

HORSE OF THE YEAR SHOE PONY CLUB BAG DROP 2025

Wednesday 8th – Sunday 12th October 2025

Location: Hall 1 & Resorts World Arena
The NEC
Birmingham
B40 1NT

Parking: East Car Park

| | |
|---|---------------|
| Contact Numbers: Beverley Laurie | 02476 698 300 |
| | 07885 363 416 |
| NEC Information | 0121 780 4141 |
| The Pony Club Office | 02476 698 300 |

THE PLAN ON THE DAY

On arrival park in the East car park, the car park is serviced by a shuttle bus that runs continuously and will take you to and from the main entrance.

Disembark the shuttle bus at the main entrance, once inside, turn left toward the entrance of Hall 1. Car park passes do not need to be left in your windscreen, these will be given to on the stand so you can show the security guards as you exit. If you are traveling by train, please come directly to the main entrance and follow the same directions.

Please register that you have arrived whether you are going directly to your volunteering post or going to use your ticket so there is a record of you being on site. Please text or call 07885 363 416.

To make your way to your Bag Drop Stand: (See Floor Plan)

- Hall 1 – Just inside the Topspec Arena
- Concourse – Toward the entrance for the International Arena follow the route round to the back of the seating area at the far end.

I would recommend comfortable shoes, you may be standing for a while. Please feel free to wear your Pony Club Branch branded clothing.

You are more than welcome to bring your own pack lunch and refreshments. Tea, Coffee and water are available in the office next to the organiser's office. You may want to bring a travel mug with a lid to keep your drinks hot, you are can refill it throughout the day. There are also toilets located next to the organisers office that you can use here too.

HOW THE BAG DROP WORKS

Customers will bring their shopping purchases or other items such as buggies, to be left safely while they continue with more shopping or go to watch a performance.

For £2.00 they can fill a regular sized bin liner with their possessions, the bag will then be tied or taped closed, and a raffle ticket attached with the second identical ticket being given to the owner. Make sure a contact name and their mobile phone number is written on the reverse of the raffle ticket left tapped to the bag. It is a good idea to ask customers to take a photo of their ticket in case they lose it.

Payment can only be made by card using the sum up machine. Instruction on how to use this are below.

At the end of your volunteering slot

09:00-14:00 or 09:00-16:00

Sign out with The Pony Club member of staff and enjoy the rest of the day at HOYS

14:00-19:00 or 16:00-23:00

Return the sum up machine and sign out with The Pony Club member of staff.

IMPORTANT NOTES

- Please arrive at your post no later than 10 minutes before your slot is due to start.
- If you are unable to attend on the day, or running late, please give as much notice as possible so your slot can be covered.
- Make sure a name & mobile phone number is written on the reverse of the raffle ticket left tapped to the bag.
- Bags should be stored neatly in numerical order in the bag drop area, this makes it easier to find bags when customers return to collect them.
- Make customers aware that they leave their belongings at their own risk.

- We are unable to allow customers to attach/add bags or extra purchases to their bin liner. This makes bags heavier to handle and lift as well as increasing the risk of bags ripping or bags becoming separated and potentially mixed up.
- Be mindful that customers don't accidentally put their belongings in the wrong bin bag if the stand is busy.
- Advise customers of the Bag Drop closing time and that all bags **must** be collected by the this time. Any bags not collected will be taken to security and handed over to the show organisers, Grandstand Media.
- When taking payment ensure the card transaction is APPROVED.
- Any bags left at the Hall 1 bag drop at the end of the day can be taken to the Concourse Bag Drop and left for no extra charge if the customer transfers them.

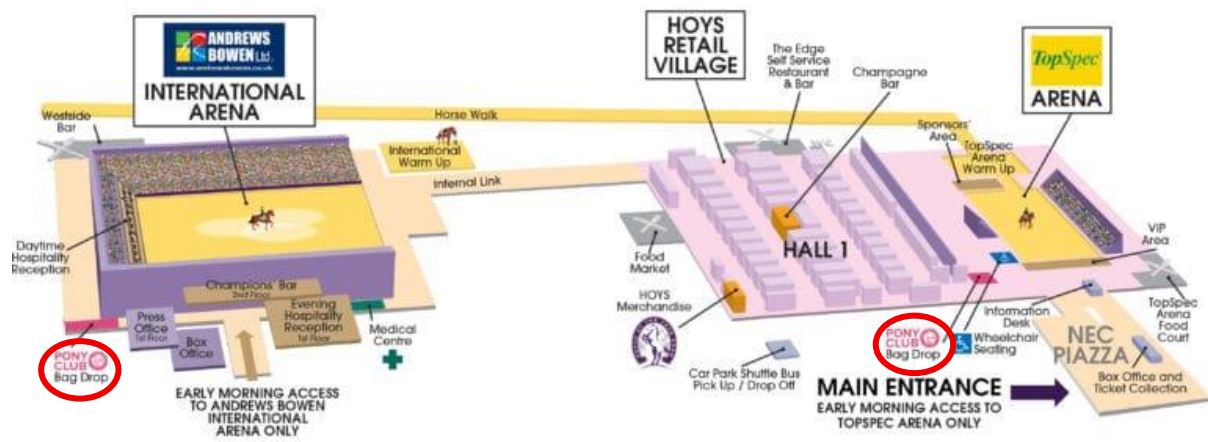
HOW TO USE THE SUM UP CARD READER

Cards/Payment Method Accepted:

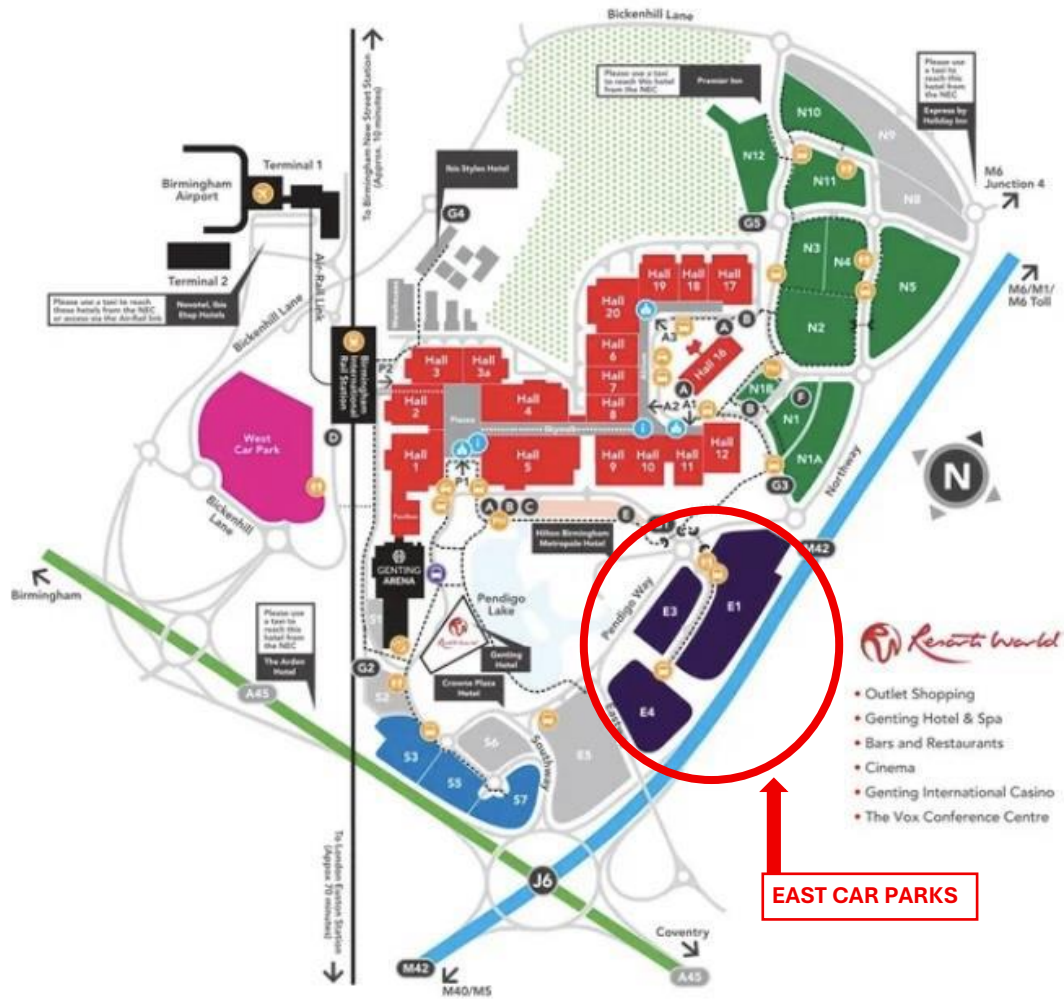
- Visa
- Maestro
- Mastercard
- American Express
- V Pay
- Google Pay
- Apple Pay

1. Enter the amount, (2.00) including decimal point on the keypad.
2. Customers will tap their contactless-enabled card or device on the card reader. The reader will beep.
3. Check the card has been APPROVED.
4. Issue receipt if required. The card reader will offer you the option to print a receipt or not.

Floor Plan



Site Map



- Key**
- P1/P2 Piazza entrances
 - A1/A2/A3 Atrium entrances
 - 1 Visitor & Business Centre - T: +44 (0)121 780 4141
 - Welcome desk
 - The NEC woodland
 - Car parks
 - South: S1-S7
 - East: E1-E5
 - North: N1-N12
 - West: West car park
 - Only in use when directed by NEC signs/traffic staff

- A VIP parking
- B Disabled parking
- C NEC visitor parking/ outdoor exhibition area
- D West Midlands bus stop
- E NEC Express 1
- F NEC Express 3
- G1 G2 G3 G4 G5 Gates

- Taxi rank
- Private hire taxi pick up / drop off
- Car park toilets (including accessible toilet)
- Airport
- Train
- Box office & Arena entrance
- Shuttle bus to halls
- Arena bus stop (to East Car Parks)
- Pedestrian routes
- Pedestrian routes subway

- Renorth World**
- Outlet Shopping
 - Genting Hotel & Spa
 - Bars and Restaurants
 - Cinema
 - Genting International Casino
 - The Vox Conference Centre

EAST CAR PARKS

HOYS 2025 ROTA

| What | When | Volunteer First Name | Volunteer Last Name |
|----------------------|-------------------------------------|----------------------|---------------------|
| Bag Drop - Hall 1 | Wednesday 8th October 09:00 - 14:00 | Sienna | Williams-Ward |
| Bag Drop - Hall 1 | Wednesday 8th October 09:00 - 14:00 | Caroline | Chadwick |
| Bag Drop - Hall 1 | Wednesday 8th October 14:00- 19:00 | Penny | Evans |
| Bag Drop - Hall 1 | Wednesday 8th October 14:00- 19:00 | Holly | Evans |
| Bag Drop - Hall 1 | Thursday 9th October 09:00 - 14:00 | Kristine | Hewlett |
| Bag Drop - Hall 1 | Thursday 9th October 09:00 - 14:00 | Leanne | Little |
| Bag Drop - Hall 1 | Thursday 9th October 14:00- 19:00 | Rosie | Haddon |
| Bag Drop - Hall 1 | Thursday 9th October 14:00- 19:00 | Rosie | Haddon |
| Bag Drop - Hall 1 | Friday 10th October 09:00 - 14:00 | Lucy | Whitfield |
| Bag Drop - Hall 1 | Friday 10th October 09:00 - 14:00 | Zena | Breed |
| Bag Drop - Hall 1 | Friday 10th October 09:00 - 14:00 | mai | Ballard |
| Bag Drop - Hall 1 | Friday 10th October 14:00- 19:00 | Sarah | Ballard |
| Bag Drop - Hall 1 | Friday 10th October 14:00- 19:00 | mai | Ballard |
| Bag Drop - Hall 1 | Friday 10th October 14:00- 19:00 | Tracey | Paskins |
| Bag Drop - Hall 1 | Saturday 11th October 09:00 - 14:00 | Vicki | Williams-Ward |
| Bag Drop - Hall 1 | Saturday 11th October 09:00 - 14:00 | Sienna | Williams-Ward |
| Bag Drop - Hall 1 | Saturday 11th October 09:00 - 14:00 | Rosie | Haddon |
| Bag Drop - Hall 1 | Saturday 11th October 09:00 - 14:00 | Rosie | Haddon |
| Bag Drop - Hall 1 | Saturday 11th October 14:00- 19:00 | Rosie | Haddon |
| Bag Drop - Hall 1 | Saturday 11th October 14:00- 19:00 | Rosie | Haddon |
| Bag Drop - Hall 1 | Saturday 11th October 14:00- 19:00 | Loraine | Hill |
| Bag Drop - Hall 1 | Saturday 11th October 14:00- 19:00 | loney | Hill |
| Bag Drop - Hall 1 | Sunday 12th October 09:00 - 14:00 | Kelly | Gooden |
| Bag Drop - Hall 1 | Sunday 12th October 09:00 - 14:00 | Tegan | Fient |
| Bag Drop - Hall 1 | Sunday 12th October 14:00- 19:00 | Claudia | Laurie |
| Bag Drop - Hall 1 | Sunday 12th October 14:00- 19:00 | Claudia | Laurie |
| Bag Drop - Concourse | Wednesday 8th October 09:30 - 16:30 | Sarah | Chadwick |
| Bag Drop - Concourse | Wednesday 8th October 09:30 - 16:30 | Joshua | Bleakley |
| Bag Drop - Concourse | Wednesday 8th October 16:30- 23:00 | Sam | Crutchlow |
| Bag Drop - Concourse | Wednesday 8th October 16:30- 23:00 | Sam | Crutchlow |
| Bag Drop - Concourse | Thursday 9th October 09:30 - 16:30 | Megan | Taylor |
| Bag Drop - Concourse | Thursday 9th October 09:30 - 16:30 | Kath | Kuscher |
| Bag Drop - Concourse | Thursday 9th October 16:30- 23:00 | Sam | Crutchlow |
| Bag Drop - Concourse | Thursday 9th October 16:30- 23:00 | Sian | Burgess |
| Bag Drop - Concourse | Friday 10th October 09:30 - 16:30 | Penny | Wheeler |
| Bag Drop - Concourse | Friday 10th October 09:30 - 16:30 | Debbie | Haddon |
| Bag Drop - Concourse | Friday 10th October 09:30 - 16:30 | Jackie | Burge |
| Bag Drop - Concourse | Friday 10th October 16:30- 23:00 | Sian | Burgess |
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| Bag Drop - Concourse | Saturday 11th October 09:30 - 16:30 | Elys e | Williams-Ward |
| Bag Drop - Concourse | Saturday 11th October 09:30 - 16:30 | Harley | Korluk |
| Bag Drop - Concourse | Saturday 11th October 09:30 - 16:30 | Elaine | Barker |
| Bag Drop - Concourse | Saturday 11th October 09:30 - 16:30 | Brenda | Pickup |
| Bag Drop - Concourse | Saturday 11th October 16:30- 23:00 | Perryman | Nadyne |
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| Bag Drop - Concourse | Saturday 11th October 16:30- 23:00 | Perryman | Nadyne |
| Bag Drop - Concourse | Sunday 12th October 09:30 - 16:30 | Liz | Kelly |
| Bag Drop - Concourse | Sunday 12th October 09:30 - 16:30 | Evie | Greenaway |
| Bag Drop - Concourse | Sunday 12th October 16:30- 23:00 | Nicola | Sinclair |
| Bag Drop - Concourse | Sunday 12th October 16:30- 23:00 | Maddie | Sinclair |