

Dear Exhibitor,

This **Exhibitor Services Manual** is a guide to the services available at **Biofuels International expo & conference**. We request that exhibitors study in detail all the information available and comply with all the instructions listed. This particularly applies to the application deadlines on each order form and where we ask you to act before the dates shown. Failure to do this causes frustration and inconvenience to all parties and will result in additional costs and surcharges to you, the exhibitor. We therefore ask you to give this due consideration.

The Exhibitor Services Manual is separated into two sections:

Section one contains important information including dates and time for build-up and breakdown of the exhibition.

Section two comprises all the exhibitor service order forms which should be completed and returned as soon as possible. I recommend that you retain a copy of the forms for your own records and bring these along to the exhibition with you.

The Exhibitor Services Manual is available on our event website www.biofuelsinternationalexpo.com/exhibitor_manual.html

This Exhibitor Services Manual is not designed to replace our personal service and I will be happy to assist you if you require special assistance or have any further questions. Please contact me directly between 09:00 – 17:30(GMT) on +44 (0)20 8687 4138 or rebecca@horseshoemedia.com

I look forward to meeting you in Antwerp!

Rebecca Utteridge
Event Manager



16 & 17 November 2011

Antwerp Expo

Antwerp

Belgium

SECTION ONE

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The organising team

Please feel free to contact us at any time about your stand or the exhibition

Event Manager

Rebecca Utteridge

Tel: +44 (0)20 8687 4138

Fax: +44 (0)20 8687 4130

Email: rebecca@horseshoemedia.com

Biofuels International Sales Manager

Pierre-Gomis Diallo

Tel: +44 20 8648 7092

Fax: +44 20 8687 4130

Email: pierre@biofuels-news.com

Biofuels International Sales Executive

Shemin Juma

Tel: +44 20 8687 4156

Fax: +44 20 8687 4130

Email: shemin@biofuels-news.com

Important dates and times

Build-up

Tuesday 15 November 14:00 – 18:00 **Shell scheme & space only stands**

Event open hours

	Start	Finish
Wednesday 16 November		
Conference registration	08:00	08:30
Conference	08:30	17:00
Exhibition	10:00	17:00
Evening reception	17:00	19:00
Thursday 17 November		
Conference	08:50	17:00
Exhibition	10:00	16:00

Breakdown

Shell scheme:

Tuesday 17 November 16:00 – 21:30

Space only stand:

Friday 18 November 06:00 – 12:00

Exhibitors will have until 17:30 to move out personal items and exhibition displays before stand breakdown. Please remove all personal items from hired furniture by the defined time to prevent loss or damage during the stand breakdown period.

Please note that there is no loading dock available to Exhibitors. If you are moving in/out large items and require this service please contact the Official Stand Contractor directly.

All Exhibitors constructing their own stand will not be able to breakdown until Friday 18th November from 6.00 – 12.00. For more information please contact the Event Manager directly.

For additional information please contact the Event Manager

Rebecca Uttridge, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** Rebecca@horseshoemedia.com

For additional information please contact the Official Stand Contractor

Maike van Pelt, **Tel:** +31 4 6442 0517 **Email:** maike@theworksevents.com

INTRODUCTION

By virtue of the agreement between the Exhibitor and the Event Organiser the Exhibitor commits themselves to strict compliance with the regulations outlined within this document pertaining to stand construction and fittings.

Please note the following references

Event Organiser refers to Horseshoe Media, Ltd

The Event Biofuels International expo & conference

The Venue refers to the officials / guidelines at the Antwerp Expo

The Exhibitor refers to your company and guidelines directly relevant to your stand

The Official Stand Contractor refers to The Works Events BV

1. ADDRESS OF VENUE



Antwerp Expo

Biofuels International expo & conference

Blue & green room

Jan Van Rijswijcklaan 191

Anvers

BE-2020

Tel: +32 (0)3 260 8120

Fax: +32 (0)3 237 8771

www.artexis.com

2. ALTERATION TO EXHIBITION FLOOR PLAN

Unforeseen circumstances may occur which necessitate alterations in the layout of the exhibitor floor plan. Exhibitors will be notified of such changes. The Event Organiser cannot be held liable for any detriment that this may cause the Exhibitor.

For additional information or enquiries please contact

Rebecca Utteridge, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

3. ANIMALS

Live animals, including wild or domestic animals, reptiles, insects, fish and birds are not permitted in the Venue.

Please note that this does not include those animals that are used to assist persons who are impaired such as guide dogs etc.

4. APPENDIX OF ORDER FORMS (SECTION TWO)

The Official Stand Contractor has designed a website dedicated to the Exhibitors individual needs and orders. All orders for additional equipment and services can be made and tracked through this website. Section two of this Exhibitor Services Manual will include the following information

1. Your online log in details
2. Online Order Forms
 - a. The direct web link for your online booking site

For additional information please contact

Maike van Pelt, Tel: +31 4 6442 0517 **Email:** maike@theworksevents.com

The following form from the Event Organiser can be found in section two of this Exhibitor Services Manual. Please return this form by 7 November.

1. Official Exhibitor Name Badge Form (Biofuels International expo & conference)

For additional information please contact

Rebecca Utteridge, Marketing & Events Manager Tel: +44 (0)20 8687 4138 **Email:** Rebecca@horseshoemedia.com

The reservation form from the Official Event Hotel can be found in section two. Reserve your room before 5 November to receive a discount on all rooms booked for the event.

1. Ramada Plaza Antwerp Reservation Form

5. AUDIO VISUAL

Additional audio visual equipment can be hired from the Official Stand Contractor.

For additional information and enquiries please contact

Maike van Pelt, Tel: +31 4 6442 0517 **Email:** maike@theworksevents.com

6. BANKING

There are ATM machines available at the Antwerp Venue.

7. BUILD-UP & BREAKDOWN

The Official Stand Contractor for the Event is The Works Events BV. All stands will be booked and constructed by the Official Stand Contractor. For all shell scheme needs please visit The Works Events BV online booking website which is especially designed for your individual shell scheme needs. The website can be found in section two of this Exhibitor Services Manual.

Exhibitors will have access to their stand during build-up from 14:00 - 18:00 on Tuesday 15 November. Exhibitors will not be permitted to breakdown their stand

before 16:00 on Thursday 17 November. For more information please refer to page 6.

Please note that there is no loading dock available to the Event. If you plan to bring in large items that you cannot carry by hand please contact the Official Stand Contractor.

For additional information or enquiries please contact

Rebecca Utteridge, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

For additional information and enquiries please contact

Maïke van Pelt, **Tel:** +31 4 6442 0517 **Email:** maïke@theworksevents.com

8. BUSINESS EQUIPMENT / SERVICES

Additional equipment and services can be ordered through the Official Stand Contractor. Please refer to **The Works Online Order Forms**.

For additional information and enquiries please contact

Maïke van Pelt, **Tel:** +31 4 6442 0517 **Email:** maïke@theworksevents.com

9. CANVASSING, SOLICITATION & DISTRIBUTION

No Exhibitor can promote their business outside of the exhibition hall.

10. CARPET / FLOOR COVERING

Carpet is included in all shell schemes – this cannot be removed and any damage caused by the Exhibitor will be the responsibility of the Exhibitor and charged accordingly. The default colour of the shell scheme carpet is grey. If you wish to change this colour please contact the Official Stand Contractor directly.

For additional information and enquiries please contact

Maïke van Pelt, **Tel:** +31 4 6442 0517 **Email:** maïke@theworksevents.com

11. CATERING

No outside food may be brought into the Antwerp Expo for sale, distribution or on-site consumption and the Venue has the authority to remove outside items.

12. CLEANING

The Official Stand Contractor offers a cleaning service to Exhibitors. This includes the cleaning of the stand interior, the stand counter/table and the carpet.

For additional information and enquiries please contact

Maïke van Pelt, Tel: +31 4 6442 0517 **Email:** maïke@theworksevents.com

13. COMMUNICATION CONNECTIONS / ACCESS

Exhibitors will have complimentary access to the Wi-Fi services within the exhibition hall at the Antwerp Expo. Additional communication connections can be organised with the Official Stand Contractor.

For additional information and enquiries please contact

Maïke van Pelt, Tel: +31 4 6442 0517 **Email:** maïke@theworksevents.com

14. CONFERENCE DELEGATE PASS

Exhibitors are entitled to a 10% discount on conference fees. The 2011 conference programme for Biofuels International expo & conference can be found online at www.biofuelsinternationalexpo.com/11_conf_day1.html

One exhibitor per stand will receive one complimentary delegate pass. Please indicate which exhibitor will be using this pass when returning the **Official Exhibitor Name Badge Form (Biofuels International expo & conference)**.

To register for additional delegates for the Event please submit the online registration form on the Event website.

For additional information or enquiries please contact

Rebecca Utteridge, Marketing & Events Manager Tel: +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

15. CONTRACTORS

The official Event contactors are The Works Events BV and EFI Logistics and have been permitted by the Event Organiser to conduct all Event related tasks.

All non-official contractors are required to register with the Event Organiser. Non-official contractors are required to comply with the Venue rules and regulations.

For additional information or enquiries please contact

Rebecca Utteridge, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

Please note that all contractor contact details can be found in guideline point 80 Reference to Contractors (page 37)

16. CONTRACTORS DESK

All Official Contractors can be contacted via the Event Organiser. You can find the Event Organiser at the Organiser desk located inside the exhibition hall.

The Official Stand Contractor will have a stand on-site if there are any questions or last minute requirements.

17. COPY RIGHT ACT

Please note that it is not our responsibility to act as intermediaries in any legal conflict between companies. Any objections with regards to other exhibiting companies need to be made in writing prior to the Event, outlining full reasons for the objections being raised.

Please note that we do reserve the right to remove any items deemed to be in breach of copy right or to deny access of the exhibiting company.

For additional information or enquiries please contact

Rebecca Utteridge, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

18. DEMONSTRATIONS & ADVERTISING ON STANDS

All types of demonstrations require advance notification and the written consent of the Event Organiser. The Event Organiser is entitled to restrict or prohibit such demonstrations, even if consent has previously been given, if they interfere with the Event or do not abide by the guidelines set down by the Venue within this Exhibitor Services Manual.

Acoustic advertising requires prior authorisation and must not disturb neighbouring exhibits. Musical reproduction by means of radio, tape recorder or CD requires written approval. In accordance with the national copyright regulations Exhibitors must obtain permission prior to the beginning of the Event.

For additional information or enquiries please contact

Rebecca Utteridge, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

19. DILAPIDATIONS

Exhibitors are liable for any damage they may cause to the Antwerp Expo building, floors, walls or to any shell scheme equipment or other Exhibitor property. Exhibitors are responsible for any damage caused by their agents or contractors. No Exhibitor may apply paint, lacquer, adhesives or coatings to the building or shell scheme or drill holes into the floor. The Event Organiser will inspect every site before erection and after demolition of the stands and any damage caused will be charged directly to the Exhibitor. This includes a charge for removing any heavy building waste and stand boundary marking tape.

For more information please refer to guideline point 76 Venue (page 35)

For additional information or enquiries please contact

Rebecca Utteridge, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

20. DISABLED PERSONS

Disabled persons must be afforded the same opportunities as able-bodied persons – this includes the ability to attend exhibits. Please ensure that your stand is easily accessible to all visitors.

21. ELECTRICAL REQUIREMENTS

Exhibitors are required to comply with the Venue electrical connection regulations

1. Electrical cabling should be routed away from visitor traffic and tapped down to minimise trip hazards both on exhibitor stands and on the gangways
2. All cabling must adhere to the fire regulations
3. The Venue reserves the right to disconnect the electrical supply to any installation which, in the opinion of the Venue, is considered dangerous or likely to cause annoyance to visitors and other exhibitors

Exhibitors requiring a 24-hour electricity supply please contact the Official Stand Contractor.

For additional information and enquiries please contact

Maïke van Pelt, Tel: +31 4 6442 0517 **Email:** maïke@theworksevents.com

22. EXHIBITION OPENING TIMES

The Antwerp Expo is open to exhibitors one hour prior to the official opening and one hour prior to the official closing time of the Event. Exhibitors who require access to their stand outside these permitted hours are to first secure written permission from the Event Organiser.

Any stand maintenance must be pre-arranged with the Event Organiser and must be undertaken during the closed hours of the event.

For additional information or enquiries please contact

Rebecca Utteridge, Marketing & Events Manager Tel: +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

23. EXHIBITION SERVICES

Business services, communication lines, electricity, security and utilities are available to be ordered through the Official Event Contractor. The order forms can be found in section two. Forms and payment must be submitted prior to the Event.

For additional information and enquiries please contact

Maïke van Pelt, Tel: +31 4 6442 0517 **Email:** maïke@theworksevents.com

24. EXHIBITOR PASSES

For security reasons all Exhibitors will be required to wear their exhibitors pass throughout their time at the Event. Please complete the **Official Exhibitor Name Badge Form (Biofuels International expo & conference)** found in section two and return the form by 7 November.

Your exhibitor pass will be available to you at the registration desk during build-up.

For additional information or enquiries please contact

Rebecca Utteridge, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

25. EVENING RECEPTION

More information regarding the sponsored evening reception will be made available to you nearer to the Event.

If you are interested in sponsoring the evening reception and further increasing your visibility please contact

Pierre-Gomis Diallo, Biofuels International Sales Manager **Tel:** +44 (0)20 8648 7092 **Email:** pierre@biofuels-news.com

Shemin Juma, Biofuels International Sales Executive **Tel:** +44 (0)20 8687 4156 **Email:** shemin@biofuels-news.com

26. EXHIBITS / STANDS / BOOTHS

Dynamic exhibits

Working parts must not project beyond the perimeter, for instance during demonstrations; dangerous components such as sharp protrusions must be effectively shielded. Exhibits must not be covered during the exhibition open hours; the Event Organiser is entitled to remove such covers without incurring any liability. Unightly objects should not be placed in public view.

All moving machines must be fitted with the appropriate safety devices. These safety devices may only be removed when the moving machine is disconnected from the power supply.

The guidelines for moving exhibit displays are

1. Working machines must be placed at a safe distance (minimum of 1 meter) from visitors
2. Machinery or apparatus displayed at the event can only be displayed within your defined stand space
3. Only authorised personnel are permitted to operate equipment or handle chemicals
4. No machine is to be left unattended during demonstrations or whilst in operation
5. Motors, engines or power driven machinery must have adequate fire protection and protection against oil and other leakages. *Please note that if the machinery leaks onto the stand carpet or damages the Antwerp Expo then a fine will be made by the Venue to the Exhibitor*

Please note that any damage caused by the Exhibitor will be their responsibility and costs will be based upon the cleaning and remediation of the damage caused.

For additional information and enquiries please contact

Maike van Pelt, Tel: +31 4 6442 0517 **Email:** maike@theworksevents.com

27. FASCIA NAME BOARDS

Inclusion in the shell scheme package is the provision of one fascia name board at the front of the shell scheme. The company name will be in English. Fascia name boards are white with black lettering. Please refer to **The Works online order forms**.

If the form is not returned the company name that appears on your contract will be used on the fascia.

Please note that any changes due to late receipt or on-site changes will be charged to the Exhibitor.

For additional information and enquiries please contact

Maike van Pelt, Tel: +31 4 6442 0517 **Email:** maike@theworksevents.com

28. FAX CONNECTIONS

Please refer to guideline point 17 Communication Connections / Access (page 13)

29. FIRE & SAFETY REGULATIONS

The following fire and safety regulations must be followed at all times whilst at the Antwerp Expo.

1. **CANDLES:** No candles are permitted inside the Antwerp Expo.
2. **EMERGENCY AND EVACUATION PROCEDURES:** There are fire alarm pull down boxes located at all designated exits and smoke detectors are located throughout the Antwerp Expo. To sound an alarm call reception on 125 on an inside line or +32 3 260 8125 from an outside line or mobile.

Below are details of the emergency and evacuation procedures

- a. Immediately stop any on-going activities (e.g. demonstrations) and switch off/unplug any electrical equipment
 - b. Move to an assembly area and make your way outside
 - c. Check all rooms as you pass to make sure they are empty
 - d. Help any visitors you pass who may be in need of assistance
 - e. When you arrive at the meeting area report to an Event Organiser
3. **FIRE EXITS:** All emergency exits and clearways are identified with marked green and white exit signs over the doors. All Exhibitors are reminded that their stand and equipment must remain within their marked area and not encroach into the gangways and fire exits.
 4. **FIRE EXTINGUISHERS AND HOSE REELS:** Exhibitors must not restrict access to any fire fighting equipment

30. FIRST AID

Anyone requiring first aid should report immediately to the Event Organiser desk at the entrance to the exhibition hall for assistance.

31. FLOOR PLAN OF EXHIBITION HALL

Please refer to guideline point 3 Alteration to Exhibition Floor Plan (page 7)

32. FURNITURE

The Works Events BV are the appointed Official Stand Contractor and can supply a selection of additional furniture and accessories for the duration of the Event. Alternative furniture items (different colour, styles etc.) may be ordered directly by the Exhibitor to the Official Stand Contractor. Please refer to **The Works online order forms**.

For additional information and enquiries please contact

Maïke van Pelt, Tel: +31 4 6442 0517 Email: maïke@theworksevents.com

33. GANGWAYS

The exhibition gangways are the minimum permissible by law and the Venue and have been subject to approval by the local authority and fire department. All gangways must remain clear at all times. Exhibits must be displayed in such a way as to not obstruct the view of the exhibition area of the adjacent stands and must remain within the confines of their contracted stand area.

Exhibitors must not obstruct emergency exits, fire hoses, fire extinguishers and building control access doors etc. The Event Organiser has the authority to remove any items that obstruct or restrict access at the Exhibitors cost (the Event Organiser is free from any liability surrounding damage or loss of these items).

For additional information or enquiries please contact

Rebecca Utteridge, Marketing & Events Manager Tel: +44 (0)20 8687 4138 Email: rebecca@horseshoemedia.com

34. GENERAL LIGHTING

General lighting is evenly distributed throughout the exhibition hall

35. HANGING EXHIBITS

Please refer to guideline point 61 Rigging (page 31)

36. HEALTH & SAFETY

The Event Organiser, Contractors and the Venue have legal obligations under the Occupational Safety & Health Act 1994, the Factories and Machineries Act 1967 and the Environmental Quality Act 1974; as well as having a certified occupational health and safety management system against OHSAS 18001 in order to provide a safe workplace for all employees, contractors, exhibitors, delegates and visitors.

The Event Organiser takes their responsibility as laid out in accordance with the Health and Safety at Work Act, 1974, very seriously and it is vital that Exhibitors and

contractors do the same. The Health and Safety at Work Act includes Exhibition and Conference venues as places of work. As an Exhibitor it is essential that you are aware of your obligation with the Act.

These responsibilities are to ensure, so far as is reasonably practicable, the health, safety and welfare of all employees and any plant, article, substance of work, which may be used, are safe and without risk to health. This includes all **employees** and **contractors** employed by you, the Exhibitor, are provided with information, instruction, training and supervision to ensure the health and safety of themselves and others working, or present, in the vicinity by what they do or fail to do.

The following outlines the main areas which you, the Exhibitor, must give due thought and consideration to before and during your time on site

- Understanding the fire and emergency procedures and location of the first aid centres. All staff must be notified of these procedures
- Keep gangways clear during build-up and breakdown and throughout the Event
- Working at height must be done in a safe manner using suitable equipment in the approved way i.e. steps, scaffold towers, hard hats etc.
- All powered access equipment e.g. forklift trucks, cranes etc. are only permitted to be operated by the Official Stand Contractor
- Only acceptable substances are allowed on-site and full compliance with the COSHH (Control of Substances Hazardous to Health) regulation is required, e.g. fluorescent type lighting tubes require specialised disposal as hazardous waste; if dangerous substances or foods are to be brought onto the site prior written permission must be granted by the Venue. For all chemicals / substances please contact the Venue directly for more information and prior permission
- Personal Protection Equipment (PPE) is used if other protective measures are unrealistic and employees must be trained in its use and limitations
- Ensure portable power equipment is only used for the purpose for which it is designed, with safety guards and devices fitted and used. Power leads must be kept to a minimum and not cross gangways. Power requirements must not overload the systems order. Such equipment must never be left unattended with power supplied to it. Please do not create a floor hazard at any time
- All staff must be trained to ensure that safe working practices and good housekeeping is maintained in all work areas, minimising hazards

- No hazardous displays are permitted during the Event and in any area of the Antwerp Expo. This includes open flames, hot coals, candles, LPG lighters, charcoal grills, flammable liquids, LPG containers, toxic liquids or gas and any hazardous chemicals (liquids, solids or gas). If you are unsure whether your material is considered hazardous please contact the Venue directly

Please ensure all contractors employed are aware of these health and safety responsibilities.

Please note that all staff, Exhibitors, contractors, visitors, delegates and other Event personnel have the right to work / visit the Event without any discriminative, harassing or violent behaviour acted upon or towards them.

At all times Exhibitors must obtain their **Contractors Health and Safety Policy**, details of specific safety procedures, competence and training of staff and the named individual Safety Officer responsible for the company. **Please be aware that you will be asked to produce this document prior to build-up.**

For additional information or enquiries please contact

Rebecca Utteridge, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

37. HEIGHT LIMITS

Please note that the maximum stand height for space only sites is limited to 2.5m. You are not permitted to build over this height without authorisation. Refer to guideline point 69 Space Only Sites (page 33)

It is not possible to erect anything higher than 2.5m within a shell scheme stand without prior arrangement with the Event Organiser.

If you require any additional information please contact

Rebecca Utteridge, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

For additional information and enquiries please contact

Maïke van Pelt, **Tel:** +31 4 6442 0517 **Email:** maïke@theworksevents.com

38. HOTEL ACCOMMODATION

Discounted hotel rooms are available to Exhibitors, visitors and delegates of Biofuels International expo & conference. The official event hotel is the Ramada Plaza Antwerp.



Ramada Plaza Antwerp

Desguinlei 94
2018 Antwerp, Belgium
0032 3 244 8280

www.ramadaplaza-antwerp.com/intl/en/index.php

Hotel information, including location, room prices and contact information can be found on the event websites.

For Biofuels International expo & conference accommodation please refer to www.biofuelsinternationalexpo.com/hotel.html

Please be advised that all hotel reservations must be made by November 5 to make the most of these exclusive discounted rates.

The Ramada Plaza Antwerp Reservation Form can be found in section two of this Exhibitor Services Manual.

For reservations please contact (remember to quote Horseshoe Media, Ltd to receive your discount)

Ramada Plaza Antwerp Tel: +32 3 244 8280

For additional information or enquiries please contact

Rebecca Utteridge, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

39. INSTALLATIONS

All stand installations will run to stands along the floor.

For additional information and enquiries please contact

Maike van Pelt, **Tel:** +31 4 6442 0517 **Email:** maike@theworksevents.com

40. INSURANCE

Whilst we take every precaution to protect your property during the Event the Event Organiser cannot accept responsibility for damage to stands or loss of any property on any stand or anywhere else in the exhibition hall, or in any course of its delivery or removal from the building for any cause whatsoever. The Event Organiser is not responsible for any loss sustained by Exhibitors from fire, theft, damage or any reason, or for personal injury or loss to or by any person employed by the Exhibitor or third parties.

You are also responsible for insuring against any legal liability incurred due to injury or damage to property belonging to third parties. In addition to this you should protect your expenditures against abandonment and cancellation or curtailment of the Event due to reasons beyond Event Organiser control.

Please ensure that we have a copy of your **liability insurance certificate** before 7 November. Please make the certificate out to Horseshoe Media, Ltd.

For additional information and enquiries please contact

Rebecca Uttridge, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

41. INTERNET CONNECTIONS

All exhibition stands will have complimentary Wi-Fi access.

42. LOST PROPERTY

Any items lost or found should be reported to the Event Organiser office at the registration desk, which can be found at the entrance to the Exhibition hall.

43. NOISE LEVELS

Exhibitors are not permitted to create any noise annoyance or cause a noise that causes a disturbance to a neighbouring stand or the Event.

Exhibitors are advised that any audio system or electrical device producing an irritating, intermittent and/or sequential sound/noise is not permitted without prior written permission from the Event Organiser.

Audio presentations must be muffled so the noise does not disturb the neighbouring stands, venue employees and/or visitors.

Distributions of any noise creating items (whistles etc.) are prohibited.

44. OFFICIAL EXHIBITION CATALOGUE

The Biofuels International exhibition catalogue provides Exhibitors with an opportunity for a FREE promotional company listing. The official exhibition listing is the description that the Exhibitor provides on the booking form. Please ensure that all company descriptions and contact information is sent to the Event Organiser by the 21 October.

For advertising enquiries please contact

Pierre-Gomis Diallo, Biofuels International Sales Manager **Tel:** +44 (0)20 8648 7092

Email: pierre@biofuels-news.com

Shemin Juma, Biofuels International Sales Executive **Tel:** +44 (0)20 8687 4156 **Email:**

shemin@biofuels-news.com

45. ORGANISERS OFFICE

The Event Organiser office is located inside the Exhibition hall at the registration desk. Please contact us if you have any questions or problems during the show.

During Event open hours the Biofuels International exhibition team can be contacted via the Event Organiser office.

46. POTTED PLANTS & FLORAL DISPLAYS

The Official Stand Contractor is the exclusive supplier of potted plants and flowers. To order any potted plants or floral displays please contact the Official Stand Contractor directly.

For additional information and enquiries please contact

Maike van Pelt, **Tel:** +31 4 6442 0517 **Email:** maike@theworksevents.com

47. PUBLIC ANNOUNCEMENTS

The public address system is reserved for announcements made by the Event Organiser, the police and for security messages only. It cannot be used for messages from exhibitors or visitors during the show.

48. REGULATIONS

By virtue of the agreement between the Exhibitor and the Event Organiser, Exhibitors commit themselves to strict compliance with all regulations of the Event Organiser, the Venue and the Local Authority.

49. REMOVAL OF EXHIBITS

Please refer to guideline point 10 Build-up & Breakdown (page 10)

50. RIGGING

Rigging is not available at the Event. This includes all hanging banners and displays.

51. SAFETY REGULATIONS

Please refer to guideline point 45 Health & Safety Regulations (page 24)

52. SECURITY

The Event Organiser will take every reasonable precaution throughout the Event this includes

1. Monitoring the loading dock traffic during the Event build-up and breakdown
2. To respond to emergency incidents if/when they occur
3. To ensure all persons have vacated the Event during the close hours
4. To report any damage caused during build-up, breakdown or during the Event
5. To control and monitor crowd flow during the Event. This is done using exhibitor, staff, visitor, press and delegate badges

Please note that badges must be worn at all times or you will be asked to leave the Event.

The Event Organiser will take every reasonable precaution throughout the event however security is designed to secure the exhibition hall and not the contents of individual stands. Exhibitors should take care to ensure that their goods are safeguarded and should not leave their stands unattended during the build-up, breakdown or open hours of the Event.

The Event Organiser and the Venue cannot be held responsible for any loss, damage or accident that may occur to any Exhibitors property or personnel, therefore Exhibitors **must** arrange full insurance cover.

53. SHELL SCHEME

All shell scheme stands will consist of the following:

- **Walling:** 100cm wide x 250cm high
- **Fascia:** White fascia board with company name and stand number printed in English – colour and font is optional. Fascia board for each open stand side
- **Furniture:** 2 chairs, 1 80 x 80 x 73cm white table, waste basket
- **Electricity:** 1 spotlight 120W – 230V per full 3m²
- **Wi-Fi**

For additional information and enquiries please contact

Maïke van Pelt, Tel: +31 4 6442 0517 **Email:** maïke@theworksevents.com

54. SHELL SCHEME DIMENSIONS

Please refer to guideline point 64 Shell Scheme (page 32)

55. SHELL SCHEME EXTRAS / FURNITURE

Please refer to guideline point 41 Furniture (page 24)

56. SHELL SCHEME INTERIORS

Please refer to guideline point 41 Furniture (page 24)

57. SMOKING

All indoor spaces are strictly non-smoking.

58. SPACE ONLY SITES

If the Exhibitor has not booked a shell scheme stand it is their responsibility to design and construct a stand – you will receive no items from the Event Organiser. Furniture, carpet and other items can be ordered via the Official Stand Contractor and the relevant forms can be found in section two. Please inform the Event Manager of who will be constructing your stand with full contact details.

*Please note that all space only stands **must** have carpet.*

Overall height of stand fittings for single storey stands (including cladding columns) should not exceed 2.5m. Requests to exceed this height will only be considered provided they are submitted to the Event Organiser in writing with technical drawings. On divided sites it is the responsibility of the Exhibitor to erect and decorate the back wall facing your stand area up to 8 foot; walls above this height must be decorated on both sides.

Please note that back wall decorations over 2.5m must not carry any advertising material

While it is permissible for stands to be built to a maximum of 2.5m the stability and safety of all complex structures (stands over 2.5m in height; multi-storey stands; raised platforms etc.) must be established prior to arrival on-site and certified prior to the Event by an independent structural engineer. Stands over 2.5m can only be approved if permission is obtained from the Event Organiser prior to commencement on design.

Please provide the dimensional layouts as soon as possible so that permission can be obtained for your stand construction. Please note that material used for stands, lining, drapes, backdrops, blinds or overhead structures, signs/banners, or part of the exhibition stand must be rendered non-flammable.

Drawings must be submitted to

Rebecca Utteridge, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

Please refer to guideline point 45 Health and Safety Regulations (page 25) and guideline point 70 Stand Assembly and Dismantling (page 34) for more information.

59. STAND ASSEMBLY & DISMANTLING

The following points must be understood by the Exhibitor

1. Exhibits and stand equipment which are not permitted or cause a nuisance due to odour, noise, insufficient cleanliness or for any other reason must be removed immediately at the request of the Event Organiser. If the Exhibitor refuses to remove such objects the Event Organiser is entitled to close the stand. The Exhibitor shall have no right to claim refund of the stand rental or to any other claims as a result of closure
2. Clearing of the stand by the official deadline is solely the responsibility of the Exhibitor. The Event Organiser reserves the right to charge storage fees for exhibits/stand fittings which have not been removed by the deadline and are furthermore entitled to have such exhibits/stands fittings removed and stored immediately by a suitable contractor at the expense and risk of the Exhibitor
3. The Exhibitor is not entitled to remove exhibits from the stand or to begin dismantling the stand until the official period for dismantling commences
4. It is not permitted to affix floor coverings by bonding, to fix items to any part of the Antwerp Expo, to remove any item from the exhibition hall, or to paint walls, pillars or any other part of the exhibition hall. If this rule is not observed the changes made by the Exhibitor must be restored to their original condition by a contractor (selected by the Venue) at the expense of the Exhibitor
5. Identification signs or similar objects may not obstruct the gangways or fire exits. Stand boundaries must be observed at all times
6. The height of the stands and parting walls are 8 foot. This height may only be exceeded if the exhibition architect grants permission
7. All junction boxes, temporary telephone connections and other facilities must be kept accessible at all times. Where necessary openings are to be made in stand ceilings and floors

For additional information or enquiries please contact

Rebecca Utteridge, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

60. STORAGE

It is not permissible to store packaging materials in the exhibition hall.

All packaging material must be returned to the empty cartons. No shipping items are permitted inside the exhibition hall except during build-up and breakdown.

61. TELEPHONE CONNECTIONS

Please refer to guideline point 17 Communication Connections / Access (page 13)

62. TEMPORARY STAFF

The Official Stand Contractor can supply hostesses.

For additional information and enquiries please contact

Maïke van Pelt, Tel: +31 4 6442 0517 **Email:** maïke@theworksevents.com

63. VEHICLE ACCESS & PARKING

Parking is available at the Venue at a fee of €5.00/day.

64. VENUE

The following section will outline venue information

1. **ALTERATION TO FURNITURE AND ARTWORKS** The removal of furniture, fittings and artwork from their original location is not permitted unless prior written permission from the Venue has been sought. Exhibitors are not permitted to remove, damage, alter or destroy any safeguard, safety device, notice or warning signage.
2. **BEHAVIOUR** All staff, exhibitors, contractors, visitors, delegates and other event personnel has the right to work / visit the Event without any discriminative, harassing or violent behaviour acted upon or towards them. Any fighting, horseplay, theft, vandalism, abuse and misuse of the Venue is strictly prohibited
3. **CARE OF BUILDING** No attachment, fitting or detachment is to be made to the interior/exterior walls, floors, ceiling or pillars of the building without prior written permission from the Venue
4. **INSURANCE** The Exhibitor is not permitted to bring any item or substance into the Venue that will have the effect of raising the premiums payable on any insurance
5. **OBLIGATION** The Exhibitor must report any equipment that
 - a. is in a condition that will compromise the health and safety of workers using or transporting it
 - b. will not perform the function it is intended for
 - c. is not strong enough for its purpose

- d. has an obvious defect
6. **VENUE CARE** The Exhibitor must ensure that all staff take good care of the Venue; all of the fixtures, furnishings and equipment. If damage is caused the Exhibitor will be responsible

For more information refer to guideline point 27 Dilapidations (page 18)

65. WASTE MANAGEMENT

No waste (including packaging from build-up) must be left in the exhibition hall during the Event open hours. No waste or packaging is permitted to block gangways.

Waste and packaging produced during breakdown must be removed from the exhibition hall at the end of the Event or removal will be charged to the Exhibitor.

66. WEAPONS

The use of any weapons in the Venue is not permitted. This includes any sharp object that could pose potential risk to the health and safety of other exhibitors, delegates, staff and/or visitors.

67. REFERENCE GUIDE TO CONTRACTORS

Shell scheme, furniture, additional staff & services

The Works Events BV

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Hotel Booking

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Tel: +32 3 244 8280

Website: www.ramadaplaza-antwerp.com/intl/en/index.php