



WLIC 2007

73rd IFLA General Conference & Council

International Convention Centre

Durban South Africa

19 – 23 August 2007

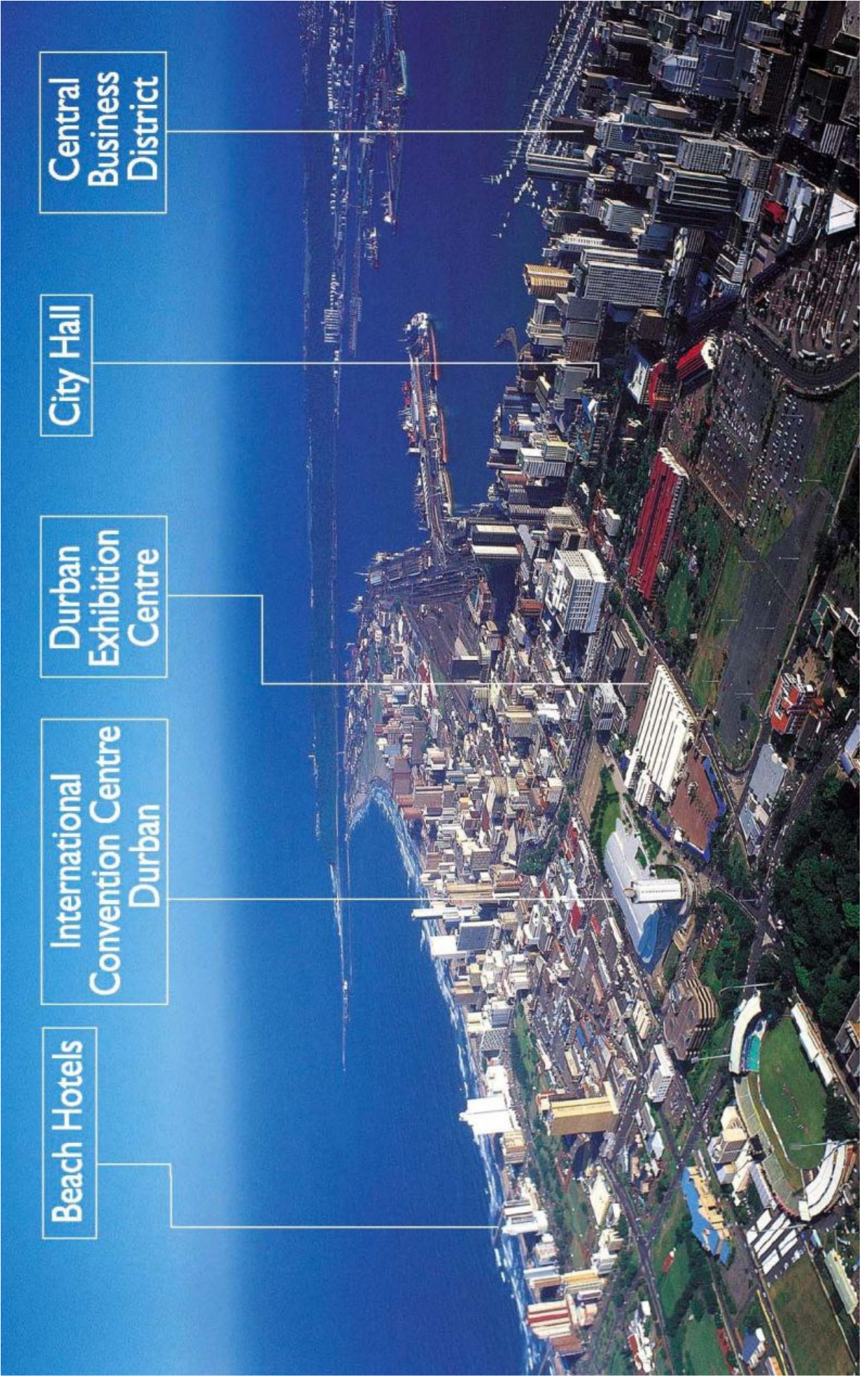
EXHIBITOR MANUAL

www.ifla.org

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Beach Hotels

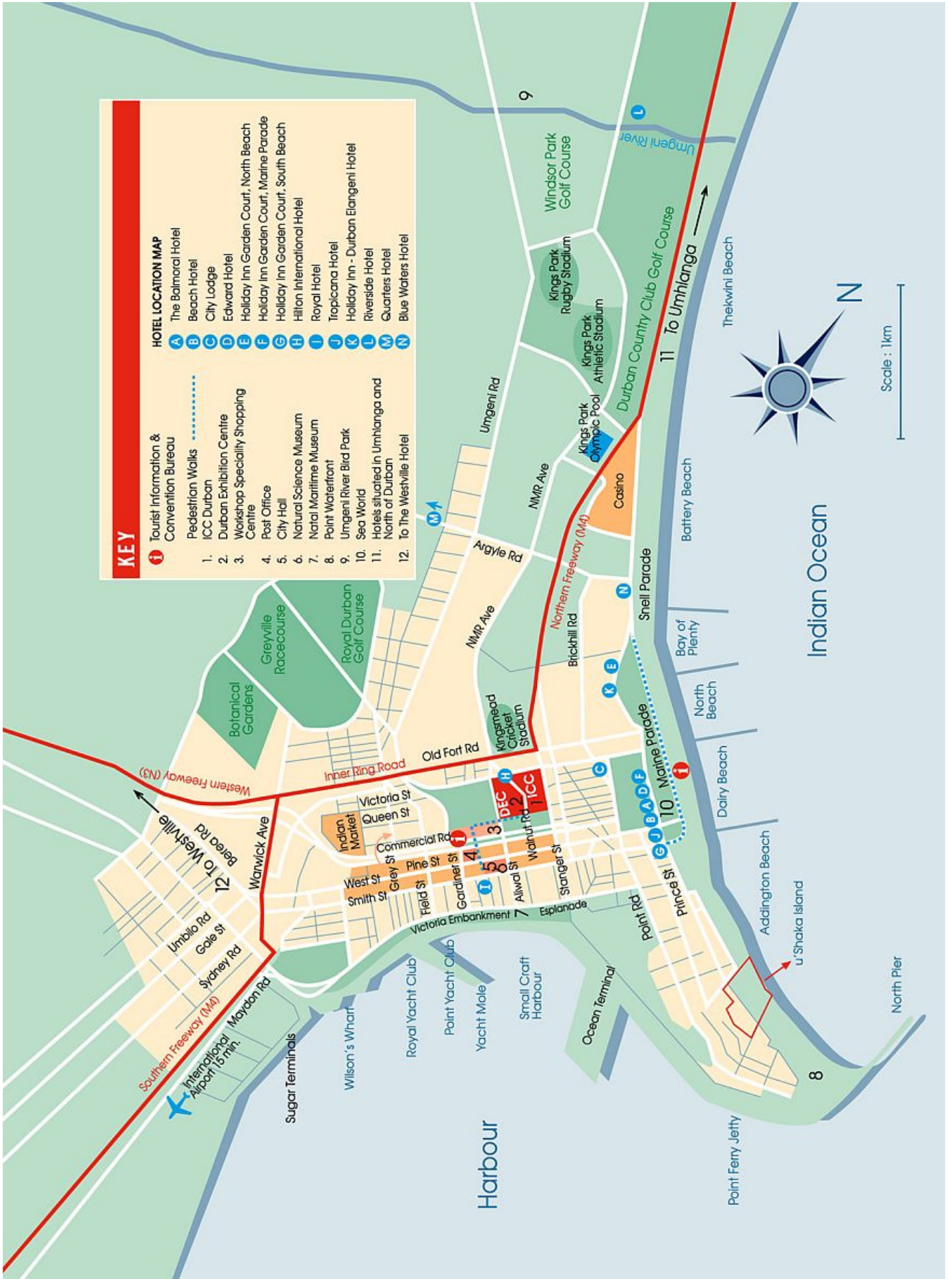
International
Convention Centre
Durban

Durban
Exhibition
Centre

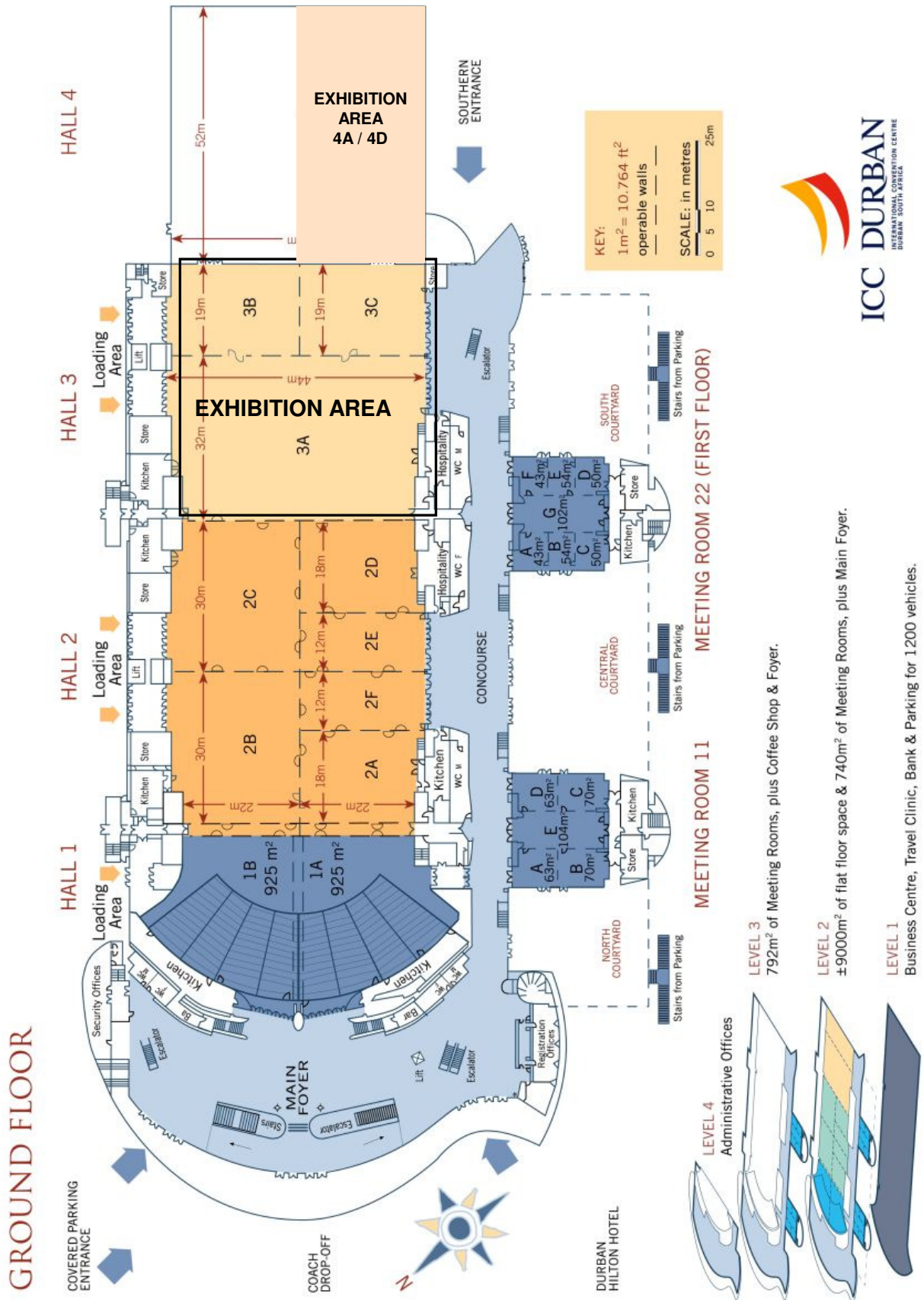
City Hall

Central
Business
District

International Convention Centre Durban Location Map



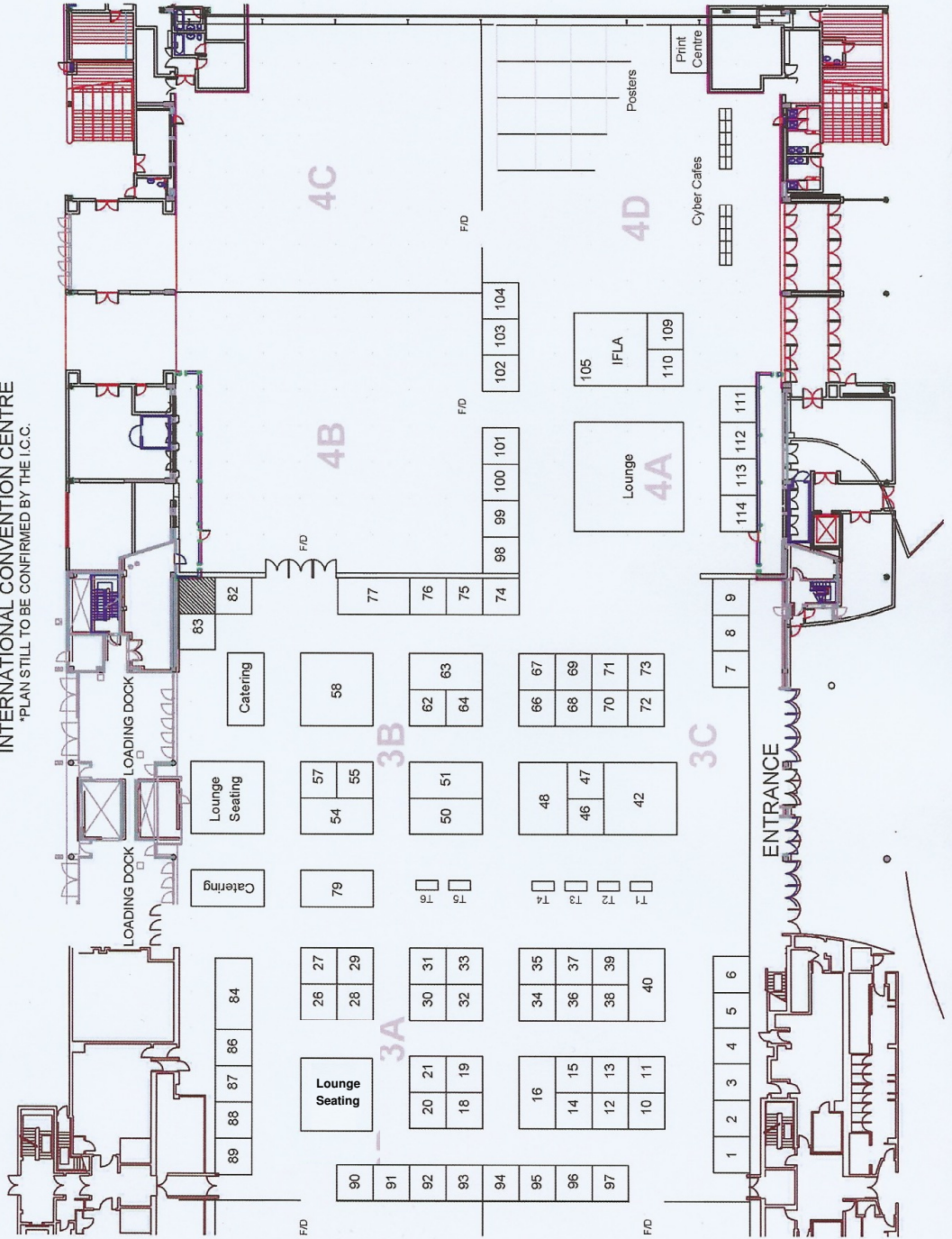
International Convention Centre Floor Plan & Venue Capacities



Exhibition Floor Plan

I.F.L.A.

INTERNATIONAL CONVENTION CENTRE
*PLAN STILL TO BE CONFIRMED BY THE I.C.C.



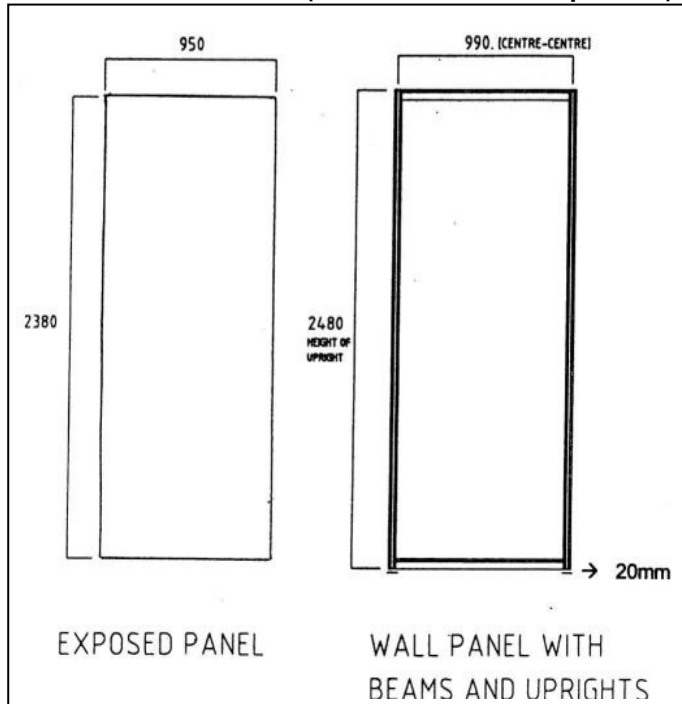
Optional Standard Shell Scheme Package

Standard 3m x 3m package

All Shell Scheme Stands (from Exhibition Stand Systems) include:

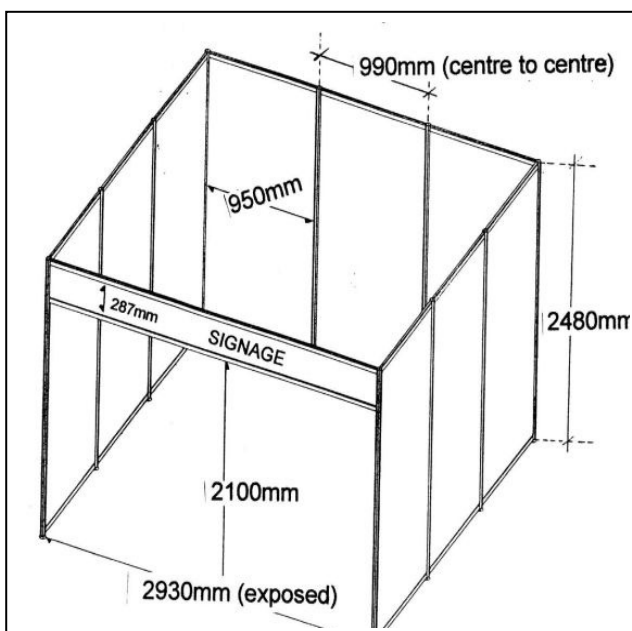
- Modular shell scheme
- 1 x 15 amp plug point (middle of back wall)
- 2 x spot lights (behind the fascia board)
- 1 x company name on fascia in a 100mm standard Helvetica type face
- 1 x conference table
- 2 x conference chairs

Panel Dimensions (for both stands and posters)

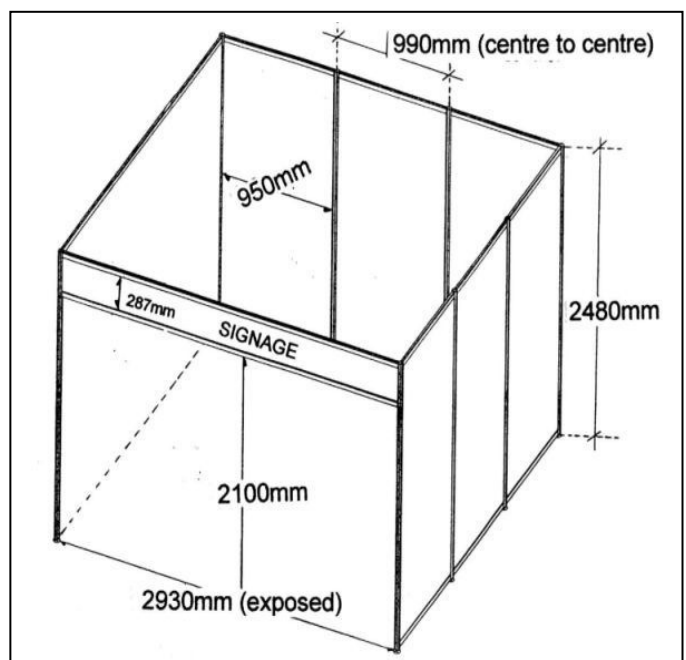


STANDS

- Are constructed from white foiled panels (3mm thick)
- Each panel is 2.38m high and 950mm wide (exposed panel size)
- The panels are joined by aluminium uprights (40mm diameter)
- Stands are walled on 3 sides with 1 x fascia except for corner stand which will be walled on 2 sides with 2 fascias
- Should you wish to have a wall erected, in place of one of the fascias on a corner stand you must inform Catherine Taylor on Telephone No. +27 31 3321451 Fax No. +27 31 3686623. Any changes on site will be charged for.
- Fascia panels will be positioned above the open side/s (NB Only 1 x fascia sign will be supplied as standard on both of the above mentioned options)
- Corner stands need to order additional signage on the Fascia Signage Order Form 7.



PASSAGE



AISLE/CORNER

Events Schedule Important Dates

Date	Subject
31 May 2007	Full Payment for Stand Space on Receipt of Invoice
1 March 2007	Deadline for cancellation deposit refunds. 100% payment required.
31 May 2007	Full Payment for Stand Space on Receipt of Invoice
6 July 2007	Deadline for Form 12 – Freight Instructions
6 July 2007	Deadline for Form 16 – WLIC 2007 Exhibition Catalogue – Free Editorial
20 July 2007	Deadline for: Form 4 – Contractor and Sub-Contractor Compliance Form 5 – Stand Fittings and Shell Scheme Form 6 – Fascia Signage – Shell Scheme Stands Form 7 – Electrical Fittings – Shell Scheme Stands Form 8 – Electrical Fittings – Space Only Stands Form 9 – Service Location Plan for Stand Fittings Form 10 – Telecommunications / Banners / Rigging / ICC Furniture Form 11 – Additional Furniture and Accessories Form 13 – Security Services Form 14 – Exhibitor Food and Beverage Form 16 – Plants and Arrangements Form 17 – Exhibitor Badges Form 18 – Exhibitor Complimentary Congress Registration
18 August 2007	Exhibition set-up in Halls 3A/B/C and 4A/4D begins at International Convention Centre Durban for stand builders from 08h00 – 20h00
19 August 2007	Exhibition set-up in Halls from 08h00 – 11h00. Exhibition set up must be finished by 11h00 Conference Opening Ceremony begins at 08h30 Exhibition opens at 12h45 Opening Ceremony begins at 16h00 Exhibition Opening Party closes at 18h00
22 August 2007	Exhibition in Halls 3A/B/C closes at 14h30
23 August 2007	Exhibition in Halls 4A/4D closes at 14h30 All exhibit materials must be removed by 20h00

Exhibition Schedule

Event	Date	Time	
BUILD UP PERIOD HALLS 3A/B/C & 4A/D			
Space Only contractors move in from	Sat: 18 August	08h00 – 19h00	
Shell Scheme exhibitors move in from		12h00 – 19h00	
Space Only and Shell Scheme completion of stands	Sun 19 August	08h00 – 11h00	
Delivery of freight to stands:			
• Stand builders for Space Only contractors from	Sat 18 August	08h00 – 19h00	
• Shell Scheme exhibitors from	Sat 18 August	12h00 – 19h00	
• Space Only and Shell Scheme exhibitors	Sun 19 August	08h00 – 11h00	
Registration of Exhibitors	Sat 18 August Sun 19 August	14h30 – 18h00 08h00 – 12h00	
Electrical supply to stands from	Sat 18 August	08h00 – 23h00	
Shell Scheme stands ready for occupancy from	Sat 18 August	12h00	
Completion of stand dressing and product display	Sun 19 August	12h00	
Final exhibition halls cleaning before opening commences from	Sun 19 August	12h00	
Exhibition Opens in all Halls	Sun 19 August	12h45	
Opening Party in Exhibition Halls	Sun 19 August	16h00 – 18h00	
EXHIBITION PERIOD		From – To	
Exhibition Opening Times	Sun 19 August	12h45 – 18.00	
**Please take particular note of Hall 4 opening times and last day of opening, 23 August	Mon 20 August	08h00 – 18h00	
	Tue 21 August	08h00 – 18h00	
	Wed 22 August	08h00 – 14h30	
	Wed 22 August **Hall 4 ONLY	08h00 – 18h00	
	Thu 23 August **Hall 4 ONLY	08h00 – 14h30	
BREAK DOWN PERIOD		From	
Disconnection of utilities	Hall 3	Wed 22 August	14h30 to 23h00
	Hall 4	Thu 23 August	14h30 to 23h00
Collection of rental items by contractors	Hall 3	Wed 22 August	14h30 to 17h00
	Hall 4	Thu 23 August	14h30 to 17h00
Distribution of empty packing materials	Hall 3	Wed 22 August	14h30 to 20h00
	Hall 4	Thu 23 August	14h30 to 20h00
Dismantling of shell scheme stands	Hall 3	Wed 22 August	14h30 to 20h00
	Hall 4	Thu 23 August	14h30 to 20h00
All exhibit materials to be removed from halls	Hall 3	Wed 22 August	14h30 to 20h00
	Hall 4	Thu 23 August	14h30 to 20h00
Hand over of halls to International Convention Centre Durban by	Thursday 23 August	20h00	

NB

On the exhibition open days, exhibitors are permitted to enter the halls 30 minutes (07h30) before opening and remain 30 minutes (16h30) after the exhibition closes to service their stands. Exhibitors who need to stay later must obtain written permission from the Organisers Office, prior to close so that security and hall lighting can be arranged.

Turners Conferences and I.C.C. Durban and the Convenors indemnify themselves from any liability from loss or damage from exhibition stands. Exhibitors are requested to man their stands throughout the official open hours and especially during build up and break down hours. Individual stand security can be arranged at a nominal charge.

General Information

Venue

International Convention Centre Durban (I.C.C. Durban)
Hall 3ABC
45 Ordnance Road
Durban
4001 South Africa

Exhibition Organisers

Carol Dowson
Concorde Services Ltd
50 Speirs Wharf
Port Dundas
Glasgow
G4 9TH

Telephone: +44 (0) 141 331 0123
Fax: +44 (0) 141 331 0234
Email: carol.dowson@congrex.com

I.C.C.D Exhibition Service Manager

Liezie Bothma
I.C.C.D Exhibition Service Manager
I.C.C. Durban
P.O. Box 155
Durban 4000 South Africa

Telephone: +27 31 3601311
Fax: +27 31 3601003
Email: liezieb@icc.co.za

Official Contractors

The following companies have been appointed as official contractors for the exhibition:

Catherine Taylor
Exhibition Organiser
Turners Conferences & Conventions (Pty) Ltd
P.O. Box 1935
Durban 4000 South Africa

Telephone: +27 31 3321451
Fax: +27 31 3686623
Email: Catherinet@turnergroup.co.za

Exhibition Stand Builders

Exhibition Stand Systems
PO Box 40566
Red Hill 4071 South Africa

Contacts: Bobby Hex or Craig Dunbar
Telephone: +27 31 3042309
Fax: +27 31 3075446
Email: stands@kagisoexpokzn.co.za

Courier and Freight Services

Exhibition Freighting G.S.M cc
PO Box 60316
Tableview 7439
Cape Town

Contact Person: Jacqui Nel
Telephone: +27 21 5562270
Fax: +27 21 5562299
Email: ef-gsm@iafrica.com

DURBAN AND SURROUNDS INFORMATION

Durban – South Africa

1. Durban

Poised on the edge of Africa, between the rolling waves of the Indian Ocean and the rugged Drakensberg Mountain Range, lies the City of Durban, a city which merges with perfect harmony the rustic simplicity of Africa and the modern sophistication of an international business centre.

Durban is blessed with balmy weather all year round, making it a perfect holiday paradise. The beachfront is bordered by five-star hotels and luxury apartments, all of which have an idyllic view of the Indian Ocean.

The Central Business District, a hive of activity, is within easy reach of all hotels and convention venues. If, however, you wish to travel further afield, there is a very competent public transport system operating throughout Durban, as well as an abundance of taxis. Kindly ask the hotel concierge or ICEM15 information desk at the ICC for the preferred taxi operator.

Durban is a major gateway to Africa, and Durban International Airport is only a 15 minute drive from the City and is serviced daily by domestic flights as well as international flights.

Durban is surrounded on all sides by the mysteries of the African Continent on which it rests – the rhythm of African drums, picturesque mountains, lush subtropical forests, many game and nature reserves, and home to the much sought after "Big Five".

2. Hints For Visitors

South Africa welcomes visitors from all parts of the world, and in keeping with international requirements you will need a valid passport for entry. In certain instances visas are required, and enquiries can be directed to South African diplomatic representatives abroad or the Department of Home Affairs in Pretoria. Visitors from most countries do not require international health certificates to visit South Africa but those from or who pass through areas where yellow-fever may be endemic should enquire about inoculation. Foreign tourists to South Africa can have their value added tax (VAT) refunded on departure. For further information, consult the Visitor's A-Z of South Africa – a compact traveller's guide published on behalf of the Department of Foreign Affairs, or visit www.southafrica.net/more/azguide/main.

3. Climate

South Africa's seasons are the reverse of those in the UK, Europe and USA, with midwinter in June and July and midsummer in December and January. In general, the country enjoys a sunny climate all year round. Cape Town and the southernmost part of Western Cape have a Mediterranean-type climate, with mild, changeable winters, when most of the rainfall occurs, and a warm to hot summer. Durban and the KwaZulu-Natal coast enjoy a sub-tropical climate, with plenty of sunshine year round. The winters in the interior are dry and warm, although it may get chilly at night. Summers are hot with more frequent rain.

City	Average Temperature (° C)		
Durban	July	Min 11	Max 23
	August	Min 13	Max 23
	September	Min 15	Max 23
Cape Town	July	Min 7	Max 18
	August	Min 8	Max 18
	September	Min 9	Max 19
Johannesburg	July	Min 4	Max 17
	August	Min 6	Max 19
	September	Min 9	Max 23

4. Banking And Shopping Hours

Banks open from 09h00 – 15h30, Mondays to Fridays; from 08h30-11h00 on Saturdays. Generally, ATMs (Auto Teller Machines) are open 24 hours and accept major credit cards. The ICC has a First National Bank ATM. All major credit cards are accepted in South Africa.

Shops open from 08h00 – 17h00 Mondays to Fridays and from 08h30 – 16h00 on Saturdays. Shopping malls are generally open on Sundays from 09h00 until 16h00.

Hours may vary from province to province.

5. Electricity

A round-pin adapter is necessary for electrical appliances. The power supply is 220/230 volts AC, 50 cycles. Since South Africa's electrical plug and socket facility is unique, adapters will be required and these can be purchased locally.

6. Accommodation

Tourist accommodation in South Africa ranges from formal hotels to B & Bs, timeshare units, cottages, farm guesthouses, game lodges and youth hostels. Please contact Congrex UK/Concorde Services Ltd for allotments and special WLIC 2007 accommodation rates.

7. Transport

Airlines, railroads, luxury tour buses and cars for hire enable tourists to travel comfortably from their ports of entry to any destination. International Airlines operate regular scheduled flights to and from South Africa, while domestic airlines and tour buses take visitors to all parts of the country.

8. Health

Vaccination certificates are only required for visitors coming from Yellow Fever, Cholera and Smallpox infected areas. It is strongly recommended that all visitors undertaking pre- or post-conference tours to the eastern lowveld of Mpumalanga and Northern Province, the Kruger National Park and the game reserves in KwaZulu-Natal take a course of anti-malaria tablets before entering these zones. Seek advice on the types of tablets from a doctor or pharmacist. These tablets can be obtained without a prescription. For up-to-date information and advice consult your doctor well before departure.

It is safe to drink the tap water throughout South Africa.

South Africa boasts excellent medical facilities, visitors should ensure they take out insurance to cover the possible cost of medical attention should this be required.

9. Currency

The unit of currency in South Africa is the South African Rand and is indicated with a capital R so that, for example, three rand and fifty cents would be written R3.50. The following approximate exchange rates as at 23 March 2007 will give you some idea of how much your currency is worth in Rand.

100 South African Cents	=	1 South African Rand (R)
1 British Pound	=	R13.60
1 United States Dollar	=	R6.52
1 Euro	=	R8.67

Value Added Tax (VAT) is included in prices of goods and services. VAT refunds are available at international airports on major purchases. The price displayed on goods is the full price. Prices will vary from place to place but the following are prices commonly paid in Durban:

Tea or coffee:	R9.50	20 cigarettes:	R18.00
Camera film:	R25.00	Cinema ticket:	R25.00
Bottle of wine:	R40.00	Big Mac Burger:	R16.00
Beer (340ml):	R13.00	Can of Coke:	R8.00
Sandwich:	R16.00	Restaurant meal:	R80.00

10. Cellular Phones

Most digital cellular telephones can be used without modification in South Africa if international roaming has been enabled before departure from your home. If in doubt, check with your service provider. South Africa has adopted the tri-band cellular system which applies to 900, 1800 and 1900 megahertz. Cell phones can easily be hired at the airport.

WLIC 2007 AND INTERNATIONAL CONVENTION CENTRE DURBAN: GUIDELINES, RULES AND REGULATIONS

The Rules and Regulations listed below are designed for **safety, security** and to provide **equal exposure** to all Exhibitors.

Exhibitors and their personnel / appointed agent must observe the Rules and Regulations stated in this Exhibitor Manual and those attached to the Exhibition Participation Agreement.

1 Admission for Exhibition Days

1.1 Exhibitors

Exhibitors have access to the exhibition hall 30 minutes before exhibition opening and 30 minutes after the exhibition closure each day in order to service their stands. In case of emergency, an application should be made to the organiser for an extension of these hours.

For this purpose contracted companies must apply for exhibitor badges for those staff who are manning the stands throughout the exhibition. Access into the Exhibition Hall will be granted to those wearing the correct badge.

Exhibitors may invite selected guests/customers, who are not delegates, to visit their stands by appointment and these people will be treated as trade visitors. The exhibitor should apply in writing to the organiser for a trade visitor badge for the guest and this badge will be valid only for the date specified thereon.

1.2 Contractors

All contractors (stand fitting, interior decorating etc) other than the official exhibition contractors are required to sign an undertaking, guaranteeing their observance of the rules and regulations laid down by the organiser before admission passes are issued for the build up and break down days to carry out construction and dismantling works only.

Where a contractor has a valid reason to be present during the exhibition period (e.g. maintenance or remedial purposes) special passes will be issued on application in writing to the exhibition organiser on site. The organisers reserve the right to disallow any contractor not using exhibitor badges from entering the exhibition. Please note that contractors are requested to wear company T-shirts or name badges during the build up and break down periods.

2 Air Conditioning

Air conditioning in exhibition halls is supplied on show days only.

3 Aisle Space

The minimum aisle space for all exhibitions is 3 metres. Should any item or structure be placed or protrude into the designated aisle space, ICCD Management and the organisers reserve the right to move or to have removed the said item without any liability for loss or damage thereto.

4 Animals

No animals will be permitted in the Exhibition Hall without prior approval of the ICCD Exhibition Services Manager.

5 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 ICCD or the Organisers, where such loss results from theft, vandalism and/or any other damage caused by any agent, employee of ICCD or the Organisers or any other person either authorised or not authorised to be present at the exhibition hall. Furthermore, the Exhibitor acknowledges that security personnel are provided by ICCD or Organisers merely as a service and that ICCD and Organisers have made no representation regarding the adequacy of such security measures. We recommend that all Exhibitors consult their individual insurance representatives to obtain appropriate insurance coverage.

6 Audio Visual Equipment / Technical Services

A wide range of equipment and services is available from the Organisers.

- 6.1 **Demonstrations** – Any audio system or electronic device producing irritating, intermittent and/or sequential sound that distracts attention from an exhibit is not permitted. The distribution of noisemakers such as whistles, crickets, horns, etc. is prohibited.

- 6.2 **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 can be maintained. The ICCD and the Organisers reserve the right to reduce the sound levels, restrict and/or switch off any AV displays resulting in complaints.
- 6.3 **Music and 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 being played must ensure that the use thereof will not infringe on the copyrights of others. Exhibitors are advised to contact the appropriate organisation regarding the procedures for application of a "Copyright Music Licence".
- 6.4 **Projectors and/or screens** – These must not result in people causing congestion in aisles. If you have a large viewing screen make sure it can be enclosed or draped for better viewing.

7 Authority of Premises

In the event of any problems or disputes arising on-site, the decision of the Organisers, being lessee of the premises, will be final. The Organisers also reserve the right to amend any earlier decisions made in order to meet and satisfy any unforeseen or prevailing circumstance for the benefit of the Exhibition and concerned parties.

8 Banking Facilities

First National Bank maintains a branch agency in the lower level (Level 1) of the I.C.C. Durban with foreign exchange facilities, banking services and an ATM machine. The adjacent Workshop shopping mall, a block away from I.C.C. Durban, houses several banks and ATMs.

9 Banners or Rigging from Ceiling

- 9.1 Exhibitors may apply for a banner to be hung from the ceiling above their stand in the exhibition hall. Contact Ashona ashonam@icc.co.za
- 9.2 All banners must be double sided. Aluminium rods should be placed through the top and base of the banner to stabilise it and a minimum of 10 m nylon string to be supplied for hanging purposes.
- 9.2.1 Banners are hung by ICCD Exhibition personnel only and are required to be delivered at least two (2) full days before exhibition build. Due to the ceiling height, the ICCD cherry picker or lift platform will be required and charged to the exhibitor at a nominal rate (this includes labour charges). Contact Ashona ashonam@icc.co.za
- 9.3 No hanging of banners from operable walls is permitted.
- 9.4 All rigging must comply with show management policies and venue constraints.
- 9.5 Exhibitors are responsible for verifying with the Organisers that their item/s can be rigged and that final approval is received, where necessary. Please include any blueprints, diagrams, sketches or drawings to assist.
- 9.6 Assembly of item/s is not performed by Centre personnel and must be completed before rigging commences.
- 9.7 Weight is limited to 1 ton per 1.5 linear metre per girder.
- 9.8 Dates of installation and removal may vary depending on the quantity of orders received during move in / move out periods.

10 Behaviour

The Exhibitor undertakes personal responsibility for the behaviour of any person/s deemed to be staff, suppliers, sub-contractors and/or service providers to that Exhibitor whilst on ICCD premises. The Exhibitor also undertakes 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 ICCD.

11 Care of Building / Damage

- 11.1 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 ICCD. This includes any ladder and/or other device whatsoever which would be affixed to or suspended from any overhead structure. No nail, screw or other device is to be driven into or holes to be made in any part of the building.
- 11.2 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 ICCD property will be charged with the replacement value of such item.

12 Carpets/Floor Coverings

- 12.1 Halls are covered throughout with 1 m² carpet tiles in grey with orange dot. Should you require to cover the ICCD carpets, it is essential to supply 16mm plywood to protect the area onto which your carpets will be placed. Where electrical requirements are necessary, then a ½ m² must be cut out to expose the pit area for access.
- 12.2 Should there be any damage to carpets in the ICCD the full replacement cost / labour will be charged.

13 Catering – Food and Beverage / Labour

- 13.1 All food and beverages must be ordered through the ICCD who have exclusive rights for the sale and supply thereof. Exhibitors wishing to give away samples of products must forward all relevant information for approval by ICCD Exhibition Services Manager. However, the food must be limited to *bite size portions* and beverages limited to 3 fluid ounces (56 ml).
- 13.2 All orders must be paid by cash and/or major credit card on confirmation of order. Any order/s received after the stipulated deadline may be subject to a 20% surcharge. Please allow approximately 60 minutes for all replenishment requests.
- 13.3 **Labour / Porterage** – Bar persons, waitrons, porter service or general assistants are available from the ICCD – kindly select this requirement in the tick box provided on the cover page.
 Straight time rates per man-hour : 08h00-16h30 weekdays
 Overtime rates per man-hour : Before 08h00 and after 16h30 weekdays
 All hours – Saturday, Sunday and observed Public Holidays
- N.B.** Supervision of labour is required. 30 minute lunch break is compulsory for all 8-hour shifts. Labour must be collected from the ICCD Exhibition Services desk at the appointed time. Minimum shift is 4 hours in any category.

14 Ceiling Height

The Ceiling height is eleven (11) meters from floor to ceiling in the exhibition hall. **All stand designs / constructions must be approved by the Organisers and the ICCD Exhibition Service Manager.**

15 Communications

- 15.1 **Telephone / Fax Lines – Local, ISDN and Lease**
- 15.1.1 Refundable deposits for the services provided by ICCD must be paid before installation.
- 15.1.2 Billing for the above lines will be deducted from the deposit and the balance refunded. Tax Invoices will be issued before departure. Please note that all-outgoing calls / transmissions are chargeable on time-basis.
- 15.1.3 The above packages are inclusive of on site support, handsets, lock & barring levels, daily line charge, voicemail etc.
- 15.1.4 Local public telephones (coins and pre-paid cards) are situated throughout the Centre.
- 15.1.5 Internet, computer connections, network structure hiring and hub hiring is available in the majority of ICCD halls.
- 15.2 **Wireless**
- 15.2.1 Wireless connectivity is available at a nominal fee - pre-paid WiFi vouchers may be purchased from the ICCD Baobab Coffee Shop and/or the ICCD PRO Desk on arrival.

16 Covered Stands

Covered stands are not permitted unless detailed drawings are submitted and a certificate of approval is given from the Fire Department. A copy of the above is to be provided at least thirty (30) days prior to the event for approval by the ICCD Exhibition Services Manager.

17 Electricity

To order electrical connections – kindly refer to the relevant order form.
 For safety reasons and for the protection of electrical installation at the ICCD, all main power installations from source to outlet must only be carried out by an ICCD Electrician or an accredited person who can issue a Certificate of Compliance on completion of electrical installation.
 The ICCD under floor connections are situated in pits every 6 m and must remain accessible at all times to accommodate emergencies (tripping etc.) We suggest that Stand Builders placing floorboards on carpets, should cut out a trap door for accessibility to the underfloor pits.

Due to the strict regulations governing ICCD, please take cognizance of the following:

- 17.1 No Twinflex is permitted.
- 17.2 No 15 amp double adapters are permitted. Rather, use a SABS approved multi-socket outlet.
- 17.3 All purpose-built stand shell schemes / equipment are to be undertaken by registered wiremen only and must comply with South African Bureau of Standards and Occupational Health & Safety Acts, i.e. Certificate of Compliance to be furnished to the ICCD Exhibition Services Manager.
- 17.4 Only SABS approved multi-socket or multi-extender plugs or cabbie maybe utilised.
- 17.5 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 cabbie).
- 17.6 No joints to trailing cable will be accepted.
- 17.7 Multiple wiring will not be permitted to terminate to a single plug top 15 amp (SA 3 pin round plug).
- 17.8 Lighting is to be looped from fitting to fitting with all terminations being secured and concealed.
- 17.9 Any termination points should be necessary on a wire-way need to be insulated and of a mechanical nature, i.e. strip connector or screw-it connector (no twisting of wires).
- 17.10 Stands constructed of a conductive material will be required to be double earthed to the Centre's earthing system.
- 17.11 Transformers are to be mounted on the structure, walls and/or systems and not placed directly onto the carpeted floor.

- 17.12 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 ICCD. If permitted, a fee will be levied.
- 17.13 30 amp and 60 amp, 3-phase power (including earth and neutral) is available on request. Any power requirements in excess of 60 amps need to be discussed with the ICCD Exhibition Services Manager.
- 17.14 **Neon Lighting** – This lighting may not be installed without prior arrangement and written authorisation from the ICCD Exhibition Services Manager and all neon lights MUST have a “Fireman’s Switch”
- 17.15 **Fluorescent fittings** – must be earthed.
- 17.16 All electrical fittings and equipment must be SABS approved, e.g. transformers, distribution boards, plugs etc.
- 17.17 Limited stocks of USA / UK to SA standard adapters are available for hire upon request at a minimal charge. Please note that a refundable deposit is required – kindly indicate this requirement in the tick box provided on the cover page under Electrical.
- N.B.** Please place orders early to facilitate submission of electrical plans to the ICCD for approval. 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.
ICCD 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.

18 Entitlements

Included in Exhibition Stand Space Fee:

- Promotion of the event by the Organisers
- Two complimentary exhibitor badges for each 9 sq m*
- One Final Programme
- Free participation in the Opening Ceremony and Exhibition Party
- Morning and afternoon teas/coffees
- ICC standard carpeting
- Daily cleaning of public areas
- General Exhibition Hall security service

*These badges do not include admittance to the social events. See Form 17.

*Exhibitors can purchase tickets

19 Fire Regulations

- 19.1 **Hessian, thatch, straw and draping** – are regarded as major fire hazards and exhibitors planning to use these as part of their display at ICCD 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 should drop no lower than 5cm above the carpeted floor. These stands must have a 2.5kg CO2 or DEC (Dry Chemical Powder) fire extinguisher.
N.B. It is the duty of the ICCD Exhibition Services Manager to ensure, by testing, that the product/s are suitably treated. Should you require a registered fire retardant contractor for this purpose, please contact ICCD Exhibition Services Manager.
- 19.2 Electric signs and equipment must be wired to meet the specifications of local fire authorities.
- 19.3 Fire extinguishers on walls, floor or elsewhere may not be removed or obstructed in any manner.
- 19.4 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 ICCD Exhibition Services Manager.
- 19.5 All aisles and exhibits must be kept clear at all times and fire stations / fire extinguisher equipment are not to be hidden and/or obstructed.
- 19.6 Absolutely no storage of any kind will be permitted within the confines of the exhibition floor and/or placed behind the exhibition stand or ICCD walls / curtains.
- 19.7 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.
- 19.8 Polystyrene products will be prohibited unless treated by a fire retardant and proof provided by the Exhibitor by means of certification from an authorised service provider. Only on receipt of the Certificate may the stand be structured.
- 19.9 All materials used in the Exhibition must be of a 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.

20 Flammable Liquids / Gases – Industrial Gas and Naked Flame

The use or display of flammable liquids / gases is prohibited in the I.C.C. Durban.

The use of industrial gases of an inflammable or toxic nature for demonstration purposes will not be permitted in the Exhibition Hall unless a detailed application has been made to the ICCD Exhibition Manager. If approved, the Fire Prevention Bureau (FPB) conditions must be met in full. If no application has been made, gas cylinders and naked flame demonstrations **WILL NOT** be allowed by the ICCD.

21 Floor Loadage / Spreader Plates

The maximum floor loading in the ICCD Halls 2, 3, 5 & 6 is 1,5 tons per sqm and 500kg in Hall 4.

Spreader plates are necessary if the static display exhibit exceeds the stipulated floor loading of 1,5 tonnes 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 and the ICCD Exhibition Services Manager has the final decision on this matter.

22 Floor Plans

A detailed floor plan of the proposed exhibition layout is to be submitted to the ICCD **prior** to space being sold. Once all space has been sold, final plans are to be submitted to the ICCD for final approval by the Fire Department.

23 Force Majeure

The Exhibition may be postponed, shortened or extended due to any cause or circumstance whatsoever outside the control of the Organisers. In such an event, the Organisers shall not be responsible for any loss sustained by the Exhibitor, directly or indirectly attributable to the elements of nature, force majeure or orders and directives imposed by any governmental authority, and fees paid by the Exhibitor, in full or any part thereof, are refundable at the sole discretion of the Organisers.

24 Freight Information

Notification prior to export / import of freight will assist in the smooth running of all procedures.

For freight entering the country on a temporary basis, it is imperative that such items are identifiable either by serial numbers or permanent markings of some kind. Customs regulations and certain costs are applicable to temporary imports. Full information is available from your freight agent or Exhibition Freightling G.S.M cc Form 12.

All documentation and literature is to be raised on Company letterheads. Please ensure that a copy of all original documentation is retained.

25 Furniture / Complimentary Equipment

- 25.1 The ICCD supplies Publishers and Shell Scheme Exhibitors the following complimentary furniture:
1 x conference table (1800mm long x 450 mm wide x 750 mm high) plus 2 x padded chairs.
- 25.2 **If you require the conference table and padded chairs, kindly order these from the ICCD.**
ashonam@icc.co.za using Form 10. Additional equipment may be hired – kindly select this requirement in the tick box provided on Form 11.

26 General Hall Lighting

ICCD hall lighting is available in the exhibition venue at a level of 250 lux. The lights may not be removed or dimmed in the exhibition area as this may cause inconvenience to other exhibitors.

27 High Structured Stands

- 27.1 All high structured stands (above 3 metres) require a Structural Engineer's Certificate.
- 27.2 A detailed plan / drawing must be submitted thirty (30) days prior to the event for authorisation by the ICCD Exhibition Services Manager:
- | | | |
|--|-----------|--|
| International Convention Centre Durban
P O Box 155
Durban 4000
Telephone: 031 – 3601000 | OR | International Convention Centre Durban
45 Ordnance Road
Durban 4001
Facsimile: 031 – 36010030 |
|--|-----------|--|

N.B. Failure to comply may result in refusal of permission to erect the stand.

28 Insurance / Liability / Loss of Property

- 28.1 All Exhibitors and persons using the ICCD **MUST** 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.
- 28.2 Exhibitors shall ensure that they are fully covered by insurance and take out "public liability" and "comprehensive" protection.
- 28.3 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.

- 28.4 Exhibitors are strongly advised to pack and remove from the exhibition hall all portable, appealing and valuable items at the end of each day when the exhibition closes, as this is the time that there is the greatest risk of loss and theft. These items **MUST NOT** be left unattended at any time.
- 28.5 The Organisers and the ICCD will not be responsible for the safety of articles of any kind brought into the exhibition by the exhibitors, their agents, contractors, visitors and/or any other person/s whomsoever.
- 28.6 The Exhibitor shall insure, indemnify and hold the Organisers, the Convenors and the ICCD not liable in respect of all costs, claim demands and expenses to which the Organisers, the Convenors and the ICCD 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.
- 28.7 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.
- 28.8 The Organisers, the Convenors and the ICCD require under standard terms and conditions of contract that the exhibitor indemnifies the Organisers, the Convenors and the ICCD from all claims resulting from accident, damage and/or injury occurring in the ICCD as well as loss of property.
N.B. Exhibitors may order security personnel from the ICCD in-house security service provider at a nominal charge – kindly select this requirement in the tick box provided on the cover page under Security.

29 Lights

- 29.1 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.
- 29.2 No strobe light effects are permitted.

30 Loading Dock / Off Loading / Loading Procedures

To facilitate a smooth set up and break down for exhibitions held at the ICCD, a traffic management system is operated for Loading Dock 2 as follows:

- 30.1 Goods to be exhibited must be delivered to INTERNATIONAL CONVENTION CENTRE DURBAN, at Gate No. 1, Stalwart Simelane Street (ex Stranger Street) to the nominated loading dock at the time specified by the ICCD Loading Dock Supervisor.
- 30.2 The Organisers, the official exhibition contractors and ICCD cannot be held responsible for goods that arrive early or which are left after the official break down period of the exhibition. The costs of disposing of any such items will be done at the expense of the exhibitor concerned.
- 30.3 Please advise us of any specific requirements – such as the need for trolleys, forklift, cherry picker, hanging of banners, etc.
- 30.4 Exhibitors will be contacted via email by the ICCD Loading Dock Supervisor prior to the exhibition to confirm off loading times and utilities required.

Kindly note that once vehicles are off loaded, these must be removed immediately from the loading docks.

31 Operable Walls

No posters or signage may be attached or stuck onto the ICCD operable walls.

32 Parking at ICCD Basement Level

- 32.1 There is parking available in the basement level. It works on a ticket system and has pay stations.

33 Payment Dates

Payment is to be made to the Exhibition Organisers as follows:

- 33.1 **Deadline dates:**
- | | | |
|--------|-------------------------------|--------------------|
| 19.1.1 | Deposit of 50% of stand value | on confirmation |
| 19.1.2 | Balance of stand fees | 31 May 2007 |
| 19.1.3 | Stand fittings and extras | as per order forms |
- 33.2 **Payment methods:**
Payment may be made by means of bank draft, telegraphic transfer, cheque or Mastercard, Visa and American Express credit cards. Kindly fax a copy of payment documentation to relevant suppliers.

34 Photography of Exhibits

Commercial photographers representing the appropriate media or individuals to the Exhibition may wish to photograph Exhibition stands or an individual exhibit. General photography of the Exhibition and exhibits is permitted; however, "head-on" photography or "close-ups" of any exhibits lies within the Exhibitor's jurisdiction. Please note that Exhibitors have the right to request any such person not to carry out photography without specific permission.

35 Presentations and / or Demonstrations of Exhibits / Products

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

- 35.1 Give proper consideration to the safety of conditions under which the exhibit will be demonstrated.
- 35.2 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 all persons.
- 35.3 Adequately guard all moving parts of machinery to prevent injury to any person.
- 35.4 Isolate starting devices to prevent operation by any visitor or other unauthorised person.
- 35.5 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 ICCD, must be obtained for such purposes.
- 35.6 Ensure that adequate protection is provided to prevent damage to the hall flooring, carpets and facilities. Any damages caused will be the responsibility and for the expense of the Exhibitor concerned.
- 35.7 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 ICCD for the Durban Metro Fire Department's approval. Without this, no such product or display will be permitted in the exhibition venue.
- 35.8 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.

36 Product Stands – Cooking and Sampling

- 36.1 Any requirement for cooking at a stand must be communicated to ICCD Exhibition Services Manager, giving all the relevant details.
- 36.2 Cooking will only be permitted where prior approval has been granted in writing by the ICCD.
- 36.3 Solid food portions should be no larger than "bite size" – 3 ounces / 85 grams of food on toothpick.
- 36.4 Beverage tasting must be in "tasting cups" – 3 fluid ounces / 56 ml of beverage.
- 36.5 Bottles will be subject to a negotiated corkage charge.
- 36.6 Product demonstrations and sampling must have written permission from the ICCD Exhibition Services Manager.
- 36.7 There shall be no demonstrations for sampling outside of contracted exhibition space. Should samplers interfere with the normal traffic of neighbouring exhibition stands, ICCD will have no alternative but to request that the sampling be terminated.
- 36.8 The Exhibitor is to supply a large plastic rubbish bin and a supply of plastic bags.

37 Public Address System

The public address system is for use by the ICCD, the Organisers, show manager and hall owner for official announcements only. Paging services cannot be provided nor can exhibitor's announcements be made, except for emergencies.

38 Registration of Exhibitor Stand Personnel

Exhibitors are requested to advise numbers of personnel manning the stand only by completing Form 17. Badges will be ready for collection from the Exhibition Organisers' on-site office in the main foyer.

39 Restaurants and Refreshment Areas

There are catering lounges and seating areas with the exhibition Halls, as well as other outlets throughout the venue.

40 Security

- 40.1 The ICCD provides perimeter security only. It is recommended that additional steps be taken to limit the chances of a loss by appointing security personnel at your stand – kindly complete 13.
- 40.2 Security personnel will remain on duty until released and the Exhibitor is responsible for additional charges that may occur.
- 40.3 A minimum shift is 12 hours per security officer. Billing does not allow for part or divisions of an hour.
- 40.4 Please note that there is an increase in rates applicable for Sundays and Public Holidays.
- 40.5 Payment in full must be rendered before service is provided.
- 40.6 Pertinent component parts should be removed from display and/or floor models when not being used for demonstration. **NEVER LEAVE YOUR PROTOTYPE UNPROTECTED.**
- 40.7 Inspection of goods / materials - All equipment, fittings and materials brought into the ICCD are subject to inspection by the ICCD Security Contractor.

- 40.8 Never leave valuables on your exhibition stand, e.g. purses, briefcases, wallets, cameras, etc.; these must be carefully safeguarded, **especially cell phones and laptop computers.**
- 40.9 In the unfortunate instance that you suffer a loss, please report it to the ICCD Exhibition Services Manager immediately. A report will be recorded and a copy made available to you for insurance purposes.

41 Shell Scheme Package

The Organiser has appointed **Exhibition Stand Systems** as the Official Contractor for all Shell Scheme Packages. However, an Exhibitor may employ a contractor of his choice to construct stand interiors and any free-standing displays or fitments that may be required, subject to the following rules:

- 41.1 No additional fittings or displays, including additional name boards, covers, logos, balloons, etc. are to be attached, nailed, screwed or drilled to the Shell Scheme stand structure. In the event of breach of this instruction, the Official Contractor has the right to charge the Exhibitor or Contractor concerned for any damages to his materials. The Official Contractor may provide assistance in hanging or displaying exhibits on the stand structure whenever possible. Please consult them if you require their assistance.
- 41.2 No painting, wallpapering or pasting of panels is allowed. Exhibitors who wish to have such works done on the panels must inform the Official Contractor, who will provide a quotation and carry out the work. Any double-sided or adhesive tapes belonging to the Exhibitor or contractor must be removed from the panels after the Exhibition.
- 41.3 The fascia is approximately 350mm broad, including the aluminium frame. Exhibitors may add their company logo not wider than 210mm (size of the in-fill panel), and not more than 10mm thick, by arrangement with the Official Shell Scheme Contractor. Please refer to the Fascia Signage in section 2.
- 41.4 Any changes in the type or colour of the floor covering provided must be negotiated with the Official Contractor. All costs incurred must be borne by the exhibitor.
- 41.5 An Exhibitor occupying a corner stand has the choice of a wall or an additional open side to the aisle. Any such wall may be required to be set into the stand by half a metre as deemed necessary by the Organisers for safety reasons or exposure of other Exhibitors.
- 41.6 No financial credit or item-exchange will be given by the Organisers for any shell scheme package items not utilised.

42 Smoking / Tobacco

NO SMOKING is permitted within the ICCD. 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.

43 Stand Builders / Contractors

The Organisers recognise that each Exhibitor may select the stand contractor whom they believe will best serve their needs before, during and after the Exhibition. It is the prerogative of the Exhibitor to engage a stand contractor.

- 43.1 It is a prerequisite that all "space only" stand builders submit a Stand Builders / Contractors and Sub-Contractors Compliance form prior to build-up. Please complete Form 4 and return it by fax together with the cover page indicating information you require to place your orders, if required.
- 43.2 Stands over 3 metres in height require submission of a Structural Engineer's Certificate, together with floor plans incorporating front, side and top elevations. This must be forwarded to the ICCD Exhibition Services Manager for approval at least thirty (30) days prior to build up.
- 43.3 All stand construction staff must wear their Company's identification badges and T-shirts for the duration of build up and break down of the exhibition. Failure to advise the ICCD of contractors coming on site could result in prevention of entry.
- 43.4 On arrival at ICCD, all sub-contractors (stand fitting, interior decorating, etc.) other than the official exhibition contractor, are required to sign the "Contractors and Sub-Contractors Compliance Form", guaranteeing their observance of the rules and regulations as legislated by the ICCD, before admission passes are issued. (This is applicable to build up and break down days only).
- 43.5 Walls of all stands must be clad on the reverse side to present an aesthetic appearance from aisles and adjoining stands.

44 Stand Catering

Stand catering services will be available and Exhibitors may order a wide variety of quality food and beverages by contacting the ICCD catering department as per the Exhibitor Food & Beverage Information Form 14.

45 Stand Cleaning

- 45.1 Exhibitors are responsible for maintaining their own stand in a tidy condition at all times. Should you require stand cleaning kindly select this requirement in the tick box provided on the cover page.
- 45.2 The ICCD have a contracted service provider for the general cleaning of the exhibition venue/s. This includes cleaning of carpeting, flooring and rubbish disposal before the exhibition opens in the morning and after the exhibition closes in the evening. It excludes cleaning of exhibits and displays.

46 Storage

The ICCD does not provide storage facilities

Storage of packing materials and crates can be arranged through Exhibition Freightage G.S.M. cc. To secure space, please specify your requirements on Form 12.

47 Telecommunications

CCD : Telephone / fax / modem / speedpoint / ISDN lines

Exhibitors who wish to hire temporary services as above for their stand should kindly select this requirement in the tick box provided on the cover page.

Refundable deposits for the services provided by ICCD must be paid before installation.

Billing for the above lines will be deducted from your deposit and the balance refunded to you. Tax Invoices will be issued before departure. Please note that all outgoing calls / transmissions are chargeable on time basis.

The above packages are inclusive of on-site support, handsets, lock and barring levels, daily line charge, voicemail, etc. Local public telephones (coins and pre-paid cards) are situated throughout the Centre.

Internet, computer connections, network structure hiring and hub hiring is available in the majority of ICCD halls. This may be selected in the tick box provided in the Service Forms.

48 Travel Clinic

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

49 Under Floor Connections

ICCD reserves the right to connect all underfloor connections in the pits, for which there may be a nominal fee.

50 Waste / Skips

- 50.1 Congrex UK/Concorde Services Ltd is generally responsible for extra skips required for exhibitions or events. However, should we foresee that an excess of debris will be generated in the construction of your stand, we would be required to hire a skip for removal of such.
- 50.2 The Organisers and ICCD reserve the right to charge the Exhibitor for the removal of excessive waste created, i.e. crates, pallets, cartons, packing or literature.
- 50.3 During the build up and break down days of the exhibition, the aisles of the venue/s must not be obstructed with packing, construction material or debris. Contractors building "space only" stands or interior designs are responsible for removing their own building waste and off-cuts from the site at the end of each day.

51 Water / Drainage

- 51.1 Water / Drainage is only available in specific areas within the ICCD. Should you require this service, kindly select this requirement in the tick box provided on the cover page. It is also recommended that you discuss your requirements with the ICCD Exhibition Services Manager to establish whether your stand is located in close proximity to the water / drainage outlets.
- 51.2 Kindly note that the ICCD Hall 4 **does not have** the water / drainage facilities.
- 51.3 ICCD supplies 19mm NTP female connections.
- 51.4 The Exhibitor is to supply (minimum specification) a 6 bar high-pressure hose and the volume is to be dumped daily.

52 Working Area (demarcated outside)

- 52.1 Whilst we understand that 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 or anywhere on the premises. Specific areas are demarcated for this purpose, as are wash basins for cleaning of paint brushes, etc.
- 52.2 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 ICCD property will be charged with the replacement value of such item.

Travel, Accommodation, Transport and Registration

1. Passport and Visa Requirements in South Africa

The organisers accept no responsibility whatsoever for any delays or deficiencies which may occur as a result of any individual or organisation failing to be in possession of the appropriate entry documentation.

2. Accommodation

The Convenor has appointed Concorde Services Limited, a Congrex Group company, as the official PCO, who will handle accommodation for the event. They have negotiated excellent rates at the hotels listed on Form 19 and exhibitors are encouraged to take advantage of these rates. Please complete the form and fax it to: +44 (0) 20 7117 4561.

3. Transportation / Central Business District

a) **Taxi Service**

A taxi stand is located outside the ICCD. The hotels concierge desk at the ICCD or WLIC 2007 Registration desk will recommend reliable taxi operators. All taxis carry meters and drivers speak English.

b) **Central Business District (CBD)**

The Exhibition venue, I.C.C. Durban, is located within close proximity and walking distance to the Central Business District (CBD).

For more information please see our website: www.ifla.org