



EXHIBITION MANUAL

VENUE

The **Global Evidence Summit** will be held on 11 - 16 September 2017 at the Cape Town International Convention Centre (CTICC), Cape Town, South Africa. The CTICC is a modern, purpose-built congress centre, combining state-of-the art technology and cutting edge design. It is an ideal venue for our World Congress to take place.

BUILD UP AND BREAK DOWN

Monday 11 September	Custom stands build up Hall 1AB (stands 1 – 7 & 25 – 27)	17h00 – 23h59
Tuesday 12 September	Custom stands build up Hall 1AB (stands 1 – 7 & 25 – 27)	08h00 – 23h59
	Custom stands build up Hall 2 (stands 8 -24)	11h00 – 23h59
	Shell scheme dressing Hall 1AB (stands 1 – 7 & 25 – 27)	14h00 – 18h00
	Shell scheme dressing Hall 2 (stands 8 - 24)	16h00 – 18h00
Wednesday 13 September	Open	08h00 – 18h00
Thursday 14 September	Open	08h00 – 18h00
Friday 15 September	Open	08h00 – 18h00
Saturday 16 September	Open	08h00 – 16h00
	Break down / dismantling	16h30 -

Note:

Exhibitors are asked not to dismantle their stand before the stipulated time. All stands must be completely removed by the stipulated time above.

The organisers and / or Cape Town International Convention Centre (CTICC) will not take responsibility for loss or damage. Exhibitors must take full responsibility for all of their items on their stand for the duration of GES until everything is cleared from their stands.

Furthermore, in the interest of security, CTICC will be embarking on a process of accreditation for all service providers rendering services in the building, prior to them commencing work.

EXHIBITOR SERVICES

1. Access Equipment / Operations

The CTICC is able to assist with Cherry Pickers and Scissor Lifts. The order form is on the website.

Note:

Please note that equipment is hired and charged at a daily rate. The equipment must be ordered 24 hours before build up day. If the client would like to source their own units, they are to advise the CTICC Operations Services and Maintenance Department and submit the access documentation. Operators are based on availability and are certified machine operators charged at an hourly rate.

2. Audio Visual

The order form is available on the website.

3. Electrical Fittings

The order form is available on the website.

Shell scheme exhibitors automatically receive a 15 amp plug point and 2 spot lights per 9m².

Space – only exhibitors are to furnish a Certificate of Compliance (COC) for all electrical work performed on their stand, prior to the event. If no COC is received, the official Stand Builder, Expo Solutions will appoint their electrician to supply the relevant COC, at a cost of R1200.00 to the exhibitor. Space only exhibitors must order a DB.

4. Exhibitor Freight Handling and Storage Facility

The order form is available on the website.

Freight handling, customs clearance and storage can be arranged. Please note that there is no storage area available at the CTICC.

5. Furniture Hire

The order form is available on the website.

6. Information Technology (IT) and WiFi

The order form is available on the website. The CTICC is equipped with state of the art network and IT infrastructure. The network consists of fibre-optic backbone running 10 gigabyte Ethernet, 2000 Data (CAT5e) outlets running at 10/100 MB/s/1000, broadband internet, HD wireless LAN (hotspots) and outgoing SMTP mail relay. The infrastructure can be configured to offer internet access, VLAN's, VPN, public or private IP addresses.

Limited WiFi will be available. Exhibitors can purchase additional WiFi for their stands.

Note:

No routers, AP's or connections are permitted. Only the CTICC IT department is allowed to do installations.

7. Parking

- Multi-access tickets to Exhibitors are available at R45.00 per day per vehicle in P1 & P3.
- Exhibitors can purchase these tickets from the registration desk from 12 - 16 September. These can be purchased with credit card or cash.
- Exhibitors who purchase these tickets will automatically receive free build up and breakdown tickets.

- Upon entrance into the Marshalling Yard, exhibitors are required to take a ticket from the parking machine, this will be valid for 1 hour. The Yard is for loading and unloading. Clients are allowed a grace period of 1 hour for load in and then they have to move to P1 & P3.

8. Plants

The order form is available on the website.

9. Rigging

Due to strict safety laws that apply to rigging, CTICC has a contracted supplier for rigging. Please note that access to equipment for rigging purposes is not included in the rigging quote from the CTICC supplier. A licensed MEWP operator is required (should you provide your own rigger) with a Medical Certificate and operator's license.

10. Satellite Connections

The order form is available on the website.

Note:

All satellite installations must be done before the carpet is laid and stands are erected due to the satellite points being in the floor trenches.

11. Stand Catering and Beverages

Catering / Food

The order form is available on the website.

The CTICC offer a variety of platters/snacks to exhibitors which will be delivered to their stands on request.

Note:

If exhibitors wish to hand out samples, it must be limited to a bite size portion and require approval from CTICC. Kindly contact the organiser.

Late orders are to be placed by 15h00 for the next day. This carries a 20% surcharge. Any orders placed after 15h00 will carry a 30% surcharge.

Beverages

The order form is available on the website.

CTICC offer a variety of beverages – coffee machines, water coolers, soft drinks, wine, beers and spirits.

Note:

If exhibitors wish to hand out samples, it must be limited to 85ml.

If exhibitors wish to sell items on the premises, 30% of sales will be levied to the CTICC. A Certificate of Acceptability for food services issued by the Department of Health must be produced and handed to the CTICC prior to set up.

Any items brought onto the premises are subject to a corkage fee per item.

12. Stand Cleaning

All exhibitors are responsible for the cleaning of their own stands. The order form is available on the website.

13. Stand Security

Please note that exhibitors are responsible for items on their stand. The order form is available on the website.

The organiser and / or CTICC are not responsible for exhibitor's belongings.

14. Shell Scheme Packages

They include shell scheme, carpeting, lockable cupboard, café table, 2 chairs, 15 amp plug point and fascia with company name.

GENERAL HOUSEKEEPING RULES & HEALTH AND SAFETY INFORM

1. Access Registration for all Service Providers (Contractors)

All service providers to complete online registration to gain access into the building. This is in accordance with the CTICC Rules and Regulations and the induction process provided by the CTICC. Access is available via the CTICC website.

All service providers must wear a company name badge and or clothing with the company logo at all times. On entry, security will verify badges, identity and place of work.

2. Alcohol

The CTICC has an on-site consumption licence (06h00 to 04h00) and alcohol may not be brought onto the premises. A special permit is required for promotional and sponsorship alcohol and a corkage fee applies. The CTICC requires advance notification of such requests and the decision to permit promotional or sponsorship beverages is at the discretion of the CTICC Management. Only CTICC staff or its appointed contractors may serve alcohol and may only do so to people over the age of 18.

3. Care of Building

No attachment, fitting or detachment is to be made to the interior or exterior walls, floors, ceilings or pillars of the building, without prior knowledge or consent from the CTICC Management. This includes any equipment or device whatsoever which would be affixed to, or suspended from any structure of the building, and includes attachments that would damage any surface or structure in any part of the building.

4. Damage

The exhibitors' are responsible for the cost of repairing and/or replacing any damage to the premises, whether caused by themselves, their agents, contractors, sub-contractors or by any person/s employed or engaged on their behalf. Any exhibitor found damaging the walls, carpets and/or any structure on the CTICC property will be charged with the replacement value of such items.

The organiser and the CTICC appreciates that exhibitors need to decorate their stands by means of painting, welding, angle grinding, cutting timber, wallpapering etc. Exhibitors should note however that this is not permitted inside the Exhibition Hall and specific area will be demarcated in the Marshalling Yard for this purpose.

5. Exhibitor Behaviour

All efforts to advertise, demonstrate and operate an exhibition must be conducted so as not to trespass on the rights of other exhibitors. No exhibit will be permitted to interfere with the use of other exhibits or impede access to them or the free use of the aisles. The organiser and the CTICC reserves the right to limit and/or restrict operations which, for any reason, might be considered objectionable, without any liability for refund and/or damage. Work can be stopped or person put offsite for failing to comply with Health and Safety legislation.

6. IT Infrastructure

- Only authorised personnel are allowed in the patch rooms
- Network and VLAN Configuration can only be done by the CTICC IT Department
- No standalone Wireless Access Points are allowed due to interference with the house systems

7. Liabilities

The organiser and the CTICC shall not be liable or responsible to any party for any claim, damage or loss caused to any person as a result of the failure of the CTICC or any of its employees, representatives or assigns to comply, or to comply timeously, with any provision/s of the contract of hire. The organiser and / or CTICC shall not be responsible for the safekeeping, storage, use or otherwise of any property brought into the convention centre. Property belonging to the hirer or third parties shall be brought into the convention centre at their own risk and the hirer indemnifies the organiser and /or CTICC and holds it harmless against any and all claims, losses or damages that may be suffered by any person in relation hereto.

The organiser and / or CTICC shall not be liable for any loss, injury or damage, howsoever caused, to goods and/or persons in the convention centre and/or on adjacent sites. The hirer shall always remain liable to the organiser and / or CTICC for the payment of any and all outstanding costs and charges incurred in respect of or attributable to any sub-hirer or participant, notwithstanding the manner in which payment is affected. In addition to the foregoing, the hirer shall be liable for all penalties, losses or damages charged or levied by any authority, service provider or third party in respect of or attributable to any or all of the sub-hirers or participants, which amounts shall be paid by the hirer to the CTICC on demand.

8. Lost and Found Items

Lost and found items must be reported and handed to the Reception Desk. They will keep a log of any missing items and anticipate returning these items to the rightful owner. Unclaimed items will be passed and stored in Security for up to 3 months, depending on the value of the item. Unless arrangement have been made, useful unclaimed items will be donated to person's in need under CSR.

9. Marshalling Yard

The CTICC's Marshalling Yard (delivery area for Exhibitors) comprises 5 000m² and is situated adjacent to the Exhibition Halls. Each Exhibition Hall, except Hall 1B and 4B, directly accesses the Marshalling Yard via 5m x 7m doors. The yard is easily accessible and reduces build up and breakdown times for functions in the Exhibition Halls.

10. Aisles

The minimum aisle space applicable to all exhibitions is 3 metres. Should any item or structure be placed or protrude into the designated aisle space, the organiser and / or CTICC reserves the right to request the removal thereof or remove the said item without any liability for loss or damage. Aisles should be planned and laid out to ease the flow of traffic and inline the fire exists.

11. Assumption of Risk for Exhibitors

- It should be understood by the exhibitor that the nature of the facilities available, the presence and circulation of large numbers of people, the difficulty of effective supervision over the protection of large numbers of removable articles in many exhibition stands and various other factors make it reasonable that each exhibitor shall assume the risk of any injury, loss and/or damage
- Accordingly, the exhibitor assumes all risk of loss for their merchandise, fixtures, displays and any other property located in the exhibition area, storage or any other area where access has been provided to exhibitors by the CTICC
- CTICC security personnel will be furnished for the perimeter of the venue but such personnel shall not be deemed to affect the non-liability of the organiser and / or CTICC and its members, officers, representatives, employees and/or the official service providers to modify in any way the assumption of risk and release provided for above

- It is highly recommended that exhibitors take precautionary measures by ordering security for their specific needs, through the preferred CTICC security service provider. The organiser and/or CTICC recommends that all exhibitors consult their individual insurance representatives to obtain appropriate insurance coverage

12. Banner Hanging, Rigging and Ladders

The ceiling in the Exhibition Halls is concave in shape with the highest point being 18m and the lowest 10m. The maximum weight to be hung from the ceiling is 600kg per node to a maximum of 3 000kg per beam. Displaying of banners in specified areas, where hanging bars are available is permitted provided that they do not create any obstruction to venue signage. Use of ladders are permitted, but must conform to the General Safety Regulation 13A. Ladders not to specification will be removed.

Hanging of banners or flags above stands in the Exhibition Halls is based on mutual agreement between the event organiser and CTICC. The CTICC has a preferred supplier to handle all rigging requirements.

Further requirements include:

- All banners require the approval of the CTICC Management prior to hanging
- All banners are to be delivered on the FIRST day of build-up. Late delivery will incur a surcharge
- All banners have a minimum of 2 points of suspension; if more are required these will need to be cost accordingly
- Banner position and height to be agreed upon in writing before installation. The organiser is to provide an overall décor installation plan prior to build-up
- Banners must be double sided. Single sided banners that need to be put together on site will incur a surcharge
- Banners must have a suspension bar both top and bottom (including finials). Sewn sleeves must easily accommodate the suspension bar, which must protrude a minimum of 50mm on both sides of the banner
- The event organiser must ensure that banners are cleaned and prepared
- Banners can only be hung from areas accessible by the cherry picker or rope access
- Banners can only be hung from areas where there are appropriate hanging bars and weighting
- Banners are to be constructed from flat fabric, and have no lighting or other attachments
- Banner design and or production must be organised and confirmed at least two (2) weeks prior to build up
- Banners must be flame proof and accompanied by a Flame Retardant Certificate

13. Carpeting

The exhibition halls are carpeted.

15. Covered Stands

Exhibitors are advised that covered stands are not permitted in the Exhibition Hall unless detailed drawings are submitted at least 30 days before the event for approval by the organiser and / or CTICC Management.

16. Double Tier Stands / Temporary Structures

Exhibitors planning a custom stand or temporary structure are required to provide a Structural Engineer's appointment (BDM11 and (BDM12) and a Structural Certificate (BDM13) on completion. Floor plans incorporating the location and stand schematics to include front, side and top elevation must be send to the CTICC for approval at least 30 (thirty) days prior to build up day. Please note that failure to comply with this requirement may result in refusal of permission to erect the stand. Building regulations apply and a BDM submission must be made to the City of Cape Town. Temporary structures and tents (marquees) must be in accordance to the building regulations and must be approved by the CTICC. Temporary structure with a roof, would need special provision for fire safety. All tents and temporary structures must be approved by the City of Cape Town Building

Control. A structural Engineer must approve and sign off all tents and marquees once erected and a BDM application must be submitted. There is a cost for this.

17. Draping

The CTICC does not permit ceiling draping in the Ballroom due to the fire hazard created when draping covers the air conditioning, sprinklers and smoke detectors. Only perimeter draping in the venue is permitted.

All draping can only be erected by an experienced draper and MEWP driver with an operator's licence. All drapes must be accompanied by a Flame Retardancy Certificate. Due care and attention must be given to the drape line structure and not impede on any CCTV cameras, fire or sprinkler protection.

18. Emergency Services

In an event of an emergency, the following services will be provided:

- Emergency lighting to required lux level
- Essential ventilation (smoke venting)
- Automatic fire detection system
- Aspiration system
- Evacuation PA system
- Sprinkler systems
- Fully trained Emergency Coordinator and Team
- Trained Fire Marshalls
- Pressurisation of fire escape stairwells
- Kitchen Ansul Systems

Isolation of the fire detection system are not allowed. Should you use hazers, dry ice, foggers or smoke machines, this must be declared and approved prior to use. Should we need to isolate the fire detection system in a certain area, a trained Fire Marshall will be appointed.

19. Evacuation

Evacuation procedures will be announced on a dedicated fire / evacuation PA system and will be coordinated by the CTICC Management.

20. Fire Escapes

Fire escapes are located throughout the venue with signage

21. Flammable & Hazardous Material

Prior written permission is required from the CTICC Management and the Fire Department for the use of flammable and/ or hazardous material including gasses and liquids. No liquid petroleum is permitted in the CTICC. Should LP gas be used, only 19kg +1 backup cylinder is allowed.

22. Flame Retardancy: Wood Pallets / Hessian / Thatch / Straw / Draping / Halogen Lights

Articles of a flammable nature such as fabric, paper items, banners, items made of wood pallets; hessian, thatch and straw are regarded as major fire hazards and will be required to provide a Fire Retardant Certificate, before the start of the event.

When material draping is used as part of a display, please ensure the draping does not come into contact with electrical wiring, fittings and/or globes and drops no lower than 5cm above the carpeted floor. The use of halogen lights will not be approved as they pose a fire hazard. Ensure that all light displays low wattage or LED.