



RULES & REGULATIONS

Contractors

Exhibitors are reminded that they will be held responsible for the actions of their contractors/sub-contractors.

Official Contractors

The organisers have appointed an official contractor **Gielissen** (contact information can be found on the **Key Contacts** document). The services of the contractor are for the convenience of exhibitors, and the organisers will accept no liability in respect of any contract entered between exhibitor and such contractor for the negligence or default of any such person, their servants and agents. In adherence to safety requirements, only the organisers' official contractor may carry out electrical installation. The responsibilities of the official contractor are as follows:

- To construct standard Shell Scheme stands.
- To advise on construction design and stand decoration, and to build contracted stands as ordered by exhibitors and approved by the organisers.
- To facilitate the webshop

External Stand Contractors

Exhibitors may appoint their own contractors for stand design and construction subject to approval in writing by the organisers. Exhibitors are responsible and liable for their appointed contractors' observance of all Rules & Regulations. No other person is permitted to enter the building during construction and clearance.

Cleaning

All areas will be cleaned before the exhibition opens each day by the appointed cleaning contractor. Exhibitors are responsible for seeing that their stands are kept tidy and presentable.

Damage & Loss

Neither the organiser or venue accepts responsibility for damage nor loss of any properties introduced by exhibitors and/or their stand contractors. If any damage is caused by exhibitors to the property of the venue, they will be responsible for any repairs.

Exhibitors Badges

Please **register all your exhibitors prior to coming onsite** and bring your confirmation letter to the registration desk.

Stand Staffing

All stands must be staffed throughout the opening hours of the exhibition.

Promotions

Exhibitors are forbidden to place stickers, signs or posters anywhere in the Hall other than within their own stands. Likewise, exhibitors' representatives cannot distribute brochures and invitations etc. along the aisles or near the entrances and exits. Exhibitors wishing to stage promotional activities involving the demonstration of games or organised competitions must seek permission from the organisers.

Publicity Material & Notices

Publicity material and notices may only be displayed on and distributed from the exhibitor's own stand, unless agreement has been made prior to the event.

Sales

'Over the counter' Cash sales are not permitted.

Storage of Packing

Exhibitors are responsible for the removal from the exhibition premises and storage of all crates, empty cartons and anything else not required on their display area. Please arrange storage solutions, before, during and after the event with our official supplier, DB Schenker.

Transportation & Lifting of Goods

Exhibitors are responsible for the delivery, off-loading, and transportation of goods to their stands. Where mechanical or other assistance is needed, you are required to use DB SCHENKER.

Use of gas bottles

The use of gas bottles is tolerated only very rarely, and the following rules apply:

1. The intended use must be reported in advance.
2. Gas bottles may only be filled with the gas for which they were designed and tested and of which the name is displayed on the gas bottle in accordance with the Carriage of Dangerous Goods by Dutch Road Regulations.
3. All gas bottles and materials must be approved and certified by Lloyd's Register Nederland (Energy) or an equivalent institution. Gas bottles must have an inspection date. The storage of gas bottles in/on the Rotterdam Ahoy complex of which the inspection date has expired, is not permitted.
4. Reserve gas bottles must always be stored outside in the dedicated storage area (Quadrant B near Rotterdam Ahoy Arena and/or the storage area near Gate G). Storing gas bottles indoors is prohibited!
5. Following the end of the event, the used gas bottles must immediately be disconnected and also stored outside in the dedicated storage area. If they are not being used for business operations or in the context of an exhibition, gas bottles may not be present inside the building.
6. The locations of all gas bottles being used must be reported to the health and safety officers, porters and company emergency response team members and these persons must be aware of the locations of all gas bottles being used. The presence of the gas bottles must also be stated in the fire safety book kept at the porter's lodge.
7. When gas bottles are being used, fire extinguishers containing the agent required to fight fires fuelled by gas must be within easy reach.
8. During an event, a maximum of 52 gas bottles may be inside the building.
9. Stands, booths or carts at which gas bottles are used must be placed along the sides of the building to the greatest extent possible. They must not be placed in the middle of a hall.
10. Gas bottles or other bottles with high pressure must be properly secured at all times so that they do not fall over.
11. The safety measures taken with respect to bottles that contain gas must also be taken with respect to empty gas bottles.

Fire Regulations / Special Permits

Display and operation of any unusual electrical, mechanical or chemical devices, which may present a hazard, must be approved by the organiser. The device, its application and the operation itself must also be approved.

- Display or operation of any heater, barbecue, open flame, candles, lamps, torches, etc.
- Use or storage of flammable liquids, compressed gasses or dangerous chemicals as determined by the Fire Official.
- Any pyrotechnics, fireworks, or special effects display or process.
- Any unusual use of a motorized vehicle inside a structure.

Hazardous Substances & Materials

The use of hazardous substances should be avoided; the use of sustainable alternatives is urgently recommended. Rotterdam Ahoy must be contacted if the following hazardous substances and materials are to be used, stored and exhibited. Only materials that comply with NEN standards may be used. Rotterdam Ahoy may prohibit the use of these substances and materials.

1. A spray system in respect of which the release of toxic sprays/gases is a possibility.
2. Highly flammable and flammable or explosive materials and/or liquids.
3. Devices that emit ionising radiation (a permit under the Dutch Nuclear Energy Act may be required).
4. Goods that present a radiation hazard or that are radioactive sources (a permit under the Dutch Nuclear Energy Act may be required).
5. Laser light
6. Bottles containing compressed gases
7. Chemical waste.

Regulations to Limit the Risk of Fire

1. Stands, walls, wall coverings, decorative items and props must be made of materials/substances that are sufficiently fire-resistant.
2. For stand walls, wood, triplex or hardboard that is at least 5 cm thick is recommended. Walls made of textile material that are not reinforced by hard material behind the display side are prohibited.
3. The use of combustible substances and materials, such as soft board material, combustible plastic, paper, cardboard, textile material and foam panels, is only permitted if these substances and materials have been impregnated with a fire-retardant agent. A certificate issued by a recognised impregnation company to verify that the materials have been impregnated must be present at the stand at all times.
4. Upholstery materials, decorative items and props must be kept away from spotlights and heat-producing equipment and the like.
5. Open fires at the stand are prohibited. Devices, heaters, hearths, candles, tea lights and other items that result in a naked flame or naked flames being present at the stand are likewise prohibited.
6. The spaces behind the stands may not be used to store packaging materials.
7. The ends of covers of counters and tables and the like, whether of cloth or some other material, must be at least 10 cm above the floor.
8. Stands that are closed by walls on four sides must comply with additional fire regulations.
9. Glass panels in the walls of a stand may only be made of security or reinforced glass.
10. If chairs are placed, there must be sufficient space between them and there must be a sufficient number of aisles. In addition, the aisles must be sufficiently wide.
11. Building an additional storey or additional storeys is prohibited unless Rotterdam Ahoy has granted permission for an additional storey or additional storeys and the required permits have been obtained.
12. Temporary building structures larger than 150m², must also be equipped with a mobile fire alarm system. Construction books of such building constructions must be available at all times. These construction books can be checked by Bouw- en Woningtoezicht (local authorities). See also under 6. Building permit and/or demolition permit
13. There is a sprinkler and smoke detection installation in the complex. It is not permitted under the relevant installations to install screens such as ceilings or other objects that shield the installations without additional fire extinguishing agents and smoke detection. Exceptions to this only apply if the following requirements can be met:
 - A structure that is more than 70% open.
 - That in halls 1 to 6 the area is limited to 150m² and that a space of 2.5m is kept free all around.
 - Use of the specifically permitted sprinkler cloth of the company Pongs Textil. The permitted sprinkler cloth with certificate number G 413019, which is issued by VdS to Pongs Textil GmbH

- Surfaces larger than 30m² must be provided with additional fixing construction, so that the freely hanging surface never exceeds 30m². The fabric must hang at least 1m below the sprinkler heads to be shielded.

Power Regulations

The official electrical contractor, **Stand2Gether B.V** must carry out all electrical installation work.

All site electrical work must be undertaken and approved by the official electrical contractor through the organisers.

Exhibitors installing electrical accessories for their own displays must ensure such installations conform with the venue.

Regulations will be subject to inspection and approval before connection to the mains supply. The organisers reserve the right to disconnect any installation which in their opinion is dangerous or likely to cause annoyance to attendees or other exhibitors.

The switches and control boxes on stands must always be accessible to the technical personnel of the electrical contractors.

In the case of Space Only stands where no stand lighting is provided, exhibitors are advised that specific illumination of their stand is considered essential to achieve an effective display.

Exhibitors requiring special arrangements (e.g., 24-hour power, different voltage and frequency or special connections to equipment) must place orders through the webshop.

Exhibiting with Motor Vehicles

If Rotterdam Ahoy agrees to the exhibition of motor vehicles, which include cars and watercraft, the following requirements must be complied with the fuel tank must be entirely or almost entirely emptied and it must be possible to 'block' the fuel tank as a source of supply. The battery must also be disconnected.

Security

The organisers in conjunction with the venue will control general security arrangements for the Exhibition. Security cover commences at 08:00 hours on first day of set up and will be provided round the clock. Exhibitors and their staff will not be allowed in the exhibition hall after official hours. All personnel in the exhibition halls must wear identification badges Exhibitor and contractor badges will be available from the registration desk. For security and safety reasons, exhibit movements in or out of the hall during the show hours is not permitted and no goods will be allowed on site before first day of set up. If displays are particularly valuable or sensitive and if exhibitors wish to hire exclusive security personnel for off-show hours, please contact the organisers.

Security guards will patrol the exhibition site in general, but their duties will not include specific attention to individual stands.

Plastic

From 01 July 2021, there will be a ban on the use of single-use plastic. This specifically concerns the following plastic products:

- cotton swabs,
- cutlery,
- plates,
- straws, unless they fall within the scope of Directive 90/385/EEC or Directive 93/42/EEC.

There is an exception for the use of straws for medical purposes.

- stirrers,
- balloon sticks and balloons,
- sanitary towels, tampons, insertion sleeves for tampons,
- wet wipes,

- tobacco products with filters, loose filters for use in combination with tobacco products,
- single food packs,
- drinking cups,
- beverage packaging and beverage bottles incl. caps and lid of max 3 litres,
- light plastic carrier bags, plastic bags and wrappers.

Failure to Exhibit or Cancellation of Exhibition Space

Any organisation which, having signed a contract for a stand, fails to exhibit and has not been released from the contract by the organiser, will be liable for the full cost stated in the contract, plus any additional cost incurred by the organisers as a result of the failure to exhibit.

Force Majeure

The organisers shall not be liable to the exhibitor by reason of any cancellation or part-time opening of the exhibition, either in whole or in part, nor for any non-performance of their obligations under this contract, nor for any amendments or alterations to all or any of the Rules & Regulations of the exhibition, to the extent that such an occurrence is due to circumstances beyond their control.

Insurance

The Exhibitor acknowledges that it will have sufficient public liability insurance cover in place exceeding £10m, at all times during this agreement to cover any injury or damage caused by the actions of its employees, representatives or subcontractors. The Exhibitor has a duty of care in terms of health and safety to ensure that all its employees, representatives and subcontractors are properly skilled and where required qualified to perform works in the Exhibition Hall. Exhibitors 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 as a result of any loss or injury arising to any person (including members of the public or the organisers' staff, agents or contractors) howsoever caused, as a result of any act or default of the exhibitor, his servants, agents, contractors or invitees.

If the organisers so demand, the exhibitor shall provide proof to the organisers that the exhibitor has adequate insurance cover. The organisers shall not in any event be held responsible for any restriction or condition which prevents the construction, erection, completion, alteration or dismantling of stands, or the entry, placing or removal of exhibits, or for the failure of any services or amenities provided by the hall owner, for the cancellation or part-time opening of the amendments or alterations to all or any of the rules and regulations caused by circumstances not under their control. Exhibitors must ensure that their temporary staff - and the staff of their servants, agents or contractors - are insured against claims for workman's compensation.

Payment Terms

Exhibitors will not be allowed to occupy their space or stand until all payments have been received by the organisers.

Unforeseen Occurrences

In the event of any occurrences not foreseen in these Rules & Regulations, the decision of the organisers shall be final.

Transport

Rotterdam Ahoy encourages the use of public transport and other means of transport, such as, bicycles. The venue can easily be reached by public transport (metro and bus station nearby) and provides secure facilities for storing bicycles.

Public transport: The metro goes via line D to Rotterdam CS and Spijkenisse or vice versa and via line E to The Hague CS - Rotterdam Slinge or vice versa. There are good connections on train to destinations in the Netherlands. Various bus lines to and from various regional destinations also depart and arrive from the bus station.

Bicycle: Rotterdam Ahoy encourages visitors to come by bicycle as much as possible and provides secure facilities for storing bicycles.

Highways: The most important highways for the accessibility of Rotterdam Ahoy are the A29, A20, A16, A15, A13 and A4. There are various access routes to Rotterdam Ahoy. Rotterdam Ahoy has options for temporary signposting on the access routes.

Air traffic: Rotterdam, The Hague Airport is located 6 km from Rotterdam Ahoy and offers various scheduled connections to many destinations in Europe.