

EHPBA / Cape Town 2011

**9th Congress of the European Hepatic Pancreatic
Biliary Association**

**EXHIBITOR MANUAL
Part 1**

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1. ACCESS TO THE CAPE TOWN ICC

The CTICC is located in the city centre beneath Table Mountain and is only a 20-minute drive from Cape Town International Airport. In the same time zone as Europe, and with direct non-stop flights, Cape Town is merely an enjoyable dinner and overnight flight from both Europe and the United States. 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.

2. ACCOMMODATION

Booking of accommodation can be done online through the EHPBA 2011 Website. <http://www.ehpba2011.org.za/accommodation.asp>

3. AISLES

The minimum aisle space applicable to all exhibitions is 3 meters. 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.

4. ALCOHOL

The CTICC is a fully licensed venue and alcohol may not be brought onto the premises. A special permit is required for promotional and sponsorship alcohol and a corkage fee applies. The CTICC requires advance notification of such requests and the decision to permit promotional or sponsorship beverages is at the discretion of the CTICC management. Only CTICC staff or its appointed contractors may serve alcohol and may only do so to people over the age of 18.

5. 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.

6. AUDIO VISUAL EQUIPMENT HIRE

CTICC has an excellent preferred A V Supplier called the A V Alliance who offers a wide range of Audio Visual equipment.

Under service forms on the EHPBA 2011 website.

7. BALLROOM EXHIBITION HOUSE RULES

- Maximum height of stand: three meter
- No hot works to take place in ballroom
- No electrical sawing grinding to take place in ballroom
- Load into the ballroom can once take place from Coen Steytler Avenue and not via the main reception

8. BANK AND FOREX FACILITIES

A Standard Bank Auto cash machine is located in the foyer of the P3 parking basement as well as in the Main Gallery on the ground floor at the CTICC.

Foreign exchange services are available at CTICC Coffee on the Square which is situated in the Entrance Foyer on the ground floor. (See Business Centre).

9. BANNER HANGING & RIGGING REGULATIONS

The ceiling in the Exhibition Halls is concave in shape with the highest point being 18m and the lowest 10m. The maximum weight to be hung from the ceiling is 600kg per node to a maximum of 3000kg per beam. Displaying of banners in specified areas, where hanging bars are available is permitted provided that they do not create any obstruction to venue signage.

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 to even cars. The CTICC's accredited preferred supplier is fully compliant with national safety standards.

- **All banners require the approval of the CTICC management 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 2 points of

suspension; if more are required these will need to be cost accordingly.

- Banner position and height to be agreed upon in writing before installation. The organizer is to provide an overall decor 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 organizer must ensure that banners are cleaned and prepared.
- Banners can only be hung from areas accessible by the cherry picker or rope access.
- 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 organized and confirmed at least two (2) weeks prior to build-up.

Please contact Francouis Liebetrau from AV Alliance (+2721 4165560/ +2783262 9457) to receive a quotation for rigging of banners or Book online www.cticc.co.za under online booking, book services.

10. BREAK DOWN

Exhibition times:

Thursday 14th April 2011 08h00 – 17h00

Friday 15th April 2011 08h00 – 17h00

Saturday 16th April 2011 08h00 – 14h00

Break down dates & times:

Saturday 16th April 2011 14h30 onwards

Sunday 17th April 2011 08h00 – 17h00

Exhibitors are asked **NOT** to dismantle their stands before this time. All stands must be completely removed by 17h00 on Sunday 17th April 2011.

The organisers and/or Cape Town International Convention Centre will not take responsibility for loss or damage. Exhibitors must take responsibility for their equipment until everything is cleared from their stands.

11. BRIEFCASES / HANDBAGS

Please do not leave briefcases/handbags unattended on your stand. All cases etc should be placed out of the public's eye inside cupboards or office areas. Unattended briefcases and packages could be a security risk.

12. BUILD UP

Exhibitor Registration times:

Tuesday 12th April 2011 07h30 – 17h30

Wednesday 13th April 2011 07h30 – 19h00

Exhibition times:

Thursday 14th April 2011 08h00 – 17h00

Friday 15th April 2011 08h00 – 17h00

Saturday 16th April 2011 08h00 – 14h00

Build up dates & times:

Tuesday 12th April 2011 08h00 – 17h00

Wednesday 13th April 2011 08h00 – 15h00

The organisers and/or Cape Town International Convention Centre will not take responsibility for loss or damage. Exhibitors must take responsibility for their equipment until everything is cleared from their stands.

13. BUSINESS CENTRE

- A Business Centre, bureau de change and travel desk situated on the ground floor in the main reception of the CTICC at CTICC Coffee on the Square.
- Other services include:
- Business and secretarial services, i.e. printing, photocopying, faxing, binding, laminating, typing, email service etc.
- A self-service internet and email service, as well as a laptop zone for those who require a connection.
- An international telephone service as well as web conferencing.
- An international courier service.
- A short-term cell phone rental service and the sale of leading business accessories.
- A bureau de change service.
- A fully integrated travel desk including, but not limited to, airline bookings and amendments, car rental, chauffeur drive services, point-to-point transfers and specialized or customized tours.

14. CARPETING

The dedicated exhibition halls are not carpeted. Should you require carpeting, this can be hired from Oasys.

15. 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 the 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.

16. CELL PHONE SERVICES

The CTICC is equipped with base stations for all South African cell phone suppliers.

17. CLEANING OF YOUR STAND

The CTICC has a contracted preferred supplier for the provision of cleaning services known as CTICC Cleaning.

The organisers will ensure that the exhibition is cleaned before opening. All exhibitors are responsible for the cleaning of their own stands.

Book online www.cticc.co.za under online

booking, book services.

18. COFFEE SHOP

CTICC Coffee on the Square is situated on the ground floor in the main foyer of the CTICC and provides visitors with light refreshments including cakes, coffees, beverages and light meals. The Cafe has extended opening hours as and when required.

19. 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.

20. DAMAGE

Exhibitors are responsible for the cost of making good and/or replacing any damage to the premises, whether caused by themselves, their agents, contractors, subcontractors or by any person/s employed or engaged on their behalf. Any exhibitor 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.

21. DOUBLE TIER STANDS

Exhibitors utilizing and/or planning a double tier stand are required to provide a structural Engineer's Certificate to the CTICC for authorization 30 (thirty) days prior to the event, to comply with legal/safety regulations. "Space only" stand builders are to submit a Structural Engineer's Certificate for stands over 3 meters in height with their floor plans incorporating front, side and top elevation to the CTICC for approval at least 30 (thirty) 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.

22. DRAPING

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

23. ELECTRICAL FITTINGS

Any electrical equipment brought into the CTICC must comply with the South African Electrical Regulations and the Occupational Health and Safety Act (OHS). 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. The event organiser must ensure that no electrical equipment damages or interferes with the CTICC's electrical installation. Electrical fittings have to be installed by the designated CTICC electrical contractor.

24. EMERGENCY SERVICES

The CTICC has an evacuation procedure available on request. Event organisers are responsible for ensuring that all emergency and safety procedures are adhered to. The CTICC reserves the right to adjust emergency services according to the event. In an event of an emergency, the following services will be provided:

- Evacuation lighting.
- Essential ventilation.
- Computer systems for building control.
- Evacuation security systems.
- Fully trained evacuation team.
- Pressurization of fire escape stairwells.
- Specialised emergency services.

Please note that all lifts will home to ground and escalators will stop operating. In an emergency, contact the duty manager or call 410-5006 from an outside line, or ext 5006 from an internal line.

25. EVACUATION

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

26. 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.

27. FIRE ESCAPES

Fire escapes are located throughout the venue and are demarcated with signage. Event organizers are to ensure that neither the signage nor the exits are obstructed in any way.

28. FIRST AID

Medical assistance is available from the foyer of the P3 parking basement. A nurse will be on duty from 08:00 - 17:00 from Monday to Friday. Any additional hours will be arranged by the organizer. Basic first aid requirements (plasters, headache tablets etc) are provided. In an emergency, please contact the duty manager or dial internal number, extension 5006 or external number 410-5006.

29. FLAMMABLE & 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.

30. FREIGHT HANDLING

Freight handling and customs clearance services are provided on request by the CTICC's contracted preferred supplier.

The preferred supplier 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.

Please contact Jacqui Nel from Exhibition Freightling +27 21 5527248 or ef-gsm@iafrica.com or under service forms on the EHPBA 2011 website if you require the above.

31. FURNITURE HIRE

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

Under service forms on the EHPBA 2011 website.

32. GENERAL HOUSEKEEPING RULES

1. Only authorised personnel is allowed in the patch rooms.
2. Network and VLAN Configuration can only be done by the CTICC IT-Support, after approval from the operation department.
3. No standalone Wireless Access Points are allowed due to interference with the house systems.

33. HEALTH & SAFETY INFORMATION

SAACI (via its Service Chapter) has been cooperating with EXSA over the last two years to develop industry guidelines covering certain aspects of Health & Safety to assist industry members in managing health & safety, and to look towards implementing these guidelines as industry norms into Version 2 of the SANS 10366.

This document is available on the SAACI website, [www.saaci.co.za/in_electronic_format_at http://www.saaci.co.za/downloads/index.html](http://www.saaci.co.za/in_electronic_format_at_http://www.saaci.co.za/downloads/index.html)

34. HESSIAN / THATCH / STRAW / DRAPING (FIRE HAZARD)

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

material draping is used as part of a display, please ensure the draping does not come into contact with electrical wiring, fittings and/or globes and drops no lower than 5cm above the carpeted floor.

NB: please note that it is the duty of the CTICC management to ensure, by testing, that the products are suitably treated. Should you require a registered fire contractor for this purpose please contact the CTICC Management.

35. 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

36. MARSHALLING YARD

The CTICC's marshalling yard comprises 5 000m² and is situated adjacent to the Exhibition Halls. Each Exhibition Hall, except Hall 1 B, 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. The CTICC can provide traffic marshalling for large events.

37. OPENING TIMES

Exhibitor Registration times:

Tuesday 12th April 2011 07h30 – 17h30

Wednesday 13th April 2011 07h30 – 19h00

Exhibition times:

Thursday 14th April 2011 08h00 – 17h00

Friday 15th April 2011 08h00 – 17h00

Saturday 16th April 08h00 – 14h00

38. PARKING

- The CTICC offers multi-access parking to exhibitors at R40.00 (2010 prices) per day per vehicle in PI.
- Exhibitors will be able to purchase from the CTICC Exhibition Services desk. Tickets will only be sold during build up and **not during event days.**
- Exhibitors can purchase with credit card, cash or cheque.
- Exhibitors/Delegates who purchase these tickets will automatically receive free build-up and break-down tickets.

39. RESTAURANTS

The Marimba Restaurant is located at Entrance 5 of the CTICC and provides an a la carte dining experience with live music and entertainment. The restaurant serves a combination of African and cosmopolitan cuisine and includes a cigar bar. The outside Marimba Terrace has magnificent views of the city and Table Mountain. The restaurant operates seven days per week and is open from 12h00 till late.

40. STAND SECURITY

The CTICC can recommend Magnum Shield, also known as CTICC Security. Magnum Shield is the preferred security contractor to provide security services.

Book online www.cticc.co.za under online booking, book services.

41. STAND CATERING

The CTICC is the exclusive supplier of food and beverage to all exhibitors. Outside food may not be brought into Exhibition Halls either by event organizers or third parties without the express written permission of the CTICC Catering Department.

The non-food and non-perishable food items in your first order will be delivered to your stand on the final day of stand building. Food items must be ordered at least seven working days before the first day of the exhibition. During the exhibition, additional food orders for the following day must be telephonically ordered before 12h00. Lunch items will be delivered between 11h00 and 13h00, beverage items will be delivered between 07h00 and 09h00. Under no circumstances will ordered items be returned for credit. Payment must be made via credit card or debit card. No cash will be accepted. The cost of the products and services provided will automatically be deducted from the payment card.

Book online www.cticc.co.za under online booking, book services.

42. STAND CLEANING

The organizer will ensure that aisles and the rest of the hall are clean at all times. The exhibitor is responsible for maintaining their own stand in a tidy condition at all times.

Book online www.cticc.co.za under online booking, book services.

43. STORAGE

There is no storage available on site. The CTICC has a contracted preferred drayage supplier who can provide off-site storage for event organizers.

Please contact Jacqui Nel from Exhibition Freight +2721 5527248 or ef-gsm@iafrica.com or under service forms on the EHPBA 2011 website if you require the above.

44. TELEPHONES & ISDN LINES

The CTICC is equipped with 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 :

- Fiber-optic backbone running Gigabyte Ethernet, as well as strategically positioned fiber-optic floor points throughout the building;
- 2000 Data (CAT5e) outlets running at 10/100 MB/s;
- Broadband internet
- Wireless LAN (Hotspots) positioned as shown in the coverage map;
- Outgoing SMTP mail relay

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

An order placed in advance will ensure the network securely configured at your arrival. All clients are allocated their own VLAN (Virtual LAN), which is either 'blank' or preconfigured 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 with speeds between 100MB and 1 GB.

Book online www.cticc.co.za under online booking, book services.