



Exhibitor's Guide 2026-27

01492 879771 venuecymru.co.uk
businessevents@venuecymru.co.uk

venue
cymru
LLANDUDNO

Welcome to Venue Cymru

Welcome to your Venue Cymru Exhibitors Manual. This document contains all the information that you may need to ensure your smooth participation in this event.

If you have not already done so, please complete your company's exhibitor's forms.

Of course, this manual is not intended to replace the operations team's personal service and if you have any queries, please do not hesitate to contact a member of the Business Events team:



businessevents@venuecymru.co.uk



01492 879771

We are looking forward to welcoming you to Venue Cymru.

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.



Exhibiting at Venue Cymru

The following conditions form a part of Exhibitors conditions of contract with the Exhibition Organiser. The venue management reserves the right to enforce any of these conditions and failure by the exhibitor to comply may result in their exclusion from the premises.

Liability & Insurance

Personal Possessions

- The venue is fully alarmed against intruders and whilst every effort is taken to ensure the safety of stands and exhibits, the venue cannot be held responsible for loss or damage to exhibitor's personal property whilst stands are left unattended.

Public Liability

- Exhibitors are required to carry public liability insurance to cover against accident or injury caused to patrons as a result of their stand, exhibits or actions.

Health and Safety

Venue Cymru is committed to providing, maintaining & promoting, so far as is reasonably practicable, the highest standard of health, safety and welfare at all its events. All exhibitors are expected to ensure that they provide a safe place and system of work. Successful safety management requires the commitment, involvement and co-operation of all those on site. Exhibitors have a duty under current Health and Safety Regulations with which they must comply by law.

As an Exhibitor at Venue Cymru you must:

- Nominate a health and safety representative for your stand who is aware of your company's health and safety policy.
- Have a copy of your health and safety policy available for inspection on site, if requested.
- Ensure that you and anyone manning your stand understands the fire and evacuation procedures and location of all fire exits.
- Ensure that all rubbish and packing from your stand is removed from the site. It must not be stored on or behind your stand.
- Ensure that measures are taken to minimise the impact of your operations on the environment.
- Ensure that hazardous waste is disposed of safely.
- Ensure you have adequate insurance for the exhibition.
- Treat all electrical cables as though they were live.
- Be aware of others working around you and report any concerns you may have about unsafe work practices or violation of the health and safety procedures outlined.
- Have risk assessments in place.

As an Exhibitor at Venue Cymru you must not:

- Use flammable materials as part of your display
- Have overloaded or insecure displays
- Bring children into the halls particularly during build-up and breakdown.
- Overload trolleys
- Block the aisles with your rubbish or equipment

Cooking on Stands

If you plan to prepare and/or cook on your stand, there are a number of measures that need to be taken to fully meet the standards as laid down by law.

Cooking on stands is only allowed with permission from Venue Cymru. A risk assessment must be submitted for this, as well as any other relevant paperwork.

Sampling

The offering of food and drink samples is permitted at Venue Cymru providing that handlers have a basic food hygiene certificate which must be available for inspection. Exhibitors involved in the cooking and preparation of food must comply with the rules and regulations as set out in the Health and Safety section.

Stands/Display Materials**Delivery & Collection**

- Deliveries can be accepted between 8am and 5.30pm at reception using the 20 minute loading bay at the front of the venue.
- Any package being sent to the venue should clearly be marked with the event name and stand name/number.
- Stands and/or display materials being sent to the venue by courier will not be accepted prior to the exhibition set-up day unless previously arranged with the venue staff.
- Any return deliveries should be organised by the exhibitors. Please ensure these are clearly marked and that the company knows to collect it from reception via the main entrance. Please ensure packed and sealed boxes are individually labelled with the name and location and also the courier collection company. Our reception team can supply collection forms for you on the day.
- The venue can accept no responsibility for loss or damage to packages not received by the stand holder themselves. Any package delivered prior to the arrival of the stallholder, will be accepted and signed for unchecked.

Structures

- No stand in excess of 3.5 metres in height may be erected unless full plans of the stand have been submitted for approval not less than 6 full weeks before the event, and approval given.

Venue Furnishings

- A limited range of stand furniture will be available for hire for the duration of the exhibition (subject to availability) and should be ordered by liaising with your contact at the conference.
- Furnishings and equipment located in the venues foyers and passages are not available for use on stands and unauthorised use of such furnishings will result in their removal from stands by the venue staff.

Electrical Equipment

- All electrical equipment for use at the venue must carry a current PAT (Portable Appliance Testing) certificate. The venue management reserve the right to withhold supply of power from an exhibitor failing to comply and/or to insist on the testing of the said equipment (subject to a charge).
- Any power, lighting or other electrical installations should be fitted by competent personnel. Electrical equipment and installations are subject to inspection at any time by the venues appointed electrician. Any work necessary to make-safe or rectify such installations will be charged to the exhibitor. Full RAMS are required from the installer ahead of the event.
- Power will not be switched on to stands during build-up until it is considered absolutely safe to do so. Power to stands is switched on 60 minutes before the exhibition opens and 30 minutes after it closes each day. It is the responsibility of the exhibitors to advise and pre-book a continuous power supply if needed.
- Depending on the event, it is sometimes possible to book and pay for stand power through the venue. Please check with your event organiser for more details.

Flammable Materials

- All materials used on stands must be sufficiently fire retardant to comply with the requirements of the Fire Officer. Curtains or drapes must be of fire retardant material conforming to BS5876 (part 2).

Gangways & Passageways

- All gangways and passages must be kept entirely free of all furnishings, stands materials or other obstructions for the full duration of the exhibition. Failure to comply with this requirement may result in the clearing of obstructions by the venue. The venue management reserve the right to charge the exhibitor for all associated costs in doing this.

Damage

- Any damage caused to the fabric of the building or furnishings by misuse of facilities will be liable for re-charge to the exhibitor.

Housekeeping

- Please note that prior consent should be obtained before leaving any unwanted items and/or rubbish at the venue. Failure to obtain consent could result in a fine.
- Once agreed with the venue please ensure all rubbish is in the designated area, separating it accordingly to comply with our environmental policy.

Connectivity requirements

- All Wi-Fi, broadband and streaming services must be ordered through the venue. Any engineers arriving to connect links etc not ordered by the venues management will be refused access to the premises.

Conduct

- Exhibitors are prohibited from any activity that causes nuisance or offence to other users of the premises. This includes (but is not limited to) excessively loud use of music, discriminatory or threatening behaviour. Failure to comply may result in the exhibitor being excluded from the premises.
- Please ensure that your stand is always staffed and that all exhibits remain displayed while the event is open.
- All exhibitors will be required to wear an ID badge at all times.
- All business including the dispensing of literature and promotional material must be conducted from your stand. Exhibitors or their representatives are forbidden to hand out leaflets, samples etc, anywhere else on the premises unless prior agreement has been made with the venue.
- All exhibits, articles and other property brought into the exhibition shall be at the sole risk of the individual. Venue Cymru will take no responsibility for any loss, damage or destruction of any items.
- It is prohibited to store empty packing cases anywhere around the stands.
- Exhibitors are not permitted to attach anything to the walls or ceilings of the building without prior consent from the management.

Music/Entertainment

If you intend to play pre-recorded music on your stand you need Performing Rights Society (PRS) licenses even if you have a TV licence; Local Authority entertainment licence or Video Performance Ltd licence. If you do not have this, it can be arranged through the venue with a small cost implication. For further information please contact the event organiser.

If you intend to have live music performed on your stand, you need a Performing Rights Society license (PRS) only.

PRS: communications@prsformusic.com

Please ensure that music and commentary for demonstrations, videos, presentations etc, are kept at a level which will not interfere with neighbouring stands.

Loading & Unloading

The Arena (Ground Floor)

Access is from the service yard at the rear of the building, via level and tailgate high loading access.

Arena Loading Dimensions

Loading Bay (including roller shutter entrance doors):

Clearance on entrance are:

Height: 4.1 metres, approximately

Width: 3.8 metres, approximately

Arena Doors: Fire Exit Doors (alongside the loading bay): 1.6m wide x 2m high

Arena Ceiling Height: 7.8m

The Hall (1st Floor)

Access is from the service yard at the rear of the building, via a goods lift or stairwells.

The lift carries a maximum load of 2500kg and is sized as follows:

Height: 250cm Depth: 280cm Opening: 150cm

Orme Suite (Ground Floor)

Ramped access down from promenade main entrance, or access tunnel from rear car park and down steps from fire exits.

Set-Up

- On arrival all stands holders should register with the event organiser and obtain their ID badges.
- Owners of vehicles needing to unload in the rear service yard will be given a time for the next available time restricted loading slot.
- Vehicles must be removed from the service yard once they are unloaded before the time limit expires on load in time.
- Any vehicles which are left in the service yard beyond the allocated load in time will be subject to a release fee of £50.00.

Breakdown

- The event organiser will indicate when they are happy for breakdown to commence, normally at close of the event.
- Vehicles cannot access the service yard until permission is given by the traffic control marshal
- Permission will only be granted when the Exhibition Manager confirms that the stand is packed and ready for loading out.
- The venue does not have right of way across the sailing club car park to the East side of the venue. Therefore, it is not possible to use any of the fire doors for load out.

Parking

- Available on car park to the rear of the complex (Pay & Display), on the promenade (Pay & Display) and on the street. Limited waiting only at loading/unloading points.

Food and Drink

Clearance must be obtained by the venue prior to the event if any person intends to serve pre-prepared food, beverages or alcoholic drinks.

Catering is available at Venue Cymru at the onsite Café Bar and Restaurant.

Catlin's Café Bar

Catlin's Café Bar is open all day to conference delegates, theatre patrons and members of the public. It is a fully licensed bar serving light lunches, cakes and pastries, and hot and cold drinks in a comfortable relaxed environment.

The café bar is located by the Box Office near to the entrance from the car park to Venue Cymru. Opening times are 10am until 4pm.

Y Review Restaurant

Situated above the café bar, our pre-theatre restaurant Y Review offers stunning panoramic sea views across the Llandudno bay. The fully licensed restaurant provides a varied menu and selection of fine wines. Pre-booking is advised. Note that the restaurant is only open pre-show.

EV Charging at Venue Cymru

There are two EV charging points within the Venue Cymru car park. The Chargers are 22Kw AC type. The power of charge is determined by the on-board charger of your vehicle. You will need your own charge cable with 'Type 2' connector.

Charging prices are shown in the App. Once charge is complete, please remove your vehicle to a standard parking space and Pay and Display.

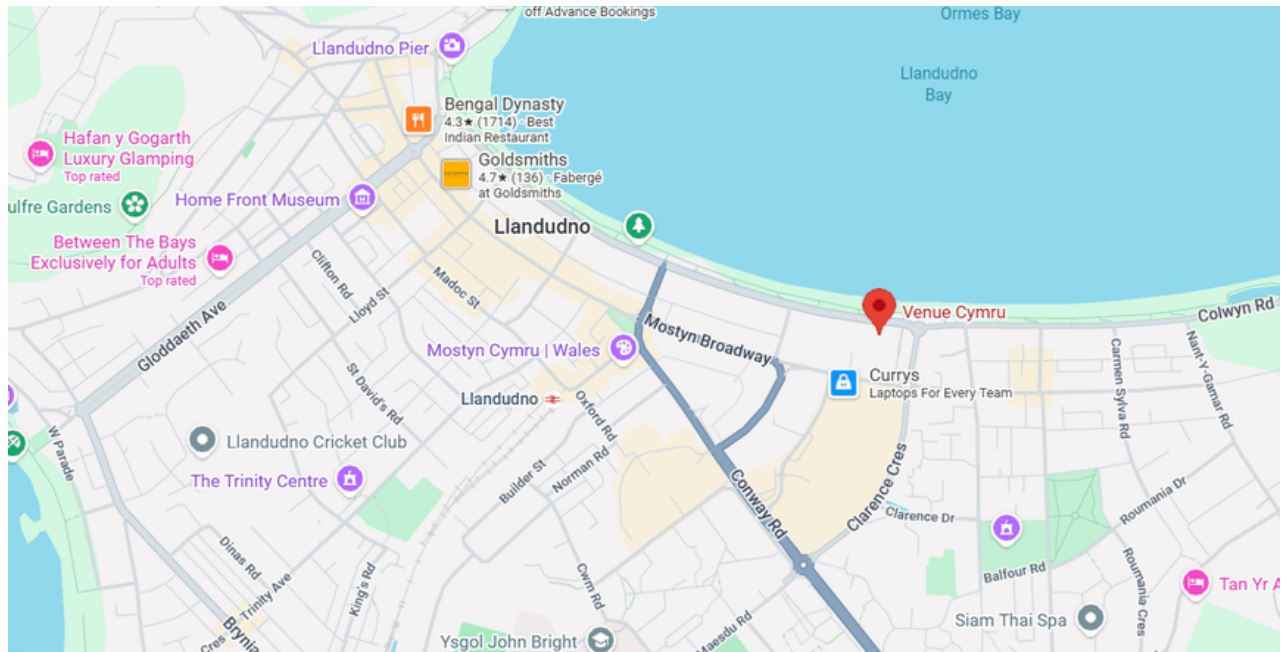
Accommodation

With more than 8000 bed spaces and 250 hotels, guest houses and bed and breakfasts within the town, we hope you will never struggle to find a room in Llandudno.

The wide range of styles and prices of accommodation the town offers can be a big bonus allowing you to select accommodation that meets budget and increasing accessibility to the venue, not achievable in many cities where hotel costs are often much higher.

More information can be obtained by contacting the Llandudno Tourist Information Service.

Location



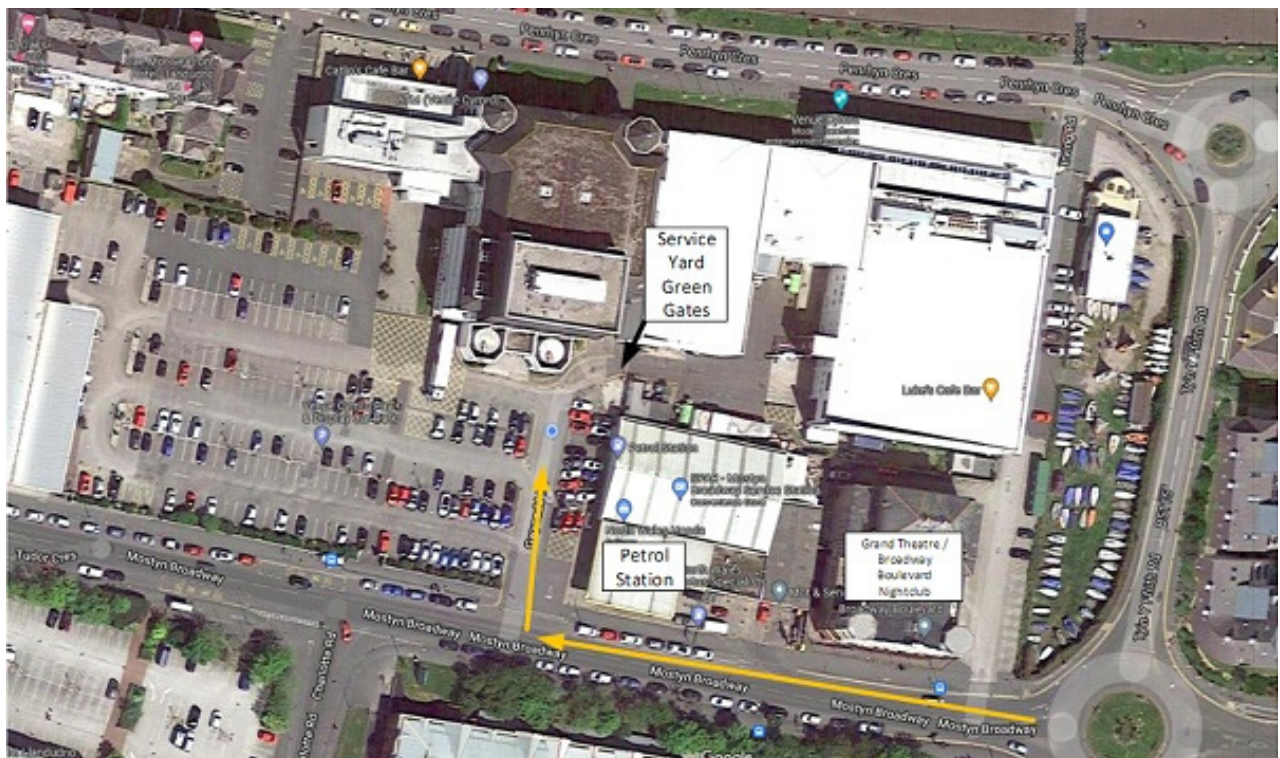
Venue Cymru, The Promenade, Penrhyn Crescent, Llandudno, Conwy, LL30 1BB

What 3 Words - ///galloped.litigate.desire

Getting here

Venue Cymru is 4 miles away from the A55 and takes approximately 8 minutes by car, giving access from all over the North West and beyond via M62/M56. From Junction 19 of the A55, follow signs for Llandudno and take the A470 (Royal Welsh Way), from there follow the brown road signs marked Venue Cymru. Venue Cymru Post Code, LL30 1BB.

See below map for route into the venue courtyard.



01492 879771 venuecymru.co.uk
businessevents@venuecymru.co.uk

venue
cymru
LLANDUDNO