

# Business Design Centre Conference Manual

*Located only 10 minutes from King's Cross St. Pancras International, amongst a plethora of restaurants and bars in fashionable Islington, the Business Design Centre is the UK's first CarbonNeutral® venue; playing host to over 80 exhibitions, 250 conferences and attracting in excess of half a million visitors every year.*

*With a reputation founded on the quality of its environment and flexibility of space, the venue is the perfect setting for high profile conferences for up to 2,500 guests. Facilities include in-house caterers and audio-visual company, an adjacent Hilton hotel, onsite car parking and wireless internet capabilities throughout. The centre also has full disabled access.*

*We are happy that you have chosen to bring your conference here to the Business Design Centre and hope that this guide will help you to make the most of our services. If there's anything that we have missed though please feel free to ask; you'll find our details in the contacts section.*

*We look forward to seeing you onsite,*

*Charlotte, Lowri and Millie*

## Your Event Managers

### Charlotte

Charlotte Barker  
Conference Executive

Tel: 0207 288 6424

Fax: 0207 288 6444

Email: [charlotteb@bdc.london](mailto:charlotteb@bdc.london)

### Lowri

Lowri Jones  
Conference Executive

Tel: 0207 288 6435

Fax: 0207 288 6444

Email: [lowrij@bdc.london](mailto:lowrij@bdc.london)

### Millie

Millie Wickens  
Conference Coordinator

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## **ACCESS TIMES**

Whenever you're onsite with us here at the Business Design Centre you can be safe in the knowledge that one of our team will be on hand in case you need anything throughout the process of setting up, running or breaking down your event. The hours of access will be written on your agreement and specify when your tenancy will begin and end.

Our operating hours are permitted and governed by the local authorities as detailed below:

**Monday ~ 08:00-22:00**  
**Tuesday ~ 08:00-22:00**  
**Wednesday ~ 08:00-22:00**  
**Thursday ~ 08:00-22:00**  
**Friday ~ 08:00-22:00**  
**Saturday ~ 08:00 - 20:00**  
**Sunday ~ 09:00-18:00**

## **AUDIO VISUAL HIRE**

Charlene can help out with all your audio-visual needs. AVC Live are our approved Audio Visual & Event Production partners, offering a total event solution that covers everything from advance planning and design to AV hire, live production, on-site management and post production services. For a quote or to discuss your needs, please contact either of them on the details below:

**Charlene Hayes**  
Tel: 020 7288 6561  
Email: [charlene.hayes@avclivelttd.com](mailto:charlene.hayes@avclivelttd.com)

**AVC Live Limited**  
Unit 103 Business Design Centre  
52 Upper Street  
Islington  
London N1 0Q  
**Website:** [www.avclivelttd.com](http://www.avclivelttd.com)

## **AUDITORIUM BUILT-IN AV**

Our purpose built Auditorium, located in our Conference Centre, is perfect for conferences up to 525 delegates. This area has full blackout facilities, LED up-lighters which can be used to personalise the event space to your company's corporate colours, three-section adjustable house lighting and space for an AV set build within the room. The newly installed motorised AV truss where lights, speakers & projectors can be flown from will improve the installation and de-rig processes of audio-visual equipment by reducing the need to work at height. Please contact your onsite project manager who will be happy to provide you with further information on all of the benefits that the Auditorium now boasts.

## **CAPACITIES**

Our Conference Centre houses the Gallery Hall and Atrium which is perfect for large conferences, exhibitions and catering elements, the Auditorium which can seat 500 theatre using raked seating and a further 8 rooms with capacities detailed below which can be utilized for breakout sessions. Please see page 8-10 for the capacity layout.

Room	Seating Capacity Theatre	Seating Capacity Cabaret	Seating Capacity Boardroom
Gallery Hall	650	440	100
Auditorium	500	225	50
Room A	220/160	150/100	30
Room B	60	40	12
Room C	60	40	12
Room D	60	40	12
Room E	90	48	16
Room F	70	40	12
Room G	60	40	12
Room H	60	40	12

## **CATERING**

The Good Eating Company are the exclusive caterers for the Business Design Centre. Liam and Jean are always happy to accommodate the menus to cater to your specific requirements. They are based on site and will be happy to hold pre-event briefings and for larger events, tastings, to ensure we meet your requirements.

Jean and Liam are supported by our operations team; Andrew and Galya who will be your onsite contacts. For more information please contact Jean directly as needed:

Jean Betts

Tel: 020 7288 6351

Fax: 020 7288 6276

Email: [jean@goodeatingcompany.com](mailto:jean@goodeatingcompany.com)

When you arrive onsite you will be introduced to your dedicated operations manager who will bring you a drink of your choice when you arrive and be on hand throughout your event to assist with everything.

## **CLEANING AND WASTE DISPOSAL**

Simon, Marta and the team at 'Teamwork' provide staff for cleaning and setting up the Conference Centre. If there's anything that you need relating to this while you are onsite then just contact your event manager and they will arrange for any cleaning.

As part of your event we will ensure that all common areas are cleaned throughout the day including toilets, conference rooms, exhibition areas and walkways. If you find that we've missed something then just speak to one of us in the team and we will make sure it's dealt with straight away.

Waste disposal at the venue is something that we are constantly looking at reducing and where possible we will always recycle. We will dispose of general waste but if you expect to be generating a large amount of rubbish then please let us know.

## **CONCIERGE SERVICES**

We offer a full range of services via our in-house concierge. Based on the hotel concept, the concierge role covers a wide range of activities from booking reservations at restaurants and theatres to taking care of all of your travel and accommodation needs. For further information contact:

### **Ben Pettyfer**

Tel: 020 7288 6272

Email: [benp@bdcl.london](mailto:benp@bdcl.london)

## **CONTACTS**

Your event manager will be in touch once your event is booked with us, but should you need to contact us we are available on the below details:

### **Charlotte Barker**

Conference Executive

Tel: +44 (0)20 7288 6424

Fax: +44 (0)20 7288 6444

Email: [charlotteb@bdc.london](mailto:charlotteb@bdc.london)

### **Lowri Jones**

Conference Executive

Tel: 0207 288 6435

Fax: 0207 288 6444

Email: [lowrij@bdc.london](mailto:lowrij@bdc.london)

### **Millie Wickens**

Conference Coordinator

Tel: +44 (0)20 7288 6044

Fax: +44 (0)20 7288 6444

Email: [milliew@bdc.london](mailto:milliew@bdc.london)

## DEADLINES

Information	Deadline
AV Company details	1 month prior – we'll need to discuss access, power, health & safety etc.
Catering	Delegate numbers 1 week prior. (Final count to Jean 3 working days out)
Electrics	2 weeks prior – we'll need to book labour.
Expected Deliveries	2 weeks prior – we'll need to plan where they're going to go.
Floor Plans	Preliminary 1 month prior / Final 1 week prior.  Please note if you are having exhibition stands you should let us see the plan before selling the space – we need to ensure access is not blocked and procedures can still be followed.
Health and Safety	No later than 10 working days prior – we need to know what is happening otherwise access to site for build-up will be restricted.
Room layouts	(Inc. Furniture requirements)  Preliminary 1 month prior / Final 1 week prior.
Signage	(Inc. Logos/Event name) 1 week prior – we'll will test these on our screens to ensure that there are no surprises on the day.
Schedule/Timings	Preliminary 1 month prior / Final 1 week prior – we'll need to book staff.

## DELIVERIES

Our team will be unable to accept deliveries sent prior to your tenancy period or provide storage for collections that are left beyond the agreed tenancy times on your event licence agreement.

We have now partnered with a preferred supplier, SITE Event Logistics. SITE are familiar with our venue and already work with many of our conference organisers. The team will deliver items to stands at the start of your tenancy, and will take care of storage of boxes if needed during the event, then will arrange for items to be returned post event to be returned to their owner.

Your main point of contact, Jemima Broadley is available should you wish to discuss their services;

SITE Event Logistics  
0203 178 5397

[jemima@siteeventlogistics.com](mailto:jemima@siteeventlogistics.com)  
[www.siteeventlogistics.com](http://www.siteeventlogistics.com)

## ELECTRICS AND LIGHTING

Electrical service provision at the Business Design Centre is open; however we do provide a competitive in house electrical team who are highly experienced at working within the venue.

Single Phase anywhere within the Conference Centre:

32 amp **single phase** main (240V) = £240.00

63 amp **single phase** main (240V) = £370.00

Three Phase at the rear of Room A:

32 amp **three phase** main (415V) = £391.00

63 amp **three phase** main (415V) = £650.00

Three Phase at the Front & Rear of Auditorium & Gallery Hall:

32 amp **three phase** main (415V) = £365.50

63 amp **three phase** main (415V) = £605.00

Three Phase anywhere within Conference Centre (Rooms B, C, D, E, F, G & H):

32 amp **three phase** main (415V) = £450.00

63 amp **three phase** main (415V) = £750.00

All mains costs are subject to VAT at the current rate (20%)

## ANY OTHER MAIN SIZE – PRICE ON APPLICATION

Anyone who brings portable electrical appliances on-site should ensure that they have been regularly PAT tested and bear a recent PAT test pass certificate.

We do not have any extension leads available but if you contact AVC they will be happy to arrange this should you need it.

## EMERGENCY PROCEDURES

If you discover a fire or someone reports a fire to you immediately raise the alarm. This may be done in several ways:

Pick up any internal phone and dial 6666. This will connect you with reception. Tell the duty operative where the fire is, your location and your telephone extension.

Operate the nearest fire alarm call point by breaking the glass. If you do this (and it is safe to do so) please stay near the fire point to direct the attending security officer to the fire or dial 6666 and inform the duty operative of the site of fire.

If it is decided to evacuate the building you will hear the fire alarm bells and tannoy messages informing you to leave the building. Please leave by the nearest fire exit or as instructed by members of the security staff. Please familiarise yourself with the nearest fire exits to your conference room or exhibition stand.

Do not stay in the building once you have been instructed to leave. Do not stay to collect handbags, valuables etc.

Fire assembly points are as follows;

Front of the building: either the front plaza or round the side of the building by the tanning shop

Rear of the building: pavement area outside the old royal free hospital on Liverpool Road

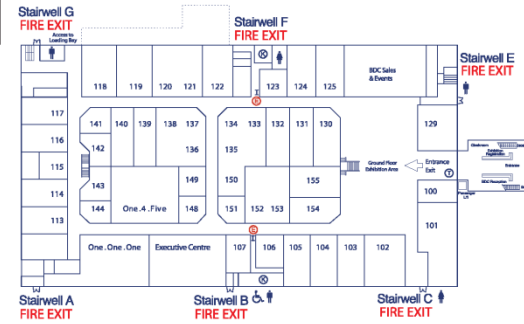
Please remember:

Do not do anything to endanger your life. Restrict your actions to trying to prevent the fire spreading by closing doors/windows etc & raising the alarm. Try to help prevent people from going near the fire until help arrives.

Please try to stay calm and encourage others to do the same. Please help those that appear to be experiencing difficulties.

ASSEMBLY POINT  
PAVEMENT OUTSIDE  
ROYAL FREE HOSPITAL

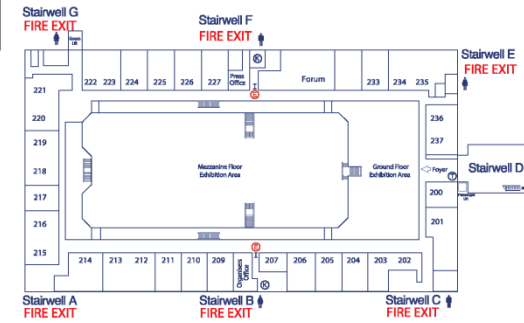
### Ground



ASSEMBLY POINT  
PARKFIELD STREET

ASSEMBLY POINT  
PAVEMENT OUTSIDE  
ROYAL FREE HOSPITAL

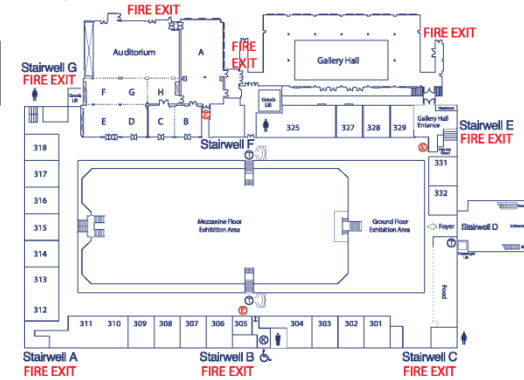
### Mezzanine



ASSEMBLY POINT  
PARKFIELD STREET

ASSEMBLY POINT  
PAVEMENT OUTSIDE  
ROYAL FREE HOSPITAL

### Gallery



ASSEMBLY POINT  
PARKFIELD STREET

- ☎ Emergency Telephone
- I Internal Telephone
- ☎ Public Telephone
- 🍴 Kitchenette
- ♿ Disabled Toilet
- 👤 Ladies
- 👤 Gents

## **HEALTH AND SAFETY**

The Business Design Centre is committed to operating in compliance with all the relevant legislation and guidelines covering Health and Safety at Work and it is a **requirement** of the Centre that all Licensees / Organisers / Exhibitors / Contractors and Visitors comply with the law and the regulations of the venue at all times.

All organisers, exhibitors, and contractors must supply relevant health and safety documentation. This can be uploaded via the online exhibitor portal.

## **HOTELS**

To help you get the perfect accommodation and the best special offers we can put together a unique [HotelMap](#) that shows the nearby accommodation options and best possible rates and special offers.

The HotelMap website allows you to see hotels, availability and prices for specific dates. A bespoke link for your event can be arranged and organisers, exhibitors and delegates alike can use it to get the best live rates for their rooms. This link can have the event name included and allows users to see the availability across the local area.

## **INSURANCE**

Whilst we take every precaution to protect visitor's property during any event we are not responsible for any loss or damage. We would recommend insurance cover to include, as a minimum, legal liability for personal injury and damage to third party property based on a limit of indemnity of **£2 - £5 million**. It is also prudent to extend cover to include abandonment and cancellation or curtailment of the event due to circumstances beyond your control.

## **INTERNET ACCESS**

The BDC is proud to offer an uncontested WiFi service throughout all areas of the venue. We can offer an Uncontested Hi Speed Password Protected Wi-Fi Coverage (ask your event for manager costs), wired internet connections and complimentary Wi-Fi Access for exhibitors or in your conference rooms.

## **LOADING BAY**

It is the responsibility of the Business Design Centre and the Event Organiser to ensure Exhibitors and Contractors adhere to the following regulations regarding access and egress to and from the Loading Bay and Liverpool Road.

There is only vehicular access to the Loading Bay from Liverpool Road. Pedestrian access is not permitted. Limited additional exit points for loading are available for some larger exhibitions; however street parking restrictions apply and are enforced by Police and Traffic Wardens.

The BDC stipulates that their own marshals are located in the following areas and within the Loading Bay, at least one hour prior to build up and breakdown:

I Marshal on Liverpool Road

I Marshal on Barford Street

I Marshal at entrance to Loading Bay

Marshals must also be provided in the Loading Bay during the build up and breakdown.

This loading bay operates within a strict time period as detailed below:

**Monday ~ 08:00-22:00**

**Tuesday ~ 08:00-22:00**

**Wednesday ~ 08:00-22:00**

**Thursday ~ 08:00-22:00**

**Friday ~ 08:00-22:00**

**Saturday ~ 08:00 - 20:00**

**Sunday ~ 09:00-18:00**

The timings are non-negotiable due to restrictions enforced by Islington Council and the loading bay shutters will rise and fall at the stated above times.

Please notify the event manager of any deliveries as the area is tightly managed to ensure smooth event builds and di-rigging schedules.



## **LIFTS**

There is a passenger lift for visitors in the entrance foyer and also in the Gallery Hall. Please note that these are not for the carriage of goods.

There are 2 goods lifts in the Loading Bay for the delivery of stand materials and exhibits.

Main Hall Goods Lift                      Size 3.900mm x 2000mm x 1900mm  
(height)  
Capacity is 3000kg

Gallery Hall Goods Lift                      Size 5800mm x 2500mm x 2400mm  
(height)  
Capacity is 3000kg

You should be aware that there are a number of doorways to pass through when taking items from the goods lifts to the rooms which are about 2000mm high. A site survey is advised for anyone who wishes to view the access/egress at the centre. Please contact your Project Manager to arrange an appointment.

## **MARKETING OPPORTUNITIES**

You are able to post a description of your event upon the BDC website Events page ([www.businessdesigncentre.co.uk](http://www.businessdesigncentre.co.uk)) including the installation of a hyperlink to your site and a logo or image. See Website and Online Promotion for more information.

There are also two billboard poster sites located on the street level which are charged at £1200.00 + VAT per site per week. Production costs are an additional £175.00+VAT per poster to print and install .

There are also numerous A2 sized internal sites that can be rented on a weekly basis as well as the windows of the main entrance for the duration of your event. For more information regarding these please contact:

Kate Simpson  
Tel: +44 (0)20 7288 6002  
Email: [kates@bdc.london](mailto:kates@bdc.london).

## **PHOTOCOPYING**

Whilst on site we can help with a small amount of copying and when using the Gallery Hall you have your own photocopier stocked with a fresh ream of paper. If you need a large amount of copying, or would like colour/large prints made then we have a company onsite who can help. They are based on the ground floor at the back of the building and are available on the details below:

### **Online Reprographics**

Unit 116 - Business Design Centre  
Tel: 020 7288 6288  
Fax: 020 7288 6289  
Email: [info@onlinerepro.co.uk](mailto:info@onlinerepro.co.uk)

## **PHOTOGRAPHERS**

Please see below for a list of local photographers:

**Hannah Isted**  
Tel: 07769 656 307  
Email: [hannah@babyolive.co.uk](mailto:hannah@babyolive.co.uk)

**Denise**  
Tel: 07807 086478  
Email: [info@powerhousestudios.co.uk](mailto:info@powerhousestudios.co.uk)

**Sammy Adams**  
Tel: 07957 858 917  
Email: [adams.sally@gmail.com](mailto:adams.sally@gmail.com)

**Carli**  
Tel: 07852 201184  
Email: [carli@adbycreative.co.uk](mailto:carli@adbycreative.co.uk)



## **PORTERS**

Simon, Jack and the team can be called upon to assist with moving light weight items – please do not rely on our porters as they are only available to assist you if their work load for your event day is light.

If porters are essential to your event build/break down or the porters are required to carry out heavy manual handling we suggest using our preferred external supplier:

### **Pinnacle Crew**

The White Cottage  
Merryhill Green Lane  
Berkshire  
RG41 5JP  
Tel : 0870 609 1993  
Email : [info@pinnaclecrew.co.uk](mailto:info@pinnaclecrew.co.uk)

## **SHELL SCHEME STANDS**

The Octanorm System is used when shell scheme is required. Floor plans must be agreed 7 days prior to the event. Alterations to this agreed floor plan may be subject to surcharge.

Standard shell scheme hire includes the following:

Back and side free standing partition walls  
Carpeted floor  
Daily Cleaning

Frequently asked questions about shell scheme include:

Q: “I have a shell scheme stand, what is Octanorm?”

A: A Modular system of aluminium poles and beams holding 4mm infill panels. These form the walls of the stands.

Q: “What is the FASCIA constructed of?”

A: This is formed of the same system, 175mm deep

Q: “Is there a ceiling?”

A: There is an open grid ceiling of 70mm beams fixed diagonally over the stand.

Q: “What is the height to the underside of the ceiling?”

A: 2430mm and the underside of the fascia panel 2325mm.

Q: “What is the finish of all the Aluminium components?”

A: These are finished in white using a powder coating system.

Q: “What is the finish on the wall panels?”

A: White Foamex.

Q: “What size is the wall panel?”

A: 2500mm high x 990mm wide is the overall size of panels when fitted with poles and beams. The face size of the panels is 950mm wide x 2340mm high. The poles are 40mm in diameter projecting forward 18mm.

Q: “How do I fix to the wall panels?”

A: You cannot fix anything to the wall panels using nails, staples or screws. Lightweight polyboard or card panels can be fixed with **double sided velcro, twinstick pads or blu-tack**. Support brackets and chain packs must be used to hang heavier items.

# Gallery Hall Signage Boards Dimensions

## **SHELL SCHEME EXTRAS**

If you have a shell scheme stand and you wish to order extras such as shelving to lockable doors you can do so by ordering this online via the exhibitor portal shop.

A **Standard Shell Scheme Name Board** is made of a panel that becomes part of the Stand System. Only your stand number and trade / registered names can be used on the name board and will be printed in a standard style capital letters (no addresses or logos can be included). If you wish to stand out you are able to order either a **Coloured Name Board** which is a standard name board but with a coloured background or an **Enhanced Name Board** which can include your logo and house font/colour/pattern. If you wish to order these, please contact your on-site event manager who will be happy to assist.

## **SPACE ONLY STANDS**

If you have chosen to book a space only stand at your forthcoming show please contact your on-site event manager who will be able to assist you.

## **SIGNAGE**

We now have brand new digital signage here at The BDC which is available for you to use. Please see Appendix One for more information and how the signs can be utilised for your event.

There are also several clip frames which can be filled with graphics around the Conference Centre. The dimensions are below but our signage company can make graphics to fit any available area. They are available on:

**Michael Brighty**

**Onward Display** - Showroom 324

The Business Design Centre

52 Upper Street, Islington

London,

NI 0QH

Tel: 0207 734 2740

[michael@onwarddisplay.com](mailto:michael@onwarddisplay.com)

## -Gallery Hall Entrance-



## • -Gallery Hall-



## **STAFFING**

### **MARSHALLS/SECURITY/LIFT OPERATORS @ £11.70+ VAT per/hour for 6 hours minimum**

There must be a marshal in the loading bay during your build up and breakdown periods and to operate the lift. On the event day the marshals will direct the delegate traffic to your conference area and prevent non-delegates from entering your specific event

### **SIA MARSHAL @ £13.65 + VAT per/hour for 6 hours minimum**

During the periods when alcohol is being consumed you would have to arrange for a minimum of three SIA marshals to be present. Please speak to your onsite event manager who will be able to quote you.

### **FIRST AID @ £13.95 + VAT per/hour for 6 hours minimum**

It is a requirement that during the whole tenancy period you provide qualified medical staff. BDC first aid staff are positioned in the First Aid room (located on the Gallery Level - Opposite Gallery Hall Registration Desk).

If you provide your own First Aider, please be aware they must provide training certificates, insurance details and their own first aid equipment. Unfortunately the First Aid room is not available for use by First Aiders not supplied by the Business Design Centre. They will need to be located in a specific location and have this as their only job.

### **CLOAKROOM @ £10.95 + VAT per/hour for 6 hours minimum**

We advise this opens 30 minutes before and closes 30 minutes after the official open hours of your event. There is a cloakroom located in the Gallery Hall entrance foyer for use with events in the Gallery Hall.

## **STAIR CASE**

For an additional fee we can provide a temporary staircase which can be used in the centre of the Gallery Hall to access the atrium. The temporary stairs can be installed for a one off payment of £1,500+VAT which will be installed ready for your event.

## **TRANSPORT**

### **Travelling by bike**

The Business Design Centre has an on-site car park with space to park bikes.

### **Travelling by bus**

The Business Design Centre is situated on Upper Street, which is serviced by the following bus routes: 4, 19, 30, 38, 43, 56, 73, 341, 394, N19, N38, N4.

### **Travelling by car**

The Business Design Centre has an on-site car park with 285 under cover spaces. There is also additional car parking in the nearby shopping centre's multi-story car park.

### **Pre-Booking Parking System**

We now offer a pre-booking facility for parking for all events held at the BDC.

Our car park is of the highest standard and includes:-

250 spaces all undercover

Open 24/7

Regular patrols by our security team as well as full CCTV cover  
ParkMark Approved

As soon as the booking is confirmed parking is guaranteed no matter how busy the event

All bookings use the same tariff as we use in our car park, however all bookings have an additional £2.50 booking fee. The minimum parking period is 4 hours.

To pre-book your car parking space please [click here](#).

### **TROLLIES**

Here at the Business Design Centre we are unable to provide trollies to assist organisers/exhibitors with boxes. We advise that if exhibitors need trollies they provide their own.

## **WEBSITE AND ONLINE PROMOTIONAL ACTIVITIES**

### **Online listing**

Whilst holding your event at the Business Design Centre we offer complimentary listing on our website. This will give our users the chance to see what is happening in the venue with links to your website or online ticket purchasing available. This can also help you to advertise your programme for the event.

### **Social Media**

We like to promote events across our social media platforms which include Twitter, Facebook and Instagram. This is a complimentary service that we provide to organisers who wish to promote their event details to our followers. Make sure you are following The BDC on all social media platforms, details below:

Twitter: @TheBDC  
Facebook: bdclondon  
Instagram: bdclondon

### **Blog Exclusive and Monthly Blog**

We like to keep all our information as up to date as possible and in order to do this we have created a monthly blog in which we include all of the upcoming events in the next month, this gives our readers an insight into the background of you're event and also what's in store whilst you host your event here at the Business Design Centre.

### **Home Page**

Once you have booked your event and in the months leading to your event we are able to promote your event on the primary space on our website in perfect view for all visitors to our website along side with some fantastic imagery of your event or business.

### **Newsletter**

We would also like to offer the opportunity to be displayed within our newsletter which now has a high number of subscribers. This is sent out quarterly via email. Our newsletter reaches professionals from a range of industries and may entice some new clients for your event.