



Staff Handbook 2024

Main Emergency Contact: 01252 636 999

A-Z of FIA 2024 Show Information

Code of Conduct

The consumption of alcohol is not permitted whilst on duty. You must always maintain a high standard of image and professionalism before, during, and after the show times. You must not engage in any activity which brings the company into disrepute.

Banking Facilities

There are no Cash Machines or banking facilities on site. The closest cash machine is the Shell Petrol Station on Farnborough Road.

Bus Services

There is an internal buggy shuttle service that circulates the exhibition site; buggy stops are located as shown on the show map.

Free shuttle buses run from Farnborough Main, North Camp, and Aldershot train stations into Gate B. From Monday 22nd - Friday 26th July times are 0700-1900 daily.

Shuttle buses run from Queens Parade Car Park into Gate B and Hall 4. From Monday 22nd - Friday 26th July times are 0700-1900 daily.

Shuttle buses run from Car Park 7 into Hall 4. From Monday 22nd - Friday 26th July times are 0700-1900 daily.

There is also a reduced shuttle bus service between Farnborough Main Station and Gate B and Queens Parade and Gate B on Rehearsal Sunday - 21st July between 0700hrs and 1800hrs.

Catering - Build Up 0700hrs – 1500hrs (Monday – Saturday)

Hall 4 (outdoor food court) 17 June – 21 July

Hall 1 Snack Shop (west entrance - indoors) 8 July – 21 July

Hall 1 Coffee Stop (east terrace - outdoors) 10 July – 21 July

Catering - Event Open 0730hrs – 1730hrs

Food Courts (hot and cold food available)

Skyview Food Court outside Hall 1 (West)

Flightline Food Court outside Hall 4

Runway Refuel Food Court (formally The Square)

Cafes (Grab and Go - cold food only)

Arrivals Cafe (Inside Gate B)

Hall 2

Hall 3

Hall 4

Coffee Stops (other hot and cold beverages are available)

Hall 1 – East Terrace (outdoors)

Hall 1 - West Terrace (outdoors)

Hall 2

Hall 4

NOTE:

There is NO formal or informal restaurant (previously Inspire Restaurant, Cafe Bar)

Breakfast and Lunch meals are provided for staff during validation and show week (12 days).

Staff vouchers can be redeemed at any retail outlet. No voucher, no meal.

Children

Persons under the age of 16 years, even though in possession of a pass or entrance ticket, will not be admitted to enter the show on Trade days (Monday – Thursday) Entrance passes are worded accordingly. There are exceptions to this on Friday 26th July when invited children will be admitted as part of Pioneers of Tomorrow and Exhibitors and Chalet Holders are able to invite clients with their families to the show on Friday, but they all, including children, must have in their possession a relevant Pioneers of Tomorrow or trade visitor pass.

Cleaning

The halls will be cleaned every night/morning in readiness for the next day. Exhibitors can request additional cleaning services for their stand/chalet through the appointed official suppliers. If there are any cleaning problems please log them with the Helpdesk desk by radio, phone or email (operations@farnborough.com)

Cloakrooms

There is a facility for left luggage at Gate B (co-located with the registration facility)

Coach Drivers

Coach drivers are not required to apply for service ID passes if they have a valid PCO License to enter the site during Show Week. Up to 2 No. Coach drivers will be permitted to drive, drop off, park or leave site during the permitted times.

Coach Parking

Unlabeled coach parking is free in Queens Parade car park during Show Week.

Exhibitors can purchase a green A7 label via the online portal for coaches dropping off and parking onsite.

Complaints Procedure - Written

The process for managing all written complaints (including email), no matter who they are addressed to, is to forward them immediately to feedback@farnborough.com. This inbox is managed by Holly Jones and her Customer Experience Team. Please ensure that the email subject



makes sense.

Please also send a holding response to the complainant, acknowledging the complaint and stating that it will be investigated, and a full response sent within 10 working days. The complainant will also receive an acknowledgment email from the Customer Experience Team.

Complaints Procedure - Verbal

Should you handle a complaint by telephone or face to face (and you cannot deal with it directly on the spot, or don't feel comfortable) please explain to the complainant that you will escalate their complaint to the Customer Experience Team who will respond directly to them. Please give them your business card or a note of the feedback@farnborough.com email address as a reference.

Please then send an email to feedback@farnborough.com with the following details; date, time, location, contact details, and a brief overview of the complaint.

Complaints – Serious

If the complaint is verbal, serious, and you need back-up, please call the helpdesk, and they will request the appropriate member of the senior leadership team to come and assist. The process above will then be carried out.

Complaints – Social Media

We do not respond to complaints on social media. Complaints that are received on social media (Twitter, Facebook, etc.) will be replied to via that social media platform requesting formal correspondence through the feedback@farnborough.com email address.

NOTE: All complaints will be logged by the Customer Experience Team and actioned accordingly, bringing in colleagues from other departments as and when required to provide a collective response. Where the complaint is regarding several different elements of the show, the Customer Experience Team will collate all responses and reply to the complainant on behalf of Farnborough International.

The Exhibitor's account manager will be informed immediately should the complaint be received from an exhibitor.

In case of uncertainty, please speak to Holly Jones or Sarah Lindsay.

Complaints - Top Tips for verbal interactions

Please don't suffer in silence!

If you do experience any problems, and you are struggling, please contact a member of the Senior Leadership Team or call the helpdesk to send back up.

Face to face

Where possible check you are not alone and if possible, include a colleague.

Where appropriate, check to see if you can take the person somewhere quiet and private to avoid others overhearing.

If you are not able to include a colleague, then ensure you make another member of staff aware of where you are taking the complainant.

Offer them a drink (giving them a little time to calm down) if necessary.

Face to face and on the phone

Be sure of the name, company and position (if applicable) of the person you are talking to and the nature of the complaint BEFORE you respond.

Use active listening skills! Listen first, wait and then repeat back what you have heard.

Ask open questions and state your understanding of the problem.

Check this is the same as theirs. Record what you have heard.

Understand the importance and urgency of the problem as the customer sees it.

Provide the complainant with an agreed course of action including a time frame to resolve or respond to the complaint.

Consider whether any policies may need to be reviewed and feedback to management

Keep your promises. Remember it is YOU who is building TRUST with the customer so it is important they know YOU will keep your promises and proactively maintain a dialogue.

Don't be scared to ask for help. If you have had a difficult experience, say so.

When appropriate – It's OK to say SORRY!

Make sure the complaint is logged with the Customer Experience Team.

Be honest. If you can't solve the problem because you are the wrong person or it simply can't be resolved, say so!

But don't pass the buck! OWN the complaint and

Consider offering alternatives; complimentary tickets for the next show, access to media centre, or for exhibitors, some form of complimentary upsell (subject to approval from the relevant line director if required).

If you are not sure, or do not have the authority to offer alternatives, consult with a colleague.

Contractors / Suppliers

A list of official suppliers and the services they provide is on the Exhibitor Information page on the website. They will also be listed in the telephone directory and can be found on site in the Official Suppliers' Village near Hall 2. If you need to contact a supplier during validation and show week to report an issue, please redirect your query to the helpdesk who will then action the supplier.



Dates and Timings:

PRE-SHOW PROGRAMME

Aircraft Arrivals: Monday 15th July- Sunday 21st July
Flying Display Validation: Monday 15th July – Friday 19th July

All building works to be completed by: Friday 19 July 1900

EXHIBITION PROGRAMME

Trade Day: Monday 22nd July 1000 - 1600
Flying Display 1330 - 1600

Trade Days: Monday 22nd – Friday 26th July
0900 - 1730
Flying Display: 1415 – 1645

Trade / Pioneers of Tomorrow: Friday 26th July
0900 – 1730

Flying Display: 1230 – 1600

CONSTRUCTION & DISMANTLING PROGRAMME

Construction:			
Area	Dates	Site Open	Construction Hours
Outdoor Exhibit (OE) Structures Build	17 to 22 June	07:00 to 19:00	08:00 to 18:00
		Site closed on Sunday 23 June	
Chalet & OE Interiors 240sqm and over	24 June to 19 July	07:00 to 19:00	08:00 to 18:00
		Site closed on Sunday 30 June and Sunday 7 July	
Chalet & OE Interiors up to 240sqm	1 July to 19 July	07:00 to 19:00	08:00 to 18:00
		Site closed on Sunday 7 July	
Early Access for Self-Build Stands in Restricted Access Locations.	8 to 9 July	07:00 to 19:00	08:00 to 18:00
Self-Build Stand Construction and Installation of Exhibits	10 to 19 July	07:00 to 19:00	08:00 to 18:00
Shell Scheme Interiors and Installation of Exhibits	15 to 19 July	07:00 to 19:00 Daily	
All Works to be Completed By	19 July	19:00	
Cleaning & Carpeting Day - NO CONSTRUCTION	20 July	07:00 to 19:00	
Rehearsal Day - NO CONSTRUCTION	21 July	07:00 to 18:00	

Dismantling:		
	the event (Monday 22 July - Friday 26 July inclusive throughout the published event open hours).	
Area	Dates	Timing
Removal of Shell Scheme Exhibits & Valuables	26 July	18:00 - 22:00
Removal of Hand-carriable Items from Exhibition Stands and Chalets	26 July	18:00 - 22:00
Vehicles up to 3.5t only will be permitted access to site		
CEVA will provide empty case returns for shell exhibitors between 18:00-20:00		
All shell scheme interiors and exhibits MUST be removed from site by 22:00 on Friday 26 July as the shell scheme contractor will begin dismantling from 22:00. Anything left on the stands after this time will be deemed waste and disposed of. The cost of this will be charged back to the exhibitor.		
Chalets and OE Interiors & Structures Official Breakdown Commences	27 July	08:00 - 19:00
Hall 1 Self Build Stand Official Breakdown Commences	27 July	10:00 - 19:00
Halls 2, 3 & 4 Self Build Stand Official Breakdown Commences	28 July	07:00 - 19:00
Exhibition Halls Self Build Stand Dismantling Continues	29 July to 1 Aug	07:00 to 19:00 (Daily)
Chalet & OE Interiors & Interiors Dismantling Continues	28 July to 1 Aug	
Site to be cleared by: (The pass system will no longer be operational after this time and no access to the site will be possible)	1 Aug	19:00

Open Period

Open Period:		
Area	Dates	Timing
Opening Trade Day (Monday)	22 July	10:00 - 16:00 Event Open 06:00 – 19:00 Exhibitor Access <small>*Visitors can access the event from 07:00</small>
	Flying Display	13:30 – 16:00
Trade Days (Includes Pioneers of Tomorrow on Friday)	23 to 26 July	09:00 - 17:30 Event Open 06:00 – 19:00 Exhibitor Access (Access to 22:00 on Friday) <small>*Visitors can access the event from 07:00</small>
	25 July <small>(Pioneers of Tomorrow Set Up)</small>	18:00-21:00
	Flying Display	Mon-Thurs: 14:15 – 16:45 Friday: 12:30 – 16:00

DELIVERIES

Build Up

CEVA will operate a delivery system through Gate I. All vehicles must enter through this gate and timed slots will be allocated as close as possible to the preferred delivery/collection dates and times.

All delivery drivers visiting the site must be in possession of a valid delivery ticket together with proof of identity (a valid passport or driving licence). A photographic record of their visit to the site will be taken and retained for security purposes.

To avoid unnecessary delays, exhibitors and contractors making deliveries are advised to give notification of intended dates of delivery to the official freight agent. Details for CEVA are on the website under exhibitor services.

Show Week

Deliveries to Gate I.

Disabled Visitors

The Show has parking for the disabled on site in Car Park 6, accessible through Gate F; Post code GU14 6TQ on sat nav. In order to use this facility, each vehicle will need to display a valid blue badge and follow the yellow AA traffic signs.

Mobility Scooters are available for hire at the show through Community First.

[Email:dave.doyle@cfirst.org.uk](mailto:dave.doyle@cfirst.org.uk)

The scooter or relevant aid will then be available to pick up on arrival at the show from Gate B or Gate F.

Emergency Procedures

Exhibitors will be advised of emergency procedures when they first arrive. In addition, reminders will be posted around the site.

To report an emergency use the emergency number: 01252 636999.

Evacuation of Halls

In the case of Evacuations, please follow any tany message instructions and the directions from the stewards. Evacuations may be full evacuations or partial evacuations and routes and muster points may need to be changed to suit the developing situation. Remain calm and professional when answering questions and supporting visitors.

Standard evacuation Assembly Points (AP) are:

AP location	Potential evacuated locations
Car park 1	Hall 1, 2, 3, 4
Theatre Road (east end of Halls 2 & 3)	Hall 2, 3, 4
Car Park 8	Show Centre/ Hall 4/ Chalet Row 4
Car Park 5	Hall 5, Chalet Rows
Car Park 6	Hall 5, Chalet Rows

Exhibitor Passes -

Exhibitors should apply for their passes in advance. Passes can be applied for via their E-net account. Exhibitors may be entitled to a number of complimentary exhibitor passes according to their space allocation at the show - please see Exhibition Regulations or refer to the sales team.

New for FIA2024 – all passes are print at home. All passes should be printed prior to arrival but there will be printing facilities in the Hall 1 Pass Office (after 8th July), and Gate I Pass Office (after 24th June).

If exhibitors have any queries or amends to their passes, they can go to the Pass Collection Office located in Hall 1.

8 July – 26 July 07.00hrs – 17.00 hrs

Please note only contractors should be directed to Gate I.

Golf Buggies

Golf buggies will be permitted on the Exhibition site but not within the Static Aircraft Park or Airside. All golf buggies must be marked up with the exhibitor/contractor's company name clearly visible for identification purposes. Buggies are only to be driven by employees of exhibitors or contractors who must hold a full current driving license, and all drivers will be required to obtain an FIA buggy driving permit. The exhibitor/contractor remains responsible for any accident, damage, loss or injury resulting from the use of buggies and must ensure that their third-party public liability insurance extends to this use. Drivers must observe the one-way system and the normal rules of the road. Buggies must not be used outside the hours of daylight.

The parking of golf buggies is restricted to the chalet rows within the designated area or reserved

space within the contractors' area and must not interfere with the flow of traffic including deliveries and refuse collection.

Helping Visitors around the Show

Make it your responsibility to familiarise yourself with the layout of the show before opening day. This will mean you can help visitors find their way around the show if you are asked. You will be provided with a pocket map to help you. Please also download the show app.

Information Points

These are located in both the East and West Foyer of Hall 1.

IRP

A copy of the Incident Response Plan is kept in the staff information folder on Sharepoint. All staff should be fully aware of their responsibilities. [LINK TO BE SHARED SOON](#)

Late Night Working

The exhibition site will remain open for contractors and exhibitors until 1900 hours. Those contractors/exhibitors wishing to continue working after this time should complete the late working permit application and report to the Organiser's customer service center to obtain a permit to continue work.

A permit will be issued by the Organiser after payment of a fee to cover the Organiser's reasonable additional costs. Proof will also be required that a qualified First Aider will be in attendance as required under Health and Safety Legislation, this will be in a declaration on the form. A list of names for those who are actually working overnight is required with the form.

Late night working forms will be available in reception with instructions on how to fill in/ take payment. The cost is £720 per stand or chalet, plus VAT.

Working beyond 22:00 will not be permitted except in exceptional circumstances and will have to be approved by the operations team.

Litter

Litter is a hazard to aircraft – please be clean and tidy and at all times and report any major litter problems to the Helpdesk.

Lost Children/Vulnerable Adults

In the event that you are in contact with lost children please contact Show Control, either via radio or call directly through to 01252636999

Please stay with the child and in the location, if SCO are unable to locate the guardian, please take the child to the Medical Centre.

Lost Property

Any lost or found items should be reported to the Organisers office

Medical Facilities

Is there a pharmacy on site?

No, however, there is a Medical Centre for medical assistance. Please ensure you have all your own medication with you on site.

What do I do if I hurt myself?

Medical Services throughout the site are provided by MB Medical. In event of injury or illness contact or report to the Medical Centre on Devon Road adjacent to Gate E, open 07.00-19.00 hrs.

How do I report a medical incident?

Emergency Telephone: From a landline/Mobile Telephone call 01252 636999

Meeting Rooms

ShowCentre: During validation week and show week ShowCentre meeting rooms are for the sole use of Exhibitors and Media partners.

Media Centre/Meeting Rooms:

Conference room facilities are available for hire within Hall 1, please direct enquiries to the sales team.

Noise Level

Exhibitors are permitted to use AV equipment on their stands/within chalets, providing the sound reproduced does not affect neighboring exhibitors.

PA System

The public address system will be used in the event of an emergency to pass on messages to visitors and exhibitors, please refer to IRP for recorded messages.

Pets

No animals are permitted access to the show, with the exception of assistance dogs.

Radios

As of Monday 11 July the following channels will be operating on the Exhibition side of the show.

Channel 1	FIL Ops Team 1 + FIL General Link to SCO Main
Channel 2	FIL Ops Team 2 (alternative for minor works)
Channel 3	FIL Sales, Marketing and Finance and General Administration
Channel 4	Safety & Floor Management Team
Channel 5	Working (Conversation / Chat)
Channel 6	Closed Route (restricted zone)
Channel 7	Back to Back (for use off site)

Channel 8	Maintenance (designated FIL Official Suppliers)
Channel 9	FIL IT
Channel 10	Medical 1
Channel 11	Medical 2
Channel 12	Onsite Transport
Channel 13	Traffic
Channel 14	FIL Logistics
Channel 15	FIL Facilities
Channel 16	FIL Command, only for emergency incident use only

Re-entry

Visitors are welcome to come and go but must not leave any items or vehicles overnight.

Refunds

Passes/Tickets are non-transferrable and non-refundable. The only exception is Service ID's where we will allow these to be transferred on a case by case basis.

Security

All vehicles will be subject to a search on arrival unless with pre search entry (see information below).

All visitors will be subject to high footfall screening that may involve bag searches on arrival.

Staff Catering (Validation & Show week)

Each member of staff will receive a book of meal vouchers for use during validation and show week. These are for breakfast and for lunch. These can be used at any of the retail outlets. See the Catering section above for opening times and offer.

Staff who are office based and will not have the opportunity to get away from a fixed post can opt to receive a delivery. Allergen dietary requirements will be accommodated if requested in advance.

Staff Passes

Each FIL member of staff will be issued with an organiser pass for the show period; this must be worn at all times, this will replace your normal FIL pass. Access to site will not be granted with an FIL pass.

Storage

There is no storage available in the halls; requests should be directed to CEVA Showfreight as the official freight handling agent.

Taxi Rank

There is a taxi rank located in RAE Road, adjacent to GATE A for drop-off and pick up. Only local Rushmoor Borough Council licensed taxis that have the appropriate show label can operate in this area. Pre-booked taxis (with a label) from the following local companies can also pick up and drop

off from this location.

A-Line Taxis – 01252 650000

A1 Rushmoor Taxis – 01252 333555

Apex / Five Sixes – 01252 333999

Dinez Taxis – 01252 265363

Euro Taxis – 01276 700777

Fablex 01252 750555

Hera Cars – 01252 560520

Your Local Car – 01252 674646

Taxis from outside the borough, minicabs, and online app taxi companies will be required to drop off and pick up in our main public car park Queen's Parade. This is a free shuttle bus to and from this car park and the show site.

Tickets & Passes Trade

Trade Visitor Daily Passes are £52.50 + VAT in advance. Passes can be registered online up until the day of arrival and picked up from site. If purchased on the day Trade Visitor Daily Passes are £75.00 + VAT. We encourage visitors to purchase in advance of arrival as their passes are print at home and may be subject to delay if they are required to collect it on site.

Trade Visitor Passes will be valid for however many days purchased e.g. if bought for 4 days at the show the trade visitor pass will be sent with a barcode valid for 4x uses on any day.

Trade Catalogue

The trade catalogue will be available free of charge at the show from the Gate B entrance and information points.

Uniform

All staff have been issued with their uniform and this is to be worn from the 3 June during build up and breakdown. Business dress is required on trade days during show week.

High vis and site boots are required when visiting areas on site at all times during build up and breakdown periods. Please ensure visitors also comply with these regulations. Hard Hats are required in areas where people are working above you.

Visitors

Be helpful, polite and courteous to all visitors at all times. If anyone looks lost offer to help and welcome them to the show.

PASSES & SITE INFORMATION

Pass Collection Office

All applications for all types of passes get processed through the Contractor Pass Office (formerly Process Unit) at Gate I and at the Exhibitor Pass Office in Hall 1 and all passes (except visitor passes) have photo identification. All passes for FIA2024 are print at home. Vehicle labels are still to be collected from D2i at either pass office.

The Contractor Pass Office is located at Gate I

The E-Net account holder can pick up all the vehicle labels in bulk and it must be the E-Net account holder. If they are sending someone else, they can email <mailto:fiastupportdesk@d2isystems.com> to confirm who will be collecting the labels, and from which pass office.

Build up/breakdown periods - Passes

The following table details the type of pass which is required to access different areas on the show site and the period of their validity. It also clarifies the types of pass available to contractors, exhibitors, service personnel, concessionaires and emergency services.

APPLICANT	VALID	PASS TYPE	COST
Exhibitor	17 June – 1 August	Exhibitor or Daily Exhibitor	£148 + VAT
Exhibitor's Contractor (Build and Break Only)	17 June – 20 July 27 July – 1 August	Contractor	£35 + VAT
Handover Contractor	20 July	Handover	FOC
Exhibitor's Contractor (inc: Show Days)	17 June – 1 August	Service ID	£148 + VAT
Service Personnel (inc. Chauffeurs)	17 June – 1 August	Service ID	£148 + VAT
Overnight Security	15 July – 26 July	Night Duty	TBC
Visitor / Guest	22 July – 26 July	Visitor	£52.50 + VAT
Media	21 July – 26 July	Media	FOC



FARNBOROUGH
INTERNATIONAL

AIRSHOW
22-26 JULY 2024

APPLICANT	VALID	LABEL TYPE	COST
Exhibitor Car	21 July – 26 July	Green A1, E5 (Chalet Holders only)	£570+VAT
		Red A1, E5, F6	£350+VAT
		E8 (Application only)	£570+VAT
Exhibitor Coach/Minibus	22 July – 26 July	A7	£250 + VAT
Contractors Area *	17 June – 1 August	T	
Service Personnel (inc. Chauffeurs)	21 July – 26 July	A1, E5, E8 or F6	As Above
Overnight Security	15 July – 26 July	Night Duty	TBC



*Official supplier passes are valid during show week free of charge.

*Any other contractor wishing to be on site during show week needs to apply for a service ID pass £130.00 +VAT

All passes are print at home

GATES

Build up/breakdown periods

From 8 July exhibitors enter the site via Gate A & exit through any Gate.

Contractors enter/exit the site via Gate I.

Deliveries enter/exit the site via Gate I.

Official Suppliers can enter/exit via Gate F with the correct vehicle label.

The site and gates open at 7am and close at 7pm, unless authorized for late working. Gate F will be open 24 hours from 17 June.

Pre Search– Vehicle Search Training (VST)

Exhibitors have the option to send their chauffeur drivers on a fast track vehicle search training (VST) course.

G4S is the sole provider of VST courses for the Farnborough International Airshow 2024 (FIA2024). VST does not circumvent personal vetting. Each driver will have to be in possession of a Service ID. Once qualified, candidates will be issued with a valid pass enabling daily pre search entrance to via Gate A or E.

Further information and course details are available on the website.

Parking / Traffic

Car parks 1 and 5 are the only car parks in operation during the build-up/breakdown period. Parking is free during build-up/breakdown.

A one way system is in operation. CEVA traffic management control the traffic regulation on site and have a number of marshals located on main junctions and roads to ensure that all traffic sticks to the one way system and to the speed limit. Clear signage is located around the exhibition complex that will indicate the one way system. Please be aware that counter balance forklift trucks can go against the one way system and care should be taken by all when driving around site. Please remember that this is a construction site and heavy equipment and vehicles will be circulating on the roads at all times during the opening hours.

Car Parking Labels for Exhibitors

Location	Cost
Car A1 Green – Weekly	£684.00
Car A1 Red – Weekly	£450.00
Car E5 Green – Weekly	£684.00
Car E5 Red – Weekly	£450.00
Car F6 Red – Weekly	£420.00
Coach/Minibus A7 Green - Weekly	£300.00

NOTES:

Cars are vehicles including MPV's with up to 9 seats. Minibuses for up to 12 seats can also use a car label.

Car Park 1

Car Park 1 is situated in Zones A and B with access through Gate A.

Car Park 5

Car Park 5 is situated in Zone E and is accessed through Gate E.

Car Park 6

Car Park 6 is situated in Zone F and accessed through Gate F.

Coaches & Minibuses

Coaches and minibuses displaying a GREEN A7 label will be able to enter the site via Gate A and drop off passengers as required prior to 0900hrs at their Chalet/OE. After dropping off passengers, the vehicles should proceed to Car Park 7. The coaches/minibuses will be allowed to return to the chalet/OE to collect passengers after 1730hrs.

Coaches collecting prior to the show closes can collect passengers from:

Chalet Row 1 - Cars

Two allocated car parking bays adjacent to the chalet unit are available to chalet holders in Row 1. A Green A1 or E5 vehicle label per allocated space must be purchased to use these spaces.

Free General Parking

A general visitors car park is available off site at Queens Parade and Car Park 7 via Gate I. Exhibitors and visitors who are not in possession of a valid parking label should follow the yellow AA signs for the general car park "P" where a free shuttle bus will transport visitors.

The Letter on the vehicle label refers to the gate they need to enter. The number on the vehicle label refers to the car park. Cars with a Green labels can transit the show site, drop off/pick up at



the chalet and then park in the specified Car Park. Cars with a RED label must go straight to the car park.

PLEASE NOTE: Finally, we do not, under any circumstances tolerate or condone insulting or aggressive behaviour from anyone! In the event that you experience this, withdraw from the situation, even if it means leaving the customer on their own, and seek help.