

Exhibitor Information Pack

Convene at Sancroft, St. Paul's



Introduction

Your Guide to the Venue

We would like to officially welcome you to Convene Sancroft, St Paul's.

We have prepared this guide to help you in the planning process prior to your event and to eliminate any surprises ahead of your arrival to the venue. By following the guidelines in this pack, the process should be as smooth as possible.

Events Delivery Team

Venue Location

Maps & Directions

Convene Sancroft, St Paul's is conveniently located in The City. Situated minutes from the iconic landmark of St Paul's Cathedral.

The closest underground and railway stations to the venue are St. Paul's (Central Line), Bank (Central, Northern, Waterloo & City Lines), Mansion House (Circle and District Line) Moorgate (Circle, Hammersmith & City, Metropolitan, Northern), City Thameslink and Blackfriars

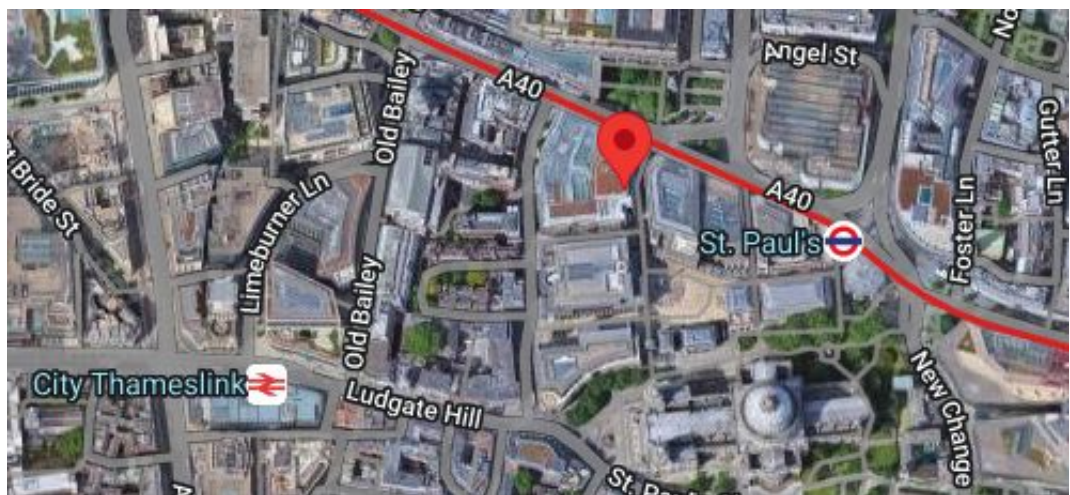
Venue Address Formats:

General Address

Sancroft, Rose St,
Paternoster Sq.,
London EC4M 7DQ

Loading Bay / Delivery Address

10-15 Warwick Lane
St Pauls, London
EC4M 7BP



You can link the directions to the venue from the below hyperlink or online via our venue website. The maps clearly mark directions to/from mainline train stations, bus routes, cycle routes and pedestrian access.

[Downloadable Venue Directions](#)

Deliveries & Collections

Deliveries are only permitted through the loading bay, meaning any deliveries sent to our main (Rose Street) entrance will be rejected by reception.

We are only able to accept small deliveries two working days before your first contracted day in the venue (Monday to Friday, between 9 am and 5 pm), unless agreed otherwise. Then **you must arrange your own courier to collect the items from the loading bay to arrive the next working day after your event ends between 10am and 5pm.**

Large deliveries & collections (such as furniture, or AV equipment) should be organised within your tenancy timings.

Convene reserves the right to refuse early deliveries and dispose of any items left on site after the agreed timeframe. Charges may apply.

All couriers for delivery and collection must be scheduled by the client/exhibitor prior to the event. Convene management is not responsible for scheduling any couriers.

The following few pages will provide you with instructions on how to get your items delivered to our loading bay, and how to collect your items post event.

1

Label Items Clearly

Label your items clearly using our Delivery & Collection labels on pages 15 & 16

2

Send All Delivery & Collection Details To Your HOPs Via Email

See the required information bullet pointed on page 9

3

Provide Your Courier With Our Loading Bay Instructions

We have a photo of the loading bay entrance on page 11 to make it easier for couriers to locate the loading bay, and terms of access on page 12

4

Optimal Loading Bay Access Timings

Do not organise pick-up or deliveries outside of Monday to Friday 9am to 5pm, without prior approval

Deliveries & Collections

Sending an item to our venue?

Our delivery label on page 15 which needs to be printed, completed in full and securely attached to all of your packages. If you are unable to attach our delivery label to your package/only able to enter an address online please enter the name of your event underneath 'Sancroft (Convene)'. This ensures ease of access into the venue and aides in locating each item in our store room.

Before sending off your packages with your courier, each delivery will need to be booked in with the HOPs (scarlett.littlewood@convene.com) by emailing over the responses to the below bullet points **at least one week before the delivery will arrive**. This also applies to company owned vehicles. Please factor in a 30 minute slot for luton vans, 45 minutes for 7.5t vehicles and 60 minutes for 18t vehicles.

- Name of Event/ Exhibitor name
- Name of the courier company
- Brief general description of items being delivered (ie exhibitor booklets or merchandise)
- Time and date the delivery will arrive

Postal Services

All items sent through the postal service ie Amazon or Royal Mail will go through our loading bay, which is also where our post room is. We are only able to accept deliveries two working days before your first contracted day in the venue.

If you are unable to attach our delivery label on page 15 to your package/only able to enter an address online please enter the name of your event underneath 'Sancroft (Convene)'.

To ensure that packages via the postal system are received it would be best for you to attach the delivery label and send the packages using recorded delivery so that you can track the package all the way up until delivery. Once you have the expected arrival date/time you can email that information over to the HOPs (scarlett.littlewood@convene.com) and lastly you will need to send an update when the tracker has updated the status to 'delivered', and a member of the Convene team will collect the package from the post room.

Please note: Whilst reasonable efforts are made to ensure safety and security of the equipment, deliveries and collections when in storage, our loading bay and whilst being moved around the venue, Convene does not accept any liability for any theft or loss of or damage to your and/or any visitors/exhibitors' property. This includes during before, during and after the event day.

General Access

Venue Arrival & Directions

All guests access the building on the Ground Floor via Rose Street. Once they have arrived, please head to the reception desk on the right-hand side of the lobby area.

Our receptionists or front of house team will direct you to the cloakroom, and then to the first floor via the stairs or lift, where you will be able to access the main space.



Enhance Your Stand

Please see below a list of opportunities to enhance your stand. If you require a quote or additional information, please contact our Technology Manager (Sebastian Gergely) and he will be able to assist. If there is anything over and above this list that you require, please do not hesitate to get in touch with sebastian.gergely@convene.com

Audio Visual

Wanting to add additional internet or a plasma screen? Below are the costs to do so. Please do not hesitate to get in touch with Sebastian Gergely who will be able to arrange this and process the invoice.

Branding Opportunities

There are a number of opportunities to brand your stand from vinyls to branded cupcakes. Ideas of what we have done previously are outlined below so please do not hesitate to get in touch with either your contact or your onsite Event Production Manager for further details.

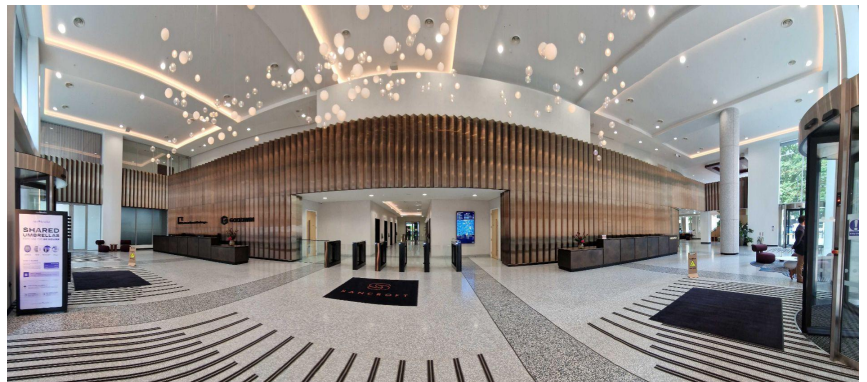
- Branded paper cups for the coffee machines
- Brand wooden panels above the coffee machines
- Branded cupcakes / brownies
- Hard wired wifi
- Additional furniture

Photography Notice

Photography and videography of landlord areas is not permitted.

This includes:

- Plaques of company names on the ground floor.
- Receptionists, guests and security guards on the ground floor.
- Anywhere on the ground floor, seen in the picture on the right.



Tenancy Times

The tenancy of the venue space is determined by the timings contracted. Any earlier or later access required outside of these times e.g. for extended builds, will need to be discussed with your contact for the Event Organisers, who will contact the relevant Venue Event Manager.

Food Disclaimers

If you are planning to bring any form of food or beverage onto site, this is subject to prior agreement from your Event Manager, and you will be required to fill in one of our food disclaimer forms, please consult your Event Production Manager if this is the case.

Please note, Convene takes no responsibility for any food that is consumed on the premises which has been purchased from another supplier.

Deliveries & Collections

Collections

All couriers for collection must be scheduled by the client/exhibitor prior to you leaving at the end of the event. Convene management is not responsible for scheduling any couriers. Should any boxes be left past 3 business days of your event, we shall contact the Point of Contact for the event to arrange collection. If items are not collected after 5 business days, they will be disposed of.

Stands can be de-rigged after the event and taken away on the day by the contractors carrying this out. Loading bay slots need to be booked in for this. Separately, a loading bay slot will need to be booked in if for any smaller packages you have organised to be couriered back to you. In both cases, please send me the bullet pointed information below for your load-out.

Please find our return label on page 16 which needs to be printed, completed in full and securely attached to all of the **packages to be collected by your courier after your event, the next working day between 10am and 5pm.** Before you leave the venue following the event, please ensure that all boxes for return are labelled and organised neatly behind the main (red) reception desk on the first floor, ready for our team to take them down to the loading bay to be collected.

You will need to organise a courier to collect these items and email the responses to the below bullet points over to the HOPs (scarlett.littlewood@convene.com) a week before your event so that the couriers can be booked in to get access to our loading bay. This also applies to company owned vehicles. Please factor in a 30 minute slot for luton vans, 45 minutes for 7.5t vehicles and 60 minutes for 18t vehicles.

- Name of the courier company
- The driver's name (if you have it)
- The driver's contact number
- Type of vehicle (ie van or larger vehicle, inc. the size and length)
- Whether the vehicle is over 3.5 tonnes
- Brief general description of items being collected (ie exhibitor booklets or merchandise)
- Quantity of pallets or boxes being collected
- Time and date the courier will arrive

Please note: Whilst reasonable efforts are made to ensure safety and security of the equipment, deliveries and collections when in storage, our loading bay and whilst being moved around the venue, Convene does not accept any liability for any theft or loss of or damage to your and/or any visitors/exhibitors' property. This includes during before, during and after the event day.

Loading Bay Entrance

Convene
10-15 Warwick Lane
St Pauls, London
EC4M 7BP

What3words
coats.ripe.covers
[Directions here](#)



Loading Bay & Goods Lift

Access Information

All deliveries must come into the Convene space via the Loading Bay and goods lift. The dimensions are below:

Dimensions of the Goods Lift are: (W)1260 x (H)2050 x (D)3300 mm.

Maximum weight is 2,500kg.

Loading Bay Height - 4 metres.

Minimum corridor width from loading bay to event space - 1.27 metres.

Vehicle restrictions: No articulated lorries are allowed. Only trucks up to 18 tonnes.

Please ensure any item delivered fit in the lift, as there is no alternative access to the venue for deliveries.

Key Loading Bay Information

You'll need to ensure that everyone in your courier's vehicle is aware that they need to have a hi-vis jacket on once they reach the entrance of the loading bay. Once they arrive, they'll need to inform your Convene point of contact, let the loading bay know they are delivering for Convene, offload the items in the loading bay and move the vehicle to street parking (information on page 17) before returning to take the items upstairs with your Convene contact (if required). We kindly request that the courier's vehicle is not left unattended in the loading bay at any point. Please refer to pages 9 and 10 for further details.

Please note that your loading bay slot time refers to the time your courier is permitted to access into the loading bay from. You may need to enter the road our loading bay is on via Ave Maria Lane due to works being carried out on Newgate street and inform the loading bay team at the top of the ramp of your arrival and that you are delivering for Convene at Sancroft. As the goods lift within the loading bay is shared with other businesses in the building your courier may be required to queue for up to an hour on street level. Once they enter the bay they should be able to unload and remove the vehicle within 20 minutes.

A loading bay slot will also need to be booked in if you will need any packages couriered back to you after you have packed them up and clearly labelled them following your event. If this is the case, please also send your HOPs the bullet pointed information on page 10 for your load-out.

Please note: The max weight inside the venue is 650kg on a pallet truck. You must use protection (hardboard, ply or break down the load) when transporting heavy items within the venue. No rubber wheel trolleys are permitted outside of the loading bay lift, they must be removed before accessing the venue space. You will be liable for any damage caused to the flooring as a result of improper transportation of heavy goods within the venue.

Collections & Large Stands

Storage

Please be aware that we have no storage onsite for large items or flight cases. Storage either needs to be built on site in allocated space or flight cases need to be taken off site. Please always check with your Event Production Manager if you would like to store anything on site.

Left items

Any unwanted collateral leftover from your event such as empty boxes, magazines, banners, foamex boards etc. will be charged a removal charge of £50.00 + VAT per item.

Larger Build Stands

If you are building a larger stand, please be aware that you will need to sign and return the Exhibitor Venue Terms & Conditions document on page 14 at least five working days prior the event. Please note that this needs to be countersigned by the client before sending back. All deliveries in this instance would need to take place within the agreed tenancy times.

Furniture

For specific furniture items such as high tables, stools or coffee tables that you need as part of your stand build, please inform your Event Production Manager of your requirements at least two weeks before the first contractual date of the event and they will confirm whether these items are available.

Exhibitor Venue Terms & Conditions

Undertaking From Sponsors, Exhibitors and AV Suppliers

- 1) All work will be carried out in a safe manner, without causing any hazards to the venue structure, clients, venue team and their property. Will procure own public liability insurance and risk assessments as necessary.
- 2) No fire exits or corridors will be blocked during or after the setup.
- 3) **Any setup/derig will be done within agreed event tenancy hours.** Should any additional time be required, the venue is to be made aware as soon as possible. Additional times are subject to availability and will be chargeable per hour as stated in the contract. For **AV suppliers**, should you need more time on the day of the set-up or de-rig, please agree to additional hours with your client.
- 4) Loading bay procedure and lift etiquette are to be observed. Loading /unloading is to be done in the loading bay only. No loading / unloading permitted through the building's front entrance only. No loading / unloading permitted through the building's front entrance.
- 5) Parking is not permitted in the loading bay, any loading/unloading should be done within 30 minutes unless otherwise agreed with your event manager.
- 6) Lift doors are not to be kept open with flight cases or other items. **Not respecting this rule will cause the lift to stop working completely.**
- 7) Care will be taken at all times when transporting equipment through doors and near walls; no cases or equipment will be rested against the walls or any of the pillars.
- 8) All flight cases will be taken off site (unless storage is arranged via your client or event manager); No equipment will be stored in the corridors as these are fire exits.
- 9) If your load exceeds the **max weight inside the venue of 650kg** on a pallet truck, you must break down the load before exiting the good lift area on the ground and first floor. It is essential for you to protect the floor from being damaged by using hardboard or ply when transporting heavy items within the venue. Rubber wheels are only permitted within the loading bay lift area, the rubber must be removed before accessing the venue space on ground and first. You will be liable for any damage caused to the flooring as a result of improper transportation of heavy goods within the venue.
- 10) Door wedges will be provided to hold the doors open, nothing else is to be used.
- 11) Sets and backdrops will be built and disassembled with sufficient room and away from walls and artwork.
- 12) The use of any branding materials, backdrops and banners onsite, must be taken off site after the event as the venue cannot dispose of these items.
- 13) Existing setups will not be moved or changed and tools will not be placed on any furniture set for the event.
- 14) The decimal allowance for general speech the maximum level of settings is 70db & for music, the maximum level of settings is 80db.
- 15) Crew working on site will not be consuming alcohol before or during their working hours.
- 16) **We (Sponsors, Exhibitors and Suppliers) will be liable and make good of any damages caused as a result of the work carried out or negligence.**
- 17) I / We understand that Convene is not liable for any theft, loss or damage to deliveries whilst in storage or at the exhibition stand; or when the venue facilities crew assist to move the deliveries.
- 18) I / We understand that in case Convene staffs' help is required with the external equipment, Convene is not liable for any equipment damage or health damage in case of any client's equipment misuse.
- 19) I / I understand that photography and videography is not permitted in or of any landlord areas, and this information (including the attached filming notice) has been sent to anyone capturing content for the event.

Exhibitor	
Name:	Company:
Signature:	Setting up on behalf of:
	Event name and date:
	Date:
Client	
Signature:	Name:
	Company:
	Date:

Delivery Labels

All deliveries and collections must be booked in and confirmed by contacting scarlett.littlewood@convene.com

Delivery Label to Venue: Please use this form when sending your packages to the event

To: Sancroft (Convене) 10-15 Warwick Lane London EC4M 7ER	From (Exhibitor/Company Name):
Your Convене Event Manager's Name:	Your Name:
Name of Event:	Your Telephone Number:
Date of Event:	Package ____ of ____
Please complete and securely attach to your packages to be delivered.	

All deliveries and collections must be booked in and confirmed by contacting scarlett.littlewood@convene.com

Delivery Label to Venue: Please use this form when sending your packages to the event

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Please complete and securely attach to your packages to be delivered.	

Collection Labels

All deliveries and collections must be booked in and confirmed by contacting scarlett.littlewood@convene.com

Return Label to Client: This form is used when returning a package after an event

To (Exhibitor/Company Name & address):	From: Sancroft (Convene) 10-15 Warwick Lane London EC4M 7ER
Convene Event Manager's Name:	Recipient's Name & Number:
Name & Date of Event:	Courier Company Name:
Time & Date of Collection:	Package ____ of ____
Please complete and securely attach to your packages to be delivered.	

All deliveries and collections must be booked in and confirmed by contacting scarlett.littlewood@convene.com

Return Label to Client: This form is used when returning a package after an event

To (Exhibitor/Company Name & address):	From: Sancroft (Convene) 10-15 Warwick Lane London EC4M 7ER
Convene Event Manager's Name:	Recipient's Name & Number:
Name & Date of Event:	Courier Company Name:
Time & Date of Collection:	Package ____ of ____
Please complete and securely attach to your packages to be delivered.	

Local Car Parks

Parkopedia - Parking Locator Website

[Click here](#) to access the site, and find parking near the venue.

The above information is provided as a guide to assist guests.

Information related to street parking is subject to change and guests are asked to research facilities in advance.

Civil Enforcement Officers (Parking Wardens) operate heavily in the area around the venue.