

Exhibitor Manual

To assist you with the planning, design and delivery of your exhibit, we have provided a number of comprehensive manuals for each stage of the process which includes key procedures and guidelines for working at Somerset House.

We have broken these into sections which are sequential, to help support you through the design phase, production phase and exhibition phase. They also offer guidance for the completion of the different compulsory documents and forms you are required to submit for each deadline and ahead of going to site. Please note, due to the diversity of exhibits, not all information is essential to each design team, and if you have any questions please don't hesitate to contact your LDB Project Manager.

Some sections of the manual will be relevant to Design Teams, some to Project Managers, some to your Marketing, and some to your Exhibition Management team. Please do ensure your Project Manager takes the time to go through the manual and assigns information to the relevant departments.

Exhibition Design	p.2
Timeline	p.9
Production	p.13
Shipping	p. 23
Health & Safety	p.34
Completion Certificate	p.43
Live Exhibition	p. 46
Frequently Asked Questions	p.53

Exhibition Design

What are the design considerations at Somerset House?

Somerset House is a Grade I listed building and so has special requirements to consider which might differ from other venues you have worked in. Below is a guide to inform your team of what they can expect and what needs to be factored into your design.

The Venue

London Design Biennale occupies the entirety of [Somerset House](#), a protected Grade I Listed Building recognised for its exceptional national, architectural and historical importance. To protect the building's interiors and exteriors, several considerations must be made when planning your project and whilst operating onsite during the build, exhibition and de-rig phases of LDB.

The LDB Project Team can help to arrange site visits and provide plans for your exhibition space in advance. All plans have been provided by Somerset House and, whilst they are updated regularly, you should note that Somerset House is a 18th century building and has characteristics that cannot be communicated through floor plans alone. Therefore, any crucial measurements should be checked onsite before entering into production or fabrication phases of any site-specific work. This should be carried out either by yourself, or by appointing an Approved Contractor to undertake this on your behalf.

Please note: LDB does not accept any responsibility or liability for any resultant loss or inconvenience which you or your organisation may suffer as a result of the use of these floor plans.

Somerset House Gallery Specifications

The specifications for Somerset House's gallery spaces are different depending on room and area. If you already know which area of Somerset House you will be located in, please refer to the relevant section below.

You can find the floorplan and elevation for your exhibit room in the [Project Resources](#) section of your online Dashboard, as well as the wing (i.e. West Wing, Embankment Galleries etc.) specifications (i.e. floor, lighting, power, windows etc.) which should be used to inform your design plan.

Fabricators & Installers

As a listed building, extreme care must be taken during the build, live and de-rig phases. Design Teams and contractors must carefully consider the following points when conceptualising projects to guarantee its feasibility and compliance within its allocated space.

Fixings

Only Somerset House Approved Contractors are allowed to fix anything into or onto the panelled MDF walls in your room. Approved Contractors must be appointed for all installation works unless otherwise agreed with the LDB Project Team and Somerset House.

It is only possible to fix into MDF walls and wall panelling. Original walls, ceilings, floors and fittings cannot be fixed into. Please refer to specific room plans featuring the positioning and dimensions of these walls. Some areas do not have MDF panels or wall panelling for fixing, in which case the installation must either be freestanding or temporary freestanding walls can be erected at an additional cost. To enquire about this option, and to find out more about Approved Contractors and their services, please refer to the [Production](#) section of the Manual and complete the [Production Form](#). If the

Production Manual is not yet available, please contact the LDB Project Team.

- Fixing into woodwork such as window and door frames, fireplaces, shelving, skirting boards, dado rails etc. is not permitted.
- Fixing into ceilings and floors as well as stone walls is not permitted.
- Hanging objects and installations from architectural lighting tracks is not permitted.
- Vinyl signage and other materials/items stuck to the walls must be fixed with low tack adhesive to prevent damage and work completed by an Approved Contractor. If you fix anything to the walls which causes damage, you will be responsible for the cost of repair.
- No paints, adhesive or coating may be applied to existing Somerset House walls without prior consent from LDB. Sticky backed Velcro and other strong adhesives are not allowed (light adhesives and museum putty are permitted).
- Protection and padding must be built into installations involving heavy or sharp elements directly in contact with floors.
- Adequate lining and protection must be integrated into installations involving water to prevent direct contact with the floor.
- Only trolleys fitted with soft rubber wheels may be used. Trolleys with hard plastic wheels and palette trucks cannot be used inside the building.
- Floor protections (such as corex) must be used during the build and de-rig.

Audio-Visual & Interactive Works

If your proposed design includes any audio-visual (AV) or interactive elements, you will be required to work with the Approved AV Contractor to ensure that your design is feasible, how it can be achieved within the venue and at what cost.

LDB and Somerset House work with one of the UK's leading AV companies specialising in visual arts exhibition production. They have worked in some of the most iconic venues in London and have in-depth experience of delivering high-end visual design and art installations. More information on the Approved AV Contractor can be found in the [Production](#) section of the Manual. If you have a complex proposal, your LDB Project Manager will discuss these

requirements with you on receipt of your initial proposal and before you have completed your [Production Form](#).

Additional Considerations of Somerset House

Heating & Ventilation

- Spaces are heated using traditional radiators (which are mostly positioned under the windows) and natural ventilation. Please note there are no environmental controls.
- The East Wing, South Wing and Embankment Galleries are very open plan in their natural state. Maintaining any constant temperature in any one of these spaces is therefore extremely difficult.
- Overheating spaces can prevent projectors from working correctly.
- If you are considering projections within your installation, be aware that all rooms can get particularly hot during June and we advise you to maintain window opening access.
- We advise that you consider air conditioning as part of your design to ensure the room does not overheat and become uncomfortable for yourselves, staff and visitors.
- Where rooms are fitted with windows, a minimum of one window will need to remain open to provide ventilation in the spaces, regardless of the weather. This measure is part of the venue's covid-19 management plan.

Power

- All power sockets are standard UK domestic 13a sockets. The voltage is 220-240 (single phase).
- The maximum loading is 1000W per socket. If you require additional power sockets, bespoke mains power feed or any other electrical requests, you can order this through the [Production Form](#). Please refer to the [Production](#) section of the manual for more information on how to do this.
- All power plans detailing each room's specification can be found in the [Venue Plans](#) of your online Dashboard.

Storage

- There is no storage onsite at Somerset House. Please factor in storage space requirements when planning your project for items such as printed materials, bags, staff belongings etc.
- You can also arrange storage of empties through the Official Shipper. You can outline this request on your [Shipping & Returns Form](#).

Waste

- Somerset House do not provide waste disposal facilities for build and de-rig waste, crates or packing materials.
- Design teams and their contractors must remove all construction waste on an ongoing basis during the build and de-install phases.
- All waste material from the build phase must be cleared from site by 20:00 on 31 May.
- Domestic waste will be disposed of during the exhibition period.
- All waste material from the de-rig must be cleared from site by 18:00 on Friday 30 June.

‘Making Good’ – Returning The Room To Its Original Condition

- At the end of LDB, all indoor and outdoor spaces must be returned to their original state. Basic ‘making good’ costs (such as a coat of paint on exhibition space walls) are included in the LDB participation fee.
- Any additional costs for holes in the wall or potentially extensive damage will be charged directly to the Design Team.
- ‘Making good’ costs will be assessed upon submission of your Final Plan and any additional exhibition requirements.
- The financial responsibility for the cost of ‘making good’ falls with the Design Team.
- LDB reserves the right to raise a subsequent invoice once the installation is de-rigged if the Design Team has incurred additional ‘making good’ costs as a result of changes to the approved installation plan.

Signage and Exhibition Text

LDB works with Pentagram to create a comprehensive, site-wide signage scheme to publicise participating countries and facilitate visitor access. Each

pavilion will benefit from an introductory panel composed by LDB with input from the exhibiting Design Team.

- Signage will be approximately 720mm x 1450mm in size. Please ensure to consider its location within your space when you design.
- **No additional branded signage is permitted** in or next to your pavilion. This is to ensure the continuity of signage and event design across the whole site-wide exhibition.
- Small interpretation labels relating directly to the works in each room will be permitted, but should adhere to the following guidelines:
 - **Location:** additional panels should be used sparingly to avoid overloading visitors with information. The centreline of the panels should be mounted 1200mm from the floor so that visitors can read comfortably whether sitting or standing.
 - **Word count:** maximum of 200 words per panel.
 - **Font size:** should be a minimum of 26 point, increasing to 48 if panels are in dim light or at a high level and far away from the viewer.
 - **Colour:** there should be a high level of contrast between text and background colour, with text typically in a dark colour on a light background. The background should be a solid colour and un-patterned to increase text visibility.

Designing for Visitor Experience

Somerset House is one of the most visited venues in the UK. In 2021, over 130,000 people visited Somerset House during LDB, including over 21,000 ticketed visitors during the three-week exhibition. As such, Design Teams should carefully consider the following advice to ensure that visitors can experience installations throughout the duration of the exhibition:

Access

- Reasonable provisions must be made to make installations and exhibition spaces accessible in compliance with current UK DDA (Disability Discrimination Act 2005) standards. Doors, walkways and entrances should be designed and specified using minimum clear opening widths of 800mm in and around the installation.

- You must consider how the signage, lighting and layout of the pavilion can impact the experiences of LDB's broad range of visitors. For example, avoid putting wall elements in corners where wheelchair users cannot get close enough and interact to the same effect that a non-wheelchair user would be able to.
- Where possible, installations should be designed with step-free access. You may be requested to adapt your design if it is not sufficiently inclusive of LDB's broad range of visitors.
- Desk cases should aim to be 915mm high with the base of the case at least 685 from the ground to allow for visibility from wheelchair heights.

Outdoor exhibits

- London weather is very unpredictable, even in June. As such, pavilions may have to close temporarily if floors become slippery from wet weather.
- Consideration should be given to protect installations and pavilions from water ingress to ensure outdoor installations can remain open at all times.

Interactivity

- Audiences enjoy interactive installations and Design Teams are advised to consider interactivity in their work. If certain aspects of the installation are to be protected from interactions (e.g. fragile items not to be touched), adequate safeguards should be factored in to the design and communication of the installation to audiences. Measures could vary from museum barriers to invigilation by staff and costs will vary accordingly. Please refer to the [Live Exhibition section](#) of the Manual for further information.
- Regarding pavilions with interactive digital technologies, exhibits must remain operational during the exhibition period. This should include adequate memory and storage, instructions that are easy for visitors to follow and understand, spare auxiliary equipment and technical support from your team. The LDB Exhibitions Manager will be able to advise further.
- Robustness of exhibits should be taken into consideration to ensure they can withstand the large number of visitors over the four-week period.

Timeline

What are the key dates?

London Design Biennale has a number of different deadlines in the lead up to installing at Somerset House and launching the live exhibition. In this section, you will find a detailed outline of the key deadlines and what information is required at each stage, including information on compulsory form submissions in the [Forms](#) section of your Dashboard.

Please find below the install, live & de-rig schedule to assist with your planning.

Contacting Contractors and Obtaining Quotes: November – January 2023

LDB's Project Team will introduce you to Somerset House's Approved Contractors, who will review the information you provide via the Forms and return with quotations and schedules for fabrication, delivery and installation. They will work collaboratively with you to refine and detail the design to meet your budget and vision. LDB's Project Team will work closely with you and the Approved Contractors to prepare all of the information required for the design freeze on 31 January.

Final Design Freeze: 31 January 2023

Participants are due to submit their final design pack and budget by 31 January 2023, ready to begin production. The Health & Safety (H&S) Consultant will then review your design to assess what supporting H&S documents you will need to provide by March 2023, whether a Structural Engineer's sign off is required and to obtain any relevant permission from Somerset House. No further changes will be permitted to the design plan after the final submission.

DOCUMENTS TO BE SUBMITTED AS PART OF YOUR FINAL DESIGN PACK:

- Technical drawings
- Plans and elevations in scale
- Renders
- Information on materials and specifications
- Confirmed production budget
- A summary of your project concept and how the theme will be communicated through your display, along with a detailed explanation outlining the intended visitor experience

By this deadline, you should have also started considering your staffing requirements and have completed the necessary forms your online Dashboard (see deadlines below). By this deadline 50% deposit payments should be made with Approved contractors to confirm their services.

Form Deadlines: January – March 2023

Forms can be accessed via your online Dashboard and must be completed by the following deadlines unless otherwise agreed with the LDB Projects Team:

- Shipping & Returns: 13 January 2023
- Audio Visual (AV): 13 January 2023
- Production: 13 January 2023
- Lighting: 13 January 2023
- Health & Safety (H&S): 24 March 2023
- Exhibit Maintenance: 24 March 2023

- [Installation Schedule](#): 24 March 2023
- [Site Personnel](#): 21 April 2023
- [Opening / Closing Procedures](#): 21 April 2023

Approved Contractor Only Install: 26 – 31 May 2023

Site access for Somerset House Approved Contractors starts from 26 May 2023.

Design Team & Approved Contractors Install: 28 – 31 May 2023

Your full [Installation Schedule](#) will be confirmed in advance once all exhibiting Design Teams and Approved Contractors have submitted plans, schedule preferences, access times and other supporting documents.

Subject to your installation requirements, we will advise when your Design Teams can gain access to your exhibition space during the installation period, 28 – 31 May.

All installations must be complete by 20:00 on Wednesday 31 May.

Press Preview, Medal Ceremony and Photography Day: 1 June 2023

On 1 June, the LDB's International Advisory Committee and Jury will visit all pavilions to judge for the Biennale medal awards.

LDB's official photographers will also photograph all pavilions. There will be the opportunity to bring your own photographer for 'empty' shots on this day should you wish. More information can be found in the FAQ section of your online Dashboard.

The exact timetable for the day will be announced soon.

Biennale is Open to the Public: 1 – 25 June 2023

LDB will be open to the public each day from 11:00-19:00. Please refer to the [Live Exhibition](#) section of the Manual for more information on this.

Exhibitor De-Install: 25 – 28 June 2023

LDB will close to the public at 6pm on Sunday 25 June. No de-installation can commence before the site has been cleared from visitors.

Dismantling pavilions will begin on Sunday 25 June at around 18:30 and will finish at 21:00. LDB's Official Shipper will begin returning crates and packing materials to the site on the evening of Sunday 25 June. The de-rig will resume on the morning of Monday 26 June until the afternoon of Wednesday 28 June. Exhibitor Teams should be clear of site by the end of the day on the 28th so that contractor-led making good and clearing of spaces can be completed. The length of your de-install period will depend on the requirements of your pavilion.

We require a full de-install schedule from you by 24 March 2023. If you are working with LDB's approved fabricators and installers, they will complete this for you. A template for this can be found in the [Project Resources](#) section of your online Dashboard. Please provide all required collection times.

The site must be clear of all materials and waste by 18:00 Wednesday 28 June 2023, unless otherwise agreed with the LDB Project Team.

Production

What services do I need to order?

This section explains the LDB production process; from submitting your initial proposal to the fabrication, delivery and preparation of your pavilion space. Outlined here is how to plan the production phase, how to work with Approved Contractors and what services you can order from them.

Approved Contractors

Due to Somerset House being a Grade I listed building, only Approved Contractors are able to undertake works that affect or are in contact with the fabric of the building. Below is a breakdown of the different Approved Contractors and the services they can provide. Please ensure you read through this section before completing your and [Audio-Visual Form](#) accordingly.

Exhibition Design, Bespoke Fabrication & Installation Services

Somerset House and LDB work with Approved Contractors who have extensive experience of coordinating exhibition design and installation, offering services ranging from full production and fabrication to bespoke joinery or simple plinths hire. These contractors regularly look after the build and installation for other high-profile events at Somerset House, other London venues and all over the world. They are a multidisciplinary group of designers, project managers, tradespeople and makers. Skilled in design, joinery, metalwork, specialist finishes and digital fabrication; they can pull together the best team tailored for Exhibitors' varied needs.

They are experienced in finding creative solutions to work within the constraints of the venue and can assist LDB exhibitors in ensuring the quality of their designs is maximised, taking in consideration the characteristics of each space.

Below are examples of services they can provide:

Design:

- Technical design and development.
- Layout planning.
- Computer-aided design, drafting, and 3D rendering.
- Graphics and signage.
- Structural engineering.

Project Management:

- Scheduling.
- Procurement, sourcing materials and services.
- Costing and budget control.
- Health & Safety preparation and UK legislation compliance (Risk and Method Statements / Event Plans).
- Logistics; transport and labour.

Manufacture:

- Carpentry and joinery.
- CNC and laser cutting / engraving.
- Set build.
- Metal work.
- Furniture making.
- Art Fabrication.
- Spray finishing.
- Pressing and edging.
- Vinyl printing.

Installation:

- Onsite installation and dismantling.
- On-site technical support; monitoring and maintenance.
- Building additional temporary walls and other supports.
- Rigging services.

- Building / hiring plinths and other display units.
- Erecting window coverings.
- Installing temporary floor coverings.
- Dedicated technician support for your installation.

The above services are available at cost to Exhibitors and should be discussed with the Approved Contractor in advance.

Once you have submitted your final design proposal along with your [Production Form](#), you will be introduced to an Approved Contractor to discuss the scope of the work and budget.

Audio-Visual

If your proposed design includes any audio-visual (AV) or interactive elements, you may be required to work with our approved AV contractor to ensure that your design is feasible, to plan how it can be achieved within the venue and to calculate any associated costs.

LDB and Somerset House work with one of the UK's leading AV companies specialising in visual arts exhibition production. Along with a vast technical knowledge and understanding of the AV industry and its fabrication processes, they have a deep appreciation for visual arts, visual language and exhibition production at every level. They have worked in some of the most

iconic venues in London and have in-depth experience of delivering high-end visual designs and art installations.

They will be able to assist with estimated costs for your proposals and, where projects are particularly complex, can consult on AV system design, specifications and venue specific queries.

Services available are:

- AV system design.
- Full technical consultancy and advice to determine the correct AV equipment required.
- Hire of AV equipment for your installation e.g. screens, projectors, media players, speakers, headphones.
- Media preparation and studio work.
- Installation & deinstallation of all AV.
- Technical support whilst the exhibition is open.

All of the above services are available at cost to Exhibitors and should be discussed with the Approved AV Supplier in advance.

If you have a complex concept, your LDB Project Manager will discuss these requirements after submission of your initial proposal and ahead of you completing your [Audio-Visual Form](#). You will then be put in touch with the supplier to discuss your requirements and discuss costs.

Lighting

All indoor exhibition spaces at LDB are equipped with exhibition lighting tracks but no light fittings are included in the room hire. Lighting tracks cannot be moved into another position on the ceiling, nor can they be lowered or heightened. The standard gallery lighting specifications are available to view in the [Project Resources](#) section of your Dashboard. Your LDB Project Manager can advise on the lighting package best suited to your room and budget.

Bespoke lighting packages are available via specialists Beam Lighting Design, who provide a dedicated technician to install and focus the lights to achieve high quality, bespoke gallery lighting. Beam technicians know the building extremely well and can advise on all creative visions and budgets.

Beam's previous work includes:

- *Objects of Desire*, The Design Museum
- *SUPERBLOOM*, Tower of London
- *Future Shock*, 180 The Strand
- *The French Dispatch*, 180 Studios
- *Edward Munch*, British Museum
- *The Moon*, National Maritime Museum

- *Top Secret*, Science Museum
- *Stanley Kubrick: The Exhibition*, The Design Museum

If you wish to order a standard lighting package or discuss bespoke lighting this can be specified on your [Lighting Form](#).

Room Preparation Works

Prior to arriving at Somerset House, certain work may have to be prepared in your pavilion space which Somerset House can complete for you. These services may include:

Room Painting:

- Subject to approval, gallery walls may be painted a different colour by the Somerset House approved painting contractor
- Darker walls naturally incur a higher cost to return to the original shade of white.
- All Design Teams must outline detailed painting requirements in the [Production Form](#) on their Dashboard.
- Spray painting is not allowed anywhere inside the building.

Wi-Fi Access:

The standard free Wi-Fi at Somerset House is 15mbps and allows you to connect for up to 24 hours, which is suitable for emails and general web browsing. However, if your installation is reliant on the internet, over Wi-Fi or a hardwired connection, this service must be ordered in advance through the [Production Form](#) at an additional cost.

Somerset House has four Wi-Fi packages to choose from:

1. Small: 25mbps (suitable for 15 simultaneous devices browsing/uploading to social media/music streaming). £500 +VAT.
2. Medium: 50mbps (suitable for 30 simultaneous devices, the above plus file downloads/Wi-Fi calling). £1000 +VAT.
3. Large: 75mbps (suitable for more than 30 simultaneous devices, the above plus high-quality video streaming/application updates/video conferencing). £1450 +VAT.
4. X-Large: 100mbps (suitable for more than 60 simultaneous devices, the above plus streaming UHD video). £1800 +VAT.

For information regarding ethernet connections, please speak to your LDB Project Manager.

Mains Power Installation:

All spaces are fitted with power sockets; positions are indicated on your room drawings. The voltage of the sockets is 220/240V and the maximum loading is 1000W. All sockets are standard 3-pin UK sockets.

If your installation has power requirements that cannot be facilitated by the existing sockets, Somerset House can install a temporary power feed. The positioning and specifications will be determined on a case-by-case basis.

If you need a power feed to be installed in your space, this can be requested in your [Production Form](#).

Removal of Security Cameras:

Some rooms at Somerset House have security cameras which are marked on the room elevations.

- If your room contains a door out onto the Courtyard, you must have cameras in operation and facing the doors.
- Cameras can be moved to different positions at an additional cost. Please explain your requirements in the [Production Form](#).
- Some security cameras can be obscured, at your own risk, after permission has been granted by the LDB Project Team during the planning phase.

Shipping

Somerset House is located in the heart of London and delivery drivers can expect heavy traffic, even outside of peak times. Somerset House is open to the public most days and is home to over 200 offices and creative agencies which restricts delivery times and access, in addition to there being no staging area for vehicles.

We have an Approved Shipping Contractor, [EFM Global Logistics](#), who will be managing the consolidation warehouse and all deliveries onsite. No vehicles other than those of the official shipper and approved contractors are allowed to deliver directly onsite. Unscheduled vehicles will be turned away.

Exhibitors can choose to either:

1. Ship door-to-door (room) with EFM.
2. Ship to Port (UK) or Airport (LHR) where the consignment will clear UK customs and be received by EFM.
3. Ship to EFM's consolidation warehouse where EFM will provide transport to Somerset House.

Please refer to the [Shipping](#) section of the Manual for more information on the services offered and access information.

Craning & Lifting Operations:

All lifting operations requiring mechanical lifting aids (forklift trucks, genie lifts, gantry, cranes etc.) must be carried out by the Approved Contractors only.

All craning operations must be carried out by the Official Shipper. Due to the specifics of the venue, craning operations must be arranged as a Contract Lift.

How Much Will It All Cost?

It is difficult to give exact figures for production costs until you have a firm design confirmed. LDB is not a one-size-fits all exhibition; each Exhibitor's design requirements are unique and can involve complex site-specific installations.

Once you have confirmed your final design concept and have submitted your [Production Form](#), [Lighting Form](#), [Audio-Visual Form](#) and [Shipping & Returns Forms](#), we will put you in touch with the relevant contractors to obtain quotes.

Shipping & Storage

Delivering items to Somerset House: Considerations and Restrictions

Somerset House is located in the heart of London and delivery drivers must anticipate heavy traffic, even outside of the usual peak times. Somerset House is open to the public most days and is home to over 200 offices and creative agencies which further limits delivery times and access, in addition to there being no staging area for vehicles. Only LDB's Approved Contractors and Official Shippers are permitted to deliver to site. In this section you will find all the information you need to determine your shipping requirements. You can find the [Shipping & Returns Form](#) in the Forms section of your Dashboard.

Due to site restrictions for deliveries, all fabricated items/ installations being shipped to the UK for delivery onsite must go through the consolidation warehouse.

Official Shippers & Shipping Options

[EFM Global](#) are the Official Shippers of LDB. More than just a shipper, EFM also have technicians who are fine art handlers and know how to handle precious items. EFM know Somerset House and its access requirements extremely well.

In order to obtain costs for shipping to Somerset House, you are required to complete the [Shipping & Returns Form](#) by the deadline outlined in the Forms section.

Exhibitors can choose to either:

1. Ship door-to-door (room) with EFM.
2. Ship to Port (UK) or Airport (LHR) where the consignment will clear UK customs and be received by EFM.
3. Ship to EFM's consolidation warehouse where EFM will provide transport to Somerset House.

Please note, if you are fabricating with an LDB Approved Contractor, they will organise the delivery and installation to site for you. The use of EFM only applies to Exhibitors who have additional items to bring to site during the installation, or who are fabricating their work externally and only need it delivered to site.

Please note that:

- No unscheduled deliveries will be allowed.
- No other vehicles other than those of EFM or an LDB Approved Contractor are allowed to deliver directly onsite.
- Any unscheduled vehicles will be turned away.

Changes to UK Importation Regulations from EU Territories

All shipments coming to the UK from the EU will need to clear customs on a temporary admission or permanent basis. EFM are offering door-to-door services including support on UK customs clearance to make the process as smooth as possible. However, if you choose to ship your consignment with another logistics company or freight forwarder, we highly suggest you engage with EFM to at least manage the clearance of items entering the UK. This will help to avoid unnecessary customs fees and potential delays.

There are two main options when moving goods from the EU to the UK; co-loaders (offering groupage services to a UK bonded warehouse) and dedicated/direct vehicles.

Please note the following comments regarding both options:

Co-Loaders/Groupage Services:

Due to the high volume of shipments requiring customs clearance in the UK, lead times have greatly increased and there are increased risks of your shipment being delayed enroute. We highly suggest that before you make any bookings with a co-loader, you liaise with EFM to find out what services you are being offered to ensure that necessary clearance processes are implemented and agreed beforehand so that timelines can be met.

We cannot guarantee a timely delivery of any items that have been shipped with a co-loader and without the confirmation from EFM to proceed. It is very unlikely co-loaders will be able to clear your cargo for either a temporary or permanent admission.

Direct/Dedicated Services:

Moving goods to the UK via a dedicated vehicle is the most efficient method of shipping. Once the shipment is cleared for export (and a T document issued), the vehicle can head to the UK and clear upon arrival without any delays caused by third parties (often the case with co-loaders). This method ensures complete control throughout the journey.

For more information, please [contact](#) EFM who will happily discuss post-Brexit changes.

Shipping Quotes

In order for EFM to provide a quotation, the [Shipping & Returns Form](#) must be completed in the Forms section of your online Dashboard.

You are required to provide the following information to obtain a quote:

- Services requires.
- Number of crated items.
- Size(s) of crated items.
- Weights of items.

- Customs requirements.
- Crate storage requirements.
- Insurance requirements.

In order for Exhibitors to calculate potential charges, we have provided the below table for guidance on tariff costs. Please complete the Shipping & Return Form as soon as possible to generate accurate quotes.

Exhibitors shipping items from the EU directly to the UK need to ensure that items are cleared upon entry into the UK. EFM can offer a door-to-door quotation inclusive of customs fees or, alternatively, only handle the importation clearance at the UK border.

Please refer to the Shipping Rates document in the [Project Resources](#) section of your online Dashboard for information on EFM's shipping costs.

Import Duties, VAT & Temporary Admissions

All EU shipments must be cleared when exporting from the country of origin and then cleared upon arrival to the UK. The same still applies to Exhibitors shipping from outside of the EU. This means that the following terms of shipping and clearance information now applies to goods of EU origin. Please read the following carefully:

Exhibitors are liable for all Import Duties and VAT* on their consignments and the terms will be DDP as per the following description:

Delivered Duty Paid (DDP):

Delivered Duty Paid means that the Exhibitor is responsible to deliver the goods, cleared for import on the arriving means of transport ready for unloading at the named place of destination (Somerset House). The Exhibitor bears all the costs and risks involved in bringing the goods to the place of

destination and has an obligation to clear the goods not only for export but also for import, to pay any duty for both export and import and to carry out all customs formalities.

Temporary Admissions Clearance:

The following charges will apply to any country wanting to use this facility;

IMPORT UNDER TEMPORARY ADMISSION (TA)

- Entry into TI scheme is a 1% Bond fee of the value of the goods, plus a UK customs clearance fee of £95.
- E.g. If the value of your goods is £5000, you would pay £95 customs clearance fee, plus 1% of £5000 = £95 + £50 = £145+VAT.

These works will need to remain in control of EFM before, during and after the exhibition. This is vital to ensure all customs formalities can be completed correctly before works are returned to the originator or sent onto the purchaser. If works are sold, we will require a copy of the seller's sale invoice so VAT liability can be calculated.

Permanent Import entries out of TA will attract a customs clearance fee of £75.00 for each commercial invoice. In addition, UK import VAT will also apply at 5% of sale value depending on the commodities being imported.

Consignee & Notify Party

All documents such as the Bill of Lading and Master Airway Bill must show the consignee as indicated below:

Airfreight Shipments:

Consignee Party;

EFM Global Logistics

3 Alpha Way
Thorpe Industrial Park
Egham, Surrey
TW20 8RZ

Notify Party;

EFM Global Logistics

ATT: Holly Richardson

Email: holly.richardson@efm.global

Tel: 01784 223 960

Seafreight Shipments:

Consignee Party;

EFM Global Logistics

3 Alpha Way

Thorpe Industrial Park

Egham, Surrey

TW20 8RZ

Notify Party;

Craig Barnes

Supreme Freight

Email: craig@supremefreight.com

Tel: 023 8072 7910

EU Roadfreight Shipments:

For any EU road shipments requiring customs clearance, please contact our office for full consignee instructions for the CMR and Transit Documentation.

Marine (Travel) Insurance

As EFM's tariff is calculated based on volume or weight and has no correlation with the value of exhibits, it follows that the cost of insurance cover is not included in our charges. It is the responsibility of each exhibitor to arrange Marine (Transport) Insurance covering transport to the exhibition, during the exhibition, and the return of the exhibits to domicile, including the period the exhibits are handled by us.

If you would like EFM to quote you for Marine Insurance, you can select this on your [Shipping & Returns Form](#).

Documents Required

The following documents must be sent in advance to EFM at least 14 working days prior to the arrival of vessel or aircraft at any UK port of entry.

- 1 copy of Insurance Policy (if insured).
- 1 copy of Commercial Invoice & Packing List.
- 1 copy of Bill of Lading / Airway Bill / CMR.
- 1 copy of Transit documentation (T1) – for road freight only.
- 1 copy of container / consolidation manifest (for consolidated container sea shipments or consolidated air shipments).

Copies of these will be requested by EFM at time of quotation and should be sent directly to them.

We recommend that Exhibitors have their own transportation insurance. If not, EFM can offer you a quotation for this.

Consignment Deadlines

If you decide to ship the goods yourself, they must either be received at the port by EFM, or you can ship directly to their consolidation warehouse. All goods must be received at EFM's consolidation warehouse no later than the 7 working days prior to your requested delivery to room date so that goods can be sorted and prepared accordingly for delivery.

EFM's consolidation warehouse is at the following address:

EFM GLOBAL LOGISTICS

3 Alpha Way

Thorpe Business Park

Egham, Surrey TW20 8RZ

Attn: Chris Knights

Please ensure that all deliveries to the advance warehouse are pre-alerted prior to arrival to avoid any delays with your shipment.

If you require EFM to handle the import clearance, please ensure that all schedules and paperwork is approved by EFM prior to exporting your shipment. Failure to have confirmation, may result in delays and additional expenses for your account.

Labelling Packages

Packages must be clearly labelled as per the following example:

London Design Biennale 2023

[EXHIBIT ROOM NUMBER]

[PAVILION NAME]

[LEAD EXHIBITOR CONTACT NAME AND PHONE NUMBER]

[ITEM QUANTITY COUNT e.g. 1 of 4, 2 of 4 etc.]

Venue Delivery Access and Storage

Access and doorways vary within Somerset House and all weights and dimensions must be discussed with EFM and the LDB Project Team to avoid any issues with installation onsite. EFM will deliver all goods to site. Someone from the Exhibitor Team must be present to sign for these packages. A schedule of deliveries will be shared with Exhibitors in advance.

Please note:

- There is no onsite storage. All crates must be removed by the end of the install period.
- EFM are able to offer a crate storage service for you and will organise redelivery after the Exhibition closes during the night of 25 June.
- Small packages (that can be carried by hand) may be brought onsite individually without going through either the Approved Shipper or Contractors.
- There is no vehicle access allowed onsite apart from Approved Contractors.

Crate Size Restrictions

- Maximum crate dimensions: 0.95m (l) x 0.95m (w) x 2m (h).
- Crates larger than this should be discussed with the London Design Biennale Projects team and EFM.
- Oversized crates may need to be unpacked prior to entering the building for which additional costs may be incurred.
- Please note the floor loadings across the venue are 2.5KN / M2 per m2.
- No storage of packing material for build and de-rig will be available onsite.

Crate Return for Deinstallation

EFM will return all stored crates to site after 7pm on 25 June (if you have booked this service) for Exhibitors to dismantle their installation and re-pack the crates. Please note that due to the volume of empty crates/packaging, a specific collection time cannot be guaranteed.

If Exhibitors will not be present during de-rig, they can arrange for the dismantling and re-packing of their work through the Approved Contractor or EFM at an additional cost. If you require your room to be dismantled by your Approved Contractor, please specify this service when you request a quote.

It is essential that all dismantling/packing requirements are booked in advance and all necessary fees have been agreed in writing.

Crate Release After the Exhibition

Due to the volume of work returned to EFM after the exhibition, goods will only be made available for collection by 3rd party carriers 96hrs after de-installation.

This is essential to ensure that all goods are correctly identified, sorted and prepared ready for their release.

Any outstanding fees must be settled before release including any UK HMRC VAT payable (if applicable).

Storage charges will apply from the beginning of the second week after de-installation at the above-mentioned commercial terms.

Craning and Lifting Operations

All lifting operations requiring the aid of mechanical lifting aids (forklift trucks, genie lifts, gantry, cranes etc.) must be carried out by an LDB Approved Contractor. No other contractor is allowed to carry out such work.

All craning operations must be carried out by EFM, the Official Shippers and handlers. Due to the specificities of the venue, craning operations must be arranged as a Contract Lift.

Couriers, Small Items & Small Deliveries during Exhibition

Courier and Small Items:

Please note that no vehicles other than those of approved contractors are permitted on site. This includes deliveries to the West Service Yard at Somerset House as there will not be access during the build and de-rig. Any couriers attempting to gain access to West Service Yard or Courtyard will be refused entry.

Small Deliveries to the Venue During LDB:

If during the Exhibition you need to have small items delivered to the site, you can arrange this with the LDB Exhibition Manager. This is intended for small items only (e.g. catalogues, information packs). Items that form part of your installation must go through the official shipping process during the installation phase.

EFM Contact Details

Chris Knights

Email: chris.knights@efm.global

Telephone: +44 (0) 1784 223 990

Website: www.efm.global

Health and Safety

What information do I need to provide?

London Design Biennale and Somerset House operate under UK and [European Health and Safety \(H&S\) legislation](#). Attention should be given to [The Health & Safety at Work Act 1974](#) and its related regulations. It is essential that all Design Teams and Contractors adhere to these legislations.

This manual explains all the H&S requirements that must be met and how to complete H&S paperwork and other supporting documents that may be required. It covers topics such as site rules and inductions, insurance requirements, sign off processes, rigging, complex structures and Personal Protective Equipment (PPE).

For any questions, please contact your LDB Project Manager.

Health & Safety at LDB, Terms & Conditions

Somerset House and LDB maintain high standards of Health & Safety (H&S) and require anyone working onsite to undertake their work in a safe way, which does not put themselves or others at risk. Additional measures may be required for your project installation depending on the nature of the works and exhibits involved.

Somerset House and LDB reserve the right to remove from the premises anyone who does not comply with these requirements or who puts themselves or others at risk. Somerset House and LDB also reserve the right to remove any plant, equipment or material deemed not to comply with the Site Rules and regulations or become dangerous when not used in the intended way.

All Design Teams must appoint a Health & Safety Representative for their project and provide their details in the [Health & Safety Form](#). You must also complete sufficient Risk Assessments and a Method Statements (RAMS) for

your installation. Your selected contractor(s) will also need to provide RAMS for their specific works. More information on RAMS can be found below.

It is a requirement that all Design Teams comply with all H&S and emergency procedures

Compulsory Health & Safety Documents

All Design Teams and contractors are required to submit a set of supporting documents, that will form their H&S pack, during the planning process leading up to the event. This set of documents comprises the following:

- Risk Assessment & Method Statement (RAMS).
- Public & Products Liability Insurance Certificate.
- Fire Certificates for all combustible materials used.
- Technical drawings.

Depending on your installation, the LDB Project Team may also require additional documents such as PAT Certificates, structural drawings, structural calculations, COSHH risk assessments, material safety data sheets, fire certificates etc.

The LDB H&S Manager will communicate the list of documents required from you during the planning process.

Risk Assessment & Method Statement (RAMS)

Under UK legislation, all Design Teams and contractors must submit a Risk Assessment and Method Statement (RAMS). These will cover the build, exhibition period and de-rig phases of the installation. These documents must be submitted to LDB to review by the deadline outlined in your Installation Schedule.

RISK ASSESSMENT:

A Risk Assessment is a thorough examination of what might cause harm to workers, employees, the public and property. You must identify all possible hazards associated with your installation during the build, exhibition period and de-rig. Each hazard must then be scored according to the level of risk it poses.

Finally, each hazard must have a detailed explanation of the control measures/actions your team and contractors will take to minimise the risks to the lowest possible level. You are required by UK law to carry out a Risk Assessment. Risk Assessments must be shared with everyone working on your installation. More information on Risk Assessments can be found on the Health & Safety Executive Website.

METHOD STATEMENT:

A Method Statement is a document detailing the way that tasks and processes will be carried out. The Method Statement will develop the control measures that were introduced in your Risk Assessment and detail any residual risks that may be left after all possible action to reduce risk levels have been taken. The document will provide details relating to the staff involved at each stage of the build, exhibition period and de-rig, any tools and access equipment, briefing methods etc. The Method Statement demonstrates the high-level of planning and resourcing your installation is subject to.

All contractors are required to submit a RAMS in addition to design teams. You can find RAMS guidelines and a template in the [Project Resources](#) section of your online Dashboard. Either complete this template or provide your RAMS documents formatted in a clear way. Please submit RAMS via the [H&S Form](#) in your Dashboard by the deadline set in your [Installation Schedule](#).

If these are not submitted by the stated deadline, or need significant additional advising, a charge of £350 per day will be made directly to the Design Team.

Construction Design Management - What is it and why is it important?

During the construction phase of the installation (build and de-rig), the site will operate under the [Construction Design Management 2015 Regulations \(CDM\)](#). Installation teams and contractors undertaking any 'construction' will need to comply with the CDM Regulations and complete a Construction Phase Plan. These need to be submitted together with the compulsory H&S documents. The LDB Project Team will advise if this is required.

Insurance

The design team shall maintain, for the duration of their presence onsite (i.e. the period between their first day of installation and the removal of their exhibits), **Public and Products Liability Insurance cover for a minimum of £10 million**. If you have any problems in obtaining this, please notify your LDB Project Manager as soon as possible.

Proof of this insurance will be required in advance. Please ensure you provide this when you submit your [H&S Form](#) by the deadline outlined in your [Installation Schedule](#). Design Teams should also have appropriate insurance to cover damage to exhibits and materials that form part of their installation. Anyone without this insurance will not be permitted to install onsite.

We also strongly recommend that exhibits be insured against damages while in transit to Somerset House. Please see the [Shipping](#) section of the Manual for more information.

Fire Safety & Certificates

Teams working onsite are reminded that the Somerset House Fire Safety Plan is observed throughout the build, exhibition and de-rig phases. As such, all LDB Exhibitors and their partners must make themselves aware of the emergency procedures that will be sent to all participants in advance.

Fire doors, escape routes, smoke detectors and call points must never be obstructed or covered as a result of your installation design during the build, exhibition and de-rig phases of the installation. Fire extinguishers should never be moved or misused.

If you have any questions relating to the fire escape routes within your allocated space, please contact the LDB Project Team.

Fire Certificates:

In line with Somerset House regulations and the exhibition's Fire Safety Plan, it is a requirement to demonstrate that all construction materials are fire retardant.

Therefore, materials of a combustible nature used for the construction of your installation will need to be supported by Fire Certificates demonstrating their fire resistance in line with UK classifications or their equivalent. You should ensure that you have these for materials such as floor coverings, wall coverings, structural building materials such as timber, fabrics, furniture etc.

A minimum of UK Class 1 or EU Class B is required

If some of the materials/items you are planning on bringing to site do not have fire certificates, you will need to consider treating them prior to coming to site.

You can find more information on how to do this in the Fire Proofing Guidelines document in the [Project Resources](#) section of your Dashboard.

Please contact us if you have concerns about any of the materials you are planning to use.

Site Induction

All staff involved in your installation, whether directly employed or not, must receive an induction before work commences to ensure they adhere to site rules and regulations. This will take place as Design Teams, contractors and staff arrive onsite as part of the check-in process.

Details of where to report when first arriving onsite will be sent in advance of your first day onsite. Additional information will be added to the [Project Resources](#) section of your Dashboard.

Personal Protective Equipment (PPE) - What you need to wear

Personal Protective Equipment (PPE) such as steel-toe-cap footwear, high visibility vest, hard hats, eye protection, gloves or ear protection must be worn when deemed as necessary in your risk assessment. The LDB Project Team will declare certain areas as 'PPE compulsory areas' or 'hard hat areas' during certain phases of the build and de-rig phases.

Please note that steel-toe capped boots or shoes are a minimum requirement to enter the site during the construction phase, regardless of what your individual activities are, as neighbouring project construction works may present different hazards to the ones presented by yours.

For all Exhibitors in the outdoor areas, it is compulsory to wear a high-visibility vest, as well as safety footwear, for the duration of the installation and dismantling periods.

Please ensure you meet the minimum requirements, or you will not be permitted onsite.

Electrical Safety

It is essential that all electrical appliances brought onsite are safe and fit for purpose. LDB reserves the right to remove or request the replacement of any electrical item that may be considered unsafe onsite. If deemed necessary by LDB, your installation may be required to undergo an electrical inspection by the venue's Approved Contractor.

Temporary electrical circuits assembled onsite will need to be tested during the build phase and certificates must be submitted to LDB prior to systems being energised. In some instances, our team may require additional certificates for other lighting and electrical items, as well as evidence showing the qualifications of technicians undertaking specific tasks. Design Teams are reminded that installations must comply with [British Standards and Legislation](#).

Complex Structures & Completion Certificates

Complex structures are installations which may require input from a structural engineer. All complex structures must be inspected and signed off by a competent Structural Engineer.

This sign off procedure is compulsory to ensure that the pavilion is safe for the public and that no damage will occur to the fabric of the building. Examples of complex structures are:

- Structures of any height which require structural calculations to demonstrate that their design and assembly method will ensure the completed structure is sound and stable.

- Any part of an indoor installation that exceeds four metres in height.
- Suspended structures such as exhibits rigged to temporary supports.
- Platforms of a specific height intended for public use.

Upon receipt of your final designs, the LDB Project Team will advise if your installation requires structural calculations, an inspection and a sign off.

LDB works with independent Structural Engineers and will appoint one on your behalf if you cannot provide your own. The LDB Structural Engineers can produce calculations in advance and will carry out site inspections and sign offs. Use of LDB's Structural Engineers for carrying out and/or reviewing structural calculations, structural inspections and sign offs will incur an additional cost.

Installation Teams can provide their own Structural Engineer to inspect and sign off their structures. However, evidence of the engineer's competence will be required in the form of qualifications and affiliation to an association etc.

Rigging

If your installation requires some items to be rigged to pre-existing or temporary supports, the contractor carrying out the works must submit a Rigging Completion Certificate upon completion of the installation onsite (as well as other supporting documents during the planning phase). This document is a safety statement from the installer, confirming that the rigging has been carried out according to the designer's specifications and methods. The Rigging Completion Certificate is a compulsory document. Your installation cannot be signed off, and opened to the public, without it.

In some instances, the LDB Project Team may request that the installation is inspected and signed off by a qualified structural engineer.

Third Party Rigging

Rigging is classed as Third Party if your selected contractor rigging the items is not the fabricator and cannot provide the Rigging Completion Certificate. In this instance, the LDB Project Team will appoint their official structural engineer to inspect the installation. The cost of this service will be passed onto the Design Team.

Site Rules

All Design Teams must ensure that their staff and contractors adhere to the Site Rules at all times. All staff must read and understand their company's Risk Assessment & Method Statements relating to their work at LDB. Please ensure that Site Rules document is passed onto anyone working on your installation during the Construction Phase.

The Site Rules can also be found in the [Project Resources](#) section of your Dashboard and include information on the following:

- Accidents and incidents reporting.
- First aid.
- Emergency procedures.
- Site working hours.
- Personal Protective Equipment (PPE).
- Vehicles.
- Portable electrical equipment.
- Noisy works.
- Protection of public.
- Smoking, drugs and alcohol.
- Housekeeping.
- Permit to work; hot work, sawing and other activities.

- Substances hazardous to health.
- Working at height.
- Machinery, tools and equipment.
- Somerset House's venue specific stipulations.

Staff Training Declaration

Should you decide to provide your own staff to operate your pavilion, they must be trained in the required procedures and you must provide a signed training declaration for each individual. This is to ensure your staff have received the correct training to safeguard the public.

Please indicate your staffing preferences in the [Site Personnel Form](#). Once submitted, we will provide a staff training declaration template and inform you if other relevant documents are required.

Other Supporting Documentation

Once all the parameters of your installation are determined, the LDB Project Team will inform you if other, more specific, documents are required to support your project. These will depend on your work and the nature of the installation.

Completion Certificate

What category does my exhibit fall under and what do I need to do?

All installations at Somerset House must be accompanied by a completion certificate evidencing that they are safe and can be opened to the public. Depending on the complexity of your installation, different procedures will need to be followed.

If you have any questions, please contact your London Design Biennale Project Manager.

Completion Certificates

As a minimum requirement, all pavilion installations must be supported by a Completion Certificate upon completing the installation. This document consists of a safety statement confirming that your installation complies with LDB / Somerset House rules and UK legislation; as well as with the Design Team's guidance, and that it is safe for public use. The safety statement will be provided by LDB in advance of the exhibition and must be completed and signed by the person in charge of your installation once all works are finished.

If LDB Approved Contractors are carrying out all the works, then this Completion Certificate will be signed by them.

Complex structures are installations which may require input from a Structural Engineer. All complex structures will be inspected onsite and signed off by a competent Structural Engineer.

This sign-off procedure is compulsory to ensure that the pavilion is safe for the public and that no damage will occur to the fabric of the building. Examples of complex structures are:

- Structures of any height which require structural calculations to demonstrate that their design and assembly method will ensure the completed structure is sound and stable.
- Any part of an indoor installation that exceeds four metres in height.
- Suspended structures such as exhibits rigged to temporary supports.
- Platforms of a specific height intended for public use.

Upon receipt of your final designs, the LDB Project Team will advise if your installation requires structural calculations, an inspection and a sign off.

LDB works with independent Structural Engineers and will appoint one on your behalf if you cannot provide your own. The LDB Structural Engineers can produce calculations in advance and will carry out site inspections and sign offs. Use of LDB's Structural Engineers for carrying out and/or reviewing structural calculations, structural inspections and sign offs will incur an additional cost.

Installation Teams can provide their own Structural Engineer to inspect and sign off their structures. However, evidence of the Engineer's competence will be required in the form of qualifications and affiliation to an association.

Electrical Installation

All portable electrical items brought onsite as part of your installation must be PAT tested (Portable Appliance Test) if purchased more than 12 months prior to your first day onsite. Exhibitors must hold current valid certificates for these items. Such certificates may be requested in advance by our Health & Safety Team.

LDB reserve the right to remove or request replacement of any electrical item that may be considered unsafe onsite. If you wish to have portable items tested onsite, we can arrange for testing to be conducted by one of our approved contractors.

Temporary electrical circuits assembled onsite will need to be tested during the installation phase and certificates must be submitted to the LDB Projects Team prior to systems being energised. In some instances, our team may require additional certificates for other lighting and electrical items as well as evidence showing the qualifications of technicians undertaking specific tasks.

Design Teams are reminded that installations must comply with [British Standards and Legislation](#).

Live Exhibition

How will the Exhibition Run?

Please read the following guide for information about the London Design Biennale exhibition, including opening hours, staff and security, access for exhibitors & maintenance, technical support, cleaning and VIP events.

If you have any questions, feel free to contact the LDB Exhibition Manager.

Exhibition Management

All Design Teams must nominate a team member to be a point of contact for the duration of the Exhibition. They will be responsible for coordinating the day-to-day operation of your installation whilst LDB is open to the public, including maintenance and staffing.

Public Opening Hours

LDB's interior exhibits (i.e. not the Courtyard and River Terrace) will be open to the public from 1 – 25 June 2023:

Last admission for the public is 1 hour before closure. The Courtyard and River Terrace are open by free admission to the public between the hours of 08:00 – 23:00.

Maintenance Services

Access is available for authorised personnel to perform maintenance on installations between 09:00 and 10:30 daily. If your contractors require access to your exhibit during maintenance times (e.g. to carry out repairs), please email info@londondesignbiennale.com by no later than 16:00 the day before works are requested to be carried out and include the following information:

- Contractor name.
- Contract company.
- Contractor contact number.
- Brief description of work to be carried out.
- Whether the contractor will bring a vehicle and, if so, the vehicle's details.

Please note that children aged under 18 are not permitted on site during maintenance hours. All maintenance must be completed, and areas cleared of tools and waste, by 10:45 ready for opening to the public.

Security

During the Exhibition, there will be Visitor Experience Assistants (VEAs) on all entry points to check tickets. However, there will not be any invigilation in every exhibition space. In some cases, dedicated staffing may be required for your installation. For example, if:

- Exhibit capacity is limited, and access needs to be managed.
- There are items that are not fixed securely and are at risk of theft or damage.
- There are items of particularly high value.
- The exhibit requires explanations, or activating features, for visitors.

Exhibitors can arrange their own staffing or, if preferred, LDB can arrange this on your behalf at additional cost – see the 'Staffing' section below for more information. Please note that Exhibitors are responsible for ensuring that they are satisfied with the staffing arrangements that are in place by the deadlines mentioned below.

Staffing

If you require staff to be present during the Exhibition, please complete the [Exhibit Maintenance Form](#) by the deadline outlined in your Installation Schedule. You can find this in the [Forms](#) section of your Dashboard. You can choose to provide and/or arrange your own staffing, or LDB can obtain a quote for Somerset House Visitor Experience Assistants.

Arranging your own staffing:

If you wish to arrange and manage your own pavilion staff during the

Exhibition, please use the Staffing Schedule template in the [Project Resources](#) section of the Dashboard to provide us with details and upload via the [Site Personnel Form](#) by 21 April 2023.

Please note that for general access and maintenance, each Design Team will be permitted up to 2 staff per day and passes will be authorised and issued by LDB accordingly.

If staffing is required for your pavilion, you will need to provide shifts times using the Staffing Schedule template, ensuring that at least one member of staff is present while the exhibition is open to the public, break cover, names, contact numbers and training declarations. A briefing document for your staff will be issued to you upon confirmation of your staffing schedule.

Access times for staff:

It is recommended that your staff arrive onsite from 10:00 each morning in order to prepare for opening the Exhibition to the public. Your staff will be required to turn off your exhibit immediately and exit the premises within 15 minutes of closing at the end of the day.

Booking staff via London Design Biennale:

LDB can provide Visitor Experience Assistants (VEAs) who will be able to help facilitate visitor interactions with your exhibit. This can include invigilation, offering information to visitors, access control and facilitation. They know Somerset House extremely well, are experienced in customer services and are trained in the venue's emergency procedures. VEAs are managed and scheduled by Somerset House Supervisors who can ensure that your staffing requirements are satisfied, however please consider the following points:

- LDB and Somerset House are equal opportunities employers and, as such, the Visitor Experience team comprise of staff from diverse experiences and backgrounds. Should you have a specific requirement for staff (e.g. proficiency in a particular language or specific skill) you may wish to provide your own staff as we are unable to guarantee specific requests

- Regarding costs, LDB and Somerset House offer London Living Wage and there are minimum shift, training and break cover requirements. Please complete your requirements in your [Exhibit Maintenance Form](#), the LDB team will then obtain a quote for you. All requests must be confirmed and booked by 24 March 2023.
- Exhibitors using VEAs will be required to complete a Training Manual template form with information about your installation by no later than 17 April 2023 to allow for VEAs to be trained about your pavilion's specificities.
- Please complete the [Site Personnel Form](#) on your Dashboard by the deadline outlined in your Installation Schedule.

Cleaning

The Somerset House Facilities Team will carry out daily cleaning of all communal and public areas outside of public opening hours.

The materials, props and other elements that form part of your pavilion will not be cleaned to avoid any damage being caused. However, due to the high number of expected visitors and depending on your needs, exhibitors are advised to consider whether cleaning of exhibits is required. Cleaning services for pavilions is available for an additional cost, subject to consultation with the LDB team. If you have your own staff onsite during the live exhibition, it is possible for your own team to manage cleaning.

Please complete the [Exhibit Maintenance Form](#) to inform of us about potential cleaning requirements.

Switch On / Off process

The LDB Team will switch pavilions on/off daily. Please complete the [Opening / Closing Procedures Form](#) to provide instructions by 21 April 2023. If you are working with Blue Elephant, the LDB approved Audio-Visual (AV) Contractor, please indicate this on the form and the LDB team will contact them to gather all required information.

Technical Procedures & Troubleshooting

Designs involving AV should include a basic assessment to identify any problems that may occur during the exhibition (e.g. accidental damage, wear and tear, human error). We strongly recommend that you discuss any potential service requirements with the AV supplier, particularly in case of

complex problems that cannot be resolved by means available to the LDB team.

Please complete the [Opening / Closing Procedures Form](#) with troubleshooting instructions and details of your technical support requirements by the deadline outlined in your [Installation Schedule](#).

If you are working with the Approved AV Contractor, please indicate this on the form and the LDB Team will contact them for the required information.

Storage and Cloakroom Facilities

There is no storage available in exhibit spaces and there is limited chargeable cloakroom facility at the venue. Should you require storage, we would recommend this is incorporated into your design.

Please note that large bags may be subject to random bag checks onsite by the venue's Security Team.

Please do not leave personal belongings unattended, as LDB and Somerset House cannot accept liability for such items.

Small Deliveries to the Venue During London Design Biennale

Courier and private vehicles are not permitted onsite for the duration that the exhibition is live. However, there is limited space available for loading/unloading in the West Service Yard. Please note that this is for small items only. Works that form part of your installation must go through the official shipping process (as outlined in the [Shipping](#) section of the Manual) during the installation phase.

If you need to have small items delivered to the venue, you must notify the LDB Exhibition Manager.

If you require assistance, a portage service is available to transport your delivery from the West Service Yard to your pavilion for a nominal fee. In order to minimise disruption to visitors and members of the public, these deliveries should be completed during maintenance access hours, 09:00 – 10:30 only. Please contact the LDB Exhibition Manager for further advice.

Press Preview

Exact dates and times for the Press Preview will be announced in due course. The LDB Project Team will contact you with further information.

Medal Ceremony

The LDB Medal winners will be announced and presented with their awards at the Medal Ceremony, the date of which will be announced in due course. It will be held in the Portico Rooms at Somerset House. The Medal Ceremony is strictly by invitation only due to limited capacity and exhibiting teams will be allowed a maximum of two guests each.

Details will be confirmed closer to the event.

VIP Private View

The date of the VIP Private View will be announced in due course. The guest list is strictly by invitation only and Exhibitor Teams will be offered an allocation of invites for their team and project stakeholders at the discretion of LDB.

Photography***Press Day:***

The official photography of all exhibits will take place on 1 June 2023 and will be organised by LDB. The images will be available for your use and will be shared with you and your team. Should you wish to arrange your own filming and/or photography separately, please contact the Communications Team.

If you want to organise your own photographer to take photos/film on the press morning when the exhibition is open only to Exhibitors and press, please download and complete the Photographers Guidelines & Permission Form in the [Project Resources](#) section of your online Dashboard, complete and return it to LDB along with the requested supporting documentation (including the photographer's Public Liability Insurance) by the 19 May 2023. There will be a window of time allocated to you.

Live Exhibition:

If you wish to arrange photography during the live exhibition when LDB is open to the public, we will do our best to accommodate the date and time of your request. However, this will be subject to other activities taking place onsite. As above, please download and complete the Photographers Guidelines & Permission Form and return it to LDB along with the requested supporting documentation (including the photographer's Public Liability Insurance). This must be submitted at least 24 hours in advance of the time requested in order for the LDB Team review and authorise any activity. Please note that pavilions must remain open and accessible during public hours and cannot be closed for filming and photography opportunities.

LDB reserves the right to refuse access to unauthorised filming and photography both during the install, exhibition period and de-install.

Frequently Asked Questions

What information should I share with my wider team?

Here you will find all the information regarding your arrival at Somerset House and what your team should have prepared, as well as a list of Frequently Asked Questions and their Answers.

Where is London Design Biennale Held and How Do I Get There?

London Design Biennale will take place at:

[Somerset House](#)

[The Strand](#)

[London
WC2R 1LA](#)

Getting to Somerset House:

- The section of the Strand outside Somerset House is now a pedestrian / cycle zone.
- The Strand is permanently closed to traffic between Surrey Street and Waterloo Bridge.
- The Strand, New Wing and River Terrace and Great Arch entrances are all currently open.
- For more information on how to plan your visit, please visit Strand Aldwych's [website](#).

By Tube:

- Temple (Circle & District lines; 250 metres, 5-minute walk).

- Covent Garden (Piccadilly line; 650m, 8min).
- Charing Cross (Bakerloo & Northern lines; 700m, 10min).
- Embankment (Circle & District lines; 700m, 10min).

By Bus:

- Buses that previously stopped on the Strand will now stop at new locations on Aldwych.
- Several bus routes still pass along the Strand and Aldwych, stopping within 100-200 metres of Somerset House.
- Please visit the TfL [website](#) for alternative ways to travel.

By Train:

The nearest mainline rail stations are:

- Charing Cross (700m, 10min walk).
- Blackfriars (1km, 13min walk).
- Waterloo (1km, 13min walk).

By Bike:

- There is no on-site cycle parking at Somerset House.
- There are bike stands on the Strand, Aldwych and Victoria Embankment, very close to Somerset House.
- Somerset House asks that visitors do not attach their bicycles to railings, gates or to the fabric of the building. There are several bicycle hire docking stations near Somerset House.

By Car:

- There is no general car parking at Somerset House. There are a number of charging car parks close to the Venue.
- For a list of car parks near Somerset House, visit the NCP [website](#).
- The nearest car parks are Covent Garden and Bloomsbury Square.
- If you are driving to Somerset House on a weekday, a congestion charge will apply. The Congestion Charge is an £15 daily charge for driving a vehicle within the charging zone between 07:00 and 18:00, Monday to Friday and 12:00-18:00 Saturday and Sunday. There are a range of exemptions and discounts available to certain vehicles and individuals. For details about these discounts and how to pay the congestion charge, please visit TFL's [website](#).

The closest Blue Badge holder parking spaces are:

- Wellington Street WC2E 7BB (159.85m). For visiting via the Strand Entrance or New Wing Entrance.
- Temple Place WC2R 2PH (266.53m). For visiting the Embankment Entrance.
- For more Blue Badge holder parking nearby please visit Westminster City Council's website.

Is There Step Free Access?

There is step free access from the Strand entrance. If you are arriving from Waterloo Bridge and require step-free access, please enter via the entrance on Lancaster place adjacent to Café Nero.

Somerset House spaces are accessible via certain routes. Somerset House and LDB staff can advise on the easiest route to your destination. Lifts are available to all floors of both the exhibition and public event spaces.

Please note there is cobble stone paving from the Strand into and in the Edmond J. Safra Fountain Court, with a flat pavement around the edges.

Wheelchair Provision:

Standard sized manual wheelchairs are available for visitors with mobility impairments. These can be booked in advance by calling:

020 7845 4600 | Monday – Friday | 10:00 – 17:00 (excluding public holidays)

Subject to availability, you can borrow a wheelchair on the day. Please speak to a receptionist stationed by one of Somerset House's entrances.

Parking for Blue Badge Holders:

The closest Disabled Badge parking spaces are located at;

- Wellington Street WC2E 7BB (159.85 METERS). For visiting via the Strand Entrance or New Wing Entrance.
- Temple Place WC2R 2PH (266.53 METERS). For visiting the Embankment Entrance.

For more Disabled Badge parking nearby please visit Westminster City Council's [website](#).

Guide and assistance dogs:

Guide, hearing and assistance dogs are permitted in all areas of the site.

Electric Mobility Scooters:

Electric mobility scooters are allowed in the galleries.

Evacuation chairs:

Evacuation chairs are available in the event of a security alert and Somerset House Security staff are trained to use these.

Facilities:

Accessible toilets and baby change facilities are available in the South Wing (both at Strand and Embankment levels) and the East Wing.

If you have any accessibility questions, please speak to your LDB Project or Exhibition Manager.

Access Ticket Booking:

Visitors with disabilities requirements are eligible for concessions and may bring a companion or personal assistant free of charge.

I'm Travelling From Overseas. Do I Need a Visa and How Do I Apply For One?

Exhibitors are reminded to apply for visas as early as possible to avoid issues with travel. You can check whether or not you need a visa for the UK [here](#).

All members of your party must apply for visas separately. If you need a Letter of Support to verify participation in the Biennale, please contact us as soon as possible. Please contact [Sophie](#), Project Assistant, to discuss further.

How Many People Can I Bring to Site for Install and De-Rig?

You are allowed to have a maximum of eight people on site during the install and de-rig periods.

What Do I Need to Wear if I Come to Site During Install or De-Rig?

Core team members permitted onsite during either the install or de-rig must wear the correct PPE.

Steel toe capped boots or shoes are a minimum requirement to enter the site, regardless of what your individual activities are, as neighbouring installation works may present various hazards. For all exhibitors in the outdoor areas, it is compulsory to also wear hi-visibility vest.

Please ensure you meet the minimum requirements, or you will not be permitted access to the site.

Are There Ladders Available Onsite?

There are no ladders available onsite. If you require ladders for your installation or de-rig, you will need to ensure they are part of your shipment being sent to Somerset House with the Approved Shipper / Contractor.

Contractors onsite will not lend ladders to exhibitors due to liability implications.

Can I Bring Any Vehicles to Site During Install?

No. The only vehicles allowed onsite are operated by LDB Approved Contractors. This includes deliveries to the Somerset House's West Service Yard.

You may be able to organise a drop-off near Somerset House for items that are easily and safely carried by hand, but please note that the area outside Somerset House is a pedestrian-only area. We are unable to arrange access for couriers and taxis to Somerset House, so you will need to coordinate this with the courier or taxi company making the drop off.

We have a duty of care to members of the public who will be using the Strand Entrance and Courtyard, all items transported in this manner must consider this. This area is not controlled by Somerset House or LDB and any drop-offs and transport of items onto site will be organised and executed solely by Exhibitor teams.

Can I Bring Children to Site During The Construction Phase?

Children under 16 are not permitted onsite during any part of the construction or de-rig phases.

We understand that individual installations may not seem dangerous, but the site is open plan, and other contractors may be carrying out work which could be harmful.

Children are welcome to visit LDB with an accompanying adult during the open period from 1 – 25 June 2023.

Can I Store Anything Onsite?

There is no storage available in pavilion spaces. Cloakroom facilities at Somerset House are limited and incur additional costs. We recommend that you factor storage costs into your design and build budgets.

Please note that large bags may be subject to random checks onsite by the Somerset House's security team. Do not leave personal belongings unattended, as LDB and Somerset House cannot accept liability for loss or damaged items.

For packaging and crates, this can be arranged via the Official Shipper, EFM Global. Please see the [Shipping](#) section of the Manual for more information.

Is Filming or Photography Permitted During Install or De-Rig?

Due to the number of people involved in the install and de-rig of the exhibition, we are unable to permit photographers access to site during the install or de-rig phases. However, we do permit photographers onsite during the live exhibition period. LDB will allocate you a specific time in the first week where you can have access to your pavilion for 'empty' shots.

Can I Arrange Last Minute Work or Labour Onsite?

This will be dependent on the workload of onsite contractors and we cannot guarantee that this will be possible. Therefore, we advise that all required work is booked in advance. LDB will always do our best to accommodate any requests, but this is not always possible.

Any last-minute requests will incur a surcharge in costs and we will require payment by card upfront before any work can be carried out.

Who Is Responsible for First Aid Onsite?

First Aid is administered by Security. For any kind of injury, notify anyone with a radio or speak to the nearest security guard or LDB staff. Keep the person

where they are, help will be on its way. More information on emergency procedures whilst onsite will be provided during your site induction.

Can I Display Leaflets or Giveaways In My Installation?

LDB is committed to reducing the negative environmental impacts of our activities. With regards to giveaways and collateral, we request that all Exhibitors consider using sustainable solutions such as digital media and biodegradable stock. These must be reviewed by LDB in advance to ensure they comply with the conditions of the exhibition and Somerset House.

Please note that there is no storage space to hold display leaflets or giveaways unless you plan it into the design of your exhibit space, and that your team will have to manage any stock.

Please contact your LDB Project Manager with details of the proposed materials, including a digital copy where possible.

Is There a Cloakroom Onsite?

There is no cloakroom facility at the Venue, and there is no storage available in exhibition spaces. Should you require storage, we would recommend this is incorporated into your design and build. Please note that large bags may be subject to random bag checks on site by the venue's security team.

Please do not leave personal belongings unattended, as London Design Biennale and Somerset House cannot accept liability for such items.

Are There Restaurants and Cafés at Somerset House?

There are a number of restaurants and cafés within Somerset House which meet a range of dining needs, from formal lunches and dinners to more casual dining. Please find out more information [here](#).

Additionally, there are an abundance of restaurants and cafés near Somerset House. You can view a selection on Google Maps [here](#).

What If I Want to Host a Private Event at Somerset House For My Clients?

Somerset House has a range of spaces available to hire, with or without catering, dependant on availability. Exclusive offers for LDB 2023 exhibitors

are currently available [here](#). To discuss the options available and their costs, please email the LDB Exhibition Manager with your requirements, which should include:

- Interested date.
- Summary of the event.
- Number of attendees.
- A brief description of the event.

The LDB Exhibition Manager will contact you directly to discuss.

Can My Photographer Come During the Live Exhibition Period?

The official photography of all exhibits will take place on 1 June 2023 and will be organised by LDB. Should you wish to arrange your own filming and/or photography separately, please contact the Communications Team. For more information, please see the Live Exhibition section of the manual.

How Many Complimentary Tickets Will I Receive For London Design Biennale?

Each entry will be allocated ten complimentary passes, valid for single admission.

Diplomatic Offices and Administrative Bodies will be allocated five complimentary passes, valid for single admission.

Please contact the LDB Project Team for more information.

How Many Tickets Will I Receive For London Design Biennale Medal Ceremony and VIP Private View?

The Medal Ceremony takes place in the Portico Rooms of Somerset House, which has limited capacity. Exhibitors are permitted to invite a maximum of two guests, usually the lead designer and the diplomatic representative.

You will be allocated ten tickets for your team and guests to attend the VIP Private View and allocate as you wish. Diplomatic Offices and Administrative Bodies will separately receive three tickets for the Private View. For any queries please contact the LDB Project Team.

Where Are the Nearest Local Facilities and Suppliers?

Post Office:

95 Aldwych

London

WC2B 4JN

Nearest Supermarket:

Tesco Express

125 The Strand

WC2R 0AP

ATM Points:

There are many cashpoints located in the vicinity of Somerset House. The closest ATM's are located at frequent intervals along the Strand.

Robert Dyas:

(Retail chain selling DIY products, small tools, homewares and electrical goods)

393 The Strand

London

WC2R 0LT

020 7240 3626

Ryman Stationary:

(Stationary chain selling stationery, printing and art supplies, plus office furniture and electronics)

430 The Strand

London

WC2R 0QN

020 7240 4408

Leylands:

(Established chain providing tools, paint and materials for professional and home decoration)

167-169 Shaftesbury Ave

London

WC2H 8AN