



## LOGISTICS Q&A



## Helpful Questions & Answers

Our experienced UK team 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

Agility Fairs & Events responsibility to ensure that your exhibits, stand or marketing materials arrive at the venue safely and on time.

Agility are able to manage your shipment from door to door. Below are some recommendations and advice:-

### What are the services provided by Agility

- Pre and post event warehouse storage via our own on site facility
- Courier handling (receiving, logging and delivery)
- 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
- UK / Overseas transport to & from the show



## PRE SHOW

- Question: I am an overseas exhibitor and I would like my exhibit materials collected and delivered to the venue; can Agility assist ?  
Answer: Agility Fairs & Events are a division of global freight forwarders Agility Logistics, and we have the resources to collect and deliver from any location worldwide.
- Question: I am a UK exhibitor and I would like my exhibit materials collected and delivered to the venue, can Agility assist?  
Answer: Agility Fairs & Events have a network of transport offices across the UK and we can collect from and deliver to any location in the UK.
- Question: Our exhibit materials will arrive at the venue prior to the show build-up, is there somewhere on site where these items could be stored, and stored securely?  
Answer: Agility Fairs & Events have their own secure on site warehouse at the venue, we can receive, log and store items prior to show build-up commencing.
- Question: My company are shipping outside the EU, however I understand customs formalities are required, can you offer any help/advice?  
Answer: Agility Fairs & Events can arrange customs formalities for both temporary and permanent imports of exhibit materials for the event; this will include the necessary documentation requirements also.
- Question: We are an international company who intend on bringing our products to the show, what documentation is needed for importation.  
Answer: Combined commercial invoice / packing list is required to enable a Temporary import.

## ON SITE

- Question: I would like to book a forklift for offloading also reloading my trailer of stand fitting materials, can Agility assist?  
Answer: Agility can assist to arrange this either directly (our appointed events) or via the event's official appointed logistics contractors.
- Question: We are on site and realised ,we have not booked all site handling services, what do we do?  
Answer: Visit the closest Agility service desk to book additional on-site services
- Question: If we use a courier to bring our own goods to the stand and we aren't there what do they do?  
Answer: The courier will be sent away or, we can take it at the Agility service desk
- Question: Once I have completed the unpacking of my exhibits, is there somewhere I can store my empty packaging?  
Answer: We can arrange this for you, and can store via our own on site warehouse; this also applies to secure storage items.

### CONTACTING AGILITY THROUGHOUT SHOW TENANCY PERIOD

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

## 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: Empty case storage can be a long process due to the high volumes managed. It is highly recommended that a company representative remains on the stand to await and repack your goods.
- Question: Our goods are to be collected by our carrier directly from stand?
- Answer: All goods that are to be collected directly from stand within your stated tenancy time must be clearly labelled with the Exhibitor Name, piece count, delivery address and also the transport company name who is collecting. If the goods are not collected within time, all items will be returned to the Agility warehouse and handling charges will apply.
- Question: My courier company will come to collect our items, however cannot collect during the evening of the breakdown; is there a safe place to store items until their arrival?  
Answer: Agility Fairs & Events can arrange the collection of your exhibit materials from stand and store in our on site warehouse pending the arrival of your courier company

### Agility's UK NEC Team

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