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EXHIBITORS' MANUAL

Century City Conference Centre, Cape Town South Africa

17 – 19 August 2018

The **Foyer Area** and **Hall D** at Century City Conference Centre will be the venue for our exhibitions. It is booked for exhibitors from **05:00 on Friday, 17 August until Sunday, 19 August 2018 at 17:00.**

We hope that this information will help you to plan and execute your exhibition to derive maximum benefit from this powerful marketing tool.

INDEX

	Page
1. INVOLVEMENT	3
2. PAYMENT PROCEDURE	4
3. REGISTRATION	5
4. ACCOMMODATION	5
5. VENUE DETAIL	
5.1 Map and Directions	6
5.2 Venue Details	6
5.3 Event Details	6
5.4 Parking Map	7
6. EXHIBITIONS	
6.1 Construction of stands	7
6.2 Break-down of stands	8
6.3 Provided by organisers	8
6.4 Floor finish	8
6.5 Audio visual equipment hire	9
6.6 Organiser on site	9
7. SERVICES BY GL EVENTS	9
8. HEALTH AND SAFETY PROCEDURES AND REGULATIONS	
8.1 Introduction	9
8.2 Aisle encroachment	9
8.3 Electrical procedures and regulations	9
8.4 Elevators	11
8.5 Emergency procedures and fire regulations	11
8.6 Exits	11
8.7 Fire escapes	11
8.8 Fire retardation	11
8.9 Gas regulations	12
8.10 General fire safety aspects	12
8.11 Liability	12
8.12 National building regulations	12
8.13 Occupational health and safety act regulations	13
8.14 Safety guidelines	13
8.15 Safe working practices	13
8.16 Damage	14
8.17 Structural stability	14
8.18 Loading weight restrictions	14
9. SHOW REGULATIONS	
9.1 Alcohol	15
9.2 Behaviour	15
9.3 Brochure distribution	15
9.4 Care of buildings	15
9.5 Coffee shops and restaurants at CCCC	15
9.6 Information technology	15
9.7 Catering	15
9.8 Lost & found	16
9.9 Furniture	16
9.10 Insurance	16
9.11 Parking details	16
9.12 Security	16
9.13 Stand cleaning	17
9.14 Exclusive rights	17
9.15 Firearms	17
9.16 Maintenance	17
9.17 Audio visual	17
9.18 Smoking	17
9.19 Branding	18
9.20 WIFI	18
9.21 Storage facilities	18
10. IMPORTANT DATES	18

1. INVOLVEMENT

Sponsorship Levels:

- ◆ **Platinum Sponsorship: R 350 000.00**
 - 2 Exhibition stands **R 350 000.00**
 - 8 Complimentary delegates
 - Acknowledgement in plenary session
 - Informational items / brochures: 8 pages
 - A4 Advert in programme BOOK
 - Logo on cover of programme book
- ◆ **Gold Sponsorship: R 250 000.00**
 - 2 Exhibition stands
 - 6 Complimentary delegates
 - Acknowledgement in plenary session
 - Informational items / brochures: 6 pages
 - A4 advert in programme book
- ◆ **Silver Sponsorship: R 150 000.00**
 - 1 Exhibition stand
 - 4 Complimentary delegates
 - Acknowledgement in plenary session
 - Informational items / brochures: 4 pages
 - A5 advert in programme book
- ◆ **Bronze Sponsorship: R 100 000.00**
 - 1 Exhibition stand
 - 2 Complimentary delegates
 - Acknowledgement in plenary session
 - Informational items / brochures: 2 pages
 - A5 advert in programme book

All platinum, gold, silver & bronze sponsors should please provide us with the following for your exposure benefits:

- **Informational items / brochures** for bags
Platinum – 8 pages; gold – 6 pages; silver – 4 pages & bronze – 1 page
Please deliver this on Monday, 13 August 2018 at the conference venue.

DELIVERY ADDRESS:

Contact Person: Jaco Peacock
Switchboard: 021 204 8000
E-mail: jaco.p@ccconferencecentre.co.za
Address: Bridgeways Precinct
Century City
7441
No. 4 Energy Lane

Advertisement for programme book with the following specs:

PLATINUM & GOLD SPONSORS:

- **A4 Portrait**
- **Trim Size:** 210mm wide x 297mm high
- **With bleed:** 216mm wide x 303mm high (3mm at each side)
- **Text:** please keep any text or important information at least 10mm from the sides.
- **Full colour**
- **Bleed:** 3mm
- **Resolution:** 300 dpi
- **Format:** PDF or Jpeg

SILVER & BRONZE SPONSORS:

- **A5 Landscape**
- **Trim Size:** 210mm wide x 148mm high
- **With bleed:** 216mm wide x 154mm high (3mm at each side)
- **Text:** please keep any text or important information at least 10mm from the sides.
- **Full colour**
- **Bleed:** 3mm
- **Resolution:** 300 dpi
- **Format:** PDF or Jpeg

Please mail the file of the advertisement to us by 31 April 2018.

2. PAYMENT PROCEDURE

☒ Confirmation of exhibition space will be based on the receipt of payment and the sponsorship by your company – **not later than 31 March 2018.**

• Bank account details for a direct transfer / deposit:

Bank: Nedbank
Branch code: 198765
Swift code: NEDSZAJJ (for international transfers)
Account holder: Isimo Educational Fund
Account number: 115 1350 214

☒ Kindly e-mail confirmation of the deposit to info@rkcommunication.co.za or fax to 086 60 60 555.

Cancelation policy

Stand allocation will only be confirmed on receipt of full payment.

Any cancelation of stands before **20 May 2018** will result in a 50% cancellation fee of the total fee.

No refunds for cancelled stands after 20 May 2018.

3. REGISTRATION

ALL exhibitors and staff are required to register and will receive a badge displaying the exhibiting company name. You will receive the Final Invitation and registration package in March 2018.

- Platinum sponsors receive free registration for 8 trade delegates.
- Gold sponsors receive free registration for 6 trade delegates.
- Silver sponsors receive free registration for 4 trade delegates.
- Bronze sponsors receive free registration for 2 trade delegates.
- Exhibition only option includes free registration for 2 trade delegates.

- **All free registrations** will only remain valid if the delegates are registered before the early bird registration deadline – 31 May 2018
- The early bird registration fee for **ALL additional** trade delegates is R 3 500 (**BEFORE 31 May 2018**).
- Please take note that **ALL** the representatives working on your stand **MUST** be registered. Even if you receive free registrations, you still need to register for the congress.

- **NO** shared registrations will be allowed.

Fee entitlements:

- Conference sessions and exhibition
- Welcoming Function & Dinner
- Lunches & refreshments during breaks

Please register online from 31 March 2018 at
<http://www.icon2018.co.za/Registration.aspx>

4. ACCOMMODATION

The **First Invitation** and **accommodation information** will be mailed during November 2017. We have secured group accommodation at various hotels. (This info will also be available on the Conference website from November 2017. <http://www.icon2018.co.za/Accommodation.aspx>)

PLEASE RESERVE YOUR ROOMS BY 30 JUNE 2018.

5. VENUE DETAILS

5.1 Map and directions

1. Century City Conference Centre
2. Century City Hotel – 125 rooms
3. Century City Square & Restaurants
4. The Apex Building
5. Virgin Active Health Club: 2 min's
6. Woolworths Food & Vida Caffè: 4 min's
7. Colosseum Hotel: 4 min's – 68 rooms
8. Colosseum restaurants & services: 4 min's
9. African Pride Crystal Towers Hotel & Spa: 4 mins – 180 rooms
10. Life Day Spa: 4 min's
11. Start of 5km running & walking track: 4 min's
12. Hillsong Church: 4 min's
13. Ratanga Junction Theme park: 5 min's
14. Stay-Easy Hotel: 10min's – 175 rooms
15. Canal Walk Shopping Centre: 10mins
16. Muslim Prayer Room: 10min's



5.2 Venue details

Century City Conference Centre

Contact Person: Jaco Peacock
Switchboard: 021 204 8000
Email: jaco.p@ccconferencecentre.co.za
Address:

Bridgeways Precinct
Century City
7441
No. 4 Energy Lane

5.3 Event details

Date and times

17 - 19 August 2017, Century City Conference Centre, Cape Town, South Africa

Conference times:

- **Friday, 17 August:** 08:00 – 17:00
- **Saturday, 18 August:** 08:00 – 17:00
- **Sunday, 19 August:** 08:00 – 12:00

5.4 Parking map

The drop and go loading bay is located adjacent to the arrow on the map which is the entrance to the covered parking.



6. EXHIBITIONS

6.1 Construction of stands

Please note: that in line with the Conference theme of Value Based Care, ICON has decided that a drive for **quality rather than quantity** should be evident in all aspects of the conference. This includes the trade exhibition area. There will be **limited time for set-up** from **05:00 to 07:30 on Friday, 17 August**. Registration commences at 08:00 on this day and the exhibition area will need to be finalised and cleaned up by this time.

ICON would like to encourage creativity in the exhibition areas, with the underlying concept that “less can be more” and quality supersedes quantity. Please feel free to contact us with your ideas. Stand sizes will remain at the standard 3 X 3m. Some cost-effective ideas for stands are offered below.

There are several alternatives to the traditional built stands namely (please note that these are merely suggestions and ultimately your creativity as expert marketers and sales professionals will determine what works best for your brand):

Pull up banners:

Marketing your company brand, services, and products through the usage of pull-up banners will help to draw attention to the best features of the above. You can also use the pull-up banners to notify visitors to your stand about products that are no longer part of your product stable, to display your company logo, to list the benefits of your products or simply to attract attention.

Pull-up banners have become the most popular display stands at trade shows, because there is no additional labour required to set them up. It is also more economical to use a roll-up than for instance, a wall unit. The most effective displays are those set-ups at eye level and with roll-ups you can attain just that.

Display walls:

Save money and set-up time with a variety of different display walls. They can be customised to suit various requirements.

Designed to ensure superior visibility and high visual appeal, pop-up straight walls are easy to assemble and provide you with the overall exhibition branding solution that you need to make the best possible impression. It is the preferred system for a professional image campaign where you want a stylish exhibit backdrop for your exhibition area.

Shell mounts:

With shell mounts, you can brand the existing shell scheme structure to maximise your brand exposure. With the current shell mount systems available, it is even possible to integrate LCD screen brackets. Lightweight in design, the system folds flat for easy storage and movement. It is perfect for travelling to international exhibitions and because no tools are needed for installation, a single person can set up the system within two hours. There many different styles on offer including: U-shape, L-shape and End-shell mount systems. Featuring modular architecture, you can add onto or only use specific sections. The systems come with interchangeable fabric print options, allowing you to use the same system with different prints and thus save money on investing in various structures.

Totems:

Totems are excellent for attention grabbing at tradeshow. Perfectly suited for highly interactive marketing, the units can be fitted with secure digital tablet enclosures to integrate technology with static displays. Fitted with the enclosures, the totems become highly visible and attractive information and marketing displays.

Towers:

Branded towers for indoor applications. Easy to erect with no tools required, lightweight and extremely portable. Units pack down into a wheelie bag. Ideal for modular exhibition stands
Exhibitors may start constructing stands on **Friday, 17 August from 05:00 – 07:30.**

You are reminded that only the floor space is demarcated.

6.2 Break-down of stands

Exhibitors may commence dismantling their stands after **13:00 on Sunday, 19 August.**

Exhibitors are requested NOT to dismantle their stands before this time.

All stands must be completely removed by **18:00 on Sunday, 19 August.**

Should any company set up their stand late or break down early, the Conference Organising Committee will have the right to impose penalties.

The organisers and/or Century City Conference Centre will not take responsibility for loss or damage. Exhibitors must take responsibility for their equipment until everything is cleared from their stands. Should any exhibitor's material be left on the premises after the end of breakdown, it will be left at the exhibitor's own risk unless authorized in writing by the Banqueting Manager.

6.3 Provided by organisers

- *1 **Table** per stand with a table cloth **Size of table:** 1.8 X 0.7 m
- * 2 Conference **chairs** per stand
- One **electrical point** (single phase 32 AMP) will be provided per stand.
- Note that **NO** extension leads or adaptors will be provided by the organisers OR Century City Conference Centre.

All the above are to be ordered in advance from the conference organisers.

Century City Conference Centre does not provide furniture for exhibitions. Exhibitors are responsible for bringing in their own furniture or you can hire it from **GL Events.**

6.4 Floor finish: Hall D – Carpet & the Foyer area – Tiles

6.5 Audio visual equipment hire

If you have any special AV requirements, please contact Tatum Oppelt at INHOUSE VTM.

Tel: +27 (0) 86 123 7890

E-mail: vtm.support@inhousevtm.com

6.6 Organiser on site

Any problem which may arise on-site affecting exhibitors or contractors should be referred to the conference organiser immediately, so that prompt action can be taken to resolve the issue. The conference office will be located in Meeting Room 7.

7. SERVICES BY GL EVENTS

GL Events is our preferred service provider for a range of services.
<http://www.gl-events.co.za>

Please refer to the GL Events Exhibitor Services Manual on the ICON Conference website–
<http://www.icon2018.co.za/Sponsorships.aspx>

Contact person at GL Events: Caren Cloete

Tel: +27 (0) 21 526 3200

E-mail: carenc@oasys.co.za

8. HEALTH AND SAFETY PROCEDURES AND REGULATIONS

8.1 Introduction

Generic safety guidelines are provided to inform exhibitors on the “best practices” that should be used to safely exhibit and avoid any possible liability, injury, accident or loss of life.

Before any work begins 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 and in so doing 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.

8.2 Aisle encroachment

Disaster management rules and fire regulations at all conference and exhibition venues require that all aisles and access to fire exit doors are kept free at all times. Exhibitors are required to make adequate space to accommodate their full display and no encroachment into the aisles is permitted. Should any item or structure be placed or protrude into the designated aisle space, the organisers and/or venue management reserve the right to move, or to have removed, the said item without any liability for loss or damage thereto.

8.3 Electrical procedures and regulations

Electrical installations must be of a nature to ensure safety in the use of electricity and must be carried out in a competent manner. Where a fault becomes apparent, the equipment must not be used until the fault has been rectified. All electrical equipment brought into the venue must comply with the South African Electrical Regulations and the Occupational Health and Safety Act (85 of 1983) as amended by the Occupational Health and Safety Act (81 of 1983) and the Labour Relations 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 the strict regulations governing the venue, please take cognisance of the following:

- No twin flex is permitted
- No 15 amp double adapters are permitted. Rather use a SABS approved multi socket outlet.
- 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 1.5mm² e.g. 3core 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 be subjected to mechanical damage.
- Electrical wiring across walkways/passages using insulated flexible cables e.g. 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 to a single plug top 15 amp (SA 3 pins round plug).
- Lighting is to be looped from fitting to fitting with all terminations being secured and concealed.
- Any termination points that should be necessary on a wire-way need to be insulated and of a mechanical nature i.e. strip connector or screw-it connector (no twisting of 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 the 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. Any costs incurred by CCCC in this regards will be passed on to the client.
- Transformers are to be mounted on the structure, exhibition stand walls and/or systems and not placed directly on the floor.
- Each Hall has 1 x 32 amp power socket as well as various floor and wall power points with 15 amp each.
- Extension leads are not permitted by the venue.
- Each electrical supply provided is intended for one item of equipment or machine on display. Multi-point socket outlets are not permitted as an overload may be caused, leading to a trip in the incoming power supply.
- No electrical installation and/or fitting may 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 and if permitted, a fee will be levied.
- 30 Amp, 3-phase power including earth and neutral is available on request. Any power requirements in excess of 30 amps need to be discussed with the Century City Conference Operations Manager.
- Neon Lighting – This lighting may not be installed without prior arrangements and written authorisation from the Century City Conference Centre Operations Manager.
- Fluorescent fittings must be earthed.
- All electrical fittings and equipment must be SABS approved e.g. Transformers, distribution boards, plugs etc.
- Each stand builder to supply own additional extension where required.

8.4 Elevators

Passenger elevators are NOT to be used for transporting freight or equipment from level to level. This includes easels, chairs and tables etc.

8.5 Emergency procedures and fire regulations

Exhibitors must ensure that their staff have 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.
- Exhibitors must refrain from touching any objects of concern and from removing exhibits from the venue. 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 emergency exits to staff members and visitors in their 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
 - Computer systems for building control
 - Evacuation security systems fully trained evacuation team
 - Pressurisation of the fire escape stairwells
 - Specialised emergency services

Please note that all the venue lifts will come to ground.

Century City Conference Centre does not provide fire extinguishers to each stand. This is the responsibility of the exhibitor.

8.6 Exits

No furnishings, decorations or other objects can obstruct exits, access to exits or visibility of emergency exits. The required path of travel to exits may not be blocked by furniture or any other moveable objects.

8.7 Fire escapes

Follow all fire emergency exit signs to the designated assembly points to the Square located directly outside the Conference Centre. Should this area not be available, alternative assembly points will be indicated by the Century City Conference Centre ground team.

8.8 Fire retardation

The local council by-laws are quite specific; **no combustable 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 Retardant 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 that 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 are items such as:

- Draping/curtaining; backdrops; hay, hessian, thatch, etc., including that being used by the technical (stage, sound, lighting, etc.) contractors.

- Combustible material to be treated with a fire retardant substance as approved by the Fire & Emergency Services & SABS standards.

8.9 Gas regulations

Any use of gas is only permitted with pre approval from Venue Management. Application to use any gas or gas products must be submitted to the venue in writing at least 1 month prior to the event date.

8.10 General fire safety aspects

The following aspects regarding fire safety are required to be reported to the organiser prior to start of build-up to the exhibition, to allow for liaison and approval with the Fire Emergency Services, Metro Police and South African Police Services 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 500mm staging, multi-story, wooden structures, bridges, flammable material and inserts of polyurethane must be forwarded to the organiser.
- All flammable and combustible materials 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.
- 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.

Should no certificate or approval be forthcoming, please note that the fire department – emergency management services has the right to fine transgressors.

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 opening of the event or fine transgressors.

8.11 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 of 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 halls make it possible for adequate security to be provided to protect the exhibitor's merchandise and other property of the 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 to obtain appropriate insurance coverage.

8.12 National building regulations

This code of practice covers provisions for building site operations and building designs and construction both permanent and temporary that are deemed to satisfy the provisions of the National Building Regulations. Temporary buildings are defined as any building that is so declared by the owner or structural builder and that is being used or is to be used for a specified purpose for a specified period of time. This includes staging and scaffolding as temporary structures. Before a temporary structure can be authorised by the local authorities or by the property owner, the following submissions will be sought:

- A statement of the period for which the temporary building will be operational.
- A site plan.
- Layout drawings in sufficient detail, to determine the general size, form, materials of construction and the use of the proposed building.
- Any structural detail required determining the structural safety of the temporary building.
- For the purpose of the exhibition, it has been determined in discussions with the venue, that any structure built, stage or otherwise is deemed a potential hazard and requires a layout plan with all the relevant details. The submission of this plan to the venue will be analysed and the risk determined. If a recognised stage or stand builder builds the structure for safety purposes and request the authorised builder to provide a Structural Certificate. If it is determined that there is possible risk to the temporary structure, and to people and items around the structure, the venue has the right as the property owner or the Emergency Management Services to not allow persons on the structure.
- The Emergency Management Services has the right to issue summons or fines if they are not satisfied with the construction of the temporary structure. The items that fall within these regulations will be monitored by the Safety Consultant and venue as the property owner, and will bring to the attention of the Managing Agent, any concerns that they may deem hazardous.

8.13 Occupational health and safety act regulations

Exhibitors who have booked floor space only stands or have a stand builder working on them, must please take note of the above mentioned Act and ensure that all contractors and sub-contractors working on the stand comply with the Safe Working Practices as well as the guidelines and regulations as set out in the Act.

8.14 Safety guidelines

- The venue will give prior written approval where it is proposed that apparatus involving special risk is to be used.
- No fixing, attachment or penetration of any fabric, structure or floors is permitted
- 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 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.

8.15 Safe working practices

Contractors need to ensure they are working according to the guidelines and regulations as prescribed by the Occupational Health & 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 relating to themselves and others in the area and shall observe the following practices which will be monitored and enforced by the organisers:

- The understanding of the Fire and Emergency Services procedures.
- Ensure aisles leading to emergency exits are kept clear and unobstructed.
- The use of hard hats when working or restricting access to dangerous and hazardous areas.
- The need to wear suitable protective clothing including eye, ear, foot and hand protection, where relevant.

8.16 Damage

Event organisers are responsible for the cost of making good 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 event organiser found damaging the floors & walls, carpets and/or any structure on the Century City Conference Centre & Hotel will be charged with the replacement value of such items.

- The safe use and storage of flammable liquids and substances and segregation from waste and other risk areas.
- That after use, chemicals and liquids are removed from the venue for safe and proper disposal by the exhibitors/stand builders. Such products may not be disposed of in general refuse areas.
- Ensuring portable power equipment is used for the purposes intended with safety guards correctly fitted and used. Ensuring portable electric tools are used with minimum length of trailing leads and not left unattended with a live power supply.
- No forklifts are allowed in the venues.
- That work is maintained free from general waste material that could be hazardous.
- It is the responsibility of the Exhibitor to hire in flooring if the stand or item for display is in the ground floor foyer area. **This will be at the Exhibitors own cost.**
- That proper scaffolding is used during construction and that safety features are provided, in acceptance with established standards, and tower scaffolding is used and properly constructed.

8.17 Structural stability

- The structure of the set shall sustain the combined dead and imposed loads without any deflection or deformation which will impair stability.
- 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 fixed taut or in tight pleats to a solid backing
 - Be secured at floor level
 - Shall not ignite when subjected to a flame for 10 seconds
- Any paint shall be water based.
- The use of paint sprayers is not permitted.
- Cavities and spaces around the venue shall not be used for storage of empty crates, cartons and boxes or packaging materials.

8.18 Loading weight restrictions

All venues have loading weight restrictions due to building levels. Please enquire with the Venue M&E coordinator about the specific weight restrictions per venue. All heavy objects must be pre-approved for display in the venues or areas.

9. SHOW REGULATIONS

9.1 Alcohol

The venue 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 will apply. The venue requires advance notification of such requests and the decision to permit promotional or sponsorship beverages is at the discretion of venue management. Alcohol may only be served to people over the age of 18.

9.2 Behaviour

The exhibiting company undertakes personal responsibility for the behaviour of any person(s) deemed to be staff, suppliers, sub-contractors and/or service providers in their employment whilst on the premises. The exhibiting company also undertakes to ensure that no unacceptable behaviour by any such person, including excessive consumption of alcohol, playing of loud music, use of abusive language or lack of respect for the building, its infrastructure and personnel, occurs whilst on the venue premises.

9.3 Brochure distribution

You are allowed to attract visitors to your stand and work with them in your exhibition space. However you are not allowed to hand out brochures and information in areas other than your stand. Working in aisles or approaching visitors outside your stand space is not allowed. This includes the registration area, common aisles, conference rooms and every area other than your stand. Solicitation of business or distribution of promotional materials from stand space is prohibited by anyone other than exhibitors.

9.4 Care of building

Painting, nailing or drilling of floors, walls, ceilings or any other part of the building is not permitted. Exhibitors laying any floor covering must use an adhesive that will not damage the floor and is easily removed. No signs or other articles are to be fastened to ceilings, walls, pipes or electrical fixtures. Any floor covering tape not removed by the exhibitor will be subject to a removal charge.

It is the responsibility of the Exhibitor to hire in flooring if the stand or item for display is in the ground floor foyer area. This will be at the Exhibitors own cost.

The Halls have carpeted flooring and the foyer has tiled flooring.

Adequate drop sheets are required if any paint work is done inside the venues. The Exhibitor is responsible to provide these at their own cost. Any damage to the venue as a result of paint work is to be repaired by the Exhibitor at their own cost.

9.5 Coffee shops and restaurants at Century City Conference Centre

Century City has three outsourced Restaurants and one Coffee Shop in the Century City Conference Centre & Square, these establishments operate on a direct basis, all items ordered from these premises should be settled directly with them.

9.6 Information technology

No routers, Ap's or Connections are permitted. Only Century City Conference Centre contracted IT suppliers are allowed to do installations to the Century City Conference Centre infrastructure. Satellite (DSTV) connections are available, please inform the Coordinators to arrange.

9.7 Catering

Century City Conference Centre is the exclusive supplier of food and beverages to all exhibitors. No beverages may be brought into the venue without the express approval from the venue in writing. Exhibitors wishing to provide give-away samples of products are required to forward all relevant information, at least 1 month prior to the event, for approval by the venue. However, these must be limited to 3 fluid ounces (20ml) of beverage and may only be distributed within the exhibition hall. Century City Conference Centre provides a service whereby exhibitors may order food platters and

beverages for their stands. To order beverages and food platters please contact the M&E Coordinator of the venue for more information. Food items must be ordered at least seven (7) working days before the commencement of the exhibition. During the exhibition, additional food orders for the following day must be telephonically ordered before 10h00. Under no circumstances will ordered items be returned for credit.

9.8 Lost and found

The venue and/or organisers are not responsible for the safekeeping of any items left behind after the event. Should items be stored, the venue may charge the exhibitors reasonable removal and/or storage fees. Any items found will be handed to our appointed security company / Guest Services Agent.

9.9 Furniture

Furniture for stands can be ordered by any supplier of your choice. No furniture from Century City Conference Centre will be used or moved around without approval from Venue Management. Any furniture hired in from suppliers must be approved by Venue Management, proper carpeting will be required in certain areas of the Conference Centre at the exhibitors expense. Should an exhibitor require any trestle tables or cocktail tables additional charges may apply. Two chairs and one table per stand will be provided by the conference organisers. The tables and chairs must be pre-ordered on the notice of intention form from the congress organisers.

9.10 Insurance

It is recommended that insurance cover be taken for the duration of the exhibition includes 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 its 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 the 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, TV's, DVD's 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 out sourced contractors.

9.11 Parking details – see parking map (on page 6)

Parking is operated by a third party. Delegates will receive a parking ticket on entry of the parking area. Pre-Validated tickets are available on Conference Packages only. Should you require bulk tickets for delegates attending any functions please inform the M&E Coordinator of the Venue in order to arrange the tickets in advance with the third party. Pre Validated tickets are available alternatively hourly rates will apply for vehicle.

The loading bay area is a drop and go area.

Trucks may be offloaded / loaded from this area, schedules will be made available.

To be pre-arranged with coordinator. Vehicles need to off load goods and then move to available parking. The loading bays are not a parking facility.

9.12 Security

- After setting up your exhibit and at the end of the show each night, cover your materials with a sheet or some type of cover.
- Do not leave valuable items (such as handbags, laptops etc) unattended on your stand.
- Hire specific stand security measures (stand shield and/or security guard) to safeguard your exhibit and materials. At the close of the show, pack your valuable items first and do not leave them unattended.
- Do not indicate the contents of your boxes i.e. computer, laptop, etc.

- Make sure arrangements have been made to have your stand and equipment removed.

Whilst every reasonable precaution is taken to ensure the safety and security of personnel and equipment and the premises are patrolled day and night, we cannot accept any responsibility whatsoever for any injury, loss or damage or any consequential losses which may befall your reported to the security office. Failure to do so could result in insurance companies refusing to meet claims.

We recommend that all valuables, particularly of a portable nature, are not left unattended on your stand. This is particularly relevant on the closing day and throughout the break-down period. Removal of stock and goods during show hours will require a Goods Removal Form, which is given to the security representative when leaving the premises. Exhibitors are reminded to issue receipts to visitors for all goods purchased from their stand. Exhibitors wishing to arrange additional stand security for their stand during the exhibition must complete the Stand Security form.

Please note that exhibitors are responsible for each item on their stand. Century City Conference Centre and the organisers will not be held responsible for exhibitors belongings.

9.13 Stand cleaning

The exhibition hall will be cleaned in the evenings, once the show has closed for the day. This will include general cleaning such as vacuuming of aisles carpets and the removal of rubbish. Exhibitors must ensure that the cleaners have access to all areas where cleaning is required. The aisles are kept clear of rubbish and are cleaned on a regular basis. The aisle bins are for visitors' convenience and must not be removed from the aisles for individual use by the exhibitors. Please note that exhibitors that require that their stand(s) are cleaned on a daily basis, must please inform the Coordinator at least 1 month prior to the event. This dedicated cleaning of stands will be for the exhibitors account and must be prepaid.

9.14 Exclusive rights

Participating exhibitors have the exclusive right to promote or sell goods or services in the show. All other parties who attempt to make any sales solicitations without the expressed written consent of the organisers will be permanently removed from the show area. Exhibitors are asked to report any infractions to the Organiser's Office so immediate action can be taken.

9.15 Firearms

The venue is a strictly weapon-free venue and the use of any weapon is not permitted.

9.16 Maintenance

If you need to carry out maintenance work on your stand after the exhibition closes, please advise the organisers by 17h00 on the same afternoon in order that arrangements may be made with security for the provision of lighting etc.

9.17 Audio visual

If you have any special AV requirements, please contact Tatum at INHOUSE VTM .

Tel: +27 (0) 86 123 7890

Mobile: +27 (0) 83 60 3066

E-mail: vtm.support@inhousevtm.com

9.18 Smoking

Smoking is prohibited at all times in all areas within the Century City Conference Centre including exhibition halls, lobbies, food services areas, public and service corridors and restrooms. Smokers may make use of the following designated smoking areas:

- Outside the main entrance, Energy Lane
- Off-loading area, Conference Lane

9.19 Branding

Certain branding options are available in the Conference Centre. Please arrange directly with the Venue M&E Coordinator for specifications and regulations of branding in areas any unapproved branding will be removed by the Venue without notice.

9.20 Wi-Fi

Free Wi-Fi is available. Specific W-Fi passwords will be allocated per venue.

9.21 Storage facilities

Please note that Century City Conference Centre has limited storage available. The organisers have secured a 3 x 3m space at CCCC, near to Hall C. The storage space will be managed by the CCCC's floor manager, to access the space you the exhibitor's will need to contact them directly.

10. IMPORTANT DATES

Date	Action
31 March 2018	Payment for exhibition space and sponsorships
31 April 2018	Advertisement for the Programme Book
Friday, 17 August 2018	Construction of stands (05:00 – 07:00)
Sunday, 19 August 2018	Dismantle exhibitions from 13:00. All stands completely removed by 18:00 on Sunday, 19 August

If you need further assistance, please contact me.

Kind regards

Rhyno Kriek

CONFERENCE ORGANISER



17 – 19 August 2018

Century City Conference Centre, Cape Town

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