

Type of enquiry	Who to contact / Deadline	What to do
STAND ENQUIRIES		
What type of stand have I booked? (space only, shell scheme or Smartspace)	Olivia Chard at infosec.operations@reedexpo.co.uk	Send Olivia an email with your question and remember to include your contracted company name and stand number.
How can I make changes to my stand type/location?	Contact your Account Manager	Send an email to your Account Manager , the full list of contacts can be found here
How do I access the Exhibitor Manual? (includes build-up/breakdown timetable and all stand build regulations)		You can access this via the Services section of the Exhibitor Portal
How do I place stand orders?	Deadline: 8th April to avoid charges	Just go to the Order Forms section of the Exhibitor Manual accessible via the Services section of the Exhibitor Portal
I have booked a Space Only stand. To whom should I send my stand plans for approval and by when?	Operations Team at infosec.operations@reedexpo.co.uk Deadline: 8th April	See full details in the Exhibitor Manual accessible through the Services section of Exhibitor Portal . Upload via SCS in the Exhibitor Portal http://exhibitor.standplans.co.uk/
I have booked a Discovery/Start-up Zone stand, how do I order graphics for this?	Operations Team at infosec.operations@reedexpo.co.uk Deadline: 3rd May	You can order graphics in the Order Forms section of the Exhibitor Manual accessible via the Services section of the Exhibitor Portal
I have booked a New Exhibitor pod. Who will help me make hotel booking reservation?	Olivia Day at olivia.day@reedexpo.co.uk	Please contact Olivia with any enquiries you have about your hotel booking.
If I have any stand build queries, whom should I send them to?	Operations Team at infosec.operations@reedexpo.co.uk	Send them an email with your question and remember to include your contracted company name and stand number.
How do I add a sharing company to my stand?	Olivia Day at olivia.day@reedexpo.co.uk Deadline: 19th April	Please contact Olivia with the number of stand sharers you would like to add and she will take you through the process
Will my sharer have access to the portal to upload their company info and order exhibitor badge?		Yes they will. Once you have entered their details in your Exhibitor Portal they will be sent an email with their log in details so that they can update their profile & order badges.
I need help designing my stand	Ross Curran ross.curran@reedexpo.co.uk	For more information check the SmartSpace website: https://bit.ly/2Od7sXc Then send Ross an email with your request.
EXHIBITING ENQUIRIES		
How do I access the Exhibitor Portal?		You can access it via the Infosecurity Europe website and clicking on the login option on the top right corner. Alternatively you can access this directly here
What do I do if I have forgotten my log in details for the Exhibitor Portal?	Customer Services at infosecurity.helpline@reedexpo.co.uk	Send an email with your request and remember to include your contracted company name and stand number.
How do I order Exhibitor Badges?	Online Final orders by: 3rd June. Additional badges available onsite	You can order badges through the Exhibitor Portal , look for the link in the Services section. PDF badges will then be emailed to you from exhibitors@cirdata.com or you can download them all in the portal. You will need a unique email address for each badge ordered.
How do I get a letter of invitation for visa application purposes?	Customer Services at infosecurity.helpline@reedexpo.co.uk Deadline: ASAP	Contact Customer Services at infosecurity.helpline@reedexpo.co.uk
How can I send a shipment to the show?	Official Freight Agility Fairs & Events at tmarchant@agility.com	You can access all the shipping instructions and tariffs on the Agility Fairs website

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How do I order lead scanners for the show?		You can access the lead scanner order system through the Exhibitor Portal in the Services section.
Who should I contact to check whether our payment has been received?	Abiola Agbalaya at abiola.agbalaya@reedexpo.co.uk	Send him an email with your question and remember to include your contracted company name and stand number.
How do I order catering?	Levy Restaurant Olympiahospitality@compass-group.co.uk	See full details in the Exhibitor Manual through the Exhibitor Portal . Please notice that external catering can only be brought in through Levy's (catering service). Contact them in case of any query.
I can't find an invoice. Who should I contact?	Ronald Dizon at Ronald.dizon@reedexpo.co.uk	Send him an email with your question and remember to include your contracted company name and stand number.
Who should I contact to find out what payment is still outstanding and ask for a statement?	Ronal Dizon at Ronald.dizon@reedexpo.co.uk	Send him an email with your question and remember to include your contracted company name and stand number.
PROMOTE YOUR PARTICIPATION ENQUIRIES		
How do I add/edit my company listing on the Infosecurity website?	Deadline: ASAP	You can access it through the Exhibitor Portal . Once you have logged in, click on the Edit Profile button.
How do I add/edit my Event Guide entry?	Deadline: 6th May	Your catalogue listing will be the same as your online company listing. You can edit it in the Exhibitor Portal . Once you have logged in, click on the Edit Profile button.
How do I download personalised banners that include my stand number?	NVYTES (Coming soon)	Access to the portal will be available via the Services section on the Exhibitor portal .
How do I download general show logos and banners?		You can access them here: https://www.infosecurityeurope.com/en/Press/
How do I download an invitation to send to my clients to make sure they can get into the show for FREE?	Deadline: ASAP	You can send a personalised invite via the Badge and Lead scanners link on the Exhibitor portal. Once you are in the portal please click on the Invite clients tab.
Are there any other promotional tools that I can profit from?		Yes, find them here: https://www.infosecurityeurope.com/en/exhibit/already-booked/
SHOW FEATURES ENQUIRIES		
I have booked a Sponsor Speaking Session. How do I submit my presentation slides for the show and by when ? <ul style="list-style-type: none"> • Keynote Stage • Technology Showcase • Cyber Innovation Showcase • Tech Talks • Strategy Talks • Talking Tactics • Information Security Exchange • Geek Street • Insight Stage • Security Workshops 	Hannah Brewer hannah.brewer@reedexpo.co.uk Deadline: 24th May	To submit your presentation or for any queries send an email to Hannah
I have booked a Speaking Session. How do I submit the presentation information for promotion on the website and by when?	Hannah Brewer hannah.brewer@reedexpo.co.uk Deadline: 5th April	Please fill in the 'Session and Speaker information form' if any question contact Hannah
I have booked another form of sponsorship and would like to know the specifications/graphics and deadlines to submit	Charlotte Giffen Charlotte.Giffen@reedexpo.co.uk Deadline: ASAP	Send Charlotte an email with your query and remember to include your contracted company name and stand number.
I have booked an sponsorship signage. How do I submit my graphics and by when?	Olivia Chard at infosec.operations@reedexpo.co.uk Deadline:3rd May	Send Olivia an email with your graphics attached (file types accepted - eps or high resolution pdf) and remember to include your contracted company name and stand number
FOR ALL OTHER ENQUIRIES		
I have another question which has not been included here.	Infosecurity Team at infosecurity.helpline@reedexpo.co.uk	Send us an email with your question and remember to include your contracted company name and stand number. We shall make sure it is directed to the right person.