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# A-Z

# Organisers Guide

All of the key information you'll  
need for a brilliant event at TIC

# A-Z Organisers Guide

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If you have any other questions, please speak to your TIC Event Manager.

# A

## Access

Organisers can gain access to the Telford International Centre site at all times during contracted tenancy hours. For details of your specific tenancy times please refer to your License Agreement. Any access outside of these hours may be arranged with your Event Manager, please note extra fees may apply.

**For full details of our traffic management procedures please refer to Telford International Centre [Site Safety Induction](#) document.**

See also: [Deliveries](#) | [Operating Hours](#) | [Traffic Rules & Regulations](#)

## Accessible Events

**For information on organising accessible events, please refer to [The E-Guide](#).**

See also: [Accessible Facilities](#)

## Accessible Facilities

Telford International Centre is a disabled-friendly venue and has accessible access to all public areas. Accessible parking is available in Car Park 1 with a further allocation of accessible parking in Car Park 4 at the rear of the building. Access to the Main Entrance (E1 from the car park is via a ramp down from the car parking areas. There are automatic doors for wheelchair access into the main concourse areas of the venue. Access to the Upper floor is via a lift in the main reception area. Accessible toilets are available throughout the venue.

**For information on organisers' responsibility for accessible provision please refer [The E-Guide](#).**

See also: [Toilets](#) | [Wheelchairs / Mobility Scooters](#)

## Accessible Stands

**For information on building accessible stands, please refer to [The E-Guide](#).**

See also: [Accessible Facilities](#)

## Accommodation

The Southwater Event Group has 3 hotels in the Group – Holiday Inn Telford-Ironbridge, The International Hotel and Ramada Telford-Ironbridge.

See also: [Group Hotels](#)

## Airport

There is a direct train from Birmingham International Airport to Telford Central that departs every 30 minutes throughout the day.

See also: [Shuttle Bus Services](#) | [Train Station](#)

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## Air Management

All conference suites have an air management system controlled by the building management system, and will be maintained at a constant temperature throughout your event. If you have any issues with the temperature during your event please contact either your Event Manager or report the issue to the main reception.

The halls have separate air management systems that can be controlled manually by the venue team. For more information please contact your Event Manager. Please note, the halls do not have air conditioning.

## Alcohol & Drugs

No alcohol is to be brought into the venue from offsite without prior agreement with your Event Manager.

Any persons found to be under the influence of alcohol, drugs or other substances that are thought to be a danger to themselves or other persons will be removed from the venue by the venue security.

*See also: [Catering](#)*

## Animals (Livestock)

No dogs are permitted on the premises, with the exception of assistance or therapy dogs (subject to relevant ID).

If you or any exhibitor wishes to have any animals, including livestock, in the venue during an event please contact your Event Manager to discuss.

**For information on exhibiting animals during an event / exhibition, please refer to [The E-Guide](#).**

## Audio-Visual Services

StagecraftUK, part of the Southwater Event Group, offer a full range of Audio-Visual Services.

**For more information please contact Stagecraftuk by emailing [info@stagecraftuk.com](mailto:info@stagecraftuk.com) calling 01952 281600 or speak to your Project manager & Event Manager.**

*See also: [StagecraftUK](#)*

# B

## Baby Changing Facilities

Baby changing facilities are available in the following locations in the venue:

- Lower Concourse toilets (Ladies & Gents) – Pull down changing unit
- Upper Concourse toilets (Ladies only) – Pull down changing unit
- Ludlow Accessible Toilets – Pull down changing unit

*See also: [Toilets](#)*

## Branding & Advertising

There are a large number of banner, digital branding and advertising sites available throughout the venue. Telford International Centre offers a complete supply and installation service for these locations.

**For information on Branding & Advertising, please refer to the [Event Branding Brochure](#).**

*See also: [Posters & Flyers](#) | [Signage](#) | [Rigging](#)*

## Build up & Breakdown

For your safety, and the safety of others, the following guidelines must be adhered to during these times:

1. No persons under the age of 16 are permitted in the exhibition halls during these periods
2. No vehicles will be allowed to load / unload or enter / exit the venue until authorised by a member of the venue security team
3. No large items i.e. pop-up stands or trolleys may be taken through any of the main public entrances. All equipment must exit the building via the roller doors at the rear and side of the halls
4. Stands must not be broken down until all public are clear from the hall
5. Roller doors at the side and rear of the halls will not be opened until the venue security team & organisers are happy that the area is clear of general public, and the Event Manager gives approval to do so.

**For information on build-up and breakdown, please refer to [The E-Guide](#).**

*See also: [Traffic Rules & Regulations](#) | [Health & Safety](#)*

## Business Services

**Printing & Photocopying** from 40p per A4 page

**Laminating** from £1.60 per page

**Limited Stationery** items for sale

**High Vis Vests** available to purchase

# C

## Car Parking

Telford International Centre has the use of approx. 1500 car parking spaces onsite which includes a number of accessible visitor spaces. Car parking charges may apply, please refer to your License Agreement Terms & Conditions or contact your Event Manager for details.

For a full car park plan please refer to [Venue & Town Parking](#) for full details. Please note that overnight sleeping in vehicles / caravans is not permitted at Telford International Centre unless written permission is given under specific circumstances.

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## Carpet

All carpets installed into Telford International Centre must comply with BS 4790 and must be secured with appropriate carpet tape to ensure there is no slip/trip hazard. Where tape is left on the floor at the end of an event cleaning charges may apply.

**Carpet can be supplied and fitted by Stagecraftuk. For more information please contact Stagecraftuk by emailing [info@stagecraftuk.com](mailto:info@stagecraftuk.com) calling 01952 281600 or speak to your Project manager & Event Manager.**

*See also: [StagecraftUK](#)*

## Catering

Telford International Centre's in-house catering team, operating under the brand 'Enticing', have vast experience in event and exhibition catering and offer a comprehensive service tailor made to suit your event. From gala dinners and retail catering to VIP receptions, our team will work with you to deliver your vision.

Once your catering requirements are confirmed with your Event Manager and the catering team, full catering schedules will be sent out to you for your approval. Final numbers are required 7 working days prior to your event and you will be invoiced based on these numbers as a minimum.

On request, we can set up a link on our website for your guests to pre-order table wine, report allergens and pick alternative menu items or for your exhibition stand catering. Please contact your Event Manager to arrange this.

Telford International Centre prohibits the use of external catering; all catering requirements must come through Telford International Centre's catering team. Should you have any queries please contact your Event Manager.

Sampling of food and beverages may be allowed with prior approval but must adhere to the correct procedures for sampling.

**For further information please refer to [The E-Guide](#).**

*See also: [Cooking on Stands](#)*

## Charities

Event Organisers intending to have a charity attend the event please make your Event Manager aware. Charities are allowed to operate within the foot print of your event, but not in Telford International Centre public areas without prior agreement from your Event Manager.

*See also: [Public Areas](#)*

## Children

Children under the age of 16 are not permitted in the Tenancy Areas during build-up and breakdown. If it is necessary for children to be on-site, i.e. models for rehearsals, then prior permission must be given by your Event Manager.

*See also: [Build-up & Breakdown](#) | [Items of Special Risk](#)*

## Cleaning

All cleaning services are provided by our in-house, experienced Event Cleaning Services team. A comprehensive cleaning package is normally included in the tenancy fee. Please check your Licence Agreement and Terms & Conditions.

Standard cleaning generally includes the following:

- Cleaning of the organiser's office & toilet facilities throughout the tenancy period
- Litter picking of exhibition area during the build-up process
- Full clean of all areas in use on evening prior to event opening
- Full emergency clean of all areas in use on the morning of the event prior to opening
- General daily cleaning of all areas in use throughout the open hours of the event
- Full clean of all areas in use each evening of the event, with the exception of the last night
- Full breakdown clean

Please note there are charges applicable in instances where extra cleaning services are required such as;

- The use of Glitter/ Confetti Cannons
- Carpet Cleaning – due to spillages / tyre marks etc.
- Silicone removal
- Excessive waste removal – where rubbish to be removed is excessive, the hire of a skip may be required
- Carpet removal
- Carpet tape removal
- Excessive pallets
- Excessive exhibited food waste
- Hazardous waste
- Animal waste
- Stand cleaning

If you believe your event will require any services extra to your contracted standard cleaning, or involve any of the above, please contact your Event Manager to discuss extra arrangements.

**For further information please refer to our [Sustainability Policy](#).**

## Cloakrooms

Cloakrooms can be provided either as part of your tenancy package or at an additional cost. Our cloakrooms can be set up in a location of your choice which should be discussed prior to your event with your Event Manager.

## Complex Build / Construction Heights

Any structure that fits the below criteria is deemed as a complex structure and will need to go through a clearance process from the venue management. Organisers need to be aware of any complex structures within their event, and inform the Event Manager if they think that a stand may meet any of the below criteria, a minimum of 8 weeks before the event.

Examples of a complex structure:

- Any structure, regardless of its height, which requires structural calculations
- Multi-storey stands
- Any part of a stand or exhibit which exceeds four metres in height
- Suspended structures (does not include banners) e.g. lighting rigs
- Sound/lighting towers
- Temporary tiered seating
- Platforms and stages over 0.6m in height and all platforms and stages for public use (not including stand floor flats and platforms)

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Please note the venue reserves the right to consult an independent structural engineer, and any cost incurred will be charged to the client or the client's representative contractor.

**For more guidance on complex structures please refer to [The E-Guide](#).**

*See also: [Risk Assessments](#) | [Fire & Safety Regulations](#) | [Items of Special Risk Stand Construction](#) | [Height Restrictions](#)*

## Cooking on Stands

Organisers and exhibitors wishing to cook on their stand must seek approval prior to the event by contacting the Event Manager. Food cooked during the event must be for sampling purposes only, unless otherwise agreed by your Event Manager. Anyone providing food and/or drink during the event must have the relevant food safety certification.

**For further information please refer to [The E-Guide](#).**

*See also: [Catering](#) | [Gas](#) | [Naked Flames](#) | [Items of Special Risk](#)*

## COSHH - The Control of Substances Hazardous to Health

**For further information please refer to [The E-Guide](#).**

## Costa Coffee

Our Proud to Serve Costa outlet is located within the lower concourse area of the venue, offering a selection of Costa products along with items from our own range. Opening hours are subject to event times and can be discussed with your Event Manager during the planning process.

## Cosmetic Procedures & Skin Piercing

You should inform your Event Manager if you intend to bring any of the following to an event:

- Acupuncture
- Tattooing
- Electrolysis
- Cosmetic Piercing
- Micro Pigmentation
- Botox

**For full details of requirements for these activities please refer to [The E-Guide](#).**

*See also: [Items of Special Risk](#)*

# D

## Deliveries

All deliveries should be made during your event tenancy hours unless otherwise agreed with your Event Manager. All deliveries should be clearly labelled with the delivery labels: [Download delivery labels](#). All collections without collection labels will be disposed of.

No deliveries will be accepted by TIC without prior agreement with your Event Manager outside tenancy hours. If a delivery arrives outside of tenancy hours, the delivery may get turned away.

**For any large deliveries requiring fork lifting contact Stagecraftuk by emailing [info@stagecraftuk.com](mailto:info@stagecraftuk.com) calling 01952 281600 or speak to your Project manager & Event Manager.**

*See also: [Operating Hours](#) | [Delivery Doors](#) | [Access](#)*

## Delivery Doors

On arrival at Telford International Centre, deliveries will be directed to the relevant delivery door for your event. For unusual or large deliveries please check the specifications of the delivery doors by referring to Telford International Centre [Venue Specifications](#). If you have any concerns please contact your Event Manager.

*See also: [Deliveries](#)*

## Demonstrations

Organisers must ensure that any demonstrations within their event do not constitute a fire or health & safety hazard, and must submit a full risk assessment for such activities to your Event Manager. Any demonstrations must be organised to take place in a suitable area i.e. not blocking gangways and must include provision for viewing areas.

Any organiser / exhibitor carrying out demonstrations involving public participation must submit a copy of their public liability insurance to their Event Manager alongside the risk assessment.

*See also: [Risk Assessments](#) | [Health & Safety](#) | [Items of Special Risk](#)*

## Dilapidations Charges

Any damage to the fabric of the building over & above normal wear & tear will be charged accordingly. Please note that nothing may be fixed to the fabric of the building or bolted to the floor without prior permission from the venue. Please note this includes the use of blue tack on walls and doors. Please refer to your terms and conditions within your license agreement under Dilapidations.

## Display Vehicles

The location of all display vehicles must be shown on floor plans submitted for approval by your Event Manager. **Please refer to [The E-Guide](#).**

During tenancy dates, keys for vehicles left inside the building must be left with the venue unless otherwise agreed with your Event Manager. Vehicles must not be refueled inside the venue or within the grounds, and no fuel is to be kept in the

venue at any time. Silicone must not be used on vehicles intended on entering the hall. Silicone poses a huge health and safety risk causing slippery floors. Please be mindful of this and make sure all vehicle exhibitors are made aware as it may incur an unexpected cleaning / dilapidation charge.

Display vehicles must have separation distance a minimum of 2m apart.

**For more information on displaying vehicles in an indoor exhibition venue please refer to [Electric Vehicle for display purposes](#) and to [The E-Guide](#).**

The delivery and removal times of all vehicles must be agreed in advance with your Event Manager. Please also refer to Telford International Centre [Site Safety Induction](#) document.

*See also: [Risk Assessments](#) | [Items of Special Risk](#)*

# E

## Electrical Power

All mains power must be ordered via StagecraftUK. All power requirements need to be ordered 14 days in advance of your event or additional costs may be applied.

Please contact Stagecraftuk or your Event Manager for a full quotation.

All StagecraftUK electrical services are installed by qualified/ competent persons.

All stand electrics must be installed by a qualified/competent contractor. External contractors must provide evidence of testing and certification for electrical works carried out. Any work done by your contractor will be checked by an onsite Stagecraftuk electrician.

Only one extension lead is to be plugged into a single socket outlet. Extension lead must have a cord no longer than 2 meters and a maximum of 4 ways and hold an up to-date P.A.T test certificate. Extension leads are not to be linked together. This is an industry venue requirement.

All electrical appliances brought into the venue must hold an up to-date P.A.T test certificate.

Please note that all power requirements including power in smaller suites must be discussed prior to the event.

**For full details of electrical regulations and safety guidance please refer to [The E-Guide](#).**

*See also: [StagecraftUK](#)*

## Emergency Gangways

Any gangway at Telford International Centre should be a minimum of 2.5m unless agreed with your Event Manager in advance, with **all Emergency Gangways at 3m**. Under no circumstances will exhibits, stand dressings, tables and chairs etc. be allowed to encroach on gangways. Offending items are liable to be removed without warning.

## Emergency Procedures

Please make sure you familiarise yourselves with Telford International Centre Emergency Procedures, please refer to [Emergency Procedures](#).

*See also: [Fire Safety & Fire Safety Regulations](#)*

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## Event Cleaning Services

See also: [Cleaning](#)

# F

## Fairgrounds & Amusements

You should inform your Event Manager prior to your event if you intend to bring fairground rides/ amusements to your event.

For further information please refer to [The E-Guide](#).

See also: [Items of Special Risk](#)

## Filming

If you intend to do any filming during your event please notify your Event Manager for further information.

## Fire Exits

All fire doors should be kept free from obstruction at all times unless previously agreed with your Event Manager. For a comprehensive plan of all fire exits throughout the venue please speak to your Event Manager.

See also: [Fire Safety & Fire Safety Regulations](#) | [Emergency Gangways](#)

## Fire Safety & Fire Safety Regulations

You should make sure as an event organiser you are aware of Telford International Centre [Emergency Procedures](#) and that all relevant staff are also aware. Emergencies should be reported to your Event Manager, member of the security/ steward team or alternatively to the main reception on 1500 (on an internal phone) or 01952 281500 (on an external phone).

**Please refer to [The E-Guide](#) for information on standards for fire regulations with regards to stand building and dressing.**

See also: [Emergency Gangways](#) | [Smoking](#) | [Fire Exits](#) | [Emergency Procedures](#)

## First Aid

Telford International Centre provides basic first aid cover at all times throughout your event tenancy. If you require first aid assistance during your tenancy at Telford International Centre, **please ask any member of staff or contact reception on 1501** (on an internal phone), 01952 281500 (on an external phone) or the Duty Manager 07790346741 (on an external phone). If your event requires additional medical cover according to your event / visitor profile please discuss this with your Event Manager who can arrange this for you. If you intend to arrange this yourself, please discuss this with your Event Manager as part of the planning process. The organiser must notify TIC immediately on becoming aware of any accident or injury occurring within the Centre.

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## Floor Loadings

For information of floor loadings please refer to Telford International Centre [Venue Specifications](#). For any areas not covered in this, contact please contact your Event Manager. If you intend on bringing any abnormally heavy loads onto the site, please make sure this is discussed in full with your Event Manager prior to arrival on site so suitability of siting and risk assessments can be considered in advance.

## Floor Plans

Click for [Ground Floor](#). [First Floor](#).

## Food & Drink Sampling

Please inform your Event Manager if you are intending or have any exhibitors intending to provide food and/or drink samples during your event. Please note sample sizes must be a bite sized portion or no more than 25ml.

**For more information please refer to [The E-Guide](#).**

*See also: [Catering](#) | [Cooking on Stands](#)*

## Food Hygiene

Any exhibitor preparing or cooking food should hold the relevant certification relating to food hygiene.

**For more information please refer to [The E-Guide](#).**

*See also: [Catering](#) | [Cooking on Stands](#)*

## Furniture

Stagecraftuk, part of the Southwater Event Group, can source a full range of furniture that can be hired for the duration of your event. **For more information please contact Stagecraftuk by emailing [info@stagecraftuk.com](mailto:info@stagecraftuk.com) calling 01952 281600 or speak to your Project manager & Event Manager.**

*See also: [StagecraftUK](#)*

# G

## Gas

Compressed gas may only be used at your event with prior approval from your Event Manager, as there are strict guidelines & regulations on the use and storage. All activities involving the use of compressed gas must be fully risk assessed and included in the event risk assessment.

**For more guidance please refer to [The E-Guide](#).**

*See also: [Health & Safety](#) | [Risk Assessments](#) | [Items of Special Risk](#)*

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## Group Hotels

There are two Group hotels on-site, Holiday Inn Telford / Ironbridge and The International Hotel, offering 253 bedrooms a short stroll from Telford International Centre. The third Group Hotel, Ramada Telford Ironbridge offers a further 95 bedrooms, and is located just a 2 minute drive away.

Both the Holiday Inn and Ramada hotels offer excellent dining facilities and can arrange for private dining with themed / bespoke menus for you and your guests; and can include menus and place cards branded with event or company logos.

The hotels also have a number of meeting rooms which are ideal for off-site meetings or fringe events. Please speak to your Event Manager to discuss off-site dining and off-site meetings.

[hitelfordhotel.com](http://hitelfordhotel.com)

[ramadatelford.co.uk](http://ramadatelford.co.uk)

[internationalhoteltelford.com](http://internationalhoteltelford.com)

# H

## Health & Safety

For full details of Telford International Centre Health & Safety please refer to Telford International Centre's [General Health and Safety Policy](#) document.

*See also: [Build Up & Breakdown](#)*

**CDM** - CDM Regulations came into force on 6 April 2015 and applies to the Events Industry during all construction projects from concept to completion. Please see the following areas explaining what this means and what you need to do.

**For full details of the regulations regarding your event please refer to [The E-Guide](#).**

*See also: [TIC Induction](#)*

## Hearing Loops

Telford International Centre does not have hearing loops permanently installed into the facility, however this can be arranged if required. **For full details and a full quote please contact Stagecraftuk by emailing [info@stagecraftuk.com](mailto:info@stagecraftuk.com) calling 01952 281600 or speak to your Project manager & Event Manager.**

*See also: [StagecraftUK](#)*

## Helium Balloons & Blimps

If you would like to bring either of the above to the venue during your event please speak to your Event Manager in advance.

**For full details of the regulations regarding the above please refer to [The E-Guide](#).**

*See also: [Items of Special Risk](#)*

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## Height Restrictions

Please refer to Telford International Centre [Venue Specifications](#). Please note that Telford International Centre has a maximum height limit for all constructions of 4m. Any construction planned to be greater than 4m is classed as a complex structure.

For further information please refer to [The E-Guide](#).

See also: [Stand Construction](#)

## Hospitals

Please refer the [Princess Royal Hospital](#) for more information.

## Insurance

Telford International Centre Policy requires all event organisers to submit a copy of your insurance documents according to your event Terms & Conditions (included within your License Agreement) to your Event Manager no later than 7 working days prior to tenancy. Please refer to your Terms & Conditions for specific insurance requirements.

See also: [Build Up & Breakdown](#)

## Internet

See also: [Wi-Fi](#) | [IT & Telephony](#)

## Items of Special Risk

The following items are classed as items of special risk and therefore should be included in your risk assessment for the event:

- Balloon Displays / Blimps
- Flagpoles
- Animals
- BBQ, Garden Pools and water features
- Compressed Gas
- Laser products & Display Lasers
- Naked Flames (Please note, candles are not permitted within the venue)
- Pyrotechnics
- Radioactive Substances
- Smoke Machines
- Strobe Lighting
- Vehicle Displays
- Welding & Hot Works
- Working Displays & Machinery Structures over 4m in height
- Children under 16 years of age

For guidance and advice please refer to [The E-Guide](#).

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## IT & Telephony

All IT & Telephony requirements for your event should be discussed with your Event Manager during the planning process.

Broadband, Wi-Fi and Telephone are all accessible within the venue and your Event Manager will be able to advise accessibility, and provide quotes for any requirements not included within your License Agreement.

See also: [Wi-Fi](#)

## L

### Lasers

You should inform your Event Manager if you intend to bring any lasers to your event. Any person demonstrating or using laser products must comply with [The E-Guide](#).

See also: [Items of Special Risk](#)

### Lost Property

All lost property is located behind the main reception desk in the lower concourse. Please report any missing items to the receptionist on duty who will log the missing item and hold contact details for future reference.

### Lifts

Public Lifts are available in the following locations:

- Reception concourse next to Costa Coffee (Access to upper concourse)
- Service lifts to use during build and breakdown can be found near E4 Ludlow Suite and Delivery Point 1 into the Ironbridge Suite.
- Pod ramp – Please speak to your event manager about this being installed to use for loading into the first floor.

See also: [Accessible Facilities](#)

# M

## Marketing & Media Services

Our onsite marketing team can support your event by linking in with social media and if appropriate listing it within our '[What's On](#)' section on [www.tictelford.com](http://www.tictelford.com).

We also maintain close relations with local media and are able to provide you with media contact details.

Whilst TIC does not normally get involved in the promotion of individual events, we have produced a short document that organisers may find helpful when thinking about promoting their event in and around Telford.

**This can be accessed [here](#).**

*See also: [Branding & Advertising](#) | [Posters & Flyers](#) | [Signage](#)*

## Mark-out

Telford International Centre can provide a mark-out service for your event. For more details and a quote please contact your SCUUK Project Manager.

# N

## Naked Flames, Hot Works & Flammable Substances

Any event that is considering having any of the above activities must have the activity approved prior to your event by the venue. Please contact your Event Manager with details.

**For guidance and advice please refer to [The E-Guide](#).**

*See also: [Items of Special Risk](#) | [Fire Safety & Fire Safety Regulations](#) | [Risk Assessments](#)*

## Noise Levels

Noise levels will be monitored throughout your event by your Event Manager and the security team. Telford International Centre is always mindful of our neighbours and every effort is made to ensure minimal disturbance to others.

**For guidance and advice please refer to [The E-Guide](#).**

*See also: [Health & Safety](#)*

# O

## Operating Hours

Standard opening hours (on non-event days) at Telford International Centre are as follows:

**Monday – Friday: 08:30 – 17:00. Saturday & Sunday: Closed.**

The facilities may be open outside of these times depending on events being held in the building. If you require access to the building at any time outside of our standard operating times, please contact the venue. Please refer to your License Agreement for your event.

**Tenancy times Organisers Offices:** Please check your contract for details of this space. If you are concerned that you do not have an organiser's office and require one, please speak to your Event Manager. Within this area we offer a fridge and a hot drinks machine which will be charged on consumption with 30 complimentary cups per day as standard. We can also provide a water cooler & furniture on request.

# P

## Performing Rights & PPL Licenses

The venue holds a Music License (PPL PRS venue license).

Exhibitors who have live or recorded music played on their stands should pay any royalties owing, or obtain the necessary license prior to the event.

Failure to obtain a licence may result in prosecution. Further information and forms can be obtained from the Performing Rights Society for the performance of live music, or the Phonographic Performance Ltd to authorise and public use of sound recording.

**Contact details:** <https://pplprs.co.uk/legally-play-music>

## Photography

Please inform your Event Manager of any photography you intend to have during your event.

See also: [Filming](#)

## Platforms and Stages

Platforms and stages exceeding 600mm in height are classed as complex structures and therefore need to adhere to the guidelines for complex structures.

**For further information please refer to the stand construction section of this document and [The E-Guide](#).**

See also: [Stand Construction](#)

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## Police

Telford International Centre has a good working relationship with the local police representatives. If you have any requirement to contact them please speak to your Event Manager who will be able to put you in touch with the relevant contact.

## Prayer Room

Telford International Centre does not have a permanent prayer room, however if you require one please speak to your Event Manager. If there is a room available within the venue, we will do our best to make a room available complimentary. Please note if the venue is booked in its entirety, it may not be possible to make a prayer room available onsite, but your Event Manager will work with you to come up with a suitable alternative.

## Posters & Flyers

The display of posters throughout the venue must be organised prior to your event with your Event Manager. Posters must only be displayed in specified poster sites and not attached to any wall / surface of the venue.

The distribution of flyers in the venue must be agreed prior to your event with your Event Manager. We reserve the right to refuse flyer distribution in certain areas of the building and grounds.

See also: [Branding & Advertising](#) | [Signage](#)

## Public Areas

Telford International Centre concourse areas are deemed as public areas and should be treated as such. Use of these areas during your event for registration / display areas must be approved in advance with your Event Manager. The use of the public areas for exhibition space must be agreed in advance with your Event Manager and may incur extra costs.

## Pyrotechnics

Please inform your Event Manager if you intend to use pyrotechnics throughout your event. The use of Pyrotechnics should be included within your event risk assessment.

For further guidelines please refer to [The E-Guide](#).

See also: [Items of Special Risk](#) | [Risk Assessments](#)

# R

## Recycling

Telford International Centre recycles / re-uses wherever possible in line with our [Sustainability Policy](#) document. If you have any specific recycling requirements please speak to your Event Manager.

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## Rigging

All rigging points in the venue must be provided by our in house production company, Stagecraftuk. To discuss your requirements, and for full costings, please contact Stagecraftuk or your Event Manager.

The rigging of banners must also be provided by Stagecraftuk. Full details of the number of banners and locations must be provided to Stagecraftuk or your Event Manager **at least two weeks prior to your event**. For full details of banner sites please refer to Telford International Centre [Event Branding Brochure](#) and discuss sites available for your event with your Event Manager. If you wish to keep your banners after the show please inform your Event Manager and arrange for collection to be done within 10 days following the event. Please make sure you inform your Event Manager of the collection details.

**For more information please refer to our [Rigging Planning Guidelines](#).**

See also: [Branding & Advertising](#) | [StagecraftUK](#)

## Risk Assessments

Risk assessments are required by the Event Manager a minimum of 7 working days prior to your event tenancy.

**For more information on risk assessments please refer to [The E-Guide](#).**

# S

## Security

Security and safety stewarding is provided by our own experienced in-house security team. Please refer to your License Agreement and Terms and Conditions regarding what is included within your package.

Security personnel can be provided for the following and may be subject to an additional charge:-

- Security to meet and direct visitors
- Ticket Checkers
- Licensed Security Guards
- Guard dogs
- Vehicle movement within the building
- Crowd management
- Licensed security for licensable activities such as when alcohol is being served
- Safety Stewards\*

\*This is a mandatory requirement. The number of Safety Stewards is subject to the projected number of attendees, visitor profile and floor plans. See your License Agreement and discuss with your Event Manager.

The majority of our conference rooms can be locked with a key card system. Key cards for rooms may be ordered for the duration of your event. You can discuss this with your Event Manager to order the required number for each of the conference rooms being used.

Any specific security issues should be discussed with our Security Manager.

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## Signage

Please see [Event Branding Brochure](#) for more details.

See also: [Branding & Advertising](#) | [Signage](#)

## Shuttle Bus Services

A shuttle bus service can be arranged for hotel and railway station transfers. To arrange this for your event, please speak to your Event Manager.

## Smoking

Telford International Centre is a no-smoking venue which includes e-cigarettes.

## StagecraftUK

**Event Solutions** - With unrivalled experience in live events, we can provide a complete one stop event solution tailored to your requirements. We have been privileged enough to provide all manner of events from 3 day conferences to gala award evenings. Each event has its own designated Project Manager who will work with you to achieve a most memorable event.

**Mains Power** - Stagecraftuk are the in-house provider of electrics at Telford International Centre. All mains requirements must be placed directly via Stagecraftuk. In addition to mains electrics we also offer stand electrics for exhibitions and events.

**Rigging** - Stagecraftuk are the appointed in-house rigging company. We offer full truss and rigging solutions from lighting rigs to banner hanging. At minimum, Stagecraftuk must be appointed to put in place all top rigging including clipping on to points using their fully qualified Rigger(s) and Ground Rigger(s) along with any fixings required to the fabric of the building.

**Draping/Starcloth** - We hold a large stock of black wool serge drapes, white trilvira drapes and RGB LED starcloth. Stagecraftuk must install any perimeter draping required or any requirements that need fixing to the fabric of the building.

**Communications** - We are able to offer hard wired and Wi-Fi internet connections as well as other telecommunication solutions upon request.

**Exhibition** - Stagecraftuk can manage all your exhibition requirements from start to finish. From shell scheme to space only, carpeting to electrics. We even offer floorplan origination, complete stand design and mark out services.

**Staging** - We have a large stock of Steeldeck units housed onsite at Telford which gives Stagecraftuk the flexibility to design and build stages ranging from catwalks to concerts.

**Building Services** - We are the appointed services provider for water and waste and compressed air.

**For further details please contact Stagecraftuk by emailing [info@stagecraftuk.com](mailto:info@stagecraftuk.com) calling 01952 281600 or speak to your Project manager & Event Manager.**

## Stand Construction

Space only stand builds and stand construction organised by individuals are allowed at TIC. Precautions must be taken during the build process to ensure safety to all contractors, staff and organisers within the halls at this time, and must be built safely and according to RAMS and method statements using fire safe products.

Adequate precautions must be taken to protect the fabric of the building during construction and dismantling. Please design any stands with accessibility in mind.

For more guidance on complex structures please refer to [The E-Guide](#).

See also: [Risk Assessments](#) | [Fire & Safety Regulations](#) | [Items of Special Risk](#)

# T

## Taxis

Please contact Reception who will be happy to book a taxi for you.

## Telephones

See also: [IT & Telephony](#)

## Television License

Telford International Centre holds a current television license.

## Toilets

There are toilet facilities in various locations throughout the venue, please see below;

LOCATION	MALE	FEMALE	ACCESSIBLE	BABY CHANGING
<b>Ludlow Concourse</b>	4 Cubicles 9 Urinals	12	2 (1 x LH, 1 x RH)	1 (In right hand toilet)
<b>Lower Concourse</b>	1 Cubicle 3 Urinals	10	2 (1 in Female Toilets, 1 in Male Toilets)	2 (1 in Female Toilets, 1 in Male Toilets)
<b>Upper Concourse</b>	5 Cubicles 10 Urinals	8	2 (1 in Female Toilets, 1 in Male Toilets)	1 (In Female Toilets)
<b>Hall 3 Foyer</b>	3 Cubicles 7 Urinals	8	1	-
<b>Hall 2/3</b>	2 Cubicles 5 Urinals	8	-	-

Please note that we do have the facility to alter the gender allocation of certain toilet facilities if the event has a predominant need. Please contact your Event Manager for more details.

See also: [Baby Changing Facilities](#)

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## Traffic Rules & Regulations

Please refer to Telford International Centre [Site Safety Induction](#) document for full details.

## Train Station

Telford Central Railway Station has regular services from Birmingham New Street, Wolverhampton and Shrewsbury and has direct links from Birmingham International Airport. Telford International Centre is situated just over a mile from Telford Central Station and is only two minutes' drive by taxi.

## V

### Vending Machines

There are a number of vending machines throughout the venue in the following locations:

**Lower Concourse** – Hot beverages, cold beverages, snacks

**Hall 2 Foyer** – Hot beverages, cold beverages, snacks

## W

### Waste Disposal

See also: [Cleaning](#) | [Sustainability Policy](#)

### Water

Drinking water locations can be found in Hall 1 Foyer and Hall 3 Foyer & Lower concourse

### Water Activities

For events with water features / water tanks etc, arrangements for the filling and removal of the water must be agreed in advance with the Event Manager.

See also: [Water & Waste](#)

### Water & Waste

Waste & water facilities can be provided in most areas throughout the halls, however restrictions may apply dependent on location. If you have requirements for either of the above please notify your Event Manager who will be able to advise as to the most suitable location for such provisions.

See also: [Water Activities](#)

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## Weapons

All exhibitors wishing to display any items deemed as “weapons” or “replica weapons” must inform the venue prior to the event to gain approval for said activity. Restrictions may be placed on sale of such items during the event and will be approved on a case by case basis and enforced by the venue.

For more information on bringing weapons into the venue please refer to [The E-Guide](#).

See also: [Items of special risk](#)

## Weight Loadings

Please refer to Telford International Centre [Venue Specifications](#).

## Website

For all queries regarding the website please contact either your Event Manager or our marketing team for information: [brand@tictelford.com](mailto:brand@tictelford.com).

See also: [Marketing & Media Services](#)

## Wheelchairs / Mobility Scooters

Telford International Centre does operate a booking service for wheelchairs and mobility scooters which can be pre-booked in advance of your event. Please contact your Event Manager or the main reception for more details.

See also: [Accessible Facilities](#)

## Wi-Fi

In today’s digital era, Wi-Fi connectivity has become a crucial asset, especially in large venues that host thousands of people who require fast and secure internet access. Delivering consistent Wi-Fi connectivity in such venues poses numerous challenges, such as high user density, security, management, and control.

To address these challenges, we have implemented a new and improved Wi-Fi network by RUCKUS and our broadband provider. This network uses a 10GB leased line to offer an exceptional network experience for our guests and clients across the venue. The new network is designed to support up to 15,000 visitors/clients, allowing them to roam freely around the venue and hotels using a single login.

The RUCKUS network has successfully overcome these obstacles, providing visitors and clients with the seamless connectivity they expect. With the new network in place, it is easy to trace and manage coverage issues and avoid the blackspots experienced before. A range of RUCKUS APs, both indoors and outdoors, from T350SE to R750s, has been deployed, covering the entire venue and the two hotels, and supporting the expected number of simultaneous connections. Through the virtual RUCKUS SmartZone network controller, the APs are centrally monitored, simplifying network setup and management while enhancing security and minimizing troubleshooting.

See [Joining and Trouble Shooting Wi-Fi Networks](#) document and [The E-Guide](#) under connectivity.

Please refer to [Wi-Fi Portal Options](#).

See also: [Business Services](#) | [IT & Telephony](#)

# Venue Specifications

TECHNICAL	HALL 1	HALL 2	HALL 3	HALL 1 & 2 FOYER	HALL 3 FOYER
Length	90m	90m	60m	19.6m	22.8m
Width	38m	38m	43.5m & 55.5m	23.8m	18.46m
Gross Usable Space	3420m <sup>2</sup>	3420m <sup>2</sup>	3000m <sup>2</sup>	480m <sup>2</sup> **	437m <sup>2</sup> **
Note	Fully interlinking with a balcony between Halls 1 & 2	Fully interlinking with a balcony between Halls 1 & 2	Fully interlinking with Halls 1&2	Fully interlinking with Hall 1 & 2	Fully interlinking to Hall 3
Clear Height: Apex	12m	12m	12m	-	-
Clear Height: Eaves	8m	8m	8m	-	-
Height of Goods Doors	4.5m	5m (Hall 2 & 3 Internal 4.5m)	5m	-	-
Width of Goods Doors	5m	5m (Hall 2 & 3 Internal 5m)	4.5m	-	-
No. of Goods Doors	1	1	2	Load in via Hall 1 & 2	Load in via Hall 3 or service lift
Floor Surface	Epoxy painted concrete surface	Epoxy painted concrete surface	Epoxy painted concrete surface	Tiled Floor space	Tiled Floor space
Floor Loading	2000kg per m <sup>2</sup>	2000kg per m <sup>2</sup>	2000kg per m <sup>2</sup>	-	-
Roof Loading	To be discussed with venue rigging manager	To be discussed with venue rigging manager	To be discussed with venue rigging manager	n/a	n/a
Power	415 volt 3 phase supply N/E	415 volt 3 phase supply N/E	415 volt 3 phase supply N/E	Available	Available
Lighting	LED 500 lux	LED 500 lux	LED 500 lux	-	-
Heating	Gas fired, wall mounted heaters at high level. Air movement systems at roof level.	Gas fired, wall mounted heaters at high level. Air movement systems at roof level.	Gas fired, wall mounted heaters at high level. Air movement systems at roof level.	Air Management System	Air Management System
Compressed Air	150 cu. Ft. per minute	150 cu. Ft. per minute	150 cu. Ft. per minute in under-floor ducting	n/a	n/a
Water / Waste	Available in under-floor ducting (18m centres)	Available in under-floor ducting (18m centres)	Available in under-floor ducting (6m centres)	n/a	n/a
P.A System	Available throughout	Available throughout	Available throughout	Available throughout	Available throughout
Telecommunications / Broadband	Available throughout the halls	Available throughout the halls	Available throughout the hall	Available throughout	Available throughout
Wireless Connections	Yes	Yes	Yes	Yes	Yes
Toilet Facilities	Hall 1&2 foyer Lower concourse	Hall 1&2 foyer Hall 2 (with optional access to Hall 3) Lower concourse	Hall 3 foyer Hall 3 (with optional access to Hall 2) Lower concourse	Hall 1 & 2 Foyer Lower Concourse	Hall 3 Foyer Lower concourse

## Hall & Foyer Specifications

TECHNICAL	No. OF SECTIONS	LENGTH	WIDTH	GROSS USABLE SPACE	HEIGHT	DIRECT PHONE
<b>FIRST FLOOR</b>						
Ironbridge Suite	3	50.2m	22.25m – 31m	1296m <sup>2</sup>	6.0m	-
Ironbridge 1	-	16.25m	31m	503m <sup>2</sup>	6.0m	01952 281645
Ironbridge 2	-	18.35m	24.2m	444m <sup>2</sup>	6.0m	-
Ironbridge 3	-	15.6m	22.25m	347m <sup>2</sup>	6.0m	-
Wenlock Suite	4	25m	8.3m	208m <sup>2</sup>	3.1m	-
Wenlock 1,2,3 & 4	-	6.25m	8.3m	52m <sup>2</sup>	3.1m	01952 281667 (W1) & 01952 2816712 (W4)
Coalport Suite	2	12.7m	9.7m	123m <sup>2</sup>	3.5m	-
Coalport 1 & 2	-	6.35m	9.7m	61m <sup>2</sup>	3.5m	01952 281676 (C1) & 01952 281679 (C2)
Atcham Suite	-	19.5m	11.9m	232m <sup>2</sup>	3.5m	-
Gallery	-	30m	19.5m	585m <sup>2**</sup>	2.4m+	-
<b>GROUND FLOOR</b>						
Ludlow Suite	3	32.5m	40m	1300 m <sup>2</sup>	6m	-
Ludlow 1	-	32.5m	13.4m	436m <sup>2</sup>	6m	-
Ludlow 2	-	32.5m	13m	423 m <sup>2</sup>	6m	-
Ludlow 3	-	32.5m	13.4m	436 m <sup>2</sup>	6m	-
Newport Suite	2	12.1m	19.4m	235 m <sup>2</sup>	3m	-
Newport 1	-	12.1m	10m	121 m <sup>2</sup>	3m	-
Newport 2	-	12.1m	9.2m	111 m <sup>2</sup>	3m	-
Ryton Suite	-	6.4m	8.03m	53m <sup>2</sup>	2.7m	-
Beckbury Suite	4	25m	8.3m	208m <sup>2</sup>	3.25m	-
Beckbury 1,2,3 & 4	-	6.25m	8.3m	52m <sup>2</sup>	3.25m	01952 281602(B1) & 01952 281587 (B4)
Pattingham Suite	4	13.4m	9.9m	132m <sup>2</sup>	3.2m	-
Pattingham 1 & 2	-	6.7m	9.9m	66m <sup>2</sup>	3.2m	01952 281604 (P1) & 01952 281608 (P2)
Jackfield Boardroom	1	7m	4.2m - 6m	60m <sup>2</sup>	3.2m	01952 281568
<b>ORGANISERS OFFICES</b>						
Hall 1&2	-	5.75m	6.16m	35m <sup>2</sup>	-	Available on request
Hall 3	-	6.9m	5.1m	35m <sup>2</sup>	-	Available on request

telford  
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