

## General Regulations 2023

### Stand Construction Regulations (subject to changes)

General terms and conditions of the Digital Participants Handbook for those who participate in exhibitions and other events in the RAI Amsterdam Convention Centre.

In the following text is meant by:

- **Organisers:** the body mentioned as such in the Conditions of Participation
- **Building:** the RAI Amsterdam Convention Center
- **Exhibitor:** the company, organization or institution that will occupy stand space at the exhibition
- **Exhibition:** the exhibition or trade fair to which these General Terms and Conditions apply

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### 1. Stand equipment

#### General provisions

Exhibited goods do not restrict the view through the exhibition space and the view of the surrounding stands. obstruct as little as possible, and must be kept within the building lines of the stand space. Its movable parts, e.g. during demonstration, do not go outside. Dangerous parts, such as sharp, protruding parts, must be effectively shielded. Furthermore, the goods may not be covered during opening hours; the organizers may remove any covering without any liability. Visibly disfiguring items on the stands are not allowed. The participant may not remove any exhibited goods from the stand during the exhibition. If small parts of the stand inventory need to be repaired, we request that this be done after the fair has closed. For urgent repairs, the repairer can pick up a Supplier badge in the Central Hall.

#### Animals on the stand

The organizers of PROVADA do not allow the participant to have or exhibit animals on or around his stand.

#### Elevations

Objects can be placed on elevations, provided the elevations do not exceed 60 cm measured from the floor of the building. This can be deviated from with written permission from the organizers (see Etagebouw in the Exhibitor Services webshop). You must then apply for a permit.

#### Carpeting

The floor of the stand must be properly finished by installing floor coverings such as carpet or carpet tiles. In the unlikely event that adhesive tape from carpet tiles, etc. is left on the hall floor after the exhibition, the participant will receive an invoice for the costs of removal. Written permission from the organizers is required for the use of special floor coverings (concrete tiles, sand, gravel, etc.), which must be requested when submitting the stand design. Before such materials are brought in, a plastic cover should be placed on the floor. Painting floors is not allowed.

#### Cleaning of the stands

The organizers have the building and aisles cleaned regularly. The cleaning of the stands is a matter for the participants themselves and can be requested in the Exhibitor Services webshop.

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## Entertainment on the stand

In order to be able to coordinate things properly and to ensure that the entertainment remains limited, you must register this in good time via "my PROVADA". Entertainment/Amplified sound is not allowed until 4:30 PM. By entertainment we mean a DJ, musician, actor, band, magician etc. You must take into account the applicable protocols such as volume and decibels. The basic principle is that other exhibitors should not be inconvenienced by your entertainment. Use of so-called running lights (obstructive to neighboring stands), smoke machines and laser projection is not permitted. Permission is not granted for projection in the aisles or on the walls and ceilings of the halls.

## Projection and sound / smoke machines / running light / advertisements / use of music

Written permission from PROVADA is required for the use of sound, image and lighting equipment (including news tickers), live music and performances by artists. You can request permission for this via 'My PROVADA'.

## Speakers, meetings and activities on the stand

Organizing meetings on the stands is permitted, provided that they comply with the applicable protocols and have been registered by the exhibitor via "my PROVADA" prior to the event. Without approval from PROVADA, exhibitors are **not allowed** to organize activities or meetings in collaboration with companies who do not participate in PROVADA and which may lead to a conflict of interest for the organization, other exhibitors and media partners.

## Registration of media for meetings at the stands

As an exhibitor you are responsible for the timely registration of media (and media activities) for meetings or activities at the stand by sending an email to [bijeenkomsten@provada.nl](mailto:bijeenkomsten@provada.nl). Without approval from PROVADA, it is **not permitted** to use (media) companies that do not (contractually) participate in PROVADA for this purpose. This may lead to a conflict of interest for the existing media partners. PROVADA will provide more information on request about the possibilities of the current media partners.

## Admission tickets / Parking subscriptions

### Tickets for exhibitors

The exhibitor receives 5 exhibitor cards per stand from PROVADA. Extra entrance tickets can be requested from the organization of PROVADA for an amount of € 130 excl. VAT per ticket.

### Individual ticket sales

- Early bird (until Friday 14 April): € 182 excl. VAT
- Regular price: € 215 excl. VAT

The entrance ticket is valid for all 3 days and is personal.

In connection with 'Veilig Werken', stand builders must register with the RAI for the construction days. You will then receive a badge. If you want to come and have a look as an exhibitor during the build-up days, the PROVADA exhibitor badge will grant access. If you do not have this yet, you must also register via 'Veilig Werken'.

### Parking

- Parking rate: € 4,50 per hour, max € 27,00 per day\*
- Online daily rate via the parking webshop: € 21.00 per day\*

The parking fee is € 4.50 per hour, max. € 27.00 per day. (price change reserved), where parking is allowed for a maximum of 24 hours. The rates include the high VAT rate. Parking tickets are available in the webshop of the RAI Exhibitor Services. The opening hours of the car parks and areas, generally from 8 am to two hours after the closing time of the exhibition, are indicated on site.

\* Price changes reserved

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## General facilities RAI

### Airconditioning in the halls

In connection with better climate control in the summer, all exhibition halls are air-conditioned. The cooled air is blown high into the hall by so-called jet flows (the rings at the top of the supply pipes) and then swirls down over the hall surface. This can mean that in stands with a ceiling, the cooling cannot function optimally.

### Business Center

A Business Center is located in the passage of the Elicium. The services offered here are: telephone, fax, copying, mailing and hiring a courier service. Sale of stamps, office supplies. Participants and visitors can also use a PC, Internet and E-mail.

### Exhibitors Catering

Exhibitors are not allowed to bring drinks and food into the building or keep it in stock there, unless they have been purchased from RAI Amsterdam Catering. Selling it for consumption on site is also not allowed. The Exhibitor Services department can provide the exhibitor with drinks and food during the exhibition; more information is included in Stand Catering under the relevant category 'Catering' in the Exhibitor Services webshop.

### RAI Hostess Service

RAI Hostess Service can provide stand crew, hostesses, demonstrators, presenters, etc. for you. See the relevant products of 'Hostess' for further information in the Exhibitor Services webshop.

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## RAI Hotel & Travel Service

RAI Hotel & Travel Service is the official hotel booking office for conferences and events in RAI Amsterdam. In close cooperation with the organizers we have made a selection of hotels in Amsterdam for you. As a customer you benefit from our intensive contacts with many hotels and we can offer you the best available prices. The demand for hotel rooms in Amsterdam is very high during conferences and other events. Our advice is to make your reservation, if possible, at least 3 months before the start of the event, so that you have an optimal choice from various hotels.

For further information; visit the website at <http://www.rai.nl/hotelservice> and book your hotel room online! request a hotel booking form via [hotelservice@rai.nl](mailto:hotelservice@rai.nl)

RAI Hotel & Travel Service  
PO Box 77777  
1070 MS Amsterdam  
T 020 549 19 27  
F 020 549 19 46

## Promotion (Partnion)

Exhibitors interested in advertising opportunities (such as poster frames, billboards, zeppelins, spectaculars, the steps in the complex, the waste bins, which are placed in the aisles during the exhibition). Further information can be obtained from Partnion, T 035 631 68 85.

## Fire Regulations

In the building, the use of: equipment for demonstrating, baking and roasting or frying on electricity and/or bottled gas; compressed or liquefied gases and fire-accelerating liquids are only permitted after written permission has been obtained from the commander of the Amsterdam RAI Fire Brigade.

The address is: RAI Fire Brigade, PO Box 77777, 1070 MS Amsterdam. This also applies to the use of open fire for demonstrations.

Only non-combustible materials or the materials indicated in bold letters under 1 to 9 may be used for stand construction, etc., provided that the application complies with the regulations stated thereunder.

### Softboard

All surfaces must be painted with a fire-retardant paint or varnish approved by a competent authority in accordance with the instructions for use, or made difficult to burn by impregnation at the factory. In addition, each plate must be clearly marked as such by the factory.

### Wood, fiberboard, plywood, plywood, chipboard

These materials must have a thickness of at least 3.5 mm and can be classified in classes I and II of the flame spread, determined in accordance with NEN 6065; smoke density, determined in accordance with NEN 6066.

### Glass

for outer walls and partitions between stands: only safety glass or armored glass with molded cross reinforcement.

for ceilings: only reinforced glass with cast-in cross reinforcement.

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## Textile applied vertically (free hanging)

Non-flammable textiles must not have become flammable due to treatment for special purposes.

Flammable textiles must have been made difficult to burn by impregnation, or must have become difficult to burn by sticking to a surface of non-flammable material or to the materials referred to under 1 to 3, which must be demonstrated by a test.

When coming into contact with fire or at high temperatures, both types of material must not give off any irritating or harmful gases or vapors or drip or drip.

## Textile applied horizontally (velum)

Hard-flammable natural fiber material and fire-resistant synthetic fiber material must be covered with metal wire at a mutual distance of 35 cm, or in two directions with a mesh size of 70 cm. When coming into contact with fire or at high temperatures, the material must not give off any irritating or harmful gases or vapors or drip or drip. Combustible natural fiber material must be impregnated to make it difficult to combust and must be covered with metal wire in the manner indicated above.

## Straw bales, cardboard, reed and straw mats

These materials must have been rendered flame retardant for at least 24 hours by immersion in an impregnating agent, which must be demonstrated by a test.

## Plastics

Foil materials (whether or not provided with a so-called textile backing) must be pasted on a surface of non-combustible material or on one of the materials listed under 1 to 3, as a result of which the material has become difficult to combust. When they come into contact with fire or at high temperatures, they must not give off irritating or harmful gases or vapors or drip or drip. The above must be proven by an experiment.

Panel materials must be difficult to combust and must not give off irritating or harmful gases or vapors when coming into contact with fire or at high temperatures, and must not drip or drip.

For foam plastic and rubber (e.g. for letters), what is stated for sheet materials applies, unless no more than 2 dm<sup>3</sup> per m<sup>2</sup> of stand surface is present in the stand.

## Paper products (wallpaper, crepe paper, photo paper)

The paper must be fully pasted on a surface of non-combustible material or on one of the materials mentioned under 1 to 3, or must be made difficult to combust by impregnation.

## Flammable drinking cups

Permitted provided that sufficient metal flame-extinguishing waste buckets are present, which must be emptied outside the building in a timely manner.

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## Lighting

Permitted provided that sufficient metal flame-extinguishing waste buckets are present, which must be emptied outside the building in a timely manner.

1) Ornaments with incandescent lamps, halogen 12 and 220 volts are allowed if:

- a. they comply with NEN 1010 standard;
- b. made of non-combustible material or of a difficult-to-flammable plastic that does not form droplets when heated, and if the luminaires are of a standard standard trade;
- c. the setup is stable;
- d. the light source is set up at a distance of at least 15 cm from any combustible material, or if the reflected radiation cannot hit any combustible material within 30 cm, measured from the reflector

2) Gas discharge lamps are allowed if:

- a. they comply with NEN 3243 standard; see conditions above.

3) TL ornaments (plastic) are allowed if:

the light window is of a self-extinguishing quality, does not emit irritating or harmful vapors when burned and is of a standard standard in trade;

- b. the distance between these ornaments and the outer walls of the stand is at least 50 cm;
- c. the total surface area of a number of contiguous ornaments does not exceed 3.5 m<sup>2</sup>;
- d. the distance between two contiguous groups of ornaments is at least 1 m;
- e. the suspension of the ornaments is made of metal or at least 10 mm thick wood.

## Impregnation of stand material

Partly on the basis of the Fire Service Regulations, it may be desirable for stand material to be impregnated on site. To this end, the participant or his stand builder can contact Bolderdijk Fire Prevention, c/o RAI Amsterdam, Postbus 77777, 1070 MS Amsterdam, T 020 549 13 13, F 020 661 04 08.

## Danger

The following are not allowed in the building:

- highly flammable or explosive substances, gases and dangerous goods, including radiological and chemical substances;
- goods that cause nuisance due to an unpleasant odor or in any other way, or devices that emit annoying noise or emit light;
- helium balloons;
- goods that the participant has not stated on the submitted registration form, all at the discretion of the organizers and/or the fire brigade.

## Vehicles, vessels, tools, etc.

Vehicles, vessels, tools, etc. with fuel engines that are admitted to the exhibition may only be brought into the building as exhibition goods with empty fuel reservoirs and pipes and properly, permanently closed reservoirs. This does not apply to vehicles etc. fueled by diesel oil or any other liquid with a flash point above 55°C. Battery terminals must be disconnected. When vehicles are exhibited in which 220 V lighting has been installed, a so-called plug connection must be installed, so that in case of calamities a simple disconnection from the electricity grid can take place.

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## Neon devices

Applied neon devices or installations must comply with the provisions of art. 211.3/274.5.3. and 773 of NEN 1010. Contrary to this, the following provisions apply to connections and/or disconnection:

A maximum of two neon devices that meet the requirements of NEN 1010 under art. 773 paragraph 3.2 may be connected by means of a plug connection within reach.

If several neon devices are mounted directly next to each other, they must be fitted with one (1) central fire brigade switch.

Neon devices and installations that are difficult to reach or that form part of the stand construction must be fitted with a fire brigade switch.

Neon devices and installations that do not comply with the provisions of art. 773 paragraph 3.2 of NEN 1010 must always be fitted with a fire brigade switch.

## Fire brigade present

Experts engaged by RAI Amsterdam will be present in the building during the construction period, the exhibition and the dismantling period. For questions about materials to be used, they can be reached under T 020 549 23 73.

## And last but not least

In all cases in which these General Terms and Conditions do not provide or are deemed unclear, the organizers will decide.

## **Audiovisual equipment**

### Cable TV network

ACS Amsterdam, Audiovisual Conference Service, can connect your stand to the Cable TV network of the building, see relevant product 'Cable TV connection'.

### Audiovisual equipment

You can arrange this via 'My PROVADA'. Requests are sent to Clipper MS.

video systems;

sound systems (after written permission from the organisers);

special lighting equipment (after written permission from the organizers).

### Internet and other ICT services

The RAI ICT Net is an ATM-Fast Ethernet fiber backbone including network management with a central internet connection. The RAI ICT Net makes it possible to connect to the Internet at random locations in the RAI Amsterdam complex with the bandwidth you want, from 64 Kb/s to 155 Mb/s. You can also have workstations (PCs) or servers communicate with each other (LAN services) within specially configured, secured and managed virtual networks. If desired, you can agree on special Service Level Agreements and total solutions including peripheral equipment.

### **RAI Exhibitor Services supports three ICT services:**

#### RAI Internet connectivity

Dedicated internet access service with desired capacity; available from 64 Kb/s to 155 Mb/s. This service is more reliable and faster than traditional ISDN dial-up connections and is provided for a fixed fee per event.

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## RAI LAN connectivity

The connection of workstation(s) and/or servers of exhibitors to other (groups of) workstations, spread over the RAI complex. This enables the fast transport (10 or 100 mb/s) of high volumes of multimedia information.

## RAI Lease Workstations

Rental of workstations including Ethernet cards, hubs and printers and the necessary cabling (UTP or Fiber). Includes installation and configuration. For price information, orders and general terms and conditions, please visit the Exhibitor Webshop.

## Music and/or TV/film images on an exhibition stand

When you use copyrighted music and/or visual material at your stand, this constitutes publication, recording and/or reproduction. You need prior permission from the author or the copyright organization to which he/she is affiliated. Buma/Stemra represents the interests of Dutch music authors and foreign music authors who are members of a foreign copyright sister organization with regard to this use. He/she gives permission for this use when an agreement is entered into with him/her and a fee for the use of the copyrighted work is paid. Roughly speaking, the amount of this fee for publishing depends on the surface area of your stand and the number of exhibition days.

For prior permission or more information, please contact Buma/Stemra: [www.bumastemra.nl](http://www.bumastemra.nl)

When showing films or film fragments, you may also require permission from Videma. This organization represents the interests of affiliated film and TV studios, public and commercial broadcasters, film and video distributors and thousands of domestic and foreign TV producers. For more information: [www.videma.nl](http://www.videma.nl)

In addition to copyrights, you may have to deal with neighboring rights when using images and/or music. Sena is the organization in the Netherlands that represents the interests of performing musicians and record producers with regard to neighboring rights. For more information: [www.sena.nl](http://www.sena.nl)

**For the complete accommodation regulations, see the RAI website: [www.rai.nl/nl/organisering/juridische-info/](http://www.rai.nl/nl/organisering/juridische-info/)**