



# MAKERS MARKET MANUAL



## BVNA CONGRESS

### ORGANISERS

The British Veterinary Nursing Association  
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Maypole Boulevard  
Harlow, Essex CM17 9TX  
Tel: 01279 969281  
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### VENUE

Telford International Centre  
St Quentin Gate  
Telford, Shropshire TF3 4JH  
Tel: 01952 281500

Not only has the iconic International Centre, Telford, secured a well-deserved place as one of the top five Convention Centres in the UK – alongside Manchester Central, the NEC, and Liverpool – but with the £250 million Heart of Telford Southwater development well underway, it's also experiencing somewhat of a renaissance.

The Telford International Centre now boasts a new event suite for up to 1,500 delegates, syndicate and meeting rooms, a public concourse and gallery area, plus plenty of car parking. And just outside The International Centre, Telford, a vibrant and aspirational pedestrianised area is being developed, packed full of high-end eateries, vibrant bars and fabulous leisure venues, with purpose-designed quiet outside areas to sit and contemplate and public squares for smaller events and activities.

Two new hotels, a brand new multi storey car park, and a stunning civic centre encompassing public areas and a cutting-edge public library and learning centre will ensure that there really is something for every delegate, event attendee and visitor.

For more venue details please visit the Southwater Event Group website

<http://www.southwatereventgroup.com/>



## WHY GET INVOLVED?

BVNA introduced its Makers Market for the first time in 2023 and it was a great success! This area is for those Veterinary Nurse's or industry professionals that have a sideline to their career. In 2024 we had wax melts and candles, scrub caps and nurse pockets plus many more.

Why not come along and promote your business here and sell your wares to our delegates! You can choose to attend one day, two days or the whole event, giving you ultimate flexibility.

Location of stands will be confirmed nearer to the event, but will be located either in the exhibition hall or the foyer.

## Makers Market

Package includes carpet, 6ft trestle table, 2 chairs and a tablecloth.

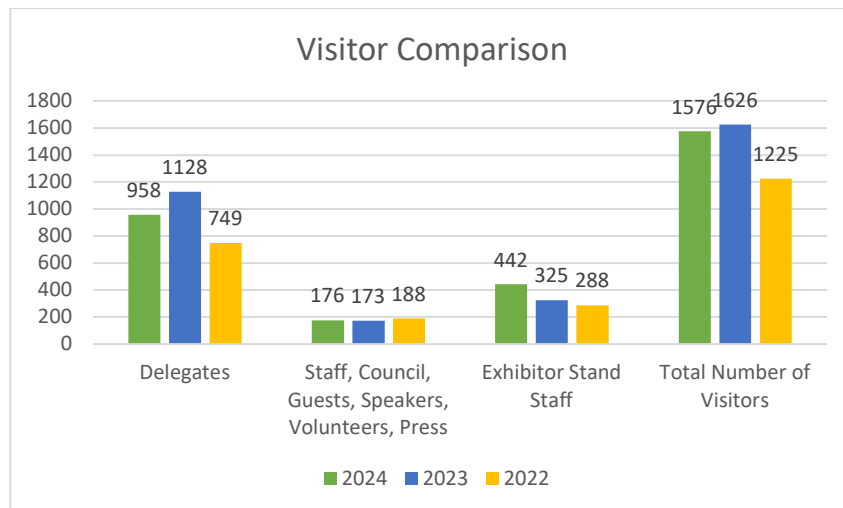
ONE DAY	TWO DAYS	WHOLE CONGRESS
£35	£60	£80

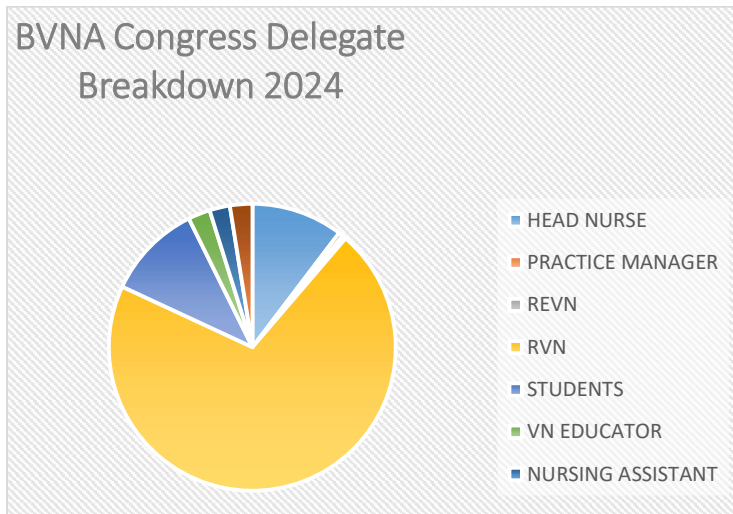
All rates are exclusive of VAT

## WHAT'S IN IT FOR YOU?

- Raise your profile
- Increased sales of products or services
- Launch new initiatives
- Build new relationships
- Direct networking with professionals whose influence will impact on your business
- Strengthen existing relationships

Our 2023 event was a huge success and we saw an increase in delegates and exhibitors:





### CONGRESS EXHIBITION TIMETABLE

	Registration Opens	Lectures Start	Exhibition
Thursday 10 October	Exhibitors set up 08:00 – 22:00		
Friday 11 October	08:30	09:00	10:00-17.30
Saturday 12 October	08:00	08:45	09:30-17:00
Sunday 13 October	08:30	09:00	10:00-14:30

### EXHIBITION HALL & STAND DETAILS

Some lectures and workshops will have staggered start and finish times so that we will have a steady stream of delegates in the exhibition during opening hours.

#### STAND ALLOCATION

Stand allocation will be on a first come, first served basis. The final position of the market has yet to be confirmed but will be towards the rear of the exhibition hall if space permits.

#### TABLE AND CHAIR HIRE

You will be allocated 1 table, 2 chairs and a tablecloth per booking.

Additional tables and chairs are available for hire and must be ordered in advance using the booking form provided here <https://bvna.org.uk/exhibitors/>

#### ADDITIONAL FURNITURE HIRE

Additional furniture is available to hire direct from our contractor <https://www.europainternational.com/>

#### REPRESENTATIVE BADGES

Each booking is limited to a maximum of 2. Individual barcodes will be sent via e-mail. On arrival, stand staff should proceed to the Exhibitor Registration Desk, where they can scan their bar code and print their badge. No alterations can be made after 16 September 2025.

No entry to lectures/workshops will be permitted with these passes.

Badges will be supplied for your company's representatives and must be worn at all times. **NO BADGE, NO ADMISSION!**



Please note that helpers setting up & dismantling stands on Thursday, Friday morning & Sunday afternoon will not require a badge.

### **ELECTRICITY SUPPLY**

Electricity supply is **NOT** standard. Supplies to individual tables are available but **MUST BE BOOKED IN ADVANCE** using the booking form provided. You can download the form from our website

<https://bvna.org.uk/exhibitors/>

There will be an electrician on standby throughout Congress, who can be contacted via the BVNA stand.

### **INTERNET ACCESS**

Wireless Internet access is available free of charge throughout the centre.

### **LEAD REFERENCE BAR CODE SCANNER**

Lead reference bar code scanners are available, which capture delegates contact information. **Please note that this is not included in the cost of your booking.** This is available to book on the website

<https://bvna.org.uk/exhibitors/>

### **CARPET/FLOORING**

The exhibition hall will be fully carpeted in grey. Alternative carpet colours can be ordered for your stand through our contractor Stagecraft <https://www.stagecraftuk.com/exhibitors>

### **CARD PAYMENT MACHINES**

If you are intending on using a credit card machine via a mobile phone network, please contact The International Centre who will advise which network provides the best reception in the area.

### **LUNCHES**

Hot food is available within the exhibition hall at a charge for stand holders. Please order your lunch vouchers by completing and returning the booking form here <https://bvna.org.uk/exhibitors/>

You are able to purchase food, by card payment only, from the catering areas within the exhibition hall.

You are also permitted to bring food, for your own consumption, from outside the venue.

### **EXHIBITORS LOUNGE**

An exhibitors' lounge will be available which will allow exhibitors to relax, take a break and eat their lunch in a quiet space. Meetings are **NOT** to be held in this lounge. Complimentary tea and coffee will be supplied in the exhibition hall at a designated station to those displaying an official exhibitor's badge.

### **INSURANCE**

Exhibitors are required to arrange Insurance cover for their liabilities whilst exhibiting at the Congress.

Whilst BVNA take every precaution to protect exhibitor's property during the event, BVNA are not responsible for any loss or damage that may occur.

### **AIRSHIPS, BLIMPS & BALLOONS**

The use of these within the venue is strictly regulated. Applications for permission to use them must be submitted to the venue in writing, together with a risk assessment and method statements. The following must be considered when carrying out the risk assessment:

- The use of gas or batteries
- Obstacles within the exhibition, including drop wires, cables, truss, stands and signage
- The possibility of items falling from them

### **Compliance with the venue's specific regulations**

Operators must remain in visual contact with the airship at all times and within radio range. Exit signs and fire detection beams must not be obscured at any time. Blimps must be tethered, at all times, to a secure weight that is placed so as not to cause a hazard to exhibitors, their staff and visitors. A charge will be made for retrieval if any escape to the roof or for any damage to the air-handling units and in house security and fire alarm beams.

### **CAR PARKING**

BVNA has negotiated free car parking at the event for over 1,500 vehicles. We would ask that exhibitors and their contractors are considerate to each other when loading & unloading. Due to previous unloading & loading problems the main access door will be kept clear to ensure that everyone is able to gain access.

### **CATERING ON STANDS**

If you are planning to serve food or drinks from your stand, this will need to be booked via Southwater Event Group, Telford International Centre. Bringing items from outside the venue may incur a corkage charge.

### **DELIVERIES**

Telford International Centre cannot accept any deliveries on site prior to the official build-up dates of the event. Any deliveries prior to Thursday 5 October will be refused.

Deliveries received during the event must be clearly addressed to the BVNA Congress (Exhibition Hall), marked with the company name and stand number clearly. All couriers must report to the registration desk where a steward will contact the personnel on the stand concerned. BVNA does not accept responsibility for any lost/stolen deliveries or non-deliveries. BVNA **WILL NOT** accept deliveries on your behalf.

### **DILAPIDATIONS**

Any damage to the exhibition hall attributable to exhibitors will be charged in full. Exhibitors are reminded to pay particular attention to regulations governing the fixing of materials to the hall walls.

### **FIRE EXTINGUISHERS**

Water and CO<sup>2</sup> fire extinguishers will be placed throughout the complex. Each stand holder must ensure that stand personnel are fully conversant with the proper use of this equipment and the location of the nearest fire point.

### **FIRST AID AND MEDICAL PROCEDURES**

A medical representative is available on site throughout the event. Please contact the Telford International Centre on arrival for details of location.

### **STORAGE AND SECURITY**

Unfortunately, there is very limited storage space available at the venue, and therefore there will be no storage facilities available for exhibitors. Full responsibility of all stands, equipment and merchandise remains with the exhibitor themselves. The BVNA are unable to accept any liability.

### **TROLLEYS**

The BVNA does not provide trolleys for use by exhibitors. You are advised to make your own arrangements should you require the use of a trolley for conveying exhibition materials.

### **STAND SET UP**

Set up will be during the following times:

**Exhibiting Friday** - 08:00-22:00 on Thursday 9 October or 08:00-10:00 Friday 10 October

**Exhibiting Saturday** – 08:00-09:30 Saturday 11 October

**Exhibiting Sunday** – 08:00-10:00 Sunday 12 October

## STAND BREAK DOWN

The exhibition will close to delegates at 14:00 on Sunday 12 October 2025 and stand dismantling may only commence after this time.

EXHIBITORS ARE **NOT** TO DISMANTLE THEIR STANDS BEFORE THIS TIME. THIS IS A HEALTH & SAFETY REQUIREMENT WE HAVE TO ADHERE TO FOR PUBLIC SAFETY.

Any property left behind after the end of tenancy for the event will be removed & any costs associated with dismantling and/or disposing of the property will be passed onto the exhibiting company.

## CANCELLATIONS

Should you need to cancel your booking, the following will apply:

More than 9 months prior to the event	20% of total charge
Between 6 and 9 months prior to the event	50% of total charge
Less than 6 months prior to the event	100% of total charge

All cancellations **MUST** be made in writing.

BVNA reserves the right to alter the layout of the exhibition in any respect, at any time and also reserves the right to refuse any application for space at the exhibition and shall not be required to assign or give any reason for the refusal.

## SOCIAL EVENTS

Social events will take place as follows:

Friday 10 October | Exhibition Hall | Happy Hour 16:30-17:30

Friday 10 October | Holiday Inn Hotel | Social Event 19:00

Saturday 11 October | Telford International Centre | Dinner Dance and Awards 19:00-01:00

Tickets for our social events are limited so you are advised to book early to avoid disappointment. Booking forms will be available to download here <https://bvna.org.uk/exhibitors/>

## EXHIBITORS CODE OF CONDUCT

The BVNA acknowledges that the success of the Congress can only be maintained through a careful balance of CPD, the success of the Exhibition and enjoyment for delegates and exhibitors alike. The BVNA therefore has the following exhibitor's code of conduct guidelines:

## CONSIDERATION FOR FELLOW EXHIBITORS

The Exhibition is open for 3 days of intense and hard work for all exhibitors. BVNA would ask that when planning demonstrations or attractions on your stand that you give consideration to other exhibitors, especially those in close proximity to your stand. BVNA reserves the right to ask any exhibitor behaving in an inconsiderate manner, to leave the Exhibition.

## CONSUMPTION OF ALCOHOL

Other than during Happy Hour from 16:30 to 17:30 on Friday 6 October, exhibitors need written permission from the organisers to serve or consume alcohol at their stand. Any exhibitor wishing to host a private event, with alcohol being served or consumed, on their stand should make a request in writing to the organisers prior to the event. Any exhibitors who are not acting responsibly with alcohol will be asked to leave the event.

If you are planning to serve food or drinks from your stand, this will need to be booked via Southwater Event Group, Telford International Centre. Bringing items from outside the venue may incur a corkage charge.

## **LEAFLETING**

BVNA have a clear policy not to allow non-exhibitors permission to canvass either delegates or exhibitors. Anybody found in the exhibition handing out promotional materials etc. who is not an exhibitor will be asked to leave. We would be extremely grateful if exhibitors could notify the BVNA staff immediately if they suspect that someone is breaching these conditions. BVNA would also like to remind attending exhibitors that leafleting within common areas around the venue is not permitted. With so many companies exhibiting it is not possible to allow companies to place leaflets within these areas and appreciate your cooperation with this matter.

## **STAND MANNING**

The exhibition opening times are clearly laid out in the Exhibitor's Pack. Stands are required to be manned at all times whilst the exhibition is open to delegates.

## **STAND SHARING**

Exhibiting companies are reminded that stand sharing is not permitted and only the company contracted for the stand may advertise from within it.

## **EXHIBITORS BADGES**

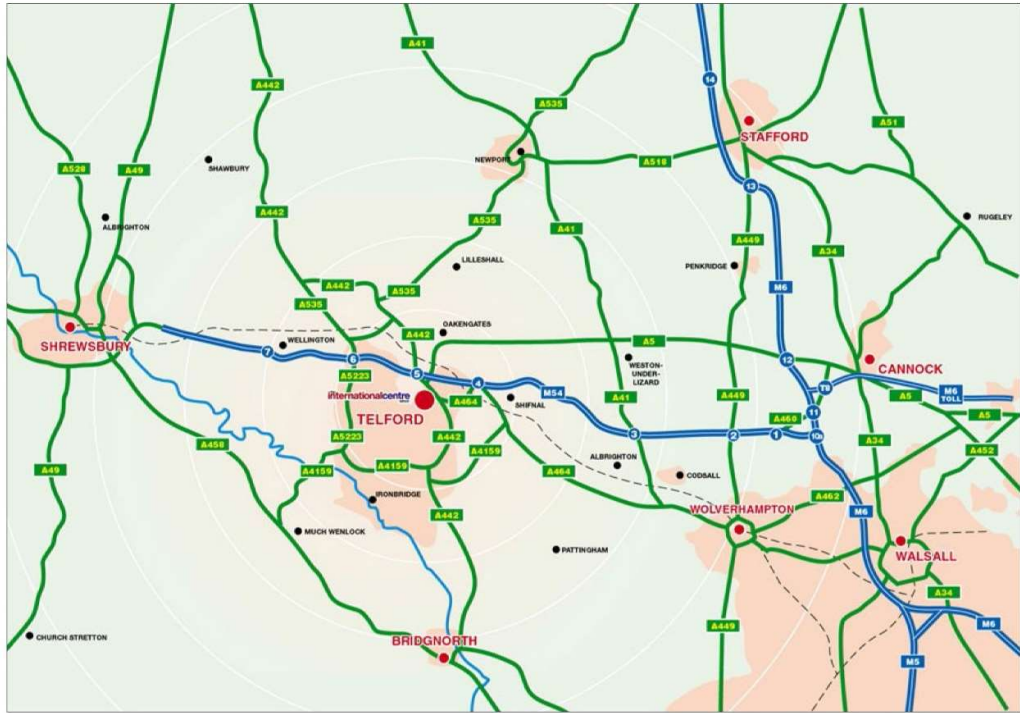
Please ensure that these are used for bona-fide company members only as checks will be made. If someone is found using the badges fraudulently, the person will be asked to leave the Congress and action will be taken against the company concerned. **DO NOT** accept requests from representatives of other companies or individuals for Exhibitor Badges. BVNA would be appreciative if exhibitors could be vigilant and report anyone, they believe, to be using badges fraudulently (**in particular non-exhibiting companies using delegate badges**).

## **LIVE ANIMALS**

No live animals are permitted in the exhibition hall, with the exception of personal assistance dogs accompanying a disabled delegate or exhibitor and those used during organised events held by BVNA. BVNA would ask that exhibitors do not allow animals to be used for promotional purposes.



# VENUE LOCATION



The International Centre  
 St Quentin Gate  
 Telford  
 Shropshire  
 TF3 4JH

Tel: 01952 281500





the international centre  
telford

Glasgow  
4 HRS 56 MINS

Edinburgh  
4 HRS 25 MINS

Newcastle  
4 HRS 55 MINS

Manchester  
1 HRS 40 MINS

Wolverhampton

Nottingham  
2 HRS 30 MINS

Birmingham  
45 MINS

London  
2 HRS 30 MINS

Bristol  
2 HRS 30 MINS

Southampton  
3 HRS 45 MINS