

# EXHIBITOR SERVICE MANUAL

# markex

## world of events 2011

— • Cape Town • —

MARKEKX –  
SA's Premier Marketing and  
Promotions Trade Exhibition

WORLD of  
EVENTS –  
SA's Showcase of Suppliers to  
the Special Events Industry



Advertising

Display

23 - 25 AUGUST 2011  
CAPE TOWN INTERNATIONAL  
CONVENTION CENTRE, CAPE TOWN

TO QUALIFY FOR A 20% DISCOUNT  
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ALL FORMS SHOULD BE RETURNED WITH  
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**IMPORTANT !**  
**THIS MANUAL FORMS PART OF YOUR**  
**CONTRACT TO EXHIBIT.**  
**PLEASE READ CAREFULLY**

PLEASE READ "IMPORTANT INFORMATION" SECTION BEFORE COMPLETING THE FORMS IN THIS MANUAL

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## CAPE TOWN INTERNATIONAL CONVENTION CENTRE

CONVENTION SQUARE, 1 LOWER LONG STREET, CAPE TOWN



### BUILD UP

Hall Open to Exhibitors	Space Only Stands	Shell Scheme Stands
Sunday 21 August 2011	Space Only Stands with Priority Access	No Shell Scheme Stands Access
Monday 22 August 2011	All Space Only Stands 08h00 - 18h00	All Shell Scheme Stands 08h00 - 18h00

Ensure that your contractors are aware of the schedule. In the event that priority access is required (large stand or a complex build), please contact Amelia Van As, the Operations Manager, before 5 August 2011 to arrange access:

- All vehicles must be removed from the hall and loading bays immediately after unloading.
- Do not arrive before your allotted time.
- All stand rentals and services must be paid for before occupation of the stand will be allowed.
- **All space only stands must order a distribution board in order to receive power to the stand.**
- All stands must be dressed and completed by 18h00 on Monday 22 August 2011.

### SHOW

	Hall open to Exhibitors	Show Open Hours
Tues 23 Aug - Thurs 25 Aug 2011	09h00 - 17h30	10h00 - 17h00

Exhibitors may re-stock stands each morning between the hours of 09h00 - 10h00.

### BREAKDOWN

	Space Only Stands	Shell Scheme Stands
Thursday 25 August 2011	17h00 - 20h00 [handheld goods only]	17h00 - 20h00 [handheld goods only]
Friday 26 August 2011	07h00 - 17h00. Tenancy Ends. Hall handed back to Venue.	07h00 - 17h00

No exhibits or stands are to be dismantled until visitors are clear of the hall on Thursday 25 August 2011. All equipment (excluding Shell Scheme) hired from official contractors will be collected from 17h00 on Thursday 25 August 2011.

Exhibitors must remove all display materials, stand fittings, exhibits, literature and waste within the times shown above. After these times, the Organisers will dispose of anything left on stands and will charge costs to the exhibiting company.

**Exhibitors are reminded that break-down is a period of security high-risk. Neither the Organisers, the security company nor the venue owners may be held liable for any loss due to theft or damage. You are encouraged to have all your goods insured and have at least two members of staff to ensure that your stand is manned at all times. If you are loading goods onto an open-backed bakkie or truck, you should have a member of staff stay with those goods.**

### DELIVERY AND REMOVAL OF GOODS

#### Build-up:

Build - up will be via the Marshalling Yard at the back of the CTICC.

Once your vehicle has been off loaded, it **MUST** be removed to one of the parking areas. Under no circumstances would you be allowed to park in the hall, or in the Marshalling Yard.

Vehicles may be allowed into the halls to unload and load only [note that the floor loading for Hall 4 is 1,5 tons per square metre]. Security will monitor the entry and exit of these vehicles.

**Late night working is allowed, but a Late Night Working Pass (obtainable from Security) must be filled in, and we would like to bring to your attention that there is no medical back-up after 18h00 daily, as the paramedics are only on duty from 08h00 to 18h00 during build-up. These companies intending to work late must arrange their own paramedic, to be on duty as long as there is after hours activity in the halls.**

#### Break-down:

You are not permitted to dismantle your stand before 17h00 on Thursday 25 August 2011. No vehicle access is permitted during this period and exhibitors have three hours to remove hand-held exhibits, especially LCD monitors, plasma screens, other electronic goods and highly portable stock and literature. Shell Scheme Exhibitors must remove all exhibits and products from their stands by 17h00 on

Friday 26 August 2011, stands will be dismantled from 09h00, as they become empty. All space only stands and exhibits to be clear of the venue by 17h00. Any goods or stand fittings still remaining after this time will be considered abandoned and will be disposed of; any charges incurred will be charged to the Exhibitor. All equipment hired from official suppliers such as furniture, electrics, audio-visual equipment etc.; will be removed as soon as possible after 17h00 on Thursday 25 August 2011.

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#### **DIRECTIONS FOR VEHICLE ACCESS [PLEASE SEE THE SITE PLAN ON P 9]**

All vehicles making deliveries should follow Table Bay Boulevard into the Marshalling Yard at the back of the Cape Town International Convention Centre.

GPS Co-ordinates: 33°54'56"S by 18°25'36"E

Physical address: Cape Town International Convention Centre, Convention Square, 1 Lower Long Street, Cape Town, 8001

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#### **CAR PARKING [SEE SITE PLAN ON P 9]**

##### **Build-up:**

Parking is on a first come - first serve basis and vehicles may park in P3 Basement with overflow in P1 and P2 (See Page 9).

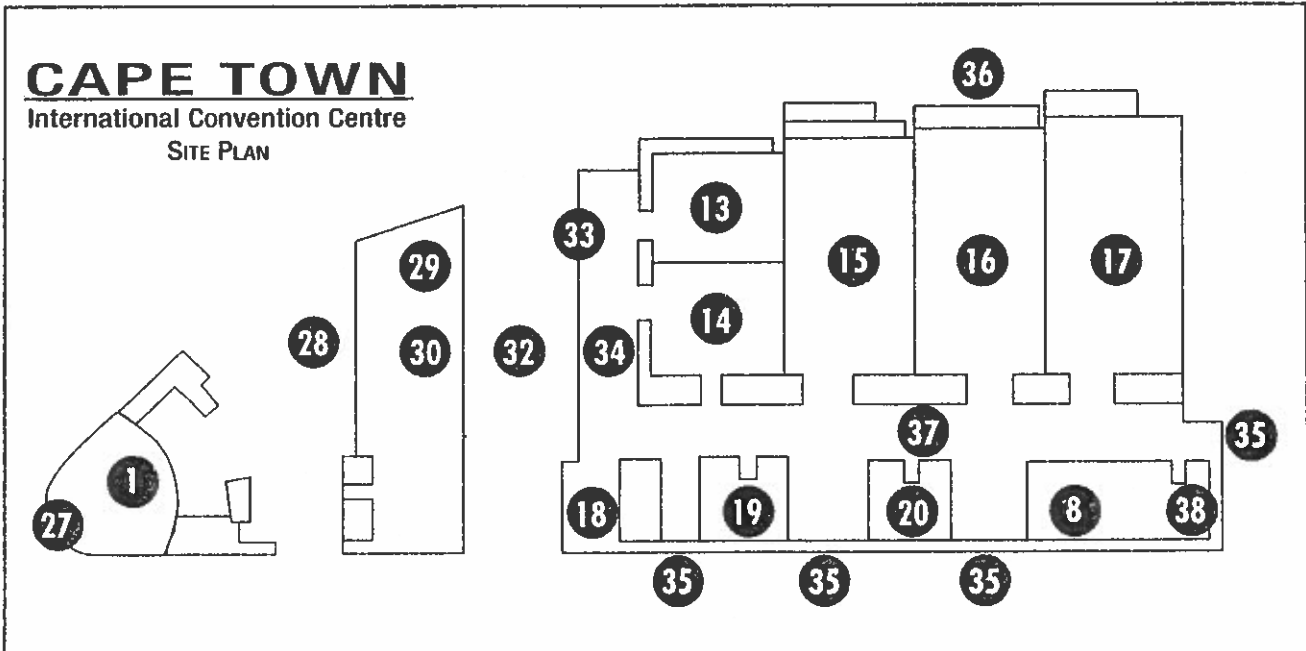
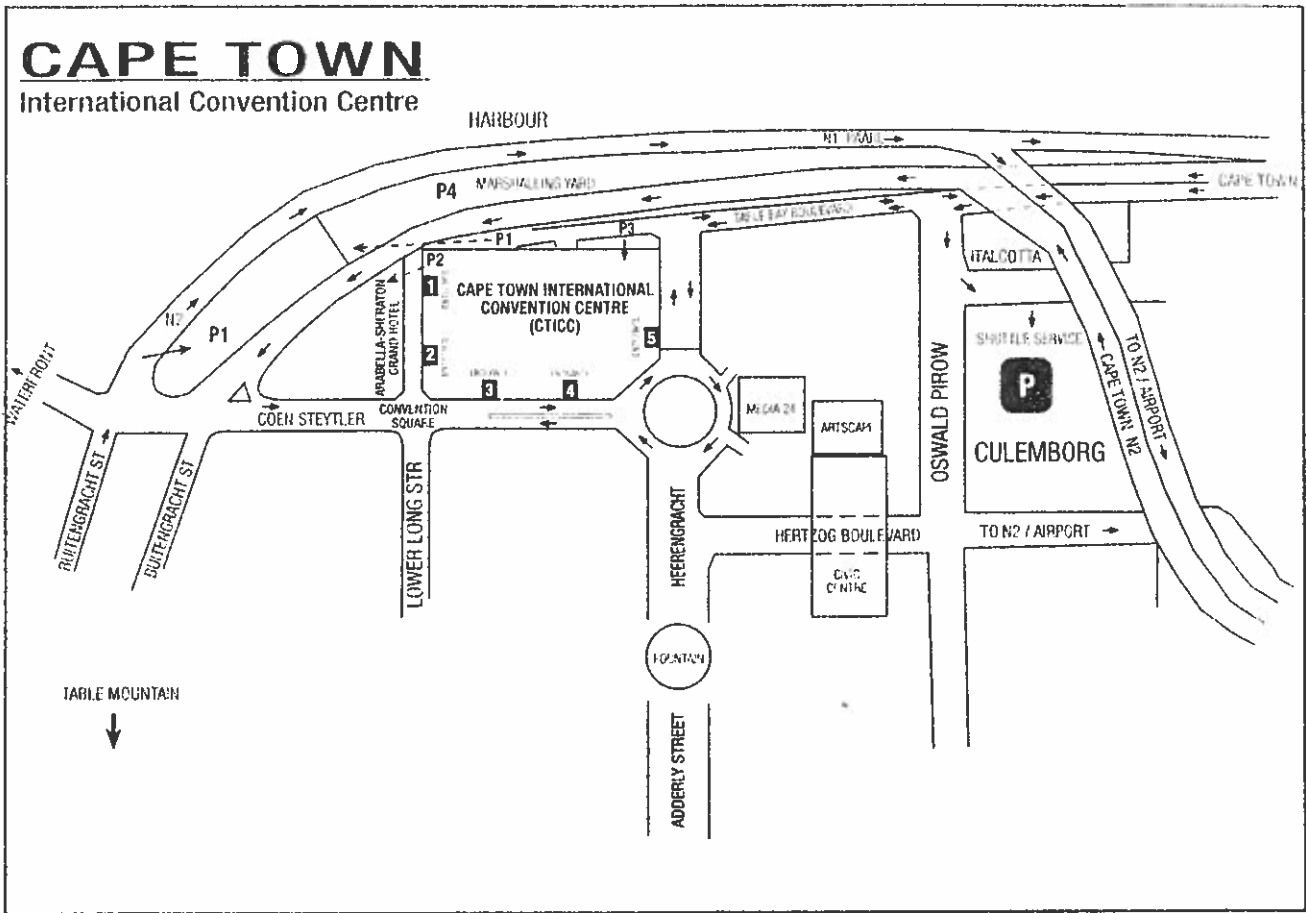
##### **Show:**

You need to either purchase your parking vouchers in advance or, use the Pay on Foot System, whereby the parking token is paid for via the machine located in the basement before trying to exit the parking booms.

##### **Break- down:**

On Friday 26 August 2011 at 07h00, full breakdown begins. Cars and Bakkies are to park in P3 Basement parking, and only enter the Marshalling Yard when the stand is packed and ready to be reloaded. Trucks, Cranes and Forklifts may enter the Marshalling Yard. Vehicles may access the Halls to re-load machinery and exhibits. Shell Scheme Stands will be dismantled from 09h00 as they become vacant and all small Shell Scheme exhibits should be clear of the Hall by 13h00. Larger stands will continue breakdown until 17h00 when the Halls will be closed. The Halls are then cleaned and handed back to the Venue Owners.

**NOTE: Exclusion of liability - Specialised Exhibitions (Pty) Ltd, all sponsors and/or the Cape Town Exhibition Centre officials, agents, employees, suppliers or servants shall not be liable to any visitor or exhibitor at Cape Town Exhibition Centre for personal injury to or death of any person or loss of or damage to any property of whatever nature, belonging to the visitor or exhibitor, however arising or caused, except where the same was due to gross negligence by the Organiser or the Venue.**



- |                       |                                |                                   |
|-----------------------|--------------------------------|-----------------------------------|
| 1 Auditorium I        | 18 Registration Foyer          | 32 Main Entrance                  |
| 8 Auditorium II       | 19 Free Flow Restaurant        | 33 Business Centre                |
| 13 Exhibition Hall 1A | 20 Free Flow Restaurant        | 34 Main Foyer                     |
| 14 Exhibition Hall 1B | 27 Stage                       | 35 Entrances                      |
| 15 Exhibition Hall 2  | 28 Arabella-Sheraton Hotel     | 36 Marshalling Yards              |
| 16 Exhibition Hall 3  | 29 Canal Head & Ferry Terminal | 37 Gallery Walkway                |
| 17 Exhibition Hall 4  | 30 Convention Square           | 38 200 seat à la Carte Restaurant |

## LIFTING AND EQUIPMENT

Should you require a forklift, exhibitors can contact the Official Contractor.

Please contact: Exhibition Freighting G.S.M: Jacqui Nel  
Office: +27 21 852 7248  
Fax No: +27 21 552 2349  
Email: ef-gsm@iafrica.com  
Website: www.ef-gsm.co.za

## COURIER DELIVERIES / COLLECTIONS

If you plan to have goods delivered to your stand by a courier company, it is essential that they know the name of the exhibiting company, stand number and have a contact name and mobile number of the representative who will be on your stand to receive the goods. **The Organisers cannot accept responsibility for, and will not sign for, any goods delivered to an unmanned stand.** Deliveries should be addressed as follows:

Exhibitor's Name  
Exhibiting Company  
Stand Number  
Markex Cape 2011  
Cape Town International Convention Centre  
Convention Square  
1 Lower Long Street  
Cape Town

The Organisers cannot accept responsibility for damage or loss to any stand or goods in transit to or from the show. If you are arranging for goods to be collected after the show closes, please do not leave them unattended on your stand at any time before they are collected. It is vital that the collecting agent is aware of breakdown timings. The show's official handling agent would be delighted to quote for all your delivery / collection requirements; please contact Jacqui Nel - See details above or go to Page 47 for additional information.

## RESTOCKING AND MAINTENANCE [DURING THE SHOW]

Access for exhibitors to bring in additional stock, remove items from your stand [Only if accompanied by a Goods Removal Form obtainable from the Organisers Office] or carry out maintenance is permitted via the loading bays:

- between 09h00 and 10h00 only

No deliveries requiring trolleys will be accepted into the halls after 10h00.

NO TROLLEYS MAY BE USED WITHIN THE HALLS ONCE THE SHOW IS OPEN TO THE PUBLIC. If deliveries are outside the above times, all goods will have to be hand carried.

## EXHIBITOR ACCESS ARRANGEMENT

### Exhibitor Passes:

Exhibitor passes are valid for Show days only and each person working on the stand must display the pass to gain entrance to/exit from the Hall via visitor registration area. Exhibitor passes are to be collected from the Organisers Office from the morning of Sunday 21 August until 18h00 to Monday 22 August 2011.

Passes will not be issued if we have not received: Full payment for stand rental and any services and The Occupational Health and Safety Act Compulsory Indemnity Form duly signed.

During build up and break-down, Security will hand out access stickers to all exhibitors and contractors.

### Contractors:

Contractors will receive access stickers during build-up and break-down; any contractor requiring access during the show [restocking or maintenance], will have to sign for and collect a laminated pass from the Organisers Office on site.

### Children under 18:

Under no circumstances will children under 18 or babies in arms be permitted into the Hall during build-up or break-down, as the hall floor is akin to a building site [dangerous during these times]. Please do not try to bring your children in, as you will be asked to remove them.

## SHELL SCHEME EXHIBITORS

Unless we hear from you before 29 July 2011, all the Shell Scheme Package elements detailed in the Shell Scheme Package section below will be in place for your arrival. Any changes made on site will result in an immediate charge. It is your responsibility to contact the Operations Team if you have any special requirements or wish to omit any elements from your shell scheme stand.

**Please note that the fascia should not be removed as it is an integral part of the structure aiding in the support of the side walls.**

## SHELL SCHEME PACKAGE

The package includes Shell Scheme Walling with Fascia (with the company name on the fascia), Shared Power with 220V plugpoint, a 1,5m Double tube fluorescent light, carpet, standshield and cleaning for the duration of the show. These items are on hire and may not be removed at the end of the show.

### Shell scheme - walling:

The walling is made of 4mm thick Polypropylene panels in the colour white, and may not be painted. The overall height is 2500mm and the panel width between aluminium uprights is 950mm. Exhibitors may only fix their own light weight photographs or graphics to the panels with double-sided tape or velcro. Display board or other fixtures of a considerable weight can be affixed by means of picture brackets.

### Shell scheme - fascia:

A fascia will be provided to all open sides of a shell scheme stand. The fascia is 400mm high and consists of a 300mm correx panel between two 50mm aluminium frames.

### Fascia name:

The company name on the application to exhibit contract will be used, unless we are advised accordingly. Should you not wish this name to be used, then please fill in the name you want used in Section 2 of Form 11a, before 28 July 2011, any changes on site will attract an immediate charge.

Names will be applied in PVC Vinyl Letters in either, white fascia with black letters or blue fascia with white lettering. No signage, logos or special colours other than that supplied by the Organisers will be permitted on the fascia.

### Space Only stands:

“Space Only” means just that - a bare space of concrete floor without carpet, electrical plugs or lighting or furniture. It is compulsory for Space Only exhibitors to **order a distribution board** from the Electrical Form in the manual, and which, will only be supplied by the official contractor/supplier. Space only exhibitors may not ‘share’ power with their neighbours. Please read the notes under electrical Procedures following.

## ELECTRICAL PROCEDURES

### Electrical Contractor:

Oasys Electrical is the Official Contractor appointed by the Organiser, and will be the only event electrician on site. They provide a full standby service to all stands where they have completed the installation. Where electrical and light fittings are installed in prefabricated displays before their delivery to the exhibition, such fittings must be installed by qualified electrical contractors. The connections of such displays to the power sources at the exhibition must be done by Oasys Electrical. Only Oasys Electrical may install power sources [distribution boards].

### Certificate of Compliance:

In the interest of safety, all electrical installations at the CTICC must comply with the wiring code of the SABS 0142/2 of 2002. Where an exhibitor employs his own electricians to connect machinery, pre-wire displays or connect light fittings, this work may only be carried out by a qualified electrician registered with the Electrical Contractors Board. The Certificate of Compliance attests to the fact that the work done has been carried out by a qualified person. If the Official Contractor is doing all electrical work on your stand, then the Certificate of Compliance is not your responsibility. If the COC is not received before show opening, power will be disconnected until it is received.

### Electrical Procedures:

Electrical installations must be of a nature that will ensure safety in the use of electrical equipment brought into the venue which must and comply with the South African Electrical Regulations and the Occupational Health and Safety Act (85 of 1983) as amended and the Labour Regulations Act (66 of 1985). Should this not be the case, equipment will be removed immediately from the premises at the exhibitor's expense and charges for any damage caused by the faulty equipment will apply.

Due to strict regulations governing venues, exhibitors should take cognisance of the following:

- No twinflex is permitted.
- No 15 amp double adapters are permitted. Rather use a SABS approved multi-socket outlet.

- All purpose built stand Shell Schemes / equipment are to be undertaken by a registered Wireman only and must comply with South African Bureau of Standards and Occupational Health and Safety Acts ie. Certificate of Compliance to be furnished to the Operations Manager.
- Only SABS - approved multi-socket or multi-extender plugs or cable may be utilised.
- All wiring systems must be insulated flexible cables with copper conductors that have a minimum cross section area of 1,5mm<sup>2</sup> (eg. 3 core cable).
- Open wiring - Insulated single core cables (colour-coded, differentiating between Live/Neutral/Earth), will only be accepted at a minimum height of 2,4m and not subject to potential mechanical damage Electrical wiring across walkways/passages using insulated flexible cables eg. 3 core cable will only be accepted at a minimum height of 2,5m. Any metallic structure with electrics affixed thereto must be earthed to a distribution board.
- No joints to trailing cable will be accepted.
- Multiple wiring will not be permitted to terminate at a single plug of 15 amp (SA 3 pin round plug).
- Lighting is to be looped from fitting to fitting with all terminations being secured and concealed.
- Should any termination points be necessary on a wire-way, they need to be insulated and of a mechanical nature ie. strip connector or screw-it connector (no twisting wires).
- Stands constructed of a conductive material will be required to be double earthed to the venue's earthing system.
- 15 Amps are allocated per exhibition stand to cater for most exhibition requirements. However, should it be necessary to plug in laser printers, heating and refrigeration equipment, additional electrical supply will be necessary. Overloaded usage may cause the incoming power supply to trip excessively. Severe trips may take hours to rectify, thereby causing inconvenience to all exhibitors.
- Transformers are to be mounted on the structure, walls and/or systems and not placed directly onto the carpeted floor.
- Each electrical installation and/or fitting may not be suspended from the ceiling of the exhibition hall or fixed to any part of the building structure without the prior approval of the Organisers and the venue. If permitted, a fee will be levied.
- 30 Amp and 60 Amp, 3-phase power including earth and neutral is available on request.
- Neon lighting may not be installed without prior arrangements and written authorisation from the Safety Officer.
- Fluorescent fittings must be earthed.
- All electrical fittings and equipment must be SABS approved eg. transformers, distribution boards, plugs, etc.

All electrical requirements must be ordered on the appropriate form and accompanied by a sketched plan and forwarded to Specialised Exhibitions.

## EXHIBITOR SAFETY GUIDELINES

Before any work is begun on site, the exhibitor and their contractor must evaluate any risk that might be caused by the building of a stand, looking at probable and possible hazards and dangers. The exhibitor should be able to put in place plans and procedures to limit or nullify the risk. These steps are essentially the reasonable steps that the exhibitor will take in limiting injury, loss of life, civil liability and public liability.

## SECURITY

There is 24 hour general security from the beginning of the build-up to the end of the show. It should be noted that exhibitors are responsible for the security of their stands and their contents. Companies wishing to arrange additional security should please complete Form 12. The official security contractor is the only security company allowed in the exhibition halls/area. Under no circumstances will exhibitors be allowed to use their own security guards. Should you wish to remove goods during show time, you will need a **goods removal form**, which is obtainable from Security or the Organisers Office.

Note: We recommend that valuables, particularly of a portable nature, are not left unattended.

## EMERGENCY PROCEDURE / FIRE REGULATIONS

Exhibitors must ensure that their staff has been adequately briefed on the emergency procedures, as well as the location of the fire-fighting equipment and emergency exits at the exhibition and must adhere to the following steps:

- Immediately report an incident of concern to the Organiser
- Do not panic
- Evacuation of the venue will be announced over the venue's PA System
- Exhibitors are requested to point out the direction of the emergency exits to staff members and visitors in your immediate vicinity
- Fire escapes are situated at intervals throughout the building and are easily accessible
- In the event of an emergency at the venue, the following services will be provided:-
  - Evacuation lighting
  - Essential ventilation
  - Evacuation security systems

- Fully trained evacuation team
- Specialised emergency services

**General Fire Safety Aspects:**

The following aspects regarding fire safety are required to be reported to the Organiser prior to start of build-up of the exhibition, to allow for liaison and approval with the Fire and Emergency Services, Metro Police and South African Police Service where applicable. This arrangement is to ensure compliance with all Municipal By Laws and Regulations regarding fire safety.

- All plans for stage sets and designs, such as height of over 500mm staging, multi-storey, wooden structures, bridges, flammable material and inserts of Polyurethane must be forwarded to the Organiser.
- All flammable and combustible material and components will be declared for approval and treated with a flame-retardant. A certificate must be obtained and a copy of the certificate must be handed to the Organiser Should no certificate or approval be forthcoming, please note that the Fire Department - Emergency Management Service - have the right to fine transgressors].
- Any hazardous chemicals or flammable materials to be used within the confines of the venue must be declared. These materials shall be stored in purpose made safety containers in minimum quantities.
- Any flammable construction, building and/or other materials shall be treated with a fire retardant substance and certified as such, prior to construction commencement.
- All emergency exits will be kept clear for the duration of the show days and this task has been designated to the Contracted Security Company.
- All fire exits are to be clearly indicated on the event floor plan.

The Fire and Emergency Services will conduct an inspection of the exhibition on the last day of build-up to ensure compliance, and should full compliance with regulations not be adhered to, they have the right to hold back on the doors opening for the event or fine transgressors.

**Fire Retardation:**

The local council by-Laws are quite specific:- THAT NO COMBUSTIBLE MATERIAL with a high fire rating may be displayed at any event. However, if displayed, it must be treated correctly or a low level of combustibility must be attained.

Hessian, thatch and straw are regarded as major fire hazards and exhibitors planning to use these as part of their display will be required to provide a Fire Retardation Certificate indicating that the product has been treated with a fire retarding compound. 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.

- Combustible materials include draping/curtaining; backdrops; hay; hessian; thatch, etc., including that being used by the technical (stage, sound, lighting, etc.) contractors.
- As per the Fire and Emergency Service, hay and hessian are banned from the exhibition.
- Combustible material is to be treated with a fire retardant substance as approved by the Fire and Emergency Services and SABS standards.
- Certificates from recognised suppliers confirming retardation must be made available and presented on each stand.
- Carpet fire rating as per SANS 10400.

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**GAS REGULATIONS**

- Only one 9kg gas cylinder is permitted per application, or must otherwise be approved in writing by the local council.
- Any spare cylinders are restricted to a 9kg cylinder and must be stored outside of the building in a lockable facility.
- A qualified installer (relevant qualification) with the relevant license must install the gas connection and sign the installation off on a Certificate of Compliance.
- A copy of the relevant license and Certificate of Compliance must be made available to the Fire and Emergency representative and a copy must be supplied to the venue's Safety Officer.
- A 9kg dry powder fire extinguisher must be installed in close proximity to the gas cylinder.
- Clear signage must be displayed indicating where the gas cylinder has been installed.
- Clear signage must be displayed indicating where the fire extinguisher has been installed.
- The gas cylinder must be easily accessible and not locked or blocked; this is in the event of a leak or emergency.
- All piping must be in good order, with permanent connections and no leaks.
- The gas cylinder must be disconnected at night or when the stand is not manned.

Final permission can only be granted on site once the above conditions have been inspected. Should the Fire and Emergency representative or the Venue's Safety Officer find any unsafe conditions this will need to be rectified before permission is granted.

## SAFE WORKING PRACTICES

Contractors need to ensure they are working according to the guidelines and regulations as prescribed by the Occupational Health and Safety Act (OCHSA). It is required that all contractors and sub-contractors adhere to the Safe Working Practices as set out in the act. Staff and contractors shall be vigilant towards health and safety issues with regard to themselves and others in the area and shall observe the following practices which will be monitored and enforced by the Organisers:

- a) Understanding the Fire and Emergency Services procedures.
- b) To ensure that aisles leading to emergency exits are kept clear and unobstructed.
- c) The use of hard hats when working or restricting access to dangerous and hazardous areas.
- d) The need to wear suitable protective clothing including eye, ear, foot and hand protection, where relevant.
- e) The safe use and storage of flammable liquids and substances and segregation from waste and other risk areas.
- f) That after use, chemicals and liquids are removed from the venue for safe and proper disposal. Such products may not be disposed of in general refuse areas.
- g) Ensuring that portable power equipment is used for the purposes intended, with safety guards correctly fitted and used.
- h) Ensuring that portable electric tools are used with minimum length of trailing leads and not left unattended, when connected to a live power supply.
- i) That forklifts are not used by anyone other than fully trained personnel.
- j) That work is maintained free from general waste material that could be hazardous.
- k) That proper scaffolding is used during construction and that safety features are provided, in accordance with established standards, and tower scaffolding is used and properly constructed.

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## STRUCTURAL STABILITY

- a) The structure of the set shall safely sustain the combined dead and imposed loads without any deflection or deformation which will impair stability.
- b) All materials used in construction shall be:-
  - Non-combustible material
  - Flame resistant timber of any thickness
  - Flame resistant plastic and boarding
  - Chipboard or block board at least 16mm thick
- c) All materials used for decorative finishes to the set shall be:-
  - Able to pass a test of flammability or for surface spread of flame
  - Be secured at floor level
  - Shall not ignite when subjected to a flame for 10 seconds
- d) Any paint shall be water based.
- e) The use of paint sprayers is not permitted.
- f) **Cavities and spaces around the venue shall not be used for storage of empty crates, cartons and boxes or packaging materials.**

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## SAFETY GUIDELINES

- a) The venue will give prior written approval where it is proposed that apparatus involving special risk is to be operated.
- b) No fixing, attachment or penetration of any fabric, structure or floors is permitted.
- c) The venue must give their written approval where any of the following is proposed:
  - Any material, exhibit or substances that are hazardous, noxious, explosive or of an objectionable nature
  - Items that produce fumes, exhaust or smoke
  - Operating machinery and apparatus
  - Use or display of pyrotechnics and lasers
  - Use or display of radio active materials, flammable liquids, oils and gasses as well as welding or compressed air
  - The use of balloons and public entertainment including amusement displays, live performances and live animals on display

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## STAND CONSTRUCTION

Should the stand or structure exceed 2,5m in height, or be a 2-storey structure, or have a raised floor or staircase, a drawing must be submitted to the contact person below. The drawing must also be accompanied by a letter of approval from a structural engineer. The plan must be submitted at least 30 days before the opening of the exhibition and definitely before construction begins.

Contact: Sherwyn Thompson  
Tel: (021) 410 5000  
Fax: (021) 410 5001  
email: sherwyn@cticc.co.za  
c.c nolene@cticc.co.za

## LIABILITY

The Contractors are personally responsible for the control of their equipment at all times and shall be personally liable for any claims which may be made in respect to injuries which may arise or be caused by the use of this equipment. The exhibitor acknowledges that the layout of the exhibit area and the large numbers of people present in the exhibition all make it impossible for adequate security to be provided to protect exhibitor's merchandise and other property. Accordingly, the exhibitor assumes all risk of loss for their merchandise, fixtures, displays and any other property of the exhibitor located in the exhibition area, storage or any other area where access has been provided to exhibitors by the venue, where such loss results from theft, vandalism and/or any other damage caused by any agent, employee of the venue or any other person either authorised or not authorised to be present at the exhibition hall. It is recommended that all exhibitors consult their individual insurance representatives to obtain appropriate insurance coverage.

## INSURANCE

It is recommended that insurance cover be taken for the duration of the exhibition to include transport to and from the exhibition venue. The period of liability of the exhibitor shall be deemed to run from the time the exhibitor or any of their agents or contractors first enter the exhibition hall and to continue until all exhibits and property have been removed. The Organiser carries public liability for visitors, but is not responsible for the insurance of exhibits or display material on stands. Exhibitors are strongly advised to pack and remove from the exhibition hall all portable, appealing and valuable items at the end of each day when the exhibition closes, as this is the time that there is the greatest risk of loss and theft. Items such as cell phones, laptops, TVs, DVDs and video machines must not be left unattended at any time. Exhibitors shall be responsible for making good any loss or damage to any items that they have rented or hired from the exclusive outsourced contractors. It is suggested that exhibitors should carry public liability cover in excess of a minimum of R3 million for the purpose of exhibiting and that any contractors appointed should carry the same value of R3 million liability cover.

## DISCLAIMER CLAUSE

Neither the Organiser nor the venue or any of its directors or agents, will be liable to the client for personal injury to, or the death of any person, or loss, or damage to any property of whatever nature, on the property or at the venue, however arising or caused. The exhibitor indemnifies the Organiser, the venue and its directors, employees or agents against any claim of whatever nature, which may be against any of them arising out of any of the aforementioned, except where the same was due to gross negligence by the organiser or the venue.

**The possibility of an emergency arising in public buildings or places is increasing and there is no reason to exclude exhibitions. The following procedure must be carried out and adhered to:**

## **BEFORE THE EXHIBITION OPENS**

Clear away all extraneous material from the exhibition area such as packaging, containers, etc. and any other goods not essential to the display.

## **WHEN THE EXHIBITION OPENS**

The public address system will be used only for emergency announcements during the exhibition hours and for clearing the exhibition each evening.

Should there be a request over the public address system to clear the halls, the following procedure should be carried out:

Ensure that visitors are directed quickly and calmly to a safe exit. If possible and if you have enough staff, escort visitors to the exits.

Arrange for one person on your stand to search the stand and look for any suspicious or foreign articles, packages or strange objects.

If anything suspicious is found, report it immediately to the Organisers.

## **ON NO ACCOUNT HANDLE THE OBJECT**

In the event of a bomb threat, the recipient **MUST IMMEDIATELY** contact the emergency number of 10111, then security, and the Organisers' Office.

If the Police advise clearing of the hall, a senior member of the Exhibition Organisers will broadcast the following message on the public address system:

**“ATTENTION PLEASE. ATTENTION PLEASE. HERE IS AN IMPORTANT ANNOUNCEMENT. CIRCUMSTANCES MAKE IT NECESSARY FOR EVERYONE TO LEAVE THE BUILDING, PLEASE MAKE YOUR WAY QUIETLY TO THE NEAREST EXIT.”**

After this message is broadcast, everyone must make their way to the nearest exit. Both exhibitors and visitors should assemble outside the hall and await further instruction from security personnel and/or the South African Police.

Should the threat turn out to be a false alarm, security personnel will advise you. In this case, exhibitors will return to the hall first and visitors will follow five minutes later.

Thank you.

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## ACCESS TO STANDS

Please ensure that the space rental, shell scheme and all services are paid for in full by the due dates. Neither the exhibitor nor his agents, representatives or sub contractors will be allowed to gain access to the stand unless all outstanding accounts have been settled.

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## AISLES

No part of any stand or exhibit, including fascias, signs, corner posts, lighting or any other fitting, shall project onto or overhang any aisle or public area or obscure any fire or exit sign. Carpet colour for the aisles will be charcoal.

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## ALCOHOL

The CTICC is a fully licensed venue 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 or its appointed contractors may serve alcohol and may only do so to people over the age of 18.

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## ANIMALS

No dogs (with the exception of guide dogs and hearing dogs) or any other animals are allowed into the hall.

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## ATM

A FNB Automatic Teller Machine is situated in the basement of the CTICC.

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## AUDIO VISUAL EQUIPMENT

Screencom are the official supplier and offer a range of LCD monitors as well as sound and projection technology with technical assistance provided by an experienced team. Please return form at the back of the manual.

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## BADGES

Exhibitors who make use of own corporate badges must still display the pre-printed Markex Cape 2011 badges to gain access to the hall.

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## BALLOONS

Helium filled balloons will not be permitted under any circumstances. Any exhibitor found with helium filled balloons will be asked to remove them immediately.

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## BANNERS - HANGING / RIGGING

The Ceiling in the Exhibition Halls is concave in shape with the highest point being 18m and the lowest 10m above ground level. Displaying of banners in specified areas where hanging bars are available is permitted provided that they are not in the aisles, over other stands and that they do not create an obstruction to venue signage. All Banners require the approval of the CTICC Management and the Organisers prior to hanging. Please contact the following suppliers to receive a quotation for the rigging of banners.

David Degbor - Greystone Projects (021 448 3960 / 082 686 8438) or

Shinaaz Osman - AV Alliance (021 416 5560).

Note: Banner design, production and approval must be organised at least two (2) weeks before build-up.

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## BANKING

There are numerous banks within a 300m radius of the CTICC.

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## BUSINESS CENTRE AT CTICC

A Business Centre, Bureau de change and travel desk are situated on the ground floor in the Main Reception of the CTICC at CTICC Coffee on the Square. Services available include: Printing, photocopying, faxing, binding, laminating, typing, email service etc; a self-service internet and email service, as well as a laptop zone for those who require connection. Also available: an International courier service and a short-term cell phone rental service.

## CARPETS

Exhibitors with a Shell Scheme package have carpets included in the package and only need to book the colour on Form 7. All other exhibitors are responsible for organising their own floor-covering. If you require carpets, please see the Carpet Hire Form 7.

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## CATERING

The CTICC is the exclusive supplier of food and beverage to all exhibitors. Outside food and beverage may not be brought into the exhibition halls by exhibitors without the express written permission of the CTICC Catering Department. Exhibitors will be charged a corkage fee should they bring food or beverages on site. Should you require catering to the stand please address your request to: Shanaaz Rhoda at Tel: +27 021 410 5000 or email: shanaaz@cticc.co.za.

A fee may be imposed on any stand found not complying with the above.

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## CHILDREN ON SITE

During build-up and break-down, children under the age of 18 are specifically barred from being on site. Security will enforce this regulation and you are requested to make alternative arrangements.

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## CLEANING

The Organisers have appointed an official cleaning contractor whose services may be ordered from Form 10.

Note: All stands and aisles will receive a pre-clean on the afternoon of 22 August 2011, whereafter only those stands that have booked cleaning will continue to receive the service. Cleaners will not dust exhibits, and will only vacuum-clean each stand.

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## CREDIT CARDS

American Express, Diners club, MasterCard and Visa are all accepted for payment of outstanding amounts at the Organiser's office, as well as for additional services

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## CREDIT CARD MOBILE TERMINAL

Wappoint can supply mobile credit card terminals to use on your stand, which allows you to process transactions without the need to install a telephone line.

Contact: Wappoint

Tel: 086 121-0121

Website: [www.wappointwebsites.co.za](http://www.wappointwebsites.co.za)

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## DILAPIDATION

The use of nails, screws, glue or bolts as fittings to any part of the building is strictly forbidden. You will be charged for the cost of making good, restoring or renewing any dilapidation to the hall or site.

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## DISPLAY VEHICLES IN THE HALL

Any vehicles parked in the venue as a display must comply with the following rules:

- The petrol/diesel tank MUST be full.
- No extra petrol/diesel will be allowed to be stored in the venue.
- When unmanned, the battery must be disconnected.
- A Fire Extinguisher MUST be provided for each vehicle.

In the event of non-compliance, the Cape Town Fire and Emergency Services will have the vehicle removed. If the vehicle is a vintage or leaks oil, drip trays must be provided.

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## DISTRIBUTION OF PROMOTIONAL MATERIAL

All business, including the dispensing of literature and promotional material, must be conducted from your stand. You may not hand out leaflets etc. at the entrance to the show, in seating or feature areas or in restaurants without the express permission of the Organisers (this is usually only granted to sponsors or partners). No material may be attached to the structure of the building.

#### FIRST AID

A level 6 paramedic will be on duty from the first day of build-up to the last day of break-down, 08h00 - 18h00.

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#### FURNITURE

You may bring in furniture from any source, but we have appointed an official contractor; see Form8a, b, c, d or e in the manual. Prices reflected include delivery, the hire cost and collection.

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#### GENERATOR

The CTICC is equipped with a Generator. In the event of a power failure the generator will kick in automatically to supply power after a break of 2 - 3 minutes. Any sensitive equipment should be shut down, and restarted when the power is on to avoid any power surge.

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#### HOTELS AND ACCOMMODATION

Many hotels, bed-and-breakfasts and guesthouses are situated close in proximity to the Cape Town International Convention Centre. Please contact Spurwing Tours and Safaris who will be happy to assist with accommodation, transfers to and from the venue, airport transfers, as well as any pre- and post-tours.

Contact: Spurwing Tourism Services

Tel: 078 802-7777/082 894-0066

Fax: 086 646-8440

Email: winnie@spurwingtourism.com

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#### INTERNET CONNECTION

See Business Centre at CTICC (Page 18)

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#### AISLE CARPETS

Carpet colour for the aisles will be grey with splashes of royal blue.

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#### INSURANCE

Exhibitors shall make sure that they are fully covered by insurance and take out public liability and comprehensive protection against theft, loss or damage as well as coverage of goods in transit. The period of liability of the exhibitor will be deemed to run from the time the exhibitor or any of his agents or contractors first enter the exhibition hall, and to continue until all his exhibits and property have been removed (see also Rules and Regulations K52a, b, c and d). The exhibitor shall insure, indemnify and hold the Organisers harmless in respect of all costs, claims, demands and expenses to which the Organisers may in any way be subject to as a result of any act or default of the exhibitor, his agents, contractors or invitees. If the Organisers so demand, the exhibitor shall provide proof to the Organisers that the exhibitor has adequate cover.

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#### LIFTING, FREIGHT FORWARDING / ON-SITE HANDLING

Exhibition Freighting G.S.M are the official transportation and exhibit handling contractor for this event. They will co-ordinate the movement of international exhibits from their various points of origin through the South African ports to the exhibition stands. They will also be assisting with all the exhibits on-site at the venue. For this exhibition, a complimentary porter service is offered for hand carry items, from the loading bays to the stand and subsequent return, during build-up and break-down days. Where a forklift or other mechanical lifting equipment is required to handle exhibits, this must be arranged well in advance, and a lifting fee will be charged. For contact details and additional information please refer to Form 15.

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#### LIGHT PROJECTIONS / STROBE LIGHTS / FLASHING SIGNS / SMOKE MACHINES

Light projections must be contained within the stand area. They may not be directed onto gangways, walls or the roof of the venue. Strobes, flashing lights and smoke machines are not permitted without permission from the Organiser; this must be applied for before 12 August 2011.

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#### LOST PROPERTY

Please bring any lost property, or report any losses to the Organisers' Office, who will liaise with the Security Contractor as well as with the Venue. Lost property will be held for two weeks after the event and then will be dispersed of.

## MUSIC, TV, VIDEO AND LIVE ACTS

Please ensure that any music and commentary for demonstrations, videos, presentations etc. are kept at a level that will not interfere with neighbouring stands. The Organisers reserve the right to switch off any demonstrations, videos, presentations etc. that are causing a disturbance or a blockage in the aisles.

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## ORGANISER'S OFFICE AND PA SYSTEM

The on-site Organisers' Office will be situated in the Entrance to Hall 4a and will be sign posted. This is open throughout the exhibition period from Sunday 21 August 2011 to help you with any queries or problems you may experience. We request all exhibitors and contractors to visit us as soon as a problem arises so that we are able to assist or explain before it becomes a major issue.

We regret that the PA system is for use of the Organiser's official announcements only. It cannot be used for exhibitors' announcements for any purpose whatsoever during the open hours of the show.

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## PHOTOGRAPHER

Only the Organiser has the exclusive right to take photographs or film the Exhibition and/or individual stands. The exhibitor may only take photographs of their own stand and visitors to their stand. The Organisers have appointed an official photographer for the exhibition.

Please direct all enquiries to:

Event Pics	Anne Grane	
Cell: 082 371 5279	Email: <a href="mailto:anne@eventpics.co.za">anne@eventpics.co.za</a>	Website: <a href="http://www.eventpics.co.za">www.eventpics.co.za</a>

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## PLANTS ON HIRE

The Official Contractor in the manual has a selection of plants in pots available for hire. They can also supply quotations to Dress areas on a per square metre basis or supply water features. This service is available on Form 9 in the manual.

Contact: Plant People - Ian King  
Tel: +27 21 4489 or 790 3450  
Fax: +27 21 790 5216  
Email: [office@plant-people.co.za](mailto:office@plant-people.co.za)

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## SECURITY

Although every reasonable precaution is taken throughout the build-up, open and break-down periods to ensure the premises are adequately patrolled, the Organisers expressly disclaim responsibility for any loss, damage or accident that may occur to any exhibitor's/contractor's property or personnel.

If you wish to have your own static guard to ensure that your individual stand is secure at times when your staff is not in the hall, please book your requirement through the additional stand security form in the manual. Supervised officers are available for both day and night duty on the stand. The Organisers will employ the services of a Security Company to provide general security. No other security personnel or Organisation, other than the officially appointed security company may perform security duties or enter the premises.

Exhibitors are responsible for the security of their stand and its contents, including items on hire.

If you are a shell scheme exhibitor you could also order an expo security screen, for overnight protection of your stand. These provide a reinforced fabric barrier that deters the opportunistic thief. They can be ordered from Form 13 at the back of this manual.

## SECURITY ADVICE FOR EXHIBITORS

- Any small or attractive items should be kept under constant supervision and removed each evening. We recommend that you position such items at the rear of your stand.
  - Arrive prior to the event opening and don't leave your stand before all visitors have left the show.
  - Do not leave cash, handbags, valuables etc. unattended in unlocked drawers or cupboards.
  - Do not leave wallets in unattended clothing.
  - Do not rely on other people to secure your stand or goods. You are responsible for your own goods.
  - Check all lockable units before leaving your stand. Be aware that often units are not 100% safe and can be forced open.
  - Please report losses immediately to the Organisers' Office.
  - Delegate one member of your staff responsible for your company's safety and security.
  - Report any persons behaving suspiciously to the security team immediately. Be aware that thieves used distraction techniques and often work in pairs or in threes.
  - Please note that build-up and break-down days are high-risk periods. You are recommended to work in at least pairs so that your stand is manned at all times.
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## SMOKING

Further to Government Legislation (Tobacco Products Control Act 83 of 1993) The entire venue is a NO SMOKING area during build-up, the show and break-down phases. You may only smoke outside the building.

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## STORAGE

There is NO storage available to exhibitors. Should you need to Re-stock your stand, please do so before 09h00 each morning.

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## SUBLETTING

You are reminded that you must not transfer, sublet or subdivide your stand, whether for financial consideration or otherwise, or enter into any agreement to do so. The Organisers reserve the right to ensure that all products not belonging to the contracted company are removed and any contracted company found subletting may not be offered a stand in future years.

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## TELECOMMUNICATIONS

For all telephone requirements please contact:

Temporary telephone/fax/broadband internet etc.

Contact details CTICC:

Zanoxolo

Tel: 021 410 5000

Email: zanoxolo@cticc.co.za

Website: www.cticc.co.za

Please complete the online booking form one month prior to the exhibition if you require any of these services.

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## TROLLEYS AND PORTERS

Exhibition Freighting Services will provide free porters with trolleys to assist exhibitors to transport lightweight goods from vehicles to the stand, and the reload from the stand to the vehicle. Any goods too heavy to be unloaded by hand will require a forklift which must be arranged in advance, please see Form 15, and for which there will be a charge.

Contact person at Exhibition Freighting:

Jacqui Nel

Tel: +27 (0)21 852 7248

Fax: +27 (0)21 552 2349

Email: ef-gsm@iafrica.com

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## WEIGHT RESTRICTIONS

The floor loading capacity in Exhibition 4 is 1,5 tons/m<sup>2</sup>.