



EVENT DATES: 18-20 Oct 2022

EXHIBITION: 19-20 Oct

CONFERENCE: 18-20 Oct

REGISTRATION: 17-20 Oct

LOCATION: ExCeL London, Halls S3-S14

2022

EXHIBITOR MANUAL

Arabella Miller

Senior Events Manager

+44 (0) 7739686733

arabella.martin-nunn@aviationweek.co.uk



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Thank you for exhibiting at MRO Europe 2022 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

Freeman Webshop is coming soon!

2. The ExCeL — [Click here](#) to access the Excel Webshop where you can order:

Parking

Cleaning

Rigging

Internet

Catering

3. TWI/DSV (Agility)

Material

Handling

Empty

Containers

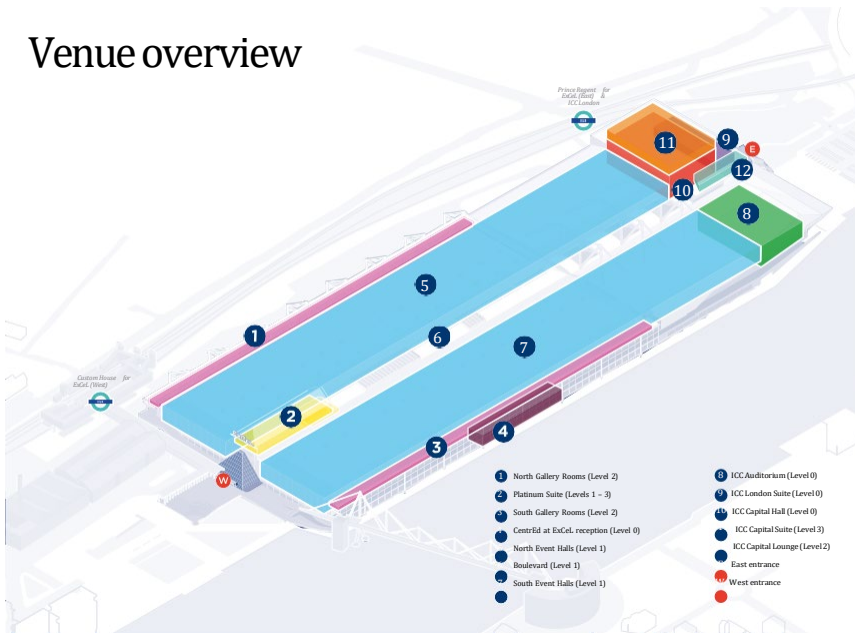
Forklift Rental

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

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 S3-S14

Registration Location: S4 Entrance

Conference Location: Platinum Suite

Setup Entrance: S3 and S7 Contractor

Entrance

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

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Below you will find all the dates and times for the event. Please be aware that some of the times may be subject to change. If any changes to this schedule are made we will alert you via email.

Build-up

Exhibitor Move-in:

SUNDAY, 16TH OCTOBER	09:00 – 18:00	Raw Space Only
MONDAY, 17TH OCTOBER	08:00 – 19:00	Raw Space Only
TUESDAY, 18TH OCTOBER	08:00 – 19:00	All Exhibitors (Raw and Shell)

The exhibition will be open for visitors

WEDNESDAY, 19TH OCTOBER	9:30 - 17:30
THURSDAY, 20TH OCTOBER	09:30 – 15:00

Conference Hours

TUESDAY, 18TH OCTOBER	14:00 - 16:30
WEDNESDAY, 19TH OCTOBER	09:30 - 14:00
THURSDAY, 20TH OCTOBER	10:00 - 13:00

Registration Hours

(Registration will take place inside the Hall at the entrance marked S4)

TUESDAY 18TH OCTOBER	08:00 – 19:00
WEDNESDAY 19TH OCTOBER	08:00 – 17:30
THURSDAY 20 TH OCTOBER	08:00 – 15:00

Breakdown

THURSDAY 20TH OCTOBER	15:00 - 20:00
FRIDAY 21ST OCTOBER	08:00 - 13:00

Please note for the build-up & breakdown:

- Suitable footwear and PPE must be worn during build-up & breakdown (no open-toed shoes)
- Late working is not permitted, stand designs must consider the build-up / breakdown schedule
- Your stand electricity will be turned off 30 minutes after the show closes. Temporary electrics can be ordered from Freeman for buildup and breakdown.
- Please keep all gangways clear of stand furnishings, supplies, boxes. The gangways need to be clear in order for the carpet to be pulled up.
- Empty containers will begin to be returned after the gangway carpet has been pulled up. Gangways must be clear to pull up carpet!
- You must leave your stand swept clean and remove all floor tape. Any remaining waste will be removed and billed back to the exhibiting company.

Contacts - Exhibitor Services/Suppliers

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:

Arabella Miller
Senior Events Manager
+44 (0) 7739686733
events@aviationweek.co.uk

Supplier	Services	Early Order Deadline
ExCeL Venue Services Excel Webshop Phone: +44 (0) 207 069 4400 Email: exhibitororders@excel.london	Catering Internet Rigging Water & Waste Cleaning Piped Services	17th September

Contacts - Exhibitor Services/Suppliers

The Freeman Company (UK) Ltd

Tel: +44 (0) 2477
9000198
Email: mro@freemaneventsemea.com
Webshop: mro.freemaneventsemea.com
Webshop closes 7th October

Shell Scheme
Electric
Nameboards
Floor
Coverings
Furniture
Custom Build

16th
September

Booth Plans/Design Approval

All island and/or raw-space booths must submit their plans to:
mroeuropa@abraxys.com

Due 2nd September (complex
stands)

Due 16th September (non-
complex stands)

Exhibitor Appointed Contractors/Insurance

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.

Due 2nd September

Floral:

info@oldacre.co.uk • www.oldacre.co.uk • +44 (0) 207 069 4235

3rd October

Freight/Shipping Onsite:

DSV
BAY 22 - 26 SANDSTONE
LANE
ExCeL
LONDON E16 1AA
Attn: Tim Marchant
T: +44 (0) 121 780 2627
E: timothy.marchant@dsv.com

Material
Handling
Empty
Containers
Forklift Rental

See Section for deadlines

Freight/Shipping: TWI

Shipping from USA & Canada:
Tyler Hunt
T: +1 702 691 9091
E: thunt@twigroup.com

Freight/Shipping

See Section for Deadlines

Lead Retrieval

[Capture Technologies](http://capturetechnologies.com)
sales@ct.events
+1 973 89- 7600

Lead Retrieval

26th August

Hosts/Hostesses

MoorePeople
info@moorepeople.co.uk
+44 0208 508 0555

Contacts - Aviation Week MRO

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General & Logistical Information

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Sponsorship & Exhibit Opportunities

Beth Eddy & Mimi Smith
(Americas)
+1 561 279 4646 or +1 800 240 7645
betheddy@aviationexhibits.com or
mimismith@aviationexhibits.com

Mike Elmes & Matt Elmes (EMEA/Russia & CIS)
+44-1206-321639
mike.elmes@aerospacemedia.co.uk or

Margaret Chong
(Singapore)
T: +65 9736 1722
Margaret@accessgroup.aero

Clive Richardson
(Asia-Pacific)
Director, Exhibit Sales
+44 (0) 7501 185257
Clive@accessgroup.aero

Press/Media

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Press releases: Send all press releases and photos to mro@aviationweek.com

Editorial Content

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Marketing Opportunities

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Marketing Partnerships

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+1.646.479.6997
erving.dockery@aviationweek.com

Other Inquiries

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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. Wheel- chairs 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 by emailing info@excel.london

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

All contractors, suppliers, and vendors are required to complete the EAC form

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

Upon arrival at the convention center, security will provide bracelets to all contractors that have completed the EAC forms at S3 and S7 contractor entrance

Hall Access

During setup times, exhibitors can access the hall via the S3 and S7 Contractor Entrance.

Exhibitor Event Badge

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 do not arrange any meetings or invite clients to your booth during set-up hours. They will not be permitted in the exhibit hall with visitor badges.

Registration Hours

Tuesday, 18 October	08:00 – 19:00
Wednesday, 19 October	08:00 – 17:30
Thursday, 20 October	08:00 – 15:00

Registration will take place inside the Hall via the S4 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 tele- phone 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”.

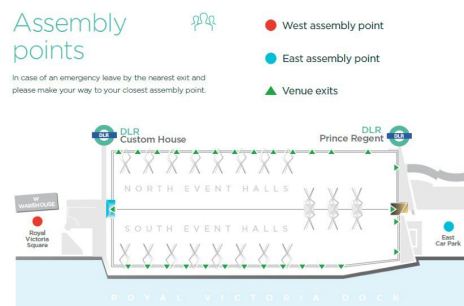
ExCel London’s emergency numbers:

- 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 all hotel rate quotes include breakfast and 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](#) on the MRO Europe Web site.

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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

To store coats and other types of jackets, please find the location of the cloakroom located on Level 0, down the stairs, in between hall entrances N4/S4. The cloakroom is free of charge.

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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Parking

ExCeL has a car park which will be available for exhibitors, sponsors and visitors and operate on a first-come, first-served basis, except for disabled parking. For more information please view this [link](#) and for any questions, please email ParkingOnline@excel.london

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.

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 order with ExCeL Hospitality online:

https://excellondonhospitality.exhibitorcatering.co.uk/exhibition.php?exn_recno=1214&xtl=6E097

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Show Information/Policies

Balloons/Lighter than Air Objects

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.

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 Arabella.martin-nunn@aviationweek.co.uk

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Meetings in the Exhibition Hall

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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LOCATION:

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Halls S3-S14

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. The second story must not exceed 50%.

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 of £420 +VAT will be billed to the exhibitor directly from Campbell-Reith (our appointed structural engineer) 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 Arabella.martin-nunn@aviationweek.co.uk

All Island and/or raw-space booths must submit their plans to mroeuropa@abraxys.com no later than Friday 2nd September if they are complex and no later than Friday 16th September if they are non-complex.

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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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Booth Design/EAC/Contractors/Display Rules

Booth Design Submission

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 working at height & fire hazards including naked flame, LPG)
4. Method statement (to include planned date of arrival on site to commence build up and contact details of your project manager on site responsible for build up and breakdown).
5. Public liability Insurance document
6. 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 submit their plans to mroeuropa@abraxys.com no later than Friday 2nd September if they are complex and no later than Friday 16th September if they are non-complex.

Booth Design/EAC/Contractors/Display Rules

Booth Equipment

Shell Scheme Stands

- Each shell scheme stand will be 2.48m high with white 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 grey and the gangways will be blue.

Please note that the exhibitor needs to:

- Provide graphics if desired
- 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:** [coming soon!](#)

Early ordering Deadline: 16th September 2022

Additional services including Internet, catering, 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 submit their plans to mroeuropa@abraxys.com no later than Friday 2nd September if they are complex and no later than Friday 16th September if they are non-complex.

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

Early ordering Deadline: 16th September 2022

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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 mroeuropa@abraxys.com no later than Friday 2nd September.

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 over 4m in height, 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.

Booth Design/EAC/Contractors/Display Rules

Complex Stands

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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:

£320 plus VAT for complex structures or complex rigged structures.

£420 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 submit their plans to mroeuropa@abraxys.com no later than Friday 2nd September if they are complex and no later than Friday 16th September if they are non-complex.

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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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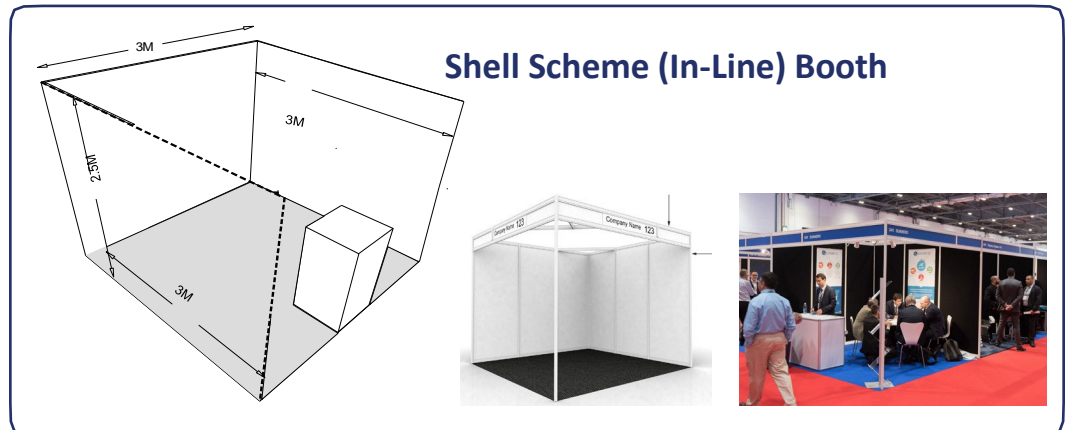
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LOCATION:

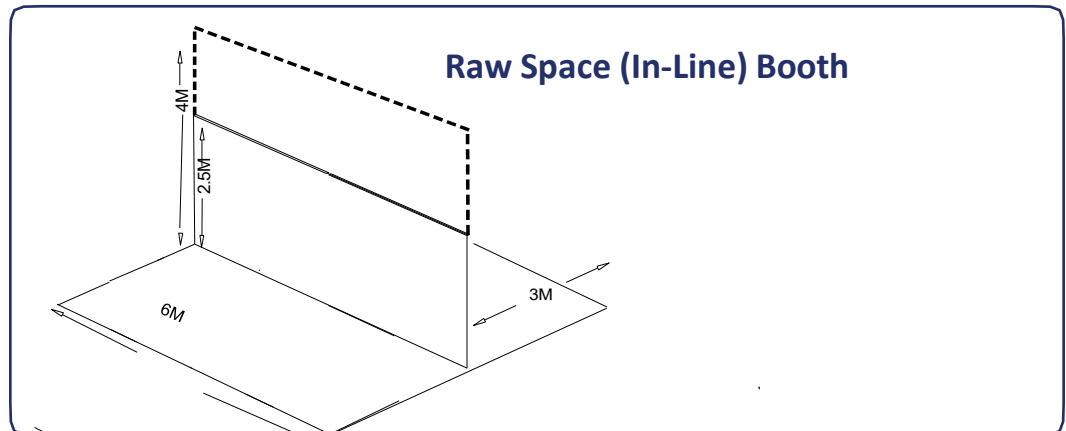
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Shell Scheme (In-Line) Booth

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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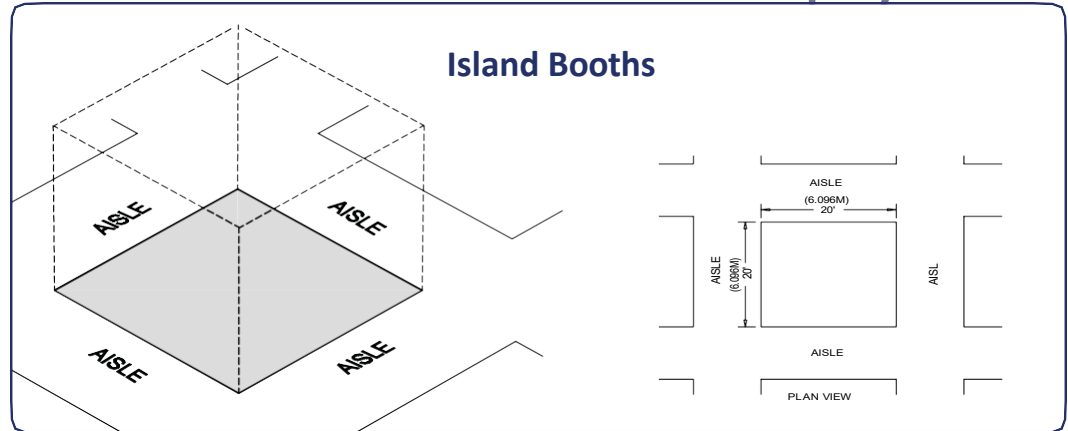
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Booth Design/EAC/Contractors/Display Rules

Display Rules



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 our appointed Health & Safety Abraxys.
- 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 Arabella.martin-nunn@aviationweek.co.uk

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 pre-vent 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 pre-vent 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 pre-vent 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.

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.

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)

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.

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.

Booth Design/EAC/Contractors/Display Rules

Hanging Signs/Rigging

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ExCeL Venue Services is the exclusive provider of rigging services for MRO Europe 2022

ExCeL Venue Services: +44 (0)20 7069 4400 email: exhibitorservices@excel.london

All Island and/or raw-space booths must submit their plans to mroeurope@abraxys.com no later than Friday 2nd September.

- 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. All rigging is to be hung at 6m from the show floor to the bottom of the rigged item. The maximum top height for any rigged element is 8.5m from the floor.
- 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 neighboring 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. The way you work and the equipment and materials you use must be safe
2. 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

EVENT DATES:

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18-20 Oct

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ExCeL London
Halls S3-S14

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 cover- age.

*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](#) 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

Please prepare the invoice/packing list with the following details:

- Commercial invoices and packing lists can be combined on one document if they list quantity, description, value of each item, weight and dimensions of each package.
- Your company's Federal Employer Identification Number and any applicable license numbers.
- Complete, precise, simple and non-technical description of all items should be listed on the invoice with HTS codes.
- Electronic copy of each commercial invoice should be sent to TWI Operations: Andrea Lawson – alawson@twigroup.com and our on-site partners at DSV: Tim Marchant- timothy.marchant@dsv.com.

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

Air Freight – London Heathrow (LHR)	7 Days prior to final booth delivery	CONSIGNEE (AIRFREIGHT) Horizon International Cargo, Units 6&7 Blackthorne Crescent Colnbrook, SL3 0QR NOTIFY PARTY DSV – timothy.marchant@dsv.com Tel: +44 (0)121 780 2627 Exhibitor Name / MRO Europe 2022 / Stand Number
FCL Sea Freight – Felixstowe (FLX)	14 Days prior to final booth delivery	CONSIGNEE (SEAFREIGHT) DSV (Agility Fairs & Events) Units 11-12 Second Exhibition Avenue NEC, Birmingham B40 1PJ NOTIFY PARTY DSV – timothy.marchant@dsv.com Tel: +44 (0)121 780 2627 Exhibitor Name / MRO Europe 2022 / Stand Number
LCL Sea Freight – Felixstowe	Upon Request	CONSIGNEE (SEAFREIGHT) DSV (Agility Fairs & Events) Units 11-12 Second Exhibition Avenue NEC, Birmingham B40 1PJ NOTIFY PARTY DSV – timothy.marchant@dsv.com Tel: +44 (0)121 780 2627 Exhibitor Name / MRO Europe 2022 / Stand Number
Roadfreight Warehouse Receiving		DSV Bay 22 - 26 Sandstone Lane ExCeL London E16 1AA Name Of Exhibition: Exhibitor Name: Hall No: Stand No:

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PRE-ADVISE

Please email advance copies of the Airway Bill / Express Release Bill of Lading, commercial invoice, and pre-alert to Tim Marchant with DSV:

Tim Marchant - timothy.marchant@dsv.com

Include TWI Operations in copy:

Andrea Lawson – alawson@twigroup.com

Please note that using a consolidator may delay customs clearance and delivery. Any deconsolidation charges will be passed on to you at cost plus 5%.

SHIPPING FROM THE US & CANADA

Tyler Hunt

T: +1 702 691 9091

E: thunt@twigroup.com

Material Handling - Empty Containers

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Aviation Week's MRO Europe has partnered with TWI and DSV 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:

TimMarchant - timothy.marchant@dsv.com

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All booths must have carpet or management approved flooring. Rental Carpet is available through Freeman.

To meet equal access regulations any raised platform over 4cm will require integrated app access. The ramp access must not protrude into the gangway.

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

You may bring your own flooring; however, you must contact Freeman Exhibitor Services Tel: +44 (0) 2477 9000198

Email: mro@freemaneventsemea.com to confirm, or you will be charged for carpet.

Exhibitor Service Providers Catering/Food & Beverage

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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 [click here](#) to view the options from Excel Hospitality.

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Aviation Week provides an 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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Electric

Freeman is the exclusive provide of electric service for MRO Europe.
Order link coming soon!

Early ordering Deadline: 16th September 2022

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

Tim Marchant - timothy.marchant@dsv.co

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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

Early ordering Deadline: 16th September 2022

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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 view the options on their [webshop](#).

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 cable 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

More Information:

ExCeL Venue Services:

+44 (0)20 7069 4400

Email: exhibitorservices@excel.london

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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:

+44 (0)20 7069 4400

Email: exhibitorservices@excel.london

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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
- Invitations in HTML (email) format that Aviation Week Network and your marketing team can deploy or attach in an email

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 sergi.khalepa@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! [Click here](#) for the links to share on social media

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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 mark.thomas@aviationweek.co.uk

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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.

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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.

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

REGISTRATION
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Exhibition Hours

WEDNESDAY 19TH OCTOBER	09:30 - 17:30
THURSDAY 20TH OCTOBER	09:30 – 15:00

LOCATION:
 ExCeL London
 Halls S3-S14

Program Book/Online Exhibitor Profile

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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 5 September 2022, 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 events@aviationweek.co.uk

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

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Fax: +44 (0)1206 321259

E: mike.elmes@aerospacemedia.co.uk

All Americas/Canada Beth

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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.

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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 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 white.

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 grey. 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 offer stand design and build support, to enquire please email mroexhibitorsales@freeman.com

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 re- moved. 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 submit their plans to mroeuropa@abraxys.com
The deadline for stand design submissions is September 2, 2022.

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) 2477 9900198 | mro@freemaneventsemea.com

All contractors need to complete the EAC form:
<https://fs2.formsite.com/AW-Events/form58/index.html>

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 6m.

Please contact Arabella.martin-nunn@aviationweek.co.uk 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?

Early access/late working is not permitted. Please check the exhibitor resource center for move-in/move-out timings. 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.

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What do I do with my empty containers

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

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>

What is MRO Links? How is this different from my program book pro- file?

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.