Event Handbook

Content

Your Event-Our Mission 2
Accessibility 2
Audio-Visual Services 2
Cleaners and Porters 2
Cloakroom 3
Cycles and eBikes 3
Data and Personal Data 3
Deliveries and Collections 3
Evening Events and Serving Alcohol 3
Event Briefing 4
Event Checklist and Countdown 4
Floor Plans 5
Furniture and Exhibition Layouts 5
Health and Safety 6
Getting to the Centre 6
Portable Appliance Testing (PAT) 7
Registration 7
Security and Stewarding 7
VIPs 9
WiFi Networks 9

Your Event–Our Mission

Thank you for booking your event at the award winning QEII Centre. We are delighted you have chosen to host your event with us, and we are committed to helping you make sure your event is a complete success.

In this handbook you will find all the information you need regarding the Centre, the location, event timetables, logistics and services but if you have any questions or concerns, please contact your Event Manager. This document should be read in conjunction with the Hire Agreement and the Requirements Letter applicable to your Event.

Any capitalised terms used but not defined in this document shall have the meaning given to them in the Hire Agreement or Conditions of Hire.

Accessibility

The Centre is fully accessible for people using wheelchairs or mobility aids. Accessible toilets are also available on all floors. As a precaution, can you please advise your Event Manager if you have delegates, exhibitors or guests who may require assistance in the event of a building evacuation. These could be children or elderly people. Personal Emergency Evacuation Plans (PEEPs) must be completed in the format specified by the QEII Centre and submitted to the Event Manager no later than seven (7) days prior to the event, in accordance with the QEII Centre's Emergency Procedures.

The following link: Event Venue Accessibility Information - QEII Centre details the QEII Centre's commitment to providing access for all visitors, including facilities for wheelchair users, accessible toilets, induction loops for the hearing impaired, and assistance for those with mobility challenges. The QEII Centre is audited regularly by the Centre for Accessible Environments, the most recent being in 2025.

Audio-Visual Services

QEII Live provides in-house AV services.

If you wish to use an external AV provider, you must notify the QEII Centre at the time of contract and provide all required documentation (including proof of public liability insurance) as set out in clauses 13 and 53 of the Conditions of Hire.

You can find out more about QEII Live here: QEII Live Audio Visual Digital Services - QEII Centre.

Cleaners and Porters

Core cleaning is included but if you would require nominated cleaners for your Event, ask your Event Manager.

Requests for additional cleaning or porter services must be made in advance and will be subject to availability. Please refer to clause 14 of the Conditions of Hire. Additional charges may apply.

A team of onsite porters are available between 07:00 and 22:00 and they can make minor adjustments to room layouts to accommodate an increase or decrease in numbers attending, indicatively up to a maximum increase of 10% (of the layout agreed and documented in the Requirements Letter).

Our porters do not undertake deliveries (e.g. pallets, signage and printed materials) but your Event Manager can direct you to one of our service partners who can assist. Third party companies generally need at least seven (7) days' notice.

If you would like to have our porters on standby for room changes, be aware that there will be a charge for this, and your Event Manager will provide costs and details.

Cloakroom

Your room hire rate includes access to a complimentary cloakroom, including three attendants. The Centre can provide further cloakroom attendants (at a suggested ratio of 1 attendant per 500 delegates); these however are chargeable, and your Event Manager can advise on cost. The cloakroom opening times will mirror the Hire Agreement timings.

Cycles and eBikes

Cycles may be secured at the designated rack on the pavement near Storeys Gate entrance, on the west side of the building. For health and safety reasons E-Bikes/E-Scooters are not allowed at the Centre, including in the car park and the cloakroom.

Data and Personal Data

The QEII Centre needs to collect and use certain types of information about people attending the Centre. We treat all data collected in line with the Data Protection Act 2018 and GDPR legislation. If you would like to view our privacy notice, it is available here: Privacy Notice - QEII Centre.

Deliveries and Collections

For deliveries of stands, exhibition materials and technical equipment, there is a dedicated loading bay for deliveries and collections. This is located on Storeys Gate, on the west side of the Centre.

The Loading Bay can accommodate vehicles up to 3.5 metres wide (11' 6") and there are no height restrictions in place. This can only be accessed between 07:00 –19:00 Monday to Friday. Weekends and bank holiday deliveries/collections may be accommodated by special arrangement.

If you are planning to use the Loading Bay, please make your own arrangements for how items are delivered or collected so that you know that they have arrived, or have been collected, successfully. We will only accept deliveries up to forty-eight (48) hours before the agreed start date of the Event (inclusive of set up dates).

There is a goods lift from the Loading Bay to take items to upper floors, and there is also a larger external lift (the "MEWS Lift") for bulky items which will not fit into the goods lift. Your Event Manager can explain more details about the MEWS Lift if you need an alternative loading or collection point.

Be aware that all items relating to your Event must be collected within 30 days of the end date of the Event or they will be disposed of. The Hirer is responsible for arranging collection.

Evening Events and Serving Alcohol

Evening events hire time is ordinarily limited to midnight, but if your Event is likely to go beyond that time, please let your Event Manager know at your first meeting and they can advise about the arrangements required and any extra hire costs which might be applicable. This may include security costs, as per the Security Risk Assessment.

Be aware that our alcohol license is limited to 1:00am and we may need to apply for a temporary event license should your Event require it. On site there are personal license holders but be aware that bar staff will not be able to serve guests if they are or appear intoxicated (in line with the terms of our alcohol license).The Centre operates the Challenge 25 strategy and will require photographic ID for anyone over the age of 18 but who looks under 25 before alcohol can be served to them.

Event Briefing

We understand that critical success factors for your Event may include:

- Meeting your Event brief and key objectives
- The Event being delivered on time and to budget
- Positive delegate feedback on the key Event objectives and outcomes
- Positive feedback on the venue, including the building, services, catering, AV, environment and tech
- Notable feedback in the media, on social media, and in industry specific journals
- A "can do" and engaging attitude from all the QEII Centre team

Talk to your Account Manager and Event Manager about other critical success factors that you want QEII Centre to be aware of and to support you in achieving these.

Event Checklist and Countdown

We want to ensure that your Event goes smoothly and have created this tailored checklist and countdown for you to use. The below checklist does not supersede the terms of the Hire Agreement.

Requirement	Timeline	Notes/Actions
Additional Staffing Requirements	At least thirty (30) days before the Hire Period	We can provide porters, cleaners, and registration desk hosts
Audio Visual equipment and services required	At least thirty (30) days before the Hire Period	Also refer to clauses 53 – 55 (inclusive) of the Conditions of Hire for AV-specific terms of the Hire Agreement.
Catering Menus and Final Numbers	Final menus and expected guest numbers (if increased from the minimum numbers stated in your Hire Agreement) are to be confirmed twenty (20) Working Days before the Hire Period Final numbers for all catering requirements are to be confirmed no later than fifteen (15) Working Days before the Hire Period	If you anticipate an increase in guest numbers after these deadlines, please let us know at least five (5) Working Days before your Event While QEII Taste will endeavour to accommodate these changes, it cannot be guaranteed Note, a separate QEII Taste catering contract is issued and QEII Taste take full payment prior to the Event
Communication and IT requirements	At least thirty (30) days before the Hire Period	See Wi-Fi section on page 10
Delegate numbers	At least thirty (30) days before the Hire Period	
Event Programme	At least thirty (30) days before the Hire Period	In an agreed format but must include key activities, timings, location, and speakers
Exhibition Plans (setting out the positioning of stands and ancillary services)	Thirty (30) days before the Hire Period	Completed plans for exhibition stands and stalls need to be sent to your Event Manager
Health and Safety specific documents: RAMS for exhibition builds, temporary electrical supplies and production companies and CDM Plan	CDM Coordinator to be named sixty (60) days before the Hire Period Risk Assessments and other health and safety documents to be provided at least thirty (30) days before the Hire Period	The QEII Centre has a number of generic health and safety document templates that the Hirer can use for its Event.

Requirement	Timeline	Notes/Actions
Insurance certificate for public liability (see clause 40 of the Conditions of Hire)	Thirty (30) days before the Hire Period	You will need to provide evidence of your public liability insurance, including the broker's letter and any underwriters' letters
Payment Terms (including Room Hire and Audio Visual)	Hire Charge for the Rooms– ▪ 30% deposit at contract signature ▪ 30% not later than ninety days (90 days) before the first day of the Event ▪ 40% not later than thirty (30) days before the first day of the Event (plus, any additional security, porter or any other additional charges) Audio Visual – full payment fourteen (14) days before event date	Speak to your Account Manager for more details
PEEPS	As soon as known but no less than seven (7) days before the Hire Period	Use the pro forma available on the QEII Centre website (available at QEII-Centre-Emergency-Procedures-2024.pdf)
Room layouts and furniture requirements	At least thirty (30) days before the Hire Period	If you are unsure what layout and furniture you require, please talk to your Event Manager
Signage Requirements	At least thirty (30) days before the Hire Period	List out what this includes (e.g. signage holders, digital signage)
VIPs expected to attend (and any additional security)	No less than seven (7) days before the Hire Period	This helps us work with you to determine any security and privacy requirements

Floor Plans

The Centre has an interactive floor plan tool which can help you envisage what your event space will look like. The tool is available here: Interactive Floorplan - QEII Centre

If you are planning any exhibitions or displays, a scale plan and accompanying RAMS must be submitted at least thirty (30) days before the Event.

Furniture and Exhibition Layouts

The rooms and spaces at the Centre can accommodate a wide variety of furniture configurations and exhibition layouts tailored to your specific requirements. To ensure we can deliver your vision effectively and safely, we kindly request the following:

- Notice Period: A minimum of thirty (30) days' notice is required for submission of your event and exhibition furniture and layout requirements.
- Scale Plan: A to-scale plan must be provided, clearly indicating the position of all items (stands, furniture, equipment, etc.) so that we can verify fit and compliance with venue guidelines.
- CDM Plan: A Construction, Design and Management (CDM) Plan must also be submitted, as this is a legal requirement for events involving build elements.
- Additionally, your Event Manager will provide a layout drawing of your booked spaces showing standard elements such as seating, staging and AV setups.

Health and Safety

To assist Event Organisers and their contractors, we have provided an outline Event Safety Management Plan In Appendix A (Supporting Documents) for completion, where required.

The QEII Centre requires a Construction Design and Management (CDM) plan for an exhibition which is a requirement of the CDM Regulations (2015). This is to ensure health and safety in the design and construction of exhibition stands, temporary structures, and event spaces.

A Principal Contractor Risk Assessment is also contained within Appendix A (Supporting Documents) support with key considerations for your event. Completed packs should be submitted to the Event Manager at least twenty-one (21) days prior to the installation date.

The Event Safety Management Plan also provides all the health and safety information needed for your event, including:

i. Site Rules
ii. Safe Systems of Work
iii. Safety Induction
iv. Accident Reporting & Investigation
v. First Aid Arrangements
vi. PPE
vii. Site Access
viii. Protection of the Fabric of the Venue
ix. Smoking / Alcohol / Drugs
x. Flammable Materials
xi. Storage of Materials and Equipment
xii. Equipment Suspended at Height
xiii. First Aid and Medical Emergencies
xiv. Manual Handling
xv. Work Equipment
xvi. Ladders
xvii. Electrical Work
xviii. Temporary Demountable Structures (where applicable)
xix. Site Lighting
xx. Pre-Event Inspection/Completion

We have also created a Hirer-specific risk assessment, to address all risk areas of your event. This can be utilised as the risk assessment required to be submitted before your event proceeds. Please be reminded that the risk assessment must be submitted no less than thirty (30) days month before the beginning of the Hire Period. If the Centre determines the risk assessment is not suitable and sufficient, then the Hirer will be asked to resubmit a revised risk assessment within three (3) Working Days of the QEII Centre's request.

You can find more details about our emergency procedures, including fire exits and assembly points, on our website.

Getting to the Centre

The Centre is located in Broad Sanctuary, SW1 3EE, Westminster opposite Westminster Abbey. The nearest London Underground Stations are Westminster, Victoria and St. James' Park.

Car parking space is limited but may be available in our underground car park. Please request spaces via your Event Manager. Our underground car park has a height restriction of 1.9 metres so not suitable for tall vehicles. If use of the car park is agreed, the Hirer may use the car park at its own risk, and the QEII Centre does not accept responsibility for any damage however so caused whilst the vehicle is in situ or travelling in/out of the car park.

Chauffeur-driven vehicles are usually permitted to wait on the forecourt of the Centre whilst the chauffeur is in attendance. Disabled persons may park their vehicles on the forecourt (provided they have and display a valid disability vehicle badge). However, this must be notified in advance to your Event Manager.

More details of how to get to the Centre and available transport options, including parking, are on our website.

Optional Add-Ons and Services

The QEII Centre can arrange for optional services, including mobile phone charging stations, digital signage, portable AV equipment, and additional or hired in furniture. These items must be pre-booked and are subject to availability and charges. Please contact your Event Manager to discuss options and confirm requirements in advance.

Portable Appliance Testing (PAT)

Health and safety legislation requires all portable electrical equipment to have a current PAT test certificate to demonstrate that the appliance is electrically sound and is suitable for its planned purpose. The Hirer must ensure such items brought onsite have a visible tag.

Registration

The number of registration desks allocated to your event will be predicated on the number of rooms/delegates. The registration stations will be set up in the foyer, and all attendees must register and be allocated a badge to be able to enter their specific event space. It is the Hirer's responsibility to provide physical event ID (e.g. badges) and to staff the desks throughout the duration of the event.

On occasion, the Event Manager, or the Centre's security team, may ask that a validation stage is put into effect whereby delegates are requested to show their invite confirmation email or equivalent prior to entering the Centre. This is for high-risk events where there is potential for protestor activity or theft within the Centre. Be aware that members of the QEII Centre's security staff may ask to check delegate badges as delegates enter lift lobbies or on the upper floors.

If your guests, delegates or exhibitors arrive early, they can use the Sanctuary Café opposite the registration stations. The Sanctuary Café is exclusively for event attendees and not open to the public.

Security and Stewarding

Security is provided by a QEII Centre appointed contractor, who holds the relevant licenses and accreditations (e.g. SIA licenses for all security officers).
The Hirer must use the QEII Centre's in house security team for all purposes other than for the purposes of close protection officers, VIPs, or select politicians/business leaders in which cases security personnel may be directly sourced by the Hirer.

The responsibilities of the QEII Centre's security contractor include, but are not limited to:

- Security control at entrances and exits to the Centre.
- CCTV and site monitoring to detect and prevent security threats.
- Overnight protection of infrastructure and assets.
- Initiating safety and security protocols as and when required.
- Enforcement of QEII Centre-specific security requirements and rules.
- Acting as fire wardens, and at weekends and evenings the supervisor on duty will act as 'Incident Controller' (i.e. managing and overseeing the response to an emergency).
- Monitoring designated emergency vehicles routes and walkways to ensure that they always remain clear and unobstructed. This does not absolve the responsibility of the Hirer to ensure these areas remain clear; and

- Conducting a pre-event briefing for their security personnel containing information regarding:
  - Details of the Event, including access/egress, and any potential hazards i.e. emergency evacuation of the site.
  - Clear direction on the management of protests or anticipated disruptive behaviour.
  - Details of emergency and evacuation plans; and
  - Any other relevant information required.

The QEII Centre has invested in advanced AI technology for delegate security scanning. The "Evolv" scanners replace standard X-ray machines. Evolv deploys sensor technology and artificial intelligence to screen delegates while they walk through reception at a natural pace without stopping and without handing over their belongings. This allows for a free flow, fast-moving system, alerting security staff to the presence of weapons while ignoring harmless personal items like mobile phones and coins. The overall effect of the technology is a safer environment, a more streamlined reception area and a quicker onboarding process for events/delegates.
Each event, however, will be considered on its own merits and where the risks and Hirer led information determine that an X-ray scanner is needed, this shall be deployed. Once an event meets certain criteria (specified below), an event security risk assessment ("SRA") must be undertaken jointly between the QEII Centre security team and the Hirer. The QEII Centre has put in place more robust processes, including training, in response to Martyn's Law.

Criteria to initiate an SRA: if any two or more of the below apply, an SRA must be jointly completed by the QEII Centre and the Hirer as soon as possible following contract signature:

i. Over five hundred delegates are expected to attend the Event
ii. The demographic of the delegates necessitates an SRA (e.g. the event free to attend; the type of attendee expected)
iii. VIP's, protected individuals or Members of Parliament are expected to be in attendance at the Event
iv. There is expected to be protest or disruption (based on initial conversations with the Hirer)
v. There is a history of security related issues at previous related events
vi. The identity of the Hirer is controversial or highly political
vii. The Event is a non-sit-down dinner evening event, serving alcohol
viii. The QEII Centre Security Contractor, Met Police or the Civil Service have advised that an SRA should be undertaken

If the Hirer provides stewards for directing delegates and other such duties, then the Hirer's stewards attending the Event must:

i. Receive a fire safety briefing before the commencement of the event from the QEII Centre; and
ii. Follow all reasonable requests and commands from the QEII Centre security team, Event Manager and/or QEII Centre Management

Sustainability

As the Centre is situated within a World Heritage site we take our commitment to protecting the environment around us and beyond very seriously. From the sourcing of ingredients in the food and beverages, disposal of packaging, and using the most energy efficient lighting and equipment, the Centre is always looking at ways to reduce our impact on the environment and the climate. You can read more about our commitment to the environment and how we are working towards net zero here: Events Venue Sustainability Information - QEII Centre

VIPs

The QEII Centre is experienced in hosting VIPs and understands the importance of diligence, focus and attention to detail to ensure their safety and comfort.

If you are expecting VIP attendees at your event, please notify your Event Manager at least one (1) week prior to your event, providing the following information:

- Name(s) of VIPs.
- Estimated time of arrival.
- Method of arrival/departure.
- Any specific security requirements.
- Whether the individual is classified as a protected person.

The QEII Centre has a discreet VIP entrance, and further details of this and any necessary arrangements will be provided upon confirmation of VIP attendance.

Wi-Fi Networks

The QEII Centre offers various Wi-Fi options to cater to different needs. Our newly upgraded wireless and wired networks offer much higher bandwidth and reliability for even the busiest events.

- Complimentary Wi-Fi (QEII Guest): Free wireless connectivity throughout the Centre, suitable for web browsing, social media, and email.
- QEII Premium: Providing a faster, encrypted, and supported wireless connection for enhanced security and support. Popular with exhibitors, a one-off charge gives them access to the network for the duration of your event.
- Dedicated SSID (Private Network): Allows you to have your own custom named, private, encrypted network, ideal for events requiring a dedicated connection and offered with on-site support from our network technicians.

From April 2026, the Centre will be offering a revamped wireless network for delegates, with a new pricing structure to accommodate a range of bandwidth needs.

Further details can be found in the QEII Live Organisers pack downloadable from the QEII Live website here: QEII Live Audio Visual Digital Services - QEII Centre

These options ensure that all visitors and event organisers can choose a connectivity solution that best fits their requirements.