat this listing or make changes.

If you are having trouble logging into your account to make changes please contact Allison Gold (allison.gold@aviationweek.com +1-646-233-4425)

Program Book Advertising

Expand your company's presence during the event. Used as a reference throughout the show by all conference delegates, trade show visitors, and exhibitors, the Official Program Book includes the conference agenda, exhibitor and sponsor profiles, floor plan of the exhibit hall, and all special events. Your advertising message will reach all attendees at the show.

Europe/Russia/CIS/Africa/Middle East

Mike Elmes

P: +44 (0)1206 321639

Fax: +44 (0)1206 321259

E: mike.elmes@aerospacemedia.co.uk

All Americas/Canada

Beth Eddy/Mimi Smith

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Fax: +1.561.279.4699

E: betheddy@aviationexhibits.com

E: mimismith@aviationexhibits.com

Singapore

Margaret Chong

P: +65 9736 1722

E: Margaret@accessgroup.aero

Asia-Pacific

Clive Richardson

P: +44 (0) 7501 185257

E: clive@accessgroup.aero

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Advanced Freight – Refers to freight that has been sent to the Official Contractor's warehouse prior to the Events move in.

Advance Order – An order for services sent to service contractor prior to installation date.

Aisle Carpet – The carpet that is placed on the Event floor in the aisles to separate the booths. The exhibit hall is not carpeted; however, all booths must have carpet or management approved flooring. Rental Carpet is available through Freeman. The aisles will be carpeted in RED.

Back Wall – Refers to the drape used at the rear of a standard booth.

Bill of Lading – A legal document that establishes the terms between the shipper (exhibitor) and transportation company (carrier) for the transport of goods between specified points for a specified charge. A bill of lading is required to be filled out and turned in at the Freeman Service Desk at the close of the show, after the exhibitor is all packed up, in order for Freeman to release the freight to the transportation company (carrier)

Booth Package – This term describes the equipment supplied to exhibitors from show management.

Certified Weight Ticket – Certified weight ticket is a required documented measurement used for shipping exhibit properties. All carriers checking into a venue's marshaling yard are required to present a certified weight ticket at check in.

Common Carrier – A transportation company moving exhibitor freight, which usually only accepts crated materials that it can consolidate with the properties of other customers into one shipment bound for the same destination. Only Freeman can accept freight from a common carrier.

Corner Booth – An exhibit space with exposure on at least two aisles, usually found at the end of a row of inline booths.

CWT – "Century Weight" or "hundredweight". The total weight of a crate is divided by 100 to obtain billable weight. 51,000 lbs / 100 = 510 cwt

Drayage – The service that includes delivery of materials to an exhibit space, removal of empty crates, storage of crates during the Event, return of crates at the end of the Event, and delivery of materials to the carrier loading area. See documents regarding Material Handling.

DT Labor – Double-time labor, or work performed on double time and charged at twice the published rate.

Empty Sticker – A colored sticker used to mark empty crates and boxes for storage provided in the material handling service. See Service Desk for Empty Stickers.

Exclusive Contractor – One who holds an exclusive contract with a facility or event manager to provide specified services to that facility or Event.

Exhibitor Appointed Contractor (EAC) – Also called an independent contractor, a supplier hired by an exhibitor to perform trade Event services independently of Event management-appointed contractors.

Exhibitor Kit – Also known as a Service Manual/Exhibitor Resource Center, this is package of information that contains all rules, regulations and ordering forms relating to an exhibition, provided to exhibitors by Event management.

Floor Order – An order for product or service placed after Advance Deadline therefore not eligible for discounted rates.

Floor Port – A utility box recessed in the floor containing electrical, telephone or plumbing connections.

Freight – Exhibit properties and other materials shipped for an exhibit.

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Freight Desk – The area where inbound and outbound exhibit materials are handled at a trade event.

Forklift /Ground Rigging – Handling and assembly of machinery that requires the use of a forklift. This includes positioning and/or re-skidding of exhibitor material, machinery and equipment.

Hard wall – A type of exhibit construction in which walls are made of a solid material, rather than fabric.

I&D – Installation and dismantling of an exhibit by a labor source. Exhibitors may order this service from the general contractor.

ID Signs – Typically a 7" x 44" cardstock sign that contains exhibitor name and booth number.

In-line – An exhibit that is constructed in a continuous line with other exhibits.

Island Exhibit – An exhibit with aisles on four sides. There is no pipe and drape construction provided to Island booths.

Labor – Contracted workers who perform services. When labor is ordered, hours are based on estimates and will be billed actual time incurred. Requested times are not guaranteed and are based on availability. Minimum of one hour will be charged. Additional time will be billed in increments. Rates are based on when labor was performed: ST, OT, DT.

Logistics – Point to point transportation services for freight by an appointed carrier.

Marshaling Yard – A lot where trucks gather for orderly dispatch to Event site. When a marshaling yard is provided, all carriers must check in, present a weight ticket, and will be guided to the docks to unload when a space is available. The same is true for the out of the show. Applicable fee applies.

Move In – Refers to the date and time that exhibitors gain access to a facility and are able to begin the construction and/or set up of their booth.

Move out – The date/time specified by Event management for dismantling exhibits and clearing the exhibition floor. Also referred to as

Perimeter Booth – A booth space on an outside wall.

Pipe and Drape – Tubing covered with draped fabric to make up rails and back wall of a trade show.

Porter Service – A service that includes the emptying of wastebaskets within the booth at specific intervals during the show.

Quad Box – Four electrical outlets in one box provided by the electrical contractor.

Registration – This refers to an area that Event management uses to register and check in Event exhibitors, buyers and attendees. This is the place in which show badges can be obtained.

Rigger – A skilled worker responsible for handling and assembly of machinery.

Right-to-Work state – A state where no person can be denied the right to work because of membership or non-membership in a labor union. See the Union Rules and Regulations within your manual for specific guidelines.

Service Desk – The location at which exhibitors order services.

Side Rails – The wall between two booths used to divide exhibits, typically 3' high.

Skirting – Decorative covering around tables and risers. Tables are skirted on 3 sides unless additional skirting is ordered.

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Special Handling – An additional charge that applies to exhibits shipments requiring extra labor, equipment, or time for delivery to exhibit space.

ST labor – Straight time labor, or work performed during normal hours at the standard rate.

Visqueen – A clear heavy plastic sheeting that is placed over exhibiting carpeting after it is laid in order to protect it until show opens.

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Stand/Booth Furnishings

What is Raw Space?

A Raw space booth is generally defined as a booth space wherein the exhibitor brings their own custom booth. The exhibitor purchases the space only from the organizer and all furnishings and services are ordered/brought/purchased a la carte.

What is Shell Scheme?

A shell scheme is a modular system of hard walling that is supplied built to the size of the booth purchased by the customer. At Aviation Week events, shell scheme stands include infill panels, 1 socket, 2 spotlights, a nameboard/fascia and carpet.

Who do I order extra furniture from?

Rental furniture is available for most Aviation Week events. You can find the official furniture vendor ordering information in the exhibitor resource center on the event's web site.

Can I put a logo on the top of my stand?

Shell Scheme exhibitors can bring their own fascia signs as long as they are the same size as the fascia sign included with the booth package and include a booth number.

How many walls does my stand come with?

Shell scheme stands typically have 2-3 walls. Inline stands will have 3 walls with the open side facing the aisle. Corner stands typically have 2 walls. If you are not sure how many walls your stand has, please contact the show organizer.

How many lights are supplied?

Each shell scheme stand will include 1x 500w Socket & 2 x 100w Spotlights.

How do I attach my graphics onto the wall?

Shell scheme wall panels are compatible with Velcro.

What are the walls made out of?

Shell scheme walls are constructed from Black Nyloop Infill panels.

What is loop nylon?

Loop nylon is a material that is compatible with velcro.

Can I change the panels from loop nylon to foamex?

No.

What colour are the wall panels?

For MRO Europe, the panels are black.

How do I attach a TV onto the wall?

Screen brackets should be available from our AV vendor.

Do you supply underlay/padding?

No. Carpet is included with shell scheme stands. Raw space stands can order addition-

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al padding from the floor coverings catalog or bring your own.

What colour carpet do I receive? Can I change the colour of this?

Carpet is included for shell scheme stands only. Shell scheme stand carpet will be electric blue. Carpet can be ordered at the exhibitors expense. All stands (raw and shell) must be carpeted. You can order from Freeman's floorcovering catalog in in the exhibitor resource center or bring your own. If you are not ordering from Freeman, please let them know so that you will not be charged for floor covering.

What type of graphics do you supply?

The only graphic supplied is White vinyl lettering to a 300mm high Royal Blue fascia infills to each open elevation on shell scheme stands. Raw space stands do not include any graphics.

Can I upgrade my package 500w socket to a 1kw socket?

Please consult the exhibitor resource center to order additional electric for your stand.

Can Freeman construct my booth from start to finish?

Freeman does not offer labor for MRO Europe.

Does the MRO provide the back drop?

At MRO Europe/Asia/Middle East, Shell scheme booths include 2-3 walls depending on location. Raw space booths at these events don't include anything.

At MRO Americas, All non-island booths are equipped with an 8 foot tall pipe and drape (curtain) separating inline booths that are back to back. the booths are separated on the sides by pipe and drap that is 3 feet high. Raw space booths at MRO Americas do not include any pipe/drape/walling.

What does my island/raw space booth come with?

Your island/raw space booth does not include any furnishings. It is space only.

Can I remove the shell from the booth

If you have purchased your booth as shell scheme, the shell scheme cannot be removed. It is imperative that the gridwork stay in place so as not to compromise the structural integrity of the surrounding booths.

Display Rules/Guidelines

How do I submit my stand plans for approval?

All Island and/or raw-space booths must upload their plans:
<https://fs2.formsite.com/AW-Events/form91/index.html>
or submit via email to Allison Gold, allison.gold@aviationweek.com.
The deadline for stand design submissions is September 13, 2019.

How do I know if I need to submit stand plans for approval?

All island and/or raw-space booths must submit plans for approval.

What information do you need from us to hire a different contractor for our carpeting needs?

Please contact Freeman and alert them that you will be bringing your own carpet.

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Tel: +44 (0)2476 309236 | EMEA.Exhibitorservices@freemanco.com

All contractors need to complete the EAC form:

<https://fs2.formsite.com/AW-Events/form58/index.html>

All contractors also need to apply for contractor passes with the RAI security office. These passes can be obtained from the RAI Webshop. The marketing contact on your account will be contacted with credentials to log into the RAI webshop to place orders. RAI Amsterdam Exhibitor Services
T: +31(0)20 549 1928 | E: exhibitorservices@rai.nl

How high can I build my booth?

For complete rules and guidelines, please visit the display guidelines section of the ERC on the event web site.

All shell scheme booths at MRO Europe are 2.48 meters high. Island booths may build up to 4m. Island booth exhibitors can request permission from show management to build up to 6.1m.

Please contact Allison Gold at allison.gold@aviationweek.com with questions.

What do the additional fees for a double decker cover?

Double-decker (multi-story) booths require additional structural approvals, fire watch, fire marshal approvals, etc. The additional fees cover these approvals as well as air rights to the space.

Can I move in early?

Please check the exhibitor resource center for move-in/move-out timings. Early move in is reserved for larger booths. Please adhere to the move-in schedule that is designated for your type of booth.

Can I tear down early?

No. No exhibitor is to begin teardown or packing process until the Exhibit Hall closes. If you are unable to keep to the exhibit schedule you should reconsider exhibiting. Early teardown of one's exhibit will result in booth selection penalties the following year. There is a two-part reason behind this policy. First, we still have clients entering the show and they have been promised that the full package of exhibitors will be present. By leaving early, you may be the one exhibitor they really wanted to visit and are now robbed of that opportunity. Second, it impacts your fellow exhibitors. Early teardown not only creates a visual eyesore and a possible physical obstacle to accessing other exhibitors, but it also sends a psychological message to clients that time is up and they need to stop visiting other exhibitors

Freight/Shipping

Can I send materials to the venue?

Venues will not accept deliveries directly. On-site deliveries are strictly prohibited until official show dates. All on-site deliveries need to be coordinated through our on-site logistics partner. From MRO Europe, this is CEVA:

Agility

Mark Dawson – MDawson@Agility.com & copy in ExcelFairs@Agility.com.

EVENT DATES:

15-17 Oct 2019

EXHIBITION

16-17 Oct

CONFERENCE

15-17 Oct

REGISTRATION

15-17 Oct

LOCATION:

ExCeL London
Halls N1-N11

What do I do with my empty containers

Storage for empty containers can also be coordinated through our on-site logistics partner.

Agility

Mark Dawson – MDawson@Agility.com & copy in ExcelFairs@Agility.com.

EACs and Insurance

Does my regular General Liability insurance work for this show, or would I have to add it on my policy?

Most general liability insurance companies offer this coverage. However, you would need to speak directly with your carrier to determine if it is included in your policy.

Does both the exhibitor and the contractor need to supply a COI? Does the stand designer need to supply a COI?

Yes. Everyone working on the show floor needs to provide a COI.

Can you recommend an insurance company?

Aviation Week doesn't recommend any specific insurance company. You should contact the holder of your general liability insurance policy and see if they supply this kind of coverage.

Where do I get a COI? What does it need to cover?

You should contact the holder of your general liability insurance policy and see if they supply this kind of coverage.

Exhibitor is required to carry property and liability insurance in amounts sufficient to cover any losses or liabilities exhibitor may incur in connection with the Show, including without limitation, due to damage or loss to exhibitor's property or injury to the person and/or property of others. Notwithstanding the foregoing and except as otherwise provided in the Exhibitor Resource Center, at all times that exhibitor has access to the Show grounds, exhibitor shall maintain at a minimum the following insurance from an insurance company rated B+ or above by A.M. Best Company (or equivalent insurance rating agency):

- General commercial liability insurance, including contractual liability and advertising injury coverage, with a minimum liability limit of not less than \$1,000,000 combined single limit per occurrence and \$2,000,000 aggregate.
- Exhibitor's policy should add Informa Media, Inc. and Informa Business Media, Inc. and their respective affiliates, the applicable Show facility, and/or any other official exhibitor service contractor as additional insureds.
- By executing the Agreement, exhibitor represents and warrants that it has all such insurance in effect and that it shall maintain all such insurance at least through exhibitor's occupancy of the exhibit space and the Show facility.

If requested by Show Management, exhibitor shall provide a certificate of insurance evidencing the required coverage.

Exhibitor Services

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Can I bring a Keurig, espresso machine, champagne tower, sausages, Turkish Delight, bottled water, cotton candy machine, whisky, etc.?

All food and beverage needs to be supplied by the official catering vendor for all MRO Events. If an exhibitor wants to serve an item that is not offered by the official catering partner, permission can be requested from show management.

Is it possible to have two entries in the program book?

Additional program book entries can be purchased from your sales representative.

What is the cost to exhibit at this show?

Please contact your sales representative for pricing and availability. Sales reps are determined by geographical location. To find your representative, please visit: <http://events.aviationweek.com>

Can you recommend labor to build the booth?

Please contact Freeman for booth labor.

Tel: +44 (0)2476 309236 | EMEA.Exhibitorservices@freemanco.com

What is MRO Links? How is this different from my program book profile?

MRO Links is a visibility and lead generation program that continues your MRO presence all year long. Your links profile is added to a database that generates leads throughout the year. Your program book profile is printed in the show program book, posted on the event web site and on the event app (when applicable).

Has our exhibit space been paid for?

To confirm that your exhibit space has been paid in full, please contact your sales representative.

Registration

How many exhibitor badges do we get?

Booth personnel is unlimited at all MRO shows.

How should we register to be exhibitors for the show?

Exhibitors should visit the registration page on the event web site. There are a variety of options for exhibitors to register booth personnel and conference sessions. Exhibitors are entitled to conference discounts. Please contact events@aviationweek.com for more information.

Can I have list of attendees?

Due to Informa's corporate privacy policy, attendee contact information cannot be shared.