LEGAL

# Terms of trading

A plain-English summary of our Terms and Conditions · 18 October 2026

These are the terms we work to when we design, produce, hire out and install exhibition stands, events and related work for you. This document sets them out in plain English.

*This is a summary, not the contract. The full Terms and Conditions come with every Estimate, and they are the version that applies to your contract. If anything here differs from them, the full terms apply.*

## About these terms

These terms apply when Neos Creative Limited (“NeosCreative”, “we”, “us”), company number 04078602, registered office 5–9 Eden Street, Kingston upon Thames, KT1 1BQ, supplies goods, hires out equipment or carries out contract work for you, including work at exhibition venues.

If anything in this summary differs from the full Terms and Conditions attached to your Estimate, the full terms apply.

Our terms are written for business customers. By accepting an Estimate, you confirm you are acting for a business.

## Estimates and your contract

A contract is formed when you accept our Estimate and sign the authorisation to proceed. The Estimate sets out the scope, the price and the Critical Dates for your project.

The Critical Dates table lists the deadlines for approvals, design, graphics, organiser submissions and orders. Keeping to them is what keeps your build on time. Late approvals or changes can add cost or limit what is possible before the show opens.

## How we price

Each Estimate is split into three parts: project execution (design, technical design and project management), production, and venue charges. You can see exactly where the budget goes.

Venue service charges are passed through at cost, with no markup. Other third-party costs we buy in for your project carry a 25% handling charge, unless your Estimate says otherwise.

If the venue or organiser charges for services we arrange for you, or if work is delayed or has to be repeated for reasons outside our control, those costs are added to your invoice.

## Payment

We invoice 75% of the contract value when you accept the Estimate. The balance is due within 30 days of our final invoice.

If an invoice is paid late, we may charge interest at 8% a year above the Bank of England base rate until it is paid.

## Cancellation and postponement

If you cancel, the charge depends on how close it is to the first day of build-up:

- More than 90 days before build-up: 25% of the contract value
- 90 to 61 days before: 50%
- 60 to 31 days before: 75%
- 30 days or less, or once production has started: 100%

If you need to postpone, tell us as early as you can and we will set out what it means for your project before anything is charged.

## Your responsibilities

You give us accurate information, artwork and approvals by the Critical Dates, and make sure your team on the stand follows the venue and organiser rules.

You hold public liability insurance of at least £2,000,000 for the event.

## Hire, storage and reuse

Hired items remain our property. They must be returned in the same condition, allowing for normal wear.

If we store your stand or graphics between shows, storage is charged at the rate stated in your Estimate.

## Health, safety and CDM

We plan and build to the venue’s health and safety rules and prepare the risk assessments and method statements the organiser needs.

We take on the Principal Contractor or Principal Designer role under the Construction (Design and Management) Regulations 2015 only where your Estimate says so.

## Defects and rectification

If something is not right when the stand is handed over, tell us straight away. We will put it right on site wherever we can.

## Our insurance and liability

We carry £2,000,000 public and products liability, £10,000,000 employer’s liability and £1,000,000 professional indemnity insurance.

Our total liability under a contract is limited to the charges paid under it. We are not liable for indirect losses such as lost profit or lost business. Nothing in these terms limits liability for death or personal injury caused by negligence, or for fraud.

## Events outside our control

If something outside either party's control, such as a venue closure, stops the work, neither of us is liable for the delay. Costs we have already committed to your project remain payable.

## Personal data

Where we each handle personal data in connection with your project, for example contact details for the people we work with, we each do so as a data controller under UK GDPR and each of us is responsible for its own compliance. Our Privacy Notice explains how we use personal data for our own purposes.

## Governing law

These terms are governed by the law of England and Wales, and the courts of England and Wales have jurisdiction.

## Contact us

Questions about these terms: team@neoscreative.com or +44 (0) 20 887 77780.