

CTICC

# 2018



EXHIBITOR MANUAL





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## EVENT / EXHIBITION INFORMATION

**EVENT / EXHIBITION INFORMATION****1. BREAKDOWN****Contractors**

Stand Building : Dates and Times (Start - End / In - Out)

Carpeting : Dates and Times (Start - End / In - Out)

Build-up and breakdown times will be contracted during the booking stage.

**Exhibitors**

Breakdown for exhibitors (ALL EXHIBITORS TO BE OUT OF THE VENUE BY STIPULATED TIME).

**Note:**

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

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

Furthermore, in the interest of your safety and security and ours, as well as to improve the quality of services rendered, we will as from 1 January 2018, be embarking on a registration and induction process of for all service providers rendering services in the building, prior to them commencing work.

**2. BUILD-UP****Contractors**

Stand Building : Dates and Times (Start - End / In - Out)

Carpeting : Dates and Times (Start - End / In - Out)

**Exhibitors**

Build-up for exhibitors (ALL STANDS HAVE TO BE COMPLETED BY STIPULATED TIME)

**3. EVENT TIMES**

Trade / Show : Dates and Times (Start - End / In - Out)

Public : Dates and Times (Start - End / In - Out)

**4. SERVICE BOOKING**

For all exhibitor services, kindly contact the CTICC Operations Services Department:

Operations Services Co-ordinator:

Telephone : +27 21 410 5000

Fax : +27 21 410 5191

Email : services@cticc.co.za

**Note:**

All services are to be ordered and paid five working days prior to the event in order to secure services. Orders placed after the deadline date are subject to a 20% surcharge.

## 5. SERVICES PROVIDED BY THE CTICC

### ACCESS EQUIPMENT/OPERATORS EQUIPMENT

All access equipment required may be arranged via the CTICC Operations Services Department. Equipment will be sourced from our preferred supplier and booked based on confirmation and availability thereof.

The CTICC is able to assist with the following MEWP units:

- Cherry pickers
- Scissor lifts

#### Note:

Please note that equipment is hired and charged at a daily rate. The equipment should be ordered at least 72 hours before the build-up day. Different height limits apply; please ensure the correct equipment is booked.

Should clients wish to source their own units, they are to advise the CTICC Operations Services and Maintenance Department and submit the completed relevant access documentation.

### OPERATORS

#### Note:

Based on availability, certified machine operators are charged at an hourly rate.

Clients may source their own operators, but are to ensure that operators are certified and comply with health and safety measures. The relevant documentation will be requested on site. The CTICC reserves the right to terminate the operation if operators do not comply with all safety measures or have the relevant documentation on their person. Driven Machinery Regulations 2015 will apply and only persons who have completed a MEWP operators training course and have been issued with a valid and appropriate operator's license will be allowed to drive a MEWP.

### AUDIOVISUAL

The CTICC has a preferred Audiovisual supplier that is able to assist with AV requirements.

#### Note:

For wall-mounted screens, the thickness of the stand walling must be at least 16mm thick and a sound structure. Exhibitors are to advise if they require wall-mounted/ pole stand/ table stand screens.

### ELECTRICAL FITTINGS

Electrical fittings have to be installed by the designated CTICC electrical service provider. Any electrical equipment brought onto the CTICC premises must comply with the Electrical Installation Regulations and the Electrical Machinery Regulations. A Certificate of Compliance (COC) is to be produced for any electrical connections made to the CTICC electrical distribution. Such a certificate can only be issued by a registered electrician.

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 faulty equipment will apply to the exhibitor. The event organiser must ensure that no electrical equipment damages or interferes with the CTICC's electrical installation.

## EXHIBITOR FREIGHT HANDLING AND STORAGE FACILITY

Freight handling and customs clearance services are provided on request by the CTICC's recommended service provider.

The preferred recommended service provider has off-site storage for early deliveries, late dispatches and for the holding of packaging materials. They also take responsibility for the movement of any large equipment within the CTICC that cannot be carried by an individual.

Exhibitors are advised that the cost of insurance cover is not covered by the CTICC. It is the responsibility of each exhibitor to arrange insurance covering transport to the exhibition, during the exhibition, and the return of the exhibits to domicile.

**Note:** CTICC does not provide onsite storage. The CTICC has recommended a drayage supplier who is able to assist with storage facilities offsite.

For contact details, kindly contact The CTICC Operations Services Department.

## FURNITURE HIRE

The CTICC does not provide furniture for exhibitions. Exhibitors are responsible for bringing in their own furniture.

Exhibition furniture can be ordered from your stand builder.

## INFORMATION TECHNOLOGY

The CTICC is equipped with a state-of-the-art network and IT infrastructure, which is geared at providing technology solutions for the conference and exhibition industry. The network consists of:

- Fibre-optic backbone running at 10 Gbps, as well as strategically positioned fibre-optic floor points throughout the buildings
- 3 600 Data (CAT5e and CAT6) outlets running at speeds up to 1 000 Mbps
- Fibre internet
- High Density Wireless LAN (Hotspots)

This infrastructure can be configured to offer internet access, VLAN's, public- or private IP addresses as well as a host of custom requirements.

An order placed in advance will ensure the network is securely configured at your arrival. All clients can be allocated their own VLAN (Virtual LAN), which is either 'blank' or pre-configured with the following services:

- DHCP
- DNS
- NAT or Static Public IP Addresses (if requested)
- Outgoing SMTP Mail relay
- Internet bandwidth with a 1:1 international contention ratio
- LAN connectivity
- Wireless connectivity

#### Note:

No routers, wireless access points or connections are permitted. Only the CTICC IT Department is allowed to do installations connecting to the CTICC infrastructure.

EXHIBITOR SERVICES (continued)

**PARKING & LOGISTICS**

**1. BUILD-UP & BREAKDOWN**

**MARSHALLING YARD**

**1. CTICC 1**

The CTICC 1 marshalling yard comprises of approximately 5 000m<sup>2</sup> and is situated adjacent to the Exhibition Halls. Each Exhibition Hall, except Hall 1B and 4B, directly accesses the marshalling yard via 5m x 7m doors. The yard is easily accessible and reduces build-up and break-down times for functions in the Exhibition Halls.

**2. CTICC 2**

The CTICC 2 marshalling yard is situated opposite the Exhibition Halls, and only Hall 7 directly accesses the marshalling yard. The staging area located behind exhibition halls 5, 6 and 7 is where all build-up and breakdown materials will be stacked, then transported to and from the exhibition stands. For upper floor build-up and breakdown, the same procedures will apply and once at the staging area, the service lifts will be used to access the upper floors

**LOAD-IN AND LOAD-OUT PROCEDURE**

The Marshalling Yard is for off-loading purposes (i.e. deliveries load-in and load-out). Due to the space restraints in the marshalling yards, drivers will not be permitted to leave their vehicles at any time, and once the vehicle is loaded or offloaded, then it will be required to leave the yard, to accommodate other clients.

A load-in and load-out time period for vehicles is one and half hour (1½hrs) for small vehicles and three and half hours (3½hrs) for trucks. Vehicles exceeding this time limit are subject to a parking fee (please refer to the Marshalling Yard Tariffs). Unattended vehicles will be clamped and an unclamping fee of R500.00 will be applicable.

- Day to day operation

Exhibitors and contractors are required to make use of CTICC Site 3 Vehicle Stacking Area located at FW De Klerk Boulevard to access the marshalling yard. General CTICC deliveries will be on a first come and first serve basis.

Clients will be required to share their exhibitor list with the CTICC Logistics Department. This information will inform the logistics plan pertaining to the upcoming event. Further to this, information will be obtained from the contracted exhibition stand builder who inherently serves a project management role in terms of liaising with all customs stand builders, services providers and exhibitors. The level information attained from both partners (clients and stand builder) will shape the rest of the logistics plan. Once finalised, the logistics plan will contain the following:-

- Arrival location
- Arrival date and time
- Drop off area per vehicle type
- Time allocated per load-in and load-out

Clients are required to park in P1 parking after offloading their vehicles. Free build-up parking tickets will be issued from the organiser's office. P1 Parking garages have a height restriction of 2.1m.

EXHIBITOR SERVICES (continued)

A two-way radio communication system will be in place between the Vehicle Stacking Area and the Marshalling Yard. Vehicles not on the logistics plan will unfortunately have to wait their turn, as they will not immediately be allowed access into the marshalling yard.

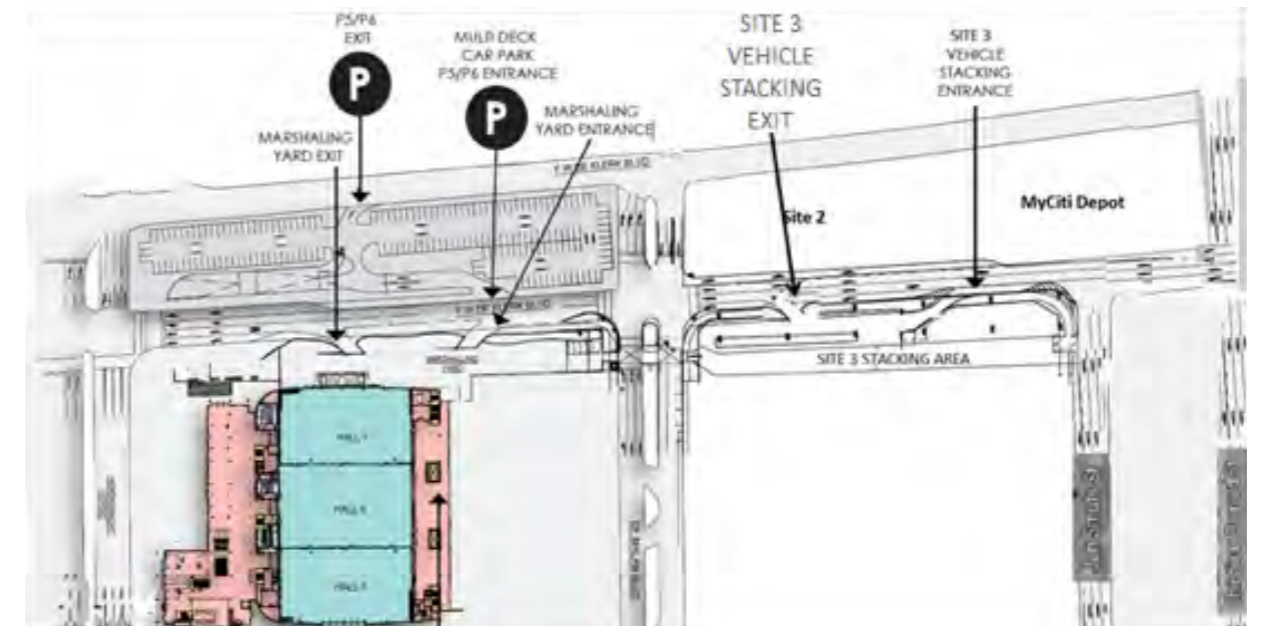
CTICC is mandated by The City Traffic Department to manage the flow of traffic in and around the CTICC. The registration process will eliminate traffic jams that are a result of event build-ups and breakdowns if not managed properly.

**CTICC 1 & 2 TERMS AND CONDITIONS**

- Visitors enter the Marshalling Yard at own risk
- Exhibitors and contractors are only allowed one and half hour (1½hrs) for small vehicles and three and half hours (3½hrs) for trucks. Build-up and breakdown tickets are issued from the organiser's office
- Illegally parked vehicles will be clamped and R500.00 unclamping fee will be charged
- Cheque payments are not accepted, only credit card and cash payments

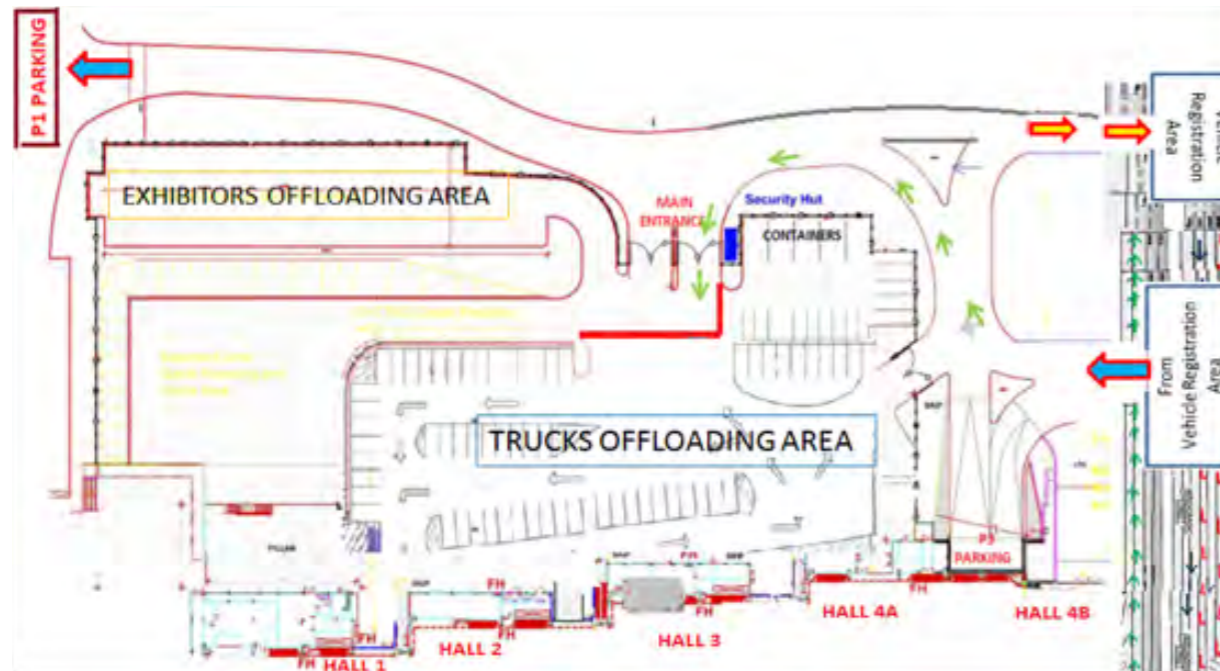
**LAYOUTS**

**SITE 3 TO CTICC 2 MARSHALLING YARD**



EXHIBITOR SERVICES (continued)

CTICC 1 MARSHALLING YARD



CTICC 1 & 2 MARSHALLING YARD TARIFFS

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

EXHIBITOR SERVICES (continued)

PARKING DESK AND PARKING TICKETS

2. EVENT DAYS P1; P3 AND P5

2.1 PARKING DESK OFFERING

Available on event days only and tickets are sold at a discounted rate of R50.00 per day for P1. P3 and P5 Parking are charged the normal parking rates as indicated at the Pay Point Machines.

1st Option:

- Exhibitions or conferences with 800+ exhibitors/delegates;
- A parking desk will be provided for free

2nd Option:

- Exhibitions or conferences with up to 500 exhibitors/delegates;
- A parking desk with a staff member at R85.00 per hour, for a minimum of four (4) consecutive hours

3rd Option:

- Exhibitions or conferences with up to 350 exhibitors/delegates;
- Non-refundable R50.00 discounted exit parking tickets will be sold to the event organiser during event days only
- Optional: A staff member at R85.00 per hour to issue the prepaid parking tickets

2.1.1 PARKING DESK

- Exhibitors will be able to purchase parking tickets from the CTICC Parking Desk which will be situated in the exhibition area;
- The parking desk will be provided on event days only, for the period of 9 hours, depending on the clients requirements:
  - 08:00 – 17:00
  - 09:00 – 18:00
  - 10:00 – 19:00
- Exhibitors can purchase these tickets by cash or credit card;
- Should clients choose to utilise the pay on foot system, the parking tariffs for P1; P3 and P5 parking garages are as follows:

P5 Parking	
Duration	Fee
0 – 0.5 hour	R0.00
0.5 – 1.5 hours	R20.00
1.5 – 2.5 hours	R30.00
2.5 – 3.5 hours	R40.00
3.5 – 4.5 hours	R45.00
4.5 – 5.5 hours	R50.00
5.5 – 6.5 hours	R55.00
6.5 – 8 hours	R65.00
8 – 12 hours	R70.00

P3 Parking	
Duration	Fee
0 – 0.5 hour	R0.00
0.5 – 1.5 hours	R20.00
1.5 – 2.5 hours	R30.00
2.5 – 3.5 hours	R40.00
3.5 – 4.5 hours	R45.00
4.5 – 5.5 hours	R50.00
5.5 – 6.5 hours	R55.00
6.5 – 8 hours	R65.00
8 – 12 hours	R70.00

P1 Parking	
Duration	Fee
0 – 1 hour	R10.00
1 – 2.5 hours	R25.00
2.5 – 3.5 hours	R30.00
3.5 – 4.5 hours	R35.00
4.5 – 5.5 hours	R40.00
5.5 – 6.5 hours	R45.00
6.5 – 7.5 hours	R50.00
7.5 – 8.5 hours	R55.00
8.5 – 12 hours	R65.00

After 12hrs, R12.00 is applicable per hour for both P5 and P3 Parking areas

Lost card	R100.00
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Lost card	R100.00
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After 12hrs,  
R10.00 is applicable per hour

Lost card	R100.00
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## EXHIBITOR SERVICES (continued)

**3. VIP PARKING**

CTICC no longer have the dedicated VIP parking bays. Should this be required for an event, the parking department can reserve the bays closer to the CTICC entrance, at a cost. Clients who wish to reserve parking bays for their visitors are excluded from the refundable tickets option.

- Reserved parking bays only: Cost of R150.00/bay per day rate. Client is to manage the reserved bays.
- Reserved and CTICC-managed reserved bays: R150.00/bay per day rate, plus R 85/hour per staff member.

**4. PREPAID PARKING TICKETS**

Parking tickets do not guarantee parking bays as parking is on a first come first serve basis. Clients are required to contact their CTICC Event Executive, to understand which events are booked on the days they require prepaid parking.

Prepaid parking tariffs:

- Exhibition & conferences : R 50.00 exit tickets
- Banquet/dinner: R 30.00 exit tickets (event starting after 18:00)
- Special events: Discounted/Hourly rate (please ask the Event Executive for the rates)

**5. REFUNDABLE PARKING TICKETS**

This option is available to the prepaid parking tickets option only. All refundable tickets are charged at R5 per ticket. Reserved parking tickets are excluded from this option.

**PLUMBING**

Plumbing services are provided by the contracted exclusive suppliers for this service. Please note that plumbing installations require drawings indicating the layout as to where plumbing points are required in the stand. All plumbing installation must be done before the carpet is laid and stands are erected as CTICC's plumbing points are located in floor trenches. Should braising take place, a hot works permit must be in place and a safe system of work must be followed.

**RIGGING**

Due to the strict safety laws that apply to rigging the CTICC has a contracted preferred supplier for rigging. Please note that access equipment (MEWP) for rigging purposes are not included in the rigging quote from our supplier. A licenced MEWP operator is required, should you provide your own rigger, a medical certificate and operator's license should be provided. Access equipment is to be ordered separately and is an additional cost to the client's account. This will apply to both build-up and breakdown and a fall protection plan must be in place. A rigging plan or plot, must be submitted to the CTICC for approval prior to rigging taking place. For complex rigging and structures, a structural engineering certificate paid for by the client or rigging company may be required. The CTICC can provide rigging point maps and certification of this on request.

**SATELLITE CONNECTIONS**

The CTICC has a preferred AV supplier that is able to assist with satellite connections.

Please note that clients are to provide their own Smart Card and Decoder as CTICC supplies the connection line only.

## EXHIBITOR SERVICES (continued)

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

**STAND CATERING AND BEVERAGE****FOOD**

The CTICC offers a variety of platters/snacks to exhibitors which will be delivered to their stands on request. If exhibitors wish to hand out samples, it must be limited to a bite size portion and requires prior approval from CTICC Management.

Late orders are only allowed to be placed on the day of the event for the next day only until 15:00 and these will carry a 20% surcharge. Should there be any orders placed after 15:00, an additional 30% surcharge will be levied.

**BEVERAGES**

The CTICC offers a variety of beverages to exhibitors which will be delivered to their stands on request. From custom craft gin bars to bespoke artisan barista espresso bars, we have all your beverage requirements covered.

If exhibitors wish to hand out samples, it must be limited to 85ml of liquid and require prior approval from CTICC Management.

**TERMS AND CONDITIONS**

The CTICC is the sole provider of all food and beverages.

If exhibitors wish to sell food and beverage items on our premises, 30% of the sales will be levied to the CTICC. A Certificate of Acceptability for food services issued by the Department of Health must be produced and handed to the CTICC prior to setup. On-site cooking requires discussions with our Health and Safety Officer. Exhibitors are to advise the CTICC accordingly if they wish to practice any of the above for approval first. Any items brought onto the premises are subject to a corkage fee per item. Corkage fee will be at the discretion of the CTICC Management and must be paid prior to the start of the event.

**Note:** CTICC has an on-consumption licence only.

**STAND CLEANING**

All exhibitors are responsible for the cleaning of their own stands.

Dedicated cleaning to stands will be for the exhibitor's account, unless arranged and paid for by the organiser.

The CTICC has a contracted preferred supplier for the provision of cleaning services and the sole use of this service provider is mandatory for all events. General cleaning is provided in all public areas. When the client's event commences, then CTICC is not responsible for the cleaning of the venue. Any dedicated additional cleaning services, including the cleaning of the ballroom, auditoria and exhibition halls, are for the event organisers' account.

Exhibition stand cleaning is also the responsibility of the event organiser or the exhibitor.

Food is not permitted in the auditoria and cleaning staff will be required to clear other items like water bottles or paper cups etc.

GENERAL INFORMATION

The structures within the CTICC require special (neutral and non-abrasive) chemicals. Event organisers are encouraged to use the preferred supplier. However, if alternative cleaning contractors are appointed, event organisers must ensure that they comply with the CTICC's standards and criteria.

The Sales or Event Executive can provide further information in this regard.

**STAND SECURITY**

Please note that exhibitors are responsible for items on their stand, i.e. equipment.

To ensure dedicated security to the stand, exhibitors may order stand security.

The CTICC will not be held responsible for exhibitors' belongings.

**TELECOMS**

The CTICC offers analogue telephone handsets, lines, ISDN lines, fax machines/lines and speed point lines (credit card machine line).

Please note that clients are to provide their own credit card machines as the CTICC supplies the connection line only.

**WIRELESS ACCESS**

The CTICC offers both high and standard density wireless base stations. This service requirement will differ from client to client.

**6. ACCESS TO THE CAPE TOWN INTERNATIONAL CONVENTION CENTRE**

Centrally located, the CTICC is only a 20-minute drive from Cape Town International Airport and is located in the Foreshore precinct of the city centre. Within walking distance of the CTICC are Cape Town's leading recreational amenities, shopping centres and cultural attractions, among which is the internationally acclaimed Victoria and Alfred Waterfront.

**7. ACCOMMODATION**

In walking distance of the CTICC are the city's major hotels, providing over 4 500 rooms of three-star quality and above, including the 483-room five-star The Westin Cape Town which forms part of the convention centre complex. There are more than 16 000 rooms in hotels and guest houses in a 45-minute radius of the city centre, which has an efficient road network and good local transportation.

**8. AUTOMATED TELLER MACHINE (ATM)**

An ATM facility is available in the CTICC 1.

GENERAL INFORMATION (continued)

**9. BRIEFCASES/HANDBAGS**

Please do not leave briefcases/handbags unattended on your stand. All bags should be placed out of general view inside cupboards or office areas. Unattended briefcases, backpacks and packages will pose and be treated as a security risk.

Exhibitors should not leave their stands unattended.

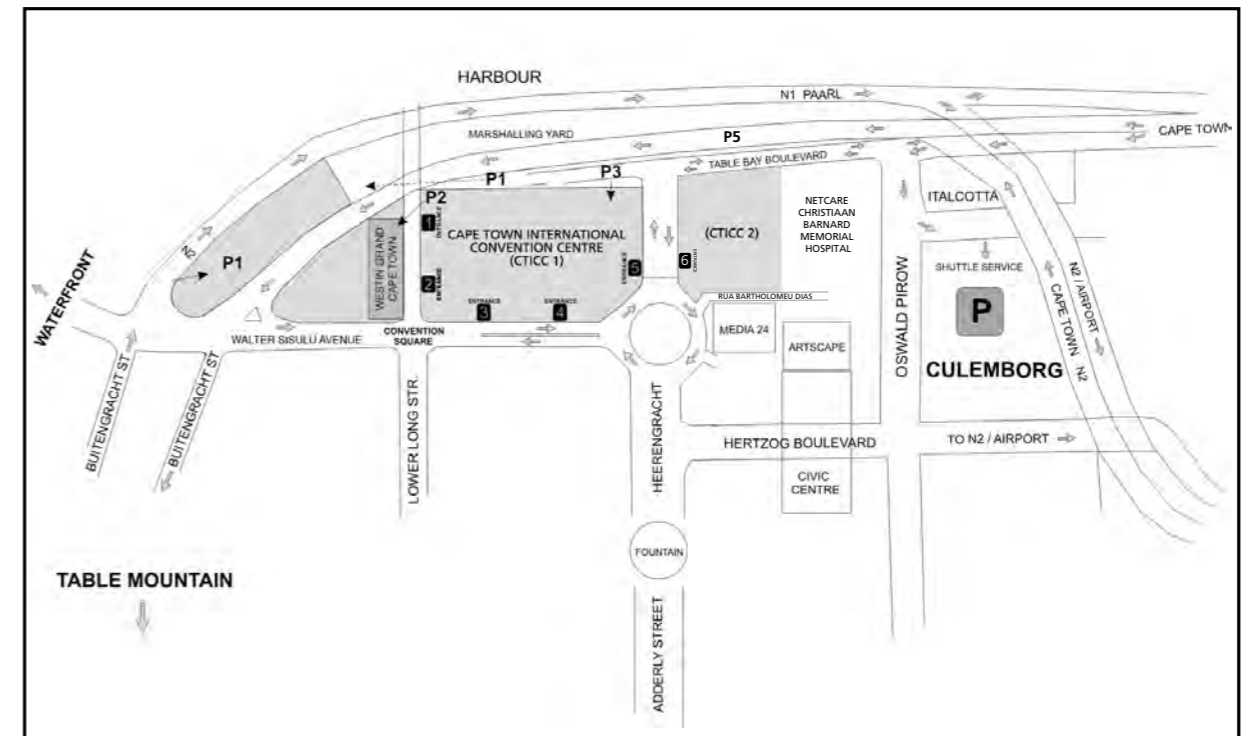
**10. BUSINESS CENTRE**

- A Business Centre is situated in the Main Foyer of CTICC 1.
- Business services include printing, photocopying, faxing, binding, laminating, etc.

**11. COFFEE SHOPS**

The CTICC has two coffee shops. Coffee on the Square is situated on the ground floor in the Main Foyer of the CTICC 1 and Coffee on the Circle is situated in CTICC 2 on the ground floor reception area. The two coffee shops offer light refreshments including breakfasts and lunchtime meals, pastries, cakes, coffees and teas. The cafés have extended opening hours as and when required.

**12. CTICC MAP**





## GENERAL HOUSEKEEPING RULES

**13. LOCKERS**

There are lockers available to exhibitors and the public in the P3 basement parking garage of CTICC 1. This is an electronic lockers system and offers recharge facilities for mobile phones and laptops. Please confirm the cost for this service with the Event Executive. The lockers are used subject to availability by the exhibitors and public.

**14. REGISTRATION FOR ALL SERVICE PROVIDERS (CONTRACTORS)**

All non-approved service providers have to complete on-site registration to gain access into the building. This is in accordance with the CTICC Rules and Regulations and the induction process provided by the CTICC.

Information is available via the CTICC website. All service providers must wear a company name badge and/or clothing with the company logo at all times.

On entry, security will verify registration and identity and place of work.

**15. ALCOHOL**

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

**16. BALLROOM EXHIBITION HOUSE RULES**

- Exhibitions are not normally accommodated in the Ballroom
- Maximum height of stand: three metres
- No hot works to take place in the Ballroom
- No electrical sawing, cutting or grinding to take place in the Ballroom
- Loading into the Ballroom can only take place from Walter Sisulu Avenue and not via the main reception and security must be booked on load in/out
- Driving on the Ballroom carpet is not permitted unless the floor boards are placed to prevent any damage to the carpet
- No painting is allowed on the Ballroom carpet unless cover sheets are placed to prevent damage to the carpet
- Ensure the correct points are used should rigging take place, require load certificates from your Event Executive

**17. CARE OF BUILDING**

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

## GENERAL HOUSEKEEPING RULES (continued)

**18. DAMAGE**

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

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

**19. EXHIBITOR BEHAVIOUR**

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

**20. IT INFRASTRUCTURE**

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

**21. LIABILITIES**

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

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

**22. LOST AND FOUND ITEMS**

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

**23. MARSHALLING YARD****CTICC 1**

The Marshalling Yard comprises 5 000 m<sup>2</sup> and is adjacent to the Exhibition Halls for easy load in and load out. All exhibition loading doors to the Marshalling Yard have a sliding door, which is 1 800 mm wide x 2 075 mm high. Hall 4B has direct access off the road through a set of sliding doors 7 980 mm x 5 900 mm. Arrangements, must be made to load in/out of the venue

**CTICC 2**

The Marshalling Yard is situated opposite the Exhibition Halls, and only Hall 7 directly accesses the Marshalling Yard.

To facilitate the smooth build-up and breakdown of exhibitions held at the CTICC, please refer to the parking build-up and breakdown of goods to be exhibited must be delivered to the CTICC's Marshalling Yard via the FW De Klerk Boulevard entrance to the nominated loading area at a specified time.

Exhibitors with excessive loading requirements must contact the CTICC Operations Department prior to the event. No holding area is available and trucks left unattended will be towed away at the owner's cost.

CTICC Security and Parking staff control access to the Marshalling Yard.

The CTICC cannot be held responsible for goods that arrive early or which are left after the official breakdown period of the exhibition. The costs of disposing of any such items will be done at the expense of the exhibitor concerned. Exhibitors must advise the Event Organiser of any specific requirements, e.g. trolleys, forklift, cherry picker and requires approval from CTICC management.

**24. AISLES**

The minimum aisle space applicable to all exhibitions is three (3) metres. Should any item or structure be placed or protrude into the designated aisle space, the CTICC reserves the right to request the removal thereof or remove the said item without any liability for loss or damage. Aisles should be planned and laid out to ease the flow of traffic and in line with the fire exits. Stand construction to take place within the booked exhibition stand floor space (i.e. NO construction work will be allowed within the aisles).

**25. ASSUMPTION OF RISK FOR EXHIBITORS**

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

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

**26. BANNER HANGING, RIGGING and LADDERS**

The ceiling in Exhibition Halls 1 - 4A is convex to the origin in shape with the lowest point being 10m AND the highest point being 18m. The maximum weight to be hung from the ceiling is 600kg per node to a maximum of 3 000kg per truss. In Hall 4B the ceiling is flat with the highest point being 9m. The maximum weight to be hung from the ceiling in Hall 4B is 250kg per node to a maximum of 1 500kg per truss. Displaying of banners in specified areas, where hanging bars are available is permitted provided that they do not create any obstruction to venue signage. The CTICC also has limitations on branding in areas that are designated as public space such as foyers and galleries. Hanging of banners or flags above stands in the Exhibition Halls is based on mutual agreement between the event organiser and CTICC.

The CTICC has a preferred supplier to handle all rigging requirements, from the hanging of simple signs, banners and lights. The CTICC's preferred supplier is fully compliant with national safety standards. Please enquire with your Sales or Event Executive for a list of pre-approved banner hanging positions.

The CTICC requires accurate plans showing the positioning of suspended items, their weight as well as the height of the bottom of each item from the ground. This must be submitted to the CTICC for approval 30 days before the event. The CTICC's preferred supplier can provide a design and construction service for all banners and signs should assistance be required.

Further requirements include:

- All banners require the approval of the CTICC management 30 days prior to hanging.
- All banners are to be delivered on the FIRST day of build-up. Late delivery will incur a surcharge.
- All banners have a minimum of two points of suspension; if more are required these will need to be quoted accordingly.
- Banner position and height to be agreed upon in writing before installation. The organiser is to provide an overall décor installation plan prior to build-up.
- Banners must be double sided. Single sided banners that need to be put together on site will incur a surcharge.
- Banners must have a suspension bar both top and bottom (including finials). Sewn sleeves must easily accommodate the suspension bar, which must protrude a minimum of 50mm on both sides of the banner.
- The event organiser must ensure that banners are cleaned and prepared.
- Banners can only be hung from areas accessible by the cherry picker or rope access.
- The cherry picker must be operated by a licenced driver.
- Banners can only be hung from areas where there are appropriate hanging bars and weighting.
- Banners are to be constructed from flat fabric, and have no lighting or other attachments.
- Banner design and or production must be organised and confirmed at least two (2) weeks prior to build-up. The Sales or Event Executive can provide further information in this regard.
- Banner must be of flame resistant material and flame retardant.

**CTICC 2****Exhibition Hall Door Measurements**

Ground floor halls actual opening -

All heights 5 600mm

Widths

Hall 5 - 7 960mm

Hall 6 - 7 930mm

Hall 7 - 7 937mm

Hall 7 - 10 000mm (door to Marshalling Yard)

Upper floor halls actual opening -

All heights 4 150mm

Widths

Hall 8 - 8 000mm

Hall 9 - 7 920mm

Hall 10 - 7 937mm

**Exhibition Hall Height Measurements**

The Lower Hall Heights

- 9m to the lowest point under the 2 bulkheads of the operable walls
- 9.4m to the underside of the bulkheads at the rigging points
- 11m to the top ceiling bearing in mind that there is random services in some places (like HVAC ducts)

The Upper Hall Heights

- 7m to the lowest point under the 2 bulkheads of the operable walls
- 9.6m to the underside of the acoustic ceiling kites' lowest point
- 10.0m to the rigging points

(Measurements from the Autocad drawings and rounded off to the closest 1m)

**Load Baring Capacity and Rigging Point Loads**

The allowable load for the Ground Floor Slab is 3 000kg/m<sup>2</sup> and the allowable load for the Exhibition Upper Floor is 750kg/m<sup>2</sup>. The allowed load for the rigging points on the lower and upper halls are 500kg per point

**27. CARPETING**

The exhibition halls are not carpeted and they have concrete flooring CTICC upper halls are carpeted. Please contact the Event Executive or the Operations Services Department.

**28. COVERED STANDS**

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

**29. CUSTOM / DOUBLE TIER STANDS / MARQUEE / TENTS / TEMPORARY STRUCTURES**

Should the event house custom build stands or structures, the client must make this known during the floor plan approval stage. A Temporary Building permit might be required and the client needs to provide the CTICC with a signed application (BDM11) form,

Exhibitors utilising and/or planning a double tier stand are required to provide a (BDM 12) structural engineer's appointment letter to the CTICC for authorisation 45 (fourty-five) days prior to the event, to comply with legal / safety and fire regulations.

"Space only" stand builders are to submit a (BDM 12) structural engineer's appointment letter for stands over three metres in height with their floor plans incorporating front, side and top elevation to the CTICC for approval at least 45 (fourty-five) days prior to build-up day. All custom stands require a Structural Engineer Certificate on completion.

Please note that failure to comply with this requirement may result in refusal of permission to erect the stand.

Exhibitors planning a custom stand or temporary structure are required to provide a Structural Engineer's appointment (BDM11 and BDM12) and a Structural Certificate (BDM13) on completion. Floor plans incorporating the location and stand schematics to include front, side and top elevation must be send to the CTICC for approval at least 45 days prior to build-up day. Please note that failure to comply with this requirement may result in refusal of permission to erect the stand. Building regulations apply and a BDM submission must be made to the City of Cape Town. Temporary structures and tents (marquees/bedouin tents) must be in accordance to the building regulations and must be approved by the CTICC. Temporary structure with a roof, would need special provision for fire safety. All tents and temporary structures must be approved by the City of Cape Town Building Department. A structural Engineer must approve and sign off all tents (more than 100m<sup>2</sup>) and marquees once erected and a BDM application must be submitted. There is a cost for this.

**30. DRAPING**

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

All draping can only be erected by an experienced draper and MEWP driver with an operator's licence. All drapes be must be accompanied by a Flame Retardancy Certificate. Due care and attention must be given to the drape line structure and not impede on any CCTV cameras, fire or sprinkler protection. Scaffolding cannot be used for draping. Where drapes obstruct fire signs and equipment, additional signs must be fitted to the drape to indicate the respective fire exit route or equipment.



## HEALTH AND SAFETY INFORMATION (continued)

**31. EMERGENCY SERVICES**

The CTICC management will coordinate and manage any emergency that might occur. Event organisers are responsible for ensuring that all emergency and safety procedures for their own event as stipulated by the Safety at Sports and Recreational Events Act and its regulations and SANS code 10366:2015. The organiser must appoint a safety and security team to manage this on their behalf and plans must be documented in your safety file and available to the CTICC. The event organisers are responsible for organising medical assistance for their events as stipulated in the National Health Act 2003 and Regulations In Relation To Emergency Care at Mass Gatherings Events promulgated June 2017. Exhibitors will contact the event organiser in a case of emergency.

The following event specific plans must be submitted to the CTICC and as part of the Event Permit Application as required by the SASRE Act and City of Cape Town; Events By-Law:

- Floor plan indicating fire equipment and emergency exits
- Public Insurance Liability
- Safety Plan, including the Safety Officer Appointment letter
- Security plan indicating deployment
- Medical Plan
- Waste Plan
- Custom stand designs (If applicable)

**FIRE SYSTEM AND MITIGATION**

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

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

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

Please note that all lifts will home to ground and escalators will stop operating. In an emergency, contact the Event services or call +27 21 410 5252 from an outside line, or ext 5252 from an internal line.

The CTICC reserves the right to adjust emergency services according to the event. Plans are available on request.

## HEALTH AND SAFETY INFORMATION (continued)

**32. EVACUATION**

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

It is the duty of the event organiser to familiarise themselves with the evacuation routes and ensure an evacuation plan have been documented and is available in the client safety file.

**33. EVENT PERMIT**

You may require an Event Permit to host your event at the CTICC, in accordance with the City of Cape Town events by-law. The responsibility for obtaining the Event Permit is that of the event organiser. Please liaise with your Event Executive for assistance in this regard.

Note: Permit applications must comply with the time frames stipulated in the by-law.

**34. FIRE ESCAPES**

Fire escapes are located throughout the venue with signage. Event organisers are to ensure that neither the signage nor the exits are obstructed in any way. Additional signage must be added to stands should fixed signs be blocked, this is at a cost to the organiser.

**35. FLAMMABLE AND HAZARDOUS MATERIAL**

Prior written permission is required from the CTICC Management and the Fire Department for the use of flammable and/or hazardous material including gasses and liquids. No liquid petroleum is permitted in the CTICC.

Should LP gas be used, only 19kg +1 backup cylinder is allowed.

Naked (open) flames, candles and Bar-be-ques are not permitted and approval must be sought from CTICC

**36. FLAME RETARDANCY: WOOD PALLETS / HESSIAN / THATCH / STRAW / DRAPING / HALOGEN LIGHTS**

Articles of a combustible nature such as fabric, paper items, banners, items made of wood pallets; hessian, thatch and straw are regarded as major fire hazards and will be required to provide a Fire Retardant Certificate, before the start of the event. When material draping is used as part of a display, please ensure the draping does not come into contact with electrical wiring, fittings and/or globes and drops no lower than 5cm above the carpeted floor;

The use of halogen lights will not be approved as they pose a fire hazard. Ensure that all light displays low wattage or LED.

**37. FLOOR PLANS**

All exhibitions will require a detailed floor plan indicating all stands, custom stands, and dimensions. All aisles and width between stands; all fire fighting equipment and fire exits must be indicated in red. The floor plans must be confirmed and approved by the CTICC. The approved floor plan will be used for application of the event permit. Any changes to the floor plan constitute a redraw and reconfirmation by the CTICC. Should a floor plan be changed on the day, this can void your event permit. Floor plans are approved by the CTICC and submitted to the Fire Department for permit approval.

The following must be indicated on all floor plans.

- All fire / emergency exits
- All (FFE) fire fighting equipment
- All entrances
- All aisles and width of the aisles (3m min)
- All stages including dimensions and height
- All rigging and trussing
- All AV and lighting
- Medical points
- Hazardous materials (LPG)
- All custom stands and dimensions (if known)
- Booths and ticket sales points
- Banners (if known)
- Marquees and tents, including dimensions
- Food stalls
- Hall wall locations if applicable

Event Organisers should use the CTICC's Hall Footprint for floor plan designs and layout. A copy is available from your Event Executive.

**38. HALL WALLING AND PANELS****CTICC 1**

The halls can be divided into six separate exhibition halls. This is done by hall walling that slides on tracks and designed to be used as needed.

Halls 1a and 1b can be divided into two separate areas and have dedicated walls panels for this purpose. Halls 2 and 3 also have one full wall each assigned. Hall 4a and b share one wall.

It is vital that the event organiser indicate on a floor plan using CTICC's footprint (as per the floor plans within the client manual) to which walls should be used. Please ask your sales executive for more detail on this.

**CTICC 2**

6 Exhibition Halls

2 floors of 3 Halls per floor (this is done by hall walling that slides on tracks and designed to be used as needed). Hall 8 on the upper floor can be divided into 4 smaller exhibition/meeting spaces, this is done by hall walling that slides on tracks and designed to be used as needed.

**39. HEALTH AND SAFETY INFORMATION**

CTICC applies the Safety at Sports and Recreational Events Act and its regulations to all events. In support of this act the SANS 10366:2015 prescribe how events should be executed to ensure the safety and security of all persons at events. Safety officers are appointed under section 4 of this Act and should be appointed at an early stage to guide and support event organizers and their exhibitors. Such an appointment must be in writing. This letter together with the officer's qualifications (equal to NQF5) must be sent to the CTICC for approval. Safety officers must apply with conditions as set out in SOP

SASREA Act aims to regulate and protect the physical well-being and safety of people attending sports, recreational, religious, cultural, exhibitions, organisational or similar events, including the safety of their property at venues. We are legally bound to enforce and uphold the contents of this Act and request cooperation from our exhibitors with this regards.

The CTICC will share all relevant legislation, acts, by-laws and codes in aid to support a legal event.

# CTICC



**CTICC 1:** Convention Square, 1 Lower Long Street, Cape Town 8001, South Africa

**GPS co-ordinates:** - 33.915141°, 18,425657°

**CTICC 2:** Corner of Heerenracht & Rua Bartholomeu Dias, Foreshore, Cape Town 8001, South Africa

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we are a green conscious convention centre