





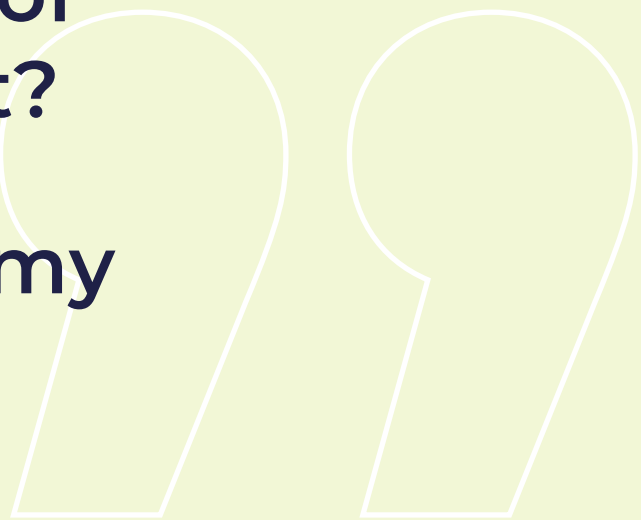
Exhibition Logistics with GES

Your guide to transporting
your goods to the show





Arranging the delivery of your items to your stand is a source of anxiety for new and veteran exhibitors alike.

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- How will I get my items on-site?
 - How do I arrange for the use of a forklift?
 - Where can I store my empty cases once I've unpacked?
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If this sounds familiar then this is the guide for you.

Whether you need to get a box of brochures from A to B, or send a yacht to the other side of the world, we're here to help.

So let's get this show on the road!

How can I make sure my items arrive safely?



Just like packing a suitcase, you need to pack breakable items in the centre, with padding around the outside. If you have items like ceramic mugs, put strong packaging both inside and out. Put robust items and padding towards the outside and fill all the empty space to stop items sliding around during transit.

Your exterior packaging should be at least postage grade - be that a padded envelope or box. Boxes should be at least the strength of a good house moving box and wooden crates or hard plastic totes are preferable when sending very fragile items.

PRO TIP

If you have loose items but not enough space to stuff in bubble wrap, try placing a piece of soft cloth in-between them to try and prevent friction marks, scratching and transfer or paint.

Photograph all your items both pre and post packing for insurance.

Can the GES logistics team pick up my boxes from my office?

Sure! Just get in touch and let us know what you need moving, where to and when.

We'll be able to tell you how to do your bit and arrange for pick-up and delivery on-site.

You can contact us via event.logistics@ges.com

PRO TIP

Neither the organisers, nor the venue, will accept delivery of goods – so please make sure that your delivery company visits the logistics desk (usually located by the loading doors, which are at the rear of the halls) where they will be able to drop off your goods.

Deliveries to stands during open hours can only be made if the items can be carried by hand.



Who can ship my goods to the show?

The choice is yours, although we would suggest using the appointed show partner.

- If you're arranging your own logistics supplier, you need to arrange for someone to be at your stand to sign for delivery.
- If you're not going to be available to accept delivery in person, let the official event supplier know and they'll be able to accept delivery of your items on the day.
- If your package is coming from abroad, please remember to include your air way bill and consignment number. At GES Logistics, we have a dedicated customs team who will be able to assist you.

What's the right address for shipping to the show?

PRO TIP

Make sure you put more than one postage label on each box, if you place the label on top and then stack the boxes you can lose track of what you have.

Include an inventory list within each box to help you keep track of what you have while you unpack.

If in doubt simply speak to your project manager prior to shipping to ensure you have the correct delivery address and labels.

For every delivery to the show, it's important to include more than just the address of the venue.

Event venues are a hive of activity, so including the name of your event, your name, company name and stand number will help make sure your items don't wander off (using inbound and outbound labels will help too).

Top tip: Labels can be provided by your dedicated GES Logistics Project Manager

When can I ship my goods to the show?

PRO TIP

We have advanced shipping warehouses at the NEC and ExCeL London, which means we can confirm receipt of your goods and arrange delivery to your stand at a time that suits you. Simply ask us for a quote at event.logistics@ges.com



This varies from show to show, so our advice would be to familiarise yourself with the show timetable.

For build up, the organiser has tenancy of the venue for only a few days before the show opens (you can find this in your exhibitor manual).

As a general rule if you've got a couple of boxes; arrange your logistics at least **4 weeks before** arriving on-site.

Event logistics suppliers will go from no orders to in excess of 2,000 in a week for one event, so get yours in early.



How can I organise a forklift?

All you need to do is get in touch with us and let us know what you need moving prior to your items arriving on-site.

PRO TIP

The official logistics supplier will be the only contractor permitted to use forklifts on-site, so coordinate with them if you're expecting a heavy delivery.

We would recommend booking a forklift prior to the event so we can schedule in your delivery. This will help you avoid delays and increased costs.

Where can I store my items on-site?



We'll have an empty space away from the main visitor areas where you can store any empty cases or large items you don't need on your stand.

This is an additional service and there will be a charge.



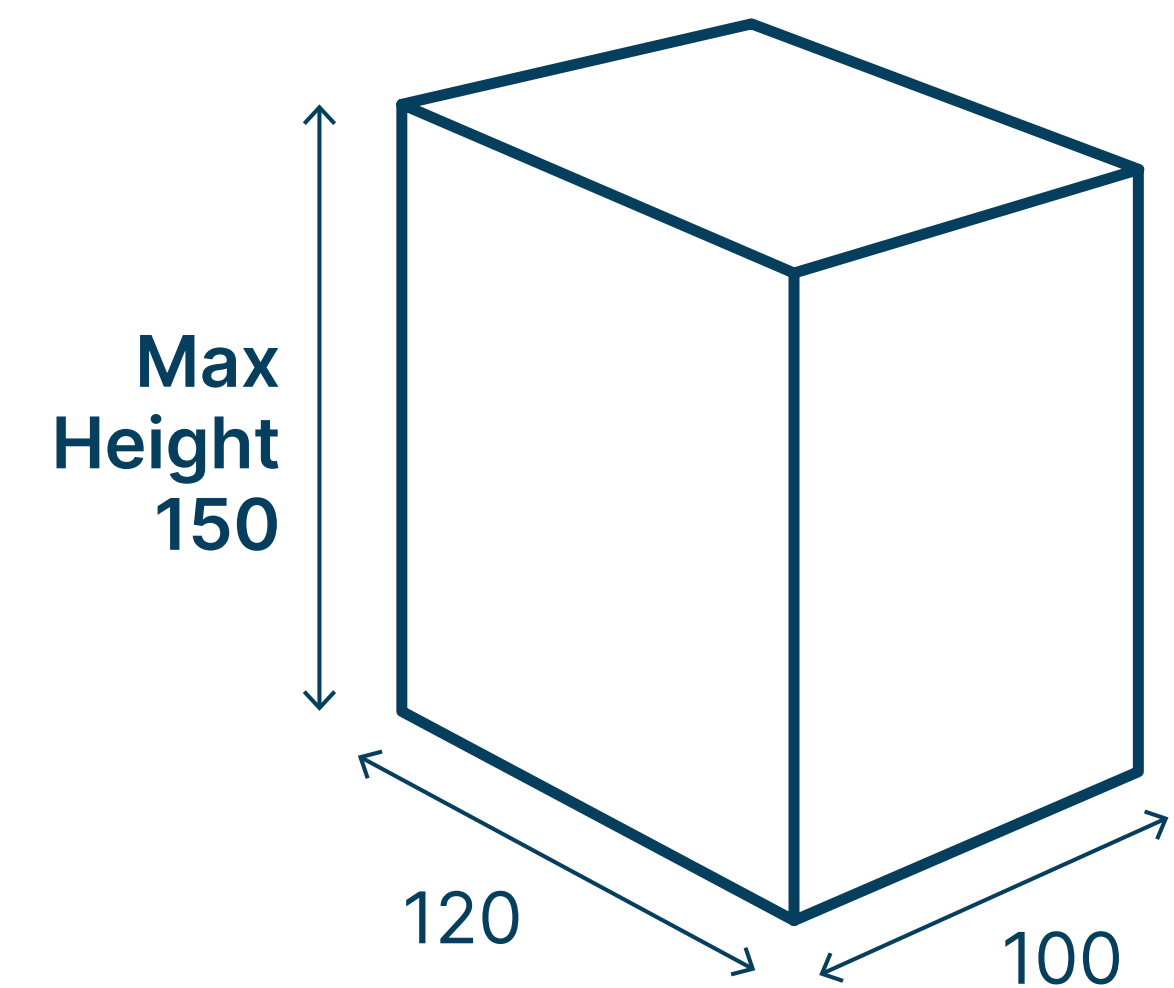
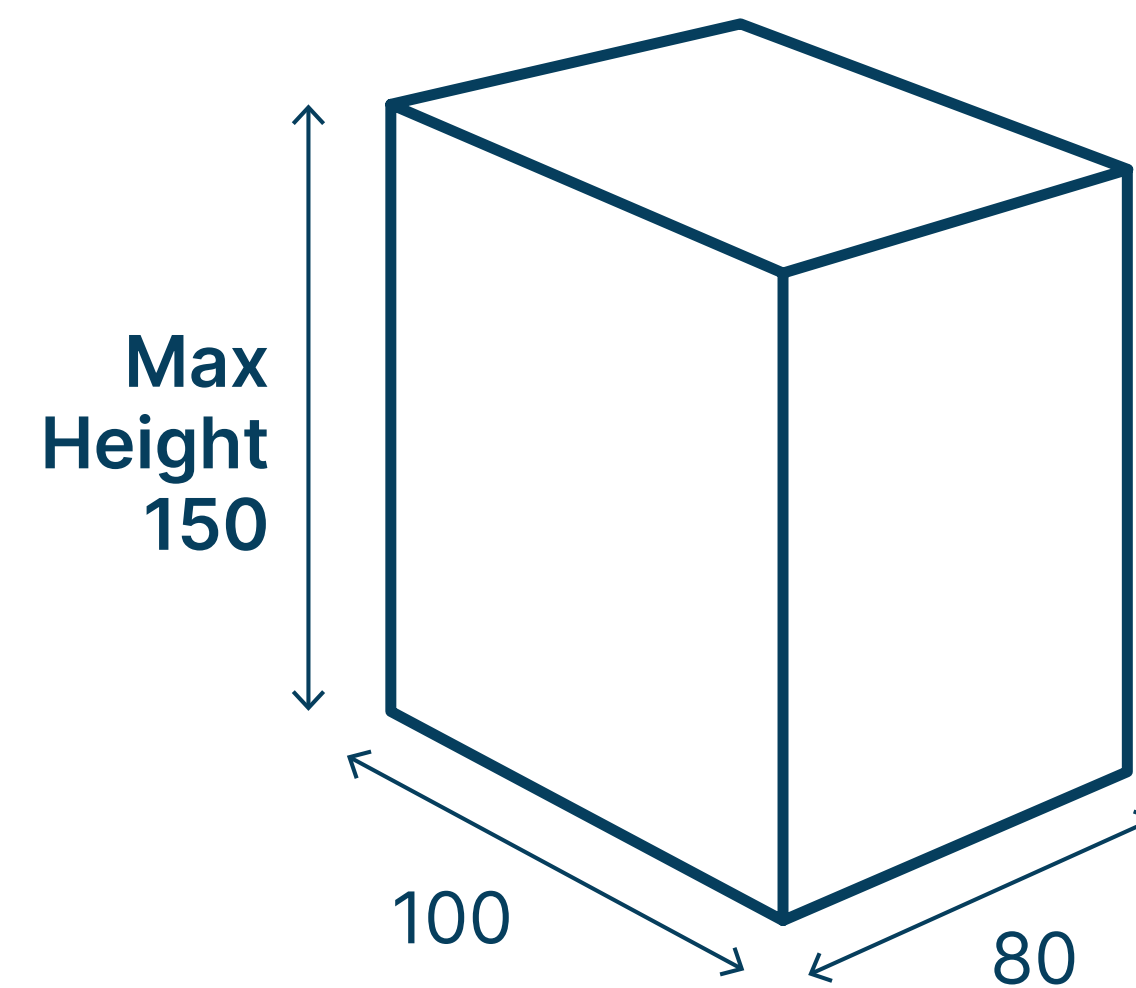
PRO TIP

We've all seen the warnings about not leaving valuable items in vehicles. So while it's tempting to leave innocuous looking items in your van, this is unwise. Many exhibitors build a lockable storage area or rent a lockable cupboard from us for small items, coats and spare stand items. Just a thought...

What's the difference between EU and UK pallets?

If you're travelling from the UK to an event in Europe, or vice versa, you need to be aware that there are differences in the type of "standard pallet". A European pallet is about 20cm smaller than a UK pallet in both length and width.

Here's a diagram to help you out (just remember this is a rough guide based on the height of a Luton van and your pallet may vary).



What are the regulations for international postage, shipping and customs?

There's a lot of red tape surrounding international postage, but here's our short **3 step version:**

PRO TIP

Don't forget, the UK is no longer part of the EU. This means that any shipments arriving from Europe will require customs clearance. Our in-house customs team will be able to help.



Packing to ship

The first step to clearing customs is completing a shipping invoice. It's a simple form, which we can help you complete. All you need to do is answer some basic questions about your package and what's in it.



Arriving at the airport

If you're from a non-EEC country and you're bringing merchandise in for your exhibition (even in your hand luggage); you must declare it to [HM Revenue and Customs](#) (HMRC).

When it comes to the formalities of customs, there are a lot of complexities to consider. Our team of experts will be able to connect you with one of our trusted agents from our global network, ensuring everything runs smoothly.



Duty and VAT

If you're using an international courier, get some details on how they manage your duty and VAT.

We have special facilities in place for the show, including facilities for temporary importation without payment of duty/VAT – as opposed to most couriers who will charge full rates of duty and tax.

The show's over, how do I get my things home?



PRO TIP

There could be thousands of parcels all leaving at the same time, so make sure you've labelled your boxes up using our labels (or at least clearly marked with your name, company name, forwarding address and a contact telephone number).

You can also have your items sent to our warehouse and arrange for your courier to collect at a later date, or store until your next show.

If you've arranged for your items to be collected then wait with them until our team arrives to collect them because:

- Only you will be responsible if something goes missing or gets damaged.
- After the pull out date stated in your manual, anything left on the stand after that date is considered rubbish and is disposed of (and you'll be charged for it).

If there are any issues on-site who should I talk to?

Each event has a team of people on-site to help you out of a jam – including floor managers and the organiser team who are located in the organisers office throughout the whole show (they're usually in organiser branded uniforms on the show floor too).

You'll be able to find our team at our service desk, which is usually located towards the rear of the halls and by the loading door.





Ready to go?

Or call us on:

+44 (0)121 782 4433

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