



8th October 2026
NEC, Hall 8

USEFUL INFORMATION

**WE LOOK FORWARD TO WELCOMING YOU TO
BROKER EXPO 2026!**

Thank you for exhibiting at Broker Expo 2026. Within this A-Z guide you will find all the information you require for this event. We look forward to welcoming you to the show. For all enquiries, please contact Beth Jones.
Email Address: Bethany.jones@infopro-digital.com. Please note, this guide is subject to change.

CONTENTS:

1. Accommodation
2. Admission
3. AV & Computer Equipment
4. Build-up & Breakdown
5. Business Programme
6. Catering
7. Carpet / Floorcovering
8. Cleaning & Waste
9. Cloakrooms
10. Contractors
11. Data Scanner
12. Deliveries, Storage and Lifting
13. Emergency Procedures
14. First Aid
15. Furniture
16. Gangways
17. Graphics
18. Health & Safety
19. Helium Balloons
20. Insurance
21. Lighting & Electrics
22. Literature
23. Music on Stands
24. Nameboard
25. Noise
26. Organisers Office
27. Order Forms
28. Photographer
29. Press, PR & Marketing
30. Profile and logo
31. Public Address System
32. Security
33. Shell Scheme Guidance
34. Stand Catering & Hospitality
35. Social Media
36. Phone Lines & Internet
37. Temporary Staff
38. Your Shell Scheme Stand

Accommodation

To book accommodation for this event, please follow this link: <https://www.brokerexpo.co.uk/venue-accommodation>

If you would like assistance with your hotel booking you can contact Jessica, our dedicated hotel expert. Simply email Jessica@HotelMap.com with your requirements and phone number.

Admission

Broker Expo is a trade-only exhibition and members of the general public will not be admitted. Admission is free to approved general insurance brokers and intermediaries who have pre-registered. Registration is also available at the show, but only approved registrants will be granted entry.

All personnel working in The Exhibition Hall must wear badges. These will be provided by the organiser. They must be worn at all times during the build-up, breakdown and open period of the exhibition. The security staffs have strict instructions to deny access to any person not wearing the relevant badge.

FOR HEALTH AND SAFETY REASONS CHILDREN AGED 18 AND UNDER ARE NOT PERMITTED IN THE HALL DURING THE BUILD-UP, OPEN, OR PULL OUT PERIOD. THIS WILL BE STRICTLY ENFORCED.

Exhibitor badges

You will be contacted in August regarding the registering of your exhibitor badges

You would have been emailed the number of exhibitor passes you have as part of your package. If you would like to purchase additional passes please contact your account manager.

For Additional Exhibitor Passes (per pass) please contact your account manager

Support/Promotional Staff:

Any contractor requiring access during open periods or promotional personnel working on your stand must be pre-approved. Please send the details of any additional staff to the Bethany.jones@infopro-digital.com Your staff should report to the registration desk on arrival where they will be issued with the correct identification.

AV & Computer Equipment

360 Events is Insurance Age's official audio visual and computer equipment supplier for the show. For ease they will also have standby technicians on site. For further information and prices, refer to the 'AV Order form', or contact Jonathan Ruttley jonathan@threesixtyevents.co.uk. Tel: + 44 (0) 1923 202212

Build up & Breakdown

Shell Scheme stands: Access will be from 1600hrs on 7th October until 2100hrs to dress your stand. All exhibitors and contractors must be clear from the hall by 2100hrs.

Space only Build: Once stand plans are confirmed and approved your set up time will be confirmed. Please note, all structures that require constructing onsite must be signed off by a structural engineer on the day.

All vehicles entering the NEC for build must book through their online booking system voyage control There is a strict traffic management procedure so please ensure that any drivers are familiar with the procedure before they arrive onsite.

All vehicles unloading, whether cars, vans or lorries will need to obtain an Event Delivery Pass in advance using the online booking system. The pass must be printed and displayed on your dashboard to allow you through the security gate into the inner area and left visible for the duration of the stay.

You can register for your pass using this link: www.voyagecontrol.com/necbirmingham

You will have to register to use the system and you will be required to enter valid credit card details. You will be allocated a time slot for unloading. Once you have unloaded you will be required to take your car to the free outer area car park, to make space for other exhibitors. You will only incur a penalty charge if you fail to remove your vehicle in the allotted time. More information can be found on the voyage control website.

If you have any questions regarding these arrangements, then contact the NEC traffic office on traffic@thenec.co.uk (0121 767 2612).

Couriers do not need to register and can get direct access to the halls via Gate 5 (within open hours if not via **Gate 1 will be open 24 hours**).

Upon arrival:

- 1 - Exhibitors arrive onsite and follow the electronic signage to the designated North Lorry Park
- 2 - After completing a pass to display in your vehicle you will be directed to Hall 8 when there is space available for you to offload
- 3 - When you are ready you will need to move the vehicle to the North outer car parks

A breakdown notice will be issued to your stand giving vehicle instructions for the break-down.

All Exhibitors will be issued with security ID on arrival which must be worn at all times.

Breakdown will commence on the 8 **October** at **17.30hrs until 2000hrs** for all suppliers. Access to the Hall for breakdown will not be permitted until all visitors are cleared at approximately **17.30hrs**. The venue will operate a strict procedure for traffic arriving for breakdown so please ensure that you allow sufficient time for this. **Please note, breakdown will not commence until the hall is clear of visitors so the 17.30 is an approximate. These timings are always subject to change.**

**** Please note that no materials should be left unattended during the break down period. Left over items will be deemed as rubbish, but you will be charged to dispose of it Please contact the organiser's onsite if you wish to leave before any pre-arranged couriers/break down teams are due to arrive. ****

Voyage control is not in use for Breakdown. All commercial Vehicles should report to the North Lorry Park for breakdown. The lorry park will be open from 0715hrs in the morning of the 8th October. The lorry park is based on size of vehicle and operates on a first come first down basis. All cars wishing to load at the back of the hall need to go directly to Gate 5 at 17.30 (show close) they do not need to go to the lorry park. Please do not try to gain access via the gate before 17.30 as you will be sent away.

Business Programme

This can be found by visiting the exhibition website <https://www.brokerexpo.co.uk>

Catering

Exhibitors will be provided with refreshments, these will be served from the exhibition floor and replenished throughout the day. A complimentary lunch will also be provided and served. Please see onsite signage for timing information. Please note, everyone will require a voucher to order food. More information regarding catering at the event will be emailed in September.

The catering zone will be situated next to the SME Lounge

The NEC's in-house venue catering must be used to supply all food and beverage (including alcohol and coffee machines) required on exhibition stands. Exhibitor catering options include:

On stand hospitality

Our premium food and beverage service designed to help you create an experience for visitors and drive footfall to your stand.

Whether it's a pop-up draught bar, barista coffee service, Champagne drinks reception complete with waiting staff or a chef cooking live at your station, our experienced-On Stand Hospitality team will help you add the wow factor to your stand, creating an unforgettable experience that gets people talking and sets your brand apart from the crowd.

Find out more: Stand out on-stand Hospitality | the NEC, Birmingham

Enquires can be made via your dedicated Catering Account Manager who will work with you to create an offer exclusive to your needs.

Adrian Santos

E: george.cochrane@thenec.co.uk

M: [+44 \(0\) 07795336440](tel:+44207795336440)

Stand delivery

Food and drink delivered direct to your stand, with a range of convenient options to suit your taste and requirements.

With a range of cold food and drink options available to pre-order, you can organise your staff refreshments to be delivered directly to your stand. From arranging lunch delivery for your team members to ordering a coffee machine for your stand to self-serve throughout the day, we have a range of options to meet your simple catering needs.

Exhibitors can place their order from our Stand Delivery service [here](#) or through **Event Orders**

eventorders.nec@necgroup.co.uk email and/or number **0121 767 3253 (Option 1)** listed under the stand catering section.'

****Carpet / Floorcovering**

The Hall will be carpeted and your stands will also be carpeted. The colour of the carpet on your stand will be navy blue. If you wish to change the colour of your carpet, please contact sales@creativelive.uk for more information. You will need to order floor flats if you are bringing your own carpet as carpet cannot be laid on top of carpet for safety reasons. Please note that this is provided at an extra cost to the exhibitor. Details are shown on the floorcovering order form.

****please note, carpet colouring is subject to change**

Cleaning & Waste

It is your responsibility to maintain your stand in a clean condition at all times. The organisers & NEC have made arrangements for a basic stand cleaning to be carried overnight before the show opens. Rubbish should be left in the gangways and this will be cleared overnight. If you require a stand clean on the morning of the show opening please contact the organiser's office.

Cloakrooms

Cloakrooms can be found in the Atrium near to the registration desk.

Please Note: for security reasons the visitor registration desk, Organisers Office and other such places cannot look after any personal belongings.

Contractors

Creative Live is the official contractor for this exhibition. Exhibitors may employ a stand contractor of their choice to carry out construction work on a shell scheme interior. If you are using a contractor they must be familiar with all of the rules and regulations within this manual. You must also advise the Event Manager Beth Jones (bethany.jones@infopro-digital.com) who you have appointed to undertake the work. Contractors must submit health and safety risk assessments and stand plans prior to being onsite.

Deliveries, Storage and Lifting

Exhibitors wishing to send exhibits in advance to the exhibition can contact our official contractor CLS who is fully experienced in ensuring your freight is handled and transported correctly. CLS offer an advanced warehouse service and will receive your freight early, transfer to show site and deliver to stand, the deadline for receiving at the advanced warehouse is **Thursday 1st October 2026**.

A full door-to-door service is also available for exhibitors who wish to use this service. For more information and a quotation please contact CLS using the details below.

Deliveries sent directly to the NEC will not be accepted prior to exhibition build-up. The NEC will not be held responsible for any loss or damage to items either sent to or left at the NEC. If you decide to use an alternative courier, a member of staff from the exhibiting company will need to be present to receive the delivery, neither

the venue nor the organisers can accept deliveries. Deliveries can however be accepted on the build evening by CLS who charge for this service.

Should you require support from CLS please complete the order form within our portal and return to the contact information supplied below.

On breakdown **8th October** (close of event) no freight can be left within the hall after tenancy so please ensure this is arranged accordingly, if not collected Broker Expo will arrange for removal and charge for this service.

For all support with the transportation and handling of your freight please contact:

CLS

Contact: Jon Young

Tel: 07792426106

Email: jon.young@clsexpo.com

Handling & Lifting of Exhibits

CLS have been appointed as the sole official handling and lifting contractor for Broker Expo 2026, to be responsible for the movement of all exhibitions and stand materials within the exhibition halls. Only the official handling and lifting agent is permitted to work within the halls and can operate lifting equipment.

No other lifting or handling contractor will be permitted to work at Broker Expo 2026 unless the consignment can be carried by one man, without mechanical equipment such as sack barrows, hard wheel trolleys and pallet trucks.

Please ensure early contact is made direct to CLS with the details of your handling and lifting requirements.

Should you require support from CLS, please complete the order form within our portal and return to the contact information supplied below.

CLS

Contact: Jon Young

Tel: 07792426106

Email: jon.young@clsexpo.com

Storage

There are no storage facilities at the NEC for packing cases or other materials and fire regulations prohibit storage behind stands. You should make prior arrangements to remove your packing materials or for the safekeeping of such items with the appointed handling and lifting contractor CLS.

Should you require support from CLS please complete the order form within our portal and return to the contact information supplied below.

Please note; all items must be removed from the venue on **8th October**. There are no storage facilities on-site for courier collection at a later date.

For more information and assistance with storage or for a quotation contact:

CLS

Contact: Jon Young

Tel: 07792426106

Email: jon.young@clsexpo.com

Please ensure these arrive on the afternoon of 7th October only, and that there is a member of your team available to accept the delivery. The organisers will not be able to sign for deliveries arriving at the venue. Any deliveries that arrive and aren't able to be signed for will be received by CLS who may charge you

Emergency Procedures

In the event of an emergency on the day please contact the Organisers Office or a member of the NEC team.

The NEC is a multi-functional site that hosts a variety of events

In the event of fire, the safety of its visitors, contractors, guests and staff shall override all other considerations, such as saving property or attempting to extinguish the fire.

Visitors and contractors to the venue should always report any concerns regarding fire safety to their venue event manager or any member of The NEC staff immediately.

Every Day 30 minutes before the show opens there will be an emergency announcement made over the Tannoy. This message will demonstrate the emergency rings followed by a short demonstration of the emergency announcement. In the event of an emergency follow the instructions of the NEC staff.

Please see the attached document with the NEC safety procedures

Evacuation:

If directed by the tannoy announcements please;

- Evacuate the building using the nearest signed fire exit
- DO NOT collect valuables, coats, etc.
- DO NOT attempt to extinguish the fire
- Make your way to the nominated Fire Assembly Point locations: N1 car park via the front of the hall 8 entrance, this may change depending on your location. Follow the instructions of the NEC staff to nearest fire muster point.
- Do not re-enter until told to do so by the NEC Fire officers.

First Aid

The NEC offer first response medical assistance. In the event you require any assistance, a steward within the hall should be notified, and a first aid trainer representative will assist you. Any urgent medical issue or the requirement for an ambulance must be directed through the organisers, please call Beth Jones or inform a member of the NEC team. Please do not contact the emergency services yourself the NEC will do so if necessary.

Furniture

Creative Hire offers a wide range of furniture, including packages at a discounted rate. Please review the brochure on the exhibitor zone and further products on their website. To order furniture, please contact: sales@creativelive.uk. To view the options please click here: <https://creativehire.co.uk/>

Gangways

The gangways used in this venue are the minimum permissible by law and have been subject to approval by the Local Authority. Under no circumstances will exhibits, stand dressing, tables and chairs or staff be allowed to encroach into the gangways. Exhibitors and their staff are reminded that no leaflet distribution or touting for business may occur outside of the stand space booked, unless ordered through the organiser's sales team.

Graphics

Graphics provide additional branding on your stand. You can either supply your own graphics or our official contractor Creative Event Spaces can provide a quotation for your requirements. Please contact sales@creativelive.uk or [01676 545410](tel:01676545410) for more information. Consideration will need to be given when arranging panel graphics for your stand.

Health & Safety

All stands must complete a basic risk assessment form - this is found within the exhibitor manual. Please familiarise yourself with the health and safety information about the venue within the exhibitor manual. This form must be submitted by all exhibitors/contractors by **Friday 4 September**. Without submitting your risk assessment you will not be permitted entrance to the Arena.

Helium Balloons

It is advised that helium balloons are not used. A dilapidation charge to cover retrieval will be made if any balloons are loose and float up to the roof. This charge will be passed on to the relevant exhibitor. Helium canisters are not permitted to stay on your stand or within the hall whilst the show is open, and must be stored off site. Please note, helium balloon can disrupt the air handling units and cause them to break. Costs to repair will be handed back to the exhibitor. canisters can stay on the stand for open but only enough for one day. They must be removed at show close and taken away post show as neither the NEC nor Broker Expo organisers will dispose of canisters.

Insurance

- The organisers have not insured your stand at the event. Please ensure you are covered by public liability insurance. Public liability should be at least £5m.

Lighting & Electrics

2 x LED spotlights and a 500watt socket are included within the stand shell scheme package (please refer to the guide below, this shows the type of appliance and the power needed to run each type of product).

Any additional lighting and sockets will need to be ordered through our official electrical contractor, details can be found on the official contractors list and order form within the manual. You are also required to submit a grid showing the positioning for these lights and sockets, should the grid not be submitted, the items will be positioned at the discretion of the contractor.

Please see the following for a guide to power outlets. **As an exhibitor it is your responsibility to order adequate power supply** for your stand. Failure to do so will result in delays onsite.

In the experience of Creative hire in providing electrical supplies for exhibitions, we find that many exhibitors are not aware of the power requirements of equipment that they will be using. This Quick Reference Guide is designed to assist exhibitors in planning their power requirements, and if followed, will reduce the likelihood of problems occurring at the exhibition venue.

Creative hire provides standard 3-pin English 13A socket-outlets, but with four different power ratings. The list below indicates the sort of equipment that can be used with each of the power ratings:

SK1 (500W) IS RATED AT 2 AMP AND CAN SUPPLY:

One computer [or 2 x laptops]

A small domestic fridge

Four mobile phone chargers

Table lamp

Television and video

or any combination of the above using a single 4-way extension (maximum length 2m) subject to a total load of 500W

SK2 (1000W) is rated at 4 AMP AND CAN SUPPLY:

Small domestic coffee machine (750W – 1kW)

Small domestic steamer (900W – 1kW)

Small microwave cooker (750W – 1kW)

Vacuum Cleaner (800W – 1kW)

SK3 (2kW) AND SK4 (3kW) ARE RATED AT 10 AMP AND 13 AMP AND CAN SUPPLY:

Jug Kettle (2kW – 3kW)

Catering coffee machine (1.5kW – 3kW)

Industrial Cleaners (1.2kW – 3kW)

Shell Scheme Guidance

There are a range of additional shell components that are available to enhance the appearance of your stand, including shelving, a range of brackets or clips to carry heavier graphics/signs or if you would like bespoke graphics produced to fit the shell scheme panels. Please refer to the shell accessories order form.

Please note that the shell structure and panels are the property of Creative Event Spaces. Please do not fix anything to the metalwork. Any damage to panels or framework will be charged directly to you. If you would like guidance on this please contact the organiser.

Approved methods of attachment:

- Velcro
- Low tac tape
- Hanging chains
- Bluetac

Panels can be reinforced if required for example hanging monitors/plasmas. If you wish to do this please contact Creative Event Spaces to make arrangements ahead of the event.

Your Shell Scheme Stand

Included within the shell scheme stands are:

- Quad 4 system shell scheme – poles panels/shell walls
- Nameboard
- Stand carpet
- Gangway carpet
- 1 x 500 watt socket
- 2 x spotlight

It is advised that no pop up stands should exceed the height limit of 2.4m, The height limit for shell scheme is 3m.

If you order a coffee machine, kettle, or any heating appliance for your stand, you must upgrade your electrical order. The standard 500W socket included in your shell scheme is not sufficient and will trip the power.

Please Note:

The list indicates individual items that can be used with each socket, with the exception of the 500W socket above. All sockets are supplied on daytime power only unless 24-hour continuous power is requested and quoted for. Power will turn off 30 mins after show closes.

Actual power requirements will vary dependent upon the individual equipment used. All electrical equipment has a Rating Plate that shows its power consumption in Watts (W) or kilowatts (kW). You should carefully examine all equipment to be used and calculate the exact power usage before ordering your electrical power requirements.

If you are ordering a socket so as to be able to supply your own lighting arrangement(s), then in accordance with the regulations, the maximum power rating of any single lighting circuit is 1000W (1kW), so if, for example, you had 3kW of lighting on your stand, you would need to order 3 x 1kW sockets for this arrangement.

Under the current regulations it is not permissible to order a socket and use it to supply a consumer unit if you are carrying out the installation of your own electrical wiring and equipment. In these circumstances you will need to order an electrical mains supply.

Power is supplied by mains cables taken from side the of the exhibition floor. Creative Event Spaces will do their best to ensure that mains cables will not fall within stand areas.

Onsite safety checks will be carried out by the appointed Health & Safety Officer, as well as the official. In all cases the decision of the organiser and its appointed representative is final.

Literature

The distribution of leaflets and other promotional materials should be confined to your stand area at all times and is not permitted in the gangways or anywhere else within the building. Insurance Age reserve the right to prohibit the display or distribution of advertising matter that could give rise to offence and to confiscate the supplies thereof for the duration of the event.

NO FORM OF PROMOTIONAL ACTIVITY MAY TAKE PLACE IN THE ATRIUM AREA OR ANY PUBLIC AREAS OF THE NEC

Music on Stands

If you are planning to play music on your stand please contact Beth Jones bethany.jones@infopro-digital.com

Name board

Your stand number and company name will be shown on the name board. Please complete the name board form, if this form is not returned the details on your contract will be used. A charge may be applicable to any changes made onsite. **Deadline: Friday 4 September** to bethany.jones@infopro-digital.com

Noise

Exhibitors using music or other sound systems must ensure that the volume is kept to a level that does not cause disturbance to other exhibitors. In case of any dispute the organiser's decision is final.

Organisers Office

The Organisers Office is by the main entrance to Hall 8 NEC and will be open for the duration of the exhibition. Please come to the office if you have any queries.

Order Forms

Order Forms for all additional items mentioned in the manual can be found as PDF files in the exhibitor zone, along with contact details of all the appropriate contractors. A checklist of key dates can also be found there.

Photographer

An official Photographer will be in attendance during the show.

Press, PR & Marketing

Please keep our marketing team up to date with the latest information concerning the products and services that you will be displaying at the event, including a brief description of any personalities, awards, anniversaries, product launches and competitions, which make a newsworthy story. For all press and PR queries, please contact Chris Wade chris.wade@inforpo-digital.com

Profiles and Logos

Profiles and Logos must be submitted to Beth Jones (bethany.jones@infopro-digital.com) no later than **Friday 11 September**. If you have any queries regarding this, please contact Beth

Public Address System

A public address system will be in operation during the build up and break down. During the show open days the system will only be used for official announcements and emergencies. It is not available for exhibitor use.

Security

The organisers will provide general security within the exhibition halls. However, the individual security of the stands and exhibits lies within the responsibility of each exhibitor. Valuables should be locked away overnight. During the breakdown period extra care must be taken as this is vulnerable time. In the unlikely event of a theft, please report it to the organiser's office immediately.

Stand Catering & Hospitality

NEC regulations state that all food and drink that is to be consumed on or given away from your stand must be purchased from the official exhibition caterers. They will be more than happy to advise on the wide range of options available.

Details of the packages available can be found on the NEC dynamic order form, or by contacting George Cochrane at: george.cochrane@thenec.co.uk

PROVISION OF FOOD

If you are a food/beverage brand sampling your own product, you must provide the following as part of the application process:

- **Evidence of Food Business Registration with Local Authority (Or a letter from local authority which mitigates the requirement to be a registered FBO)**
- Completed HACCP Document
- Food Hygiene certification
- Allergen Information <http://www.food.gov.uk/business-industry/allergy-guide>
- As of 5th October 2021, in accordance with the amendment to the Food Information to Consumer Regulations, all PPDS (Pre Packed for Direct Sale) items, which fall within the scope of the regulations, should have a label, which includes the full ingredients listing and highlights the presence of the 14 major allergens.

In regards to alcohol due to licensing restrictions/laws this can only be provided on a stand if it's bought through us and under our licence; or in the case that an Exhibitor has for example a branded bottled of beer, by completing the intent to supply alcohol form attached. Please note the mandatory requirements for this detailed on page 1 – Providing their own will incur a corkage fee.

The following is mandatory:

- It is a Mandatory requirement that any exhibitor supplying alcohol on stand has a Personal Licence Holder present for the duration of the show.
- Amadeus NEC's decision to grant or deny permission is final and no correspondence will be entered into.
- The retail sale of alcohol by the glass or by the sample for immediate consumption is not permitted.

Social Media

We would like all exhibitors to get involved to promote their involvement with this year's Broker Expo. Broker Expo will be using the hash tag #brokerexpo Make sure you use the hash tag so that brokers can identify your involvement in the show. It is a free tool that you can use to promote activity on your stand. If you would like information on how to get more involved with the social media activity around the show, please email Chris.wade@infopro-digital.com

Phone Lines & Internet

The NEC Event Services team can offer a variety of connections to your stand. NEC can supply options for wireless supplies and hardwired.

Should you have any queries please call the event services team on: 0844 338 8338 or complete the internet section within the NEC dynamic order form and send it to eventorders@thenec.co.uk. All information can be found on the NEC website in the "exhibitor" section – order services.

Temporary Staff

Insurance Age reserves the right to ask that any promotional staff working on your exhibition stand adhere to an acceptable standard of dress. We would also ask for appropriate behaviour befitting a professional environment. Insurance Age reserves the right to remove anyone from the event not adhering to the above rules.

Please note that NO promotional staff can walk around the show floor handing out literature, or hand out literature in the registration area unless agreed with the organisers prior to the event.

Session Timetable

This can be found by visiting the exhibition website

It is recommended that the ordering process for stand extras should start as early as possible as many of the suppliers offer early bird discount on any stand extras you may require. For anything not covered in this manual, please contact Beth Jones

Have a great show!