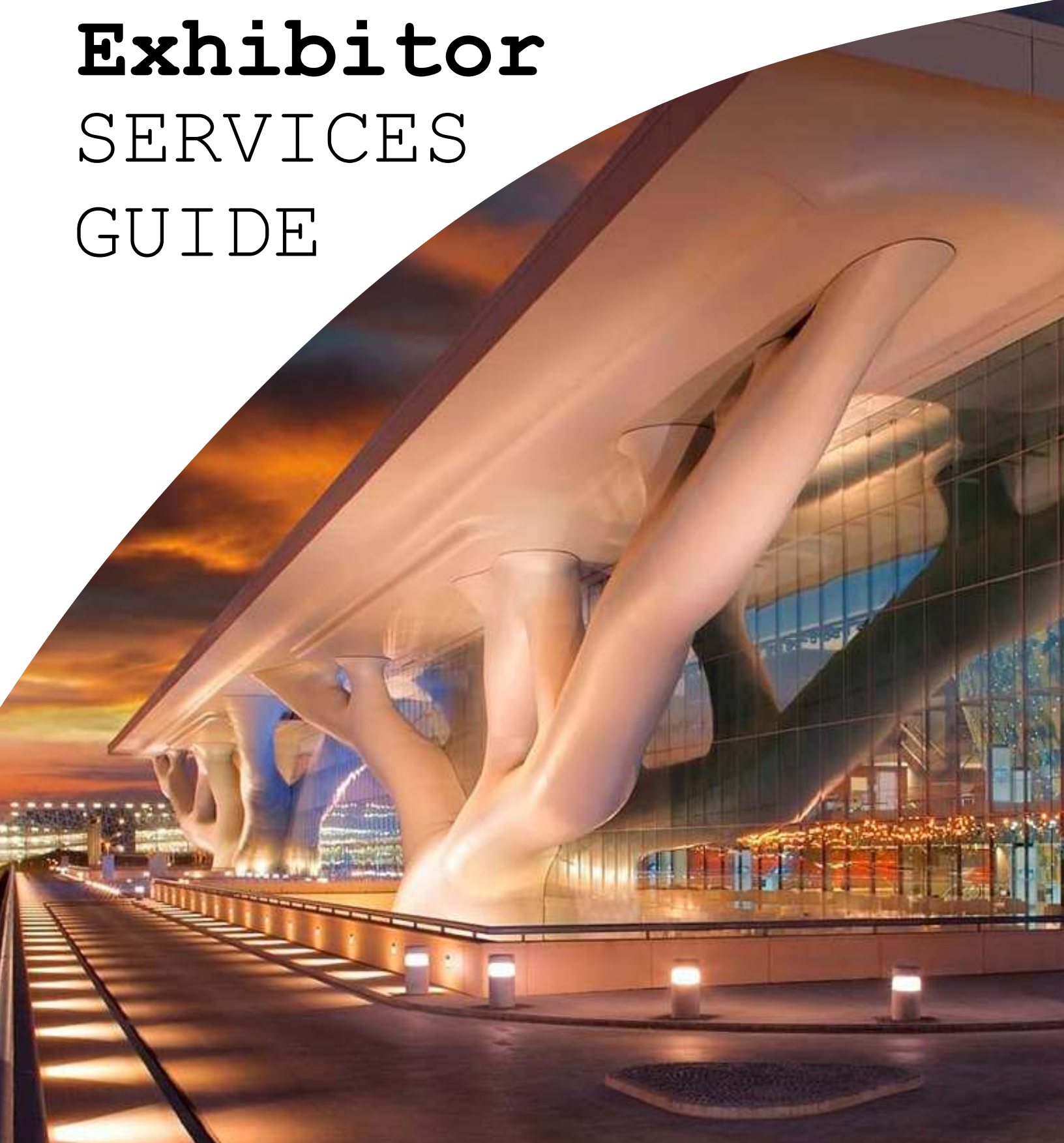




مركز قطر الوطني للمؤتمرات  
Qatar National Convention Centre

# Exhibitor SERVICES GUIDE



## Introduction

On behalf of the entire QNCC Team and Management, we welcome you to the Qatar National Convention Centre (QNCC).

The QNCC Team is committed to providing the highest quality service to make your exhibition experience successful. Our goal is to partner with you in providing an exhibition experience that achieves your goals.

To ensure your exhibition preparation runs smoothly, the QNCC has prepared this Exhibitor Services Guide to assist you plan a successful exhibition experience.

In this Exhibitor Services Guide, you will find important exhibition information from the basic facts that you should know about the QNCC, along with helpful tips and techniques to ensure that your exhibition experience is a success from start to finish. With this Exhibitor Services Guide, we aim to provide you with advice and suggestions to help you to get the best results for your company's exhibit at QNCC – to plan, organize and assess the effectiveness of your participation at the exhibition. It will also give you quick, direct practical information about specific aspects of the exhibition.

The guide is structured according to the different phases to your exhibition experience, and also includes a list of most important dates, deadlines and contacts

Phase 1 : Planning and Preparation

Phase 2 : Move-in | Build-up

Phase 3 : Exhibition

Phase 4 : Break-down | Move-out

Phase 5 : Follow-up | Evaluation

We urge you to review the guide carefully. Please be sure this guide, or its applicable parts, is given to the person(s) in charge for coordinating your exhibit. The range of exhibit services herein, have been carefully chosen to serve your needs and assist you in maximizing the impact of your exhibit.

One of the most important benefits of this guide is that it is designed to save your company time and money. Please review and share this information with your staff and/or approved exhibitor appointed contractor's involved with your participation at the exhibition. A deadline checklist is included in the front of the guide to remind you to place advance orders, which will save you money and valuable time as you get closer to the exhibition.

This information can also be accessed online through the website: [www.qatarconvention.com](http://www.qatarconvention.com)

If after reading through the Exhibitor Services Guide you seek further details or clarification of any items contained herein or if you have any unanswered questions and queries, please do not hesitate to contact us - the QNCC Exhibition Service Team is available to advise you and offer the necessary support and assistance you seek.

We thank you in advance for your cooperation in helping to assure that everyone has a safe and successful exhibition experience and look forward to working with you and seeing you at the QNCC during the exhibition!

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## Air conditioning

The QNCC provides air-conditioning systems for all exhibitions. Air conditioning throughout the venue will be controlled to maintain a comfortable temperature appropriate to the season – outside temperature, weather and humidity level during exhibition hours. If not in use, the temperature in certain portions of the venue maybe adjusted to operate more efficiently. The doors of the venue should not be held open for a long period of time. All requests for adjustments can be directed to exhibition services or the Event Manager on duty.

### Exhibition Halls - Move-in

Exhibition halls are not air-conditioned during the move-in phase as the loading dock bi-fold doors are open. Air conditioning maybe provided on move-in days at an additional cost. Requests for air conditioning during non-exhibition periods other than actual exhibition hours will be charged at the prevailing rate.

### Exhibition Operating Hours

Air-conditioning is provided complimentary during exhibition hours.

### Exhibition Halls - Move-out

There is no Air-conditioning during the move-out phase as the loading dock bi-fold doors are open. Air conditioning maybe provided on move-out days at an additional cost. Requests for air conditioning during non-exhibition periods other than actual exhibition hours will be charged at the prevailing rate.

## Aisle Space

Aisles must be kept at a minimum width of 2.5metres at all times for Exhibition Hall 1 and 2. For Exhibition Hall 3-9 the aisle space must have a minimum width of 3metres. Any obstructions or non-compliant spaces will be removed or altered to meet standards. All floor plans must be submitted and signed off by the QNCC Health and Safety Department no later than seven (7) days before the move-in of the exhibition.

## Alcoholic Beverages

The sale, service or consumption of alcoholic beverages is prohibited by law. Alcoholic beverages are not served within the QNCC. It is strictly not permitted to work whilst under the influence of alcohol.

## Animals

With the exception of specially trained service animals assisting and supporting the physically challenged and approved animals in an exhibit, no animals are permitted in the venue. In case of any display of animals, please attain the necessary approvals from local authority and submit the Animal and/or Livestock Display Approval Form\_to QNCC. All sanitary needs of animals shall be the sole responsibility of the owner. Please contact your Event Manager for more information.



## Audio Visual

AV production equipment and services may be ordered from the QNCC. To view the product range, visit the AV service order form available at [www.qatarnconvention.com](http://www.qatarnconvention.com). Completed Audio Visual Service Order Form should be returned to Exhibition Services 14 days prior to the move-in date of the exhibition.

### PA system

Public Address system is available in each of the exhibition halls. The PA system is used for common announcements and managed by exhibition organizer. You can contact the exhibition organizer for any requirement.

### Sounds

The venue reserves the right to limit or restrict sounds from any source that interfere with activities in neighboring exhibits. In general, sounds should be no louder than 55 decibels. As a matter of safety and courtesy to others, exhibitors should conduct sales presentations and product demonstrations in a manner which assures all exhibitor personnel and attendees are within the contracted exhibit space and not encroaching on the aisle or neighboring exhibits. It is the responsibility of each exhibitor to arrange displays product presentation and demonstration area to ensure compliance. Special caution should be taken when demonstrating machinery or equipment that has moving parts or any product that is potentially dangerous. Exhibitors should establish a minimum setback of three feet and/or install hazard barriers as necessary to prevent accidental injury to spectators. Demonstrations involving sound need to be limited in frequency and are at the discretion of exhibition management. Generally a neighbor across the aisle should not be able to hear a demonstration.

## Badges

In the interest of providing a safe and secure environment for all participants to enjoy, an official exhibition badges must be produced by the Exhibition Organizer and must be worn at all times and be clearly visible. Access to the exhibition halls will be denied without the correct identification. The use of Company/Corporate name badges is encouraged; however these must be worn in conjunction with the official exhibition badge.

Details of the badge collection will be provided by the exhibition organiser. Badges are expected to be worn during all phases of the exhibition – move-in | build-up | live days | break-down | move-out.

## Balloons

Helium balloons are only permitted as fixed features of an exhibit, event display or table decoration with prior approval from the QNCC. The exhibitor will incur the cost of removing loose balloons suspended or trapped in ceiling structures, climate control ducts and lighting fixtures. Removal of balloons may result in additional charges. Gas canisters must be stored as per HSE guidelines.

## Banking Services

ATM services for exhibitors/other guests can be found at various locations across the venue.



## Banners and Signage

For the safety and convenience of all exhibitors and guests, permanent signage – directional, emergency exits, restrooms and event space signage is found throughout the venue and may not be blocked or covered.

In order to maintain a consistent appearance for all QNCC events, banners and signage may be positioned only in locations and by methods approved by the QNCC.

Handwritten signs are prohibited unless approved by the venue. All signage is to be removed promptly at the end of each event and / or in move out period providing there is a clear area within the assigned space to do so safely. Removal / Installation should occur outside of event timings. All requests to hang banners and signs must be submitted using QNCC rigging order form.

Whether suspended from above or supported from below, they should comply with all ordinary use-of-space requirements. The highest point of any sign in any stand should not exceed the maximum allowable height for that type of stand. Hanging signs and graphics should be set back a minimum of five feet from adjacent stands and aisles. Multi-sided signs, projection screens or logos may not face an adjacent stand. This will include back walls, side panels, headers and towers.

## Branding

QNCC offers a number of branding opportunities. Please contact your exhibition organizer for further details.

## Break-down

Event organisers and contractors are solely responsible of safe keeping their equipment. QNCC advises for pre-emptive security measures (locks, safes, hiring security personnel).

On the last day of the exhibition, immediately after the closing hours, the entry and exit points are kept to a minimum to control the exit of stand assets and prevent theft. Please contact your exhibition organizer for the asset removal form which has to be submitted at the control point while taking out your assets.

All contractors must abide to the breakdown schedule developed by the organisers. All reverse logistics through the loading docks will be managed by the appointed logistics handler, if appointed or follow the move-out plan developed.

All stands must be broken down as per the venue's HSE policies and ready to load before vehicles will be permitted to enter the loading dock. Stand materials should not be broken down at the loading docks. All the broken down stand materials must remain inside the hall until the contractor's vehicle arrives at the loading dock to clear the stand debris in order to keep the loading dock space clear for the vehicle movements. Exhibitors/contractors are asked to inform the loading dock master that they are ready to load with details of the vehicle. This will be communicated with the holding area and the vehicle will be sent to the loading dock once suitable space is available. All collection vehicles must wait in the truck marshaling yard until called by the Loading Dock Master.

Exhibitors/Contractors will be allowed up to 20 minutes to load their vehicles unless prior written approval is provided by the QNCC.

The official QNCC Loading Pass issued for the build-up is not valid for the break-down period of the exhibition

## Build-up

A move-in/out schedule must be completed by the exhibition organizer / appointed on-site logistics handler. The schedule must be shared with QNCC at least 10 days prior to the exhibition move-in.

All events related scheduled works must be captured accurately in the overall event plan (activities during build up, live phase, and breakdown). The QNCC event management will consult with and advise the event organisers on all scheduled activities, conflicts within the event or the venue operation.

### Attachment to Surfaces

No attachments, fitting, or detachment is to be made to the interior or exterior walls, floors, ceilings or pillars of the building. This includes any equipment or device whatsoever which would be affixed to or be suspended from any structure of the building and includes attachments that would damage any surface or structure in any part of the building.

A pre and post site inspection to identify possible damages or cleaning requirements will be conducted and any identified damages caused would be subject to additional charge.

### Building Fixed Furniture

QNCC Property – furniture, fittings, artwork, decorative plants etc. shall not be moved or relocated.

## Cleaning

Exhibitors should complete the on-stand cleaning form available on-line or filled order forms should be sent to [exhibitionplanning@qatarconvention.com](mailto:exhibitionplanning@qatarconvention.com). QNCC recommends that the stands cleaning would be carried out at night or after the exhibition closing hours.

Cleaning services includes vacuuming of floor carpets, mopping of hard floors, dusting of furniture, removal of trash once a day. Services such as floor scrubbing, floor buffing, carpet shampooing, window washing and provision of waste skips can be arranged through the Exhibition Services Team, and will incur an additional cost.

Cleaning of exhibits and electronics remains the responsibility of the exhibitor. No high level cleaning of above 3 meters will be carried out.

Exhibitors must ensure that their respective stand is completely cleaned by the stand contractor prior to the master cleaning of the aisles in order to protect the aisles carpet from dust or stain. If the cleaned aisles are stained or made dirty from the untidy stand, QNCC reserve rights to impose penalty to the respective stand.

## Compressed Air

No compressed air cylinders are allowed in the exhibition halls. Consideration will be given to use of compressed air during construction and build up. Notice of compressed air use must be provided no less than fourteen (14 days) prior to use, certificates of testing and inspection must be provided with a method statement and risk assessment to show the use of the equipment and the control measures.

## Concierge/Information Desk

The QNCC Concierge / Information desk provides information on in-house events, local attractions, events, entertainment, shopping and transportation.

Exhibition service desk is operating in exhibition hall 6 facing the Hall 6 foyer. On-site exhibition service orders can be placed and paid at the exhibition service desk.

## Confetti/Glitter

The use, display or throwing of confetti/glitter required prior approval from the QNCC. The exhibitor will be billed for the staff and cleaning materials required to clean-up after use.

## Damage to the Venue

Any damages to the venue incurred from your exhibit or negligence will be reported to the exhibition organizer and invoiced accordingly. A pre-exhibition and post-exhibition walk-through will be undertaken with the Event Services Manager on duty and any damage will be recorded. The cost of repair is the responsibility of the exhibition organizer.

## Dangerous and Hazardous Substances

No dangerous goods or hazardous substances are to be brought onto the QNCC without written approval from the QNCC Management.

## Dates and Deadlines

Deadlines to submit the QNCC exhibition service order forms are mentioned in respective service order forms. The Exhibition dates and deadline will be provided by the exhibition organizer.

## Deliveries

The truck marshaling yard and the loading docks are managed by the appointed logistics handler in coordination with the QNCC loading dock team during the exhibition. Deliveries should be received / cleared with in the venue tenancy only. Deliveries should be received by respective exhibitors / exhibitor appointed contractors. QNCC will not be held responsible for any loss or damage of exhibition materials and equipment delivered.

Access to the contracted spaces will be between 0700-2359, unless prior consent has been granted by the QNCC Event Team. In the absence of the exhibitor/Exhibitor Appointed Contractor, QNCC will not accept delivery of any goods on behalf of exhibitors, nor will there be any responsibility taken for the safety of any such items delivered to the venue. Arrangements must be made for a company representative to be available when deliveries are made.

Movement of vehicles on the service road is strictly one way. All vehicles are to abide by the speed limit which is in place (20Km/h) and the direction given by the Loading Dock Traffic Controllers. Exhibitors/contractors will be directed to a suitable loading bay. It is important that exhibitors/contractors park where they have been advised to park. Once the vehicle has parked in the designated loading bay, the exhibitors/contractors must unload – no waiting for alternative bays is allowed. Exhibitors/Contractors will be allowed maximum 20 minutes only to off load their vehicles.

Privately owned vehicles [POV] are passenger cars, mini-vans or small company vehicles, as distinguished from trucks. POV deliveries [pop-up displays, small office equipment or boxes of literature], that can be carried by one person, in one trip, without the use of a trolley, can be un/loaded at the main entrance. This area will be monitored by security.

All other POV's that wish to unload will be directed to the designated unloading area or the marshaling area in the preferred parking lot until space is available.

The self-unloading of POV's in the designated unloading area will require a minimum of two people, one person to accompany the exhibition materials and equipment, and one person to park the vehicle immediately after unloading. Any vehicle left unattended will be towed away at the owner's expense.

It is the exhibition organizers' responsibility to provide detailed data for trucks/vehicles entering the loading dock for un/loading purposes. This data should include:

- Truck/Vehicle size
- Registration number
- Name of driver
- Drivers Qatari ID number
- Dates and times of delivery
- Size/Weight of delivery

## Directory of Contacts

Exhibitors should refer to the exhibition manual for the contact details of the appointed official agencies. Exhibition manual is published by the exhibition organizer.

The exhibition organizers are responsible to provide QNCC with the contact details of all the contractors and subcontractors working on site.

## Electricity

The QNCC is the exclusive provider of electrical supply within the venue. This includes all exhibit halls, meeting rooms, public areas, and exterior areas. Any material and equipment provided by the QNCC shall remain the property of the QNCC.

Any exhibition power requirement should be ordered by the exhibitor through the official exhibition contractor. Exhibition contractor will need to provide electrical layout plan indicating the locations of power points needs to be activated. All the required cabling / installation and distribution should be done by exhibition contractor. Once the electrical test has been completed and test certificate provided, then QNCC energizes the power.

Electricity supply in QNCC is 220 V at 50 Hz. Plugs with three square pins are in use. An adapter to connect appliances and/or transformer is needed. Exhibitors are advised to bring their own electrical adaptors if required.

The client's representatives and/or contractors must not interfere or make any alterations to the power supply or electrical systems already installed inside the venue facilities at any time. Electrical installation throughout the QNCC is based on current British standards. It is a requirement that any wiring installations for exhibitions and stands be inspected, tested and certified by a suitably qualified electrician after each assembly on site. The Hirer **MUST** therefore ensure that a signed test certificate is provided to QNCC in order to energize the power connections.

QNCC reserves the right to inspect the installations and where deficiencies are identified, client will be requested to rectify. In the event that additional services and assistance are required from QNCC, this will be chargeable direct to the exhibition organizer.

Please refer to the power supply order form and contact the official electrical contractor for any further information. Exhibitors are urged to carefully review all instructions and information printed on the service order form prior to completing it. The proper use of the respective service order form will give QNCC the necessary information to enhance exhibitor move-in experience.

It is highly recommended that equipment sensitive to supply fluctuations be protected with appropriate surge protection equipment to eliminate any disruption to your exhibit.

Temporary power for build-up and break down should be ordered by the official exhibition contractor. For safety reason temporary power for breakdown will be disconnected within 30 minutes of exhibition closing. Exhibitors involved in larger projects requiring a substantial amount of electrical service are encouraged to contact the official electrical contractor prior to finalizing their plans so that they may assist in the distribution plan [power layout] of exhibit space.

## Emergency

In the event of any emergency, the QNCC Staff will manage any emergency evacuation. Exhibition Management and their staff/exhibitors/suppliers and contractors are asked to comply with all instructions conveyed.

Any involvement in an accident should be reported immediately to the QNCC control room +4470 7999.

## Entertainment / live activities

Prior approval must be taken from QNCC for any entertainment and / or live activities being planned inside the exhibition halls / exhibition stands or public areas.

## Escalators and Elevators

Public escalators and elevators are only for the guest movement and shall not be used to transport exhibition freight, materials and equipment. All exhibition freight, materials and equipment shall be transported utilizing the freight elevator and brought in via the loading docks.

## Exhibition Hours

Exhibition Hours will be communicated by the exhibition organizer.

## Exhibition Services Counter

An Exhibition Services Counter operated by the QNCC is located in Hall 6. The exhibition services counter will be operational from the move-in through to the move-out for exhibitors requiring assistance with pre-ordered or on-site requests. Exhibition services staff will also be available to assist exhibitors with enquiries relating to services and / or payments for service orders provided by the QNCC.

Basic business center services like printing, photocopying and scanning are provided at exhibition service desk at cost.

Order forms for services and detailed information on services are available online at [www.qatarconvention.com](http://www.qatarconvention.com) / <http://www.qatarconvention.com/ExhibitorOrders>

List of service order forms:

- AV Production Service Order Form
- On-Stand Catering Service Order Form
- Rigging/Signage Service Order Form
- Security Service Order Form
- IT & Telecommunications Service Order Form
- Utilities Service Order Form
- On-Stand Cleaning Service Order Form

## Exhibitor Appointed Contractor

Exhibitors may hire the services of independent contractors [stand designers, builders or supervisors, independent display companies, delivery personnel or technicians, etc..] to install and dismantle their display/stand, provided the exhibitor and the installation and dismantling contractor comply with the QNCC Contractors' Guidelines

It is the responsibility of the Exhibitor to see that each representative of an exhibitor appointed contractor abides by the official rules and regulation of the exhibition.

Exhibitors should inform the exhibition organizer with the details of appointed contractors. So the exhibition organizer would provide the list of contractors to the venue.

## Exhibitor Checklist

Exhibitor checklist must be provided by exhibition organizer.

## Exhibitor List

Exhibition organiser is to provide updated exhibitors' list to QNCC on a regular basis.

## Exhibitor Service Kit

Exhibition organiser has to provide the exhibitor with an exhibitor kit detailing the rules and regulation of exhibiting, dates and timings, deadlines to follow, check lists and service order forms.

## First Aid

Emergency medical service organized by the exhibition organizer is responsible to provide first aid services during Build-up / live and Breakdown phase of exhibition.

In the case of an emergency, contact a QNCC security desk +974 4470 7999.

## Floor Coverings

All exposed floor area contained within the stand must be covered with carpet or other appropriate floor coverings adhering to QNCC HSSE guidelines.

## Floor Plans

Floor plans of the facilities will be provided by the venue to the Exhibition Organizer. Only these floor plans can be used and are acceptable for the marking out of exhibition. This will ensure that the layout of the exhibition stands is in line with the service pit and truss system, leading to accuracy and consistency across all exhibits.

It is the responsibility of the Exhibition Organizer that floor plans are submitted to QNCC for review prior to distribution of floor plans to exhibitors, and sale of exhibit space. Floor plans must be submitted as early as possible for all exhibitions, special constructions, builds and entrance features, taking into account the size of the exhibition and allowing sufficient time for modifications that may be requested by the QNCC.

Permission will not be granted for the commencement of build-up until the QNCC has given approval for the final floor plans.

Floor plans should include per stand detail relating to dimensions of construction.

All emergency exits, Fire equipment and disabled access ramps must be left clear and unobstructed.



Access corridors for the circulation of attendees in exhibition areas must be a minimum of 2.5m at all times for Exhibition Hall 1 and 2. For Exhibition Hall 3-9 the aisle space must have a minimum width of 3metres.

## Food and Beverage

QNCC has the sole rights for the sale or distribution of any article of food or beverage. Therefore no outside food or beverage may be brought into the venue.

The QNCC provides a wide variety of food and beverage services, from refreshment breaks to on stand catering. Please refer to the QNCC On-Stand Catering Form.

Contractor catering is available upon request. Please contact [exhibitionplanning@qatarconvention.com](mailto:exhibitionplanning@qatarconvention.com) for more details.

Exhibition Organisers are encouraged to provide suitable space for lunch or coffee break within the exhibition space. Please consult your assigned Event Manager.

QNCC Staff will monitor activities during exhibitions and enforce compliance with these practices.

### *Cafés*

The Spider Café is centrally located on the first floor of the QNCC, and offers snacks, refreshments and an assortment of desserts. The café is open from 07h30 to 17h00 on regular working days.

Conveniently located cafes offering snacks are available within the exhibition halls. Operating hours are at the discretion of the QNCC Food and Beverage Department and are determined by existing business levels. Organisers are kindly requested to ensure adequate visibility of the operating café/s for your exhibitors/visitors convenience.

Based on business requirement Grab 'n' Go outlets will be set-up at convenient locations.

### *Catering*

Exhibitors can order catering for exhibition stands by referring to the On-Stand Catering\_Form which is available online. Early bird rates are offered for the advance orders received before published deadlines.

No exhibitor is allowed to distribute/pass around any item of food or beverage which is not supplied by the QNCC.

### *Food Sampling*

If the profile of exhibition has any food and beverage related products/services, please coordinate with the QNCC events team for necessary guidance.

## Freight Forwarding

It is the responsibility of the exhibition organizer to appoint an official freight forwarding / logistics / On-site handling company. Please refer to the exhibitor manual provided by the organizer or contact the organizer directly.

## Hot Works

No hot works are to commence anywhere in the QNCC without the following:

- All hot works are to subject to a hot work permit issued by the venue. The issue of the permit is subject to the advance submission of an acceptable method statement and risk assessment for the activity.
- Where Oxy-acetylene cutting/welding, arc welding soldering, gas/oil blow lamps, grinders, metal burning, brazing and other operations generating heat are carried out, either during the build-up or breakdown periods of an event, adequate precautions must be taken to prevent damage to property or injury to persons by sparks, fire or heat.
- The venue may require the issue of a permit for product demonstrations which involve hot work.

## Incentive Rate

QNCC offers early bird rates for all the exhibition services which will be published in the respective exhibition service order forms.

To obtain the incentive rate, full payment must be received by the early bird offer deadline date. Service orders received after the incentive rate deadline will be billed at the standard / late rate as listed on the service order forms.

## Incense

Usage of incense as part of Arabic hospitality must be communicated to QNCC well in advance in order to isolate the fire detectors and arrange necessary fire watch service which comes with an additional cost.

## Insurance

Each exhibitor is responsible for public liability insurance against injury to the person and property of theirs and insuring their exhibits and merchandise against the damage or loss to and from the exhibition and insuring the exhibition. Exhibitors should contact their insurance broker to include, or add a rider to their existing insurance policy to cover their exhibit and exhibit materials and equipment. Exhibition Management and the QNCC, neither the designated contractors nor any of their staff assume responsibility for damage or theft or an exhibitor's exhibit, product or property. Each exhibitor must return to exhibition management a copy of their certificate of insurance to document their coverage.

Exhibitors are advised to insure their stand and contents for the exhibition. Remember that any damage caused to the exhibition hall itself by you or your contractors is your responsibility. You shall be charged for any damage that you make. Exhibitors are also advised to ensure that any subcontractors employed on the company's behalf have adequate public liability cover.

## Information Technology

The QNCC is the exclusive provider of information technology services within the venue. This includes all exhibit halls, meeting rooms, public areas, and exterior areas. All requirements to install, connect, repair, alter, or distribute

information technology services, whether originating or terminating in the QNCC are to be arranged and coordinated with the QNCC IT Team. Material and equipment provided by the QNCC shall remain the property of the QNCC.

All IT services required for exhibition stands should be requested prior to stand build up, through the QNCC IT Order Form. This is to ensure that the required infrastructure is in place to provide these services.

## Wi-Fi

No independent Wi-Fi networks are to be setup by any exhibitor as this interferes with the QNCC Wireless Network. Wireless broadcasting devices such as Access Points (both 3G and Ethernet based), routers and bridges are not to be setup/used in the venue. Failure to comply may result in the client's own Wi-Fi network being blocked and LAN/Internet services provided by QNCC being deactivated, without refunds.

Please contact [exhibitionplanning@qatarconvention.com](mailto:exhibitionplanning@qatarconvention.com) for any queries related to Wireless Internet in the Exhibition Halls. A FREE 1 MB Wireless Internet available in the exhibition halls is suited for web browsing and email access. It is not advisable to use free wireless internet for bandwidth intense or delay sensitive applications. Wired internet connections recommended for any on-stand usage.

## Language

The two official languages of business at the QNCC are Arabic and English, however English is widely used. The QNCC Team is made up of over 36 nationalities from around the world, thereby providing the opportunity for a range of languages to be understood

## Lighting

The QNCC provides state of the art lighting systems for all exhibitions. Operators strive to create a comfortable, healthy and properly lit environment for exhibitors and guests. Venue staff is available during all exhibition hours to make adjustments to lighting levels and systems. All requests for adjustments can be directed to the exhibition services desk.

The QNCC has an extensive emergency lighting system that will provide illumination for exiting during power failures or other emergencies. Emergency lighting including exit signs, may not be covered, disconnected, or disabled at any time.

The exhibition hall is equipped with metal halide lamps and dimmable incandescent lamps. For load-in and load-out and other non-exhibition related activities, the lights will be kept at a "work light" level of a single metal halide lamp per cluster. All metal halide lights will be turned on one hour prior to the doors opening for the exhibition. The incandescent lamps are only used independent of the metal halides and can be dimmed as needed for exhibitions. Only venue staff may operate the exhibition hall lighting system.

## Loading Dock

The QNCC has Ten [10] Loading Bays. The loading dock operates a clock-wise one-way service road system, with access from the East. The venue has manned vehicle checkpoints to monitor access, assisting in the orderly flow of traffic into the Exhibition halls.

The Loading Dock is primarily for the use of exhibitor appointed contractors, exhibitors and official exhibition contractors during move-in and move-out. Only QNCC trained staff are allowed to operate the Loading Dock Doors.

QNCC building security provides control at the entrance of the docks from move-in to move-out, beginning when the exhibitor appointed contractor arrives and continuing until move-out is completed. It is a condition of entry to all persons who require access to the loading docks that vehicles, equipment and personal belongings may be randomly searched by QNCC Security upon entering and exiting the loading docks

Upon request, all drivers of vehicles wanting to gain access to the loading dock must present their photo ID card/pass/Qatari driving license and the valid mobile number to QNCC Security to verify their identity.

Parking is not available anywhere on the loading dock. All contractors | exhibitors are to un/load their vehicle, and then remove the vehicle to the nearest car park. All vehicles left in the loading bay beyond the posted times are subject to towing and the owner will pay for the towing cost.

### Loading and unloading

All loading and unloading of exhibit materials and equipment shall be through designated loading docks and freight doors. The main guest entrances are not available for this purpose. The only exception will be for small, boxed, hand-carried exhibition materials and equipment.

Load-out will not begin until the designated time approved by the Exhibition Organizer. The loading dock bi-fold doors will not open until the advertised time or when determined by Exhibition Organizer.

The loading dock master designates load in/out entrances. All load in/out is through the loading dock. Access through front of house for move-in and move-out is not permitted. Exhibitor appointed contractors and/or exhibitors will be held responsible for any damage to the venue due to load in/out. The exhibitor appointed contractor is required to conduct a pre and post exhibition inspection with the loading dock master to note any damage.

## Lost Property

All lost and found articles should be handed over to the concierge desk located at Level 1 VIP entrance. Every effort will be made to identify the owner and return the articles. Lost and found articles whose ownership cannot be determined are logged and stored for a 90 days period. Articles left over 90 days will be disposed as directed by QNCC Management.

## Marshaling Yard

This is the main consolidation point for all freight/deliveries coming into & leaving QNCC during the build-up/ breakdown of an exhibition. The truck marshaling yard is also managed by the appointed logistics handler in coordination with the QNCC loading dock team to avoid congestion and delays at the loading docks.

Trucks will be kept in the marshaling yard until their turn so as to keep deliveries running smoothly. Please refer to *Deliveries in page 10* for more information.

## Material Handling Equipment

All material handling equipment can be operated by trained and valid license holders, A copy of the valid operator's license is to be kept with security and should be with the operator at all times.

Electric motorized vehicles may be operated in the exhibition halls during move-in and move-out days only. Authorized persons in possession of a valid driving license shall be allowed to operate a motorized vehicle within the venue.

Material handling equipment in use shall have non-marking tires or tires that are covered with clean plastic or fabric booties.

When off-loading heavy objects, the use of floor protection and extreme care is required. In the case of heavy freight, the use of plywood or other similar material shall be required.

Exhibitors and their contractors acknowledge that the exhibition hall and surrounding areas during the move-in and move-out are active work zones and are therefore present at their own risk.

If an Exhibitor intends delivering pallets or large quantities of exhibition materials and equipment, it is advisable to use appropriate material handling equipment / services.

Please contact the exhibition service desk at [exhibitionplanning@qatarconvention.com](mailto:exhibitionplanning@qatarconvention.com) for Material Handling Equipment requirement, with or without an operator.

If the contractors wish to provide their own equipment, subject to evidence of inspection, testing and qualified operators, may be allowed to operate equipment by themselves.

## Medical Services

Emergency medical services are mandatory during the exhibition build-up, live and break-down phases. Exhibition organizers are responsible to arrange the medical coverage for their event. This should include an Ambulance on-site with adequate number of medical crew.

It is hirer's responsibility to ensure suitable on-site medical provision is available for the exhibitions in the venue. In case the hirer is unable to arrange the required medical provision for an event, the venue can assist based on additional charges.

The state of Qatar has a network of healthcare services for adults and children. Medical services are available on a 24hour basis both at public and private medical facilities. International medical insurance is recommended. Healthcare services, including medication, are provided at a cost at private institutions.

## Meeting Spaces

QNCC offers 52 spacious and deluxe meeting rooms with a seating capacity ranging from 10-260 seats. The rooms are equipped with 108-inch screen & built-in AV system. The rooms can also be setup according to the client's needs. Please contact the event team assigned for any meeting space requirements & hire rates.

## Motor Vehicle Displays

All vehicles should have no more than a 1/4 tank of fuel when displayed in the venue, and must have drip pans underneath the engine bay and pads under all tyres. Fuel tanks are to be locked and sealed with the manufacturers approved fuel cap. Connection to the battery needs to be removed during the duration of the display.

Running of display vehicles during the exhibition is prohibited.

All vehicles displayed on a gradient are to be locked and no access given unless removing the vehicle from display. If the display has the vehicle totally off the floor level, chains or straps for added safety must also secure the vehicle.

## Moveable Walls

The moveable walls in the exhibition halls are to be moved by QNCC personnel only. Unscheduled installation of moveable walls or multiple moves on the same day will be an additional cost to the exhibition at the prevailing price if the service is available.

## Move-in / Move-out Schedule

Exhibitors shall be assigned a move-in and move-out time slot, which must be adhered to.

### Exhibitor Move-in

All displays and exhibits shall be complete by the published move-in date

### Exhibitor Move-out

All displays and exhibits, along with all exhibitor materials and equipment shall be removed before the published move-out date.

**QNCC doesn't charge the client or the exhibitors for the truck entry to the marshaling yard and loading dock. The charges are imposed by the onsite logistic handler.**

## Move-out Instructions

Exhibitors are not permitted to dismantle any part of their exhibit before the official closing time on the last exhibition day.

All exhibitor materials must be removed before the published time of the last move-out date. Any exhibition materials and equipment left behind must be collected within the tenancy period. The QNCC takes no responsibility for exhibition materials and equipment left on the premises after this time. All items left for collection by freight or courier companies must be clearly labeled with company name, contact name and contact mobile number. Any items not pre-identified shall be deemed abandoned and the venue will dispose of them accordingly at the exhibition management's expense.

During the load out activity, the floors are to be cleared of all debris including nails, screws and timber pieces to prevent running over by lifting equipment.

## Parking

A multi-purpose car park is located to the west of the QNCC and can accommodate up to 3,200 cars, 20 buses and 40 taxis. Designed as a transport hub, the car park offers access from both the north and south.

Parking for the physically challenged is available throughout the car park. Valet parking facility can be arranged through the exhibition organizer.

## Payment Terms

Payment in full for services must be received in advance for all service orders placed. No service orders will be processed without full payment. Exhibitors with outstanding balances from prior exhibitions shall satisfy the payment requirement or services will not be provided.

Payments are acceptable in the form of cash, electronic funds transfer or credit cards made payable to Qatar Properties Holding Co. The venue accepts VISA and MasterCard only. Current merchant fees applicable at time of payment will be incurred.

All prices are rental only. Material and equipment furnished by the QNCC for this service order shall remain QNCC property unless otherwise specified and shall be removed only by venue staff at the close of the exhibition.

Invoices for outstanding balances will be prepared at the exhibition services counter for review and payment prior to the requested exhibit service(s) being delivered. Advance payments will be indicated and any balance due shall be paid in full by cash or credit card.

### Billing

Terms of payment are strictly in advance. Payments in the form of cash, electronic funds transfer or credit card are acceptable. The QNCC accepts VISA and Master cards only. A credit card merchant fee is applicable at the time of payment.



## Credit Card Authorization

Full payment must be received for exhibitor services requested before the order will be processed. A credit card is an acceptable form of payment. Within the service order forms exists a credit card authorization form. This form authorizes QNCC to charge to your credit card account the amount of your advance exhibit service orders and any other additional amounts incurred as a result of on-site orders placed by you or your company representative.

## Refunds

Please refer to the respective service orders for refund terms & conditions.

Claims for refunds must be submitted with necessary backup by the exhibitor to QNCC Exhibition Service desk prior to the exhibition close. Credit will not be given for services installed and not used. Please allow 30 days for refund process.

## PPE (Personal protective equipment)

Exhibitions halls shall be designated as a construction site during any build-up and breakdown period, due to the hazards, surrounding, building work, use of machinery and movement of equipment. Construction site safety rules will apply to any persons entering the build-up/breakdown/loading dock area, such as the wearing of hi-visibility vests, hard hats, and other PPE including gloves, goggles and safety boots.

All contractors/sub-contractors and other employees must wear PPE during the build-up/breakdown stage of an exhibition. Where there is a risk of falling objects during build up & breakdown of events then hard hats must be worn. This must be reflected in the risk assessment provided to the HSE department.

Exhibitors requiring access to the exhibition hall and loading dock areas during move-in/move-out must wear a high visibility vest. Closed toe shoes must also be worn during the move-in/move-out period.

Contractors and Exhibitor representatives are recommended to attend the contractor's briefing organized by QNCC. Please contact the Exhibition Organizer for the exact date and time of the briefing.

## Public Space

Public spaces are considered non-exclusive and are generally open to the public.

The QNCC reserves the right to determine how the public space shall be utilized.

## Pyrotechnics – Fireworks

The exhibition organizer must inform QNCC of their intention to use any pyrotechnics. It is the responsibility of the event organizer to ensure the relevant authorities have been informed regarding the transportation and use of pyrotechnics.

Use of pyrotechnics is likely to interfere with the building fire detection systems and would require isolations as described in use of smoke/haze machines.

Details of types and amount of pyrotechnics must be supplied, including:

- The organization providing the effects.
- The nature of the effect and their positions, including distances from the public.
- The amount of pyrotechnics and duration of use.
- Manufactures Data sheet.
- Noise level expectations.

Only pyrotechnics supplied specifically for stage use shall be considered for use as part of a stage production. The mixing of loose powders on site is not permitted at any time.

The event organizer and appointed pyrotechnic contractor should ensure they operate any pyrotechnics under the strict guidance of QNCC HSE team.

## Registration

The appointed Exhibition Organizer shall be the main point of contact on matters concerning registration.

All exhibitors and contractors participating in the exhibition must be registered since access to the venue will be available only to registered exhibitors and contractors.

.A registration counter will be located at the entrance to the exhibition hall.

The exhibition organizer will advise the exhibitors the opening hours of the registration counter. .

Exhibitors, contractors and visitors are requested to wear the registration badges at all times, as they will be allowed access to the venue only upon presentation of their badges.

## Rigging

QNCC shall approve all rigging and suspension of loads from any part of the venue. All signs, banners, displays suspended from the exhibition hall ceilings must be approved in advance and hung by the QNCC.

If any part of the venue is being used for rigging or the suspension of loads, two copies of the rigging plot shall be submitted to the Event Planner two months prior to move-in for approval. The rigging plot shall conform to the following:

- Name of exhibition, exhibition dates, venue location, the name of the decorator, with contact information
- Rigging plots are to be drawn to scale.
- Rigging plots must indicate locations of points, loads of each point, and the legend that explains the use of each point; such as audio, lighting, and scenery.
- Rigging plots shall include venue column locations and roof steel locations.

- All hoists must have current valid certificates of test and inspection
- All rigging equipment and accessories must have current certification and be appropriate to the load to be carried.

For safety reasons all rigging of overhead banners and signage will be undertaken by the QNCC AV production Team and shall be pre-arranged through the QNCC Exhibition Services Team prior to the exhibit build-up. To book rigging requirements, refer to the **Rigging Order Form**. The display of banners is at an additional cost to the exhibitor.

Exhibitors may hang banners only within the perimeter of their stand. Exhibitors wishing to suspend items from the roof of the exhibition hall must submit drawings and descriptions of all items, including position, weights, type of materials and any special requirements.

Light items, subject to approval by the rigger, can be suspended throughout the Exhibition hall. Rigging of heavy items is subject to the approval by the QNCC HSSE Manager and roof loading limitations.

## Safety and Security

Every reasonable precaution is taken to ensure the safety and security of personnel and equipment through twenty-four [24] hour, seven [7] day a week building perimeter and internal patrols. The QNCC shall not accept any responsibility whatsoever for any injury, loss or damage or any consequential losses which may befall exhibitors and/or contractors and their property.

Exhibitors must make provisions for the safeguarding of their exhibition materials and equipment at all times. Everyone is to remain security conscious and avoid leaving bags, purses, laptops or any easily moveable personal belonging unattended at any time

Exhibitors are warned not to leave their stands unattended at any time when the exhibition halls are open, especially during the break-down phase of the exhibition.

Whilst every reasonable precaution is taken, the QNCC accept no responsibility for any loss or damage occurring to persons or property at the exhibition.

Safety and security is everyone's responsibility. The following tips will assist in our security efforts:

- Exhibitors must obtain appropriate badges at Exhibitor Registration
- Exhibitor badges must be worn at all times to gain admittance to the exhibition
- Contractor passes must be issued to all contractors during the move-in/out phases and shall be worn, clearly visible at all times

### Lost or Stolen Bank Cards

In case you lose any bank or credit cards, it is important to immediately contact either the bank or the credit company involved in order to block your cards

### Lost or Stolen Passport

In case your passport is either lost or stolen, it is important to immediately contact the police and to ask for a theft notification. Then, you must contact your embassy or consulate, with the theft notification, in order to have a new passport prepared.

Hall security and individual stand security is the responsibility of Exhibition Organiser and the Exhibitors.

Arrangements for hall security and individual stand security may be made through the QNCC Security Service Order Form.

Traffic management for the exhibition should be ordered by exhibition organizer. QNCC security provides the traffic management services based on additional charges. Traffic management is a mandatory provision to ensure the smooth arrival and departure of guests.

Exhibition organizers have options to arrange valet parking and shuttle bus services if required based on the profile of the exhibition and guests. If assistance is required from venue in this regards, please discuss with the events manager to get quotations for such services.

## Service Order Forms

Read all the forms and exhibition guidelines carefully. You may find something specific to your stand that will reduce on-site challenges. Incentive and standard rates are available for the services. Refer to respective exhibition service order forms for details. Save money by ordering prior to your arrival. Onsite orders cost more if not pre-ordered and paid. The QNCC reserves the right to update or amend these forms as needed. If you have questions, please call before ordering.

Completed service order forms with full payment must be forwarded directly to QNCC Exhibition Services. Advance prices apply only to service orders received with payment in full by the advance price deadline date listed on the service order. All orders received afterward, or at the exhibition will be subject to standard pricing. For your security, we do not accept telephonic orders, all service orders maybe faxed, emailed or ordered on-line at <http://www.qatarconvention.com/ExhibitorOrders> provided we have your complete, valid credit card information.

Exhibitors who prefer to mail their orders and pay by electronic funds transfer should do so by [downloading the forms](#).

Exhibitors shall be aware of the following when placing orders:

- All payments must be in the local Qatari currency – Qatari Riyals (QAR).
- The date payment is received determines the applicable rate.
- Incomplete order or payment information will delay processing.
- Exhibit stand numbers must be identified on all order forms.

Exhibitor services ordered on-site will not be processed without full payment. The availability of services on site can, on occasion, be limited and for that reason cannot be guaranteed. It is best to place your order in advance if possible.

Any discrepancy in items ordered and items received, or any complaint or question concerning exhibit services, must be reported to QNCC immediately through the exhibitor service desk at Hall 6. Issues will be resolved and/or any valid adjustments will be made at that time with necessary approval of the QNCC Management. Credits and adjustments will not be made on information received after the show.

Cancelation terms and conditions are available in the respective service order forms.

## Smoking

The QNCC is a non-smoking venue and smoking is not allowed anywhere within the venue.

Security Services conducts random inspections and reserves the right to remove any person not complying with this policy.

External designated smoking zones are provided. All smoking zones are clearly marked and fitted with ashtrays to encourage the correct disposal of cigarette butts.

Smoking is not permitted on the exhibit floor during move-in, Live and move-out. QNCC will remove any individual for not honoring this house rule. If necessary the QNCC will assign security personnel to control smoking at the expense of the respective Exhibition Organizer.

## Staging

The construction and design of temporary stages is a safety critical element of any event, therefore it is important that special attention is made in regards to the design, materials and the building of any stage.

The event organizer is responsible to ensure that any temporary stage is designed and approved by a structural engineer prior to any stage build taking place. Information regarding the layout, design and structure must be approved as fit for purpose and submitted to the QNCC no less than 14 (fourteen) days prior to building. This is to include method statement for installing and dismantling of the stage.

Wooden stages must be made from fire treated material, a certificate confirming this must be made available for inspection prior to any stage being built. As a minimum all treated wood should comply with BS 476 or documented equivalent.

All high level work (assembling and dismantling) are to be accessed from scaffold platforms with genie hoist to assist in providing temporary support to the element that is assembled as well as when it is dismantled.

## Stand Construction

Stand designs shall be sent directly to the Exhibition Organiser who will coordinate the review process and provide written agreement to the exhibitor. Following final agreement on the floor plans and stand detail, the QNCC reserves the right to:

- Request changes to the stand during the set-up process, if the agreed plans have not been adhered to, for reasons of public safety.
- Request changes to stand construction, once plans have been agreed, in the case that the venue deems it necessary, for reasons of public safety and the safety of the stand building team.

Exhibitor's stands shall be designed and built to ensure that they are robust and stable. Equal consideration shall be given to vertical and lateral stability. All parts of the stand shall be designed for a combination of dead loads (inclusive of all exhibition fixtures, fittings and finishes) and imposed loads arising from whatever source (occupancy, lateral wind pressure, lateral applied horizontal loads and the like as illustrated on m.1331.SK5). Where any part of the stand

construction exceeds 3 meters in height, adequate structural drawings, calculations and certification shall be provided to demonstrate how these requirements are being met.

Lateral wind pressure in the building is to be based on a basic wind speed of (3 second gust) of 45 m/s with coefficient of internal pressure of 0.3.

In the case that these changes do not take place, the venue reserves the right not to allow the stand to be built and to be operational

Suitable and adequate drop sheets must be used when painting custom stands and displays

All exhibit displays shall be designed and erected in a manner that will withstand normal contact or vibration caused by neighboring exhibitors, hall staff or installation/dismantling equipment such as forklifts. Use of fork lift trucks or any other lifting/moving equipment inside the venues must have prior approval.

This includes the submission of data sheets for the cranes to be used. The data sheet to comprise weight of the lifting equipment, dimensional information of wheels, outriggers, and wheel pressure applied on the floor in the laden and un-laden condition. In any event, wheel load should not exceed 6.5 tons (i.e. 13 tons axle). Late submission may incur delays in the review process.

All Lifting equipment must be accompanied by crane mats. Steel plates placed onto plywood layer are to be used for heavy lifting range. Size of crane mats is to be designed or recommended by crane manufacturer but no smaller than 600 x 600. The exact set-up location of the lifting equipment will be surveyed and assessed to ensure the floor slab at the specific location is capable of supporting the load. As a guide, sketch m.1331.SK4 illustrates axle weight restriction.

Under no circumstances step ladders to be used as temporary support.

### ***Contractors***

All contractors, sub-contractors and their staff working in the QNCC must adhere to the venues' safety standards, procedures and requirements at all times. This is regardless of whether they are providing services directly to the QNCC or are working for an exhibitor. The Contractors, Sub-contractors and Suppliers should go through the **contractors' guidelines**.

## **Contractors, Sub-Contractors, Suppliers and Staff Guidelines**

All Suppliers and their sub-contractors working at QNCC are required to comply with the Centre's safety, health and environmental procedures and guidelines, conducting work in a safe manner and not placing themselves or others at risk.

The following procedures and requirements are to be adhered to by Suppliers, Contractors, Sub-Contractors and their employees at all times during the move-in and move-out:

1. QNCC security department issues a contractor one day pass (CD pass) at QNCC contractor's entry point for all contractor as per the details provided by the Organizer. CD pass will be issued by collecting a valid Qatar ID/RP and IDs will be returned upon exit. The main organizer should provide details of contractors in advance to issue CD pass to contractors.

2. Familiarisation with the fire and emergency procedures established at the Centre.
3. Only designated service entrances, lifts and loading dock are to be used for the transportation of staff and materials.
4. All attire worn by contractors, sub-contractors and their employees must have visible company identification. These can be in the form of high visibility vests or uniforms.
5. All persons must wear covered footwear.
6. No thongs, sandals or open-toed shoes are allowed.
7. Alcohol is not permitted in the work areas and no one is allowed to work while under the influence of drugs or alcohol.
8. No persons under 18 years of age are permitted to enter or work on the premises.
9. All contractors, sub-contractors and their employees must provide their own tools and equipment and these must be in a serviceable condition and appropriate for the task for which they are to be used. The Centre's equipment cannot be used unless prior approval has been obtained.
10. Proper scaffolding, including ladders and work platforms, must be used for any construction activities within the venue hall and must comply with the relevant safety and health regulations.
11. All contractors, sub-contractors and their employees are strictly prohibited from using the guest toilet facilities or loitering in the guest areas.
12. Smoking is not allowed at any time in the Halls and associated work areas.
13. No consumption of food items is allowed either at the "back-of-house" service areas and/or in the public spaces.
14. Contractors and sub-contractors must not damage the Centre's building or any part thereof and cannot make any alterations to the structure of the building.
15. No attachment, fitting or detachment is to be made to the interior or exterior walls, floors, ceiling, or pillars of the building. This includes any equipment or device whatsoever which would be affixed to, or suspended from, any structure of the building, and includes attachments that would damage any surface or structure in any part of the building. A pre and post site inspection to identify possible damages or cleaning requirements will be conducted and any identified damages caused will be subject to additional charge.
16. Contractors and sub-contractors will ensure the removal of all debris, rubbish and packing materials from the premises.
17. It is the responsibility of contractors and sub-contractors to apply for all the necessary permits with the local authorities before commencing work at the Centre.
18. All work performed by contractors and sub-contractors in the Centre must be carried out in a manner which minimises the risk of harm to their employees and those of other contractors.
19. All contractors, sub-contractors must wear a pass supplied by the Event Organiser at all times when entering the Centre.
20. Overnight build-ups are prohibited in the venue. In any case it is greatly needed, please contact the Event Team assigned.



Non-compliance on the above will result in the offender being prohibited from working in the Centre. The Centre reserves the right to add and change any of the procedures and requirements at any time.

### ***Exhibition Stand Approval***

All custom made / space only exhibitors are responsible for forwarding stand plans to exhibition organizer for approval. It is exhibition organizer's responsibility to communicate the plans with the venue. The plans are required in the following formats:

- A design dimensional plan
- Cross sectional and elevation views
- Details of construction materials and methods with fire resistance certificates.
- Risk assessment and Method statement for the complex stands.

Method statements detailing how work will be carried out during the build-up period and dismantling are required to be in place before work starts.

For complex or stands of more than 1 level, a signed certificate from a qualified structural engineer must be obtained. Where any part of the stand construction exceeds 3 metros in height, adequate structural drawings, calculations and certification shall be provided.

Requests for stand approval should be submitted no less than fourteen (14) days prior to exhibition build up.

### ***Line of Sight***

All exhibitors are entitled to a reasonable line of sight which varies by stand size and location. Display materials should be arranged in such a manner so as to not obstruct sight lines of neighboring exhibitors.

### ***Space Only Stands***

All stands that are allocated on a space only basis and/or any stand which is planned to be over 3.9m in height will be deemed to be a complex structure and will require structural sign off from a qualified engineer. Requests for stand approval should be submitted no less than fourteen (14) days prior to exhibition build up.

Space only exhibitors are reminded of the following points:

Drawings of all space only stands must be submitted for approval to the Exhibition Organiser, as well as electronic plans.

All stand designs with a raised platform must incorporate a wheelchair access ramp on at least one of the open sides.

Any stand incorporating closed rooms with covered ceilings must include a vision panel or window and may be subject to approval on emergency lighting and exit width. Copies of drawings are to be submitted for review.

All structures, materials, special designs, unusual construction, and all signs shall conform to safety standards and codes of practice and comply with all relevant statutory authority regulations. Any display work or materials contravening this clause must be modified to meet requirements

It is every space only exhibitor's responsibility to provide partition walls between themselves and their neighbors. These walls must be built to the height of the highest point on their stand and must be clearly decorated on both sides.

No exhibitor will be permitted to span an aisle by ceiling or floor covering.

It is the responsibility of space only exhibitors to observe the building, fire and health and safety regulations of the venue. Copies of these are available on request from Exhibition Management.

Failure to comply with any of the aforementioned could result in approval of your stand being withdrawn.

### ***Shell Scheme Stands***

Shell scheme stands are the basic exhibition package that typically includes stand walls, lighting, carpet and a power socket. If there is a requirement for any enhancement, please contact the exhibition organizer or the official exhibition contractor.

### ***Temporary Demountable Structures***

"Temporary Demountable Structure" means any structure assembled and installed for use at an event, which is intended to remain in situ for the event only. This includes grandstands, scaffold, timber and fabric structures such as stage backdrops, filming and lighting platforms, but excludes exhibition stands.

- A design dimensional plan
- Cross sectional and elevation views
- Details of construction materials and methods with submissions of fire resistance materials.
- Risk assessment and method statement to include the construction phase and the dismantle phase before work starts.
- Grandstands will require structural sign off from a qualified engineer.

## **Storage**

Limited storage is available on site. If the exhibitor requires storage, please contact the exhibition organizer. Loading dock must not be used as storage space. All contractor equipment must be removed from the loading dock before the exhibition opens. Contractor equipment remaining on the loading dock will be deemed as waste material and disposed of. Disposal charges will be applicable.

## **Trolley**

Exhibitors / appointed contractors should have their own trolleys. Trolleys need to be used via loading dock area. Usage of trolleys on the front of house / foyer areas is prohibited.

## Venue Information

### Access

#### By Delivery Vehicle

- All traffic must enter the service road from Dukhan Highway; no private vehicles are permitted on the service road.
- Movement of vehicles on the service road is strictly one way.
- Access to the exhibition hall will be between the hours 0700 - 2359, unless prior consent has been granted by the QNCC Event Team.
- Access to the exhibition hall is detailed in the 'access to QNCC Map' available in the QNCC website.
- All contractors and exhibitors entering the loading bays via the service road will be checked at an entry gate, signed in and given an access badge prior to entry. This process may be delayed depending on available spaces in the loading bay.
- Vehicles may only remain on the loading dock or the service road for a period of 20 minutes unless through prior arrangement with the QNCC.
- Abandoned vehicles or those exceeding the unload time period may be towed away from site if they are hindering access to the loading dock or preventing works.
- Parking on service road or pedestrian footpath is not permitted at any time.
- Only personal vehicles can park in the QNCC Car Park, all other vehicles must find alternative parking off the QNCC Site.

#### By Personal Vehicles

3,200 parking spaces are provided in the QNCC Car Park.

#### By Shuttle Bus

Upon request (charges will apply).

#### By Taxi

Taxis are conveniently available at the airports, hotels, and shopping malls.

#### By Person

Every person seeking entry into the QNCC must be in possession of a valid photo Identification badge/Exhibition badge. Persons will be required to enter through a designated security entrance. Individuals and their personal belongings/equipment may be screened prior to entering and exiting the venue.

### Car Park

The car park is located to the west of the QNCC and can accommodate up to 3200 vehicles with direct access to all areas of the QNCC by internal elevators and stairs.

## Ceiling Heights

The height from floor to ceiling:

| <u>Exhibition Space</u> | <u>Height</u>            |
|-------------------------|--------------------------|
| Exhibition Hall 1       | 6 mtrs                   |
| Exhibition Hall 2       | 6 mtrs                   |
| Exhibition Hall 3       | 12 mtrs                  |
| Exhibition Hall 4       | 12 mtrs                  |
| Exhibition Hall 5       | 12 mtrs                  |
| Exhibition Hall 6       | 5 mtrs, 10, mtrs 15 mtrs |
| Exhibition Hall 7       | 12 mtrs                  |
| Exhibition Hall 8       | 12 mtrs                  |
| Exhibition Hall 9       | 12 mtrs.                 |

**Directions (Please see map in QNCC website)**

## Floor Loadings

All floor areas within the QNCC have specified loading limits per square metre. Any equipment or items to be displayed, or used during an event weighing more than the specified limit must be assessed prior to the item or equipment being positioned.

The Organizer requires provide the following information in advance of the commencement of the build:

- The dimensions of the base of the item.
- The gross weight of the item.
- A picture or diagram of the item.
- Indication on the floor plan where the item is to be located.

## Location

The Qatar National Convention Centre is situated in Education City, Doha – Qatar, approximately 30 minutes by freeway from the center of the city of Doha and approximately 30 minutes' drive from the International Airport.

The QNCC is bound by Dukhan Highway on the South and Convention Centre drive on the North, QNCC Car Park on the West and Sidra Medical Center on the East.

For any other venue related information, please visit the website: [www.qatarconvention.com](http://www.qatarconvention.com) or contact [exhibitionplanning@qatarconvention.com](mailto:exhibitionplanning@qatarconvention.com)

## Waste Management

Being an environmental friendly and LEED certified building; QNCC strongly recommends the use of pre-fabricated stand materials in order to minimize the waste being generated during the break-down of the exhibition stands. All the dismantled / broken-down huge stand materials must be taken out of the venue by the contractors. Stand

materials should not be broken down at the loading docks. All the broken down stand materials must remain inside the hall until the contractor's truck arrives at the loading dock to clear the huge stand debris in order to keep the loading dock space clear for the vehicle movements. Contractors should NOT use the skips at the loading docks to throw huge stand debris. The skips at the loading docks are provided only for SMALL debris. The following instructions must be followed by the stand building contractors while using the skips at the loading dock for throwing small debris.

Strictly NO waste will be thrown or placed on the floor at the loading dock other than the skip provided.

Only small stand debris are allowed to be thrown inside the skip.

NO HAZARDOUS WASTES are allowed to throw inside the skip or to place around the skip such as paint, thinner, glasses, chemical, etc. Contractors must strictly CLEAR all the Hazardous waste out of the venue.

Skip should not be over flowing. Maximum limit should not exceed above 80% of the skip capacity.

Bulk wooden pieces or metal rod will NOT be allowed to throw inside the skip. Contractors should clear all the HUGE debris out of the venue.

Strictly NO SMOKING at the loading docks. Smoking is only permitted at the designated smoking areas.

The following are the general road restriction timings during which removal of skip may not take place.

Morning 06h00 - 08h30 / Afternoon 12h00 - 14h30 / Evening 17h00 - 22h00

QNCC reserves all rights to impose penalty and compensation if any of the above instructions is violated.

## Water and Drainage

The QNCC is the exclusive provider of water and drainage services within the venue. QNCC provides the required water or drainage connection point in the nearest trench. It is the responsibility of the exhibitor to arrange necessary distribution / piping to the desire location within the stand.

Material and equipment provided by the QNCC shall remain the property of the QNCC.

Please use utility [service order available on-site.](#)