



Conference Manual

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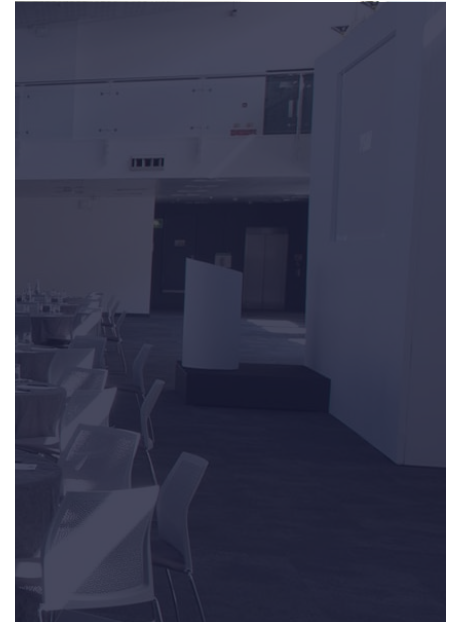
Located only 10 minutes from King's Cross St. Pancras International, amongst a plethora of restaurants and bars in fashionable Islington, the Business Design Centre is the UK's first CarbonNeutral® venue; playing host to over 80 exhibitions, 250 conferences and attracting in excess of half a million visitors every year.

With a reputation founded on the quality of its environment and flexibility of space, the venue is the perfect setting for high profile conferences for up to 2,500 guests. Facilities include in-house caterers and audio-visual company, an adjacent Hilton hotel, onsite car parking and wireless internet capabilities throughout. The centre also has full disabled access.

We are happy that you have chosen to bring your conference here to the Business Design Centre and hope that this guide will help you to make the most of our services. If there's anything that we have missed though please feel free to ask; you'll find our details in the contacts section.

We look forward to seeing you on-site,

Samantha, Zoe and Kirsty



“ It remains, in my mind,
the best UK venue... ”

Simon Boyd
Exclusively Housewares and
Progressive Greetings Live

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Don't forget to connect with us on
our main channels:



Meet the Conference Team



Your event manager will be in touch once your event is booked with us, but should you need to contact us we are available on the details below:

Samantha Corker

Conference Executive

☎ +44 (0)2072 886 435 / +44 (0)7545 064 976

✉ samanthac@bdc.london

Zoe Thomas

Conference Executive

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Conference Coordinator

☎ +44 (0)207 288 6008 / +44 (0)7947487728

✉ kirstyj@bdc.london



Access Time

Whenever you're on-site with us here at the Business Design Centre you can be safe in the knowledge that one of our team will be on hand in case you need anything throughout the process of setting up, running or breaking down your event. The hours of access will be written on your agreement and specify when your tenancy will begin and end.

Our operating hours are permitted and governed by the local authorities as detailed below:

Monday ~ Friday - 08:00-22:00

Saturday ~ 08:00 - 20:00

Sunday ~ 09:00 - 18:00

Room	Seating Capacity Theatre	Seating Capacity Cabaret	Seating Capacity Boardroom
Gallery Hall	650	350 - 420	100
Auditorium	500	220	50
Room A	180 - 220	110 - 144	30
Room B	60	40	12
Room C	60	40	12
Room D	60	40	12
Room E	90	48	16
Room F	60	40	12
Room G	35 - 40	24	12
Room H	35 - 40	24	12



Audio Visual

Auditorium AV



For your AV requirements our newly appointed in house supplier [Aztec](#) are on hand to help and being based on-site have a great knowledge of the venue and its capabilities.

With over 25 years of experience, the award-winning event production and AV hire company offer engaging AV solutions and full on-site technical support. They can provide a broad range of technical equipment and services, supplying anything from a screen or laptop to an exhibitor, right through to a complete awards/corporate package in one of the conference space. Mixing creativity and innovation with technical expertise, Aztec helps clients

communicate their corporate messaging and brand personality through amazing events.

For a bespoke quote for your event please contact please contact James Robinson on 0207 803 4000 or james.robinson@aztec.events who would be happy to help.

The Auditorium has full blackout facilities along with LED lighting which can be used to personalise the event space to meet your company's branding. Within the area there is also a truss that features speakers and lighting equipment which can be hired directly from Aztec if required. Please contact Chris on the above details to arrange hire.

BDC Catering



Good Eating Company

The Good Eating Company are the exclusive caterers for the Business Design Centre. They are always happy to accommodate the menus to cater to your specific requirements. They are based on site and will be happy to hold pre-event briefings and for larger events, tastings, to ensure we meet your requirements. For more information contact The Good Eating Company on:

Email: operationsbdc@godeatingcompany.com



When you arrive on-site you will be introduced to your dedicated operations manager who will bring you a drink of your choice when you arrive and be on hand throughout your event to assist with everything.

Delivery Information

Deliveries

Our team will be unable to accept deliveries sent prior to your tenancy period or provide storage for collections that are left beyond the agreed tenancy times on your event licence agreement.

We have a preferred supplier, WES Logistics who are familiar with our venue and already work with many of our conference organisers.

The team will deliver items to stands at the start of your tenancy and then will arrange for items to be returned post event to be returned to their owner. You can contact the team using the details below:

Tel: 0208 508 2224

Email: info@wes-group.com

<http://wes-group.com/events/businessdesigncentre>

Housekeeping

Simon, Marta and the team at 'Teamwork' provide staff for cleaning and setting up the Conference Centre. If there's anything that you need relating to this while you are on-site then just contact your event manager and they will arrange for any cleaning.

As part of your event we will ensure that all common areas are cleaned throughout the day including toilets, conference rooms, exhibition areas and walkways. If you find that we've missed something then just speak to one of us in the team and we will make sure it's dealt with straight away.

Waste disposal at the venue is something that we are constantly looking at reducing and where possible we will always recycle. We will dispose of general waste but if you expect to be generating a large amount of rubbish then please let us know.



Electrics



Electrics and Lighting

Electrical service provision at the Business Design Centre is open; however we do provide a competitive in house electrical team who are highly experienced at working within the venue.

Single Phase mains supply costings:

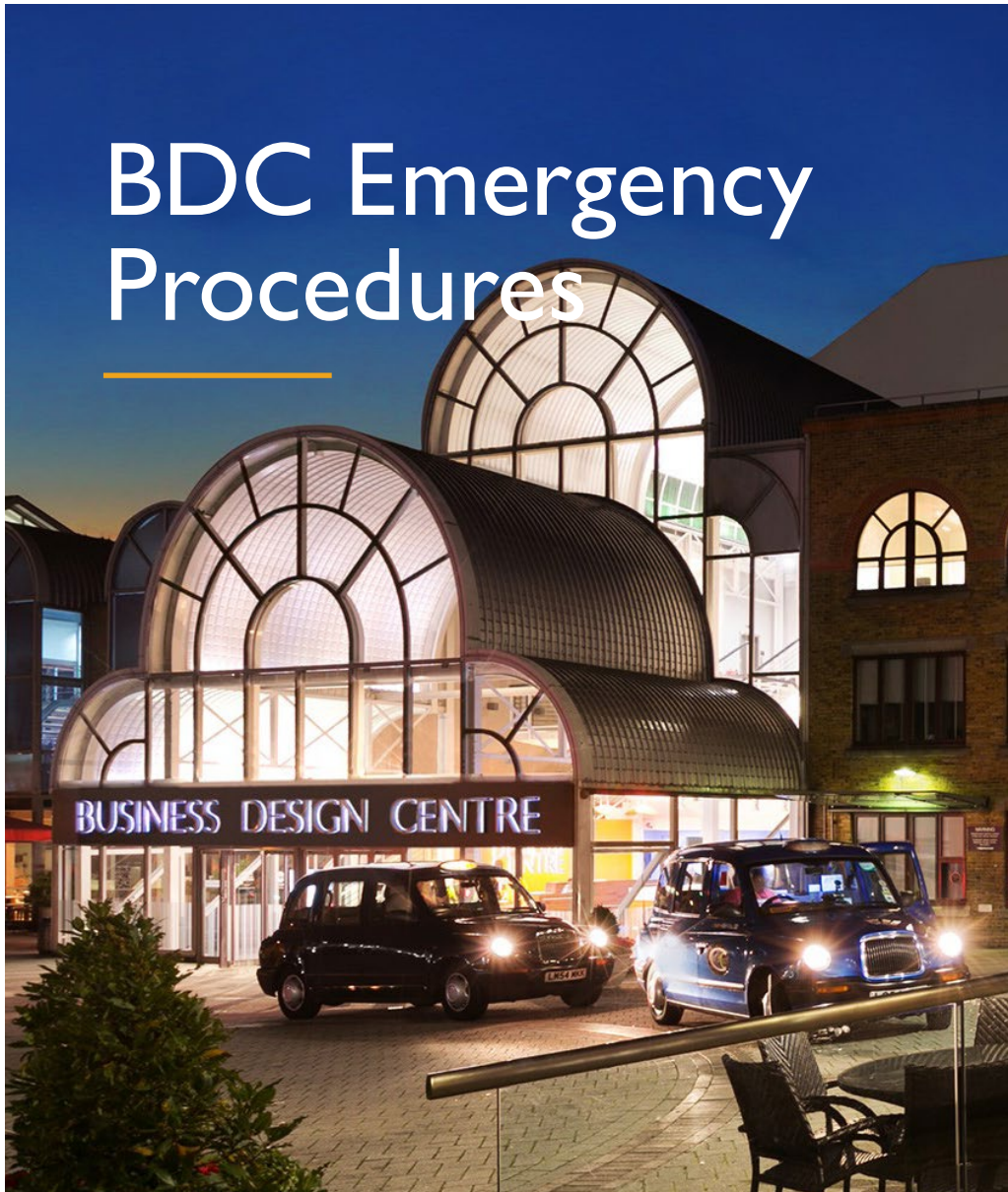
- 5 amp single phase main (240 volt) = £252.60 + VAT
- 10 amp single phase main (240 volt) = £398.42 + VAT
- 16 amp single phase main (240 volt) = £550.77 + VAT
- 32 amp single phase main (240 volt) = £901.90 + VAT

Three Phase mains supply costings:

- 10 amp three phase (415 volt) = £783.63 + VAT
- 16 amp three phase (415 volt) = £1,359.90 + VAT
- 32 amp three phase (415 volt) = £1,816.20 + VAT
- 45 amp three phase (415 volt) = £2,183.62 + VAT

All mains costs are subject to VAT at the current rate (20%) (Any other main size – price on application) Anyone who brings portable electrical appliances on-site should ensure that they have been regularly PAT tested and bear a recent PAT test pass certificate. Please note we do not have any extension leads onsite.

BDC Emergency Procedures



If you discover a fire or someone reports a fire to you immediately raise the alarm. This may be done in several ways:

Pick up any internal phone and dial **6666**. This will connect you with reception. Tell the duty operative where the fire is, your location and your telephone extension.

Operate the nearest fire alarm call point by breaking the glass. If you do this (and it is safe to do so) please stay near the fire point to direct the attending security officer to the fire or dial 6666 and inform the duty operative of the site of fire.

If it is decided to evacuate the building

you will hear the fire alarm bells and tannoy messages informing you to leave the building. Please leave by the nearest fire exit or as instructed by members of the security staff. Please familiarise yourself with the nearest fire exits to your conference room or exhibition stand.

Do not stay in the building once you have been instructed to leave. Do not stay to collect handbags, valuables etc.

Fire assembly points are as follows;

Front of the building: either the front plaza or round the side of the building by the tanning shop.

Rear of the building: pavement area outside the old royal free hospital on Liverpool Road

Please remember:
Do not do anything to endanger your life.

Restrict your actions to trying to prevent the fire spreading by closing doors/windows etc & raising the alarm. Try to help prevent people from going near the fire until help arrives.

Please try to stay calm and encourage others to do the same. Please help those that appear to be experiencing difficulties.

Nook Event Pods

Nook pods are award winning, UK-made, mobile multifunctional quiet spaces designed to foster and promote focus and collaboration at events. For face-to-face meetings or as a spot to relax and recharge, Nooks boost mindfulness, networking power, sustainability and inclusivity.

Nook event pods' well-being and mental health credentials are recognised with an international certification as an autism resource by the IBCSS. Use them to offer sponsored meeting pods or zones, additions or alternatives to exhibition stands, sensory mindful escape spaces and more.

Flexible Solutions

Wellness

Nook's quietness enables better conversation & recharge for tired minds.

Inclusivity

Certified as a refuge-space for introverts & people on the spectrum.

Sustainability

Reduce waste, labour and transport with a reusable, recyclable alternative.

Mindful

Personalisable lighting aids focus, comfort and supports dyslexia.

Plug & Play

Quick installation, easy-to-move, respond to change & reduce costs.

Feature Rich

Includes mains & usb power sockets, under-seat storage, covid screens, branding.



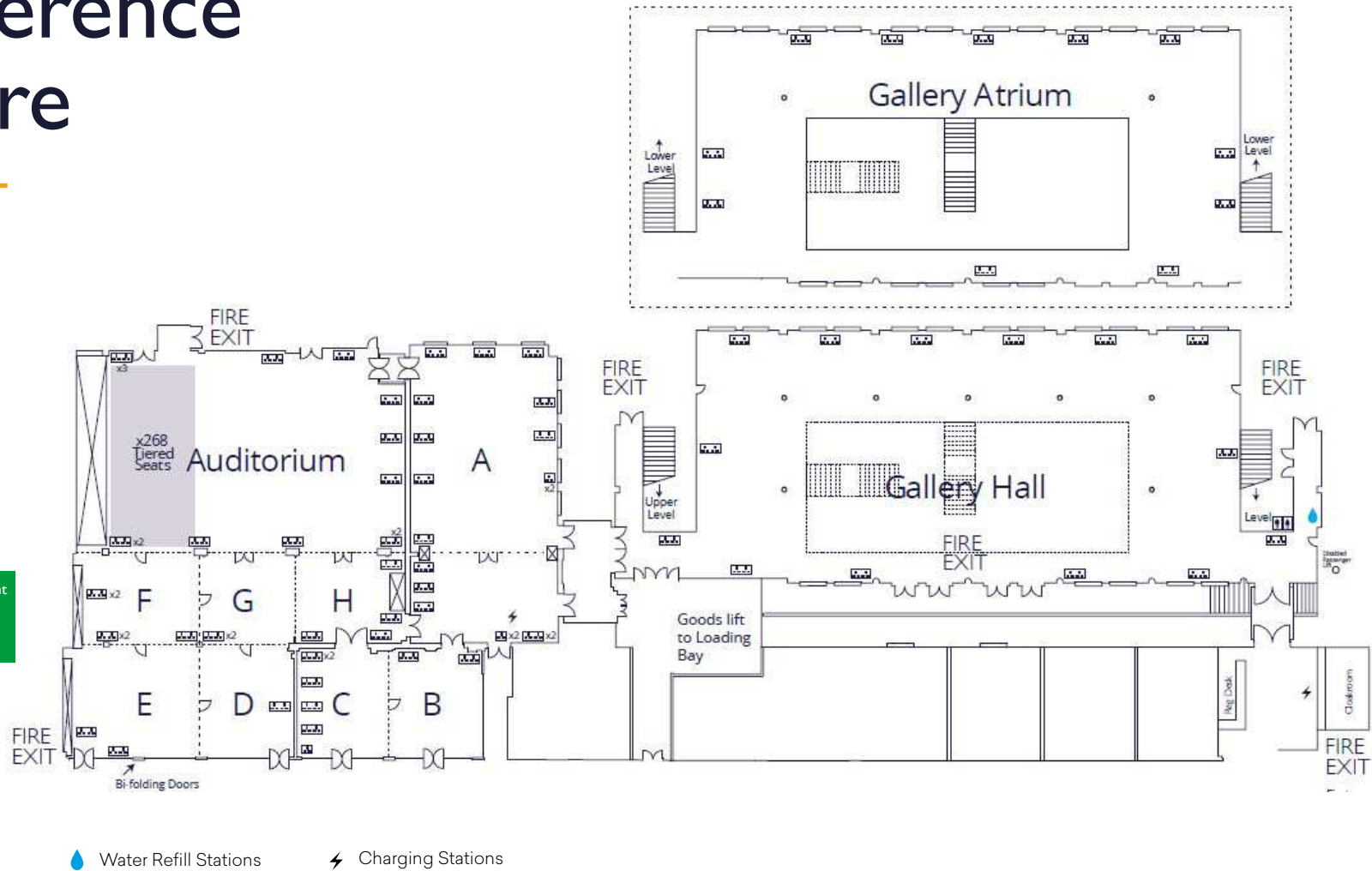
Services Include:

Individual Meeting Pods / Complete Meeting Zone / Networking Pods / Sensory Pod for Autism & Neurodivergent support / Podcasting Pod / Product Spotlight Pod / Hybrid Conferencing Pod / Branding Service

For further information please contact the team on events@nookpod.com or call **0333 577 6665**

Conference Centre

 Fire Assembly Point
Pavement Area
Outside The Old
Royal Free Hospital





Health and Safety

Health and Safety

The Business Design Centre is committed to operating in compliance with all the relevant legislation and guidelines covering Health and Safety at Work and it is a requirement of the Centre that all Licensees / Organisers / Exhibitors / Contractors and Visitors comply with the law and the regulations of the venue at all times. All organisers, exhibitors, and contractors must supply relevant health and safety documentation. This can be uploaded via the online exhibitor portal.

Internet Access

The BDC is proud to offer an uncontested WiFi service throughout all areas of the venue.

We can offer an Uncontested Hi Speed Password Protected Wi-Fi Coverage (ask your event for manager costs), wired internet connections and complimentary Wi-Fi access for exhibitors or in your conference rooms.

Hotels

The Business Design Centre now has 3*, 4* and 5* hotels within a 3-15 minute walk. You can visit the BDC Accommodation page where all the local hotels are listed on HotelMap with live best rates and availability. Find more information on [our website](#).

Insurances

Whilst we take every precaution to protect visitor's property during any event we are not responsible for any loss or damage.

We would recommend insurance cover to include, as a minimum, legal liability for personal injury and damage to third party property based on a limit of indemnity of £2 - £5 million. It is also prudent to extend cover to include abandonment and cancellation or curtailment of the event due to circumstances beyond your control.

Photocopying

Whilst on site we can help with a small amount of copying and when using the Gallery Hall you have your own photocopier stocked with a fresh ream of paper.

If you need a large amount of copying, or would like colour/large prints made then we have a company on-site who

can help. They are based on the ground floor at the back of the building and are available on the details below:

Online Reprographics
Unit 116 - Business Design Centre Tel: 020 7288 6288
Fax: 020 7288 6289
Email: info@onlinerepro.co.uk



Loading Bay Lifts

Lifts

There is a passenger lift for visitors in the entrance foyer and also in the Gallery Hall. Please note that these are not for the carriage of goods. There are 2 goods lifts in the Loading Bay for the delivery of stand materials and exhibits.

Mezzanine Goods Lift Size 3.900mm x 2000mm x 1900m (height)
Gallery Hall Goods Lift Size 5800mm x 2500mm x 2400mm (height)
Capacity: 3000kg per lift

You should be aware that there are a number of doorways to pass through when taking items from the goods lifts to the rooms which are about 2000m high. A site survey is advised for anyone who wishes to view the access/egress at the centre. Please contact your Project Manager to arrange an appointment.

Loading Bay

It is the responsibility of the Business Design Centre and the Event Organiser to ensure Exhibitors and Contractors adhere to the following regulations regarding access and egress to and from the Loading Bay and Liverpool Road.

There is only vehicular access to the Loading Bay from Liverpool Road. Pedestrian access is not permitted. Limited additional exit points for loading are available for some larger exhibitions; however street parking restrictions apply and are enforced by Police and Traffic Wardens.

The BDC stipulates that their own marshals are located in the following areas and within the Loading Bay, at least one hour prior to build up and breakdown:

Marshals must also be provided in the Loading Bay during the build up and breakdown. This loading bay operates within a strict time period as detailed below:

Monday ~ Friday - 08:00-22:00
Saturday ~ 08:00 - 20:00
Sunday ~ 09:00 - 18:00

The timings are non-negotiable due to restrictions enforced by Islington Council and the loading bay shutters will rise and fall at the stated above times. Please notify the event manager of any deliveries as the area is tightly managed to ensure smooth event builds and de-rigging schedules.

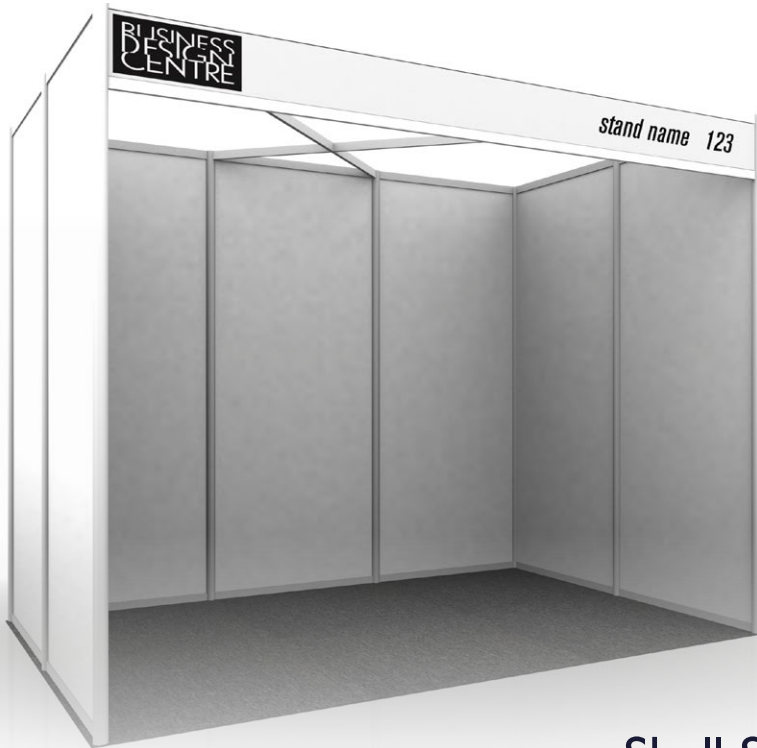
Porters

Teamwork can be called upon to assist with moving light weight items – please do not rely on our porters as they are only available to assist you if their work load for your event day is light.

If porters are essential to your event build/break down or the porters are required to carry out heavy manual

handling we suggest using our preferred external supplier:

Pinnacle Crew
The White Cottage
Merryhill Green Lane
Berkshire
RG41 5JP
Tel : 0870 609 1993
Email : info@pinnaclecrew.co.uk



Shell Scheme

Space Only Stands

If you have chosen to book a space only stand at your forthcoming show please contact your on-site event manager who will be able to assist you.

The Octanorm System is used when shell scheme is required. Floor plans must be agreed 7 days prior to the event. Alterations to this agreed floor plan may be subject to surcharge.

Standard shell scheme hire includes the following:

- Back and side free standing partition walls
- Carpeted floor
- Daily Cleaning

Frequently asked questions about shell scheme include:

Q: "What is the FASCIA constructed of?"

A: This is formed of the same system, 175mm deep.

Q: "I have a shell scheme stand at the Exhibition, what is Octanorm?"

A: A Modular system of aluminium poles and beams holding 4mm infill panels. These form the walls of the stands.

Q: "What is the FASCIA constructed of?"

A: This is formed of the same system, 175mm deep.

Q: "What is the height to the underside of the ceiling?"

A: 2430mm and the underside of the fascia panel 2325mm.

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A: This is formed of the same system, 175mm deep.

Q: "What is the height to the underside of the ceiling?"

A: 2430mm and the underside of the fascia panel 2325mm.



Exhibition Shell Scheme & Stand Enhancements

The BDC provides an in-house Shell Scheme & Stand Enhancements service, which is agreed within all Event contracts. In most cases, an Octanorm System is used at the Business Design Centre to build Shell scheme stands; although white painted, stock panels are available from the BDC. Please check your event details for confirmation of the stand system used.

Full Stand layout MUST be agreed 7 days prior to the exhibition. Alterations to this agreed floor plan will be subject to surcharge.

Standard shell scheme hire includes the following:

- Back and side freestanding partition walls with ceiling grid and fascia beams
- Carpeted floor
- Daily Cleaning

For additional information on the Octanorm system, please visit our website: <https://www.businessdesigncentre.co.uk/organisers/faqs/>

To discuss tariffs on the octanorm system & stand enhancements, please contact your Project Manager.

Signage



Onward Display

There are several branding opportunities that you can take advantage of throughout the Gallery Hall and Conference Centre including our clip frames which are located throughout both spaces. Our on-site signage team Onward Display, specialise in all types of graphics that provide for any Exhibitions and Conferences.

They have adopted a can-do approach to all exhibition-based services, so whether your requirement be a roller

banner, a shell scheme stand backdrop or for a full large format exhibition way finding / branding, we can do it.

They fully understand that your deadline is always tight, so with their knowledge and the knowing we are already on-site will give you peace of mind that your show graphics will not only pass the scrutiny of demanding exhibitors, but will also be supplied and fitted on time.



Services Include:

Large Format Printing / exhibition signage / shell scheme printing / wall vinyl / window stickers / direct to media / banners / dry mounting / banner stands / canvases / die cut shapes / life-size cut outs / hoarding graphics / pop-up shop graphics / installation services.



For further information please contact the team on events@onwarddisplay.com or call 0207 734 2740

Showroom 154, The Business Design Centre, 52 Upper Street, Islington, London, N1 0QH

Staffing

Staffing

Traffic Marshalls & Lift Operators charged at £16.58 + VAT per/hour for 6 hours minimum.

There must be a marshal in the loading bay during your build up and breakdown periods and to operate the lift. On the event day the marshals will direct the delegate traffic to your conference area and prevent non-delegates from entering your specific event.

SIA Marshall @ £18.43 per hour per person + VAT for 6 hours minimum

During the periods when alcohol is being consumed you would have to arrange for a minimum of three SIA marshals to be present. Please speak to your on-site event manager who will be able to quote you.

Bag Searchers @ £18.43 per hour per person + VAT for 6 hours minimum

For security reasons bag searchers must be in place. Your project manager will confirm how many bag searchers are required based on your visitor numbers.

First Aid @ £19.09 per hour per person + VAT for 6 hours minimum

It is a requirement that during the whole tenancy period you provide qualified medical staff. BDC first aid staff are positioned in the First Aid room (located on the Gallery Level - Opposite Gallery Hall Registration Desk).

If you provide your own First Aider, please be aware they must provide

training certificates, insurance details and their own first aid equipment. Unfortunately the First Aid room is not available for use by First Aiders not supplied by the Business Design Centre. They will need to be located in a specific location and have this as their only job.

Cloakroom @ £17.00 per hour per person + VAT for 6 hours minimum

We advise this opens 30 minutes before and closes 30 minutes after the official open hours of your event. There is a cloakroom located in the Gallery Hall entrance foyer for use with events in the Gallery Hall.

Temporary Stair Case for Gallery Hall

For an additional fee we can provide a temporary staircase which can be used in the centre of the Gallery Hall to access the atrium. The temporary stairs can be installed for a one off payment of £1,500+VAT which will be installed ready for your event.





Travel

Travelling by bus

The Business Design Centre is situated on Upper Street, which is serviced by the following bus routes: 4, 19, 30, 38, 43, 56, 73, 341, 394, N19, N38, N4.

Travelling by car

The Business Design Centre has an on-site car park with 285 under cover spaces. There is also additional car parking in the nearby shopping centre's multi-story car park.

Travelling by bike

The Business Design Centre has an on-site car park with space to park bikes.

Pre-Booking Parking System

We now offer a pre-booking facility for parking for all events held at the BDC. Our car park is of the highest standard and includes:-

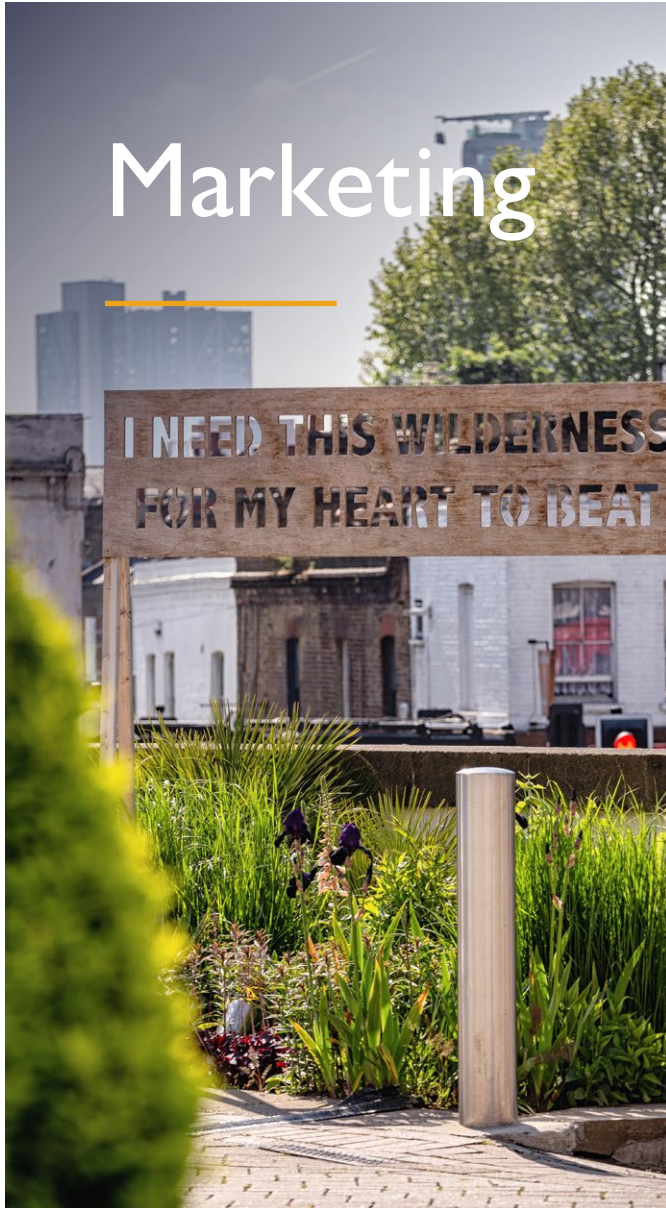
- 250 spaces all undercover
- Facilities for disabled and electric vehicle charging
- Open 24/7 with full CCTV and on site security
- Free bicycle parking
- Dedicated motorcycle bays
- Maximum height 1.9m
- Regular patrols by our security team as well as full CCTV cover
- Pre-booking your parking to guarantee space availability



As soon as the booking is confirmed parking is guaranteed no matter how busy the event. Please see our car park tariffs below:

	Times	Prices
Day-Time	0700 - 1900	£9.00 for first 2 hours. £4.50* per hour thereafter.
Night-Time	1900 - 0700	£3.00 per hour (minimum 2 hours)

Marketing



Online Listing

Whilst holding your event at the Business Design Centre we offer complimentary listing on our website. This will give our users the chance to see what is happening in the venue with links to your website or online ticket purchasing available. This can also help you to advertise your programme for the event.

Please fill out our event form with your event details to add your listing now.

Social Media

We like to promote events across our social media platforms which include Twitter, Facebook and Instagram. This is a complimentary service that we provide to organisers who wish to promote their event details to our followers.

Make sure you are following The BDC on all social media platforms, details below:



@bdclondon



@TheBDC



@bdclondon



@bdclondon

External Branding

Located at the front of the venue on the main road, are two billboard sites charged at £1,375.00 + VAT per site per week. With over 1,000 visitors passing these signs in an hour at peak times, they are in a prime location for promotional use in the run up to and during your event. These are subject to availability and are used throughout the year, so it's a good idea to get these booked in as soon as possible.

The Face of the Venue

One of the most effective forms of branding is by using our windows at the very front of the building. We offer a variety of options for this from branding the whole face of the venue at £2,900.00 + VAT to the middle glass windows above the doors priced at £950.00 + VAT.

There is also the option to brand the bottom right or left windows for £300.00 + VAT per section of three windows. Please note all the above costs exclude production & installation fees which need to be arranged via Onward Display.



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