

Venue Guidelines Europort 2019

Responsibility

Rotterdam Ahoy is not responsible for damages of the stand and/or products of the exhibitor. Rotterdam Ahoy accepts no responsibility in any form whatsoever. The possibility exists to collectively insure yourself against fire and theft/burglary.

General conditions

The general terms and conditions as shown on the contract form, apply to Europort.

Fire regulations

Fire safety regulations with regard to stand construction and exhibits at Rotterdam Ahoy.

1. For the construction and decoration of stand walls as well as materials used in decoration, no highly inflammable substances or materials may be used. These include: wood, all existing kinds of jute, paper, cardboard, reed, as well as plastics.

2. All flammable fabric used to decorate stand walls and ceilings should be impregnated with fire-resistant chemicals. A certificate of the impregnated materials should always be available on the stand. Impregnation can be carried out by Bolderdijk Brandpreventie, telephone: +31 (0)20 - 549 13 13.

3. No demonstrations at stands using naked flames may be conducted without prior permission of Rotterdam Ahoy, the fire brigade and the exhibition organisation. Naked flames include: candles, nightlights, stoves, hearths.

4. Food preparation.

If exhibitors wish to use an oven, hob or deep fryer at the stand, one gas canister per instrument is permitted. Electric appliances are preferred.

- Other gas canisters should be stored outside the exhibition hall.
- All gas canisters should be provided with hose clips, a pressure reducer and approved hoses.
- If there is no exhaust system, this should be reported to the exhibition organisation with regard to unpleasant odours.
- All workshops should be equipped with a fire extinguisher. A fire blanket should be provided near the deep fryer.
- Flambé activities are only permitted in stands without a ceiling.

The exhibition organisation should be informed about food preparation during the exhibition and is only permitted after written permission of the exhibition organisation.

5. The exhibitor should contact the exhibition organisation about exhibiting appliances with ionising radiation or radioactive sources. The exhibition organisation will consult the fire brigade and health and safety inspectorate to determine the conditions under which these appliances may be exhibited. The exhibitor should be in possession of a permit pursuant to the Nuclear Energy Act. This permit should be applied for from the relevant Ministry.

When using a spraying installation, the possibility of toxic spray/ gases should be taken into account. The exhibitor should request approval from the exhibition organiser.

6. When using laser light, the energy from the light bundle may not exceed 2.5mW/m². In the case of greater voltage, the light bundle should be fully encapsulated.

7. Motor vehicles, including vehicles and vessels, may not be exhibited anywhere in the accommodation. The exhibitor may request exemption from the exhibition organisation. If exemption is granted, the fuel tank must be completely or almost empty and the fuel tank must be sealable. The battery terminals must also be disconnected from the battery.

8. When soldering and/or welding at the stand, the floor and the ceiling of the stand should be impregnated.

9. The exhibitor may not carry out any of the actions described in 1 to 8 without written permission of the exhibition organisation.

10. The observance of fire safety regulations is inspected on site by the local fire brigade. If there is any doubt about the safety of the materials and articles to be used and/or to be exhibited, contact the exhibition organisation.

11. The exhibitor is obliged to follow all instructions imposed on him by the exhibition organisation or on behalf of Rotterdam Ahoy, the fire brigade and any other government agencies.

Chemical waste

Chemical waste should be reported to the organisers.

Proper measures will then be taken to remove the waste, for the account of the provider.

First aid

The first aid post is situated in the Plaza of Ahoy. If you need assistance please visit them directly. In a case of an emergency please contact them as well so that the first aid personnel can order emergency services. The first aid post can be reached by telephone +31 (0)10 293 3410.

Flyers / Sampling

It is not permitted to distribute brochures, flyers, business gifts etc. in the corridors. For promotional activities please contact the organisation.

Aisles

It is not allowed to cross an aisle with stand construction. We request you to keep all your products and activities inside your stand space. In this way you do not hamper the flow of visitors and you improve the safety of both visitors and exhibitors.

Use of diesel driven vehicles (diesel emissions – soot filters)

It is not allowed to use diesel driven vehicles (including fork-lift trucks and cherry pickers) without soot filters in the halls. If you have heavy loads, please contact our logistic forwarder Schenker Logistics Nederland B.V. at all time for the delivery.
(fairs.rotterdam@dbschenker.com of +31 10 4940 100).

Height of the halls

The height in hall 1 is 11 meter (roofbeam) and the height in hall 2 - 6 to a total of 8,4 meter (roofbeam). The height in hall 1A and 8 is 6 meter.

In several locations it is not possible to build higher than 2.70 meter because of lowered ceilings. The maximum construction height is 2.75 meter. If you would like to build higher, please contact the organisation.

Legionella regulations

For whom:

These regulations apply to everybody who exhibits and uses water in this.

Why:

these regulations are to prevent the growth of legionella and spread in Rotterdam Ahoy. The goal is prevent a possible outbreak of Legionellae ("Veterans disease").

In general:

The nebulization of water is prohibited at all times. It is not allowed to exhibit with open, flowing or streaming water unless the following conditions have been met:

Companies that want to make use of water, in any way whatsoever, are obligated to involve plumbing and installation company D. van der Laan B.V. (from now on referred to as Van der Laan). Van der Laan only uses water from the piping of Rotterdam Ahoy. Companies that make use of a container or a system holding less than 25 litres are exempt from taking an obligated water connection with Van der Laan. These exhibitors do need to follow these regulations.

All open water systems (for example ponds, fountains and the like) need to have 0.3 milligram of active chloride per litre of water at all times, no matter what the temperature is (the functionality of chloride is dependent on the ph.). Other disinfectant are allowed as alternatives for chloride only when this has been explicitly approved by Van der Laan.

Exception:

Only after approval by Van der Laan are water basins which contain fish or other living animals exempt from containing chloride. In such basins spray installations, fountains and all systems that might create aerosol are definitely not allowed.

Unless stated differently Van der Laan acts as the monitors on behalf of Rotterdam Ahoy.

Every exhibitor needs to cooperate with all possible test, samplings and inspections by or on behalf of Rotterdam Ahoy and all official authorities.

Water from the fire hose coils cannot be used in any other way than extinguishing fires.

Exhibitors need to be aware that legionella inspections can be done unannounced by (for instance) the inspection environmental hygiene.

The use of humidifiers (except those humidifiers that work with steam) is prohibited.

Exhibitors that do not observe the legionella regulations and/or precautions can, if unregulated use of water is observed, be removed from the exhibition/event.

All water that is used to exhibit with, needs to be collected from the piping system of Rotterdam Ahoy.

Music

As a B2B platform Europort wants to provide a professional environment to facilitate and strengthen business relations. During the event exhibitors also take the opportunity to organize receptions or gatherings in their stands (especially on Thursday evening). In a number of cases this is powered by

(live) music or entertainment. In order to avoid any noise disturbance for fellow exhibitors a strict policy will be applicable:

- The use of (live) music, DJs or other forms of entertainment using amplified sound is no longer permitted in the fairground.
- Any other form of unplugged music or entertainment is only allowed after assessment and after written permission from the exhibition organizers. Official applications can be sent to info@europort.nl
- Activities for which an official permission cannot be handed out onsite, will not be allowed. This also means that people may be refused entry to the fair by the exhibition security department.
- In the event of noise disturbance in the fairground, the exhibition organization will immediately intervene.

Smoking policy

Just as the entire public sector is completely smoke free, so is Rotterdam Ahoy. Special smoking areas have been set up in the indoor gardens adjacent to the central plaza. Compliance with these regulations is enforced strictly by Rotterdam Ahoy, it is after all a lawful obligation. We trust in your understanding and wish a clean and fresh stay in Rotterdam Ahoy!

Damages to the halls

If an exhibitor or stand builder in any way causes damages to the halls or properties of Rotterdam Ahoy than the repairs will be at that costs of that exhibitor or stand builder.

Floor load

In Hall 1 the maximum floor load is 2500 kg/m². The maximum floor load in Halls 2 until 6 is 1000 kg/m². The maximum floor load in temporary halls 1A and 8 is 700kg/m². If you have heavy loads, please contact our logistic forwarder Schenker Logistics Nederland B.V. at all time for the delivery. (fairs.rotterdam@dbschenker.com or +31 10 494 0100)

In some locations heavier loads may be placed. You can contact the organization concerning this.

Garbage removal

The exhibitor, as well as the stand builder, is obliged to dispose of garbage in the appropriate containers. If there is a matter of exorbitant amount of garbage then the exhibitor and/or stand builder needs to order extra containers from Ahoy Facility Services. Please place your daily refuse in closed garbage bags and/or boxes in the aisles after closing time of the exhibition.

Cleaning activities

Cleaning activities are carried out under supervision of Rotterdam Ahoy by her fixed supplier and her done at the costs of the exhibitor. In the framework of the environmental control act Rotterdam Ahoy is obliged to transport all refuse from her site separated. The following streams can be defined: wood, paper/cardboard, iron, glass, small chemical waste and other materials.

The exhibitor is under obligation to cooperate with this separated garbage flow by supplying us their garbage as separated as possible from their stand and keeping the aisles free from trash and other materials. Materials and means that remain in Rotterdam Ahoy after the dismantling of the event will be removed by Rotterdam Ahoy . The costs for this removal will be charged to the exhibitor. Empty paint cans can be handed over as small chemical waste. Half full cans and other painting materials need to be taken away by the exhibitor/stand builder themselves. Any costs for the removal of paint etc. will be charged to the exhibitor.

The exhibitor needs to take care that the hall will be left behind tape-free. Only tape that leaves no glue residue may be used, such as glass fibre tape. When using the non-allowed tape the costs for

removal will be charged to the exhibitor.

Suspension points / guy wires

Suspension points above your stand can only be fastened by the company Van der Veen Event Engineering. You can place your order in the digital manual.

Electricity

When you arrange your own stand building, you need to order your electricity connection via the digital manual, from the company 'Van der Veen Event Engineering' and pay them for this service.

Tape

If you make your own arrangements for carpet, please make sure that you apply the carpet with either Supertape or lintentape. Other kinds of tape are not allowed, as they are difficult to remove. If any extra cleaning costs come forth from leaving non-removed tape behind will be charged to the exhibitor.

Suppliers

Suppliers need to be in possession of a valid stand builder pass. Without this pass access to the exhibition halls shall be denied. You can order these passes through the digital manual. Do not forget to inform your stand builder/supplier the right set up and dismantling dates and times of Europort. If your stand builder also arranges your water and electricity connection, provide them your personal access code so the stand builder can order these connections through the manual. Indeed the exhibitor remains responsible for the orders in the digital manual at all times.

Raised floor

The use of a raised floor is recommended for stands with water pipes and/or electrical wiring. The maximum height of a raised floor is set at 10 cm and the sides need to be finished in an appropriate manner. A ramp for wheelchair access is mandatory.