

General Information

Access – Goods Lifts

For the build-up and break down the only access is by goods lifts to Level 1, the dimensions of these lifts are as follows: -

	Length	Width	Height	Capacity
Lift 16	5.2 metres	1.9 metres	2.5 metres	2500kg
Lift 17	4.1 metres	1.9 metres	2.1 metres	2500kg

Accessibility To The Venue

There are passenger lifts to the upper levels.

Step free access is available to all levels of Olympia's car parks. Wide parking bays are available for wheelchair users on a first come, first served basis in the lower-ground floor of the multi-storey car park.

Disabled toilets are available throughout the hall.

Advertising & Sponsorship

Please refer to the Marketing & Publicity Guide. Any queries please email alex.merriman@oceanmedia.co.uk.

Banking Facilities / Cash Machine

Barclays Bank	132-134 Kensington High Street	08457 555555
Lloyds Bank	112 Kensington High Street	08453 000000
HSBC Bank	92 Kensington High Street	08457 404404
The Royal Bank of Scotland	175-177 Kensington High Street	020 7937 3210

There is also an ATM located in the entrance foyer and on Level 1 next to the lifts.

Business Services

Photocopying, faxing, internet access and other IT facilities are available on Level 3. Please refer to the **Olympia - Business Centre Charges** located under the **Important Information** section.

Car Parking

All parking in the Olympia car parks is chargeable. Discounted rates are available for all-day bookings made online, in advance. Please visit olympia.london/parking for further details and pre-booking.

The car parks are open from 0700hrs until one hour after the building closes (or one hour after the event closes on open days).

Children

Children under the age of 16 are not, under any circumstances, permitted in the exhibition halls during the build up or break down period of the event.

Cloakroom

The cloakroom is situated within the hall to the left of the main entrance.

The cloakroom will be open from half an hour before the event opens until half an hour after it closes. All items are charged at £1 per item.

A luggage storage facility will also be available.

Company Profile

Please refer to the Marketing & Publicity Guide. Any queries please email alex.merriman@oceanmedia.co.uk.

Deliveries

All deliveries should be made during tenancy days and times only (Monday 20 & Tuesday 21 November 08:00 – 18:00) and should be addressed as follows: -

(Company Name)

(Stand Number)

HOMES

G Gate

Olympia Exhibition Centre

Blythe Road

London

W14 8UX

The organisers or the venue do not accept deliveries on behalf of exhibitors so please ensure there is a representative from your company to receive the goods. Any deliveries made before the start of tenancy (Monday 20 November 2017) will be returned to the sender at your expense.

Emergency & Evacuation Procedures

A full copy of the **Emergency Procedures – Olympia** can be found under the **Emergency Procedures** section.

Event Guide – Product & Services Information

Please refer to the Marketing & Publicity Guide. Any queries please email alex.merriman@oceanmedia.co.uk.

Fantastic free learning

At the heart of Homes 2017 will be over 45 free to attend seminars. Set in four purpose-built theatres, the seminar programme will offer the latest best practice in building and maintaining homes, creating dynamic and sustainable communities and delivering value for money.

Set in an environment which fosters informed debate and discussion on the latest issues, each session will not only deliver the best minds in housing, but also experts from other sectors offering those essential new perspectives – all designed to ensure visitors leave Homes with new ideas to implement back in the office.

Programme information is available here: <https://homesevent.co.uk/homes-2017-conference-programme>

Fire Escape Routes

Fire exits should be kept free of obstruction at all times. This includes vehicle entry doors, main entrances to the exhibition hall, foyer exits, and conference room exits.

Fire Extinguishers

Fire extinguishers will be provided by Ocean Media Group Ltd and Olympia London. Olympia's fire team will inspect the venue each morning to check that all the exit routes are clear in the case of an evacuation.

First Aid

The venue has a medical centre staffed by qualified nurses.

If medical assistance is required please contact a member of the security or organisers team who are in radio contact direct to the medical centre.

If you believe an ambulance needs to be called, please ensure the request is directed to the venue's control room on Tel: + 44 (0) 207 598 2666. The staff's knowledge of the venue and where to direct the ambulance could save vital time.

Florist

Interflora (24 hours)
Fleur

282A Kensington High Street

0844 453 5600
020 7602 1314

HOMES Networking Reception

Join colleagues and friends plus make new business contacts at the Homes Networking Reception on Wednesday 22 November in the networking lounge. This year we will be hosting up to 450 housing industry professionals as they enjoy a laid back networking evening.

Where: Networking lounge inside the exhibition hall

When: From 16:30

Hotel Accommodation

Please visit the event website for further details: - <https://www.HotelMap.com/pro/MJC7W>

IT Services

There is a complimentary 0.5 Mbps unsupported service provided by Olympia known as Free Venue WiFi.

Please refer to the **Olympia – Free Venue Wi-Fi Guide** located under the **Important Information** section.

If you have any specific requirements please contact eforce on Tel: 020 7598 2400 or complete the **eforce – Connectivity Order Form** located under the **Forms to Complete** section.

If you require secure access to your stand at all times for presentations etc., we strongly recommend you order a wired connection.

Lost Property

Any lost or found items should be reported to the Organisers Office.

Messages

The tannoy will not be used during exhibition hours except in cases of extreme emergency. Please make arrangements therefore to contact your office staff regularly, and ensure they know either your stand telephone number or the phone number of your hotel. Please advise all participants in any competition or promotional event, you may be organising from your stand, of the time you will be announcing the results on your stand, and encourage them to return to see the prize winners. This also means individual prize draw winners will not be announced.

Noise Levels

During exhibition hours please keep noise levels to a minimum. Olympia enforce an 80db limit.

Pharmacy

Boots	127A Kensington High Street	020 7937 9533
H Lloyd	382 Kensington High Street	020 7603 4761
Forrest Chemists	67 Blythe Road	020 7603 2493

PR & Press Packs

There will be a dedicated area at the exhibition where you can display your press packs (up to a maximum of 30). Please deliver your press packs to the organisers' office during build up or when the exhibition is open.

For further information and assistance please contact Alex Merriman, Tel: 020 7772 8506 or Email: alex.merriman@oceanmedia.co.uk.

Security

Full 24 Hour security commences at 08:00 on Monday 20 November through to 22:00 on Thursday 23 November. However, exhibitors are reminded that they are responsible for their own goods and should not leave valuables unattended at any time.

Smoking Policy

Smoking is strictly prohibited in all areas of the venue. There are external, designated smoking areas in L Yard, G Gate and on Olympia Way.

Taxis

Addison Lee	0844 800 6677
Olympia Cars	020 7751 1111
Radio Taxis	020 7272 0272

Hammersmith Road is well served by passing black cabs.

The Event Previews

Please refer to the Marketing & Publicity Guide. Any queries please email alex.merriman@oceanmedia.co.uk.

Travel Tips

Please visit the event website for further details: - <https://homesevent.co.uk/>

Wheelchairs

A limited number of manual wheelchairs are available on loan to visitors from the Control Room. It is advisable to reserve these in advance by calling Tel: 020 7598 2411. They are available on a first come, first served basis and some form of deposit will be required.

Wireless Internet Connection (WiFi)

There is a complimentary 0.5 Mbps unsupported service provided by Olympia known as Free Venue Wifi.

Please refer to the **Olympia – Free Venue Wi-Fi Guide** located under the **Important Information** section.

If you have any specific requirements please contact eforce on Tel: 020 7598 2400 or complete the **eforce – Connectivity Order Form** located under the **Forms to Complete** section.