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A General Information

Congress Organiser

IFLA
PO Box 95312
2509 CH The Hague
Netherlands
Tel.:  +31 70 31 40884
Fax:  +31 70 38 34827
Email: ifla@ifla.org

IFLA WLIC 2015 National Committee
South African NC Project Manager
Ujala Satgor
LIASA President
Email: president@liasa.org.za

Congress Venue

Cape Town International
Convention Centre
Convention Square
1 Lower Long Street
8001 Cape Town
South Africa
http://www.cticc.co.za

Gaynor Kerr
Tel.:  +27 21 410 5000
Fax :  +27 21 410 5001
Email: gaynor@cticc.co.za

Congress Secretariat

IFLA WLIC 2015
C/o K.I.T. Group GmbH
Association & Conference Management
Kurfürstendamm 71
10709 Berlin
Germany
Tel.:  +49 30 24 60 3-314
Fax:  +49 30 24 60 3-200
Email: wlic2015@kit-group.org

Registration

C/o K.I.T. Group GmbH
Tel.:  +49 30 24 60 3-380
Fax:  +49 30 24 60 3-200
Email: wlic2015-registration@kit-group.org

Accommodation

C/o K.I.T. Group GmbH
Tel.:  +49 30 24 60 3-380
Fax:  +49 30 24 60 3-200
Email: wlic2015-hotel@kit-group.org

Exhibition / Sponsoring

C/o K.I.T. Group GmbH
Tel.:  +49 30 24 60 3-314
Fax:  +49 30 24 60 3-200
Email: wlic2015-industry@kit-group.org
Congress and Venue Information

Banks and Exchange Offices

Banks
Monday – Friday: 09:00 to 15:30
Saturday: 08:30 to 11:00
Sunday: closed

Exchange offices (most of them)
For all personal foreign exchange transactions, Imali Express offers a hassle-free service to all delegates and visitors to the CTICC wishing to purchase or sell foreign currency, with competitive rates and friendly, helpful consultants on hand to assist you.

Monday – Friday: 09:30 to 18:30
Saturday: 09:30 to 18:00
Sunday: closed

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

Foreign exchange services are available at CTICC restaurant on the Square which is situated in the Entrance Foyer on the ground floor.

Congress Documentation
Exhibitors are entitled to one Congress Bag per stand containing Congress documentation. You will receive your Congress Bag at your exhibition stand.

Delegate Name Badges
Delegate Name Badges will have barcodes. Exhibitors and sponsors wishing to scan delegate details may rent a barcode reader (See Lead Capture section page 23).

Message System
There will be a message board and desk located in the Registration Area.

Visa Requirements
The South African Government has updated its Immigration Policy in May 2014.

Please make sure that you are aware of the what is required from you before you travel to Cape Town. See the website of the South African Department of Home Affairs for more information or check with your local South African Embassy or Consulate.

It is the sole responsibility of the attendee to take care of his / her visa requirements. Attendees who require an entry visa must allow sufficient time for the application procedure. Attendees should contact the nearest embassy or consulate to determine the appropriate timing of their visa applications. It is recommended to apply for a visa at least 3 months in advance of the Congress.

When the registration has already been paid, the registration fee minus a handling fee of 50 EUR will be refunded after the Congress if the visa was applied for in time, and proof of this, together with an official notice from the embassy confirming that a Visa could not be granted, is forwarded to the Congress Secretariat.

Letter of Invitation
Attendees requiring a Letter of Invitation in order to attend the Congress are asked to visit the Congress website for an online personalised Letter of Invitation Request a Letter of Invitation.

Health Requirements
No vaccinations are required for cholera or smallpox. If arriving from a yellow fever zone, you must have a valid international yellow fever inoculation certificate.

Poster Boards
Poster board displays will be located in the Exhibition Area in the ground floor, Hall 3 and 4 of the Cape Town International Convention Centre (CTICC).
Internet / Wi-Fi

Internet for your stand can be ordered through the Exhibition and Sponsorship Ordering System (ESOS®).

Alternatively, you can visit the Internet Area, which will be located in the Exhibition Area. There will be free Wi-Fi (Wireless Local Area Network) within the venue for all delegates. This is also available for the exhibitor’s personal use. However, this is an unsecure network and therefore not suitable for exhibitor stands.

Please be aware that due to technical reasons Wi-Fi networks always have their limitations regarding the number of logged-in devices (PCs, notebooks, Smartphones, tablets, etc.) and available bandwidth. Therefore access for all attendees at the same time cannot be guaranteed.
Access to the Congress Centre

Transportation

By Car
Cape Town offers a wide selection of car rental companies with good road systems. An international driver’s license is required and driving will be on the left hand side of the road.

By Train
Cape Town station is situated within walking distance of the Westin Grand South Africa Arabella Quays Hotel, and the functional Metrorail system connects the city centre with the northern suburbs, southern suburbs and Cape Flats.

MyCiTi Bus
The MyCiTi bus service provides convenient transport to hotels, accommodation nodes, restaurants, entertainment areas, parking areas, and places of interest. Each journey costs R10.00 and buses depart every 10 to 30 minutes and operate between 20 and 24 hours a day.

Air Traffic

Airport
Cape Town Airport standards are world-class and the airport was ranked the leading airport in Africa for 2012 and 2013 at the World Airport Awards. OR Tambo International Airport in the city of Johannesburg came in second place, and King Shaka International Airport in Durban was rated 3rd. A central terminals connects both the international and domestic terminal of Cape Town Airport. Many airlines offer direct flights to Cape Town from various locations around the globe. All airlines operating in South Africa fly to Cape Town Airport which is located 22 km away from the city center.

Cape Town International Airport is served by more than 20 international airlines on a weekly basis, linking the destination to global hubs like Frankfurt, Amsterdam, Dubai, Singapore and London (and a wide variety of other connections via Johannesburg). The city is an overnight flight from any European destination. The airport is situated 20 minutes from the city centre. On arrival, access to ground transport is simple and convenient, with taxis and coaches the most obvious options. Modern public transport system conveniently connect the city with the MyCiTi Bus service.

By Taxi or Coach
Luxury air-conditioned coaches and shuttle buses will move delegates between the airport, hotels, the CTICC and their functions. Metered taxis are also available.

Public Transportation

The new Integrated Rapid Transit (IRT) System offers international visitors a scheduled bus service between the city centre, the airport, and select suburbs in Cape Town. By consolidating existing rail, bus, minibus and metered taxi services, the IRT will provide an efficient and robust transport network. The first phase of transformative development will focus on offering a safe high-quality bus-based (Bus Rapid Transit), system that delivers fast, comfortable, and cost-effective urban mobility in the city centre with competitive prices. CCTV surveillance cameras and security personnel are available to ensure commuter’s safety and security is prioritised. Infrastructure is wheel-chair friendly. A staggered development will see the completion of the network in 2018, an initiative that will dramatically improve customer experience.

MyCiTi Bus Service
The MyCiTi airport-to-city service runs between the Cape Town International Airport and the Civic Centre bus stations via the N2 and Nelson Mandela Boulevard. This service will operate between 20 and 24 hours a day at a cost of R 61.50 one way from the airport to the congress center (ca. 4.20 EUR). It will depart every 6 to 30 minutes, depending on demand.

By Taxi or Coach
Luxury air-conditioned coaches and shuttle buses will move delegates between the airport, hotels, the CTICC and their functions. Metered taxis are also available.
Social Events

Overview

• Conference Dates .......................... 15 – 21 August 2015
• Exhibition Dates ........................... 16 – 19 August 2015
• Start of registration for exhibitor badges .......... 29 April 2015
• Start of online ordering objects through ESOS® ........................................... 30 April 2015
• Deadline advert submission Pocket Programme & Congress Programme .............. 8 May 2015
• Deadline submission of company profile in ESOS® .................................................. 8 May 2015
• Deadline submission of logos for print (Only Sponsors) ................................................ 8 May 2015
• Deadline submission bag insert design for approval (If booked) .................................. 8 May 2015
• Deadline for mural prints .............................................................. 17 June 2015
• Deadline for booth layout submission .................................................. 17 June 2015
• Deadline for standard ordering in ESOS® (Late fees apply after this date) .................. 26 June 2015
• Deadline to submit names for Exhibitor Badges ............................................... 23 July 2015
• Start bag inserts delivery to Agility Fairs & Events ............................................. 27 July 2015
• Deadline for item & service ordering in ESOS® (Only onsite orders subject to availability after this date) .................................................. 31 July 2015
• Deadline bag inserts delivery to Agility Fairs & Events ............................................. 4 August 2015

Exhibition Opening Party, 16 August 16:00 – 18:00

The Exhibition Reception will be held in the Exhibition Area. The exhibition will take place in the ground floor, Hall 3 and 4 of the Cape Town International Convention Centre (CTICC). The event will allow delegates to relax and socialise, renewing old friendships and making new ones. Delegates will also have the chance to speak with the exhibitors. This event is included in the registration fee. For more information regarding the social events at IFLA WLIC 2015 please visit the Congress website: http://conference.ifla.org/ifla81

Cultural Evening, 18 August 2015

The Cultural Evening is an event to showcase the local cultural scene. It will allow delegates to experience the culture of the country as well as the host city of the Congress.

Library Visits

There will be a number of local (central business district) and non-local (outside of the metropolitan area of the city of Cape Town) library visits on Friday, 21 August 2015.

Some Library Visits to regional areas require preregistration. For more details please visit the Congress website: http://conference.ifla.org/ifla81/library-visits-programme

Tours and Activities

For information about the Tours and Activities occurring during IFLA WLIC 2015, please visit the Congress website: http://conference.ifla.org/ifla81
Floor Plan

Ground floor, Hall 3 and 4

Preliminary floor plan (as of March 2015)
Exhibition Information

Exhibition Schedule

<table>
<thead>
<tr>
<th>Exhibition Set-up</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moving-in of booth builders</td>
<td>15 August</td>
<td>08:00 – 20:00</td>
</tr>
<tr>
<td>Moving-in for shell scheme exhibitors</td>
<td>16 August</td>
<td>08:00 – 14:00</td>
</tr>
<tr>
<td>All booths to be ready*</td>
<td>16 August</td>
<td>14:00*</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Exhibition Opening Times</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exhibition Soft Opening</td>
<td>16 August</td>
<td>14:00*</td>
</tr>
<tr>
<td>Exhibition Opening Party</td>
<td>16 August</td>
<td>16:00 – 18:00</td>
</tr>
<tr>
<td>Exhibition Opening Hours</td>
<td>17 August</td>
<td>09:30 – 17:30</td>
</tr>
<tr>
<td></td>
<td>18 August</td>
<td>09:30 – 17:30</td>
</tr>
<tr>
<td></td>
<td>19 August</td>
<td>09:30 – 14:30</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Exhibition Dismantling</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Removal of light/hand-carry exhibits and personal property</td>
<td>19 August</td>
<td>14:30 – 15:30</td>
</tr>
<tr>
<td>Electrical supply cut off</td>
<td>19 August</td>
<td>15:30</td>
</tr>
<tr>
<td>Removal of heavy exhibits and dismantling of booth</td>
<td>19 August</td>
<td>15:30 – 24:00</td>
</tr>
<tr>
<td>Completion of dismantling</td>
<td>19 August</td>
<td>24:00</td>
</tr>
</tbody>
</table>

*Please make sure you are at your booth no later than 14:00 on Sunday, 16 August ready for the Exhibition Opening.

Access Regulations for Contractors and Exhibitors During Exhibition Set-up Times

Contractors and exhibitors need to complete the access request of the CTICC form. It can be downloaded from ESOS® under following link: https://www.kitsecure.org/ifla2015/files/downloads/912/view.pdf

Furthermore as a prior condition to commencing any work on the exhibition, contractors and exhibitors are required to read through the Safety, Health and Environment, Service Providers Induction on to CTICC site handbook. Please downloaded from ESOS® under following link: https://www.kitsecure.org/ifla2015/files/downloads/913/view.pdf

This handbook is to ensure Service Providers and Sub-Contractors are aware of Safety, Health, and Environment and Quality requirements of CTICC as a condition of working on their premises.

Set-up Times

Access to the exhibition hall will be available to exhibitors from 08:00 on Saturday, 15 August 2015; Exhibition set-up closes on Saturday, 15 August at 20:00 and will resume from 08:00 on Sunday, 16 August 2015. Basic shell scheme stands and stand furniture will be in place by 08:00 on Sunday, 16 August 2015. All stands should be completed to the satisfaction of the Organisers by 14:00 on Sunday, 16 August 2015.

Cleaning after Set-up

On Sunday, 16 August 2015 12:00 exhibitors must remove boxes, crates and tools from the aisles for the beginning of the general cleaning of the exhibition area. If the exhibitor fails to do so then boxes/materials will be removed at the exhibitors’ expense.
Exhibition Dismantling

The exhibition will close 14:30 on Wednesday, 19 August. Dismantling of stands may not start before this time, nor before all delegates have left the exhibition floor. Exhibitors with shell schemes shall vacate their booths, having removed all materials by 16:00. The exhibition area must be cleared of all exhibits/stands/materials by midnight on Wednesday, 19 August.

ATTENTION: Any items remaining in the hall after dismantling will be removed and disposed of. Neither the Organisers nor venue will be held responsible for any loss.

Delivery & Storage

Overview map

During set-up and dismantling periods, the exhibition hall is considered a building site. Therefore all stand contractors/exhibitors are responsible for the work environment and fire protection within their stand area. Please take the necessary steps to protect yourself and other stand builders/exhibitors from the risk of any accidents happening.

During set-up and dismantling and during the exhibition, no one under the age of 18 will be permitted in the hall.
Delivery & Storage

Please note that there are no storage capacities inside the Exhibition Halls / Cape Town International Convention Centre (CTICC). Deliveries must be arranged so that they arrive at the exhibition grounds during the set-up / operation times of the exhibition. Exhibitors are responsible for picking up any deliveries of materials to the Cape Town International Convention Centre (CTICC) and should be present to receive deliveries. The Organisers and their contractors will neither accept any deliveries for exhibitors at any time, nor can be held responsible for any loss or damage of deliveries made in the absence of the person in charge. Further, the Organiser or the Cape Town International Convention Centre cannot be held responsible for delays or other difficulties arising due to the exhibitors not informing their agents, or not respecting the schedules, rules and guidelines, or ignoring deadlines.

Customs Clearance / Material Handling & Forwarding / Storage

Each exhibitor will be required to fulfil customs formalities with respect to equipment and products of foreign origin. The Exhibition Management cannot be held responsible for any difficulties. The handling and transportation of the exhibitors’ material into, out of and within the exhibition will be at the exhibitors’ expense. Please contact our Official Freight Forwarder Agility Fairs & Events, find contact details below for further information and assistance.

Official Freight Forwarder

Agility Fairs & Events has been appointed the exclusive official freight forwarder of IFLA WLIC 2015. Please contact this contractor to help you with customs clearance, transportation and storage of the exhibition material:

Agility Fairs & Events
One Western Gateway
Royal Victoria Dock
London E16 1XL
United Kingdom

Contact Person
Mark Dawson
Tel.: + 44 207 069 5308
Fax: + 44 843 227 2033
Email: mdawson@agilitylogistics.com
www.agilitylogistics.com

Detailed shipping instructions and the exhibition handling & freight order form can be downloaded from ESOS® under “Downloads”.

Parking

The CTICC offers multi-access parking tickets to exhibitors at R40.00 per day per vehicle in P1 & P3. Exhibitors will be able to purchase parking tickets from the CTICC Exhibition Services desk - that will be situated in the exhibition area. Tickets will only be sold during build-up and the first day of the event ONLY until 14:00.

Exhibitors can purchase with credit card or cash at the Parking Desk.
Exhibitors who purchase these tickets will automatically receive free build-up and breakdown tickets.
Upon entrance into the Marshalling Yard, exhibitors are required to take a ticket from the parking machine, this will be valid free for 1 hour.
The CTICC Marshalling Yard is not a parking facility. It is reserved for loading and unloading.
Clients are only allowed a grace period of 1 hour for load in and they then have to move to P1 or P3.
Please make use of the pay stations in the Marshalling Yard to validate your parking ticket.
Parking tariffs have been implemented to ensure exhibitors adhere to the 1 hour loading period provided.
Breakdown tickets will only be valid and activated at the start of the breakdown times as displayed at the Exhibition Schedule.
The only exception applies to trucks and vehicles that cannot fit in our P1 or P3 parking garages and that are not parking overnight. These vehicles that cannot fit into P1 and P3 have a grace period of 3 hours for offloading (signage at entry).
Vehicles left unattended overnight in the Marshalling Yard will be held liable for a cost of R500 per parking bay.
Only pre-arranged and authorised overnight parking in the Marshalling Yard will be at a cost of R150.
B Exhibition Information

Technical Data of Exhibition Halls 3 and 4

Location:
Ground floor, Hall 3 and 4 of the Cape Town International Convention Centre (CTICC)

Flooring:
Concrete

Floor Loading:
Maximum weight allowed per 3 000 kg per sqm

Ceiling Height:
10-18 meters

Ventilation:
Central air conditioning system

Accessibility of the Halls:
Marshalling Yard adjacent to the Exhibition Halls. Each Exhibition Hall directly accesses the Marshalling Yard via 5m x 7m doors. The yard is easily accessible and reduces build-up and breakdown times for functions in the Exhibition Halls.

Entrance doors / freight doors:
5m x 7m

Loading / unloading:
Access to delivery area: Marshalling Yard via Roads N1 & N2 (Un)loading area, parking limited to 30 minutes.

Bird’s - eye view

1 Exhibition
2 Registration
3 Marshalling Yard
4 Canal Head and Ferry Terminal
Traffic on the Exhibition Grounds, Emergency Exits, Safety Installations

To ensure that traffic flows smoothly during the construction and dismantling periods and during the event itself, the rules intended to regulate and direct traffic must be strictly observed, as must any instructions issued by persons in authority. Local Road Traffic Regulations apply throughout the exhibition grounds and parking areas. Restrictions on entry, due to a traffic jam at the venue and rules regarding payment of a pawn amount during events and during the construction and dismantling periods, might be imposed. Illegally parked vehicles, semi-trailers, containers, receptacles and empty packaging of all kinds will be removed at the expense and risk of the owner. The instructions of the personnel appointed by K.I.T. Group to direct and regulate traffic must be strictly complied with, and attention must be paid to any relevant information.

Types of Current and Voltages at the Cape Town International Convention Centre (CTICC)

Available types of current and voltages on the exhibition grounds
Type of supply: 230V / 50 Hz
Local electrical plug systems
Most common used plug is: SANS 164
Also in use are type CEE 7/16 Europlug, CEE 7/4 „Schuko”

Electrical Installations and Connections

For safety reasons and the protection of electrical installation at the exhibition premises, all power main installations from source to outlet, (on exhibition stands) must only be carried out by the appointed Technical Services Provider.

Connection of exhibits within the stands may be carried out by the exhibitor’s technician, but the Technical Services Provider must inspect them before circuits will be made live. All electrical Connections and LAN Internet connections are supplied from the ceiling but might have to be distributed within the exhibition space to the desired connection spot due to structural limitations.

For information regarding electrical installations and rules, etc., please refer to Technical Guidelines and Regulations to be found in chapter IV of this technical manual.

Approval of Booth Design & Construction, Electrical Requirements

In the interest of the harmonious overall design of the exhibition, applications can be refused if the exhibit fails to fit in with the exhibition as a whole. Therefore a booth can only be set up if it is approved by the Organisers. The exhibitor or its agent must send detailed reference documentation, including:

- Dimensioned drawings
- Material details of main elements of the stand (including fire protection certificate)
- Clearly marked positions of all required technical connections
- Visualization of the booth design (rendering or photographs).

Please send your booth documentation to: WLIC2015@t-e-m.de no later than 17 June 2015.

At any time the contractor may be required to show appropriate supporting documents / certificates during the set up and the exhibition period at the booth. Since the exhibition halls have no floor covers every exhibition booth must be carpeted.

Deadline 17 June 2015

Booth Construction Heights

The maximum construction height is 4.0m at all areas. All booths higher than 2.5m must be approved and must have a certified engineering certificate.

To maintain an “open design” of all booths, both sides which face aisle ways must be transparent and open.

Please refer to the to the Technical Terms & Conditions section IV Technical Guidelines and Local Safety Regulations in this document for a complete overview of all rules and regulations of the exhibition.

Deadline 17 June 2015

Ceiling Hanging Point

Ceiling load capacity for the Exhibition Hall is 600kg per node to a maximum of 3 000 kg per beam at the ceiling grid. Please order ceiling hang points, ceiling suspensions and/ or necessary rigging equipment or services at least 8 weeks prior to the set up. A quote for the involved costs can only be made by Organisers, based on received detailed technical reference documentation! Owing to the roof structure, hanging cable positioning is provided with a tolerance of 50cm horizontally and 10cm vertically, depending on the form and the weight to be suspended. Cable hanging from the roof structure is to be carried out only by service providers approved by K.I.T. Group. Please send your rigging plans by 17 June 2015.

Deadline 17 June 2015
Shell Scheme Package

Shell scheme packages and shell scheme accessories are available through ESOS®. Please refer to the category “Shell Scheme” in your ESOS® account to view a detailed list and to place orders.

A shell scheme package includes:
- Modular standard booth walls (white laminated wall)
- 1 sign board with company’s name and booth number (font Arial/black, 350mm)
- Lighting
- Carpet

All other configurations need to be discussed with the Organisers and materials booked through the Exhibition and Sponsorship Ordering System, (ESOS®).

Water and Drainage Supply

Please note that plumbing installations require drawings indicating the layout as to where plumbing points are required in the stand. All plumbing installation must be done before the carpet is laid and stands are erected due to the plumbing points being in the floor trenches.

Storage

The Organisers are unable to provide storage facilities in the hall for any packing cases, surplus materials or other property of the exhibitor. Arrangements for its safekeeping must be made with the Organizer or the Official Freight Forwarder. Please be reminded that it is against the Fire Safety Bureau rules to store any exhibits or packing materials along the wall behind perimeter booths. No crates, cartons or packing materials are allowed behind exhibitor’s booths along the walls of the exhibition halls.

Empty Packaging

Empty packaging of all kinds (e.g., boxes and packing materials) may not be stored in the hall, either inside or outside the stand. Any such empty packaging must be removed immediately, due to the fire safety regulations.

Cleaning and Disposal of Waste

The general exhibition areas and aisles will be cleaned during the exhibition time on a daily basis but this does not include the booths. If you wish to have your booth cleaned, (tables wiped off, floor cleaning, etc.) please order the appropriate services via ESOS®.

Waste disposal is also not included. The exhibitor is responsible for the disposal of its waste and any debris resulting from the dismantling of the exhibition. Exhibitors are reminded not to obstruct the gangways with their exhibits during the build-up.

Refuse and waste materials which have been left in the exhibition area and have not been registered with K.I.T. Group in advance will be subject to a higher charge of 250 EUR per m³ (plus personnel charges to cover administrative expenses).

Care of Building/Infrastructure

No attachment, fitting or detachment is to be made to the interior or exterior walls, floors, ceilings or pillars of the building, without prior knowledge or consent from K.I.T. Group and the CTICC Management. This includes any equipment or device whatsoever which would be affixed to, or suspended from any structure of the building, and includes attachments that would damage any surface or structure in any part of the building. The exhibitors will be held responsible for the cost of making good or replacing any damage or dilapidation to the Exhibition premises, whether caused by themselves, their agents and contractors or by any person employed or engaged on their behalf by such agents or contractors.

ATTENTION:
Please note that the exhibition space booked is empty space only.

Use of Spreader Plates / Floor Loading

Spreader plates are necessary if the static display exhibit exceeds the stipulated floor loading of 6,0 kN. per square meter (600 kg/m²) and / or for any demonstrating exhibit product that causes severe vibrations or reverberation. The Exhibition Hall Safety Engineer has the final authority on this matter. Spreader plates must be arranged in advance with K.I.T. Group.

Care of Building/Infrastructure

No attachment, fitting or detachment is to be made to the interior or exterior walls, floors, ceilings or pillars of the building, without prior knowledge or consent from K.I.T. Group and the CTICC Management. This includes any equipment or device whatsoever which would be affixed to, or suspended from any structure of the building, and includes attachments that would damage any surface or structure in any part of the building. The exhibitors will be held responsible for the cost of making good or replacing any damage or dilapidation to the Exhibition premises, whether caused by themselves, their agents and contractors or by any person employed or engaged on their behalf by such agents or contractors.

Noise

Inside the exhibition halls and during the exhibition hours: The projection of films and slides, the amplification of the spoken words with the aid of loudspeakers, the production of music and/or sound, as
well as the use of television sets is allowed as long as no hindrance is caused. The sound should be held at a low level. The Organisers reserve the right to determine at what point sound constitutes interference with others and if it must be discontinued.

Security Personnel

During the set-up, dismantling, and while the exhibition is closed, there will be general security but the security guards are not assigned to a specific booth. The Organisers advise Exhibitors and hospitality suite/meeting room holders to keep valuables in a safe place. Security and protection of each booth and hospitality suite/meeting room is the sole responsibility of exhibitors and hospitality suite/meeting room holders, and will not be covered by the conference security team.

At night, and especially on the last day of the conference, the exhibitors and hospitality suite/meeting room holders must ensure that their belongings and articles are in a safe place and carefully protected location. Please remember that each exhibitor and hospitality suite/meeting room holder is responsible for his/her own personal belongings.

A suitable security cover for the stand and its items must be organised by the exhibitors themselves. Security officers to guard individual stands may be ordered via ESOS®.

Insurance

The Organisers and the venue accept no liability for personal injuries, or for loss or damage to property belongings, either before, during or as a result of the conference. Exhibits or other items brought into the booth remain at the risk of the contractor. The Organisers and the venue accept no liability for loss, destruction or damage or personal injury. Contractors are therefore advised to have adequate insurance to cover personal injuries and any loss or damage to their property and exhibition material.

The contractor undertakes to secure the premises after the end of the event and in particular, to place personal belongings in safekeeping. The contractor is liable for any damage to buildings or inventory which is caused by participants of the event, including visitors, staff and other third parties from the contractor’s province or the contractor in person. Exhibitors are required to ensure that they are adequately covered with Public Liability Insurance in respect to personal injury to persons, or property damage. This refers to damage or injury caused to third parties / visitors on or in the vicinity of an exhibition booth.

The general liability insurance of your company should cover the employees working at the conference during set up and dismantling as well as exhibition hours at the Congress venue (this includes the exhibiting company AND the booth construction company if you are employing one to build your booth). This insurance should cover any damage caused by the employees to the building or equipment in the building, to rental material/equipment or to people of a third party.

An extension of your existing liability insurance can be created by your insurance company to indicate:

- Company name
- Liability coverage details of the insurance
- Location of the conference
- Name and dates of the conference

Catering

Regarding catering orders for your booth please contact:
Chantal Bartman
CTICC
Services Department
Convention Square
1 Lower Long Street
Cape Town, 8001
Tel.:  + 27 21 410 5000
Fax:  + 27 21 410 5191
Email: chantalb@cticc.co.za

Exhibitors may download the respective file from the “Downloads” Section on ESOS®.

Deadline 7 August 2015

Sales During the Exhibition

Exhibitors aiming to sell products during the exhibition should contact Exhibition Management for approval no later than 19 June 2015. Please ensure that clearance is made properly indicating that the goods coming into Cape Town will be sold at the end of the event.

Deadline 19 June 2015
## Our marketing tools designed to ensure you get maximum visibility!

We have a range of marketing tools to help you raise your presence, to make sure the industry knows that you are exhibiting at IFLA WLIC 2015.

Increase foot-traffic to your booth! Advertise your booth number and product with the following marketing options:

### Congress Bag Insert
- **Insert a leaflet, invitation or a gift to your exhibition booth or information brochure into all Congress bags**
- **Pieces:** 3,500
- **Price:** 2,500 EUR*

### Advertisements in Congress Programme
- Full page adverts are available in the Congress Programme. It will be the most essential publication for all attendees, acting as a guide through the Congress. It includes information on presentations, satellite symposia, exhibitions and other activities. The Congress Programme will be inserted into all attendees’ Congress bags.
- **Congress Programme (DIN A5 size)**
  - **Outside back cover:** 8,000 EUR*
  - **Inside back cover:** 5,000 EUR*
  - **Full page inside:** 2,000 EUR*

### Email Blast
- **Reach the decision-makers. Send out your individual announcement for your session, exhibition booth or other information to all registered attendees.**
- **Price:** 2,000 EUR

### Lead Capture
- **Scan delegate badges at your exhibition booth collecting and extending your customer database.**
- **Early Price:** 350 EUR (until 30 June 2015)
- *Non-exhibitors pay an additional 1,500 EUR.*

### Graphic Design
- We also assist you with the graphic design of your
  - Booth (shell scheme wall panel, fascia, roll-up, etc.)
  - AD in the Congress Programme
  - Bag Insert for the Congress bag

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**Contact:**
For more information, please call +49 (0) 30 24 60 3 - 314 or wlic2015-industry@kit-group.org
Details for Logos, Promotional Material & Advertisements

Exhibitor Information in Congress Programme

A guide to the exhibition will be published in the Congress Programme to be distributed on site.

Please enter a short description of your company in your ESOS® (https://www.kitsecure.org/ifla2015) account as following:

- Text maximum 500 characters (including empty spaces)
- Introduce your telephone number, fax number and email address if you wish them to be published

**Deadline 8 May 2015**

Size and Format for Logos for Print

As the logos of all the sponsors are needed for printed matters, please provide your company logo to the Congress Secretariat email (wlic2015-industry@kit-group.org) as follows:

- File: jpeg 300dpi or eps file vectorised
- The sponsor is kindly asked to send also a pdf file for viewing purposes.

**Deadline 8 May 2015**

Advertisement Specifications

<table>
<thead>
<tr>
<th>Advertisement in</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Congress Programme</strong></td>
<td><strong>Full Page</strong></td>
</tr>
<tr>
<td></td>
<td>- Size: Din A5 format, 148 mm (width), 210 mm (height) / Portrait + 3 mm bleed each side including bleed marks</td>
</tr>
<tr>
<td></td>
<td>- Colour: 4 Colour Print / CMYK</td>
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<td></td>
<td>- File format: PDF file with embedded fonts</td>
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<td>- Contained images: Minimum Resolution 300 dpi</td>
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<td>Please keep important elements at least 5 mm away from the document’s border.</td>
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<tr>
<td><strong>Half Page</strong></td>
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<tr>
<td></td>
<td>- Colour: 4 Colour Print / CMYK</td>
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<td>- File format: PDF file with embedded fonts</td>
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<td>Please keep important elements at least 5 mm away from the document’s border.</td>
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<tr>
<td><strong>Pocket Programme</strong></td>
<td><strong>Full Page</strong></td>
</tr>
<tr>
<td></td>
<td>- Size: 105 mm (width), 130 mm (height) / Portrait + 3 mm bleed each side including bleed marks</td>
</tr>
<tr>
<td></td>
<td>- Colour: 4 Colour Print / CMYK</td>
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<tr>
<td></td>
<td>- File format: PDF file with embedded fonts</td>
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<td></td>
<td>- Contained Images: Minimum Resolution 300 dpi</td>
</tr>
<tr>
<td></td>
<td>Please keep important elements at least 5 mm away from the document’s border.</td>
</tr>
</tbody>
</table>
Bag Inserts

Bag Inserts design must be submitted to the Congress Secretariat (wlic2015-industry@kit-group.org) for approval no later than 8 May 2015.

**Deadline for approval 8 May 2015**

Bag inserts will be included in the Congress bag. All material must be provided directly by the sponsor to Agility Fairs and Events Logistics.

Bag inserts should be delivered to the below address no later than 4 August 2015 but not earlier than 27 July 2015. Please ensure the correct description of content!

Please send the deliveries labelled as follows:

**BAG INSERT**
For IFLA 2015 CAPE TOWN
Your Company Name
Mobile number of booth representative
No. of pieces: (i.e. 1 of 4 / 2 of 4 etc.)
C/o GAC Laser
Tel: 002721583728

GAC Laser International Pty Ltd
2 Baker Street
Montegue Gardens
Cape Town, 7441 South Africa
Tel: +27215283728
Email: georgeh@gaclaser.co.za

Contact Person
Mark Dawson
Tel.: + 44 207 069 5308
Fax: + 44 843 227 2033
Email: mdawson@agility.com

It is important that Agility Fairs & Events are notified of the delivery. Please send an email to Mark Dawson: mdawson@agility.com at Agility Fairs & Events Logistics prior to dispatch of goods.

- Amount to be sent: **3,500 pieces**
  (The final amount of bag inserts will be communicated closer to Congress based on the registrations received)
- Start bag inserts delivery to Agility Fairs & Events: 27 July 2015
- Deadline bag inserts delivery to Agility Fairs & Event: 4 August 2015

**IMPORTANT:**
Above deadline is for arrival at our depot!!
If consignments arrive later we cannot guarantee that your insert will go in the Congress bag

E-mail Blasts

Send out your individual announcement for your session, exhibition, booth or other information to all registered attendees. The email will be sent out by the Congress Secretariat.

Sponsors who booked this option are requested to provide the Congress Secretariat (wlic2015-industry@kit-group.org) with the following details:

- Preferred date when the e-mail blast should be sent out
- E-mailing:
  - Format: html file
  - Text needs to be embedded
  - Your logo and other graphics need be linked into the mailer and uploaded to your server
- Subject of the mailing
- Name of the sender (company’s name)
- Your legal notice
- Valid e-mail address to which recipients can reply

**Deadline two weeks prior to the e-mail blast sending date requested**
Lead Capture

The Lead Capture System is a fast and easy way for exhibitors to record delegate contact information. By simply scanning a delegate’s name badge with the supplied scanner the contact is entered into your own online portal which will be set up by K.I.T. Group.

Enjoy the following features/USPs:
- Safe and secure iOS system
- Easy-to-operate touch screen and app interface
- Customized qualifiers and survey for exhibitors
- Statistics available on the portal
- Onsite support by K.I.T. Group

Booking Offer

Scanning for Exhibition Area

Including the device and application for the entire exhibition. Onsite synchronization at the end of the Congress is included.

- Standard Fee (Until 30 June 2015)
  350 EUR per device
- Late Fee (From 1 July 2015)
  390 EUR per device

All devices are allocated on a first come, first served basis. Please click the following link to order online:

https://www.kitsecure.org/ifla2015

For more information, please call: + 49 30 24 60 3 -314
or email: wlic2015-industry@kit-group.org
Exhibition and Sponsorship Ordering System (ESOS®)

Items and services can be ordered via the Exhibition and Sponsorship Ordering System (ESOS®) for IFLA World Library and Information Congress 2015 from 15 – 21 August 2015. ESOS® is an online system whereby companies can purchase services and items for their exhibition space including furniture, technical equipment, decorations, installations, hostesses, security and cleaning on a rental basis.

How to use ESOS®

1. Go to https://www.kitsecure.org/ifla2015/ and click on “Exhibition& sponsorship opportunities” for the link to ESOS®. Please log in to your account and click on “Object Catalogue/Items and Services”. You will see a list of categories to choose from including furnishings, shell schemes, AV and technical equipment.

*Kindly note that ordering of objects on ESOS® will only be possible upon receipt of the full payment for exhibition space. As soon as we have received the full amount, the option “Order Space Items” will be available.
2. Please feel free to browse for items and place desired items into your shopping cart. You can later edit or delete the items you have placed in your shopping cart.

How to use ESOS® 2.

3. When you are ready to purchase the items please go to your Shopping Cart and click on the "Checkout Items in Shopping Cart".

PLEASE NOTE BEFORE purchasing any article featured on ESOS®:
- exhibitors and their hired staff must accept the Terms and Conditions as well as prices, deadlines, and price increases as stated in the Exhibition Manual.
- Orders on ESOS® will not be accepted until exhibitors have checked the box stating that these Terms and Conditions have been read and accepted.
- The system will use the invoice address which is submitted by the exhibitor in the company profile in ESOS®.

How to use ESOS® 3.
Agencies

Companies may have several agencies or contractors working on their behalf (to manage exhibition space, satellite symposia, hospitality suites etc.). In such case, we offer to set up separate billing accounts for a company’s agency on ESOS®. The agency can therefore independently order items on behalf of the company with billing directly to the agency. We kindly ask that companies working with agencies fill out the “Agency Permission Form” which informs the Exhibition Management which agencies are officially appointed to work on their behalf, and therefore which agencies the Exhibition Management can share information with. Exhibitors may download the respective file from the “Downloads” Section on ESOS®.

ESOS® Support

For questions and support regarding ESOS®, please contact:

Exhibition Management / ESOS®
wlic2015-industry@kit-group.org

Tel.: +49 30 24 60 3-314
Fax: +49 30 24 60 3-200
Items Available for Rent via ESOS®

All rates in ESOS® are listed in EUR as net prices.

Items supplied are subject to the local VAT charges/regulations.

If there is an item you are looking for and it is not listed on ESOS®, please contact the Exhibition Management and we will be glad to quote any further services or equipment.

Online orders will be available until 31 July 2015 Midnight CET. All items ordered after this date will need to be made onsite at the Exhibitor Helpdesk and upon availability only. All items will be offline and unavailable to place in your shopping cart on ESOS®, though services and items previously placed in your shopping cart may still be checked out.

1 Carpet
Carpet is available to hire via ESOS®. Please refer to the category “Carpet” in your ESOS® account to view a detailed list and to place orders.

2 Cleaning and Waste Disposal
For cleaning of the exhibition booth please refer to the category “Cleaning” in your ESOS® account to view a detailed list and to place orders.

3 Electrical Power / Lighting
Lighting and electrical power are available to hire via ESOS®. Please refer to the category “Installations” in ESOS® to view a detailed list and to place orders.

4 Furnishings and Accessories
Furnishings and accessories are available to hire via ESOS®. Please refer to the category “Furnishings” in your ESOS® account to view a detailed list and to place orders.

5 Hosts/Hostesses
Hosts/Hostesses/Attendants are available to hire via ESOS®. Please refer to the category “Personnel/Staff” in your ESOS® account to view a detailed list and to place orders.

6 Security
Security staff for exhibition are available to hire via ESOS®. Please refer to the category “Personnel/Staff” in your ESOS® account to view a detailed list and to place orders.

7 Technical Equipment
Technical Equipment is available to hire via ESOS®. Please refer to the category “Technical Equipment” in your ESOS® account to view a detailed list and to place orders.

8 Technical Personnel
Technical personnel are available to hire via ESOS®. Please refer to the category “Personnel/Staff” in your ESOS® account to view a detailed list and to place orders.

9 Telecommunication and Internet Services
Telecommunication and internet services are available to hire via ESOS®. Please refer to the category “Communications” in your ESOS® account to view a detailed list and to place orders.

Remember the Deadline for ordering items and services in ESOS® is 31 July 2015 Midnight CET!
Complimentary Congress Registration

Exhibitors are entitled to one full complimentary Congress Registration per stand.

The Congress Registration entitles you to:

- Entry to all sessions, the exhibition area, the poster area, the Opening Ceremony, the Closing Session, the Exhibition Opening Party, the Cultural Evening
- One library visit (based on availability)

Exhibitor Badge Registration

Free exhibitor badges are provided to exhibitors based on the amount of square meters purchased.

<table>
<thead>
<tr>
<th>Purchased Square Meters</th>
<th>Free Exhibitor Badges</th>
</tr>
</thead>
<tbody>
<tr>
<td>To 6 m²</td>
<td>1</td>
</tr>
<tr>
<td>From 7 to 9 m²</td>
<td>2</td>
</tr>
<tr>
<td>From 10 to 18 m²</td>
<td>4</td>
</tr>
<tr>
<td>From 19 to 27 m²</td>
<td>6</td>
</tr>
<tr>
<td>From 28 to 37 m²</td>
<td>8</td>
</tr>
<tr>
<td>Above 37 m²</td>
<td>10</td>
</tr>
</tbody>
</table>

Additional badges can be purchased for 100 EUR per badge (net)

The Exhibitor Badge entitles you to:

- Full access to the exhibition area and your company’s own satellite symposium
  (No access to general Programme)

Registration for exhibitor badges will begin on 29 April 2015
The deadline to submit names for exhibitor badges is 23 July 2015

After receipt of payment for exhibition space exhibitors will be contacted individually by email regarding their exhibitor badge registration.

The exhibitor badges will be available for pick-up at the registration desk for exhibitors starting 15 August 2015 at 13:30.

Registration Opening Times:

<table>
<thead>
<tr>
<th>Day</th>
<th>Friday, 14 August 2015</th>
<th>Saturday, 15 August 2015</th>
<th>Sunday, 16 August 2015</th>
<th>Monday, 17 August 2015</th>
<th>Tuesday, 18 August 2015</th>
<th>Wednesday, 19 August 2015</th>
<th>Thursday, 20 August 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time (local)</td>
<td>13:30–18:00</td>
<td>07:30–19:00</td>
<td>07:30–18:00</td>
<td>07:30–18:00</td>
<td>07:30–18:00</td>
<td>07:30–18:00</td>
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</tr>
</tbody>
</table>

The registration desk will be located in the ground floor at the Cape Town International Convention Centre.
Terms & Conditions for the Handling of Exhibition, Meeting Rooms, Hospitality Suites and Satellite Symposia

In this Section:

General Principles
Including smoking, noise, recording, insurance and liability policy

Terms of Set up
Including terms of booth and satellite set up

Technical Guidelines and Local Safety Regulations
Including build heights, safety and fire protection regulations, booth regulations etc.

Hiring Items and Services
Including regulations for ordering objects and services via ESOS®, booking deadlines, payment and cancellation policy

All contractors and sub-contractors are expected to read and acknowledge all Terms & Conditions and Regulations related to the conference and the venue. Therefore please forward the Exhibitor Manual to your contractors.

Registration Terms & Conditions
Can be accessed on ESOS® under “Download Files”

§ 1

Validity of the Terms and Conditions

The following Terms & Conditions and Regulations apply to the handling of Exhibition, Meeting Rooms, Hospitality Suites and Satellite Symposia as well as to contracts for related services and deliveries provided by K.I.T. Group GmbH, Association & Conference Management (hereafter referred to as K.I.T. Group) via ESOS®.

All services provided by the Organisers will solely be carried out in discretion of these Terms & Conditions. At the latest, the contractor confirms and accepts these Terms & Conditions upon the rendering of services by the Organisers. Contractor’s acknowledgements referring to his/her own terms and conditions are hereby rejected and will not be recognised.

It is understood that the contractor and/or his principals are aware and have agreed on the General Terms & Conditions for Sponsorship and Exhibition included in the Sponsorship Prospectus while booking exhibition space, satellite symposia, meeting rooms and/or hospitality suites.

The Organisers may from time to time add to or vary the forthcoming Terms & Conditions and do anything at their sole discretion they deem desirable for the proper conduct of the Congress, provided that such amendments or additions do not operate to diminish the rights reserved to the contractor under this booking and shall not operate to increase the liabilities of the Organisers.

In the event of disagreement regarding behaviour, construction, procedures, contents etc. the Organisers have the sole right to decide how matters shall be handled.

Definitions
a) In these Terms & Conditions the term ’contractor’ shall mean any company, partnership, firm, organisation or individual to whom sponsorship options have been allocated for the purpose of any of the following: exhibition space, meeting rooms, hospitality suite, satellite symposia, and shall include their employees, suppliers and agents.

b) An ’Exhibitor’ is a contractor that has purchased an exhibition floor space only.

c) A ’Meeting Room Holder’ is considered a contractor that has purchased a meeting room,
d) A „Hospitality Suite Holder” is considered a contractor that has purchased a hospitality suite

e) The term „Congress” shall mean any Congress, exhibition or event run by K.I.T. Group GmbH, Association & Conference Management (hereafter referred to as K.I.T. Group) and in particular shall mean the event detailed in the Sponsorship Manual or the Exhibition and Sponsorship Ordering System (ESOS®), hereafter referred to as ESOS®.

f) The term „Organisers” shall mean the IFLA as well as K.I.T. Group and its employees.

g) The term “Exhibition Management” shall mean the Exhibition/Sponsorship/Satellite Symposium Management c/o K.I.T. Group.

h) The term „Congress Venue” shall refer to any exhibition hall, Congress facility or other such building and in particular shall mean the Congress Venue listed in the sponsorship manual and anywhere within the precincts of such location under the control of the Organisers for the purposes and duration of the Congress.

i) Exhibition and Sponsorship Ordering System (ESOS®) is an online ordering system that brings together exhibitors, sponsors, vendors and Congress Organisers to one platform.

j) The term „Sponsorship Prospectus” shall mean the document announcing all sponsorship opportunities offered within the frame of the Congress.

k) The term „Exhibition Manual” shall mean the document which includes all detailed information pertaining to the handling of the exhibition, meeting rooms, hospitality suites and satellite symposia (i.e. dates, onsite regulations, material order forms etc.)

§ 2

General Principles

a) The Organisers retain the right to change the Congress venue without prior notification including if they deem it to be in the interest of the Congress, or for reasons beyond their control.

b) The contractor should refer to the Organisers to ensure they are in compliance with all local laws and regulations enforced by the city of the event, the Congress venue, and suppliers.

c) The Organisers reserve the sole right to decide who will be admitted and to which areas and at what times. The Organisers have the full authority to deny admittance to or expel any person from the Congress venue.

d) The contractor acknowledges that the Organisers have the irrevocable right to use recordings of any kind which have been produced within the framework of the Congress, for their own advertising purposes.

e) The contractor understands and acknowledges that any expenses incurred by the contractor in connection with the Congress are the sole responsibility of the contractor, even in the event of cancellation by either party.

f) If the contractor fails to comply in any substantial respect with the Terms and Conditions, the Organisers shall have the right to exclude the contractor and to sell its exhibition space/sponsorship options. The contractor however will be liable for any loss suffered by the Organisers thereby, and all monies paid by the contractor shall be absolutely forfeited to the Organisers.

g) The Congress Venue does not permit smoking inside any buildings. Smoking is allowed only in outside areas. Failure to comply by this rule will result in fines. This policy complies with the general smoking prohibition in public buildings in South Africa.

h) Children and animals are not permitted at the Congress without specific acceptance by the Organisers in writing.

i) The contractor undertakes not to disclose to any third party, other than to its professional advisers or as required by law or as agreed by the Organisers, any confidential information relating to the business or affairs of the Organisers.

j) Both the contractor and the Organisers shall ensure the general protection of personal data which is defined by the data protection rules and regulations of the country in which the Congress venue is located. In particular, the contractor undertakes that any data provided by the Organisers or generated in connection with the Congress will only be used for the specific purposes outlined and that it will obtain similar undertakings in regard to any such data passed to sub-contractors.

k) Except at your own booth and/or Satellite Symposium taking of pictures, other than by the official Organisers’ photographer, is expressly prohibited. Only the contractor may grant permission to have their stand photographed or an audio presentation taped and this must only take place during exhibition hours. Each contractor may prevent those considered as competitors from gaining access to or photographing their stands. No contractor shall deny any reasonable request for permission to photograph their booth from outside the boundaries of the booth.
Noise

Outside of the exhibition halls:
Noisy activities must be avoided on weekdays before 07.00 and after 18.00, on Saturdays after 16.00 and on Sundays and public holidays. Any contravention of this rule may result in a ban on construction and dismantling work during the referenced periods.

Inside the exhibition halls and during the exhibition hours:
When planning activities, the overall scientific character of the Congress must be respected. Therefore, the projection of films and slides, the amplification of spoken words with the aid of loudspeakers, the production of music and/or sounds, as well as the use of video monitors is permitted as long as hindrance to other contractors or delegates is not caused. The sound should always be held at a low level. The Organisers reserve the right to determine at what a point sound constitutes interference with others and if the sound needs to be reduced or to be discontinued. If the Organisers judge that a disturbance is being caused, the contractor is to halt the activity immediately.

Security will be provided at the absolute discretion of the Organisers although they cannot accept liability for any loss or damage that may occur. Conference name badges must be worn at all times by the contractor and his/her staff whilst in the conference venue and in all other areas within the full control of the Organisers for the duration of the Congress.

The exhibitor is responsible for the safety of products such as prizes and giveaways, and general display of the booth.

Insurance, Liability
The Organisers and the venue accept no liability for personal injuries, or for loss or damage to property belongings, either before, during or as a result of the Congress. Exhibits or other items brought into the booth remain at the risk of the contractor. The Organisers and the venue accept no liability for loss, destruction or damage or personal injury. Contractors are therefore advised to have adequate insurance to cover personal injuries and any loss or damage to their property and exhibition material. The contractor undertakes to secure the premises after the end of the event and in particular, to place personal belongings in safekeeping.

The contractor is liable for any damage to buildings or inventory which is caused by participants of the event, including visitors, staff and other third parties from the contractor’s province or the contractor in person.

§ 3
Terms of Set up

It is the contractor’s responsibility to be familiar with all regulations in regards to the location of their booth, meeting rooms, hospitality suites and/or satellite symposia.

For insurance and security reasons and to adhere to regulations stipulated by the Congress venue, the Organisers will appoint official contractors for all installations (such as electricity, communications, hanging points -mains and fittings), and all ancillary services. Due to the necessity of co-ordinating all activities during set up and dismantling periods and for security purposes, no other contractors will be permitted to undertake any of this work without the prior consent of the Organisers and the venue.

The contractor will not damage any walls, floors, or ceiling area of the Congress venue – by nails, screws, oil, and paint or by any other cause whatsoever. The exhibitor guarantees to pay for the repair of any damage caused by either accidental or intentional means.

Set up must take place and be finished during the times as noted in the Exhibition Manual or on ESOS®.

1. Set up of Booths
   a) There are four different types of booth possibilities: in-line, corner, peninsula and island. More information is made available about the specific types and applicable conditions for your type of booth in this Exhibition Manual.
   b) All booth set ups must be approved by the Organisers (see IV-Technical Guidelines and Local Safety Regulation). Also, the Organisers must be informed within the time frame outlined in this Exhibition Manual should special requirements be necessary. A booth can only be set up if it is approved by the Organisers. Therefore the contractor or its agent must send detailed reference documentation, including blueprints or layout images of the booth design and dimensioned drawings. Any changes or additions must be submitted before the deadline given in the official exhibition manual and are subject to approval by the Organisers. At any time the contractor may be required to show appropriate supporting documents / certificates during the set up and the exhibition period at the booth. In the interest of the harmonious overall design of the exhibition, applications can be refused if the exhibit fails to fit in with the exhibition as a whole.
   c) The contractor has to verify the exact booth location and booth dimensions in relation to the building, as well as the exact position of ordered technical installations (ceiling suspensions, electrical supply etc.) in relation to the booth before starting the set up.
d) Since the exhibition halls have no floor covers every exhibition booth must be carpeted.

e) All borders to adjacent booths or to free spaces which are not official aisle ways must be separated by a shell scheme wall or panel to inhibit passage and/or view. The walls/panels must be at least two metre fifty (2.5m) high. Pop-up booth, fair displays or canvas/tent materials are not considered proper booth separation. Please refer to ESOS® or to this Exhibition Manual to order shell scheme walls/panels for acceptable booth separation.

f) Walls that adjoin neighbouring booths must not include any logos or graphics (on the neighbouring side) and should be white or of any neutral colour.

g) Booth sides that face aisle ways must be transparent and open. Any construction elements higher than 1.2m and up to 3.0m on these sides must not exceed 50% of the length of the booth side or require expressed consent by the Organisers in important cases.

h) If maximum height construction for decorative elements exceeds 3.0m, such elements must be set back 1m from the exhibition space border of the adjoining booth or the aisle way. Exceptions can be arranged with the written consent from the sponsor of the affected adjoining booth.

i) Rigging supports at the exhibition space border exceeding the height of 2.5m may be permitted but need written permission from the Organisers.

j) Double story booths are not permitted.

k) The exhibitor is responsible to the Organisers for ensuring that its booth is maintained in a clean and orderly state. Storage space is not available in the exhibition hall and the exhibitor must ensure that all packing materials and empty cartons are removed from the premises before the opening of the exhibition. The Organisers reserve the right to order cleaning of an exhibitor’s space or a contractor at the exhibitor’s cost.

l) Removal of exhibits and dismantling is not allowed until after the official closing time which is listed in this Exhibition Manual. The exhibitor must dismantle the booth within the allocated time. The exhibitor must leave the booth area clear and the floor clean. The exhibitor must restore the rented exhibition area to the original condition at their own expense. During the dismantling period, no material should be left unattended at anytime. Stored materials, empty containers and packing material must be disposed of properly.

m) Exhibitors will not be reimbursed for waiting times.

§ 4

Technical Guidelines, General Local Housekeeping Rules and Local Safety Regulations

The contractor must conform to the regulations and conditions concerning explosive and dangerous materials, combustible or otherwise, as laid down by the local authorities and other statutory bodies. Any materials/exhibits not approved by the authorities or the Organisers must be removed from the Congress venue.

All materials shall effectively comply with any statutory or local regulations or requirements to which the exhibition may be subject. Drapes and curtains must be at least 150 mm above the floor. Fire points must be kept clear at all times. The contractor must comply with any reasonable instructions given by the local authorities, the fire officer and/or the Organisers to avoid the risk of fire.

It is forbidden to make holes in walls, ceiling or floor of the exhibition hall. All alterations or damages done to rooms, installations or objects will be repaired at the cost of the responsible exhibitor.

General Housekeeping Rules

Access regulation Documents / Contractors and Exhibitors Entrance

All stand builders and exhibitors have to complete and submit the access regulation document to gain access into the building during the set-up times. This is in accordance with the CTICC Rules and Regulations and the Induction Process provided by CTICC. Contractors and exhibitors need to complete the access request of the CTICC. This form can be downloaded from ESOS® under following link: https://www.kitsecure.org/ifla2015/files/downloads/912/view.pdf.

Furthermore as a prior condition to commencing any work on the exhibition, Contractors are required to read through the Safety, Health and Environment, Service Providers Induction on to CTICC site handbook. Please downloaded from ESOS® under following link: https://www.kitsecure.org/ifla2015/files/downloads/913/view.pdf. This handbook is to ensure Service Providers and Sub-Contractors are aware of Safety, Health, Environment and Quality requirements of CTICC as a condition of working on their premises. Contractors also must have all engineering certificates ready after completion of the custom stand for the safety officer to check. Please be aware that access to the Exhibition Halls (especially during set up) can be denied if not all safety conditions are complied with. 

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

Ballroom Exhibition House Rules
- Maximum height of stand: 3 meters
- No hot works to take place in the Ballroom
- No electrical sawing or grinding to take place in the Ballroom
- Loading into the Ballroom can only take place from Walter Sisulu Avenue and not via the main reception
- No driving on the Ballroom carpet is permissible unless the floor boards are placed to prevent any damages to the carpet
- No painting is allowed on the Ballroom carpet unless the cover sheet is placed to prevent damages to the carpet

Care of Building
No attachment, fitting or detachment is to be made to the interior or exterior walls, floors, ceilings or pillars of the building, without prior knowledge or consent from the CTICC Management. This includes any equipment or device whatsoever which would be affixed to, or suspended from any structure of the building, and includes attachments that would damage any surface or structure in any part of the building.

Damage
Event organisers are responsible for the cost of repairing and/or replacing any damage to the premises, whether caused by themselves, their agents, contractors, sub-contractors or by any person/s employed or engaged on their behalf. Any event organiser found damaging the walls, carpets and/or any structure on the CTICC property will be charged with the replacement value of such items. The CTICC appreciates that exhibitors need to decorate their stands by means of painting, welding, angle grinding, cutting timber, wallpapering etc. Exhibitors should note however that this is not permitted inside the Exhibition Hall and a specific area will be demarcated in the Marshalling Yard for this purpose.

Exhibitor Behaviour
All efforts to advertise, demonstrate and operate an exhibition must be conducted so as not to trespass on the rights of other exhibitors. No exhibit will be permitted to interfere with the use of other exhibits or impede access to them or the free use of the aisles. The CTICC reserves the right to limit and/or restrict operations which, for any reason, might be considered objectionable, without any liability for refund and/or damage.

IT Infrastructure
- Only authorised personnel are allowed in the patch rooms
- Network and VLAN Configuration can only be done by the CTICC IT-Support, after approval from the Operations Department
- No standalone Wireless Access Points are allowed due to interference with the house systems

Liabilities
The CTICC shall not be liable or responsible to any party for any claim, damage or loss caused to any person as a result of the failure of the CTICC or any of its employees, representatives or assigns to comply, or to comply timeously, with any provision/s of the contract of hire. The CTICC shall not be responsible for the safekeeping, storage, use or otherwise of any property brought into the convention centre. Property belonging to the hirer or third parties shall be brought into the convention centre at their own risk and the hirer indemnifies the CTICC and holds it harmless against any and all claims, losses or damages that may be suffered by any person in relation hereto.

The CTICC shall not be liable for any loss, injury or damage, however caused, to goods and/or persons in the convention centre and/or on adjacent sites. The hirer shall always remain liable to the CTICC for the payment of any and all outstanding costs and charges incurred in respect of or attributable to any sub-hirer or participant, notwithstanding the manner in which payment is effected. In addition to the foregoing, the hirer shall be liable for all penalties, losses or damages charged or levied by any authority, service provider or third party in respect of or attributable to any or all of the sub-hirers or participants, which amounts shall be paid by the hirer to the CTICC on demand.

Marshalling Yard
The CTICC’s Marshalling Yard comprises 5 000m² and is situated adjacent to the Exhibition Halls. Each Exhibition Hall, except Hall 1B, directly accesses the Marshalling Yard via 5m x 7m doors. The yard is easily accessible and reduces build-up and breakdown times for functions in the Exhibition Halls. The CTICC can provide traffic marshaling for large events at a cost to the event organiser.

Carpeting
The exhibition halls are not carpeted and they have concrete flooring. Should you require carpeting, this can be hired. Carpet is available to hire via ESOS®. Please refer to the category “Carpet” in your ESOS® account to view a detailed list and to place orders.

Covered Stands
Exhibitors are advised that covered stands are not permitted in the Exhibition Hall unless detailed drawings are submitted at least 30 days before the event for approval by the Organiser.
Emergency Services

The CTICC has an evacuation procedure available on request. Event organisers are responsible for ensuring that all emergency and safety procedures are adhered to. The CTICC reserves the right to adjust emergency services according to the event.

The event organisers are responsible for organising medical assistance for their events. Exhibitors will contact the event organiser in a case of emergency.

In an event of an emergency, the following services will be provided:
- Evacuation lighting
- Essential ventilation
- Computer systems for building control
- Evacuation security systems
- Fully trained evacuation team
- Pressurisation of fire escape stairwells
- Specialised emergency services

Please note that all lifts will home to ground and escalators will stop operating. In an emergency, contact the duty manager or call +27 21 410 5252 from an outside line, or ext 5252 from an internal line.

Health and Safety Information

Evacuation

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

Fire Escapes

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

Flammable and Hazardous Material

Prior written permission is required from the CTICC Management and the Fire Department for the use of flammable and/or hazardous material including gasses and liquids. No liquid petroleum is permitted in the CTICC.

Health and Safety Information

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

This document is available on the SAACI website http://www.saaci.co.za/downloads/index.html

In addition to the Health and Safety Act, the Safety at Sports and Recreational Events Act was gazetted in May and came into effect on 2nd August 2010. It is to prevent crowd violence or intentional damage to the infrastructure. It aims to regulate and protect the physical well-being and safety of people attending sports, recreational, religious, cultural, exhibitional, organisational or similar events, including the safety of their property at venues. Please refer to the Safety at Sports and Recreational Events Regulation 25, Corporate Hospitality should you require more information.

Hessian/Thatch/Straw/Draping (Fire Hazard)

Hessian, thatch and straw are regarded as major fire hazards and will be required to provide a Fire Retardant Certificate, before the start of the event. When material draping is used as part of a display, please ensure the draping does not come into contact with electrical wiring, fittings and/or globes and drops no lower than 5cm above the carpeted floor.

§ 5

Hiring Items and Services

1. General

Contractors can use ESOS® to browse for items which can than be added to their shopping cart. The user can add, take out and store items into their shopping cart until checkout. Contractors can purchase the items by proceeding to the checkout.

Before purchasing any article featured on ESOS®, contractors and their hired staff must accept these Terms and Conditions as well as prices, deadlines, and price increases as stated in this document. Orders on ESOS® will not be accepted until contractors have signed the box stating that these Terms and Conditions have been read and accepted.

2. Conclusion of Contract, Contracting Parties and Contractual Liability

The contract is binding for all parties with the acceptance of the offer, made by the Exhibition Management to the contractor. Once contractors have checked out the order is binding and must be paid. Only items and services that have been paid in full by the due date will be delivered. An order will be registered as of the date on which the online order is received.

An order will be registered as of the date on which the online order is received.

3. Ordered Equipment and Services

The Exhibition Management is to provide the services ordered by the contractor and agreed upon by the Exhibition Management. The contractor is obligated to pay the prices and fees agreed upon for the services of the Exhibition Management. This also applies to any services and outlays made by the Exhibition Management to third parties associated with the event.

The Exhibition Management procures technical and/or other equipment from third parties for the promoter or contractor at
the latter’s order, this is in the name of, on the authority of and for the account of the contractor. The contractor is responsible for the careful handling and proper return of the equipment. The contractor exempts the Exhibition Management from all claims of third parties arising from the loan of the equipment. Technical failures or technical breakdowns due to the operating condition of devices and other equipment made available by the Exhibition Management, have to be announced to the staff members of the Exhibition Management immediately and will be rectified when possible. Payments may not be withheld or reduced in so far as the Exhibition Management is not directly responsible for these faults.

4. Placing Orders for Auxiliary Services
   a) Object Catalogue Orders
      The item rates are based on when the booking is made (Standard and Late Booking Fees).

      ■ Standard
      Valid from 15 April 2015 Midnight CET until 26 June 2015 Midnight CET

      ■ Late
      Valid from 27 June 2015 Midnight CET until 31 July 2015 Midnight CET

   Standard orders
   For Standard orders, payments will be accepted via credit card and bank transfer. All orders must be checked out and paid in full by 26 June 2015 Midnight CET, otherwise the order will automatically default to the late fee.

   Late orders
   For Late orders, payments will be accepted via credit card only.

   Onsite orders
   For Onsite orders there will be an additional charge which is subject to availability. Payments will be accepted via credit card only.

   Ordering items on ESOS® will cease on 31 July 2015 Midnight CET. After this date, it will only be possible to make orders onsite (subject to availability). However, it will still be possible for contractors to access their ESOS® accounts to pay invoices.

   b) Catering Item Orders to be booked directly with caterer
   The in-house caterer has the exclusive right for all catering items within the Congress centre. Should a company intend to offer its own catering at its booth or its hospitality suite, it should first be communicated to the catering management of K.I.T. Group at wlic2015-industry@kit-group.org in order to receive prior authorisation by the in-house caterer. A “corkage fee” may be charged by the in-house caterer, unless another arrangement has been agreed. If catering or catering equipment is brought from outside without the prior authorisation of the in-house caterer, items might be removed at any time and without notice.

   The ordering of catering in the exhibition area includes the delivery to the booth and the pick-up of the garbage and used tableware. Unless a special time is requested, the clean up will take place after the daily official closing of the exhibition. Cleaning of the booth must be made online separately through ESOS®.

   Regarding lunch symposia, the exact location for food delivery must be agreed with the in-house caterer on a case by case basis taking the venues safety measures into account.

   Unconsumed goods cannot be returned.

   The in-house caterer cannot be held responsible for delays in delivery and service due to the acts of God circumstances or events that substantially impede or make delivery impossible, including in particular strikes, lockouts, and official rulings, even if such occur in the domain of a contractor or subcontractor or in the case of legally binding stipulated time limits.

5. Payment Policy / Method of Payment
   All rates listed in the Sponsorship and/or Exhibition Manual and on ESOS® exclude statutory VAT and refer to the duration of the Congress (except if stated in the above mentioned manuals or on ESOS®).

   a) Payments must be completed in due time. All orders will be confirmed upon receipt of the full payment of 100%. If payment is not received in due time, the contractor’s participation will be cancelled. It is the contractor’s responsibility to advise the Organisers of the problems with any orders and to check the invoices issued for accuracy prior to the close of the congress.

   b) If more exhibition space and/or sponsorship items than were originally applied for are requested and allocated during the event, the additional amount due shall be paid immediately.

   c) Payments must be made by bank transfer in EUR. Bank charges must be prepaid by the transmitter and are the responsibility of the payer. Please use the bank account as noted in the Sponsorship and/or Exhibition Manual, ESOS® and/or invoice.

   d) Online credit card payments can be made on ESOS® under “Invoices/Payments” in your ESOS® account.

   e) Please indicate the “Congress”, your company, and the invoice ID number on all money transfers.

   f) For each reminder sent after the payment deadline, a fee of 2.50 € will be charged. However, the Organisers reserve the right of asserting further claims in regards to the damage caused by
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the delay. The contractor reserves the right to prove that lower financial damage has been caused by the delay.

g) Should the contractor’s payments be delayed, the Organisers are authorised to demand interest for delay. The interest rate for delay may be increased should the organisers be able to prove a higher burden.

6. Cancellation or Reduction of Orders

a) Object Catalogue Orders

Any reductions and/or cancellations of orders must be made in writing and will be charged at 100%.

Cancellation or partial cancellation of the order

- A cancellation made before 22 July 2015 will be subject to a cancellation fee of 50% of the order value.
- Any cancellation after 22 July 2015 is subject to cancellation fees of 100% of the order value.

§ 6

Cancellation of the Congress

a) The Organisers are entitled to cancel the Congress due to reasons beyond their control that prevent or substantially hinder the planned holding of the Congress.

b) If the Congress must be cancelled or changed due to unforeseen political and economic events, or general „Force Majeure“, the Organisers cannot be held liable for any compensation nor refund.

§ 7

VII Limitation of Liability

a) A contractor’s claim for compensation is only applicable in case of gross negligence from the Organisers and/or their employees, agents or suppliers. Compensation and guarantee claims from the contractor must follow the statutory regulations, if they have not been noted differently.

b) In no case will the Organisers or their employees, agents or suppliers be liable for any indirect, incidental, special or consequential damages including but not limited to damages for loss of profits, loss of business information, cost related to cancellations or cost of procuring substitute goods or services, however arising, even if it has been advised of the possibility of such damages. While the Organisers may provide security guards, this is done solely as an accommodation for contractors.

c) An exception thereof is damage and breach of life, the body and/or health if breach of duty is the Organisers’ responsibility and for other damages, which involve deliberate and/or gross negligence on behalf of the Organisers. A breach of duty of the Organisers is equal to the breach of duty of a statutory agent or servant.

d) The contractor is liable for all damage to buildings or inventory which is caused by participants of the event, including visitors, staff and other third parties from the contractor’s province or the contractor in person.

e) The Organisers assume no liability for any loss, damage or injury to any property or equipment brought in by the contractor or any of its employees, agents or contractors, whether attributable to accident, fire, theft or any cause whatsoever. The contractor must ensure adequate insurance coverage as necessary including public liability coverage, to cover loss of or damage to exhibits or other personal property.

f) The Organisers shall not be responsible, in whole or in part, for any failure to perform any of the obligations under this booking or for failure to hold the Congress as a result of circumstances beyond its reasonable control, including, but not limited to, riot, strike, civil disorder, acts of war, failure of facilities, terrorism, threats of terrorism, communicable disease, earthquake, storm, fire, flood, and other acts of God.

§ 8

Governing Law

This booking is made and shall be governed under German Law. Exclusive jurisdiction and venue of any actions arising out of, or relating to or in any way connected to this booking, its negotiation or termination, or the event, will be in the courts of Germany.

§ 9

Severability Clause

No amendments, changes, modifications or alterations of these Terms and Conditions shall be binding upon either party hereto unless in writing and signed by both parties. If any of the provisions of these Terms and Conditions are held to be void or unenforceable, then such void or unenforceable provisions shall be replaced by valid and enforceable provisions which will achieve as far as possible the economic business intentions of the parties.
### Checklist for Exhibitors and Sponsors

- [ ] Exhibition Technical Manual forwarded to subcontractors
- [ ] Invoice for Exhibition booth paid
- [ ] Logos for print submitted *(only Sponsors)*
- [ ] Company Profile submitted via ESOS®
- [ ] Booth layout submitted *(only self-builders)*
- [ ] Electricity for booth booked
- [ ] Booth equipment booked and paid
- [ ] Check Lead Capture Portal *(only if booked)*
- [ ] Catering booked
- [ ] Registered for exhibitor badges
- [ ] Names and contact details of personal in charge of the booth onsite submitted
- [ ] Bag inserts delivered to Agility *(only if booked)*