

Notes for guidance

The following notes are designed to help our clients plan their events at The Queen Elizabeth II Conference Centre. We would be grateful if clients could ensure that all contractors, including production companies working on events, are made aware of these guidance notes. Please remember that the notes are for guidance only and should be read in conjunction with our Standard Conditions of Hire.

Further information on any aspect contained in these notes is available from your Event Manager.

Audio Visual Services

Interface is our on-site team whose services encompass expertise in every technical aspect of event management including audio visual, sound, staging, video, data projection, PowerPoint slide creation, video-conferencing, simultaneous interpretation and satellite conferencing. All our clients are important to us, so if you are unsure whether we offer a particular service – please ask. We have wide experience of all types and sizes of events, so take advantage of our knowledge and expertise.

You will appreciate, with the level and range of services offered, our own technicians are best suited to operate the equipment. They are highly skilled and dedicated individuals.

Please note that we do not allow access to any technical areas, eg control booths, by outside production companies working independently, as it invites risk to proprietary installed systems. Supervisory involvement in technical areas should be discussed at the first opportunity. Radio microphone frequencies must be checked through your Event Manager if you intend to use your own equipment.

You can contact **Interface** for further information or a quotation on telephone: 020 7798 4118 or fax: 020 7798 4687.

Business Centre

The Business Centre provides a comprehensive executive support service, including faxing, photocopying, secretarial services and access to check e-mail. Gifts, stamps and adaptors are also sold here. A courier service can be arranged through the Business Centre for National and International destinations. These services are available to organisers and delegates alike.

Any delegate wishing to receive faxes during an event should be given the Business Centre fax number 020 7798 4123.

The Business Centre is open between 8am and 6pm Monday to Friday, with additional opening hours (such as weekends and evenings) available on request to your Event Manager.

Car Parking

Nearest car parks to the Centre are as follows:

Masterpark, Abingdon Street, London SW1	020 7222 8621
National Car Park, Semley Place, London SW1	020 7730 7757
*Masterpark, Whitcomb Street, London WC2	020 7839 5858
Masterpark Head Office	0800 243 348
*Masterpark, Spring Gardens, Trafalgar Sq	020 7930 1565
National Car Park Head Office	0870 606 7050

*A 25% discount is available at either Spring Gardens or Whitcomb Street car parks. Contact The Business Centre for further details.

Centre Property

All reasonable steps must be taken to ensure that Centre property is not removed from the building.

Cleaning

All hired areas will be cleaned between 0600 and 0800 daily by the Centre unless requested otherwise. Exhibition stands, however, are the responsibility of the exhibition/conference organiser. The Centre's cleaning contractor will usually be happy to do this as a separate arrangement at a cost to the hirer. Please contact your Event Manager for details.

Communications

All requests for telephone, data and communication services must be addressed to the ICT Department. The client/stand holders will be responsible for the safe return of all equipment supplied by the Centre. As a result of investment in new technology, the Centre offers a cost-effective and efficient communications service.

Radio frequencies and names

Channel Reference	Base Tx / Mobile Rx	Mobile Tx / Base Rx	CTCSS Tone	DCS Code
CHP0044A 640	448.006250 MHz	431.006250 MHz	67 Hz	
CHP0044A 640	448.006250 MHz	431.006250 MHz		A023
CHP0044A 655	448.193750 MHz	431.193750 MHz	67 Hz	
CHP0044A 655	448.193750 MHz	431.193750 MHz		A023
CHP0044A 700	448.756250 MHz	431.756250 MHz	67 Hz	
CHP0044A 700	448.756250 MHz	431.756250 MHz		A023
CHP0044A 719	448.993750 MHz	431.993750 MHz	67 Hz	
CHP0044A 719	448.993750 MHz	431.993750 MHz		A023

Complaints Procedure

At the Centre we aim to give all our customers the highest standards of service and we place particular importance on providing the sort of efficiency that will make your visit as pleasant and problem-free as possible.

We recognise, however, that mistakes and misunderstandings can sometimes occur and when they do it is our remit to resolve them, to your satisfaction, as quickly as we can.

What to do if something goes wrong

During the running of events, your dedicated Event Manager will do his or her utmost to deal with any problems or queries you raise. After an event, complaints can be registered on a Client feedback form.

What to do next

In the unlikely event that you should feel the problem has not been resolved to your satisfaction, you should write to:

Notes for guidance

Jonathan Byrne, Commercial Director, The Queen Elizabeth II Conference Centre, Broad Sanctuary, Westminster, London SW1P 3EE.

Letters will be acknowledged within twenty-four hours of receipt and we will endeavour to deal with your complaint to your satisfaction within ten days.

Conference/Exhibition “Break Downs”

The Centre must be informed of the proposed start times / end times of all conference/exhibition break downs. Goods and equipment will normally leave the building via either the Storeys Gate or Mews goods lift depending on the size and location of your event. Your Event Manager will arrange usage times for the goods lift. Passenger lifts may be used at the Centre's discretion by prior arrangement, although this is not normally possible whilst delegates remain in the building.

Damage Control Check

A damage control check will be carried out by the Centre prior to and after each event during normal working hours or at the earliest opportunity. Any client who wishes to attend should contact their Event Manager.

Deliveries/Collection

All deliveries must be made at the Loading Bay in Storey's Gate. The Centre must be advised on the nature, estimated time of arrival and departure, vehicle registration number, driver's name and destination of the delivery with a contact name at the Centre. Clients are responsible for ensuring that a proper arrival and departure schedule is drawn up for exhibitors using the Storey's Gate and Mews lifts. The Centre is unable to accept responsibility for any delay/loss to exhibitors that may occur.

Doors

Doors to the conference rooms must not be wedged open. These must be closed after use to conform with Fire Regulations.

External Signs

As a general rule the Centre does not allow external signs/displays. If a client has exclusive or near exclusive use of the building we may permit a sign above the canopy, subject to the Centre's approval and at a daily hire charge obtainable from your Event Manager.

Canopy signage: 20' x 4' or 40' x 4'.

Accessible Facilities

If a delegate has a disabled sticker on their vehicle, arrangements can be made through your Event Manager for forecourt parking. There is an in-built ramp to the east of the main entrance for wheelchair access. All rooms in the Centre, except the Thames Room on 1m, can be accessed without need to use the stairs.

For safety reasons there are restrictions on the number of wheelchairs allowed above the ground floor. If you expect more than 12 delegates in wheelchairs, please speak to your Event Manager to ensure the Centre remains within its permitted limit.

There are toilets for people in wheelchairs on the ground, first, second, third, fourth and fifth floors.

Fire Precautions

Exhibitors are advised that the Centre has stringent regulations governing materials used on site during an exhibition. Please contact your Event Manager for more information.

The Fire Alarm incorporates both an audio alert and public address system announcements. The Centre's Floor Wardens will assist with any necessary evacuation.

First Aid

There is a fully equipped First Aid room on the ground floor. This is not permanently staffed unless the organiser arranges it. It is advisable to contact either the Red Cross (020 8944 8909) or the St John Ambulance Services (020 7258 3456).

Florist

The Centre has an approved florist, who will be more than happy to give suggestions and prices for all your floral requirements. More than that, the florist can give ideas on transforming your event. Whether a banquet, conference or other meeting, themes can be applied to make your event more special. Please contact your Event Manager for more information.

Food and Beverage

Leith's at the Centre offers a varied, imaginative and comprehensive service to suit all requirements. Telephone number: 020 7798 4641. It is a contractual obligation that clients do not provide their own food and drink at the Centre.

Clients are reminded that the final numbers of expected guests should be notified to the caterers no later than 10.00am, three working days prior to the event. If numbers do increase after this time, every effort will be made to cater for the increased numbers, but it cannot be guaranteed that the specified menu will be provided, and this may incur additional charges.

A full set of Leith's terms and conditions are available on request

Furniture Arrangements and Exhibition Layouts

Clients are reminded of the contractual obligation to submit their detailed furniture arrangements and layouts to the Centre at least 30 days before the start of their hire period. All proposed exhibition layouts and “stage sets” must be submitted on a scale plan at least 30 days before the start of the hire period for the Centre's approval.

Hazardous Substances

Clients must confirm that they have a safety procedure which observes and complies with the HSE Regulations. All clients bringing into and using substances in the Centre must confirm that the full requirements of COSHH will be complied with and that in every case of doubt they will make prior arrangements with the Centre's Safety officer for the satisfactory handling of any hazardous substance.

Hotel Accommodation

There is an extremely good range of hotel accommodation within a reasonable distance of the Centre. However, in order to make things easier for you, we have a preferred supplier for the Centre and our clients. Please contact Tosca Jiminez at The Corporate Team on 020 7592 7207, or email tosca.qeii@corporateteam.com and she will be happy to help with your requirements.

Notes for guidance

This company will advise you on the most appropriate hotels for your delegates, advise on availability, negotiate the best rates for you, and deal with all of your delegate bookings on your behalf. Our staff will be happy to introduce you at a very early stage in your booking with us to ensure you benefit from the Company's services to the full.

Lifts

Two goods lifts from Storey's Gate are available as follows:

Lift 10 Width 1.32m (door opening also 1.32m)
Depth 1.46m
Height 2.05m (door opening 2.05m)
Loading – 1,000 kilos
Available floors – Ground to 3rd

Lift 11 Width 2.5m (door opening 1.6m)
Depth 1.7m
Height 2.2m (door opening 2.05m)
Loading – 2,000 kilos
Available floors – Ground to 5th

The Mews goods lift on the East side of the building is available as follows:

Width 5m (door opening also 5m)
Depth 2.5m
Height 2.5m (door opening 2.0m)
Loading – 2,500 kilos
Available floors – ground and third, depending on the size and location of your event. Please discuss your requirements with your Event Manager.

There are also 10 passenger lifts (maximum loading 1,250 kilos) which can be used for smaller, lighter goods, but these may only be used at the discretion of the Centre by prior arrangement with your Event Manager.

Lift doors must *not* be wedged open.

Floor Loading

Raised access floors are used in some rooms and these must not be overloaded. Heavy loads should be separated by distance or floor spread plates used to avoid damaging floor boxes.

Local Attractions

Due to our prime central location we are situated close to many of London's main hotels, restaurants and attractions. Staff in the Business Centre will be pleased to advise delegates on the choice available.

Entertainment

Whilst in London experience one of its unique entertainments, a night at the theatre in the West End. Most of London's theatres are within a short cab ride from the Centre. See the local press, 'The Evening Standard' for details.

Historic Sites

We are situated opposite Westminster Abbey and within walking distance of The Houses of Parliament, Buckingham Palace, Trafalgar Square and the British Airways London Eye.

Nature

You can also take a break from it all in St James's Park, Green Park or Hyde Park, all within easy reach on foot. The river Thames is 5 minutes walk away, where river cruises are available.

Restaurants

There are a number of good restaurants very close by. However the Centre is just a short taxi ride from Leicester Square, Covent Garden and Soho which house a wide variety of restaurants to suit every taste and pocket. And don't forget our in-house caterers, Leith's, can provide excellent silver service meals for 30-500 persons, ring 020 7798 4288 for more information.

Noise

Please remember that people do reside in the vicinity of the Centre. Clients must ensure that their contractors and delegates keep noise to a minimum.

Notices

Notices must not be affixed to the fabric of the building without prior permission. Sticky fixers, Bluetack or Sellotape must not be used on painted surfaces. Clients will be charged to repair damaged areas.

Under no circumstances must cables, wires, etc be attached or affixed directly to the walls or ceilings in the main conference rooms. Wall channels and ceiling bars have been provided for this purpose.

Office Machinery

Any faults, defects or damage to machinery hired from the Centre must be reported as soon as possible to your Event Manager.

Porters

Porters are employed by the Centre to move furniture and set up rooms as required. If you need assistance with portage, please book porters through your Event Manager.

Room Rental Period

Daily room hire is from 08.00-18.00 hours; if you need to set up or breakdown stage sets and exhibition stands additional time should be reserved when booking your event. The Sales team at The QEIIICC will be able to advise on how much time will be required and the supplementary charge.

Rubbish

Clients are responsible for the clearance of their own rubbish and other waste materials from the building at the end of their event. In the event that this is undertaken by the Centre, a charge may be levied accordingly.

Security

General security patrol will be provided by The Queen Elizabeth II Conference Centre personnel, but they will not be responsible for exhibitors' equipment/material if lost or damaged.

The client is not permitted to provide its own uniformed Guard service.

Clients are advised that the Centre does not accept responsibility for any loss of property. Lockable rooms are available at the Centre, and we advise clients to contact their Event Manager to arrange this facility.

Smoking and Litter

Smoking is not permitted within the Centre or its environs and clients are asked to help us prevent litter.

Works of Art

Works of art must not be removed or disturbed; if required this will be undertaken by the Centre's staff. Any accidental damage must be notified immediately.

Notes for guidance

Sustainability

The Queen Elizabeth II Conference Centre recognises it has a responsibility to achieve environmental best practice and continuously improve its business activities to protect the natural environment by carefully managing energy and minimising waste whilst maintaining its reputation as an internationally renowned and welcoming conference venue. Our aims and objectives are fully aligned with the targets for Sustainable Operations on the Government Estate and the Carbon Trust Management Programme.

The Key Objectives are:

Energy	To optimise the efficiency of energy consumption.
Water	To minimise consumption and eliminate waste.
Wood	To avoid the purchase of office furniture and other products which contain wood from non-sustainable source.
Paper	To keep the use of paper to the minimum required; to extend the practice of recycling paper where possible; and to specify the purchase of recycled paper products where practicable.
Transport	To use public transport wherever practicable.
Other products	To make efficient use of all resources and ensure that contractors use environmentally friendly products wherever practicable; and to ensure the recycling of other waste such as toner cartridges.

Data Protection

The Queen Elizabeth II Conference Center (QEIIICC) needs to collect and use certain types of information about people with whom it deals in order to carry on its business and meet its customers' requirements effectively. These include current, past and prospective customers, suppliers and others with whom The QEIIICC conducts business.

The lawful and correct treatment of personal information by the QEIIICC is important to the achievement of our objectives; to the success of our operations and to maintaining confidence between those with whom we deal and ourselves.

The QEIIICC fully endorses and adheres to the eight principles of data protection, as set out in the Data Protection Act 1998. These principles state that personal information must be:-

- Fairly and lawfully processed
- Processed for limited purposes and not in any other way which would be incompatible with those purposes
- Adequate, relevant and not excessive
- Accurate and kept up to date
- Not kept for longer than is necessary
- Processed in line with the data subject's rights
- Kept secure
- Not transferred to a country which does not have adequate data protection laws