

## Logistics UK Q&A



## Helpful Questions & Answers

Agility Fairs & Events have their own experienced UK Team

We provide specialized freight forwarding services and transportation arrangements for exhibition materials, including on forwarding after the event. Our main aim is to ensure that you and your show teams receive the very best freight and handling assistance in the run up to, during and after the event. The following Questions & Answers are provided to assist you in the planning of your exhibition shipping arrangements

## KEY TIPS FOR LOGISTICS AND WAREHOUSE HANDLING AT EXCEL LONDON

It is Agility Fairs & Events responsibility to ensure that your exhibits, stand or marketing materials arrive at the venue safely and on time. Agility has the ability to manage your shipment from door to door. Below are some recommendations and advice:-

- **What are the services provided by Agility ?**
- Collection and redelivery from your offices / warehouse
- Transportation by road (Full load and groupage)
- Offloading and delivery to stand for date and time requested
- Collection, storage and return of empty packaging
- Provision of mechanical lifting equipment, including forklifts, cranes and pallet trucks
- On site supervision by our Agility / local representative



## PRE SHOW

- Question: Can Agility arrange collection from our offices / warehouse?  
Answer: Yes, this can be arranged Agility have a domestic transport network that covers the UK. We are also able to re-deliver too
- Question: What modes of transport do you recommend for shipping my exhibits to a European show?  
Answer: In most cases, Agility provides shipping via road freight into mainland Europe via groupage, or full truck / van loads
- Question: Do we have to prepare Customs paperwork to enable our exhibits to enter another country?  
Answer: Currently, there are no Customs requirements between member states in Europe, therefore no Customs paperwork required. If going to a non-EU country such as Switzerland, then Customs documentation will apply.
- Question: How much notice do we need to give in order to ensure delivery to our stand in time for set-up?  
Answer: This depends on a number of factors, including location, mode of transport and when consignment is required on your stand area for set-up.
- Question: When do we need to let Agility know that we will proceed with the booking?  
Answer: 3 days before the collection deadline so that we can make the necessary arrangements.
- Question: Will Agility invoice us before or after the show?  
Answer: If we can grant you credit, we will bill you after the show finish. If not, we will require payment upfront.
- Question: Can you collect loose cartons / boxes from our premises?  
Answer: Yes, Agility can collect loose cartons or boxes from your premises. Although, we will need to palletize your goods in order to export them. This may increase your dimensions and is an additional service.

## ON SITE

- Question: Do our representatives need to be at the stand for delivery to take place?  
Answer: Agility would prefer that a representative from your company be on the stand area to receive and sign for your consignment
- Question: We may need a forklift to help lift a heavy item out of our crate, can we book this through Agility?  
Answer: If you have this requirement, please let our UK team know the time and date the forklift is required. Also if you have weights, dimensions and a plan of where items are to be placed, that would help to facilitate your request.
- Question: Once I have completed the unpacking of my exhibits, is there somewhere I can store my Empty packaging?  
Answer: Agility can provide this service for you via our office or on site partners. If you know you have this requirement, please request this from our team in the UK prior to going to the show.

## BREAKDOWN

- Question: We need to leave as quickly as possible after the show to catch a flight, how soon can we receive our empty packing material?  
Answer: An Agility representative or local partner will visit your stand prior at the close of the show to arrange a return instruction and to provide you with return shipping labels. Once we know what you are returning, our local representative will arrange collection.
- Question: How does my consignment get collected from the stand at the close of the show?  
Answer: An Agility representative or local partner will visit your stand prior at the close of the show to arrange a return instruction and to provide you with return shipping labels. Once we know what you are returning, our local representative will arrange collection.

### CONTACTING AGILITY THROUGHOUT SHOW TENANCY PERIOD

Agility's UK team will be available to assist you throughout the show tenancy period, and can be contacted via our main switchboard number

Agility's UK NEC Team

Josie Smith – [josmith@agility.com](mailto:josmith@agility.com)

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