

# *Future Libraries: Infinite Possibilities*

**World Library and Information Congress  
79th IFLA General Conference and Assembly  
Singapore**

17-23 August 2013 | [www.ifla.org](http://www.ifla.org)



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**EXHIBITION TECHNICAL MANUAL**

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# A General Information

## Contacts

### Congress Organiser

#### IFLA

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



#### National Library Board

#14-01, 100 Victoria Street  
Singapore 188064

Ms Grace Ho

Tel.: +65 6332 1801  
Fax: +65 6332 3611  
Email: grace\_ho@nlb.gov.sg

Tan Wen Sze

Tel.: +65 6553 5523  
Fax: +65 6332 3611  
Email: Wen\_Sze\_TAN@nlb.gov.sg

### Congress Venue

Suntec Singapore International  
Convention & Exhibition Centre  
1 Raffles Boulevard  
Suntec City  
Singapore 039593



Estella Kang

Tel.: +65 6825 2252  
Fax: +65 6825 2222  
Email: Estella.Kang@suntecsingapore.com

### Congress Secretariat

c/o K.I.T. Group GmbH  
Association & Conference Management  
Kurfürstendamm 71  
DE- 10709 Berlin  
Germany  
Tel.: +49 30 24 60 3-329  
Fax: +49 30 24 60 3-200  
Email: wlic2013@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: wlic2013-sponsorship@kit-group.org

#### Registration

c/o K.I.T. Group GmbH  
Tel.: +49 30 24 60 3-380  
Fax: +49 30 24 60 3-399  
Email: wlic2013-registration@kit-group.org

#### Accommodation

c/o K.I.T. Group GmbH  
Tel.: +49 30 24 60 3-380  
Fax: +49 30 24 60 3-399  
Email: wlic2013-hotel@kit-group.org

# General Information A

## Congress and Venue Information

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### Banks and Exchange Offices

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Banking hours are as follows:

Monday – Friday: 10:00 – 15:00

Saturday: 09:30 – 13:00 (some banks open until 15:00)

Sunday: 09:30 – 13:00 (only applies to some bank branches along Orchard Road)

### ATM Facilities

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At the *Suntec Singapore International Convention & Exhibition Centre* there is an *ATM* located in 1 Raffles Boulevard. Distance: 0.05 km away.

### Congress Documentation

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

### Delegate Badges

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Delegate Badges will be barcoded. Exhibitors and sponsors wishing to scan delegate details can hire a barcode reader. See Lead Capture section page 16 for more details.

### Message System

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There will be a message board located in the Registration Area.

### Visa and Letter of Invitation

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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*

This must be submitted to the relevant embassy together with a copy of your registration confirmation. Most foreigners coming into Singapore do not require visas for entry and may be given social visit passes for up to 30 days upon their arrival in Singapore. However, it is the sole responsibility of the attendee to take care of his / her visa requirements and it is best to consult your local consular office for the latest information with regards to entering Singapore. Attendees who require an entry visa 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. For more information go to: *Immigration and Customs - FAQ*.

### Work Permission of Foreign Employees

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A work pass is not needed for foreigners participating in any exhibition or trade fair for short duration (less than 3 months) in Singapore. Nevertheless it is required to notify the Ministry of Manpower (MOM) online after having arrived in Singapore and obtained a Short Term Visit Pass issued by the Immigration & Checkpoints Authority of Singapore. MOM must be notified before the foreigner starts performing the Work Pass Exempt Activity. For more information go to: *Making a Notification*.

### Poster Boards

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Poster board displays will be located in the Exhibition Area in Level 4 – Hall 401 / 402 of the Suntec Singapore International Convention & Exhibition Centre.

### Internet / Wi-Fi

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Internet for your stand can be ordered through the Exhibition and Sponsorship Ordering System (ESOS®). Alternatively, you can visit the Internet Areas, which will be located in the Exhibition Area, in Level 4 - Hall 401 / 402. 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 insecure 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.

### Smoking

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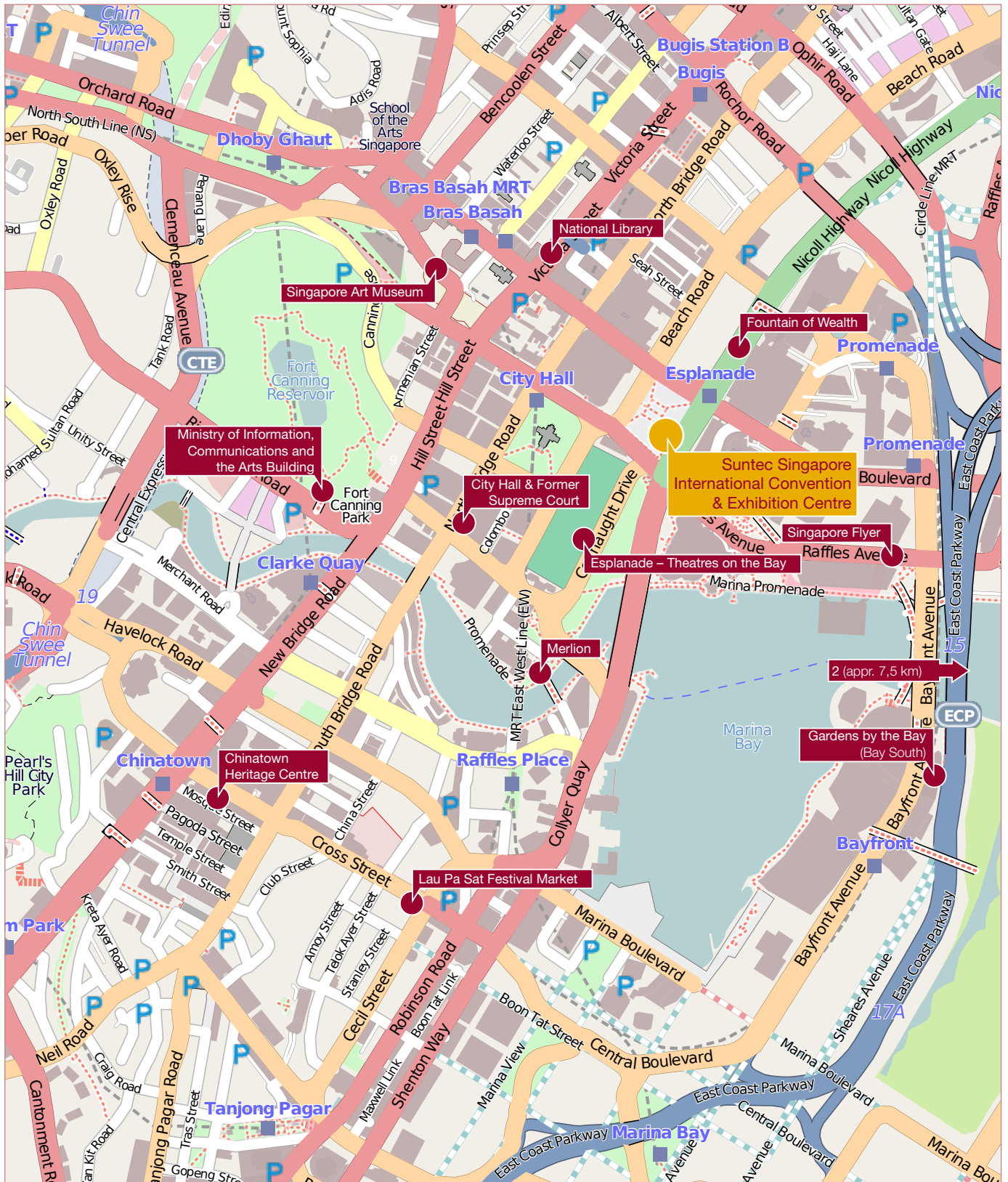
In Singapore, smoking is prohibited in air-conditioned areas such as shopping centres, restaurants, entertainment outlets and cinemas, in all public transport and lifts. There is also a smoking ban imposed on public eateries and within a five meter radius from most building entrances, except for allocated smoking areas that are clearly marked with bright yellow paint. A maximum fine of SGD1,000 may be imposed on first-time offenders.

**No smoking is permitted at the Suntec Singapore!**



# A General Information

## Map of the Venue Location



# General Information A

## Social Events

### Overview

Sunday 18 August, 10:30 – 12:00	Opening Ceremony
Sunday 18 August, 16:00 – 18:00	Exhibition & Opening Party
Tuesday 20 August, 19:00 – 22:00	Cultural Evening

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

The Exhibition and Opening Party will be held in the Exhibition Area in Level 4 - Hall 401 / 402 of the Suntec Singapore International Convention & Exhibition Centre. The evening 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 2013 please visit the Congress website: <http://conference.ifla.org/ifla79>

### Cultural Evening, 20 August 2013

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 are a number of interesting libraries in Singapore / Malaysia. For more details please visit the Congress website: <http://conference.ifla.org/ifla79>

## Tours and Activities

For information about the Tours and Activities occurring during IFLA WLIC 2013, please visit the Congress website: <http://conference.ifla.org/ifla79>

## Dates to Remember

### ■ Congress Dates

17-23 August, 2013

### ■ Exhibition Dates

18-21 August, 2013

### ■ Start of online ordering objects through ESOS®

19 April 2013

### ■ Start of registration for exhibitor badges

29 April 2013

### ■ Deadline submission of logos for print

### ■ Deadline submission bag insert design for approval

### ■ Deadline advert submission Pocket Programme & Congress Programme

### ■ Deadline for submission of company profile (publishing information) in ESOS®

7 May 2013

### ■ Deadline for mural prints

### ■ Deadline for booth layout submission

21 June 2013

### ■ Deadline for standard ordering in ESOS®

(Late fees apply after this date)

28 June 2013

### ■ Deadline to submit names for exhibitor badges

23 July 2013

### ■ Deadline for item & service ordering in ESOS®

(Only onsite orders subject to availability after this date)

2 August 2013

### ■ Start bag inserts delivery to Agility Fairs & Events

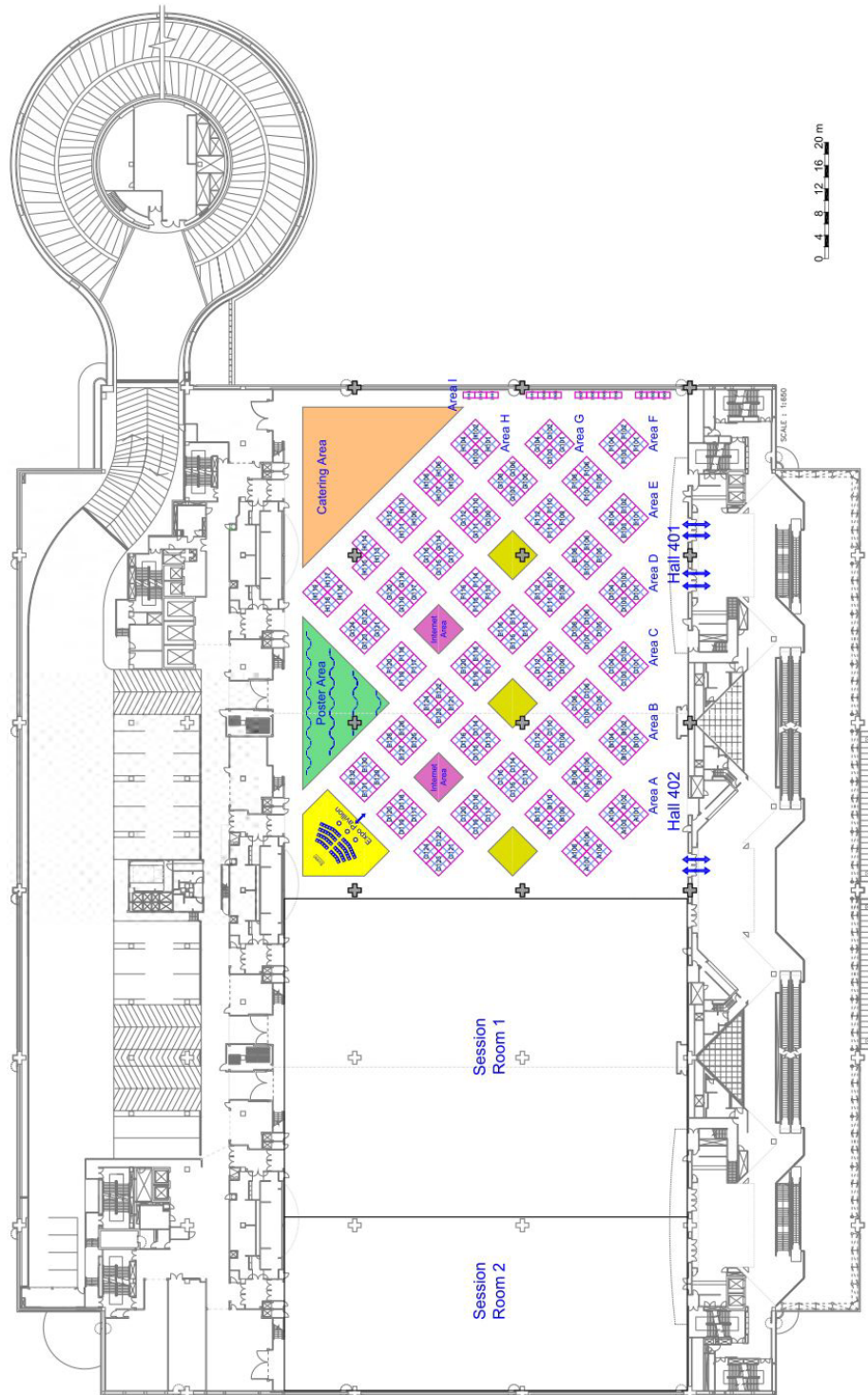
6 August 2013

### ■ Deadline bag inserts delivery to Agility Fairs & Events

12 August 2013

# B Exhibition Information

## Overview Floor Plan



Please note: Trucks can NOT enter the building or exhibition halls! Trucks and transports must be unloaded at the available loading bays in front of the halls. Inside of Suntec Singapore International Convention & Exhibition Centre and the halls, only hand trolleys or electrically powered vehicles are permitted.



# Exhibition Information B

## Exhibition Schedule

### Exhibition Set-up

Saturday, 17 August	08:00 – 20:00	Moving-in of Booth Builders
Sunday, 18 August	08:00 – 14:00	Moving-in for Shell Scheme Exhibitors
Sunday, 18 August	14:00	All Booths to be Ready

### Exhibition Opening Times

Sunday, 18 August	14:00 – 18:00	Exhibition Open
Sunday, 18 August	16:00 – 18:00	Exhibition Opening Party
Monday, 19 August	09:30 – 17:30	Exhibition Opening Hours
Tuesday, 20 August	09:30 – 17:30	
Wednesday, 21 August	09:30 – 14:30	

### Exhibition Dismantling

Wednesday, 21 August	14:30 – 15:30	Removal of Light/hand-carry Exhibits and Personal Property
Wednesday, 21 August	15:30	Electrical Supply Cut Off
Wednesday, 21 August	15:30 – 24:00	Removal of Heavy Exhibits and Dismantling of Booth
Wednesday, 21 August	24:00	Completion of Dismantling

## Set-up Times

Access to the exhibition hall will be available to exhibitors from 08:00 on Saturday, 17 August 2013; Exhibition set-up closes on Saturday, 17 August at 20:00 and will resume from 08:00 on Sunday, 18 August 2013. Basic shell scheme stands and stand furniture will be in place by 08:00 on Sunday, 18 August.

→ ALL STANDS SHOULD BE COMPLETED TO THE SATISFACTION OF THE ORGANISERS BY 14:00 ON SUNDAY, 18 AUGUST 2013.

## Cleaning after Set-up

On Sunday, 18 August by 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 have to be removed at the exhibitors' expense.

## Dismantling Times

The exhibition will close 14:30 on Wednesday, 21 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, 21 August.

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

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 from the risk of any accidents.

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

# B Exhibition Information

## Delivery & Storage

Please note that there are no storage capacities inside the exhibition halls / the Suntec Singapore International Convention & Exhibition Centre. 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 Suntec Singapore International Convention & Exhibition Centre 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 Suntec Singapore International Convention & Exhibition 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 Agility Fairs & Events (see below) for further information and assistance.

## Movement of Deliveries

Exhibitors are advised to make their own arrangements for handling exhibits, brochures etc. If you require lifting facilities such as trolleys or forklift assistance, please contact Agility Fairs & Events for more information.

## Official Freight Forwarder

Agility Fairs & Events has been appointed the official freight forwarder of IFLA WLIC 2013. 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

John Evans  
Tel.: + 44 (0) 207 069 5312  
Fax: + 44 (0) 797 138 8024  
Email: [jevans@agilitylogistics.com](mailto:jevans@agilitylogistics.com)

Detailed shipping instructions and the exhibition handling & freight order form can be downloaded from ESOS® Download Files: [https://www.kitsecure.org/ifla2013/files/download\\_files.html](https://www.kitsecure.org/ifla2013/files/download_files.html)

## Technical Data of Exhibition Halls

### Halls 401 / 402

Location:	Level 4 of the Suntec Singapore International Convention & Exhibition Centre
Flooring:	Sealed concrete material
Ceiling Height:	8.5m
General Hall Lighting:	Approximately 150 to 200 lux, depending on location.
Ventilation:	Central air conditioning system.
Current / Power Supply:	Single phase alternation at 230V (± 6%) 50Hz (± 2%) Each 13amp power point is sufficient for 5amp fuse/1kw.

There are technical service traps / ground tanks in the floor with connections to the main electricity, telephone networks, aerial system, compressed air system, plumbing and drainage. Therefore exhibitors, which have such ground tanks on their exhibition space, have to make them available for the supply of neighbouring stands. No claims may be made against K.I.T. Group in a case that higher costs may arise for the affected exhibitor.

# Exhibition Information B

## Accessibility of the Halls

Entrance doors / freight doors:	4.0m x 4.0m
Loading / unloading bays:	3 bays; each bay can accommodate 10ft x 40ft containers or trucks.
Parking:	No parking will be allowed in the bays.
Loading / unloading platforms:	4.7m W x 1.18m H (average)
Freight Access:	Through dual - carriage way spiral ramp.
Freight Lift:	2.5m (W) x 4.35 m (D) x 2.8 (H)
Capacity:	7,000 kg or 7 tons
Freight Entrance:	4.6 (W) x 4.0m (H)
Service Driveway:	64mH x 14.6mW
Floor Loading Capacity:	17.5 kn/m <sup>2</sup> (approx. 350 lb/ft <sup>2</sup> ).

The halls 401 / 402 are located at Level 4 of the Suntec Singapore International Convention & Exhibition Centre, accessible via a spiral ramp.

## Traffic on the Exhibition Grounds, Emergency Exits, Safety Installations

Loading / Unloading Area Passenger cars (including station wagons) will not be allowed up the spiral vehicular ramp.

These cars must proceed to level B1 for loading and unloading purposes.

Only goods vehicles will be allowed up the spiral vehicular ramp. Goods vehicles after loading and unloading at Level 4 must leave the premises immediately to facilitate smooth flow of traffic. Vehicles will not be allowed to remain in the centre after business hours. Loading / unloading bays: Each bay can accommodate with 10ft x 40ft containers.

No parking will be allowed in the bays.

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 followed, and attention must be paid to any relevant information.

## Types of Current and Voltages at SUNTEC

### Available types of current and voltages on the exhibition grounds

Type of supply: TN-C/S network  
Single-phase alternation at 230V (± 6%) 50Hz (± 2%)  
Each 13A power point is sufficient for 5A fuse/1kW.

### Local electrical plug systems

Most common used plug is: G Type (British Standard 1363 UK)  
Also in use are type "C CEE 7/16 Europlug (2 pin)" and type "M (15 A version of Type D BS546)".

### Industrial grade, multiphase 415V

3P+N+E (three phase with neutral), Europe-wide IEC 60309 system  
For more detailed information and images, please refer to an online encyclopaedia, such as Wikipedia.

## 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 Service 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 turned on.

For information regarding electrical installations and rules etc., please refer to the Technical Guidelines and Regulations in section E.

## Sprinkler System

The halls are fitted with sprinkler systems. Any superstructure or stand with ceiling, covering more than 30 m<sup>2</sup> of stand area with an enclosed ceiling, requires the installation of a sprinkler system that conforms to the local fire prevention standard.

A clearance of at least 0.5 metres (20 inches) should be maintained below the level of the sprinkler deflectors. No structure may exceed three (3) metres (10 feet) in height directly underneath the fire curtains in the exhibition halls (please refer to the currently valid floor plan of the hall).

For further information regarding local fire prevention regulations please refer to the Technical Guidelines and Regulations in section E.

# B Exhibition Information

## Faults of Technical Systems

The Organiser must be informed immediately in the event of any faults occurring in technical supply and technical systems. The Organiser is not liable for loss or damage of equipment resulting from such faults, unless at least grossly negligent behaviour on the part of a legal representative or vicarious agent has occurred. In accordance with statutory obligations, the Organisers shall be liable for damages caused intentionally or by gross negligence in the event of any damage claims resulting from fatal injuries, bodily or health injuries.

## Approval of Booth Design & Construction, Electrical Requirements

In the interest of the harmonious overall design of the exhibition, applications may 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
- Clearly marked positions of all required technical connections
- Visualization of the booth design (rendering or photographs).

Please send your booth documentation to [WLIC2013@t-e-m.de](mailto:WLIC2013@t-e-m.de) no later than 21 June 2013.

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 has to be carpeted.

→ DEADLINE: 21 JUNE 2013

## Booth Construction Heights

The maximum construction height is 4.0m at all areas. All booths higher than 2.5m must be approved.

To maintain an "open design" of all booths, booth sides that face aisle ways must be transparent and open.

## Ceiling Hanging Point

Ceiling load capacity for the exhibition hall is 250 kg (550 lbs.) per metre at the ceiling grid. Please order ceiling hang points, ceiling suspensions and / or necessary rigging equipment or services at least 6 weeks prior to the set up. A quote for the involved costs can only be made by Organisers, based on a received detailed technical reference documentation! Please send your rigging plans by **21 June 2013**.

## Ceiling Height / Fire Safety Curtain

The maximum height limit for booth construction is 4m, except the region beneath the fire safety curtain, where the booth height is restricted to 3m. The Organisers reserve the right to alter or remove any structure that does not comply with the regulations. Further, build height is subject to Fire & Safety Bureau's (FSB) approval.

All exhibitors or their appointed contractors have to send a detailed design and technical reference documentation of their booth by **21 June 2013** latest for the Organisers written approval.

## 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

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

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

# Exhibition Information B

## Use of Spreader Plates / Floor Loading

Spreader plates are necessary if the static display exhibit exceeds the stipulated floor loading of 17.5 kN. per square metre (1750 kg/m<sup>2</sup>) or 350 lb. per square feet and / or for any demonstrating exhibit product that causes severe vibrations or reverberation. In this event, floor loading is subsequently reduced by at least 30% or more i.e. 12.25 kN. per square metre (1225 kg per square metre or 245 lb. per square feet). The Exhibition Hall Safety Engineer has the final authority on this matter. Spreader plates must be arranged in advance with the Organiser.

## Dilapidation

Exhibitors are not allowed to alter, damage or in any way change any technical system, walls, or parts of the halls. That includes drilling, nailing, welding, paints, adhesives, etc. 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.

## Water and Drainage Supply

Limited water and drainage is available at certain locations of the hall, thus advance notice must be given to the Technical Services Provider by completing the appropriate form. The supply comes at ambient temperature and normal household pressure, and at flow rates, which may vary at different locations. Special arrangements must be made with the Technical Services Provider well in advance, should an exhibitor require very specific water supply. The drainage is via gravity flow.

## 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 Official Freight Forwarder. Please be reminded that it is against the FSB 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.**

## Air Conditioning

The installation of air conditioning unit or systems at the stands is not permitted without a written permission by the Organiser and Venue Owner (Suntec). Restriction on the type, quantity and operation will be imposed as part of the permission granted.

## 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 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 washed off, floor cleaning) please place an according online order and 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 the Organiser in advance will be subject to a higher charge of 250 EUR per m<sup>3</sup> (plus personnel charges to cover administrative expenses).

## 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

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.



# B Exhibition Information

## 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. 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 the 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 conference 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:

Estella Kang

Tel: +65 6825 2252

Email: [estella.kang@suntecsingapore.com](mailto:estella.kang@suntecsingapore.com)

## Sales During the Exhibition

Exhibitors aiming to sell products during the exhibition should contact Exhibition Management for approval no later than 21 June 2013.

Please ensure that clearance is made properly by indicating that the goods coming into Singapore will be sold at the end of the event.

→ DEADLINE: 21 JUNE 2013

# Sponsorship Information C

## Details for Logos, Promotional Material & Advertisements

### Exhibitor Information in Congress Programme

A guide to exhibition will be published in the Congress Programme to be distributed on site. Please enter a short description of your company in your ESOS® account as following:

- Text max. 500 characters
- Introduce your telephone number, fax number and email address if you wish them to be published

→ DEADLINE: 7 MAY 2013

### Size and Format for Logos for Print

As the logos of all exhibitors are needed for printed matters, please provide the company logo as follows:

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

→ DEADLINE: 7 MAY 2013

### Advertisement Specifications

Printing files (Congress Programme, Pocket Programme, etc.) require the characteristics mentioned below and should be sent to the Congress Secretariat email: wlic2013-sponsorship@kit-group.org.

Advertisement in	Specifications
Congress Programme	Full Page Size: Din A5 format, 148 mm (width), 210 mm (height) / Portrait + 3 mm bleed each side including bleed marks Colour: 4 Colour Print / CMYK File format: PDF file with embedded fonts Contained images: Minimum Resolution 300 dpi Please keep important elements at least 5 mm away from the document's border.
	Half Page Size: Din A5 format, 148 mm (width), 210 mm (height) / Portrait + 3 mm bleed each side including bleed marks Colour: 4 Colour Print / CMYK File format: PDF file with embedded fonts Contained images: Minimum Resolution 300 dpi Please keep important elements at least 5 mm away from the document's border.
Pocket Programme	Full Page Size: 103 mm (width), 130 mm (height) / Portrait + 3 mm bleed each side including bleed marks Colour: 4 Colour Print / CMYK File format: PDF file with embedded fonts Contained Images: Minimum Resolution 300 dpi Please keep important elements at least 5 mm away from the document's border.

→ DEADLINE: 7 MAY 2013

# C Sponsorship Information

## Bag Inserts

Bag Inserts design must be submitted to the Congress Secretariat (wlic2013-sponsorship@kit-group.org) for approval no later than 16 May 2013.

→ DEADLINE: FOR APPROVAL: 7 MAY, 2013

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 above address no later than 12 August 2013 but not earlier than 6th August 2013 or this will incur storage charges (SGD6.50 per cubic metre per week, or part thereof – min charge SGD65). Please ensure the correct description of content!

Please send the deliveries labelled as follows:

Exhibition: IFLA 2013, Singapore

### 'BAG INSERTS'

Exhibitor / company name:

Mobile number of booth representative on site:

Att: Alice Lum

No. of pieces: (i.e. 1 of 4 / 2 of 4 etc.)

### Agility Fairs & Events Logistics Pte Ltd

Agility Warehouse

7 Clementi Loop

Singapore 129811

Tel.: +65 6571 5606

Mobile: +65 9090 9084

Att: Alice Lum

It is important that Agility Fairs & Events are notified of the delivery. Please send an email to John Evans: jevans@agilitylogistics.com at Agility Fairs & Events Logistics prior to dispatch of goods.

- Amount to be sent: 3000 pieces  
The final amount of bag inserts will be communicated closer to Congress based on the registrations received.
- Start Delivery Date: **6 August 2013**
- Deadline Delivery: **12 August 2013**

## Email 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 (wlic2013-sponsorship@kit-group.org).

Sponsors who booked this option are requested to provide the Congress Secretariat with the following details:

- Preferred date when the email blast should be sent out
- Email:
  - 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 email address where recipients can reply to

→ DEADLINE: TWO WEEKS PRIOR TO THE EMAIL BLAST SENDING DATE

# Sponsorship Information C

## Lead Capture

The Lead Capture System is a fast, easy and the most effective way for exhibitors to record delegate contact information, which will be available directly after the Congress. 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 the Exhibition Management.

### Enjoy the following features:

- Scan your sessions' participants
- Scan delegate badges at your exhibition booth
- Collecting and extending your customer database
- Manage your own online portal with customised qualifiers and online surveys
- Add personal notes to contacts to tailor your results
- View summary of leads and download up-to-date statistics
- Graphical representation of statistical data
- Quick and easy to order through ESOS®
- Onsite support by the Exhibition Management

### Prices

- **1 Lead Capture Device**  
EUR 350.00 net (standard fee until 15 June, 2013)  
(for the duration of the Congress)  
EUR 350.00 net (standard fee until 15 June, 2013)
- **Customisation of qualifiers**  
+ your own account for the online portal:  
Included in the price
- **Onsite support**  
Included in the price

All devices are allocated on a first come, first served basis.

Please click the following link to order online:

<https://www.kitsecure.org/ifla2013>



*\*Picture used for illustration purposes only*

# C Sponsorship Information

## Items Available for Rent via ESOS®

All rates in ESOS® are listed 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 for any further services or equipment.

Online orders will be available until **2 August 2013 at 24:00 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. Compressed Air

Compressed air connections are available through ESOS®. Please refer to the category "Installations" in your ESOS® account to view a detailed list and to place orders.

### 4. 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.

### 5. 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.

### 6. Lead Capture / Badge Reader

Lead Capture is available through ESOS®. Please refer to the category "Lead Capture" in your ESOS® account to view a detailed list and to place orders.

### 7. Security

Security staff for exhibition or hospitality suite is 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.

### 8. Shell Scheme

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.

### 9. Signs

Signs are available through ESOS®. Please refer to the category "Printing" in your ESOS® account to view a detailed list and to place orders.

### 10. 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.

### 11. 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.

### 12. 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.

### 13. Water Supply

Water supplies are available through ESOS®. Please refer to the category "Installations" in your ESOS® account to view a detailed list and to place orders.

→ REMEMBER THE DEADLINE FOR ORDERING ITEMS AND SERVICES IN ESOS® IS 2 AUGUST 2013 MIDNIGHT CET!



# Registration / Exhibitor Badges D

## 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 and 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 metres purchased.

Purchased Square Metres	Free Exhibitor Badges
To 6 m <sup>2</sup>	1
From 7 to 9 m <sup>2</sup>	2
From 10 to 18 m <sup>2</sup>	4
From 19 to 27 m <sup>2</sup>	6
From 28 to 37 m <sup>2</sup>	8
Above 37 m <sup>2</sup>	10

Additional badges can be purchased for EUR 100.00 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 2013**

→ THE DEADLINE TO SUBMIT NAMES FOR EXHIBITOR BADGES IS 23 JULY 2013

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 **16 August 2013 at 13:30**.

### Registration Opening Times:

Friday, 16 August 2013	13:30 – 18:00
Saturday, 17 August 2013	07:30 – 18:00
Sunday, 18 August 2013	07:30 – 19:00
Monday, 19 August 2013	07:30 – 18:00
Tuesday, 20 August 2013	07:30 – 18:00
Wednesday, 21 August 2013	07:30 – 18:00
Thursday, 22 August 2013	07:30 – 18:00

The Registration Desk will be located in level 3 of the Suntec Singapore International Convention & Exhibition Centre.

# E Technical Terms & Conditions

## Technical Terms & Condition for the Handling of Exhibition, Meeting Rooms, Hospitality Suites and Satellite Symposia

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

### I. Validity of the Terms & 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 foregoing Terms & Conditions and do anything at their sole discretion they deem desirable for the proper conduct of the conference, 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. A 'Satellite Holder' is considered a contractor that has purchased a satellite symposium,
- f. The term 'Congress or Conference' shall mean any conference, 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®.
- g. The term 'Organisers' shall mean the IFLA as well as K.I.T. Group and its employees.
- i. The term 'Exhibition Management' shall mean the Exhibition / Sponsorship / Satellite Symposium Management c/o K.I.T. Group.
- j. The term 'Congress Venue' shall refer to any exhibition hall, conference facility or other such building and in particular shall mean the conference 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 conference.
- k. Exhibition and Sponsorship Ordering System (ESOS®) is an online ordering system that brings together exhibitors, sponsors, vendors and conference Organisers to one platform.
- l. The term 'Sponsorship Prospectus' shall mean the document announcing all sponsorship opportunities offered within the frame of the conference.
- m. 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.)

# Technical Terms & Conditions E

## II. General Principles

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- a. The Organisers retain the right to change the conference venue without prior notification including if they deem it to be in the interest of the conference, 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 conference 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 conference 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 conference, for their own advertising purposes.
- e. The contractor understands and acknowledges that any expenses incurred by the contractor in connection with the conference 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 venue does not permit smoking inside any buildings. Smoking is allowed only in outside areas. Failure to comply to this rule will result in fines. This policy complies with the general smoking prohibition in public buildings in Singapore.
- h. Children and animals are not permitted at the conference 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 conference venue is located. In particular, the contractor undertakes that any data provided by the Organisers or generated in connection with the conference 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.

## III. Terms of Set up

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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 conference 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 (exhibitor) will not damage any walls, floors, or ceiling area of the conference 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.

# E Technical Terms & Conditions

When planning activities, the overall scientific character of the conference 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.

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

## Set up of Booths

- a. There are three different types of booth possibilities: in-line, peninsula and island. More information is made available about the specific types and applicable conditions for your type of booth in the sponsorship manual.
- b. All booth set ups must be approved by the Organisers (see IV-Technical Guidelines and Local Safety Regulation). The exhibitor is required to erect a stable, white partition without joints immediately adjacent to the neighboring booth. 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. To maintain an "open design" of all booths, 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 a written permission from the affected neighbour has to be sent to K.I.T. Group.
- 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.

# Technical Terms & Conditions E

- n. The exhibitor is responsible for the safety of products such as prizes and giveaways, and general display of the booth.
- o. 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 stand within the allocated time. The exhibitor must leave the stand area clear and the floor clean. The Organisers can demand that the exhibitor restore the exhibition area to the original condition at the exhibitor's 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.

## IV. Technical Guidelines and Local Safety Regulations

The Technical Guidelines and safety regulations listed below are designed for the protection of all exhibitors and visitors.

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 conference 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 and installations 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.

Exhibition booths, together with their installations and exhibits, and any means of carrying advertising, must be stable, so that they do not jeopardize public safety and order, and in particular, do not present a hazard to life and health. Exhibitors are responsible for the static safety and may be required to furnish proof of the same.

Exhibitors planning to use laser equipment, pyrotechnical effects, heat producing engines, smoke generators, technical gases, radioactive sources, X-rays – in general the use of materials and devices that state a potential danger to life and health of the exhibitors and visitors - must apply in writing to the organizer no later than 8 weeks prior to the start of the set up.

The use of propane, butane or any other burnable or explosive gases is strictly forbidden.

## Materials Used for Booth Construction and Decoration

All materials used for stand construction and / or interior decoration work shall have a minimum flame spread rating at Class 2 (Surface at Low Flame Spread) when these are tested in accordance with B S 476 part 7:1921. Evidence and proof may be required for on site inspection by the Fire Safety Bureau (FSB).

Easily flammable materials, materials which cause flaming droplets when burning, or materials which lead to the production of noxious gases, such as polystyrene foam (Styrofoam), or similar materials may not be used. In individual cases, and for safety reasons, special requirements may be imposed with regard to load-bearing structures (i.e. that they cannot be of flammable materials). In accordance with Category B S 476 part 7:1921, decoration and construction materials must be flame-retardant.

Inflammable materials, such as jute, crepe paper, cardboard, corrugated board, natural fibre mats, and inflammable plastic materials, etc., shall not be used to construct or clad booths, or for decorative purposes. Appropriate supporting documents / proofs / certificates have to be available for the set up at the booth.

Test certificates for the categories of material used must be available. Broad-leaf or coniferous trees may only be used with dampened root balls. Bamboo, reeds, hay, straw, bark, mulch, turf or similar materials must satisfy the aforementioned requirements.

The use of plastic cable ties to secure any parts subject to stress is not permitted.

## Super Structures

Any super structure occupying more than 20m<sup>2</sup> of the booth area (enclosed ceiling area) requires an approval by the organizer / venue.

## Electrical Supply and Electrical Connection

Please use the ESOS® to order electricity for your booth and send a sketch of the layout showing the required positions of the connections.

The standard electrical current supplies available for use on stands at the exhibition are:

- Single Phase alternating current at 230 volts, 50 Hz (+/- 10%)
- Three Phase with neutral alternating current at 415 volts, 50 Hz (+/- 10%)

All electrical equipment should be tested before installation and prior to turning on the electricity supply. K.I.T. Group reserve the right to refuse connection to any exhibitors whose equipment is deemed unsafe.



# E Technical Terms & Conditions

In accordance with local regulation, the following methods of starting must be installed to all motors prior to delivery to the Exhibition:

Up to 5 Hp	Direct on line
5 Hp to 25 Hp	Star Delta
Above 25 Hp	Auto transformer

Owing to limitations in electrical supplies, exhibitors requiring three phase electrical supplies of exhibits must provide, as soon as possible, the following information for each machine:

- Starting load (in kilowatts) for each motor
- Running load (in kilowatts) for each motor
- Kilowatts loading of heaters, etc
- Number of other machines running concurrently at any one time

For safety reasons and the protection of electrical installation at the exhibition premises, all power main installations from source to outlet (exhibition stands) **must only be carried out by the appointed Technical Services Provider**. All distribution boxes where required and deemed necessary by the Technical Services Provider will be hung or mounted on the walls or structures of the stand. Please inform your stand contractor the positions where such distribution boxes can be mounted. Any deviation from this regulation will only result in supplies not being switched on, until the exhibitor discharges in writing, K.I.T. Group from any liability whatsoever. K.I.T. Group seeks your kind cooperation in this matter, as it is beneficial to all parties concerned.

No electrical installation or fittings may be suspended from the ceiling of the hall or fixed to any part of the building structure without the prior permission of K.I.T. Group and the Venue Owner (Suntec). If permitted, a fee may be levied.

The Technical Services Provider (in consultation of K.I.T. Group) reserves the right to disconnect electrical supply to any installation, which in the opinion of the Electrical / Safety Officer is dangerous or will cause annoyance to visitors or to other exhibitors.

Please place orders early to facilitate submission of electrical plans to the relevant authority for approval. Late or wrong orders will 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.

Exhibitors requiring 24 hour supply must submit in writing their requirement to the Technical Services Provider, at least four (4) weeks prior to the build up date, and any additional cost due to wiring, consumption, inspection fees, levies, etc, must be borne by the exhibitor concerned.

Supplies to stands will be from 30 minutes before and 30 minutes after exhibition hours each day. Supplies to stands during the build up and tear down period are stated in the Time-Table of In-Hall Operations.

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.

The total sum of the power required by all consumer units (electric lights, motors, appliances etc.) must be shown to enable a sufficient cross-section for the power supply lines to be calculated. For safety reasons, the power supply may be cut off on the final day after the close of the fair. No power may be obtained from neighboring booths. Booths are not permitted to use their own power supply systems in cascade with the ones provided by the congress centre.

The exhibitor is liable for faults or damage to the technical equipment provided by the exhibition management which may occur through the use of the exhibitor's own equipment. The exhibition management cannot be held liable for any damage.

If the exhibitor connects his own system, leaving a suitable system made available by the organizer unused, there will be no refund.

All electrical main switches and connections must be accessible at all times in case of an emergency.

Earth leakage circuit breakers (RCDs) rated at 30 mA are compulsory for all circuits.

All electrical equipment must be installed and operated in accordance with the current, valid safety regulations of the German Electrical Engineering Association VDE or the current, valid EU standards (EN). Particular attention must be paid to VDE 0100, 0108, 0128 and ICE standard 60364-7-711.

Compensation must be provided for installations using fluorescent tubes (single compensation or dual circuit). The high or low frequency interference to the mains must not exceed the figures stated in VDE 0160 and VDE 0838 (EN 50 006). The measures intended to provide protection in the event of indirect contact must include conductive structural components (earthing of the stand). Only cable with a minimum cross section of 1.5 mm<sup>2</sup> Cu of the types NYM, H05VV-F, H05RR-F may be used. The only exceptions are in the case of wiring supplying consumer units which are used at different locations (appliances etc.) with a length of up to 1.5 m.

# Technical Terms & Conditions E

Non-insulated electrical wires and terminals may not be used in low voltage installations (low voltage lighting systems), and stranded systems must be fully insulated too. Secondary circuits must be protected against short-circuiting and overloading. Transformers and converters should be protected by primary and secondary fuses. Electronic protection systems do not qualify as automatic cut-out devices as defined in the VDE regulations.

Measures should be undertaken to prevent lamps from dropping out. Only lamps fitted with a protective disc may be used with halogen lights. Busbars must be provided with protective covers. Connections using plastic cable ties are not permitted. Lamps should be placed at a suitable distance from inflammable materials, based on the amount of heat generated.

The electrical installations on the exhibition stand may only be used for the event after they have been inspected and approved by the Technical Supervisory Authority (TÜV) or some other local independent expert.

Non-insulated electrical wires and terminals may not be used for voltages in excess of 25 V AC or 60 V DC. Protection against direct contact must be provided.

Users may not carry out their own extensions or alterations after approval has been granted!

No power may be obtained from neighbouring stands. Stands are not permitted to use their own power supply systems.

## Installations on the Booth

It is essential that earth leakage circuit breaker systems are used for all sockets and lighting circuits. The exhibitor may use his own electrical contractors or an approved specialist firm to carry out installation work within the booth, in accordance with valid local regulations and currently available technology. The Organisers shall not be liable for any loss or damage arising from technical breakdowns.

## Emergency Exits

Hydrants, access routes, and manoeuvring areas for the fire service are clearly marked and must be kept clear at all times. Vehicles and objects left in emergency exits and safety areas will be removed at the owner's risk and expense. Hydrants in the halls and on the open-air grounds may not be obscured, obstructed, or built over. Emergency exits, escape hatches and aisles in the halls identified as emergency escape routes must be kept clear at all times. The doors along escape routes must easily open outwards across their entire width. Emergency exit doors and hatches and the signs indicating them as such may not be built over, blocked, covered by suspended objects or in any other way obscured. Items may not be placed in the aisles in the halls, or placed so as to restrict the width of the aisles. These aisles are needed as emergency exits!

## Safety Equipment

Sprinkler systems, fire alarms, fire extinguishing equipment, smoke detectors, smoke extraction devices, delayed discharge apertures, closure devices for the hall doors and other safety equipment, the signs indicating them as such and the green signs indicating emergency exits must be accessible and visible at all times and may not be obscured or built over.

## Heat Producing Devices

As a mean of protection, all heat-generating and heat-producing electrical appliances (hotplates, spotlights, transformers, etc.) must be installed on non-flammable, heat-resistant and asbestos-free bases. Appliances must be placed at a suitable distance from flammable materials, based on the amount of heat generated. Lighting units may not be attached to flammable decorations or similar items. The manufacturer's instructions must be complied with.

## Open Flames

The use of open flames for lighting, cooking, heating and operational purposes, the use of portable immersion heaters, and the connection of heating and cooking equipment without safety cut-outs to prevent over-heating (running dry) is prohibited.

## Fire Extinguishers

Exhibitors with 50 m<sup>2</sup> exhibition space and more must have a suitable fire extinguisher with at least 10 units available during construction and dismantling and for the duration of the event. The location of the extinguisher on the booth must be indicated for public use in case of a fire emergency. At least one additional fire extinguisher is required for booth areas above a 100 m<sup>2</sup> size.

Exhibitors, who, because of the nature of their exhibits require a special type of fire extinguisher, must make arrangements, at their own expense, for the provision of such equipment. K.I.T. Group will assist and advise if required.

## Fire Prevention

No packing materials, stock or brochures of any kind is to be stored behind the walls of perimeter stands or any other designated services areas, unless K.I.T. Group and Venue Owner (Suntec) have given prior written approval. Failure to adhere accordingly will result in discarding of such items without prior approval from the exhibitor concerned and all expenses incurred in the course of this action will be borne by the exhibitor.

Fire and other alarm systems or parts thereof, as fire and smoke detectors, sprinkler systems, fire alarm buttons, water and extinguishing systems, etc. must not be obstructed, obscured or made otherwise inaccessible by any stand structure or decoration.

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Any person seeing an outbreak of fire, however slight, must use the alarm system and subsequently endeavour to extinguish the outbreak or confine it by the use of extinguishers and / or remove all items in that vicinity.

**No smoking is permitted in the Exhibition Halls or the Conference Premise.**

It is against the FSB rule to store any exhibits or packing materials behind walls and stands.

**No crates, cartons or packing materials are allowed behind exhibitor's booths walls.**

## **Industrial Gases and Naked Flame Demonstrations**

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 Fire Safety Bureau (FSB) through K.I.T. Group and Venue Owner (Suntec). If approved, the Fire Safety Bureau (FSB) conditions must be met in full. If application has not been made, the Fire Safety Bureau (FSB) and Venue Owner (Suntec) WILL NOT allow gas cylinders and naked flame demonstrations.

## **Booth Coverings and Booth Ceilings**

In order to not adversely affect the use of sprinklers in those halls equipped with such installations, no booth may be completely covered. Approval must be obtained for horizontal decorations, coverings over the booth and for ceiling areas over single and collective booths. The materials used for these areas must be at least 'flame retardant', and 'sprinkler suitable', and evidence thereof, must be furnished in the form of a test certificate and has to be sent along with the booth plans for approval.

## **Protective Clothing**

Inside the exhibition halls it is mandatory for the set up and dismantling period to wear safety shoes with steel caps and close fitting clothes. Further more hard hats have to be worn under flying loads.

## **Use of Working Equipment**

The use of devices that shoot bolts or nails is not permitted in the exhibition halls. Woodworking equipment that is not fitted with sawdust extractors may not be used in the halls.

## **Platforms, Ladders, Ramps, Raised Walkways**

Generally accessible walkways and other such areas, which are immediately adjacent to areas that are more than 0.20m lower, must be surrounded by parapet walls. These must be at least 1.10m high. Parapets on areas accessible to the public attending trade fairs must be provided with a firm, non-slip handrail. To make it difficult to for anyone wanting to climb over the parapets, only enclosed infilling or vertical bars with a max gap or aperture of 0.12 m are permitted. Static proof must be supplied for platforms. Single-step platforms may not exceed 0.20m in height. Ladders, ramps and raised walkways must comply with the accident prevention regulations.

## **Hall Floors**

When laying carpets and other floor coverings, measures must be taken to prevent accidents. The carpets and floor coverings may not extend beyond the boundaries of the booth. Only adhesive tape may be used to attach the floor coverings. All materials used must be removed without leaving residues. Substances such as oil, grease, paint and similar items must be removed from the floor immediately. It is not permitted to paint or stick anything on the hall floors. Anchor points and attachments on the hall floors are not permitted. Should any damage occur, repairs to the floors will be carried out by the Organisers / venue or their contractors, for which the exhibitor will be charged.

## **Items Suspended from Hall Ceilings**

Items may be suspended from the hall ceilings using the technical facilities provided. Approval must be obtained for suspended items. The work must be ordered and is carried out by contractors appointed by the organizer. Appropriate technical drawings have to be provided to the organizer, showing the suspended weights and required positions of the suspension points. Hanging points are available in only some parts of the exhibition. Please contact the Exhibition Management for details and quotes.

## **Compressed Air Delivery**

Compressed air supply is available from either the floor service pits or electrically powered silent type air compressors. Therefore, exhibitors requiring compressed air must provide full technical details to K.I.T. Group.

Compressors powered by internal combustion / fuel type engines will not be permitted in the hall for safety reasons.

# Technical Terms & Conditions E

Compressed air requirements can be arranged through the Technical Services Provider. All compressors and compressed air supply should be provided by the Technical Services Provider, unless for special reasons, for which prior written approval must be given by K.I.T. Group and the Venue Owner (Suntec). Please note that the physical conditions of the exhibition, being different from those of the exhibitor's premises, may affect the supplies and installation, and thus allowances must be factored in the orders

## Glass and Acrylic Glass

Any glass used must be suitable for the purpose. Only safety glass may be used for glass structures. The edges of glass panes must be finished or protected in such a way as to eliminate any risk of injury. If placed at eye level, parts made entirely of glass must be marked.

## Balloons / Flying Objects

Approval must be obtained from the Organisers for the use of balloons and flying objects filled with safety gas in the halls and on the open-air grounds.

## Empty Packaging

For safety and fire prevention reasons empty packaging of all kinds (boxes and packing materials) may not be stored in the hall, either inside or outside the booth. Any such empty packaging must be removed immediately.

## Waste

Contractors are responsible for correct and environmentally responsible waste disposal during construction, the duration of the event, and dismantling of their booths / premises. Technical arrangements for removal and disposal of waste for recycling purposes are the sole responsibility of the Organisers, the venue and its appointed contractual partners and can be ordered via ESOS®.

### Avoidance of Waste Materials:

In accordance with the principles of recycling, every effort should be made to avoid the production of waste materials on the exhibition grounds. Any materials left behind will be disposed of, without ascertaining their value, at the exhibitor's expense. The penalty for removal and disposal of left behind material will be subject to a higher charge of € 150.00 per m2 waste (plus personnel charges to cover administrative expenses).

### Waste Materials Requiring Special Supervision:

Contractors are required to report to the exhibition management with details about any waste materials which by their nature, condition or quantity represent a health hazard (in particular food waste), are hazardous to the air or water, or are explosive or flammable (e.g. batteries, paints, solvents, lubricants, dyes etc.), and to arrange for their correct disposal.

## Interference with Permanent Building Structures

No parts of the hall or technical installations may be damaged, contaminated, or altered in any way (e.g. through drilling or the insertion of screws or nails), they may not be painted or papered, nor may anything be pasted onto them. No parts of the hall or technical installations may be used to support booth fittings or exhibits. However, provided that no damage is caused to them, the columns / supports in the halls may be enclosed within the hired area, up to the permitted construction. Third parties must not be allowed onto any accessible part of the intermediate ceiling.

## Water and Sewage Installations

Water and sewage connections can be made to booths. the Exhibition Management will gladly quote upon request. Supply lines on their own are only permitted for permanent consumer units. Water supply pipes and sewage pipes will be installed at floor level leading from the floor tanks and have to be covered by the exhibitor himself. A sketch of the layout, showing the required positions of the connections, must accompany requests for a quotation. For safety reasons, the water supply may be cut off on the final day after the close of the fair. Access to the connection provided from the venue must be possible at all times in case of technical difficulties. This can be a hatch or similar aperture in the stand's walls or floor.

## Cranes and Stacker Trucks

The use of cranes and stacker trucks is restricted to the freight forwarding companies appointed by K.I.T. Group. Any exceptions require a permit and payment of a fee, and must be approved by the Exhibition Management. Within the exhibition grounds the forwarding companies appointed by the Exhibition Management hold all forwarding rights. The Exhibition Management and accept no liability for any risks or damage arising from the activities of the forwarding companies.

## V. Hiring Items and Services

### General

Contractors can use ESOS® to browse for items which can then 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.

# E Technical Terms & Conditions

## 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.

### 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.

## Placing Orders for Auxiliary Services

### Object Catalogue Orders

The item rates are based on when the booking is made (Standard and Late Fees). Please be aware that a supplement of 20% will be added to late orders.

<b>Standard</b>	Valid from 19 April 2013 until Friday 28 June 2013 Midnight CET
<b>Late</b>	Valid from 29 June 2013 Midnight CET until Friday 2 August 2013 Midnight CET (30% increase on Standard Fee)

## 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 01 July 2013 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.

Ordering items on ESOS® will cease on 2 August 2013 Midnight CET.

After 2 August 2013, it will only be possible to make orders onsite (subject to availability and 50% increase on standard fee). However, it will still be possible for contractors to access their ESOS® accounts to pay invoices.

Please note that a 5% processing fee will be added to the net amount for payments.

## Payment Policy / Method of Payment

For a complete overview of all rules and regulations of the Payment Policy and Method of Payment please refer to the Technical Guidelines and Regulations section in ESOS®

[https://www.kitsecure.org/ifla2013/files/download\\_files.html](https://www.kitsecure.org/ifla2013/files/download_files.html)

## Cancellation or Reduction of Orders

### 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 23 July 2013 will be subject to a cancellation fee of 50% of the order value.
- Any cancellation after 23 July 2013 is subject to cancellation fees of 100% of the order value.

## VI. Cancellation of the Conference

- a. The Organisers are entitled to cancel the conference due to reasons beyond their control that prevent or substantially hinder the planned holding of the conference.
- b. If the conference 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.

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## VII. Limitation of Liability

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- 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 conference 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.

## VIII. Governing Law

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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.

## IX. Severability Clause

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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.



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