

Exhibition Technical Manual

Dear Exhibitor,

We are pleased to share with you this Exhibition Technical Manual.

The Exhibition will be held as part of the **13th World Congress of The World Society for Pediatric Infectious Diseases (WSPID 2023)**, held on the 14-17 November 2023 in Durban, South Africa.

Venue: **Durban ICC**

45 Bram Fischer Road

Durban 4001

Tel: +27 (31) 360 1000

Website: <https://icc.co.za/>

Please read this manual **thoroughly** as it provides **important** information and is designed to assist you in preparing for the WSPID 2023 Exhibition.

Please forward this manual to everyone working on this project, including your agency and/or your stand builder.

Exhibitors and Supporters Portal

The Exhibitors' Portal enables Exhibitors and Supporters to:

- Submit company logo and profile
- Order Lead retrieval (Badge scanners)
- Submit a list of individual names for badges and order extra exhibitor badges
- Submit booth drawing (applicable for "Space Only" booths)
- Submit fascia sign lettering (applicable for "Shell Scheme" booths)
- Submit other deliverables as per sponsorship contract

Link to access the Portal <https://exhibitorportal.kenes.com>

Login details to access the Portal have been sent to the

company representative who signed the contract.

Notes:

- **One user per company** – the login details have been sent to the contact person who signed the contract. This person is responsible for passing on the login details to any third party if needed.
- The contract holder will be charged with **any purchase made** by their employee, stand builder or agency, unless requested otherwise in writing.
- Access to all Portal services will be available only **after** submission of your company **logo** and **profile**.
- Please note that access to the portal allows the user to see information from **previous transactions** made by your company with Kenes Group.
- **Only deliverables indicated in your contract**, should be submitted. Items that are not included in your contract will not be processed.
- Keep the Exhibitor's Portal link together with your login information on hand for future reference.

Set up	Monday, 13 November	<p>09:00 – 20:00 – “Space Only” Booths</p> <p>14:00 – 20:00 – Shell Scheme Booths</p> <p>Company’s identification badges and/or company branded clothing, safety shoes and hard hats are required.</p> <p>All empty boxes must be removed, and all aisles must be cleared by the end of the day (20:00).</p>
	Tuesday, 14 November	<p>08:00 – 13:00 – Quiet set up</p> <p>13:00 – 15:00 – Decoration only</p> <p>Noise-making machines are NOT permitted.</p> <p>Keep noise levels to a minimum in order not to disturb the sessions in the adjacent halls.</p>
Exhibitions Opening Hours	Tuesday, 14 November	15:00 – End of Welcome Reception
	Wednesday, 15 November	10:00 – 16:30
	Thursday, 16 November	10:00 – 16:30
	Friday, 17 November	10:00 – 13:45

Dismantling / Breakdown	Friday, 17 November	<p>13:45-16:00 – Quiet dismantling. Noise-making machines are NOT permitted.</p> <p>16:00-21:00 – Dismantling</p> <p>All empty boxes can be delivered to the hall after 16:00 (after sessions end).</p> <p>Company's identification badges and/or company branded clothing, safety shoes and hard hats are required.</p>
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Important notes:

- Timetable is subject to change.
- **All stand construction staff are required to wear their Company's identification badges and/or company branded clothing, together with the necessary safety shoes and hard hats for the duration of build-up and breakdown of the exhibition. Hard hats are available for purchase from the venue.** Failure of contractors adhering to the dress code above will result in prevention of entry or removal of staff until such time that the staff member is equipped with the correct safety gear and branded clothing.
- Empty crates and packaging material must be removed after set-up and no later than **Monday, 13 November at 20:00.**
All aisles must be clear of exhibits and packaging materials to enable cleaning.
- **Set-up on Tuesday, 14 November – Keep noise levels to a minimum in order not to disturb the sessions in the adjacent halls.**
From 08:00 until 13:00 – light set-up. Noise-making machines are NOT permitted.
From 13:00-15:00 – booth decoration and fine tuning within the booth parameters.
- All exhibitors should be in their Booth 30 minutes

before the official opening hour.

- Please do not leave any visible valuable articles at your stand. Please consider hiring security for your stand before/after exhibition Operation hours if needed.
- **Dismantling on Friday, 17 November -Keep noise levels to a minimum in order not to disturb the sessions in the adjacent halls.**

From 13:45 until 16:00 – quiet dismantling.

Smaller stands may pack their decorations and promotional material.

Bigger stands are allowed to begin dismantling; however noise-making machines are NOT permitted.

All empty boxes can be delivered to the hall after 16:00 (after sessions end).

- **Dismantling of the stands before the official hour is not permitted.**
- It is the exhibitor's responsibility to dispose of all materials after dismantling. Any equipment display aid to other material left behind after **Friday, 17 November at 21:00** will be considered discarded and abandoned. Any charges incurred for waste removal will be sent to the exhibitor.
- Please note that delegates may be visiting the e-posters and passing through the exhibition when it is closed.

Welcome Reception

You are cordially invited to the **Welcome Reception** which will be held in the exhibition area on **Tuesday, 14 November** right after the Opening Ceremony ends. Exhibitors are asked to please man their booth during the Welcome Reception in the exhibition area.

Action Item	Deadline	Contact Person
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Company logo and profile	As soon as possible and no later than Friday, 22 September	<p>Via Kenes Exhibitor's Portal https://exhibitorportal.kenes.com</p> <p>For enquiries, please contact Sharon Gamliel. E-mail: sgamliel@kenes.com</p>
Booth design for approval (applicable for 'Space Only' booths)	Monday, 2 October	
Text for Fascia (applicable for Shell Scheme booths)	Monday, 30 October	
Lead Retrieval Barcode Readers Order	Monday, 30 October Onsite rate will be applied for order received after this deadline	
Extra Exhibitor badges	Monday, 30 October	
Electricity order*	Tuesday, 31 October	<p>Jane&Paul CLICK HERE for the Services Form</p> <p>For queries, please contact Sheldon Fairfoot at: sheldonfairfoot@icloud.com</p>
Furniture Rental	Orders made after this date may be subject to a 20% surcharge. Stock upon availability.	
Shell Scheme Extras		
Graphics/Signage		
AV Equip.		
Plants Decor		

Booth Cleaning	Friday, 3 November	DURBAN ICC Gugu Shandu E-mail: gugus@icc.co.za CLICK HERE for DURBAN ICC Exhibition Order Forms
In-booth Catering		
Rigging & Forklift*		
Security*		
Parking		
Hostesses & Temporary Staff Hire	Monday, 6 November	Turners Conferences E-mail: GillS@turnersconferences.co.za DeveenaN@turnersconferences.co.za
Shipping		
Dedicated Wi-Fi / Internet*	Friday, 3 November	DURBAN ICC Gugu Shandu E-mail: gugus@icc.co.za Kelvin Dorosami kelvind@icc.co.za
International Shipments	Please contact Merkur representative	Merkur Expo Logistics Irit Sofer E-mail: irit.sofer@merkur-expo.com
Other shipments	Please contact the Exhibition Manager	Sharon Gamliel E-mail: sgamliel@kenes.com

***An exclusive service**

“K-Lead” Application – Barcode Scanner Application

Lead Retrieval systems are a helpful tool for receiving participants' contact information when they visit your booth. The information obtained by lead retrieval system enables Exhibitors to enhance their database by securing valuable leads for further marketing and communication.

We are pleased to offer you the “K-Lead” Application: exhibitors can download the “K-Lead” app onto *their own* smart phone or tablet and transform their device into an instant, easy lead retrieval system and capture participants' full

contact information with a quick scan of their badge.

The advantages of the “K-Lead” application:

- Effortless process using registration badge barcode.
- Allows to immediately view the leads information.
- Ability to insert exhibitor’s comments for each lead.
- Application is available for download from Apple store or Google play: “K-Lead App”.
- Cost per unit – **USD 600** (excluding 4% credit card charges fees, excluding VAT if applicable)

The Application should be installed on your company/personal device (tablet/smart phone). Operational information will be sent in due course.

To order “K-Lead” Application, please access the Exhibitor’s Portal <https://exhibitorportal.kenes.com>

Deadline: Monday, 30 October

Onsite rate of USD 750 will be applied for order received after above deadline.

Please note:

- **Device is not included. The Application should be installed on your company/personal device (tablet/smart phone).**
- In accordance with the **general data protection regulation** (GDPR), Kenes Group has updated its privacy policy. You can view our updated privacy notice [here](#). Kenes will not share delegate’s personal data with third parties without their consent.

Please note that similarly to sharing a business card, presenting delegate badge for scanning at exhibition booths or industry symposia constitutes an expression of consent to share their personal details with the company that is scanning their badge so that it may contact them in the future.

- Barcodes on delegate's badges contain contact information as supplied by the delegate or the agency responsible for the registration process of the delegate. We regret that in some cases, as when group registration is completed by a company, we may not be in possession of the full contact details.
- In addition, please note that neither Kenes Group nor the Organising Committee is responsible for the content of the information.

Exhibitor Badges

- Each exhibiting company is entitled to free exhibitor badges. The amount of free exhibitor badges is stated in your contract, and determined by your booth size. Two exhibitor badges will be given for the first 9 sqm booked, and one additional badge for each 9 sqm thereafter.
- The exhibitor badges allow access to the exhibition area and Welcome Reception.
- Exhibitor badges will be personalized i.e. they will include the name of the badge holder as well as the country and company name. Please submit the list of individual names via the Exhibitors Portal no later than **Monday, 30 October**.
- Exhibitors with an Exhibitor Badges are not eligible to receive CME/CPD credits and will not appear in the World Map feature (List of participants, if applicable).
- Exhibitor badges can be collected at the registration desk onsite during registration opening hours (they will not be mailed in advance).
- Additional **exhibitor badges** may be purchased online through the Exhibitor's Portal, at the rate of **USD 295** per badge.
Companies may purchase a maximum number of exhibitor badges as follows:

Booths of up to 60sqm – 15 exhibitor badges

Booths larger than 60sqm – 25 exhibitor badges

Notes:

- Deadline for ordering additional exhibitor badges via the exhibitor portal: **Monday, 30 October.**
- Please make sure that your company profile has been submitted via the Exhibitor's Portal *before* placing an order.
 - All company representatives are required to wear exhibitor badges to access the Exhibition. Company representatives not wearing their badges will not be allowed to access the Exhibition. Exhibitor badges are for the use of company personnel manning the booth and should not be used to bring visitors to the Exhibition.

For any enquiries related to registration, please contact the Registration Manager, Ms. Tsvetina Berova by e-mail at: reg_wspid23@kenes.com

Access to the Exhibition Hall during Set-up and Dismantling Times

Legislation and ICC Rule & Regulation requires that all contractors, suppliers and service providers delivering a service at the Durban ICC, whether it be for the venue or any of its clients, **are required to undergo a brief Health & Safety induction.**

In order for Durban ICC to offer a safe and controlled working environment, all contractors, suppliers and service providers **are required to be registered** on the Durban ICC EBMS database and wear an accreditation badge/card (to identify those who have been inducted) as **well as a colour-coded wristband** (which allows Security Personnel to identify and control access to only those persons accredited to be in the venue for WSPID 2023)

The accreditation badges/cards and wristbands are to be displayed visibly at all times when on site for the duration of the event from build up to breakdown and anyone who fails to comply will be asked to leave the site immediately.

Please refer to “*Contractor Induction, Accreditation & Access Procedure*” section of this manual. Legislation and ICC Rule & Regulation requires that all contractors, suppliers and service providers delivering a service at the Durban ICC, whether it be for the venue or any of its clients, **are required to undergo a brief Health & Safety induction.**

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[CLICK HERE](#) for further details.

[CLICK HERE](#) for the register template.

Once completed kindly submit the files with Okuhle Okuhlez@icc.co.za / training@icc.co.za and discuss induction dates and times.

Deadline: at least **1 week prior** to the set-up day and no later than 14h00 on a Friday in order to prepare the badges for handover after the induction session.

Exhibition Floor Plan & List of Exhibitors

The exhibition floor plan has been designed to maximize the exhibitor’s exposure to the delegates.

To access the exhibition floor plan and see the location of each booth, please [click here](#)

For full list of exhibitors and supporters – [click here](#)

Exhibition Hall

The exhibition will be held in Hall 3A which is located on

level 0.

Kindly note that the hall name as will be displayed in all publications as well as onsite signage will be **“Exhibition Hall”**.

[CLICK HERE](#) for venue’s floorplan and [HERE](#) for congress map.

Build-Up Height

- The **maximum** building height for the **top** of all elements is **5 meters** (including hanging banners)
- Shell scheme booths build up height is **2.5 meters**

Custom built stands (“Space Only” stands) over three (3) meters in height need to be certified by either a structural engineer or the stand builder, as determined by the Municipality’s Chief Officer and the Durban ICC Safety Officer, on completion, using the relevant Structural Certification Form.

Exhibitors who will have booths higher than the maximum permitted height will not be allowed to set-up their booths. **Any part facing adjacent booths that is above 2.5m in height (in case of back-to-back wall) needs to be designed with neutral surfaces (white).The backwalls (reverse side) of any booth that is adjacent to another booth – over 2.5m in height – must be nicely finished (no wiring, no graphics, no logo).**

Floor

Maximum floor load: 1.5 tons per m²

Contractors are to consult with the Durban ICC Health & Safety Officer in order to ensure that floor loading is not exceeded

Spreader Plates: Spreader plates are necessary if the static display exhibit exceeds the stipulated floor loading and/or for any demonstrating exhibit /product that causes severe vibrations or reverberations, in which case the floor loading is subsequently reduced by 30% or more. The spreader plates must be arranged in advance by the exhibitor and advise the venue contact person who will obtain final approval from the

Safety Officer / Health & Safety Officer.

Floor finish: carpet (charcoal with an orange dot in the center)



- The exhibition hall is carpeted with 1m² carpet tiles (charcoal with an orange dot in the centre). Should exhibitors wish to cover these carpets it is essential to supply 16mm plywood/melamine to protect the area onto which the external carpet will be placed. Where electrical requirements are necessary, then ½ m² must be cut out to expose the pit area for access in case of emergencies.
- The exhibitor may use the official contractor *Jane & Paul* to supply carpet or other type of floor covering and laying them directly. Contact person: Sheldon Fairfoot. E-mail: sheldonfairfoot@icloud.com
- Should there be any damage to Durban ICC carpets the full replacement cost and labour will be charged.
- Floors and platforms made of **natural timber** must be a minimum thickness of 25mm and chipboard or Melamine not less than 18mm.
- Corners to be rounded off or covered with plastic guards or preferably have beveled edges to ensure safety risks related to sharp stand corners are minimized while maintaining professional standards.
- Druggest (protective covering type of material),

linoleum or other approved floor coverings shall be properly secured or weighted at the edges to eliminate rucking.

♦♦Important♦♦

Please note that if your booth has a raised floor/platform, you are required to provide a **ramp** or **sloped/ramped edging** to ensure access for people with disabilities. The platform sides must be closed and finished neatly. The platform **edges** must be **safe, secured** and **easily visible**.

Loading Docks / Off Loading / Loading Procedures

- Should you have any specific requirements e.g. trolleys, forklift, cherry picker, hanging of banners etc. – kindly refer Banner Order Form No. 02.
- To facilitate smooth set up and breakdown of exhibitions held at the venue, a traffic management system is operated as follows:
Goods to be exhibited must be delivered to Gate No. 1, via Stalwart Simelane Street (formerly Stanger Street) to the relevant loading dock.
- Dimensions:
Durban ICC Loading Dock 1 to 4 : Height – 5 metres Width – 7 metres (also [click here](#) for loading dock floor plan)
- **The venue and the Organizer will not take accountability or responsibility for goods that arrive early or which are left after the official breakdown period of the exhibition. Should the venue need to dispose of any items, the costs thereof will be charged to the Exhibitor concerned.**
- The loading dock may be used to load and off load items for events and may NOT be used as a parking area.

Banners / Rigging From Ceiling

- Banners may be hung from the ceiling above stands within

the exhibition hall, where possible, provided that no banner obstructs other exhibits or banners (consider the angle and line of sight).

- It is advised that all banners be printed double sided and aluminum rods placed through the top and base of the banner to stabilize it, with a minimum of 10 m x 4 mm steel wire and clamps to be supplied for hanging purposes.

TAKE NOTE: The Venue does not supply rods, wire or clamps.

- Banners are hung by Durban ICC personnel only and are required to be delivered in advance. Installation and removal must be coordinated as soon as possible with the Durban ICC. Contact person: Gugu Shandu. E-mail: gugus@icc.co.za
- Due to the ceiling height, a Cherry Picker or Lift Platform will be required. The cost thereof will be the responsibility of the exhibitor – kindly contact Gugu Shandu from the Durban ICC who will provide a list of accredited service providers. E-mail: gugus@icc.co.za . Should equipment be hired through ICC a handling fee of 15% will be incurred.
- Hanging of banners or displaying posters from any wall within the centre (fixed or operable) is not Exhibitors disregarding this rule will be asked to remove the poster / banner accordingly, any damage resulting from this will be charged for accordingly.
- Exhibitors are responsible for verifying with the Durban ICC that their item/s can be rigged and final approval received. To facilitate this process, available blueprints, diagrams, sketches or drawings should be included.
- Assembly of item/s is not performed by the Durban ICC personnel and must be completed before rigging commences.
- Weight is limited to 1 ton per 1.5 linear meter per

girder.

- Please refer to “*Contractor Induction, Accreditation & Access Procedure*” section for measures that must be undertaken prior to and during overhead working

Hall Lighting

Hall lighting is provided in the venue at a level of 250 lux. The lights may not be removed or dimmed in the exhibition area without prior approval, as this may cause inconvenience to other exhibitors.

Water & Drainage

- Water/drainage is only available in specific areas at Durban ICC. It is imperative that exhibitors discuss any plumbing requirements with the Durban ICC Event Co-Ordinator to establish whether the stand is located within close proximity to these outlets.
- Water is provided using a 15mm, 22 mm or 28 mm male/female connection.

Electrical Info / Electrical Connections / Transformers

- All main power installations from source to outlet must only be carried out by an **accredited Electrician** who has the authority to issue a Certificate of Compliance on completion of electrical installation.
- The Durban ICC underfloor connections are situated in pits every 6m and must remain accessible at all times to accommodate emergencies (tripping etc.) Stand Builders are required to cut out a trap door for access to the under floor pits that are covered by floor boards.
- No Twin flex is permitted.
- Only SABS approved multi-socket outlet/s will be permitted (No 15 amp double adapters).
- **All stand types, shell schemes/equipment are to be undertaken by a registered electrician only and must**

comply with South African Bureau of Standards and Occupational Health & Safety Act i.e. **Certificate of Compliance** to be presented to the venue Safety Officer / Health & Safety Officer.

- Only SABS approved multi-socket or multi-extender plugs or cable tie may be utilized.
- All wiring systems must be insulated flexible cables with copper conductors that have a minimum cross section area of 1.5 mm² e.g. (3 core cab tie).
- **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 pin round plug).
- **Lighting** is to be looped from fitting to fitting with all terminations being secured and concealed.
- Stands constructed of a **conductive material** will be required to be double earthed to the Centre's earthing system.
- **Overloaded usage** may cause the incoming power supply to trip excessively. Severe trips may take hours to rectify, thereby causing inconvenience to all Exhibitors.
- **Transformers** are to be mounted on the structure, walls and/or systems and not placed directly onto the carpeted floor.
- 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 venue and if permitted, a fee will be levied.
- Any power requirements **more than 60 amps** needs to be discussed with the venue contact person.
- **Neon Lighting** – this lighting may not be installed without prior arrangements and written authorisation from the venue contact person and all neon lights are required to have a 'Fireman's switch'.
- **Fluorescent fittings** – must be earthed.
- All electrical fittings and equipment must be **SABS**

- approved. transformers, distribution boards, plugs etc.
- **Please place orders early to facilitate submission of electrical plans to the general stand contractor – Jane & Paul (subject to the final approval of the Durban ICC).** Late and/or wrong orders cause delays in the supply to your stand. Please note that the physical conditions of the exhibition, being different from those of the Exhibitor's premises may affect the electrical supplies and installations and thus allowances must be factored into the orders made. The venue reserves the right to reject any installation and/or item of equipment deemed to be unsafe and failing to comply with the statutory gazetted requirements.

The exhibitor is responsible for calculating the power necessary for the elements to be connected, together with the request for the necessary voltage. Damage caused to the main or to specific points by these connections is the sole responsibility of the exhibitors.

Lights

- No spotlights, drop lights or other special lighting device may be directed toward the aisles so that they prove to be irritating or distracting to neighbouring exhibition stands or guests.
- No strobe light effects are permitted.
- Only LED lights may be used as uplighters due to heat transmission.
- Any additional lighting put up in stands after the official contractor has signed off the **Certificate of Compliance**, will be removed.
- Stand builders installing their own lighting and electrics will be required to hand a **Certificate of Compliance** to the Durban Safety Officer / Health &

Safety Officer once the stand has been completed.

Hall Lighting

Hall lighting is provided in the venue at a level of 250 lux. The lights may not be removed or dimmed in the exhibition area without prior approval, as this may cause inconvenience to other exhibitors.

Shell Scheme Booths

To ensure the smooth and efficient installation and dismantling of your booth, *Jane&Paul* has been nominated as the **official general contractor** for WSPID 2023 congress.

Shell Schemes which have been pre-booked via Kenes include the following:

- **Walling** – standard shell scheme system, 2.5m-high
- Company name on **Fascia board** printed in standard lettering
- **Lighting** (clip lights)
- **Basic electricity** (power supply + [multiplug](#)) – Each exhibitor can use the maximum load of a 220V 15amp plug.



Please [click here](#) for 3x3 shell scheme booth layout.

Kindly note that the exhibition hall is already carpeted

(charcoal with an orange dot in the center)

Corner shell scheme booths are provided with **two open sides** and 2 fascia panels with company name. Please [click here](#) for 3x3 corner booth layout .

Shell Scheme booths do NOT include:

- Furniture
- Booth cleaning

Furniture and other products / items for your booth can be ordered directly with *Jane&Paul* – the official general contractor by **Tuesday, 31 October** .

Orders made after this date may be subject to a 20% surcharge. Stock upon availability.

[CLICK HERE](#) for the **Services Form**

For queries, please contact Sheldon Fairfoot at: sheldonfairfoot@icloud.com

Fascia Sign

Maximum of **21 characters** (including spaces) may be written on your fascia (applicable for a 9 sqm booths).

Please submit lettering for fascia via the [Exhibitor's Portal](#) by **Monday, 30 October**.

If you wish to print your company logo on the board, instead of your company name or in addition to the name, this can be ordered at additional cost via *Jane&Paul* the official general contractor.

If text for your fascia is not received by above deadline, we will provide you with a fascia title as per your application form.

Important Guidelines for Shell Scheme Booths

- All basic shell scheme booths will be designed and built by *Jane&Paul* – the official general contractor.
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts

from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the shell scheme booth should indicate clearly on the location plan and forward it together with clear instructions to the official general contractor and the Exhibition Manager before **Monday, 2 October**.

- No free-standing stand-fitting or display(s) may exceed a height of **2.5m** or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the exhibitor.
- It is not allowed under any circumstances to cut, nail or drill into or through the walls, fascia, floor or ceiling.
- Please do not use any adhesive products that may leave marks or cause damage to the panels and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to booth structure will be invoiced to the exhibitor.**
- No painting is allowed; no usage of nails or screws.
- Double sided tape can be used to affix lightweight items as long as it does not leave mark or cause damage to the panels and booth structure. Velcro can be used as well (male & female).
- It is possible to use fishing line (nylon) to hang pictures etc.
- An exhibitor occupying a **booth at the corner** can request to close the additional side(s). If the official general contractor and the Exhibition Manager is not being notified in writing before **Monday, 2 October** it will be assumed that the exhibitor will have opening on the additional side(s).
- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- The hall is already carpeted. If the exhibitor wishes to have a different type of flooring, an additional fee will be charged. Please contact the official general contractor *Jane & Paul* for more information.

- Excess stock, literature or packing cases may not be stored on, around or behind booths.
- Exhibitors requiring additional equipment may review the [Services Form](#) or contact the official general contractor by the published deadlines. See the “Deadlines & Key Dates” section for more information.

Space Only Booths

Exhibitors using independent contractors are required to submit the following for approval by **Monday, 2 October**:

- A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed booth to be built.
- Electrical connections – a list of all appliances.
- Other utility connections such as water and drainage are subject to availability and must be checked with the Exhibition Manager prior to submitting the designs.
- The name and contact details of their construction company.

Please submit the files through the Kenes Exhibitor's Portal:
<https://exhibitorportal.kenes.com>

Design Guidelines:

- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining booths, or damaging the premises.
 Exhibition material that is placed outside the booth will be removed at the exhibitor's expense.
- **Exhibitors are kindly requested to allow sufficient see-through areas that ensure clear views of surrounding exhibits. Entire sideways walls will not be approved**
- **Island booths** should be partly accessible on all “open” sides. You are only allowed to build walls that cover up to 50% of each side. We try to keep the exhibition as open and inviting as possible. Wall construction

alongside aisle must be approved by Kenes, max 50% of side to side may be covered.

- Construction finish must be perfect in all the booth's visible areas, including rear sides and booth ceiling. **Please keep in mind that your booth may be viewed from the upper floor.**
- **Raised floor/platform:** please note that if your booth has a raised floor/platform, you are required to provide a **RAMP** or **sloped/ramped edging** for handicapped access. The platform sides must be closed and finished neatly. The platform edges must be safe, secured and easily visible.
- Walls must be clad on the reverse side to present an aesthetic appearance from aisles and adjoining stands. **Any part facing adjacent stands that is above 2.5m in height needs to be designed with neutral surfaces (white).** The backwalls (reverse side) of any booth that is adjacent to another booth over 2.5m in height must be finished in white. The back wall (reverse side) must be free of any wiring, graphics, or logos.
- Advertising on the boundary with other booths is prohibited.
- **Multilevel** structures are **not permitted**.
- Arches, bridges or similar construction connecting two or more booths are not permitted
- A back wall of a booth (including shell scheme booths) cannot be used by other exhibitors.
- The **maximum building height** for the **top** of all elements in the booths is **5 meters** (including hanging banners)
Note: stands **over three (3) meters** in height need to be **certified** by either a structural engineer, as determined by the Municipality's Chief Officer and the Durban ICC Safety Officer, on completion, using the relevant **Structural Certification Form**
- **Ceiling Rigging** is permitted. Please refer to "*Hall Specification and Important Technical Information*" section for further information.

- **All stands are required to have corner guards or bevelled edges.**
- Special care must be taken to ensure that the visitors will be inside the booth and not standing in the aisle. For example:
 - Screens or any kind of equipment to be shown or demonstrated may not be placed directly on the edge of the stand contracted in order to ensure that the visitor viewing the screens/equipment will be inside the booth and not blocking aisle traffic.
 - Any counter, desk etc. or device (i-pads, touch screens etc.) which attract visitors may not be placed immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth)
 - Coffee bars or other F&B-stations must be inside the booth area to ensure that the visitors are standing and queuing up inside the booth area and not standing in the aisle

Kindly note:

- The organiser will not approve booths that do not comply with the accepted standards until the necessary changes have been made.
- **Work cannot commence until the booth drawings are approved by the organizer.**
- **The used space must be returned to the *Durban ICC* completely clear of all items and restored to their original state.**
- We recommend exhibitors using independent stand contractors to include a **site visit** in the planning process to assure a smooth and well planned set up. Please contact Gugu Shandu from the **Durban ICC** to coordinate a visit. E-mail: gugus@icc.co.za

Cleaning

The organiser will arrange for general cleaning of the exhibition premises prior to the opening of exhibition and daily prior to opening thereafter (i.e. aisles and passages). This **excludes** cleaning of stands, exhibits and displays. Exhibitors are responsible for individual stand cleaning.

Stand cleaning services may be hired through the venue. Individual stand cleaning includes – sweeping, mopping, vacuuming, dusting and waste removal.

[CLICK HERE](#) for DURBAN ICC Exhibition Order Forms

For inquiries, please contact Gugu Shandu. E-mail: gugus@icc.co.za

Internet & Wi-Fi

Complimentary Wi-Fi will be provided by the congress during official congress days at most areas. This public Wi-Fi connection is limited for basic web browsing or checking emails.

Should you have any internet-based feature/device/activity at your booth (for example: product demonstrations), we strongly recommend ordering a dedicated internet connection for your booth (wireless or wired connection) to guarantee a consistent internet connection inclusive of technical support.

Wired internet and Wi-Fi connection may be ordered through the Durban ICC until **Tuesday, 31 October**.

Please contact the Durban ICC. Contact persons:

Kelvin Dorosami. E-mail: kelvind@icc.co.za

Gugu Shandu. E-mail: gugus@icc.co.za

Important:

- Please be advised private Wi-Fi networks installations in the booth are not allowed.
- **The venue and the organizer reserve the rights to discontinue any activity which interfere with the hall Wi-Fi coverage.**

- Note regarding technical support: the Durban ICC will ensure that the service you purchased is functioning as it should, however we cannot troubleshoot or repair issues with client-provided equipment.
- The exhibitor is responsible for following legal, ethical, moral and generally accepted internet and e-mail conduct when communicating across the congress' network. The venue reserves the right to disconnect and/or limit a user's right to or use of the network if rules and conditions are not respected.

Security

- Please do not leave any bags, boxes, suitcases or any type of product unattended at any time, whether inside or outside the exhibition area.
- Neither the venue nor the organiser can accept responsibility for the security of the booths and their contents. The venue as well as the organizer are not liable for any possible loss, theft and/or damage occurred during the rental period of any private property or goods. Exhibitors are fully responsible for the security of their booth and equipment.
- As part of the general venue security, the Durban ICC provides perimeter security only. It is recommended that additional steps be taken to limit the chances of a loss by appointing additional security personnel at your stand.

[CLICK HERE](#) for DURBAN ICC Exhibition Order Forms

- Security personnel will remain on duty until released and the exhibitor is responsible for additional charges that may occur.
- A minimum shift of 2 hours per security officer is charged. Billing does not allow for part or divisions of an hour.
- Please note that there is an increase in rates applicable for overtime, Sundays & Public Holidays.

- Payment in full must be rendered before the service is provided.
- Inspection of goods / materials – all equipment, fittings and materials brought into the venue are subject to inspection by the accredited venue Security Contractor.
- **TAKE NOTE: It is compulsory to complete & return the security check/stand inventory form.**
- Never leave valuables on the exhibition stand e.g. purses, briefcases, wallets, cameras, etc., these must be carefully safeguarded – cell phones and laptop computers particularly.
- In the unfortunate instance that you suffer any loss, please report it to venue contact person immediately. A report will be recorded and a copy made available to you for insurance purposes.

- Assumption of Risk

The Exhibitor acknowledges that the layout of the exhibit area and the large numbers of people present in the exhibition halls make it impossible for adequate security to be provided to protect the Exhibitor's merchandise and other property.

Accordingly, the Exhibitor assumes all risk of loss for their merchandise, fixtures, displays and any other property of the Exhibitor located in the exhibition area, storage or any other area where access has been provided to Exhibitors by the venue, where such loss results from theft, vandalism and/or any other damage caused by any agent, employee of the venue or any other person either authorized or not authorized to be present at the exhibition hall. Furthermore, the Exhibitor acknowledges that security personnel are provided by Durban ICC merely as a service and that the venue has made no representation regarding the adequacy of such security measures. Durban ICC recommends that all Exhibitors consult their individual insurance representatives to obtain appropriate insurance

coverage.

In-booth Catering

- The Durban ICC, however, has **exclusive catering rights** for all events taking place in the Durban ICC. All food and beverages required must therefore be ordered and supplied through the venue.

[CLICK HERE](#) for DURBAN ICC Exhibition Order Forms

- Should exhibitors wish to provide their own beverages, **approval will need to be obtained from Durban ICC Management**. A **corkage fee** will be attached to all beverages supplied by external suppliers. Full payment of corkage charged is required prior to the stock arriving on-site. Any beverage order arriving on-site without the required authorization or payment will be removed and stored by the Durban ICC (at the cost of the exhibitor) until such time that approval is granted and fees paid.
- Exhibitors wishing to give away samples of products must forward all relevant information for approval by the Durban ICC. All food tasters must be limited to “*bite size*” portions (85g – 20mm x 20mm x 20mm on a toothpick) and beverages limited to 20ml (soft drinks/liquor) and 50ml for beer.

The exhibitor/s providing food/beverage samples are required to produce the relevant food/beverage licenses applicable as per Health & Safety legislation.

- There shall be no demonstrations for sampling outside of contracted exhibition space. Should samplers interfere with the normal traffic of neighboring exhibition stands, the venue will have no alternative but to request that the sampling be terminated.
- The exhibitor is to supply a large plastic rubbish bin and a supply of plastic bags for associated waste.
- All orders placed with the Durban ICC for food and/or beverages must be paid by cash and/or credit card on

confirmation of order. Should payment not be made within the specified time no products will be delivered until such time that payment is made and proof thereof submitted.

- Late orders requested on the day of the event cannot be guaranteed and specific delivery times can not be confirmed.

Labour / Porterage – Bar persons, waitrons, porter service or general assistants are available for hire via the Durban ICC – kindly refer to the relevant order forms and costs thereof.

Normal time rates: Weekdays: 08h00-18h00

Overtime rates: Weekdays: Before 08h00 and after 18h00

Sunday and Public Holidays

N.B. The minimum shift is 4 hours in any category. As per legislated Labour Act a one hour lunch break is compulsory for all 8 hour shifts. Supervision of labour is required and will be included with all quotations.

TAKE NOTE: All orders received after the published deadline will be subject to a 20% surcharge.

Waste Removal / Skips

- Should an excess of debris be expected during the construction or breakdown of your stand, exhibitors would be required to hire a skip for removal of such.
[CLICK HERE](#) for DURBAN ICC Exhibition Order Forms
- The venue and the Organizer reserves the right to charge the Exhibitor for the removal of excessive waste created i.e. crates, pallets, cartons, packing or literature left behind after breakdown.
- During the build-up and breakdown days of the exhibition, the aisles of the venue/s must not be obstructed with packing, construction material or debris. Contractors building “space only” or custom built stands or interior designs are responsible for

removing their own building waste and off-cuts from the site at the end of each day.

International Shipments

International shipments should be coordinated with Merkur Expo Logistics GmbH.

Contact information:

Merkur Expo Logistics GmbH

Ms. Irit Sofer | E-mail: irit.sofer@merkur-expo.com | Mobile: +972-52-8890129

Other shipments should be coordinated with the Exhibition Manager. E-mail: sgamliel@kenes.com

Deliveries

Please be advised that neither the organizer nor the Durban ICC can accept deliveries on an exhibitor's behalf and arrangements must be made for a booth/company representative to be available when deliveries are made.

Deliveries may not be made prior to Monday, 13 November. Any deliveries prior to this date, or off the official working hours, **will not be accepted**. Please refer to the Shipping Instructions for the deliveries address.

As a courtesy to the delegates and your fellow exhibitors, deliveries or the removal of any equipment to/from booth must be made 30 minutes before or after exhibition opening hours.

The venue and the Organizer will not take accountability or responsibility for goods that arrive early or which are left after the official breakdown period of the exhibition. Should the venue need to dispose of any items, the costs thereof will be charged to the Exhibitor concerned.

Health & Safety Requirements

Alliance Safety Management (ASM) has been nominated by Kenes as the Safety Officer for WSPID 2023.

- Contractors will be required to present a **safety file** before beginning work at the venue, which will be audited as per the **Audit Checklist** – [CLICK HERE](#)
- Further to this, they will be required to sign a **mandatory agreement** in terms of **section 37.2 of the Occupational Health and Safety Act** – [CLICK HERE](#)

This Checklist along with relevant documentation is to be delivered to Alliance Safety Management prior to Monday, 2 October.

Rules and Regulations –*Binding for all exhibitors and their subcontractors*

Animals

No animals are permitted in the venue or exhibition halls without prior approval of the Durban ICC Management.

Build-Up & Dismantling Period

- During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol and drugs.
- The Exhibitors and contractors are required to wear the necessary personal **protective equipment** such as safety footwear, protective helmets, eye protection, and hand protection required by the specific work activity.
- The use of cutting machines, welding machines, sanders and spray guns is strictly forbidden.

Stand Builders / Sub-Contractors

- All stand construction staff are required to wear their Company's identification badges and/or company branded clothing, together with the necessary safety shoes and hard hats for the duration of build-up and breakdown of the exhibition. Hard hats are available for purchase from the venue.

Failure of contractors adhering to the dress code above will result in prevention of entry or removal of staff until such time that the staff member is equipped with the correct safety gear and branded clothing.

- All sub-contractors (stand fitting, interior decorating etc.) are required to provide the Organizer (Kenes) with an **indemnity** guaranteeing their observance of the rules and regulations as legislated by Durban ICC, the Occupational Health & Safety Act and other related Governmental agencies. (This is applicable to build-up and breakdown days).

Working Area (demarcated outside)

- Whilst the venue understand that the Exhibitors need to decorate their stands by means of painting, welding, angle grinding, cutting timber, wallpapering etc, this is not permitted inside the exhibition hall. Specific areas are demarcated for this purpose as are wash basins for cleaning of paint brushes etc.
- Exhibitors are responsible for the cost of making good or replacing any damage to the exhibition premises, whether caused by themselves, their agents, contractors, sub-contractors or by any person/s employed or engaged on their behalf. Any Exhibitor found damaging the walls, carpets and/or any structure on the Durban ICC property will be charged with the replacement value of such item.

Children

No person under the age of 18 years can be admitted to the Exhibition, either during build-up, opening days or breakdown. This rule also applies to Exhibitors' children and must be strictly enforced to comply with the safety regulations of the exhibition.

Compressed Gases

Use of compressed gases is not allowed.

Damage to the Building

Exhibitors are liable for all damage caused to floors, walls, and pillars during the installation, Exhibition, and dismantling periods. No adhesive stickers and fixtures of any kind are allowed on floors, walls, and pillars.

Behavior / Damage / Care Of Building

- The Exhibitor undertakes personal responsibility for the behaviour of any person/s presented as staff, suppliers, sub-contractors and/or service providers in their employ whilst on Durban ICC premises.
- The Exhibitor also undertake to ensure that no unacceptable behaviour, including the consumption of excessive alcohol, playing of loud music or the use of abusive language occurs by any such person whilst on the premises of the Durban ICC.
- With regards to build-up and breakdown, all areas within the venue are to be treated with respect where no part of the facility will be abused, damaged or left in an unacceptable state post event. Contractors and Exhibitors are to ensure their stands and surrounding areas are kept in a reasonable state where equipment and waste from building or dismantling is removed.
Any Contractor or Exhibitor seen to be disregarding this rule will be fined accordingly (amount will be based on cost of services rendered on behalf of the exhibitor to clear areas).
- Exhibitors are responsible for the cost of making good or replacing any damage to the exhibition premises, whether caused by themselves, their agents, contractors, sub-contractors or by any person/s employed or engaged on their behalf. Any Exhibitor found damaging the walls, carpets and/or any structure on the venue property will be charged with the replacement value of such item.

- No attachment, fitting and/or detachment is to be made to the internal/external walls, floors, ceiling and/or pillars of the building, without the prior knowledge and consent of the venue. This includes any ladder and/or other device whatsoever which would be affixed to or suspended from any overhead structure. No nails, hooks or other devices are to be driven into any part of the building.
- **Painting and angle-grinding is not permitted anywhere within the venue or enclosed loading dock area.** All major construction and painting works must be completed off-site. Last minute touch-ups can be done on within demarcated areas in the (external) loading bay areas at the Durban ICC and designated areas within North Plaza at the Exhibition Centre. Plastic / cardboard / wood panels (in the case of angle-grinding) must be used to cover the surface of the work area.
- Washing of paint brushers within the venue toilet facilities is strictly prohibited, any exhibitor or contractor found disregarding this rule will be asked to vacate the premises immediately. Basins specific to this purpose are available at Gate 1 at the Durban ICC and Gate A on North Plaza at the Exhibition Centre.

Disposal of Material

It is obligatory to collect and dispose of all material during the build-up or dismantling of the event.

When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind. Any costs incurred by the venue in removing this property will be charged to the exhibitor.

Fire Regulations

- Stand material and fittings must be non-flammable or impregnated treated with fire-retardant chemicals.

- As a general rule, easily inflammable synthetic substances, foam polyester, and non-fireproof straw and reeds are prohibited.
- Exhibitors are prohibited from covering displays with drop cloths, sheets, table cloths or other non-flame resistant material.

TAKE NOTE:

- Hessian, fabric, 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 current ***"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 the draping does not come into contact with electrical wiring, fittings and/or globes and should hang no lower than 5 cm above the carpeted floor. **Please note that it is the duty of the venue contact person to ensure that the draping/materials are suitably treated and if not, to provide the exhibitor with details of an accredited fire retardant contractor.**
- Electric signs and equipment must be wired to meet the specifications of local fire authorities.
- Fire extinguishers on walls, floor or elsewhere may not be removed or obstructed in any manner.
- Any exhibitor having equipment utilising flammable liquid / industrial gas which produces heat, smoke or open flames as an integral part of product demonstration, must receive written approval of plans from the Durban ICC and the local Fire Chief, in writing.
- Aisles must be kept clear at all times and fire stations/fire extinguisher equipment are not to be hidden and/or obstructed in any way.
- **No storage of any kind will be permitted within the confines of the exhibition floor and/or placed behind**

the exhibition stand or venue walls/curtains.

- All displays are subject to inspection by the Fire Prevention Bureau. Any construction materials not found to be fireproof may be required to be dismantled.
- **Polystyrene products will be prohibited** unless treated by a fire retardant and certificated proof provided by the Exhibitor. Only on receipt of the Certificate may the stand be structured.
- All materials used in the exhibition must be of non-flammable nature and resistant in order to conform to local fire ordinances and in accordance with regulations established by the National Association of Fire Underwriters. Fire regulations prohibit the use of crepe paper, corrugated paper, cardboard, PVC sheeting (except on the floor to prevent damage to carpets) or any other highly combustible flammable material.
- The use of industrial gases of inflammable or toxic nature for demonstration purposes will not be permitted in the exhibition venue unless a detailed application has been made to the Fire Department or the Factories Inspector. If approved, the Fire Prevention Bureau (FPB) conditions must be complied with. If this application is not made, gas cylinders and naked flame demonstrations **will not** be permitted.

Fire Insurance (compulsory)

Exhibitors must be insured against fire.

Health & Safety

- It is the responsibility of the stand holder to ensure the health, safety and welfare of all employees, contractors and visitors as far as is reasonably practicable throughout the event.
- It is recommended that the stand holders appoint a supervisor for the stand, with the specific responsibility for ensuring the health & safety of their

staff and stand builders. It is advisable that a Risk Assessment is completed for the stand and submitted to the organisers.

Hanging of Posters, Banners etc.

Hanging of posters, banners or decals, stickers or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of the venue are not allowed without a prior written authorisation.

Operable Walls

No banners, posters or signage may be attached to or hung onto any of the venue walls (operable or otherwise).

Insurance (compulsory)

- Exhibitors are required to take out appropriate Insurance. Third part liability insurance is obligatory. It remains the Exhibitors full responsibility to insure themselves appropriately.
- Neither the organisers nor the venue, their representatives or agents will be held responsible for any loss or damage to exhibitor's property. Exhibitors must take precautions to protect their property against pilferage.
- The organisers do not provide insurance for exhibitors and their property. The exhibitor is responsible for his property and person and for the property and persons of his employees through full and comprehensive insurance and shall hold harmless the organisers for any and all damage claims arising from theft and those perils usually covered by a fire and extended-coverage policy. Therefore, you are obliged to have a **public liability insurance** that covers all injuries to persons and damages that might cover in connection with the exhibition.
- Exhibitors are personally liable for all expenses

incurred by the organisers or by third parties in regard to technical services provide.

- We also recommend that you have additional coverage against loss or damage to exhibition material during transport and during exhibition times. Please make arrangements for insurance coverage through your company's insurer.

Liability

- Exhibitors are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organisers against all claims and expenses arising from any damages.
- If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organisers find it necessary to change the dates of the Exhibition, the organisers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.
- The organisers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the venue or any part thereof in any manner whatsoever.

LIABILITIES / INSURANCE / LOSS OF PROPERTY – FURTHER GUIDLINES

- Exhibitors and persons using the venue are strongly advised to arrange, at their own cost, "all risks" insurance coverage from Country of Origin to the exhibition stand including duration of exhibition period and return to domicile.
- Exhibitors shall ensure that they are fully covered by insurance and take out "public liability" and

“comprehensive” protection.

- The period of liability of the exhibitor shall be deemed to run from the time the Exhibitor or any of their agents or contractors first enter the exhibition site and to continue until all exhibits and property have been removed.
- Exhibitors are strongly advised to either lock away or remove all valuable items from their stand when unattended. The Durban ICC and the Organizer do not take responsibility for any goods left unattended on stands or within the venue.
- The venue will not be responsible for the safety of articles of any kind brought into the hired venue by the exhibitors, their agents, contractors, visitors and/or any other person/s whosoever.
- The Exhibitor shall insure, indemnify and not hold the venue liable in respect of all costs, claim demands and expenses to which the Durban ICC may in any way be subjected as a result of any loss or injury arising to any person howsoever caused as a result of any act or default of the exhibitor, his agents, contractors or guests.
- Exhibitors shall be responsible for making good any loss or damage to any items which they have rented or hired from the official contractors. In addition, exhibitors shall take all necessary precautions to prevent any damage to their equipment, exhibits and displays before making any connection to the electrical supply of the official contractors.
- The Durban ICC requires, under standard terms and conditions of contract, that the exhibitor indemnifies the Durban ICC from all claims resulting from accident, damage and/or injury occurring in the venue, as well as loss of property.
- Exhibitors may order security personnel from the venue in-house security service provider at a fee – kindly refer to the relevant order form.

Security

- Safety and Security of Material: Please do not leave any bags, boxes or suitcases unattended at any time, whether inside or outside the exhibition area. The organizers and venue cannot accept liability for loss of or damage to private property or goods.
- Neither The **venue** nor the organisers can accept responsibility for the security of the stands and their contents and for damage to, or theft of any goods. Exhibitors are fully responsible for the security of their stand and equipment.
- Please refer to “Booth Services” section for further information regarding security.

Sound Equipment and Music

- In general, the use of sound equipment/music in booths is permitted as long as the noise level does not disrupt the activities of neighbouring exhibitors.
- Speakers and other sound devices should be positioned to direct sound inward (to be contained within the booth) rather than outward (toward aisles and other exhibitor booths).
- It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.
- Live music is not allowed.
- The organisers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud
- The organisers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are reminded that third party copyrights should not be infringed. The organisers have no copyright responsibility in respect of any exhibiting

company.

- Proper dispensation must be obtained and any royalties due, paid prior to the use of materials. Should any copyright dispute arise, the organisers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

Exhibitors must also comply with the following venue's rules and regulations concerning AV equipment as published in the Durban ICC SOP-16: Operational Rules & Regulations:

Demonstrations: Exhibitors are required to ensure all AV equipment used for marketing purposes is maintained at comfortable volume levels. Any audio system or electronic device that is deemed disruptive to the standard conduct of business of the exhibition or venue will not be tolerated and will be removed from site, this includes noisemakers such as whistles, vuvuzelas, horns, etc.

Sound levels: AV presentations must be muffled so that noise does not interfere with other Exhibitors. Extremely loud noises such as bells, sirens, buzzers etc. will not be permitted in order that a professional atmosphere be maintained. The Durban ICC reserves the right to reduce the sound levels, restrict and/or switch off any AV displays deemed disruptive.

Music & film copyrights: Exhibitors who wish to utilise audio and/or visual aids in the exhibition in relation to the sound tracks of videos and music must ensure that the use thereof will not infringe on the copyrights of others. Exhibitors are advised to contact SAMRO regarding the procedures for application of a "Copyright Music Licence".

Projectors and/or screens: when using projectors and screens, the viewing area should be designed in such a way that people do not crowd the aisles. If you have a large viewing screen make sure it can be enclosed or draped for better viewing.

Promotional Activities

- All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.
- Advertising material and signs may not be distributed or displayed outside the exhibitor's booth.
- Advertising activities must not cause obstructions or disturbances in the aisles or at neighboring booths.
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

Presentations and/or Demonstrations of Exhibits/Products

An Exhibitor intending to present and/or display equipment/exhibit product at their stand must:

- Give proper consideration to the safety of conditions under which the exhibit will be demonstrated.
- Securely install all working machinery to prevent base slippage and position such machinery so that the operation thereof will not cause intrusion into the aisle or otherwise prove hazardous to any persons.
- Adequately guard all moving parts of machinery to prevent injury to any person.
- Isolate starting devices to prevent operation by any visitor or other unauthorized person.
- Ensure toxic fumes, exhaust and/or other irritants caused by the exhibits / products are not released into the exhibition hall. Prior approval from the relevant controlling authority, in addition to that of the venue, must be obtained for such purposes.
- Ensure that adequate protection is provided to prevent damage to the hall flooring, carpets and facilities.
- Any damages caused will be the responsibility Exhibitor concerned who will be charged accordingly.
- Ensure that any product or display such as roofing, awning, ceiling or lighting must be highlighted in the respective stand plan and submitted to the Organizer and subject to the approval the Durban Metro Fire

Department. No product or display will be permitted in the exhibition venue without the correct approval / permits.

- Ensure that all the relevant local Government authority licenses and/or permits are obtained and stipulated regulations and conditions are observed and abided by for the demonstration and/or use of electronics, radio and/or satellite receiving and/or transmitting equipment.

Smoking/Tobacco Policy

Please note that the Durban ICC is a smoke-free venue. As per Government legislation no smoking is permitted within the venues. Designated areas have been allocated and these must be strictly adhered to as per the Tobacco Products Control Act 1999. Failure to comply with these regulations could lead to possible prosecution.

Special Effects

Special effects lighting, live music, smoke and laser projection may not be used in the stands.

No permission will be given for projection in the aisles or on the walls of the hall.

Waste Removal

- Exhibitors are responsible for the removal of all refuse/waste from the exhibition area.
- Any discarded waste, including promotional material, left behind will be removed by the organisers at the expense of the exhibitor concerned.

All activities of an exhibitor, including advertising must be conducted in a manner complying to the rights of other Exhibitors. No exhibit will be permitted which interferes with the use of the other exhibits or impedes access to them or the

free use of the aisles. The venue and the organizer reserves the right to limit and/or restrict any operation which, for any reason, might be considered objectionable, without any liability for refund and/or damage.

Participation by exhibitors is dependent upon compliance with all rules, regulations and conditions stated herein.

IMPORTANT:

Please read thoroughly “*Contractor Induction, Accreditation & Access Procedure*” section of this Manual.

Exhibitors must comply with the **Durban ICC SOP-16: Operational Rules & Regulations** including operation, fire safety, construction, security and other regulations.

Parking

A ‘park & pay” system is in operation in the Durban ICC basement parking, with entrance via Bram Fischer Road (formerly Ordnance Road) and Dr A B Xuma Street (formerly Commercial Road).

Further information regarding parking can be found [HERE](#)

Travel Clinic

The Travel Clinic situated in the Durban ICC Basement Foyer (Level 1) has medical staff in attendance during normal working hours and a Medical Doctor on 24-hour call at all times.

We are committed to sustainability and we encourage all of our exhibitors to do the same. [CLICK HERE](#) for some practical tips and tricks that you can implement right away.

Official Contractors and Recommended Suppliers:

Electricity* / Furniture Rental / Additional Booth Fittings /

Graphics & Signage / AV Equip. / Plant Decor

Jane & Paul

Sheldon Fairfoot

E-mail: sheldonfairfoot@icloud.com

Tel: +46 (0)31 708 85 04

Mobile: +27 (0)72 035 3425

[CLICK HERE](#) for the **Exhibitor Service Order Form**

**Exclusive to Jane & Paul – the nominated General Contractor for WSPID 2023.*

In-Booth Catering* / Booth Cleaning / Rigging & Forklift* / Security* / Security* / Parking / Waste Removal

The Durban ICC

Gugu Shandu

Tel: + 27 31-360 1269

Mobile: + 27 60 977 4670

[CLICK HERE](#) for DURBAN ICC Exhibition Order Forms

E-mail: gugus@icc.co.za

**Exclusive to the Durban ICC.*

Floral Decorations – Recommended supplier

Judy Salim JMT Enterprise

E-mail: judymagwaza@mweb.co.za

Hostesses & Temporary Staff Hire – Recommended supplier

Turners Conferences

Gill Slaughter

E-mail: GillS@turnersconferences.co.za

International Shipments

Merkur Expo Logistics GmbH

Irit Sofer | E-mail: irit.sofer@merkur-expo.com

Mobile: +972-52-8890129

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<https://hotels.kenes.com/congress/WSPID23>

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