

Live Exhibition Version 1 December 2022

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:

Mondays	11:00 – 19:00
Tuesdays	11:00 – 19:00
Wednesdays	11:00 – 19:00
Thursdays	11:00 – 19:00
Fridays	11:00 – 19:00
Saturdays	11:00 – 19:00
Sundays	11:00 – 19:00

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 live@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 [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 and 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 this 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 Resource Section of your 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.