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INTERIORS LONDON BLOG 2013 - JANE PRICE-STEPHENS

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15 Oct 2012



JANE PRICE-STEPHENS, INTERIOR DESIGNER

Helicopters maintain a precarious equilibrium when they are in the air – and it’s the most beautiful thing to look at when it works... when one of the elements that comprise this equilibrium changes, it has an impact on all the other elements and either something changes (altitude, pitch, direction, speed) or you need to compensate to maintain the status quo or to make the entire system work more effectively. However, when just one thing goes disastrously wrong, the whole thing just comes crashing down. So, where am I going with this and why are helicopter crashes just like interior design? I’ll start at the beginning...

My husband and I are in the process of deciding whether to embark on a total refurbishment of our home – finally!!! So, as you might imagine, we are currently debating the upheaval this will potentially cause (particularly for our very large and stupid dog and our very large and eccentric cat), working out whether we have sufficient funds in the coffers to do the work and, ultimately, deciding whether we should move out of our home while the works are taking place.

Now, given that my husband is going to be my client on this project (and I suspect he may be a very demanding client), I think it is important that we decide early (i.e. before we commence work) what our priorities are in terms of cost, time and quality. This is where I was going with the helicopter bit. Bear with me.

So, as you might imagine;

The **time** refers to the amount of time available to complete a project

The **cost** refers to the budgeted amount available to fund all aspects of the project

The **quality** refers to the quality of the final build and finish

I have seen several projects where the client has not fully appreciated the significant interrelationship between these three fundamental elements of a project and therefore makes decisions relating to one without appreciating the consequential impact on the other two. The time cost quality triangle is a useful concept to bear in mind throughout

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your build and you'll find that, once you are aware of it, it will pop into your head in all sorts of situations – because it illustrates in a very simple and practical way the inherent tradeoffs in any project.



(Image from oneresult.co.uk)

This triangle illustrates the fact that the three fundamental elements of a project are interrelated (one side of the triangle cannot be changed without impacting the others) and it is not possible to optimize all three – one will always suffer. In other words, you have three options;

1. Design something quickly and to a high standard, but then it will not be cheap
2. Design something quickly and cheaply, but it will not be of a high quality
3. Design something with high quality and cheaply, but it will take a long time to either manufacture or install

It is generally accepted that it is only possible to achieve two of the elements at the same time, so you can have a high quality build and you can get it done quickly but it is going to cost you more. Ask any builder (and always add at least 50% on to the time estimated to complete the work – builders operate very naturally, yet consistently in their own space time continuum).

The triangle also works on the principle that as more emphasis is placed on one element less is placed on the others. These constraints are often competing, as a tight timeline typically means increased cost and reduced quality, a tight budget could mean increased time and reduced quality and increased quality typically means increased time and increased cost.

Pinning down your key objectives in relation to each of these elements is absolutely essential for the planning phase of a project. By having these opportunities, constraints and compromises/tradeoffs in mind during the course of a project it allows for better project decisions and will ensure alignment between the build team and the client.

Having said all the above, I personally think that instead of viewing the time, quality, cost triangle as a straight jacket that constrains a build, the best projects are those where the project manager not only uses one or more of the axes to shift the emphasis of the project, but juggles all three like hot potatoes and makes decisions every single day to manage the trade offs and the precarious balance that must be maintained to deliver the project successfully... time vs. quality vs. cost.

So, during the course of this weekend, my husband and I will be defining and agreeing the priorities for our build - fingers crossed his priorities are the same as mine...

Jane Price-Stephens runs her own interior design business, to find out more visit: www.janepricestephens.com, <http://janepricestephens.blogspot.com/>, follow Jane on Twitter @jpricestephens or call 07970 547433.



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**Helicopter pilot that my hubby flew with. Name unknown. Now deceased. RIP..*

Jane Price-Stephens



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11 Dec 2012



JANE PRICE-STEPHENS, INTERIOR DESIGNER

With pervasive uncertainty and continuing market volatility for the foreseeable future, it is not surprising that with this ongoing grim economic outlook that grey continues to feature heavily in the coming year – however, on a more upbeat note, it’s now in the form of dependable grey neutrals alongside an injection of something a bit more special. Fortunately there is still a desire to be a little bit distracted from the realities of life and to make our homes feel safe and secure and for there to be an overwhelming sense of wellbeing – and, in short, vivid colours make us feel good. As a consequence, in addition to lots of conservative neutral tones, there are a range of joyous and uplifting complementary colours that are a key element of this year's palette.

For example, blues are making a huge resurgence in 2013 – although, in keeping with our grumpy outlook this time around and (for the most part) they’re in the form of grey-based blues – that said, these colour ranges add an element of oceanic tranquility and wellbeing to our homes... The illustrations below also highlight that texture will play a vital role in making these broadly neutral schemes work really effectively...



(Image from Petra Bindel)



(Image from [design traveler](#))

Getting away from the various shades of grey, this year pink is also the new hot impact colour – not girly (and sickening) pink, but dusty and more muted shades of pink. The image below illustrates how effectively these shades can be mixed with yellow. Although yellow is taking a bit of a step back from its huge popularity last year, it still features strongly – always adding an element of freshness to a scheme.



(Image from 10rooms.blogspot.co.uk)

I personally love grey (but not necessarily all the Shades of Grey...) and the idea of using neutral tones as the base of the room and then incorporating these more vivid colours to create a sanctuary where you can feel safe and secure – something that makes a bit of a statement.

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Jane Price-Stephens



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18 Feb 2013



JANE PRICE-STEPHENS, INTERIOR DESIGNER

After years of deliberation and months (and months) of planning, we have finally commenced the renovation of our home. It's about three years overdue, but at least we've now made a start – the defining moment in any build is the arrival of the sledgehammer on day 1 – there's no going back... in fact, by my reckoning, our entire house is currently being held up by eight green metal poles, a plastic bag and a plank of wood.

...and, for the first time I am on the other side of the fence – not only am I the designer, but I am also the client... this puts a completely different slant on things...

We are now six weeks into the build and it has become increasingly evident to me that my clients may not only be choosing to use my services because of my impeccable taste and extensive marriage guidance capabilities, but also simply because they are completely overwhelmed with the number and sequencing of decisions that all need to be made at the start of the build and across the lifecycle of the project.



(Image from [Learn Live Lead](#))

In addition to the vast number of decisions that need to be made, I am currently dealing with another tricky issue - I have been completely paralysed when it comes to making decisions about my own home. When it comes to clients, I am decisive and can make decisions that I am confident will result in a fabulous design. My paralysis seems to originate from the fact that I know I am going to have to live with whatever I decide for a significant amount of time (more so given the amount it is costing) and I am concerned that people are going to judge me on what I decide to do with my home – in essence, I just want to make sure I get it right. Whether I like it or not, my home is going to become a showcase for the career that I have chosen...

I have also come to the conclusion that some clients may be choosing to use an interior designer in part because they want the confidence that their home is going to look aesthetically pleasing, but also because interior designers alleviate some of the stress associated with making so many critical decisions across the lifecycle of the project.

Another factor that can hinder the decision-making process is the fact that you are spending so much money and (for most of us) your world has shifted from dealing in pounds and pence to amounts with a few more zeros at the end – it means every decision has potentially significant implications on the budget as well as the finish. Throw the vast number of options into the mix and the fact that everything needs to be compatible and arrive on site at just the right time (to ensure it doesn't delay the build and doesn't get damaged because it's lying around in a corner for days) and your brain could simply go into meltdown...

So here is some advice for anyone about to embark on the renovation of their own home – 'In order to create something great you need to have some constraints'. Limitations on time, budget, scope and size of the project define the rules that drive decisions and make for better solutions. A classic example of this is how to deal with writer's block – give them a deadline. A creative mind has no limits but in order to balance the creativity, practical constraints around time, money and scope need to be in place. It may sound crazy but limitations and controls can make us happier and more creative. So, in order to focus my mind, my husband and I have just revisited our budget and set a clear date for when everything in the house needs to be ordered – this has focused our minds and means that hopefully we will create a home we are proud to call ours. If it doesn't fall down before then.

**Jean-Paul Sartre*

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Jane Price-Stephens



"Same thing happened us! We sell kitchen sinks and taps and i would have expected that this would have been one of the easiest decisions but in fact these two appliances took us longer than we ever thought because 1) we would be putting in 'our' products so they had to be just perfect 2) we had access to so many options that the decision became harder and harder .3) Plus we probably put more pressure on ourselves in designing our kitchen because we deal with kitchens on a daily basis. "

Date: 21 Feb 2013 10:40

Added by: Wise owl aka Ailis

"I know exactly where you are coming from. I am crippled with indecision when working on my own home, and yet very clear about clients' projects. I think we can detach ourselves emotionally from a client's job and be more objective. Of course there is also the next trade show coming up, and what might we find there to sway us?!"

Date: 18 Feb 2013 12:36

Added by: Judith Harrop

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20 Nov 2012



JANE PRICE-STEPHENS, INTERIOR DESIGNER

Did you know that the phrase 'a night on the tiles' refers to the noise, or 'unholy din' that cats used to make on British rooftops at night? Apparently the phrase originates from the early 1900s and we use it now to describe the aftermath of a big night out (a night usually fuelled by copious amounts of alcohol and involving 'throwing some tasty shapes' on the dance floor). Anyway, all very interesting, but absolutely nothing at all to do with my blog this week. This week I am going to provide an introduction to choosing tiles for inside your home - it can be a bewildering and time-consuming process (read 'soul destroying' if you are a bloke), simply due to the wide variety of tiles available, variability in quality, size and finish and complicated further by the sheer cost of it all. A daunting prospect... well, maybe...

Here are some of my top tips to bear in mind when tiling your home...

I'll start by stating the obvious (as usual) - within the home there are four main areas where you might consider using tiles; the entrance hall (high traffic so need for something durable), the bathroom (waterproofing), the kitchen (both for cleaning and durability) and outdoors (well, you aren't going to use carpet, are you?). Below are the key considerations for each of these different areas.

BATHROOMS

The bathroom is the most obvious place in a home to find tiles and, as noted above, this is mainly for waterproofing, cleaning and hygiene factors - and to be frank, wallpaper isn't really going to do the trick. In fact, many paints (unless designed

specifically for use in a bathroom environment) won't last long either.

Many people don't realise that the size of the space you are planning to tile (either in full or in part) will drive some specific considerations that you need to take into account, primarily the size of the tile and the colour.

SIZE OF TILES

When it comes to tiling your bathroom size really does matter (although my husband might disagree). If you choose your tiles wisely you can make your bathroom look larger and more airy than it actually is. Obviously, if you make a foolish decision you can successfully achieve the exact opposite of this...

Tiles come in a wide range of shapes and sizes, ranging from the 'accepted standard' up to very large field tile formats - that said, the 'standard' tile is fast disappearing as most manufacturers provide a huge menu of size options (which can make decisions even more difficult). While it's not wise to use very large tiles in a small space (they will dwarf the room), a medium-format tile will give a much sleeker look than smaller tiles, which inevitably show more grout lines... However, it's important to look at the positioning of the fixtures and fittings before deciding on a tile format. If the bath, toilet and basin are all in close proximity with very limited wall area between them, smaller tiles would actually create a much better flow and coherence to the design.

That said, a big trend for 2011 is to use large statement tiles to create a seamless look (so, very few grout lines, which is also a good thing from a hygiene and cleaning perspective). Stating the obvious once again, but large tiles are particularly suitable for large, spacious bathrooms (including those with high ceilings) or en-suites where you can carry the tiling through into the bedroom.

It is also worth noting a more subtle point - large areas of tiling look more convincing than small ones (relative to the size and scale of the room and its features). A bathroom tiled floor to ceiling looks elegant, whereas a rectangle of three deep tiles along the length of the bath just looks cheap (remember your student accommodation or your first rented flat in London).



(Image from Furniture Fashion by Group 41 Architects)

COLOUR OF TILES

There are several ways in which you can make a small bathroom feel larger. Light

coloured bathroom tiles (i.e. white or cream) can make small spaces feel much bigger as they reflect the light much more effectively than darker colours - this in turn gives an airy and spacious feel to the room. However, if plain white is a bit too bland for your tastes and you need something a bit more Marmite, try adding interest and contrast with tiles that have an unusual surface texture. You can always add colour in the form of towels and accessories later.

Using the same colour for the wall tiles and the floor tiles will also give your bathroom a more spacious feel (note - they don't have to be the same sized tiles). To enhance the seamless effect within the space, you can also use a similar coloured grout with the tiles (which also helps blend in the grout lines more effectively).

TYPE OF TILES

If you're talking floor tiles, texture is an absolute must. It sounds like common sense (because it is), but many buyers are still seduced like magpies (or is it cuckoos?) by lovely shiny tile things and then end up skidding around all over the place every time the floor gets wet - great for a laugh on occasion, but only until someone who watches daytime telly (usually carrying a box, a ladder or something sharp) gets a minor injury and sues for damages, which seriously increases the expense associated with the tiles. Generally, the rougher the texture, the less slippery the tile when wet. Alternatively, chose smaller format tiles such as mosaic where the grout joints and tile edges themselves lend the extra grip.

When it comes to the walls (where it is harder to walk and to fall over), shiny tiles look 'tres chic' ('very chic' if you don't speak French), sleek and reflect light very effectively - as a result, they are a good all rounder (and another candidate for small or dark spaces).

KITCHENS

These days, tiles are found in the majority of kitchens, ranging from small splashback features behind hobs and sinks, to fully tiled kitchen floors and walls.



(Image from Style Files)

Given that the kitchen is perhaps the most frequently used room in the home (I think I may have said that about quite a few rooms), often an entrance to the garden, a sleeping area for pets (as well as a zone for systematic destruction of the home from the inside out) and storage for heavy domestic appliances, it is important to choose a floor tile that is hardwearing, scratch resistant and easy to clean.

SIZE OF TILES

As with bathrooms, for very small kitchens you should consider small/medium floor tiles to create a better and more effective flow. Larger format tiles look best in kitchen areas that are fortunate enough to have a lot of floor space - so, where a large number of tiles can be laid without cuts.

TYPE OF TILES

Due to its hardwearing properties the most common choice is a porcelain floor tile (no, not quite like teacups) for the kitchen. Alternatively, natural stone tiles (travertine, quarry, slate) can offer a fantastic and distinctive effect.

A further consideration is cleaning and hygiene; grouts can now be bought with antibacterial additives - these are great in food preparation areas as they prevent the growth of bacteria such as E. coli and Salmonella. They also help prevent discolouration of the grout over time (which is also an issue in the bathroom given the amount of water flying around and the fact that it is often damp and humid or 'hot... damn hot... hot and wet...' as Robin Williams would have eloquently put it in Good Morning Vietnam).

ENTRANCE HALLS

Hallways receive the highest footfall in the home, hence it is important to choose a floor that is supremely hardwearing. Check that the tile wear rating (PEI rating) is suitable for the area in question. Also make sure that the tile is scratch resistant and easy to clean.

If outdoor shoes are going to be frequenting the floor (for those people who don't freak visitors out by asking them to remove their shoes immediately when they arrive), then it may be preferable to choose a darker coloured floor grout, which will in turn influence your choice of colour for the tile or stone itself.

Wall tiles are also a great way of making a statement at the entrance of your home. I love the image below, particularly as it also combines stone and wood...



(Image from Houzz Jessop Architects)

OUTDOOR FLOORING

If tiles are for outdoor use then they need to be able to resist the weather - this doesn't just mean water (but it doesn't include wind and it would be stupid to include earthquakes because they're just destructive). If you live in the UK or another part of the world with frost conditions and temperature variability/volatility, then you will need to ensure your tiles do not absorb too much water (which can expand and damage the tile when it freezes and cause serious cracking). These types of resilient

tile for outdoor use are known as vitreous or impervious. A vitreous tile typically absorbs less than three percent of its weight in water and an impervious tile less than half a percent.

TYPE OF OUTDOOR TILES

Your best bet is to choose a porcelain tile for outdoor use because of their very low water absorption; alternatively, some types of natural stone are also suitable, including slate which has very low water absorption levels (even less than 1%). A considered choice will ensure that your tiles don't crack during the deep and bleak UK winters that we have become accustomed to.

OTHER IMPORTANT GENERAL CONSIDERATIONS

1. TILE CO-ORDINATION: This sounds rather obvious but do not ignore the surrounding colour scheme when choosing tiles. Simply bearing in mind the colours that will match well with the overall design can make the task of choosing floor tiles so much easier.

2. UNDERFLOOR HEATING: Floor tiles may feel cool on bare feet, but this can often be driven by the surface underneath the tiles (more often than not concrete). So, for example, tiling onto wood (which can 'breathe') will create a warmer feel than tiles that are placed on top of concrete. Underfloor heating will add luxury at a surprisingly small cost. It adds little to the thickness of the floor tiling so can be installed in most instances and it frees up valuable wall space.

3. MAINTENANCE: If you are purchasing natural stone tiles (i.e. travertine, marble, slate), they tend to be quite porous, so you may need to apply a seal to stop the tiles absorbing water (particularly if using outside). Make sure you get the right advice for sealing and treating the tiles before and after fixing (and then work out if this is the right tile for you).

4. PRICE: At the least expensive end of the scale is a standard-sized ceramic floor tile. Moving up in price you are getting into the territory of porcelain tiles and larger formats (or indeed mosaics). Luxury natural stone is likely to be at the top end of the price scale and can also be a little more expensive to install due to the extra labour involved in fixing and sealing. View tiles as an investment, not a cost - according to the 'trusted estate agents' (who we haven't heard from for a few weeks - they've been on 'oleday'), tiles can add value to your home so be prepared to invest money and time. Pay a little more and get something that really makes your bathroom special. Never compromise on quality, which can still be picked up at great prices if you know where to look and what to look for.

5. CONTINGENCY: Always purchase an additional 5-10% more tiles than you actually need. This allows you (or the tiler) to compensate for cuts and breakages and ensures that you have the same batch/shade should you ever need additional tiles (or have a little mishap). Most companies will offer a refund on unused boxes of tiles if you do want to return extras after the work is complete.

6. ATTENTION TO DETAIL: In the end the success of all tiling in the home depends on thorough preparation, careful calculation and attention to detail. Enough said.

So, that's it for tiles. As it's work, work, work tomorrow no 'night on the tiles' this evening for me. You never know, next week we may start thinking about 'painting the town red'. Sorry. Best I could do. Very long blog this week. Tired.

Jane Price-Stephens runs her own interior design business, to find out more visit: www.janepricestephens.com, <http://janepricestephens.blogspot.com/>, follow Jane on Twitter @jpricestephens or call 07970 547433.

Jane Price-Stephens



Add Comment

25 Mar 2013



JANE PRICE-STEPHENS, INTERIOR DESIGNER

We are supposedly over half way through our build... and, as far as I can tell, the builders still seem to be demolishing stuff rather than building stuff... it does give considerable cause for concern when you see your home crumbling down around you, more so when you are living in a cramped one-bedroom flat within the building site (with a very large dog and a very large cat), separated by just a few bits of hoarding and some expanding foam from all the noise and the dust... but, after nine weeks of this challenging existence we have finally capitulated and moved out. We are homeless. It's a very strange feeling.

Anyway, back to the build. Now, according to our builder we have been a week ahead of schedule to this point, so I was unbelievably frustrated to see no real work or progress on site last week (with the exception of the removal of a picket fence, which to be frank, was so rotten I could have done it myself). As a consequence of this and our desire to get the build finished somewhere remotely close to the date we have in our plans and contract, we called an emergency meeting with our builder to 'express our concerns' (that is very diplomatic positioning and does not accurately reflect the colourful language that my husband used during this 'discussion').

Now for those that don't know, in a previous life I worked in the city as a strategy consultant and, as a result of this, I am professionally trained as a project manager (as is my husband, but I'm better at it...). We both reviewed the project schedule and could see that after the past week of very little activity we were now in fact getting close to being one week behind schedule (so we effectively lost two weeks in the blink of an eye). Now that may not sound like a lot (and in the grand scale of things, it isn't), but when you are begging, borrowing and stealing sofas and spare rooms from very good friends and family, the last thing on earth we want is for the build to run way over and we end up totally outstaying our welcome everywhere... we're nice people, but everyone has their limits...

During the meeting we pointed out to the builder/project manager that we were behind schedule, to which his very interesting response was; 'no we're not, have you seen the latest schedule?' Now I appreciate that there has to be flexibility in project planning and that in the real world of a build (where you may not discover a problem until you pull down a wall), plans do change and reprioritisation is always necessary. However, you can't simply move major elements of the build outlined within the project plan back and continue to say you are either on or ahead of schedule! My husband and I joked (in a very serious way) that if that was the case, he could quite easily have kept moving all the incomplete activities out until eventually they would all be sitting in the last week of the project – at which point, we would then have been told that we were behind schedule and that the house wasn't going to be delivered. So, following our heated discussion on the basics of project planning and management, we now have a very clear agreement with the builder that items in the project plan cannot move and if they do it is by exception and joint agreement. It's worth agreeing this upfront if you are embarking upon a build...

Now, I don't want to teach my builder 'how to suck eggs', but the foundations of a successful project are dependent on it being delivered on time, within budget and to a level of quality that the client is satisfied with. I just pray that our builder isn't just full of promises and will deliver a project we are happy with, within the agreed timescales and to the fixed price that we agreed (with very few 'additional's'). I keep coming back to the image below, because it is just so relevant to what I do and it's a useful way of describing the different fundamental elements of any project to my clients...



(Image from oneresult.co.uk)

In last month's blog I set out how all projects are and should be constrained (and aggressively managed) by a set timeline, budget and resources. As a result, it is of utmost importance that the project process is constantly being driven towards completion with regular updates, meetings and follow-ups with the builder. Given that we have now moved out of the building site and are remote from day-to-day activities, it is even more important that our regular site meetings and reviews take place... and critical to the success of these meetings is structure, open communication between all parties and that it is a forum where everyone, including the builder, can voice their opinions and concerns. Again, it is important to agree project governance with the builder up front and make sure that you stick to it for the duration of the build.

I suppose I should apologise and say thank you for sticking this one out - this blog has been a bit of a cathartic rant... (but hopefully the project management tips will help someone about to embark upon a build).

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Jane Price-Stephens



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