

Terms & Conditions/Guidelines

All orders for ICT Services must follow the required guidelines and be submitted with a clear and precise positioning plan at the time of ordering.

Any changes required due to incorrect positioning plans will be subject to a surcharge.

All positioning plans must show the location of each data port position in relation to the stand using metric measurements. For Exhibitions, all data port positions must be within the perimeter of the stand.

Where documentation is not supplied to the venue within the specified timeframe of 14 days prior to event tenancy, the venue reserves the right to cancel all ICT Services associated with the client.

P&J Live operate a clean air policy - as a result, exhibitors are not permitted to bring their own Wi-Fi equipment. Companies found operating their own Wi-Fi equipment will have their internet feed disconnected.

Orders should be submitted and all payments should be made 28 days before the first event build date or they will be subject to a 25% surcharge. All payments must be made before the event commences or services will not be provided.

E-Guide

P&J Live operate within the guidelines as set out in E-Guide industry standard for Health & Safety.

To view or download E-guide visit

<https://www.aev.org.uk/e-guide>

By ordering our services you agree to comply with the content therein.

Cancellation Policy

Orders cancelled within 28 – 14 calendar days of the specified shows tenancy will be liable for 50% of the total agreed charge. Orders cancelled less than 14 calendar days of the specified shows tenancy will be liable for 100% of the total agreed charge.