



**Theme 2018**

**EDUCATE-INNOVATE-INTEGRATE**

**Implementing rules 2018**





## **Implementing Rules (subject to change)**

General Terms and Conditions from the Digital Participants' Handbook for those participating in exhibitions and other events in the RAI Amsterdam Convention Centre in Amsterdam. The following definitions apply:

- **Organiser:** the body stated as such in the Participation Terms and Conditions
- **Premises:** the RAI Amsterdam Convention Centre in Amsterdam
- **Exhibitor:** the company, organisation or body which will occupy stand space at the exhibition
- **Exhibition:** the show or trade fair to which these General Terms and Conditions

apply

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## 1. Stand build-up/break-down / Rubbish removal and transportation

The period for erecting a stand is specified on [www.provada.nl](http://www.provada.nl) under Exhibitors. To prevent any disruption to other participants, moving large and/or heavy items onto stands is only permitted during the first two erecting days; in principle the premises are no longer accessible to (goods) vehicles on the final erecting day. For exhibitions where the aisles have already been equipped with floor tiles or similar before erecting, it is not possible to unload stand items and stand build-up materials in the halls. For participants and stand builders, Schenker has made flatbed trailers and forklifts available with operators, at an hourly rate.

The participant is required to commence build-up of the stand in good time. Without any liability, the organisers may refuse exhibition items should the erecting period be exceeded. All activities must be completed by 22.00 on the final erecting day, and at XX 18.1 the aisles must be free of large materials; the participants or the service providers and suppliers they have engaged are then asked to leave the premises to enable general cleaning.

In certain instances the organisers may take possession of the stand area without further notice or proof of default, when or if:

- the participant has not made any use of the space reserved for him two working days before the exhibition opens;
- it has been established earlier that he will not make use of it;
- he has not met his payment obligations to the organisers on time.

### **Rubbish removal**

The Exhibitor is required to remove any rubbish arising during the erecting and break - down periods, ideally in a separated form. Should you wish to arrange this through RAI Amsterdam, you must order additional ICOVA containers for the stand from the Exhibitor Services department of RAI Amsterdam, with the 'Vuilcontainers' (rubbish containers) products. The tariffs are shown on this chart, and are subject to any statutory price increases. The exhibitor remains responsible for payment. On-site you may also order 240-litre waste bags, intended for smaller volumes.

Neither the containers nor the bags may contain any chemical waste. In the interests of good logistics, only RAI-ICOVA containers will be permitted in and around the premises. Any rubbish you leave behind will be charged to the participant.

The exhibitor is required to remove any rubbish arising during an event, ideally in a separated form. Should you wish to arrange this through RAI Amsterdam, you should use the 'Afvalzakken/Standaards' (waste bags/stands) products. The tariffs are subject to any statutory price increases. Waste bags not obtained from RAI Amsterdam will not be removed by the cleaning service.

### **Hazardous waste**

After notification to the Environmental Management department, such waste must be placed in the specially-designated red containers, ideally in the original packaging and at least displaying the product details.





**Note:** empty paint containers, spray cans, etc., must also be deposited in the designated red containers.

**Break- down**

Break - down stands and removing goods from the premises is possible between one-and-a-half hours following the official closing of the exhibition and the period stated on [www.provada.nl](http://www.provada.nl) under Exhibitors. This hour-and-a-half following closing is necessary to clear the aisles and for other activities enabling quick removal. Participants in the vicinity of goods entrances may be asked to break-down their stands earlier. It is recommended that small and valuable items not be left on an unmanned stand. Boxes and crates may only be placed in the aisles once the floor coverings have been removed. After the break - down period the stand area must be returned clean and without any adhesive tape. Goods, stand erecting materials and waste which is still present in the premises or in the grounds after this time, may be stored or disposed of by Amsterdam RAI at their discretion and at the expense and risk of the participant.

**Agent/Customs**

Schenker is the official logistics partner of RAI Amsterdam and is recommended by the organisers as the shipping/forwarding agent on-site.

Schenker International

B.V. Fairs and Exhibitions

Europaplein 2 - 22 / P9

NL-1078 GZ Amsterdam,

The Netherlands. Phone:

+31 (0)20 549 2790

E-mail: [fairs.amsterdam@dbschenker.com](mailto:fairs.amsterdam@dbschenker.com)

**Insurance**

The stands and exhibition materials are not insured by the organisers. The participant is required to organise this himself, if wished in consultation with the insurance agents Aon Nederland Group Programs, accessible via T 010 448 88 45, F 010 476 93 62. You can find further information in the Exhibitor Services Webshop.





## 2. Stand build - up

### General

The costs of stand build-up and equipping, technical connections and the use of these connections, are all borne by the participant. Build-up and equipping may only occur after the organisers have approved the stand design. The fire stipulations (see Chapter 7, Fire Regulations) must also be taken into account. It may be necessary for certain stands to comply with special requirements, in which case the relevant participants will of course be notified accordingly. The organisers cannot accept any liability for any costs arising from this. Floors, walls, roofs and other parts of the premises may not be damaged by any drilling or nailing, adhesive, paint, etc. (see General Terms Article 12 section c). Markings on the floor indicate the positions of the stands; should there be any doubt you are advised to contact the Event Management department. As a rule the aisles have carpet laid; the remaining floor surfaces are painted.

### Stand design

For assessment and approval the stand design must have been submitted to the organisers, PROVADA B.V., no later than **26 April 2018**. They would like to receive a design showing dimensions, such as the height of the side partitions (if applicable) and rear partition. For exhibitions where there is dispensation for a greater construction height than 275 cm, the higher stand elements must be situated at least one metre from the neighbouring stand(s). If the neighbours have no objection, this rule may be waived following permission from the organiser and neighbours; it is recommended that this be established mutually in writing.

### Uniform stand build-up

The Brederode company carries out the uniform stand build-up for PROVADA. Minimum stand build-up requirements. You are required to install the partitions separating your stand from its neighbours, yourself; they must be 2.75 metres high and the floor space must be covered. This means you may not use your neighbour's rear partition.

### *Height*

Depending on the hall height, constructing higher than 2.75 metres is possible, if you have cleared it with the organisation. In the interests of your neighbours, you may then only construct higher than the standard 2.75 metres at least 1 metre away from any neighbouring stand. So the separating partitions must therefore always be 2.75 metres. This will ensure that neither you nor your neighbours face any unpleasant surprises. You may only deviate from this with the written permission of your neighbours.

### *Partitions*

Participants with an island stand or an end-of-aisle stand sometimes lack partition space. Extra partition space can then be created by extending the partition along one of the aisles. A logical solution, were it not that visitors and the neighbours across the way would then be confronted with a bare wall. Naturally this is not really elegant. If you lack partition space, then you may make extra partitions within your stand area. Not immediately along the aisle, but up to a metre within the building line. This lets your stand retain an open character.





*Note:* each aisle side of a stand area may only be closed up to a maximum of 50%, with no more than 5 metres consecutively. Here we reserve the right, if necessary without further explanation, of imposing other conditions.

### **Stand types**

Separate rules apply to each stand type and will be indicated below. Where dotted lines appear on the exhibition plan, no partitions may be erected. For some exhibitions there is a possibility of obtaining dispensation from the stand build-up rules. The participant is advised to consult the organisers in advance as to whether any rule divergence is allowed.

#### *Island stands*

Island stands are bounded on all sides by aisles. The design must be such that a view across the exhibition, and the view of other stands, must be hindered as little as possible. The maximum construction height is 2.75 metres, as long as the partition is placed one metre to the inside. Requesting any exemption from this must be submitted at the same time as the stand design.

Such stands may be equipped with ceilings. Suspended ceilings (only connected to the building's roof construction) are permitted after approval from PROVADA and from the Spieker Rigging B.V. company, which must install the suspension cables (see Suspension Cables). If stands are equipped with ceilings, the building's cooling cannot operate optimally. This is because the cooled air is injected high in the halls and then drifts downwards.

#### *End-of-aisle stands*

End-of-aisle stands have aisles on three sides; a rear partition must be erected. Construction height including duckboards: 275 cm.

#### *Corner stands*

Corner stands have aisles on two sides. A rear and a side partition must be erected. Construction height including duckboards: 275 cm.

#### *Wall stands*

Wall stands have an aisle on one side. Here a rear partition and side partitions must be erected. Construction height including duckboards: 275 cm.

#### *Balcony stands*

The guidelines for end-of-aisle, corner and wall stands also apply to balcony stands. To maintain a view of the exhibition, no (rear) partition may be erected against the balustrades (height 90 cm), unless otherwise indicated on the plan.

#### *Two-partition stands*

Two-partition stands must be equipped (only) with side partitions. Construction height including duckboards: 275 cm.

#### *Suspension Cables*

In most places in the building it is possible to suspend stand construction components from the roof; Mansveld Expotech is the only company permitted to carry out this work.





Requests for this may be made in the Exhibitor Services Webshop under the heading, 'Rigging'.

Mansveld Expotech  
Rigging c/o Amsterdam  
RAI PO Box 12530  
1100 AM AMSTERDAM, The Netherlands  
T 020 549 27 57

### **Superstructure build-up**

If using a superstructure construction, in addition to needing PROVADA's approval for superstructures, RAI's approval is also needed. You may submit the request in the Exhibitor Services Webshop under the heading, 'Permits'.

Among other things RAI Amsterdam imposes the condition that stairs (always with a banister of at least two rails) and balustrades (sufficiently strong and rigid) must comply with all safety standards.

To consider a request for superstructure construction, fees are required proportionate to the constructed surface area, where this is taken to mean the part of the constructed work built for the public to access its surface area, built at least 0.5 metres above the surface of the normal exhibition floor in the RAI building, on the understanding that stairs, landings, ramps, galleries and other constructions are included in the description.

For more than 50 m<sup>2</sup> a second stairway is required. The established build-up and break - down periods also apply to superstructures. The participant must ensure that no view is enabled into adjacent stands from superstructures. Other flexible conditions are given in the Exhibition Details. The participant must also take account of extra charges for technical facilities; the suppliers' tariffs are based on use directly on the floor.

### **Floor loads / floors**

The permitted load on the building's floor may be no more than around 3,000 kg/m<sup>2</sup> (Halls 10, 11 and 12), and the maximum permitted wheel load is 5,000 kg. Exceptions to this are the floors of Hall 7 (Amstelhal), Hall 6 (Verbindingshal) and below the balconies of Hall 1 (Europahal), with a maximum of 1,000 kg/m<sup>2</sup> and 2,000 kg respectively; the balcony floors may only bear a maximum load of 500 kg/m<sup>2</sup>. The floors of the halls are finished with an asphalt layer of approx. 5 cm.

Point loads are not permitted; the loads must always be distributed. Because of setting divergences the floors in Halls 1 through 5 may not be entirely flat. In general the standbuilders

are aware of this situation. In case of doubt please consult Event Management.

Problems during build-up should be reported immediately to the duty Event Manager.

Work is carried out regularly to resolve any major divergences.

### **Duckboards**

The use of duckboards is recommended for stands with water and gas piping and/or a lot of electrical cables; the stand-builder can advise here. When using duckboards in the stand the following must be taken into account:





- maximum height 10 cm, measured from the floor of the building up to and including the top of the duckboard;
- the sides must be closed and must be neatly finished;
- they must be positioned within the building lines of the stand;
- the height of the partitions, including duckboards, must be 275 cm.

Participants equipping their stand with a raised floor are requested to bear in mind the accessibility of their presentation for disabled visitors, for example by building sloped edges or creating ramps (which should then be sufficiently wide and not have any sharp ridges), ideally identifiable for such visitors.





### 3. Stand layout

#### General conditions

Exhibited goods must restrict the view of the exhibition area and the surrounding stands as little as possible, and must be kept within the building lines of the stand area. Moving parts may also not protrude beyond this, for example during demonstrations. Parts which may be hazardous, such as sharp or protruding components, must be appropriately protected. The goods may also not be covered during opening hours; organisers may remove any coverings without liability. Visible items which deface the stands are not permitted. The participant may not remove any exhibited goods from the stand during the exhibition. If minor items from the stand inventory need to be repaired, we request that this be done after closing time. For urgent repairs, the repairer can collect a Supplier's Badge in the Central Hall.

#### Animals on the stand

PROVADA's organisers do not permit any participant to have or to exhibit any animals on the stands.

#### Elevations

Items may be placed on elevations as long as such elevations do not exceed 60 cm from the building's floor level. Divergences may be permitted with the written authorisation of the organisers (see Superstructures in the Exhibitor Services Webshop). You will need to request a permit in such instances.

#### Flooring

The floor of the stand must be properly finished through the application of floor covering such as carpeting or carpet tiles. For any unwanted adhesive left behind from carpet tiles, etc. on the hall floors following the exhibition, the participant will be billed for the removal charges.

To use any special floor covering (concrete tiles, sand, gravel, etc.), written permission is needed from the organisers, which should be asked at the time of submitting the stand design.

Before such materials may be introduced, plastic covering must be laid on the floor. Painting floors is not permitted.

#### Projection and audio / smoke machines / running lights / advertising materials / use of music

Written permission must be obtained from PROVADA to use any audio, visual or lighting equipment (including illuminated news trailers), live music or performances by artistes. You can request permission through 'Mijn PROVADA'. Use of so-called running lights (disruptive for adjacent stands), smoke machines and laser projection is not permitted. No permission will be given for projection in the aisles or on the walls and ceilings of the halls.

For the use of music on an exhibition stand, whether live, mechanical, amplified or unamplified, permission must always be obtained in advance from the Buma/Stemra association. In almost all cases one can receive permission to use the world music repertoire regulated by Buma/Stemra for a specific daily payment. Buma then distributes performance fees to the composer and/or lyricist. For information: Buma/Stemra,





Siriusdreef 22-28, PO Box 3080, 2130 KB Hoofddorp, The Netherlands. T 023 799 79 99, [www.bumastemra.nl](http://www.bumastemra.nl). To use music during the exhibition you also need to obtain permission from the SENA association, for which you will also need to pay. For information: SENA, Catharina van Renneslaan 8, 1217 CX Hilversum, The Netherlands. T 035 625 17 00, [www.sena.nl](http://www.sena.nl). Through SENA you will be paying the performing artiste(s) and the record company.

### **Hiring stand materials**

The Bolderdijk Expo shop is situated in the building, in the basement below the entrance to Hall 7 (Amstelhal). They can supply: duckboards and partitions (preferably ordered in advance), tools, artistic materials, decorative materials and cleaning materials; fire extinguishing equipment can also be rented. The address is: Bolderdijk Expo, c/o RAI Amsterdam, PO Box 77777, 1070 MS Amsterdam, The Netherlands. T 020 549 13 13, Fax 020 661 04 08.

#### Cleaning the stands

The organisers regularly have the premises and aisles cleaned. However, cleaning the stand is the responsibility of the exhibitor and can be requested from the Exhibitor Services Webshop.





#### **4. Technical connections**

There are wells for all technical connections in the building floors. These wells are indicated with pointers on the plan.

##### **Electricity**

Available voltages

The voltage between the phases is 230 / 400 V with a neutral conductor. Voltage deviation could be 5% either way.

##### **Continuous current (24 hours)**

You should request continuous current if you have equipment which should also be powered overnight. You can order this in the Webshop.

When using a refrigerator and/or security equipment on stands, it is recommended that you request continuous current (24 hours). This also applies to stands with working computer equipment, to avoid any startup problems.

The stand lighting may absolutely not be connected to the continuous current network! For safety reasons, power will be cut off immediately after the event closes on the final day.

##### **Daytime power**

Daytime power is mandatory if you have lighting at your stand. Daytime power is switched on from half an hour before opening to half an hour after closing for consumer shows; for trade shows it is live from half an hour before to one hour after. You can order this in the Webshop.

##### **Submission date**

Take advantage of the early-booking discount! The participant should request the required capacity and any facilities, including a sketch of the stand, from the Exhibitor Webshop of RAI Amsterdam no later than four weeks before commencement of the show. For main connections that are not submitted in good time, i.e. less than four weeks before commencement of the show, there is a 20% surcharge.

##### **Stipulations**

In principle, an expo or event is an industrial working environment, so all materials must comply with the appropriate quality requirements. Electrotechnical installations are governed by the appropriate provisions in accordance with national and international legislations and standards. Electrotechnical installation may only be performed by authorised electrotechnical installers, who must perform the installation in accordance with NEN 1010.

Approval of these installations is normally carried out by Expotech B.V. If the stand installation does not comply with the associated requirements and the general remabelow, it may not be connected to the electricity grid on the RAI premises. Reinspection of installations arising from non-compliance with the appropriate requirements and the general notes below will be charged separately to the client by Expotech B.V.

A power cable must be requested for each stand. It is not permitted for stands to power cables.





**General notes on electrotechnical stand installations:**

Stand installations must be carried out using sheathed cables with a minimum core crosssection

of 2.5 mm<sup>2</sup> or equivalent. It is absolutely prohibited to use thinner cables for power cables to wall sockets.

Exceptions include power cables for lighting, which may use 1.5 mm<sup>2</sup> as long as the capacity does not exceed 2 kW; these end-groups should be protected accordingly. Cables under floors must be at least 2.5 mm<sup>2</sup> and may not be joined.

The installation must be distributed over sufficient groups and evenly across the phases. Each group must be equipped with the correct security measures, and end-groups must be equipped with a 30mA earth leakage circuit breaker.

For main connections with capacities above 10 kW, you are responsible for arranging the correct capacity distribution and earth leakage circuit breaker(s). Welding joints must be created using wire connectors or industrial connection terminals, and must have extra protection in the form of a junction box. It is NOT PERMITTED to conceal electrical connections behind partitions, under floors or in ceilings.

Electrical cables must be installed at sufficient distance from steam, water or gas piping. Cables exposed to potential damage must be properly protected. Metal components that may conduct electricity in the case of a possible an electrical defect must be properly earthed. Electrical cables and materials must be attached adequately and with the right industrial equipment.

Motors must be equipped with a switch with thermal protection. Motors with a capacity greater than 3 kW must also be equipped with a starter, where the starting current may not exceed three times the nominal current, to a maximum of 180 Amps.

The electrical stand installation must be set up such that any disruptions arising from higher harmonics do not have any influence on the electricity grid at the RAI premises. The following threshold values apply:

- Harmonic distortions (THD) < 5%
- Percentage of the third in relation to the first harmonic < 3%
- Cosine phi > 0.9.

**General terms and conditions**

All quotations, contracts and implementations are governed by the General Terms and Conditions of Mansveld Expotech, as lodged with the Chamber of Commerce of Amsterdam, The Netherlands, under number 33150092. Any deviations must be agreed by Expotech in writing. A copy of the General Terms and Conditions is available on request.

**Electrotechnical installations points of focus**

- Trusses must be equipped with flexibly elementary equipotential (earthing), if electrotechnical installations (or parts of them) (fittings, wall plug boxes, cables,





- etc.) are present in the immediate vicinity (fitted on top of, to, below, through).
- Aluminium system stands must be equipped with flexible elementary equipotential (earthing).
  - There may be no more than four aluminium system stands for each flexible elementary equipotential (earthing) (depending on the situation, five stands).
  - Steel constructions must be equipped with flexible elementary equipotential (earthing), if electrotechnical installations (or parts of them) (fittings, wall plug sockets, cables, etc.) are present in the immediate vicinity (fitted on top of, on, below, through).
  - Equipotential (earthing) occurs by means of a separate cable, connected as closely as possible to/on the switching and distribution box earthing point (depending on the situation, using 'a plug in a wall socket' {temporary solution})
  - Welding joints can be implemented with wire connectors if they are suitable for the relevant (flexible) cable.
  - Connections (within or out of reach) must be protected with a junction box.
  - Earth leakage circuit breakers must be of the A-class (AC is not permitted).
  - A splitter is not permitted.
  - Each end-group must be equipped with a 30 mA earth leakage circuit breaker.
  - The outgoing group >25 A from the switching and distribution box may be fitted without an earth leakage circuit breaker, where the previous point of focus still applies to any installation connected to it.
  - Each switching and distribution box must be equipped with a main switch to switch it on or off.
  - Inserting or removing a plug >3 kW is not a solution for switching on or off a switching or distribution box.
  - The stand installation must be carried out using sheathed cables.
  - The power cable for lighting <2 kW must have a minimum core cross-section of 1.5 mm<sup>2</sup> (with the exception of factory-installed or original cable fittings with a core cross-section of 1 mm<sup>2</sup>).
  - Cables under a raised floor must be laid without any joins.
  - Cables under a raised floor must have a minimum core cross-section of 3 x 2.5 mm<sup>2</sup> (depending on the situation, a core cross-section of 3 x 1.5 mm<sup>2</sup> combined with 10 A automatic {temporary solution}).
  - Lighting can be installed using so-called illumination cables if installed correctly and fittings are equipped with uninterrupted lamps.
  - The period between two consecutive NEN 3140 inspections of switching and distribution boxes may not be longer than a year. This frequency is stipulated in Appendix T (electrical work equipment) of NEN 3140: A1(10) + B2(10) + C2(10) + D2(10) = 40 points.
  - If frequency of use is low (<5x a year), then the period between two consecutive inspections of switching and distribution boxes may not be more than 2 years (due to practical considerations often 1 year).
  - The switching and distribution box must display a hallmark (sticker) showing who conducted the NEN 3140 inspection and its expiry/validity date.
  - Stand installations will be inspected before use in accordance with NEN 1010-6. The result will be displayed on the relevant delivery report.
  - For less comprehensive (uniform) stands, 'stand installation' may be divided across multiple stands (determined by the switching and distribution box).





- Cables, distribution blocks, etc. should be inspected randomly.
- Power cables (often >6 mm<sup>2</sup>) must be shown to have been inspected.

### **Legionnaires' disease / Legionella bacteria**

Following the outbreak of Legionnaires' disease in the north of the Netherlands in the spring of 1999, RAI defined measures to significantly combat the cause of this disease, the Legionella bacteria. To this end, Article 10 of the General Participation Rules has been augmented with the following provision:

#### **Article 10**

WITHOUT PRIOR WRITTEN PERMISSION from or on behalf of the organisers, the exhibitor is prohibited from doing the following:

During the exhibition, on or around the stand, to expose or make any other use of open, flowing, spraying and/or atomising liquids. Examples of this may be individual airconditioning systems, fountains, high-pressure cleaning systems, humidifiers, shower equipment, saunas and/or whirlpools.

The (functional) use of running water / liquids may be permitted by the organisers under specific conditions (applicable to the Aquatech and Hortifair exhibitions). If used, water must be obtained from a water connection, installed by Van der Wal Installatieservice and furnished with a 'Legionella-free' certificate issued by KIWA. RAI retains the specific right to engage a certified inspection body to test compliance with the applicable provisions. Any costs related to this will be borne by the participant.

Requests – through the participant's handbook – must be submitted to the organisers, with a clear description of the intended liquid use.

### **Water supply and drainage**

Exhibitors may order water provision and drainage from the Exhibitor Webshop. No regular gas connections are available in the halls. Important: as a consequence of municipal regulations, only 'sanitary waste water' may be drained. If the exhibitor wants to drain any other waste water, MTD needs to be notified of this. The use of flue gas dispersal pipes is governed by stipulations by the fire department and RAI Amsterdam's Technical Service. RAI Exhibitor Services can provide further information about this.

### **Compressed air**

To demonstrate machinery, compressed air is available with a maximum operating pressure of 6 Bar and an air pressure usage of around 700 litres/minute; see the Rai Exhibitor Services products. For higher pressure or greater consumption, the participant may use his own compressor. You are advised to contact RAI Amsterdam's Exhibitor Services for this in good time, and in any case no later than two weeks before the build-up period.

### **Cable television network**

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





### **Audiovisual equipment**

You can arrange this through 'Mijn PROVADA'. Requests will be sent to Clipper MS.

- video systems
- audio installations (after written permission from the organisers)
- special lighting equipment (after written permission from the organisers).

### **Internet and other ICT services**

The RAI ICT Net is an ATM Fast Ethernet fibre backbone including network management with a central internet connection. The RAI ICT Net makes it possible to connect to the internet at any given location in the RAI Amsterdam complex with the bandwidth you require, from 64 Kb/s to 155 Mb/s.

You can also enable workstations (PCs) or servers to intercommunicate (LAN services) in virtual networks specially configured, secured and managed for you. If required, you can arrange special Service Level Agreements and total solutions, including peripherals.

#### **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 the traditional ISDN call-up connections and is supplied at a fixed charge per event.

RAI LAN connectivity

Linking of workstation(s) and/or servers of exhibitors to other (groups of) workstations, distributed around the RAI complex. This enables the rapid transportation (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 cables (UTP or Fibre). Including installation and configuration.

For pricing information, orders and general terms and conditions please visit the Exhibitor Webshop.





## 5. Entry tickets and parking permits

### Exhibitor tickets

The exhibitor will receive five exhibitor tickets per stand from PROVADA. Extra exhibitors and relation tickets can be requested from the PROVADA organisers at a cost of € 94,-- excl. VAT per ticket.

### Individual ticket sales

Early bird (up to and including 13 April 2018): €94,-- excl. VAT

Normal price: € 105,-- excl. VAT.

The entry tickets are valid for three days, and may only be used by the designated holder.

To comply with 'Working Safely', stand builders must register with RAI before the buildup days. They will then receive a badge. If you as an exhibitor wish to come and check during the build-up days, then the PROVADA exhibitor badge will permit entry. If you do not yet have it, you must also register through 'Working Safely'.

### Parking

The parking tariff is € 17.50 (subject to increase) per exit card, and you may not park for more than 24 hours. The tariff includes the high VAT rate. Parking permits are available in the RAI Exhibitor Services Webshop. The opening hours of the parking garages and areas, generally from 8 in the morning until two hours after the exhibition closes, are shown locally.

### Parking season tickets

Valid for all exhibition days € 37.92 excl. VAT (subject to increase). Available in the RAI Exhibitor Services Webshop.





## 6. General provisions

### **Air conditioning in the halls**

To achieve better climate control in summer, all exhibition halls are equipped with air conditioning.

The cooled air is injected high in the halls through so-called jetflows (the rings high in the supply pipes), and then descends gradually across the hall area below. This can mean that stands fitted with a ceiling do not gain maximum benefit from the cooling.

### **Business Centre**

A Business Centre operates in the Elicium corridor.

The services it offers are: telephone, fax, copying, postal despatches and engaging courier services. Sale of postage stamps, stationery. Participants and visitors can also use a PC, internet and e-mail.

### **Exhibitor Catering**

Exhibitors may not bring any drinks or food into the building or keep it in stock, unless it has been purchased from RAI Amsterdam Catering. Neither is any local sale of this for consumption permitted.

The Exhibitor Services department can provide the exhibitor with food and drink during the exhibition; more information is included in Stand Catering under the relevant category, 'Catering', in the Exhibitor Services Webshop.

### **ATMs**

ABN/AMRO and Postbank ATMs can be found in the entrance lobbies of the Holland and Europa complexes.

### **RAI Hostess Service**

RAI Hostess Service can arrange stand staffing, hostesses, demonstrators, presenters, etc. for you. See the relevant products under 'Hostess' for further information, in the Exhibitor Services Webshop.

### **RAI Hotel & Travel Service**

RAI Hotel & Travel Service is the official hotel booking office for conferences and events in RAI Amsterdam. We have made a selection of hotels in Amsterdam for you, in close collaboration with the organisers. As a client you will benefit from our intensive contacts with many hotels, and we can offer you the best available prices. Demand for hotel rooms in Amsterdam is very high during conferences and other events. Our advice is that you make your reservation, if possible, at least three months before the start of the event, so that you will have the best possible choice from a variety of hotels.





**Further information:**

visit the website at <http://www.rai.nl/hotelservice> and book your hotel room online! Request a hotel booking form from [hotelservice@rai.nl](mailto:hotelservice@rai.nl)

RAI Hotel & Travel Service

PO Box 77777

1070 MS Amsterdam, The Netherlands

T 020 549 19 27

F 020 549 19 46

**Advertising (Faircom)**

Exhibitors interested in advertising opportunities (e.g. framed posters, billboards, airships, spectaculars, the stairways in the complex, the litter bins which are situated in the aisles during the expo) will find more information on this in 'Suppliers Promotion Information'.

Further information can be obtained from Faircom, T 020 460 90 80, F 020 460 90 81. The contact there is Daniël Breet.





## 7. Fire regulations

In the premises the use of:

equipment for demonstrating, baking, grilling or frying with electricity and/or bottled gas; compressed or liquefied gases and fire-accelerating liquids, is only permitted after written permission from the commander of the RAI Fire Brigade Amsterdam.

The address is: Brandweer RAI, PO Box 77777, 1070 MS Amsterdam, The Netherlands. This also applies to the use of open flames for demonstrations.

For stand construction, etc., only non-flammable materials may be used, or materials indicated in bold under 1 to 9, if such application complies with the stipulations stated there.

### 1. **Softboard**

All surfaces must have been treated with a fire-retardant paint or lacquer approved by an authorised body in accordance with the use instructions, or must have been manufactured with impregnation to hinder burning. Each sheet must be marked accordingly by the factory.

### 2. **Wood, hardboard, triplex, multiplex, chipboard**

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

### 3. **Glass**

- for outer walls and partition walls between stands: only safety glass or armoured glass with sealed cross-reinforcement.
- for ceilings: only armoured glass with sealed cross-reinforcement.

### 4. **Fabric applied vertically (suspended)**

- Non-flammable fabric may not have become flammable through treatment for special purposes.
- Flammable textile may have acquired low flammability through impregnation, or by being applied to a base of non-flammable material, or may have acquired low flammability with the materials listed under 1 to 3, which must be able to be demonstrated through testing.

On coming into contact with fire or at high temperatures, both material types may not emit any pungent gases or fumes or those damaging to the health, and may not drip or trickle.

### 5. **Fabric applied horizontally (velum)**

- Low-flammability natural fibres and low-flammability artificial fibre materials must be subtended with metal wires at a mutual distance of 35 cm, or in two directions with a mesh size of 70 cm. On coming into contact with fire or at high





temperatures, the material may not emit any pungent gases or fumes or those damaging to the health, and may not drip or trickle.

- Flammable natural fibre materials must have acquired low flammability through impregnation, and must be subtended with metal wires in the method prescribed for this.

#### **6. Straw bales, cardboard, grass and straw mats**

These materials must have acquired low flammability by being immersed in an impregnation solution for at least 24 hours, which must be able to be demonstrated by testing.

#### **7. Synthetics**

- Foil materials (whether equipped with a so-called fabric back or not) must be attached to a substrate of non-flammable material, or to one of the materials stated under 1 to 3, making the material difficult to burn. On coming into contact with fire or at high temperatures, they may not emit any pungent gases or fumes or those damaging to the health, and may not drip or trickle. The abovementioned must be able to be demonstrated through testing.
- Sheet materials must be difficult to burn, and on coming into contact with fire or at high temperatures, they may not emit any pungent gases or fumes or those damaging to the health, and may not drip or trickle.
- For foam rubber and rubber (e.g. for letters) the same applies as stated for Sheet materials, as long as no more than 2 dm<sup>3</sup> per m<sup>2</sup> of stand surface is present on the stand.

#### **8. Paper products (wallpaper, crêpe paper, photo paper)**

The paper must be attached entirely to a substrate of non-flammable material, or to the materials listed under 1 to 3, or must have been made difficult to burn through impregnation.

#### **9. Flammable drinking cups**

Permitted as long as sufficient metal fire-extinguishing waste buckets are present, which must be emptied in good time outside the building.

### **10. Lighting**

- 1) Ornaments with light bulbs, halogen 12 and 220 volts, are permitted if:
  - a. they comply with the NEN 1010 standard;
  - b. they are made of non-flammable material or from a material which is difficult to burn, which does not form drops when heated, and if the fittings are those normally sold for them;
  - c. they have been set-up to be stable;
  - a. the light source originates at a distance of at least 15 cm from any flammable material, or if the reflected radiation cannot affect any flammable material within 30 cm, measured from the reflector.
- 2) Gas discharge lamps are permitted if:
  - a. they comply with the NEN 3243 standard; see the conditions above.
- 3) Fluorescent ornaments (plastic) are permitted if:





- a. the light window has a self-extinguishing quality, does not emit any pungent gases or fumes or those damaging to the health, and is in the form in which it is normally sold;
- 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 connected ornaments is no more than 3.5 m<sup>2</sup>;
- d. the distance between two connected groups of ornaments is at least 1 metre;
- e. the suspension of the ornaments is made of metal or from wood at least 10 mm thick.

### **Impregnation of stand materials**

Partly on the grounds of the Fire regulations, it may be desirable that stand material is impregnated locally. To this end the participant or stand builder may contact Bolderdijk Brandpreventie, c/o RAI Amsterdam, PO Box 77777, 1070 MS Amsterdam, The Netherlands. T 020 549 13 13, F 020 661 04 08.

### **Hazards**

The following are not permitted on the premises:

- highly-flammable or explosive substances, gases and hazardous goods, including radiation-hazard and chemical substances;
- goods which will cause disturbance through an unpleasant odour or other characteristic, or devices emitting disruptive noise or light;
- helium balloons;
- goods the participant has not specified on the submitted registration form, to be assessed by the organisers and/or the fire department;
- vehicles, vessels, tools, etc.

Vehicles, vessels, tools, etc. with combustion engines admitted to the exhibition may only be brought into the building as exhibition goods with empty fuel tanks and piping, and robust, properly closed tanks. This does not apply to vehicles, etc. using diesel as fuel, or other liquids with a flash point above 55°C. Battery clamps must be disconnected. If vehicles are being exhibited containing 220 V lighting, a so-called plug connector must be utilised, so that in the event of an emergency it can very easily be disconnected from the electricity grid.

### **Neon devices**

Applied neon devices or installations must comply with the provisions of Articles 211.3/274.5.3. and 773 of NEN 1010. For any deviations from this, the following provisions apply for connections and/or disconnections:

- A maximum of two neon devices complying with the provisions of NEN 1010 under Art. 773 section 3.2 may be connected using a plug connector within hand's reach.
- Where multiple neon devices are placed alongside each other, these must be equipped with one (1) central fireman's switch.
- Neon devices and installations which are difficult to access or which are





- part of the stand construction must be equipped with a fireman's switch.
- Neon devices and installations which do not comply with the provisions of Art. 773 section 3.2 of NEN 1010 must always be equipped with a fireman's switch.

**Fire brigade presence**

During the build-up period, the exhibition itself and the break-down period, specialists engaged by RAI Amsterdam will be present in the buildings. For questions about acceptable materials they can be reached on T 020 549 23 73.

**Conclusion**

In all cases not covered by these General Terms and Conditions or where there is a lack of clarity, decisions will be made by the organisers.





### **8. Music and/or TV/film images on an exhibitor stand**

Whenever you use copyright-protected music and/or image material on your stand, this is defined as publication, recording and/or duplicating. You need advance permission for this from the author or the copyright organisation to which he or she is affiliated.

Buma/Stemra represents the interests concerning such usage involving Dutch music authors and foreign music authors who are associated with a foreign copyright sister organisation. They will issue permission for such usage once an agreement has been made and payment is made for the use of copyright-protected work. The extent of this payment for public use, roughly stated, depends on the size of your stand and the number of exhibition days.

For advance permission or further information please contact Buma/Stemra:

Siriusdreef 22-28 (PO Box 3080)  
2130 KB Hoofddorp, The Netherlands  
T: 023 - 799 78 37  
W: [www.bumastemra.nl](http://www.bumastemra.nl)  
I: [info@bumastemra.nl](mailto:info@bumastemra.nl)

For showing films or film clips you also need permission from Videma. This organisation represents the interests of associated film and TV studios, public and commercial broadcasters, film and video distributors and thousands of domestic and foreign TV producers. For more information:

Stephensonweg 8  
4207 HB Gorinchem, The Netherlands  
T: 0183 - 583 000  
F: 0183 - 583 090  
E: [info@videma.nl](mailto:info@videma.nl)  
I: [www.videma.nl](http://www.videma.nl)

In addition to copyright, when using images and/or music you will also need to take care of 'neighbouring rights' (somewhat like public performance rights). Sena is the organisation in the Netherlands representing the interests of performing musicians and record companies regarding neighbouring rights. For more information:

Catharina van Renneslaan  
8, 1217 CX Hilversum, The Netherlands  
E: [sena@sena.nl](mailto:sena@sena.nl)  
I: [www.sena.nl](http://www.sena.nl)

**For the complete accommodation rules  
please check the [RAI website](#)**

