



Exhibitor Information Pack

Thank you for joining us at **Membership Solutions Day, Tuesday 13th October 2026** - we're delighted to have you on board! This exhibitor pack contains all the essential information you'll need for a smooth and successful experience at the event.

We look forward to a fantastic event with you!

Venue

[Novotel London West](#)

1 Shortlands

London

W6 8DR

Nearest Tube Stations: Hammersmith / Barons Court

Nearest Train Stations: Kensington Olympia / Paddington

Parking

The hotel has limited on-site car parking spaces. If you are staying at the hotel the residential parking rate is £1.50 per hour. Non-residential parking rate is £3.50 per hour and payment is made at the main hotel reception desk. You can also pre-book parking online, find out more [here](#).

Exhibition Stand

Your exhibition stand is exhibitor space only and includes a 2m x 2m area with a 4ft trestle table and two chairs, along with power access and a 4-way extension cable. We recommend bringing a couple of pull-up banners or an equivalent display to position behind your table for maximum visibility. If you have a branded tablecloth, feel free to use it, though it's not essential - the hotel will provide plain tablecloths as standard.

Couriered Items

The hotel will accept couriered items from **Friday 9th October**. Please ensure all items are labelled correctly, please use the delivery label template attached. We take no responsibility for items labelled incorrectly. Event staff will not have time to help you search for missing items. Security at the Hotel reserves the right to refuse delivery should they deem the information on the items to be insufficient; this is for obvious security reasons. There is also a label template for items to be collected after the event. Please ensure all items are collected by **5pm on Wednesday 14th October** at the latest.

Stand Set up

Stand set up will commence from 7:30am until 8:30am on the morning of the event.

Registration will commence between 8:30am and 9:15am. We will then have subsequent dedicated exhibition time during the morning break (11am to 11:30am), lunch (1pm to 2pm) and closing refreshments (15:00).

You will be able to start to pack down your stand after the closing refreshments.

Speaking at the Event

If you haven't already, please submit your presentation title and speaker details **by Thursday 8th October**. This ensures we have the most accurate and up-to-date version of the programme on the website, allowing delegates to know what to expect.

Presentation Guidelines:

- Speaking slots are 30 minutes long, consisting of 20 minutes for the presentation and 10 minutes for Q&A.
- Please ensure you stick to the allocated time to keep the programme running smoothly.

Presentation Submission:

- Where possible, please send your presentation (in PowerPoint format) in advance.
- If this is not possible, please bring your presentation on a USB stick or download it from a secure download website.

Using Your Own Laptop:

- If you plan to use your own laptop, please ensure you bring the appropriate cables and adapters to connect to the venue's AV setup.

Microphones

- A lectern with a microphone will be available, along with lapel microphones if preferred.

Contact Us

If you have a speaking related query, please get in touch with **Jo Stamp, Director of Content & Delivery** - jo.stamp@memberwise.org.uk.

For any exhibitor related queries, contact **Emma O'Leary, Event Manager** - emma.oleary@memberwise.org.uk.

For all general queries, feel free to contact us at info@memberwise.org.uk and we'll be happy to assist you.

Delivery label template

Delivery to:	Novotel London West Convention Centre, 1 Shortlands, LONDON, W6 8DR Tel. 020 8741 1555	
Event Name	Membership Solution Days / MemberWise	
Event Date	Tuesday 13 th October 2026	
Exhibitor (Company Name)		
Representative attending event & collecting package		
Meeting Room	Cognac and Bourgogne	
Total no of boxes (e.g. 1 of 8)		
Sender contact name		
Sender phone number		

Collection / return label template

Delivery to:	<i>Enter your company address here for the items to be returned to</i>	
Event Name	Membership Solution Days / MemberWise	
Event Date	Tuesday 13 th October 2026	
Exhibitor (Company Name)		
Stand Number		
Meeting Room	Cognac and Bourgogne	
Total no of boxes (e.g. 1 of 8)		
Sender contact name		
Sender phone number		