

TRADE STAND HOLDERS' MANUAL

(INCORPORATING RULES AND REGULATIONS GOVERNING
THE HIRE OF TRADE STANDS)



Show dates: Saturday 21st and Sunday 22nd October 2017

Venue: ExCeL London

Organised by: The Kennel Club Ltd
10 Clarges Street
Piccadilly
London W1J 8AB

Telephone: 01296 318540

Internet: www.discoverdogs.org.uk

e-mail: discoverdogs@thekennelclub.org.uk

**The Organiser's Office will be in operation
from 0800 hours on Friday 20th October 2017**

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INDEX

Page	
3	Timetable
4 - 6	Official Contractors
7	Acceptance of Space Access Maps Admission Wristbands and Tickets Advertising/Listings in Show Guide Banking Broadcasting Build-up (including vehicle access/parking arrangements)
8	Build up continued
9	Breakdown (including vehicle access arrangements) Carpeting
10	Catering Cleaning Construction (Design and Management) Regulations Damage/Dilapidations
11	Deliveries Disabled Discrimination Act (Equality Act) Electrical Services/Regulations Emergency Procedures
12	Expulsion of Persons Fire Regulations First Aid Furniture Hazardous Waste
13	Health & Safety and Risk Assessment
14	Health & Safety and Risk Assessment cont'd
15	Health & Safety and Risk Assessment cont'd Insurance
16	Insurance cont'd

17	Integrity of Discover Dogs/Kennel Club IT and Communications Livestock
18	Lost Property Pharmacies Photography, Filming and Interviews Piped Services Post Office Prohibited Products Public Address System Public Relations
19	Security Shop Smoking Sound Recordings Sponsorship Opportunities Stand Fitting
20	Stand Fitting cont'd
21	Stand Fitting cont'd Stands – Management
22	Stands – Management cont'd
23	Telephones/ Telephones/IT Lines/Internet/Wi-Fi (see IT and Communications) Wastage Charge Waste Disposal Weblink Definitions
Appendix A	Emergency Procedures
Appendix B	Advertising Rates
Appendix C	Traffic Marshalling – Useful Information
APPENDIX D	SAMPLE RISK ASSESSMENT

EXHIBITION TIMETABLE

Build-up

Space only Friday 20th October 0800-2200

Shell scheme available for Dressing Friday 20th October

Zone 1 – 1000-2200

Zone 2 – 1300-2200

Zone 3 – 1500-2200

REFER TO ZONE PLAN

Open Period

Show open

Saturday 21st October 1000-1700

Sunday 22nd October 1000-1700

(Stand holders should be in attendance on their stand continuously during the open times).

Breakdown

FOR ALL STANDS:
Sunday 22nd October

SHELL SCHEME – 17.15-20.00

SPACE ONLY - 17.15-22.00

OFFICIAL CONTRACTORS/USEFUL LINKS

<p>Advertising/A-Z listings in Show Guide Contacts – Advertising – Dan Grainger dan@trmg.co.uk</p> <p>A-Z listings – Thomas Daley Thomas.daley@trmg.co.uk</p> <p>Complete A-Z Form online http://www.trmg-online.com</p>	<p>TRMG Winchester Court 1 Forum Place Hatfield Herts AL10 ORN Tel: 01707 273999 Fax: 01707 276555</p>
<p>Car/Vehicle Parking http://www.excel-london.co.uk/visiting-excel/travel-guide/</p>	<p>ExCeL London SAT NAV: E16 1DR Sandstone Lane London E16 1XL</p>
<p>Carpeting https://ordering.ges.com/000021578 customerservice@ges.com</p>	<p>Global Experience Specialists (GES) Ltd Silverstone Drive Gallagher Business Park Coventry, West Midlands CV6 6PA Tel: 0844 879 3226 Fax: 02476 380220</p>
<p>Catering (Stand): http://leithsatexcel.standcatering.co.uk/</p>	<p>ExCeL London Hospitality (ELH) One Western Gateway Royal Victoria Dock London E16 1XL Tel: 020 7069 4100 Fax: 020 7069 4101</p>
<p>Electrical Services: customerservice@ges.com https://ordering.ges.com/000021578</p>	<p>Global Experience Specialists (GES) Ltd Silverstone Drive Gallagher Business Park Coventry, West Midlands CV6 6PA Tel: 0844 879 3226 Fax: 02476 380220</p>
<p>Furniture: customerservice@ges.com</p>	<p>Global Experience Specialists (GES) Ltd Silverstone Drive</p>

https://ordering.ges.com/000021578	Gallagher Business Park Coventry, West Midlands CV6 6PA Tel: 0844 879 3226 Fax: 02476 380220
Health and safety information https://www.surveymonkey.co.uk/r/HealthAndSafetyDD17	Information to be provided to The Kennel Club
Hotel Accommodation: https://www.excel.london/exhibitor/stay	
IT – WIFI/Internet Connections/Telephones, etc: services@excel.london *Complete IT Event Order Form or ITC Wireless Order Form	ExCeL Event Services Tel: 020 7069 4400 - Sales
Lifting, Forwarding & Storage: Katie Ward Katie.ward@cevalogistics.com *Complete online Storage and Lifting Form: http://cdn.cevalogistics.com/sites/default/files/Discovers%20Dogs%20Order%20Form1.pdf	Ceva Showfreight Unit 3a, Exhibition Avenue Off Perimeter Way NEC, Birmingham B40 1PJ Tel: 0121 782 8888 Fax: 0121 782 2875 Contact: Katie Ward
Nameboards: andrew.waters-peach@ges.com	Global Experience Specialists (GES) Ltd Silverstone Drive Gallagher Business Park Coventry, West Midlands CV6 6PA Tel: 0844 879 3226 Fax: 02476 380220 Contact: Andrew Waters-Peach
Piped Services: services@excel.london *Complete hall Piped Services form PR: david.robson@thekennelclub.org.uk	ExCeL Event Services Tel: 020 7069 4400 The Kennel Club 10 Clarges Street

	<p>Piccadilly London, W1J 8AB Tel: 0207 518 1008 Fax: 0207 518 1028 Contact: David Robson</p>
<p>Security: afarex@btinternet.com</p>	<p>Afar Exhibition Services Ltd 34 Craighall Road Edinburgh, EH6 4SA Tel: 0131 552 9988 Fax: 0131 552 2688</p>
<p>Shell Scheme extras: customerservice@ges.com https://ordering.ges.com/000021578</p>	<p>Global Experience Specialists (GES) Ltd Silverstone Drive Gallagher Business Park Coventry, West Midlands CV6 6PA Tel: 0844 879 3226 Fax: 02476 380220</p>
<p>Social Media and marketing opportunities kieran.stanbridge@thekennelclub.org.uk</p>	<p>The Kennel Club 10 Clarges Street Piccadilly London, W1J 8AB Tel: 0207 518 1008 Fax: 0207 518 1028 Contact: Kieran Stanbridge</p>
<p>Sponsorship Helen.fox@thekennelclub.org.uk</p>	<p>The Kennel Club 10 Clarges Street Piccadilly London, W1J 8AB Tel: 0207 518 1008 Fax: 0207 518 1028 Contact: Helen Fox</p>
<p>Waste Disposal/Cleaning: CleaningServices@excel.london</p>	
<p>Wristband Orders for access to the venue</p>	<p>https://www.surveymonkey.co.uk/r/WristbandorderDD17</p>

*** All forms can be downloaded from the Eukanuba Discover Dogs website:**

<http://www.discoverdogs.org.uk/manuals-and-forms>

Acceptance of Space

Space offered must be accepted by the date stipulated on the Contract; the Organisers reserve the right to withdraw the offer of space without further notice and offer it elsewhere if this condition is not met.

Cancellations and Withdrawals:

Any trade stand holder withdrawing, after acceptance of space, for any reason whatsoever on or after Friday 26th August 2017 will be held liable for the whole cost of floor space allocated to them. **Please note that the £150.00 deposit will not be refunded under any circumstances once space has been allocated.**

Access Maps

Can be found on the Venue website
<http://www.excel-london.co.uk/visiting-excel/travel-guide/>

Admission – Contractors and Stand Staff

There will be 2 types of wristbands:

- Valid for build/breakdown only.
- Valid at any time.

Please order via

<https://www.surveymonkey.com/s/DDwristbandandpassorder>

Admission Tickets

Admission tickets are available to trade stand holders at a special rate of £12.00 each (normal advance price £14.00). Quote TRADE17 via

<http://www.discoverdogs.org.uk/content/ticket-office/> (fees apply).

Advertising and Listings in Show Guide

The Real Motoring Group (TRMG) will sell all advertising space in the Show Guide (see appendix B). TRMG will also administer the system for your inclusion in the trade stand listings in the Show Guide. For your free 25 word inclusion please use

the online link <http://www.trmg-online.com> Stands will be listed alphabetically and there is also opportunity to add additional words, logos and colour pictures. Any stands appointed after the Show Guide has gone to press will not be included in the listing.

Banking

There are several ATM machines located on the main Boulevard.

Broadcasting

The Organisers reserve the right, within their sole discretion, to allow television, sound broadcasting transmissions, filming and sound, or film recording at any time during the Show and to re-site exhibits for that purpose, if so requested by the television or film programme producers. The Organisers accept no responsibility whatsoever for the nature or contents of any presentation.

Build-up including vehicle access and parking arrangements

Delivery of exhibits for shell scheme stands will commence on Friday 20th October **until 2200 hours (see zone build up plan for access times for each hall section for shell scheme stands – no admission will be permitted outside allocated zone time).** Shell scheme stand holders **should not** arrange deliveries of exhibits before this time as entry will not be permitted due to stands being constructed. Stand holders should bring their own trolleys.

Vehicle access to the hall will have controlled limitations – all vehicles will need to report to the Traffic Administration Office in Sandstone Lane, E16 1WW. There is a holding area in front of the office, please follow the marshals directions to park, then proceed to the Traffic Administration Office in person. Located on ground level outside the North Hall.

Drivers will then be issued with a Lorryway Access Document (LAD). This will detail the date, name, name of stand, stand number and vehicle registration number. It will also indicate a limit for unloading and loading. Drivers must adhere to the specified time limit. Those exceeding the time limit will be clamped or removed and fined £300. If extra time is needed, please see a traffic marshal.

Exit the Traffic Administration Office and return to your vehicle. You will be directed to a queueing system where you should wait until a space is available on the lorryway to unload which will be advised to you by a marshal. While the vehicle is stationary please switch off your engines.

When room is available on the appropriate lorryway, vehicles shall be directed up the ramps and to the hall doors. All drivers must follow the directions of the traffic marshals.

Vehicles of car and transit nature shall be parked against the side of the hall.

Vehicles larger than a transit van shall be parked on the external lane.

Vehicles are allowed onto the lorry ways for the purpose of unloading only and drivers should abide by the allocated time.

On completion of unloading/loading, vehicles must be removed to the relevant parking area or off the site immediately.

If the driver exceeds the allocated time, attempts to locate the driver shall be made via a phone call, physical search of the stand and finally a member of the organisers office will make tannoy announcements. If this is unsuccessful, vehicles will then be ticketed with a fine of £300.

In the event of a vehicle breakdown or accident, please contact a traffic marshal immediately.

The co-operation of all drivers in observing

these processes is appreciated.

Lorry and Transit Sized Vehicle Parking

All lorry/transit type parking is subject to availability and is located in the north-west lorry park in Seagull Lane (adjacent to the DLR tracks).

Lorry/transit type vehicle parking is free of charge during build up and breakdown days but there is a £35 per day charge for lorries (vehicles over 3.5 tonnes) and a £20 per day charge for a transit type vehicle (below 3.5 tonnes) during event open days.

Parking is on a first come, first served basis.

If a vehicle(s) wish to park for build up days only on the north-west lorry park, this will be permitted using the LAD document, clearly displayed in the window of the vehicle. Drivers are required to remove vehicles prior to the open days (unless paying to park as detailed above).

Any vehicles failing to show a valid parking permit or displaying an out of date parking permit will be penalty ticketed and a fee will be levied.

All vehicles parked in the north-west lorry park must be empty of all goods and stock and, where possible, all curtains and doors left open.

No overnight sleeping in vehicles is permitted.

Drivers must follow the instructions issued to them by traffic marshals at all times.

Stands must be complete and all exhibits in position by **2200 hours on Friday 20th October** (no vehicle movement is permitted on the lorry way after 2300 hours).

Please note couriers also need to report to the Traffic Admin Office on arrival.

No vehicles are permitted on the lorry way during show opening.

ExCeL London and the Kennel Club accept no responsibility for loss, damage or theft to vehicles or their contents.

Approximate Unloading Times:-

Car – 15 minutes

Transit type vehicles – 45 minutes

7.5 tonnes – 60 minutes

Artic – 90 minutes

Breakdown

Breakdown will commence at 17.15 hours on Sunday 22nd October, once all visitors have left the hall (it is prohibited to move goods from stands until this time). The hall must be clear of exhibits, stand fitting materials, tape and rubbish by **2200 hours for all space only stands and 2000 hours for shell scheme stands..**

All vehicles under 3.5 tonnes must have a Lorry Way Access Document which can be collected from Traffic Administration, situated in Sandstone Lane, anytime from 3.45 pm where they will then join the queueing system. Please have your vehicle details with you. You have a limited time period for loading and must adhere to this.

Exhibitors with vehicles under 3.5 tonnes will have access to the lorry way from approximately 5 pm.

All vehicles 3.5 tonnes and above must have a Lorry Way Access Document, which can be collected from Traffic Administration, situated in Sandstone Lane anytime from 6 pm, where they will then join the queueing system. Please have your vehicle details with you. You have a limited time period for loading and must adhere to this.

Exhibitors with vehicles 3.5 tonnes and above will have access to the lorry way from approximately 6 pm.

Any vehicles 3.5 tonnes and above arriving on site before 3 pm can be parked in the holding area until 6 pm.

ANY EXHIBITORS WITH HAND CARRYABLES BEING TAKEN OUT OF THE SOUTH HALLS TO ANY OF THE CAR PARKS MUST EXIT THE HALLS VIA THE WATER FRONT BOULEVARD STAIRS OR LIFTS BY LORRY WAY DOORS **S** DOWN TO THE DOCK EDGE AND INTO THE PURPLE CAR PARK OR DOWN THE SERVICE CORRIDOR AND INTO THE ORANGE CAR PARK.

GOODS WILL NOT BE ALLOWED OUT OF THE HALLS INTO THE BOULEVARD.

Once in the queuing system, drivers must not leave their vehicles unattended. The reason for this is unattended vehicles will stop other exhibitors from gaining access to the lorry ways, any unattended vehicle will be ticketed and a fee levied. Vehicles causing an obstruction or unauthorised extension to their time will also be ticketed and a fee of £300 levied.

Any vehicles arriving on site before 3 pm will be charged £30 parking fee.

Suitable footwear must be worn during all periods of build-up and breakdown. Safety footwear is recommended. Open toed footwear, e.g. sandals, is prohibited.

Carpeting

GES are the official supplier of floor coverings for space only sites. For a quotation please see contact details on page 4.

Space only standholders who wish to lay carpet directly on to the hall floor may do so using approved carpet tape, providing that it is lifted before they leave the hall at the end of the show. A charge will be made for removing any carpet tape, which is left and has to be lifted by the organisers' contractors.

The rate for “other” shell scheme sites includes the modular shell scheme/carpet package. Grey carpet will be laid to all stands.

Catering

ExCeL London Hospitality (ELH) are the sole catering contractor at ExCeL and all catering requirements should be purchased from them. Under no circumstances whatsoever can consumables for human consumption be sold from trade stands. Bars and restaurant facilities are available within the Boulevard. A stand catering service is also available and contact details are on page 4.

Hygiene Regulations:

If Leiths/ELH are providing hospitality on your stand, you may have to provide a fridge and sinks/wash hand basins to comply with legal regulations. However, if they are only providing sandwiches and are using disposable plates and cups, it is unlikely that you would need such facilities. For more information, please contact the Organisers.

Cleaning

Cleaning of stands or exhibits are not included. If you wish to obtain a quote please contact cleaningservices@excel.london.

Construction (Design and Management) Regulations 2015

(CDM) – VERY IMPORTANT INFORMATION REGARDING BUILD UP AND BREAKDOWN

It is important to make yourselves and your staff/contractors aware that we are now operating within scope of the Construction (Design and Management) Regulations 2015 (CDM) which have been set by the Health and Safety Executive (HSE).

To briefly summarise the Kennel Club assumes overall responsibility for the construction site during build up and

breakdown with this role being known as the role as Principle Designer/Contractor. Consequently, each space only stand and those shell scheme stands where an exhibitor plans to undertake construction is to be considered a separate CDM site in its own right.

If you have opted to take up a space only stand you have certainly responsibilities for your own mini CDM site. You will need to submit plans and visuals (which are subject to pre-show and on-site approval by our structural engineer) along with Risk Assessments and Method Statements by Friday 8th September. Your stand builder will also need to provide a Construction Phase Plan. Guidance document from ESSA is available on the Discover Dogs website along with a template for your stand builder to work to. <http://www.aev.org.uk/cdm-resources>

A site induction document will be circulated to ALL STAND HOLDERS September 2017. It is your responsibility to ensure that every single member of your staff, any subcontractors you may use and the staff that they employ are given a copy of these induction sheets. Failure to do so may result in your teams being refused admission to the Halls.

Please take particular attention to the fact that the Hi Viz jackets will be required to be worn at all times during build up and breakdown of the show (including restocking in the evenings). It is also advisable to consider using other Personal Protective Equipment (PPE) during these periods.

Damage and Dilapidations to Hall

No excavations or perforations of the floors, walls, columns or ceilings of the buildings may be undertaken, nor may any fixing be made thereto except by ExCeL contractors.

Stickers and other adhesive materials. No promotion material of an adhesive nature

may be affixed to any part of ExCeL and appurtenances always excepting the advertising sites designated for rental.

Stand holders are responsible for making good at their own expense all damage and dilapidation (no matter how caused) occasioned by them or their employees or contractors, whether to the Show premises or their appurtenances, or properties of the Organisers or their Contractors and hereby indemnify the Organisers from and against all claims, demands, costs, action or losses which may arise from any such damage or dilapidations.

Deliveries

Postal packages should be addressed to:-

Standholders name
Stand number/
c/o Discover Dogs in London
ExCeL London, 1 Western Gateway, Royal
Victoria Dock, London E16 1XL

The organisers and hall managers will not accept or sign for deliveries except small postal deliveries, so please ensure that there is someone on your stand if you are expecting a delivery. Packages will only be accepted on site during Discover Dogs tenancy. PLEASE TAKE PARTICULAR NOTE OF VEHICLE ACCESS ARRANGEMENTS WHICH ALSO APPLY TO COURIERS.

Standholders are encouraged to arrange for deliveries to arrive before the show opens each day. Please note that any deliveries to stands must be hand-carried into the hall during the open hours of the show. NO trolleys are allowed, due to health and safety regulations.

Disabled Discrimination Act (Equality Act)

Standholders are reminded to consider accessibility and services for disabled visitors when designing their stand layout (to include any upper levels).

Electrical Services

Lighting and power is not included for space only or shell scheme stands. The official contractor is GES. No other electrical contractors are permitted. Contact details for GES are on page 4.

If you wish to order electrical fittings, please use the link to GES which is available on page 4. A service desk will be situated next to the organiser's office on site to help you with any electrical queries during the build-up.

Electrical Regulations

In order to ensure a safe event, the organisers have appointed a competent electrical contractor, responsible for carrying out electrical work on all stands within the venue. Exhibitors who wish to pre-fabricate any of the installations must ensure they comply fully with ExCeL Rules and Regulations which are detailed in the eguide – <http://www.aev.org.uk/e-guide>

All electrical power to exhibition stands is turned off 30 minutes after the show closes. Power cannot be reinstated under any circumstances. If you require 24 hour power on your stand, or temporary power during build up and breakdown periods, this needs to be booked in advance when ordering stand power.

Emergency Procedures

Please make yourself and your staff aware of the ExCeL emergency procedures as detailed in Annex A.

In the event of an emergency please DO NOT dial 999 but call 020 7069 4444 (4444 from a hall phone) for a fire, medical or security emergency or contact the security suite who will contact emergency services for you – 020 7 069 4445.

Expulsion of Persons

The Organisers have the right to expel any person whose presence in the Show is, in their opinion, prejudicial to the interests of the Show.

Fire Regulations

Please note there is legislation in force which requires all standholders to have a fire risk assessment for their stand.

There are strict regulations governing the materials that may be used in the construction of stands and in the demonstration of products. Materials should comply with British Standards currently in force.

Stands will be inspected during build-up and the fire safety officer may remove any offending materials, or close down a stand if they do not comply with regulations. Exhibitors should ensure that their contractor is aware of the restrictions. Please refer to the eguide at <http://www.aev.org.uk/e-guide>

Auxiliary officers patrol the hall throughout the show tenancy.

Gangways

The gangways used in the venue are the minimum permissible by law. Under no circumstances will exhibits, stand dressings, tables & chairs etc be allowed to encroach on gangways. Additional charges may be levied on site for occupying any space outside of your allocated area. Please keep your exhibits inside your stand at all times.

Storage – no excess stock, literature or packing cases may be stored around or behind your stand.

Naked flames – use of naked flames are subject to approval and appropriate inspections and tests. Notice of such

displays must be submitted 35 days in advance of tenancy.

Standholders must comply with the stand construction and electrical regulations issued by ExCeL London and the Local Authority. These regulations must be strictly observed and any Standholder who fails to do so hereby indemnifies the Organisers of the Show against any claims or expenses arising out of such failure. A full copy of these regulations can be obtained via <http://www.aev.org.uk/e-guide>

Fire extinguishers are provided in the exhibition hall. Standholders must ensure that stand personnel are conversant with their use and are aware of the position of the nearest fire alarm point.

Please note all relevant certificates should be available for inspection by the Fire Officer whose decision is final with regards to all Fire Regulations.

First Aid

The Medical Treatment/First Aid Room is situated at Level O adjacent to boulevard entrance S4 - telephone number 020 7069 5556 or in an emergency 020 7069 4444 (or 4444 from a hall phone).

Furniture

The official furniture contractors are GES Ltd – contact details and a link can be found on page 5.

Hazardous Waste

The Environment Agency has introduced new Hazardous Waste Regulations. As a result, all hazardous waste leaving the venue must be separated from normal waste, properly recorded and disposed of correctly. This is a time-consuming and expensive operation. Therefore, any hazardous waste must now be either removed by the organisers/contractors or by ExCeL cleaning service partner by prior agreement. Hazardous waste includes: lights bulbs, fluorescent tubes, electrical

equipment and fittings, gloss and emulsion paint and empty paint containers, cooking oils and their empty containers, aerosols (full or empty), oils and lubricants, oily rags. A fine will be levied against anyone disposing of hazardous waste into the normal venue waste system. Please note pre-booked waste clearance services are more economical than financial penalties imposed for waste left/abandoned on site.

Health & Safety & Risk Assessment

Under Health & Safety legislation, trade exhibitors and their contractors are responsible for all activities that take place on their stand throughout the event and any actions that could affect others not on their stand. This includes providing risk assessments and method statements (where necessary), as well as the briefing, communicating to and controlling all their sub-contractors who work on their stand.

The Kennel Club is committed to providing, maintaining and promoting, so far as is reasonably practicable, the highest standards of health, safety and welfare at our events. **All trade exhibitors and contractors at Eukanuba Discover Dogs are expected to ensure that they provide a safe place and system of work, as is their legal duty under HASWA 1974.** Successful safety management requires the commitment, involvement and co-operation of all those on-site at an event. **All trade exhibitors must take note of all health and safety documentation and ensure that a copy of their company's Health and Safety policy is available for inspection if requested at Eukanuba Discover Dogs 2017 (for companies with 5 or more employees).**

All trade exhibitors must complete the online Health and Safety Assessment at <https://www.surveymonkey.co.uk/r/HealthAndSafetyDD17>

Trade exhibitors with any items of special risk must forward a copy of their risk

assessment and fire risk assessment to the organisers at least 30 days prior to the show. If you do not have any items of special risk you must still fill in the above online Health and Safety Assessment.

Items of special risk include:-

- Stepped access, ramps and balustrades.
- Requirements where provision is made for closely seated audience of more than 15 and less than 200 people.
- Preparation of food (including any cooking facilities on stand)
- Presence of dogs on stands
- Where there will be items of special risk requiring specific approval (eg motors vehicles, pharmaceuticals, flagpoles, smoke effects, flammable oils, liquid and gas, compressed gas/acetylene/LPG, hot surfaces, radio active substances, lazer beams, fumes and smoke, working machinery including hand held electric or compressed air tools, water, water equipment, laser products, audio visual displays and films)
- Hazardous substances (COSHH)
- Crowd safety management, eg public participation activities.
- Hands on Treatments (massage, nails etc) or other non invasive hands on treatments (N.B. a minimum 35 days turnaround is required on any application for a temporary Special Treatment Licence.)

It is the responsibility of all trade exhibitors to adhere to the current Health and Safety legislation.

a) Accident Reporting and First Aid

The Kennel Club investigate all accidents and 'near misses' that occur on site and we expect the cooperation of trade exhibitors and contractors in investigating the true causes of any accident in order to try and prevent reoccurrence. All accidents and near misses must be reported to the onsite organisers office. All contractors are to comply with the RIDDOR regulations 1995.

See First Aid on page 12 for details of medical treatment room.

b) Children

Children aged 16 and under are not permitted in the halls during build up and breakdown for health and safety reasons. Exhibitors are reminded that children associated with their stand must leave at the end of the open period. Please note there is no crèche facility at the show.

c) Drugs and Alcohol

Misuse of drugs or alcohol can severely affect judgement and physical response to given situations in the workplace; this can result in safety performance being impaired and accidents occurring. Any person found to be under the influence of alcohol or drugs will be asked to leave the site immediately.

d) Emergency Procedures

Please can you and your staff/contractors read and understand the ExCeL Emergency procedures.

e) Fire Safety

Please see fire regulations on page 12

g) Hazardous Substances

The control of substances hazardous to health regulations 2002 (COSHH) is intended to remove the problem of ill health caused by the exposure to hazardous substances at work. The definition of a substance that is hazardous to health is any substance that legally has to be labelled as "very toxic", "toxic", "harmful", "irritant" or "corrosive". If you, or your contractors, intend to use such substances you must carry out a written risk

assessment, under the COSHH regulations and send a copy to the organisers at least 30 days before arriving on site with the substance.

Any company wishing to bring pharmaceutical products to display on their stand must inform the organisers of their intention by filling in the relevant part of their risk assessment and return before arriving on site and making sure that the relevant COSHH data sheet is readily available at all times during the show.

The organisers reserve the right to remove anything from a stand that they deem potentially hazardous. This will be done at the exhibitors expense.

g) Manual Handling

The law requires that, as far as reasonably practicable, you should avoid the need to undertake manual handling operations which involve a risk of injury and appropriate steps are taken following a risk assessment to reduce any chance of injury to the lowest level reasonably practicable.

h) Working at Height

Standholders and their contractors should make themselves aware of the legislation regarding working at height. Additional information can be obtained from <http://www.hse.gov.uk/work-at-height/the-law.htm>

i) Risk Assessment and Guidance

ALL exhibitors must undertake their own risk assessment. If you are planning an item of special risk then you must submit a copy of your risk assessment to the Organisers at least 30 days before coming on site. **If you do not plan a special risk activity you should also complete the online health and safety form at** <https://www.surveymonkey.co.uk/r/HealthAndSafetyDD17>

You do not need to submit your risk assessment but please be aware that we may ask to see your risk assessment on site if an incident occurs. As exhibitions and

events are deemed as hazardous environments, it is a legal requirement that all exhibitors and contractors undertake a suitable and sufficient Risk Assessment prior to the show, listing the tasks and identifying the main hazards that each presents on site and devising ways to eliminate, reduce and isolate or control those hazards. A trade exhibitor is liable to heavy fines, prosecution and even imprisonment should it be found to be negligent in the event of an accident to its staff and visitors if suitable control measures are not in place.

A Risk Assessment should cover all hazards arising from work practices on site including lifting, PPE, fire controls, exhibitors and/or demonstrations, COSHH, RIDDOR, fume extraction, hazchems, noise etc, especially if it would affect neighbouring stands, visitors etc. Shell Scheme exhibitors are required to undertake a suitable and sufficient Risk Assessment which should include all work practices, hazardous exhibits and the risks found on site.

Please refer to a sample Risk Assessment (Appendix D) and notes for guidance.

Insurance

Standholders' attention is drawn to the following two clauses and they are strongly advised to consult their Insurance Company to insure themselves fully against all risks. Postponement, Abandonment, Strikes, etc.

- a) In the event of:
- either (i) all or part of the Show being cancelled, postponed or abandoned or being held either wholly or partly in premises other than ExCeL London or (ii) the failure or curtailment of any supplies, services or facilities afforded to Standholders, due to any circumstances beyond the reasonable control of the Organisers including without limitation strikes or lockout acts of god, acts of terrorism, fire, flood, storm, explosion or epidemic and/or disease (including

but not limited to foot and mouth disease) or compliance with law or government order rule or regulation (Force Majeure), the Organisers shall not be under any liability whether in contract, tort or otherwise in respect of any expenditure, liability, damage or loss sustained or incurred by Standholders as a result thereof and shall be entitled to retain or recover all sums paid or payable to the Organisers or such percentage thereof as the Organisers may in their absolute discretion consider necessary to cover the expenses incurred in connection with the Show.

b) Without prejudice to the generality of the foregoing the Organisers shall not be liable whether in contract, tort or otherwise for any loss, damage or expenses which Standholders may sustain or incur by reason of:-

I. The London Borough of Newham and/or any other Authority intervening and preventing or restricting the use of the Show premises or any part thereof in any particular manner, or

II. any strikes, lockout, industrial disputes or labour difficulties.

III. If the event is postponed for any reason of Force Majeure and is rescheduled for a later date then all the terms and conditions of this agreement will apply to it on such rescheduled date.

Liability of Standholders and Organisers

i) The Organisers shall not be liable whether in contract, tort or otherwise for any loss, or damage whatsoever caused to the property of any Standholder, his sub-contractors or his or their visitors, servants, or agents, except to the extent that such loss or damage is caused by the negligence of the Organisers, their servants or agents or either of them.

j) The Organisers shall not be liable whether in contract, tort or otherwise for

death or personal injury caused to any Standholder, his sub-contractors or his or their visitors, servants or agents, except to the extent that such death or personal injury is caused by the negligence of the Organisers, their servants or agents or either of them and to the extent such liability may not be excluded as a matter of law.

k) It is a condition binding upon each Standholder that he shall hold the Organisers and each of them, their licensors and every agent, servant or representative of each Organiser at all times harmless and indemnified against all loss, expense, claims, demands or proceedings whatsoever in respect of any death or personal injury to himself, his agents, servants, visitors or sub-contractors whether arising in contract, tort or otherwise except to the extent that such death or personal injury is caused by the negligence of the Organisers, their respective servants or agents or either of them.

l) It is a condition binding upon each Standholder that he holds the Organisers and each of them, their licensors, and every agent, servant or representative of each Organiser at all times harmless and indemnified against all loss, expense, claims, demands or proceedings whatsoever in respect of injury, loss or damage to the property of the Standholder, his servants, agents, visitors or sub-contractors or any property used in conjunction therewith whether arising in contract, tort or otherwise.

m) It is a condition binding upon each Standholder that he will indemnify the Organisers and each of them against any loss, expenses, damage, claims or proceedings whatsoever caused to, incurred by, or instituted against the Organisers or either of them or any other person whatsoever arising out of the exhibits or goods of such Standholder or any property used in connection therewith or any act or omission of the Standholder, his

servants, agents, visitors or sub-contractors.

n) It is a condition binding upon each Standholder that he shall indemnify and hold harmless the Organisers and each of them from and against all consequential losses, costs, expenses, damages or proceedings in connection therewith howsoever arising and, in particular, it is expressly agreed that such indemnity shall extend to all such losses, costs, claims, expenses, damages or proceedings arising from the failure (howsoever caused) by any stand or exhibition contractor or designer to perform fully all the terms of its contract with the Standholder whether or not such contractor or designer is accredited by the Organisers or either of them.

o) If the Standholder or his servants, agents or sub-contractors should fail to vacate the premises by **2200 hours on Sunday 22nd October 2017** due to any cause whatsoever, the Organisers will hold the Standholder fully responsible for all losses and expenses incurred by the Organisers as a result of such failure.

p) It shall be the responsibility of each Standholder before he, his servants, agents or sub-contractors enter the premises to ensure that he has effected adequate liability insurance with scope of cover appropriate to its activities and the venue and the event in respect of any claim or incident with an insurance office of repute and if so requested by the Organisers produce evidence of such insurance at any time.

q) Any dispute shall be referred to a single arbitrator in accordance with the provisions of the Arbitration Act 19 and any statutory modification or re-enactment thereof for the time being in force

Integrity of Discover Dogs/Kennel Club Ltd (KC)

a) Standholders shall ensure that it and any of its employees, agents or sub-contractors will familiarise themselves and have a clear understanding of the Kennel Club's ethos and business as a whole and be aware of and respect the values and beliefs associated with the KC and its brand and objectives and act accordingly.

b) Standholders shall be responsible for the conduct of all personnel and any other person associated or connected with it. The KC reserves the right in its absolute discretion to exclude or remove from the event any person whose presence or behaviour is undesirable and/or potentially unlawful, harmful, disrespectful and/or causing a nuisance to visitors, exhibitors, standholders and/or the KC.

c) Standholders shall at all times act in accordance with the Trade Stand Rules and Regulations, applicable laws (particularly Consumer protection legislation), and good industry practice.

d) Standholders shall ensure that all personnel and any person associated or connected with their Company comply with any reasonable requirements of the KC (and its personnel) in relation to the event and its operation;

i) it shall not do, or permit any third parties to do, anything that would breach the terms of the relevant licence that KC holds in relation to ExCeL London;

ii) it shall ensure that its presence at ExCeL London and activities thereon do not disrupt the operation of the event and shall not impede the enjoyment of visitors at the event;

iii) it shall not denigrate, defame, obstruct, divert or deter prospective purchasers to any other trade stand.

e) Standholders shall not do or not do or omit to do anything which may be prejudicial to the good image of the KC or cause damage

to the KC or bring the reputation of the KC or its members and/or visitors into question. In particular, the allocation of the Trade Stand is on the basis that all goods/services provided by the Standholder whether at Discover Dogs or outside the event are not incompatible with or prejudicial to the KC or will have a detrimental effect on the event or its sponsors or bring the event into disrepute.

f) In the event that there is a breach of any of these terms and conditions and in particular that it becomes apparent that the Trade Stand does sell or promote goods or services which are incompatible with the ethos of the KC generally then the KC reserves the right to refuse the allocation of a trade stand at the event or any other of its events.

IT and Communications

Please see page 5 for contact information.

Lifting and Storage

The official contractors are Ceva Showfreight.

They can assist you with customs clearance, the transport of goods, forklifting and handling of goods on site.

All the above services must be booked in advance of the Show as they may not have a service desk at the event. Contact details are available on page 5. Order via online link

<http://cdn.cevalogistics.com/sites/default/files/Discover%20Dogs%20Order%20Form1.pdf>

Livestock

It is prohibited to display any livestock, including birds or fish, but excluding dogs, at the show.

Lost Property

Lost property should be taken to and collected from the cloakroom at the East Entrance. Following show close items that are not collected will be taken to the Security Suite and kept for 1 month. Visitors will need to contact the Lost Property office on 020 7069 4445 to follow up any lost items. Unfortunately the cloakroom cannot take any electrical items.

Pharmacies

The nearest pharmacy is Custom House Pharmacy, 17-19 Freemasons Road, Newham, E16 3AR – tel 020 7476 2254 – located at the other side of the tracks to Custom House DLR.

Photography, Filming and Interviews

The taking of photographs in the exhibition premises for sale or reward is strictly prohibited, except with the written permission of the Organisers. The Organisers reserve the right, at their absolute discretion, to confiscate cameras and/or films for infringement of this condition.

It is prohibited at Eukanuba Discover Dogs to film or take photographs to be used in any commercial, promotional or advertising materials.

For the purposes of this Rule, Discover Dogs in London comprises all the halls, associated rooms and areas hired by the Kennel Club and subject to their Rules for the purposes of the Show.

By attending Discover Dogs you consent to being filmed/recorded as part of the show for security and broadcast (now known or hereinafter invented without payment).

Piped Services

If you require water and waste or piped services see details on page 5.

Post Office

The nearest post office is at Freemasons Road, Opp Custom House DLR Station, 5 minutes walk from ExCeL West.

There are also post boxes located at west and east side of venue by taxi drop off points. Stamps can be purchased from Whistlestop on the boulevard.

Prohibited Products

Please note sale or promotion of the following products are strictly prohibited at Discover Dogs:

All electrical shock training devices. Prong & pinch collars. Hushers. Show stackers. Dog-o-matic washing machines.

It should also be noted that dogs should not be adorned with items of clothing or accessories unless it is for purely functional purposes, such as to keep a dog warm. Anything which could potentially cause a dog frustration, distress, irritation or harm cannot be endorsed by the Kennel Club or advertised in any of its publications.

Furthermore, dogs on stands should not be dyed for exhibition purposes at the show.

Public Address System

The public address system at the exhibition is for organiser's official announcements and police messages only and is NOT available for use by standholders or visitors under any circumstances.

Public Relations

The Press Office will be staffed from 0900-1800 on 21 and 22 October. Our Press Office would like to receive advance notice of any events, celebrity visits or other newsworthy items planned by exhibitors.

David Robson, PR Manager, can be contacted in advance of the exhibition on 020 7518 1008.

Security

The security provided by the organisers is designed to prevent unauthorised access to the hall and not to secure the contents of your stand. There will be internal security patrols, but the organisers cannot accept responsibility for any loss, damage or accident and it is the responsibility of the stand holder not to leave their stand unattended while the hall is open and to take precautions to protect their products.

Lockable night sheets are available from GES Ltd.

Our appointed security company will be pleased to discuss your concerns – there contact details are on page 6.

IMPORTANT: any static security guards on trade stands need to hold a licence issued by the Security Industry Authority (SIA) – please contact the organisers or ExCeL security for further information.

Please note that to assist with the security of the show all persons including contractors restocking in the evening will be required to wear a valid wristband prior to entering the halls

Shop

There is a shop on the Boulevard selling useful items such as tape, extension leads, etc.

Smoking Policy

Smoking is not permitted in any area of the Venue. Designated smoking areas are provided in external areas.

Sound Recordings

If you wish to play sound recordings on your stand, permission must be obtained from the organiser following which a licence will need to be applied for from Phonographic Performance Limited and PRS. This also applies to background music via a video, DVDs, PCs, iPads, etc.

Sponsorship Opportunities

Enhance your presence at the show by opting for additional sponsorship. Contact Helen Fox, Helen.fox@thekennelclub.org.co.uk for further details.

Stand Fitting

"Island" site refers to an area, which has a gangway on all four sides.

"Other" site refers to an area that is either on the perimeter of the hall or is joined to another stand. "Other" sites are divided into three categories:

- i) Other (1) - open on one side only.
- ii) Other (2) - open on two sides.
- iii) Other (3) – open on three sides

Please ensure you book enough space for all your stock and displays, as overflowing of space into the gangways and behind stand will not be permitted under any circumstances. If this does occur there may be charges for additional space levied on site

N.B. We do not offer partially open sides. i.e. if panel is removed then this will count as full side open and be charged accordingly.

IMPORTANT FOR SHELL SCHEME STANDS- Please do not staple, pin screw or nail fix into any part of the wall or fascia panels. Permitted means of fixing are:

- Double sided stick pads
- Hook and loop velcro
- Panel Brackets
- Hanging chains and hooks

All of these fixings will be available from the GES Service Desk located in the hall near the organiser's office.

Should any damage to your stand be found from unpermitted fixings, a charge to replace materials may be made.

Please be aware that no items are to be fixed, attached or suspended from the fascia, ceiling grid or poles of your stand as this could affect the structural integrity. Some parts of your stand are not designed to be weight bearing.

GES are happy to provide help and advice so please consult with a member of their team if you wish to use these parts of your stand.

In order to meet the safety requirements of the Venue and Local Authority and to assist exhibitors with their administration, the following types of stands will be permissible:-

a Island sites – space only - independent stand designs

These must be arranged through a professional stand contractor of the Trade Stand Holder's choice. Full details, including the name of the company to be used and plans and visuals along with RAMS documents must be submitted to the organisers by Friday 8 September 2017. If this information is not received by the due date, the Organisers reserve the right to arrange for a modular shell scheme to be erected on the relevant site and the standholder will be invoiced accordingly.

NOTE: Stand Holders are advised to use contractors which are members of ESSA (Event Supplier and Services Association).

Stands or any other structures, exclusive of any signs and fascias, must not exceed 3 metres in height (and any signs or fascias must not rise above a height of more than 1 metre above the main structure). Fascias and signs on stands must not project over gangways.

Please also note the following frequent space only non-compliant issues that need to be avoided:

- Thickness of glazing (the minimum

thickness of a pane, based on its horizontal and vertical dimensions can be found on page 133 of the Dec 2013 AEV eGuide, point 93 'Glazing', sub-section 'Construction Materials', section 'Stand Construction'). Please note that if either the horizontal or vertical dimensions of any pane are exceeded, the pane must be judged on the next pane up; therefore it is not a measure of square area.

- The absence of vision panels in storeroom doors.
- Non-compliant stepped access.

b Island sites – including modular shell scheme package – a plan showing the layout of the stand and location of walls must be submitted to the organisers by Friday 8 September 2017. This is due to Health and Safety requirements which require checking by the stand builders.

c "Other" (1, 2 and 3) sites – including modular shell scheme package

The modular shell scheme package is included in the price of b/c above and includes the company name on the stand fascia and grey carpet.

For any shell scheme extras, ie lockable cupboards, night sheets, etc please see contact details and link for shell scheme extras on page 6.

PLEASE NOTE:

Important: This is a brief outline of the regulations: a copy of full stand fitting rules and regulations can be obtained from the Organisers or via the eguide <http://www.aev.org.uk/e-guide>

A. Stand Holders are not permitted to transfer, share or sub-let the whole or any part of the space allotted to them or to allow any portion of their stand to be used by any other company, firm or individual for business or any other purpose whatsoever.

B. Standholders must not exceed the area allocated to them or erect any structure above the height limit of the modular shell framework. Any exhibitor with any goods or displays outside of their allocated area will be liable to on the spot fines and may be asked to leave the show.

C. Stands without platforms must have a suitable floor covering acceptable to the organisers on those areas visible to the public. Where independent stands are constructed, floor covering must be supplied and laid by a professional contractor. Sides of stands bordering the public gangway must be properly delineated. If this regulation is not complied with the organisers reserve the right to arrange for carpet to be laid on the relevant site and the standholder will be invoiced accordingly. Standholders should be aware they are responsible for adequately avoiding trip hazards on their stands which may be caused by items such as cabling, pipework and ramps.

D. All doors shall be provided with a vision panel of clear glazing, giving a zone of visibility from 900mm to 1500mm above floor level see eguide for details via <http://www.aev.org.uk/e-guide>

All trade stands must display the name and stand number of the stand in a prominent position. All notices displayed on stands must be professionally executed.

All stand walls visible to the public must be finished and decorated to an acceptable standard.

E. Standholders are warned that work undertaken by the standholder, his contractor and sub-contractor, if any, in connection with:

i) The construction, assembly, erection, display, decoration and dismantling of his stand shall be carried out in accordance with the terms of the eguide <http://www.aev.org.uk/e-guide>

ii) The preparation, assembly, erection, maintenance and dismantling of electrical equipment shall be carried out in accordance with the terms of the eguide <http://www.aev.org.uk/e-guide>

F. Any person reported carrying out work contrary to these regulations will be instructed to stop immediately and, at the discretion of the organisers, asked to leave the building.

G. The organisers reserve the right, if a stand is not up to the standard expected at the show to ask the standholder to vacate the show or replace the stand with a modular shell scheme stand at the stand holders expense.

H. Show Sponsors are only permitted rig any items above their stands.

I. Platforms and stages over 0.6m in height and all platforms and stages for public use (not including stand floor flats and platforms) constitute a complex structure for which additional information and sign off by a structural engineer is required – please contact the organisers if you are planning this on your stand.

J. Nothing should be attached to the shell scheme which could leave any damage to the structure – which will be chargeable to the standholder.

Stands - Management

a. Nothing shall be exhibited or sold at the Show:-

l) Which has not been described in detail on the application form by the Standholder. If at any time you intend to sell products on your stand, not listed on your application form, please inform the Kennel Club in writing, to obtain permission.

II) Which can be considered detrimental to the welfare of an animal in any form.

III) Which contravenes in any way Kennel Club Regulation F(B) – Preparation of Dogs for Exhibition.

b. Standholders will not be permitted to put up decorations or to display or distribute samples, advertisements or other printed matter, take photographs, or in any way to conduct their business except upon their own stands. Leaflets must not be distributed in the gangways. Collections for Charities or similar beneficiaries may not be made from stands unless prearranged with the organisers.

c Standholders will not be permitted to sell or give away balloons of any description unless prior permission has been obtained from the Organisers. Balloons must also not be used for form part of a stand.

d Details of all competitions and promotions, and the conduct of surveys or public opinion polls by Standholders at ExCeL must be submitted in writing to the Organisers for their permission. The Organisers reserve the right to prohibit or remove at any time any competition, promotion, survey, public opinion poll, advertisement or decoration or other printed matter to which they may take objection.

e Discounts or "Show Offers" may be made but must apply throughout the period of the show.

f Reproduction of the words "EUKANUBA DISCOVER DOGS", "DISCOVER DOGS", "DISCOVER DOGS IN LONDON", "THE KENNEL CLUB", "THE YOUNG KENNEL CLUB (YKC)", "THE KENNEL CLUB GOOD CITIZEN DOG SCHEME", "CRUFTS", "THE KENNEL CLUB CHARITABLE TRUST", "SAFE AND SOUND SCHEME", "SCRUFFTS" the Logo of the foregoing, any combination of these words

or devices and the word "SOUVENIR" in conjunction with any of the foregoing is prohibited unless a Product Licence Agreement has been granted by the Kennel Club. This regulation applies both to items offered for sale and articles or documents intended to be given away or distributed free of charge including bags, wrappings, etc. Any infringement of this regulation will result in legal proceedings.

g Exhibitors are responsible for the good order and cleanliness of their own stands.

h Stands not complying with regulations. If a Standholder causes to be erected a stand which does not conform fully and in all respects to the regulations and requirements of the Organisers, ExCeL and the Local Authority (see the eguide at www.aeo.org.uk/eguide) the Organisers shall be at liberty, at their discretion, to enter on a Standholder's stand and to alter, demolish and/or reconstruct the said stand, so as to make it conform to the regulations and requirements aforesaid. The Standholder shall, on demand, repay to the Organisers all expenses incurred by them in respect of such alteration, demolition and reconstruction.

i Expulsion of articles or exhibits. The Standholder on being so required by the Organisers shall remove from any stand or from the Exhibition Hall, any article or exhibit which in the opinion of the Organisers contravenes any of these regulations or is dangerous, undesirable or unsuitable to be exhibited on the stand.

The Organisers, whether or not they shall first have required the Standholder to remove any such article or exhibit, shall be entitled at their absolute discretion without notice and without incurring any liability to remove such article or exhibit from the stand or from the Exhibition Hall and shall be under no liability for the safety or custody of such article or exhibit.

The provisions of this Regulation shall apply in respect of any article or exhibit notwithstanding that such article or exhibit may have been properly described on the Standholder's official form of application for space.

j Standholders must comply with all applicable By-Laws, Rules and Regulations of any authority for the time being having jurisdiction over premises or conduct of the show.

k Product demonstrations will not be permitted unless written approval has been received from the Events Manager. This regulation also applies to the use of PA systems on stands.

l The organisers will not guarantee any form of product exclusivity under any circumstances.

m All items on stands must be suitably packed to prevent odours which may cause offence to visitors and other exhibitors

n Stand holders must be vigilant of health and safety issues relating to stand stability. Leaning of objects or persons against the stand which may impair stability or cause a failure of the structure is prohibited.

Telephones/IT Lines/Internet/Wi-Fi – see IT/Communications

Wastage Charge

As part of ExCeL's commitment to sustainability in the exhibition industry the following wastage charges will apply to all stands:-

Stands less than 10m² - £10.00 + VAT
Stands 11m² – 20m² - £15.00 + VAT
Stands 21m² and over - £20.00 + VAT

Waste Disposal (Post Show) and Cleaning

Please note that charges apply for any items left from stands in the hall after tenancy ends (including carpet tape so please ensure you use approved tape). ExCeL encourages pre-arranged methods for disposal of exhibition items which can be arranged by trade exhibitors in advance (and whilst on site). This would alleviate any penalty costs for waste removal from the halls post-show to trade exhibitors. Please see contact details on page 6.

Web Link

A great deal of traffic is attracted to the Eukanuba Discover Dogs website and we will be promoting a range of offers to drive visitors to the show to the trade section. We are looking to offer links and branding plus details of services available for each trade stand. The charge will be £50 plus VAT per link, logo and detail and this will appear on the website for 12 months. Your listing also includes the opportunity to run a sponsored social media post to over 25,000 fans and followers prior to or during the event. Channels and timing to be mutually agreed by Kennel Club and the premium partner.

See [link](#) on page 6.

Definitions

In these Regulations, the term "the Contract" means the contract to be entered into between the Organisers and the Standholder. The term "Standholder" includes any person, firm, Company or Corporation and their employees and agents to whom space has been allocated for the purpose of exhibiting at the Show. The term "Show" in all cases refers to Eukanuba Discover Dogs in London 2017. The term "Organisers" in all cases refers to The Kennel Club Ltd and/or Eukanuba Discover Dogs in London 2017 Committee. The terms "the Hall", "Exhibition Hall", "Premises", in all cases refers to that portion of ExCeL London and ground licensed to the Organisers for the Show.