



EXHIBITION GUIDE

This guide, prepared by the FIATA World Congress 2019 Organiser, will assist exhibitors in preparing for the FIATA World Congress 2019 Exhibition.

IMPORTANT NOTICE

In your sponsorship contract you agreed to comply with the rules as set out in this guide. Please read it carefully and comply with the terms and rules accordingly.

The exhibition is taking place in the Cape Town International Convention Centre (CTICC) and accordingly the centre has final authority in all areas and all exhibitors must abide by the centre's rules and regulations. Exhibitors should familiarise themselves with the [CTICC Client Manual](#) and [CTICC Parking and Logistics Manual](#).

GENERAL INFORMATION, RULES, AND REGULATIONS

EXHIBITOR PASSES

Each exhibitor is allocated exhibitor passes according to the package ordered. Exhibitors are to ensure that all representatives are properly registered with the Congress Organiser in advance of the Congress.

Collect your exhibitor passes outside of Exhibition Halls 1&2 at the registration desk, between 14:00 – 17:00 on Tuesday, 1 October or from 07:30 on Wednesday, 2 October. Note that exhibitor passes will be issued only after full payment for the exhibition stand has been received.

Exhibitor passes allow access to the venue, the exhibition hall, to all lunches and refreshment breaks, the Opening Ceremony, the Welcome Reception, and the Closing Ceremony. Additional passes can be purchased from the Congress Organiser, or you can upgrade to a Full Congress or Full Young Participant Registration for a 50% discount if you would like access to programme sessions or other social events.

From the opening of the exhibition on **Wednesday, 2 October**, no one will be admitted into the Congress areas without an official FIATA World Congress 2019 name tag or exhibitor pass.



OFFICIAL CONTRACTORS

EXHIBITION VENUE

Exhibition Hall 1 and 2
Cape Town International Convention Centre (CTICC)
Convention Square
1 Lower Long Street
Cape Town
8001
www.cticc.co.za

The CTICC is the sole provider of all food and beverage services, and of plumbing services, rigging, satellite connections, data, and telecoms. Any exhibitor wishing to serve food and/or beverage at their stand must inform the congress organiser by Monday 2 September 2019, and then order directly from the CTICC.

CTICC Conference and Exhibition Services Department
Email: confex@cticc.co.za

CONGRESS ORGANISER

African Agenda
Sponsorship and Exhibition Administrator: Renee Lukin
Tel: +27 (0)21 683 2934
Email: renee@fiata2019.org

OFFICIAL STAND BUILDER: CUSTOM BUILDS, BRANDING, AND RENTALS

Scan Display
Account Manager: Janine McEvoy
Tel: +27 (0)21 409 1200
Email: janine@scandisplay.co.za

Scan Display is the official stand builder and contractor for the exhibition. Any additional requirements for electrical, furniture, and audio-visual can be ordered directly using this link: www.servicesorderforms.co.za/fiata2019/. All orders must reach Scan Display on or before **Monday, 16 September**.

OFFICIAL FREIGHT FORWARDER: CUSTOMS, SHIPPING, STORAGE

DB Schenker South Africa
Desmond Rohrbeck or Frik Mienie
Tel: +27 (0) 11 971 8400
Email: desmond.rohrbeck@dbschenker.com / frik.meinie@dbschenker.com



DB Schenker South Africa, through their Fairs and Events Departments worldwide, offer extensive tailor-made services relating to events, exhibitions, and conferences. These services include:

- International freight forwarding
- Customs clearances on temporary and permanent basis
- Warehousing
- Transport
- On-site assistance
- Unpack and repack services
- Importer of Record relating to temporary imports

For the FIATA 2019 World Congress they will offer a turnkey solution from the point of origin via the port of entry, to the Exhibitor's stand, and back to the point of origin. Exhibitors are strongly advised to engage only the official freight forwarder to avoid any unnecessary logistical complications.

FOOD AND BEVERAGE POLICY

Any exhibitor wishing to serve food and/or beverages at their stand must inform the congress organiser by Monday 2 September 2019, and then order from the CTICC. The CTICC is the sole provider of all food and beverages. Only in exceptional circumstances where the CTICC is not able to provide a specific food or beverage product will the CTICC consider a request to bring in food or beverages. In such exceptional instances, a corkage fee will be levied by the CTICC on all food and beverage items brought onto the premises, on a per item basis.

AUDIO-VISUAL DISTURBANCE | SOUND (NOISE) LEVEL

Audio-visual and other devices will be permitted only in those locations and in such intensity, as, in the opinion of the Congress Organiser, they do not interfere with the activities of neighbouring exhibitors. Sound equipment must be regulated and directed into the booth, so that it does not disturb neighbouring exhibitors. The Congress Organiser reserves the right to demand a reduction in the intensity of, or complete cessation of, stand noise that it judges to be excessive or a disturbance to other exhibitors or visitors.

USE OF SPACE | PROMOTION DURING THE EXHIBITION | STAND ACTIVITIES

The exhibitor agrees not to assign, sublet, or share allocated space without the knowledge and prior written consent of the Congress Organiser. Exhibitors will not be permitted to display outside the confines of their assigned stand space in the exhibition area.

Printed advertising may be distributed by exhibitors from within the confines of their own space inside the exhibition hall only. No exhibits, accessories, give-aways, promotional material, or any other goods bearing any name or form of advertising may be displayed or distributed outside of the exhibitor's assigned space.



High equipment placed in stand areas must not exceed 2.4 metres and must not restrict a clear view of neighbouring exhibits.

No exclusive “by invitation only” events are to be scheduled in the exhibition area. Any function arranged by the exhibitor is to be an inclusive invitation to all participants.

UNOFFICIAL CONTRACTORS

Scan Display is the official stand builder for the exhibition. Exhibitors that engage other stand builders or contractors for custom stands must provide the Congress Organiser with the contact details and proof of insurance for their stand builder/contractor by **Thursday, 1 August**. Exhibitors are responsible for ensuring that their stand builder/contractor is made aware of all relevant regulations and requirements contained in this guide and that the stand builder/contractor has the requisite insurance.

CUSTOM STANDS

Plans for custom stands must be submitted to the Congress Organiser by **Thursday, 1 August 2019** for approval.

ELECTRICAL AND LIGHTING

All electrical connection to stands must be carried out by the official stand builder. Each standard package includes a 15amp power point. South African electricity supply is at 230 Volts at 50 Hertz. Lighting, electrical equipment, and international converters and adaptors may also be ordered from the official stand builder. See Scan Display services link [here](#).

FURNITURE RENTAL

Furniture can be hired through Scan Display. See services link [here](#).

STAND CLEANING

General venue cleaning and rubbish removal is provided for the duration of the exhibition. Exhibitors are responsible for the removal of their own materials after the exhibition and the storage of empty boxes or packaging materials inside the exhibition area is strictly prohibited. Should you require a waste paper basket for your stand please hire one from Scan Display. These will be emptied during the day by the venue cleaners.

EXHIBITION HEIGHT

An exhibition stand may not exceed 2.4 meters.

Exhibition booths exceeding 2.4 meters in height will require the submission of the detailed design to the Congress Organiser to obtain the necessary approvals before **Thursday, 1 August**.



MACHINES AND EQUIPMENT

Exhibitors who wish to display machines and equipment must have the display machines' weight assessed to conform with the CTICC's requirements. Full specifications of any heavy equipment, machinery, or vehicles must be supplied to the Congress Organiser before **Thursday, 1 August**.

SMOKING POLICY

Smoking is prohibited at the venue. All public areas, inclusive of foyers, registration counters, café, offices, restrooms, and meeting rooms are designated as non-smoking zones.

FIRE REGULATIONS

Fire escapes are located throughout the venue with signage. Exhibitors are to ensure that neither the signage nor the exits are obstructed in any way.

Prior written permission is required from the Congress Organiser, the CTICC, 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 one 19 kg cylinder plus one back-up cylinder is allowed. Naked (open) flames, candles, and braais (barbecues) are not permitted.

Articles of a combustible nature such as fabric, paper items, banners, items made of wood pallets, hessian, thatch, and straw are regarded as major fire hazards and exhibitors that wish to use them will be required to provide certification of fire retardancy before the start of the exhibition. 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 5 cm above the carpeted floor.

The use of halogen lights will not be approved as they pose a fire hazard. Ensure that all light displays are low wattage or LED. Should you used hazers, dry ice, foggers, or smoke machines, this must be declared and approved prior to use.

Isolation of the fire detection system is not allowed.

SECURITY

Neither the CTICC nor the Congress Organiser take any responsibility for loss of or damage to exhibitors' material, equipment, or exhibits. Any damage to the CTICC by individual exhibitors will be charged to individual exhibitors. Exhibitors are encouraged to affect their own insurance to cover all risks.

The exhibitor acknowledges the layout of the exhibition area and the large numbers of people present in the Exhibition Area make it impossible for adequate security to be provided to protect the exhibitor's merchandise and other property. Accordingly, the exhibitor assumes all risk of loss for exhibitor's merchandise, fixtures, displays, and any other property of the exhibitor located in the Exhibition Area, storage area, or any other area where access has been provided to exhibitors by the Congress Organiser



where such loss results from theft, vandalism, or any other damage caused by any agent or employee of the Congress Organiser or caused by any other person either authorised or not authorised to be present at the Exhibition Area. Furthermore, the exhibitor acknowledges that security guards and storage areas are provided by the Congress Organiser merely as a service, and that the Congress Organiser has made no representation regarding the adequacy of such security measures. The Congress Organiser recommends that all exhibitors consult their individual insurance representative to obtain appropriate insurance coverage. It is recommended that exhibitors take precautionary measures of their own, such as arranging their own supplementary security facilities available through the CTICC.

Basic perimeter security is provided during the day and night to restrict access to the venue to accredited personnel. No individual stand security is provided with your package. It is recommended that all portable electronic equipment and devices such as laptops, tablets, and chargers be removed at night.

To arrange dedicated security personnel or laptop locks, please email the CTICC Conference and Exhibition Services Department: confex@cticc.co.za. To arrange a security/safety screen (a temporary barrier that can be put in place overnight) please see Scan Display services link [here](#).

DIRECT DELIVERIES

If you wish to have a consignment delivered directly by an independent forwarder to your stand, please ensure that somebody from your organisation is present to accept your delivery.

MARSHALLING YARD ACCESS

The CTICC 1 Marshalling Yard is situated adjacent to the Exhibition Hall. Exhibition Hall 1A and 2 directly access the marshalling yard via 5m x 7m doors. The yard is easily accessible off FW De Klerk Boulevard.

















LOAD-IN AND LOAD-OUT PROCEDURE

The load in schedule will be emailed to exhibitors on **Monday, 2 September**.

The Marshalling Yard is for load-in and load-out access only. Due to space restraints, drivers will not be permitted to leave their vehicles at any time, and once the vehicle is loaded or offloaded it will be required to leave the yard to accommodate other clients. The load-in/load-out time period for vehicles is one and half hours (90 minutes) for small vehicles and three and half hours (210 minutes) for trucks. Vehicles exceeding this time limit are subject to a parking fee (please refer to the Marshalling Yard Rates). Unattended vehicles will be clamped and an unclamping fee of R500.00 will be applicable.



Please see CTICC current rates below (accurate as at 31 January 2019):

CTICC 1 & 2 Marshalling Yard Rates			
Vehicle Type	Duration	Fee	Vehicle Type
	0 – 1.5 hour	Free	
	0 – 3.5 hour	Free	
	1.5 – 2.5 hours	R100.00	
	2.5 – 3.5 hours	R150.00	
	3.5 – 4.5 hours	R250.00	
	4.5 – 5.5 hours	R300.00	
	5.5 – 6.5 hours	R350.00	
	6.5 – 7 hours	R400.00	
	7 – 8 hours	R450.00	
	8 – 24 hours	R500.00	
Overnight Parking and Lost Card		R500.00	

EMERGENCY AND EVACUATION PROCEDURES

The CTICC management will co-ordinate and manage any emergency that might occur. The exhibitors are responsible for familiarising themselves with the evacuation routes as posted in the venue and ensuring that all emergency and safety procedures are adhered to.

Evacuation procedures will be announced via the dedicated fire/evacuation PA system and will be co-ordinated by the CTICC Safety, Health, Environment and Quality Manager and Security Manager.

FIRE ESCAPES

Fire escapes are located throughout the venue and demarcated with signage. Neither exits nor signage can be obstructed in any way.



EXHIBITION FLOOR PLAN

Exhibitors have been invited to submit their preference for stand position. Positions are allocated on a “first come, first served” basis. All efforts will be made to ensure that exhibitors receive their desired position, **however no guarantees can be made, and the floor plan is subject to change.** Exhibitors taking more than one stand should ensure that their stated preference includes side-by-side stands.





EXHIBITION PACKAGES

All exhibition stands are 9 sq m (3m x 3m) or multiples thereof. They include:

- Exhibitor's logo with link to exhibitor's website on the Congress website
- Exhibitor's logo in the Congress handbook
- 2 complimentary exhibitor passes
- Exhibition hall cleaning, carpeting, venue security, and Wi-Fi.

SPACE ONLY

No tension fabric system (TFS) or other shell scheme, fascia name board, furniture, lighting, or electrics are included with the "Space Only" package. For a custom-built stand, or for furniture and other services for the "Space Only" package see the Scan Display services link [here](#).

STANDARD PACKAGE

The "Standard Package" includes a tension fabric system (TFS) structure. TFS is manufactured locally from poly-twill fabric. They are a sustainable, reusable, well-designed, and good-looking alternative to traditional corrugated shell schemes. The TFS gives exhibitors a seamless stand with no uprights or panels, translating into uninterrupted visuals for exceptional branding.

Also included in the "Standard Package" is a fascia name board, table and two chairs, two spot lights and one 15-amp power supply. For branding, additional furniture, and services for your "Standard Package", see Scan Display services link [here](#).

IMPORTANT NOTE

The standard package does not include branding. The TFS stand supplied will be unbranded, plain white fabric. **Branding is an additional, but reasonable, cost of ZAR 3,300.00 per panel, ex VAT (2950 mm x 240 mm).**

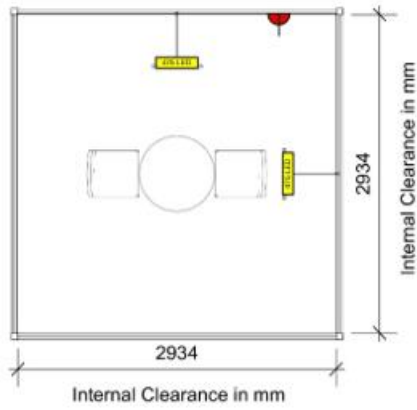
Orders for branded stands must be placed with the official stand builder by **Friday, 16 September**. Artwork must be supplied by the exhibitor by **Friday, 16 September**. See Scan Display services link [here](#).

See the images of the booths below: Standard Package (no branding) and Graphic Upgrade (with branding).

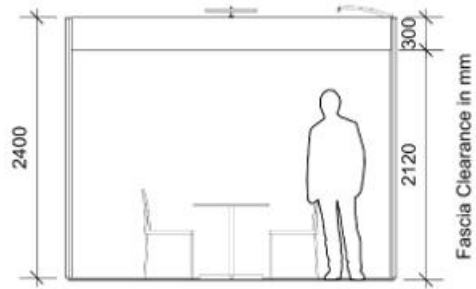


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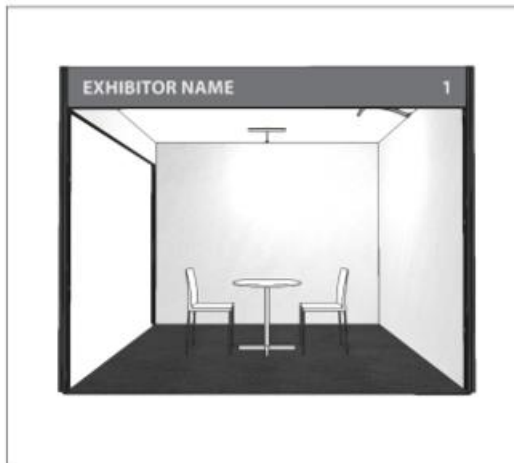
PLAN



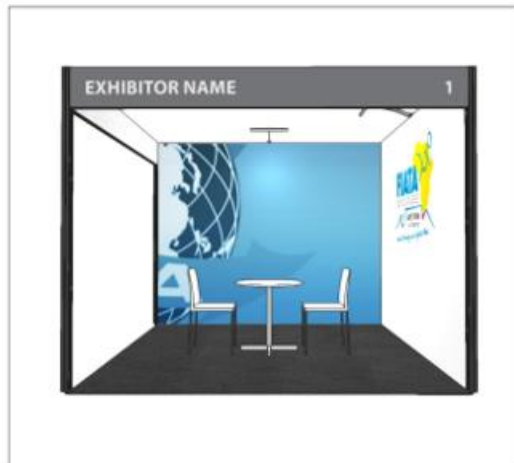
ELEVATION



STANDARD PACKAGE



GRAPHIC UPGRADE





EXHIBITION OPERATIONAL SCHEDULE

BUILD-UP / MOVING IN

DESCRIPTION	Date	Time
Official stand builder: Scan Display	Tuesday, 1 October 2019	00:01 – 16:00
Independent stand builders/contractors	Tuesday, 1 October 2019	Between 08:00 – 16:00*
Exhibitors set-up	Tuesday, 1 October 2019	16:00 – 19:00

* The load-in schedule will be emailed to exhibitors on **Monday, 2 September 2019**.

EXHIBITION OPEN

(Provisional, depending on final programme)

DESCRIPTION	Date	Time
Exhibition open to delegates	Wednesday, 2 October 2019	09:30 – 20:30
Exhibition open to delegates	Thursday, 3 October 2019	07:30 – 17:00
Exhibition open to delegates	Friday, 4 October 2019	07:30 – 14:30

STAND BREAKDOWN / CLOSING

DESCRIPTION	Date	Time
Removal of stands and exhibits by exhibitors and independent stand builders/contractors	Friday, 4 October 2019	15:00 – 17:00
Removal of stands and exhibits by official stand builder: Scan Display	Friday, 4 October 2019	17:00 – 20:00**
Removal of carpets by official stand builder: Scan Display	Friday, 4 October 2019	20:00

**The exhibitor will be charged ZAR 4,157.50 (excluding VAT) for any materials, equipment, or machinery remaining at 20:00 that delays the carpet removal. Furthermore, any additional costs the Congress Organiser may incur by the delay will be charged to the exhibitor.



IMPORTANT NOTE

Should a company representative fail to report by the designated time of the scheduled exhibition set up, the Congress Organiser reserves the right to reclaim the exhibition space. No refund will be made to the exhibitor. It is the responsibility of exhibitors to notify independent stand builders/contractors of the set-up schedule.

Stands must be open during the exhibition opening hours. Exhibitors must ensure the presence of a representation at the stand during these hours.

Exhibition stands may only be dismantled during the hours stipulated above. Dismantling of exhibition stands may not begin before the official time given for the closing of the exhibition. The premises must be left in the same condition as they were made available to the exhibitor. Any costs arising from the repair of any damage caused by an exhibitors' carelessness, or by the requirements of stand assembly, will be charged to the exhibitor.

Materials not removed by exhibitors and independent stand contractors by 20:00 on 4 October (when carpets start being removed) will be disposed of at the exhibitor's expense. The exhibitor will be charged ZAR 4,157.50 (excluding VAT) per hour for any materials, equipment, or machinery remaining at 20:00 that delay the carpet removal. Furthermore, any additional costs the Congress Organiser may incur by the delay will be charged to the exhibitor.