



SASTA 84TH ANNUAL CONGRESS

EXHIBITION MANUAL

17 – 19 AUGUST 2011

**INTERNATIONAL CONVENTION CENTRE
DURBAN, SOUTH AFRICA**



Dear Exhibitor,

On behalf of the Congress Organising Committee, we welcome all our Exhibitors to the 84TH SASTA Annual Congress and Exhibition set to take place from 17th -19th August 2011 at the ICC Durban, South Africa.

Our Exhibition Manual is designed to provide you with everything you may need to ensure you have a successful, hassle free exhibition. Please set aside time to carefully study the manual to ensure that you are adequately prepared for the Exhibition.

If you have any queries regarding the forms to be completed (listed at the back of this manual) or any other supporting information provided in this manual, please contact myself on +27 31 303 9852 or phoebe@confco.co.za. All forms found in the Exhibition Manual are to be completed and returned by no later than **FRIDAY, 15th JULY 2011**. We cannot guarantee that any exhibitor listings, profiles etc will be included in the final congress programme if submitted to us after this date.

Kindly note that all Service Order Forms (found in the services Catalogue) for additional items you may require are to be completed and sent back to us no later than **FRIDAY, 15th JULY 2011** to ensuring timeous delivery of the item to your stand during build up. Please note that late orders cannot be guaranteed.

We would like to take this opportunity to thank you for your valued support and wish you every success at the 84th SASTA Annual Congress & Exhibition.

Kind Regards,

Phoebe Muhwati
Exhibition Administrator
The Conference Company
On behalf of the SASTA 2011 Congress Organizing Committee

Managed by The Conference Company
Tel: + 27 31 303 9852
Fax: + 27 31 303 9529
Email phoebe@confco.co.za
Website: www.confco.co.za



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About this Exhibition Manual

The information contained in this manual will provide you with everything you need for a successful exhibition. The manual has been compiled to remove the majority of pre-exhibition problems and help you enjoy a smooth and trouble-free run up to the event.

Please take time to read it, ensuring that the necessary action is taken by the deadline date. An hour spent now going through the manual and co-coordinating your participation will save you last minute inconveniences and expenses.

The manual is not designed to replace our personal service. If you have any questions or require special assistance, please do not hesitate to contact Michelle Angelica (Sponsorship & Exhibition Manager) or Phoebe Muhwati (Exhibition Co-ordinator).

The standard Shell Scheme stand packages will include the following:

A standard 3m x 3m octanorm shell scheme supplied with anodized aluminium uprights and beams and pale grey-foiled panels. Standard electrics are 2 x spotlights placed behind the fascia and 1 x plug point placed at middle back wall. 1 x fascia name is supplied in the standard Helvetica font (100mm), approximately 17 letters. Your exhibition stand will also include 1 x trestle table and 2 x chairs. The venue is fully carpeted.

Optional Extras:

There are a number of optional extras, for example additional furniture, electrics and plants, which an exhibitor can hire.

Kindly note that orders for the above must be made on the forms supplied in the services catalogue and returned to The Conference Company by the deadline date as stipulated on each form. Should you not adhere to this arrangement, this may result in non-delivery of services.

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Tel: + 27 31 303 9852

Fax: + 27 31 303 9529

Email phoebe@confco.co.za

Website: www.confco.co.za



Frequently Asked Questions

Q. What are the contact details of the organizers?

A. The Conference Company has been appointed the Congress Secretariat (on behalf of the SASTA 2011 organising committee)

- Deidre Hancke-Haysom – Project Manager
deidre@confco.co.za
- Sizile Dimba – Registration Manager
sizile@confco.co.za
- Phoebe Muhwati – Exhibition Manager
phoebe@confco.co.za

Q. What are the banking details for additional services offered?

A. Please note that all services must be ordered and paid for in full by **FRIDAY, 15 JULY 2011**. Goods will only be delivered to your stand once your account is up to date.

<u>Bank:</u>	Nedbank
<u>Branch Code:</u>	164826
<u>Account Number:</u>	1648134777
<u>Account Name:</u>	Confco Exhibition

Q. What are the Exhibition Opening hours of the SASTA 2011 Exhibition?

A. Tuesday 16th August 2011: 14:00 – 19:00 Build up of stands

Wednesday 17th August 2011 07:30 -19:00 Welcome Cocktail

Thursday 18th August 2011 08:00 -17h00

Friday 19th August 2011 – 08:00 -17h00 – Breakdown to commence after the last session

Exhibitors will be allowed access to the Hall 30 minutes before the exhibition opens on each day for **minor / daily** set up purposes.

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Q. What are the procedures for build up and break down crews?

- Exhibitors must complete the 'build up/ break down crew form' provided in this manual.
- All badges are to be collected from **the Exhibition Hall (to be confirmed)**
- **Floor Space Only Exhibitors**
 - Exhibitors who are bringing in their own custom stands may start build up on **Tuesday 16th August 2011** from 10:00 - 19:00
- **Shell Scheme Exhibitors**
 - Exhibitors who have ordered shell scheme stands through The Conference Company can start setting up their stands on **Tuesday 16th August 2011** from 14:00.
- All Exhibitors/build up crew are to enter and off load via Stewalt Simalane Street, Gate 1, Loading Dock 2 into Hall 3. No exhibitors will be allowed access through the ICC main entrance.
- NB: The loading docks operate on a "drop and go basis" and therefore NO vehicles are permitted in these bays for longer than a 30 minutes period to allow others the opportunity to off load their supplies. These loading bays will be supervised and should exhibitors not adhere to this drop and go policy, vehicle will be clamped and a fine imposed.
- **PLEASE NOTE THAT NO VEHICLES OR TRAILERS ARE ALLOWED INTO THE MAIN HALLS.**
- Exhibitors may ONLY dismantle their stands from 17:00 - 22:00 on Friday 19th August 2011. Under **NO** circumstances will the organizers allow for breakdown to commence before this time as congress sessions are still in place and any breakdown will cause noise disturbances.
- The organizers will dispose of items not removed and any costs incurred for this will be for the exhibitors account.

Q. What additional services are available at the ICC, Durban?

- A.**
- WI-FI is available throughout the venue and is free of charge to all participating delegates and exhibitors.
 - Banking and Foreign Exchange Services are provided by First National Bank. This Bank is situated on the lower level (level 1)
 - A Travel Doctor is also located on the Lower Level.
 - Business Services including faxing, photocopying and internet are located on the Lower level (level 1)

Q. How many Exhibitors passes are included in my package?

A. **Shell Scheme exhibitors** are entitled to the following complimentary registrations per 3x3m stand booked:

- 2 badges

Floor space only exhibitors are entitled to the following complimentary registrations per 3x3m stand booked:

- 2 badges

Each delegate registration will receive the following:

- Complimentary attendance to the Welcome Cocktail
- All teas and coffee and lunches



Should you require additional registrations / badges over and above the complimentary allocation, the following charges will apply:

- Full delegate registration(Member): R1 600.00 per registration
- Full delegate registration(Non-Member): R1 950.00 per registration
- Lost Badges: R150.00 per badge
- Reprints: R150.00 per reprint

Q. What are the registration procedures?

A. It is imperative that you pre-register as an attending delegate in order to receive your exhibitor badges / general congress access. All exhibitors are required to complete and return the “Complimentary Registration” form found together with this manual to by no later than **FRIDAY 15th JULY 2011** to ensure your badges are printed and ready for collection during build up. **PLEASE NOTE: Any spelling errors or badge changes requested after the registration forms have been submitted will incur an administration and reprint fee of R150.00 per request – no exceptions.**

All additional registration requests are to be specified on the “Additional Registration” form found together with this manual and sent to phoebe@confco.co.za for capturing and invoicing.

PLEASE NOTE: Payment of these registrations are require on receipt of invoice and no badge will be issued until such time that your account has been settled

Should your exhibition stand be working on a “shift” schedule with several staff members managing the stand at various intervals throughout the course of the congress, please note that generic badges (i.e. only a company name printed on the respective badges) are recommended. Please also note that it is the exhibitors’ **sole** responsibility to hand over name badges to the next staff member who will be manning the stand in their place. The registration desk **will not** be held responsible for keeping any name badges or facilitating the changeover.

Q. How do Exhibitors gain access to the Halls?

A. Security personnel have been instructed not to allow access to the exhibition hall or congress venues without the correct accreditation and therefore all exhibitors are to wear their badges at all times to ensure access to the exhibition hall as and when required (and within designated time frames as outlined above)

Q. What tips can you give me for a successful Exhibition?

A. One of the keys to a successful exhibition is client interaction. Exhibitors are encouraged to introduce interactive activities/ and or product give aways. Examples are given below:



- **Accepted Items:**
Souvenirs, writing pens, mouse pads, coffee mugs, drinking bottles, caps, T-shirts
Chocolates and carry bags.
- **Prohibited Items:**
Helium Balloons, Stickers or Decals.

Q. What company can handle my freight handling and storage?

A. Schenker South Africa (Pty) Ltd has been appointed the official contractor for domestic and international freight forwarding. Schenker can arrange all local and international transport services including delivery to each exhibitor's stand at the exhibition venue.

To ensure the smooth and efficient on-site delivery of your exhibition equipment, we suggest you utilize the services of Schenker internationally, **in** the country of origin, as well as with South Africa, thus ensuring a trouble free door-to-door service.

If required, Schenker will:

- Store early consignments;
- Store packing materials during the exhibition; and
- Store your items after the event for return to the place of origin.
- All packing crates and materials must be freighted off-site by the exhibiting company. Arrangements must be made by the exhibiting company for the return of same for the move-out period. The official freight forwarding company, Schenker South Africa (Pty) Ltd, will for an additional charge to exhibitors, store items for the duration of the exhibition and return items to the venue in preparation for the move-out period.
- **Please be advised that there is NO storage available on site at the ICC**

Contact Details:

Deno Moodlayiar
Schenker South Africa (Pty) Limited
Air Freight Manager
40 Corobrik Road, Riverhorse Valley East, 4017, South Africa
Phone +27 31 569 7579 (direct), Fax +27 31 569 6332
Mobile 083 635 4319
Deno.Moodlayiar@schenker.co.za



GENERAL RULES AND INFORMATION

AISLES / CEILING HEIGHT

- The minimum aisle space for all exhibitions is 3 metres. Should any item or structure be placed or protrude into the designated aisle space, Management reserves the right to move or to have removed, the said item without any liability for loss or damage thereto.
- The floor to ceiling height at ICC Durban is:
 - Halls 2 & Hall 3 - 11 metres
- It would be recommended that stand designers view the exact location of their stand in the venue before designing stands, especially if space is allocated in Hall 1 as there are metal struts and air-conditioning pipes to be taken into consideration.

ASSUMPTION OF RISK

- The Exhibitor acknowledges that the layout of the exhibit area and the large numbers of people present in the exhibition halls make it impossible for adequate security to be provided to protect the Exhibitor's merchandise and other property.
- Accordingly, the Exhibitor assumes all risk of loss for their merchandise, fixtures, displays and any other property of the Exhibitor located in the exhibition area, storage or any other area where access has been provided to Exhibitors by the venue, where such loss results from theft, vandalism and/or any other damage caused by any agent, employee of the venue or any other person either authorised or not authorised to be present at the exhibition hall. Furthermore, the Exhibitor acknowledges that security personnel are provided by ICC Durban merely as a service and that the venue has made no representation regarding the adequacy of such security measures. ICC Durban recommends that all Exhibitors consult their individual insurance representatives to obtain appropriate insurance coverage.

AUDIO VISUAL EQUIPMENT / TECHNICAL SERVICES

- **Demonstrations** - Any audio system or electronic device producing irritating, intermittent and/or sequential sound that distracts attention from an exhibit, is not permitted. The distribution of noisemakers such as whistles, crickets, horns, etc. is strictly prohibited.
- **Sound levels** - AV presentations must be muffled so that noise does not interfere with other Exhibitors. Extremely loud noises such as bells, sirens, buzzers etc. will not be permitted in order that a professional atmosphere can be maintained.
- Congress organisers reserve the right to reduce the sound levels, restrict and/or switch off any AV displays resulting in complaints.



- **Music & film copyrights** - Exhibitors who wish to utilise audio and/or visual aids in the exhibition in relation to the sound tracks of videos and music being played must ensure that the use thereof will not infringe on the copyrights of others.
- Exhibitors are advised to contact SAMRO regarding the procedures for application of a “Copyright Music Licence”.
- **Projectors and/or screens** – These must not result in people causing congestion in aisles. If you have a large viewing screen make sure it can be enclosed or draped for better viewing.

BANNERS or RIGGING FROM CEILING

- Exhibitors may arrange for a banner to be hung from the ceiling above their stand in the exhibition hall (where possible) – kindly refer to the relevant order form for more information.
- All banners must be double sided. Aluminium rods should be placed through the top and base of the banner to stabilise it and a minimum of 10 m x 4 mm steel wire and clamps to be supplied for hanging purposes.
- Banners are hung by ICC Durban exhibition personnel only and are required to be delivered at least two (2) full days before the exhibition build-up. Due to the ceiling height, the venue’s Cherry Picker or Lift Platform will be required, and charged at a nominal rate (this includes labour charges – see relevant order forms).
- No hanging of banners or posters from Operable Walls is permitted.
- Exhibitors are responsible for verifying with the Exhibition management that their item/s can be rigged and final approval received – where necessary please include any blueprints, diagrams, sketches or drawings to assist.
- Assistance from venue personnel for assembly of item/s is not permitted and must be completed before rigging commences.
- Weight is limited to 1 ton per 1.5 linear metre per girder.
- Dates of installation and removal may vary depending on the quantity of orders received during move in / move out periods.

CARE OF THE BUILDING / DAMAGE

- No attachment, fitting and/or detachment is to be made to the internal/external walls, floors, ceiling and/or pillars of the building, without the prior knowledge and consent of the venue. This includes any ladder and/or other device whatsoever which would be affixed to or suspended from any overhead structure. No nail, screw or other device is to be driven into, or holes to be made in any part of the building.
- Exhibitors are responsible for the cost of making good or replacing any damage to the exhibition premises, whether caused by themselves, their agents, contractors, sub-contractors or by any person/s employed or engaged on their behalf. Any Exhibitor found damaging the walls, carpets and/or any structure on the venue property will be charged with the replacement value of such item.



- Painting is not permitted anywhere within the building, whether by brush, spray or roller. Dedicated painting areas are only available at the ICC Exhibition Centre on the North Plaza, along with basins where paint brushes can be washed.

CARPETS / FLOOR COVERINGS

- All ICC Durban Halls & ICCDA Hall 4 are carpeted with 1m² carpet tiles in charcoal with an orange dot in the centre. Should exhibitors wish to cover these carpets, it is essential to supply 16 mm plywood to protect the area onto which the external carpet will be placed. Where electrical requirements are necessary, then ½ m² must be cut out to expose the pit area for access in case of emergencies.
- ICC Exhibition Centre halls are carpeted throughout with 1m² carpet tiles.
- Should there be any damage to carpets the full replacement cost and labour will be charged.
- Floors and platforms made of natural timber must be a minimum thickness 25mm and chipboard not less than 18mm.
- Corners to be rounded off or splayed.
- Druggest (protective covering type of material), linoleum or other approved floor coverings shall be properly secured or weighted at the edges to eliminate rucking.

CATERING – FOOD & BEVERAGES / LABOUR

- **ICC Durban have exclusive rights for the sale and supply of all food and beverages.** Exhibitors wishing to give away samples of products must forward all relevant information for approval by Exhibition Co-ordinator.
- *All sample* the food must be limited to *bite size portions (85g - 20mm x 20mm x 20mm on a toothpick)* and beverages limited to *20ml (soft drinks/liquor)* and *50ml for beer*.
- **Any beverage not provided as a sample will be subject to a corkage fee.**
- Any order/s received after the stipulated deadline will be subject to a 20% surcharge. *Please allow approximately 60 minutes for all replenishment requests.*
- **Labour / Porterage** - Bar persons, waitrons, porter service or general assistants are available – kindly refer to the relevant order form.
 - Normal time rates per man-hour: 08h00-18h00 weekdays.
 - Overtime rates per man-hour: Before 08h00 and after 18h00 weekdays
 - All hours – Sunday and observed Public Holidays
- **N.B.** Supervision of labour is required. A 1 hour lunch break is compulsory for all 8 hour shifts and the minimum shift is 4 hours in any category.



ELECTRICAL INFO / ELECTRICAL CONNECTIONS / TRANSFORMERS

- For safety reasons and for the protection of electrical installation at the **venue**, all main power installations from source to outlet must only be carried out by an **ICC Durban** Electrician or an accredited person who can issue a Certificate of Compliance on completion of electrical installation.
- The ICCD/ICCD A under floor connections are situated in pits every 6m and must remain accessible at all times to accommodate emergencies (tripping etc.) We suggest that Stand Builders placing floorboards on carpets, should cut out a trap door for accessibility to the under floor pits.
- **Due to the strict regulations governing ICC Durban, please take cognizance of the following:**
 - No Twin flex is permitted.
 - No 15 amp double adapters are permitted. Rather use a SABS approved multi-socket outlet.
 - All purpose built stand shell schemes/equipment are to be undertaken by a registered Wireman only and must comply with South African Bureau of Standards and Occupational Health & Safety Act i.e. Certificate of Compliance to be furnished to the venue contact person.
 - Only SABS approved multi-socket or multi-extender plugs or cab tie maybe utilised.
 - All wiring systems must be insulated flexible cables with copper conductors that have a minimum cross section area of 1.5 mm² e.g. (3 core cab tie).
 - No joints to trailing cable will be accepted.
 - Multiple wiring will not be permitted to terminate to a single plug top 15 amp (SA 3 pin round plug).
 - Lighting is to be looped from fitting to fitting with all terminations being secured and concealed.
 - Should any termination points be necessary on a wire-way, these need to be insulated and of a mechanical nature i.e. strip connector or screw-it connector (no twisting of wires).
 - Stands constructed of a conductive material will be required to be double earthed to the Centre's earthing system.
 - Electric connections are available on request at a nominal fee. Overloaded usage may cause the incoming power supply to trip excessively. Severe trips may take hours to rectify, thereby causing inconvenience to all Exhibitors.
 - Transformers are to be mounted on the structure, walls and/or systems and not placed directly onto the carpeted floor.
 - No electrical installation and/or fitting may be suspended from the ceiling of the exhibition hall or fixed to any part of the building structure without the prior approval of the venue and if permitted, a fee will be levied.
 - 30 Amp and 60 Amp, 3-phase power including earth and neutral is available on request. Any power requirements in excess of 60 amps needs to be discussed with the venue contact person.
 - **Neon Lighting** – this lighting may not be installed without prior arrangements and written authorisation from the exhibition manager and all neon lights **MUST** have a 'Fireman's switch'.
 - **Fluorescent fittings** – must be earthed.
 - All electrical fittings and equipment must be SABS approved e.g. transformers, distribution boards, plugs etc.



N.B. Please place orders early to facilitate submission of electrical plans to the ICC Durban for approval. Late and/or wrong orders cause delays in the supply to your stand. Please note that the physical conditions of the exhibition, being different from those of the Exhibitor's premises, may affect the electrical supplies and installations and thus allowances must be factored into the orders made. The congress organisers / venue reserves the right to reject any installation and/or item of equipment deemed to be unsafe and failing to comply with the statutory gazetted requirements.

EXHIBITION STAND BUILDERS / CONTRACTORS

- **Covered Stands**
 - Covered stands are not permitted unless detailed drawings are submitted and a certificate of approval is given from the Fire Department. A copy of the above is to be provided to the exhibition manager at least thirty (30) days prior to the event for approval by ICC Durban safety team.
- **“Space Only” Stands**
 - All “Space only” stand builders are required to submit a detailed plan/drawing of the proposed stand (incorporating front, side and top elevations), to the Exhibition Services Manager for approval at least thirty (30) days prior to build-up day.
 - **Kindly note that should you have purchased this option, you will need to order a Distribution Board for your exhibition stand as this is not supplied.**
 - **DURING BUILD UP AND BREAK DOWN all build up and break down crew are required to wear a hard hat at all time as no one will be allowed in the venue during build up and break down without a hard hat!**
 - Custom built stands over three (3) metres in height need to be certified by either a structural engineer or the stand builder, as determined by the Municipality's Chief Officer and the ICCD Safety Officer, on completion, using the relevant Structural Certification Form.
 - **NB : Failure to comply with this requirement may result in refusal of permission to erect the stand.**
- **Furniture/Complimentary Equipment**
 - Each exhibitor will be supplied with the following complimentary equipment (per 3x3m exhibition stand / space) – 1 x conference table (1,8 m long x 45 cm wide) plus 2 x padded chairs.
- **High Structured Stands (Double, triple and above)**
 - Stand builders of multiple tier stands are also required to submit detailed plans/drawings of the proposed stand/s (incorporating front, side and top elevations) to the Exhibition Manager for authorisation thirty (30) days prior to the event at:
 - **On completion of the stand/s a certified Structural Engineer is required to complete the relevant Structural Certification Form even if they wish to forward a formal certificate on their company letterhead. This form must be completed in the presence of the ICCD Safety Officer.**
 - **NB : Failure to comply may result in refusal of permission to erect the stand.**



- **Lights**
 - No spotlights, drop lights or other special lighting device may be directed toward the aisles so that they prove to be irritating or distracting to neighbouring exhibition stands or guests.
 - No strobe light effects are permitted.
 - Any additional lighting put up in stands after the official contractor has signed off the Certificate of Compliance, will be removed unless the Organiser can provide the venue with a Certificate of Compliance for all additional lighting.
 - Stand builders installing their own lighting and electrics will be required to give the venue a copy of their Certificate of Compliance once the stand as been completed.
- **Presentations and/or Demonstrations of Exhibits/Products**
 - An Exhibitor intending to present and/or display equipment/exhibit product at their stand must:
 - Give proper consideration to the safety of conditions under which the exhibit will be demonstrated.
 - Securely install all working machinery to prevent base slippage and position such machinery so that the operation thereof will not cause intrusion into the aisle or otherwise prove hazardous to all persons.
 - Adequately guard all moving parts of machinery to prevent injury to any person.
 - Isolate starting devices to prevent operation by any visitor or other unauthorised person.
 - Ensure toxic fumes, exhaust and/or other irritants caused by the exhibits / products are not released into the exhibition hall. Prior approval from the relevant controlling authority, in addition to that of the venue, must be obtained for such purposes.
 - Ensure that adequate protection is provided to prevent damage to the hall flooring, carpets and facilities. Any damages caused will be the responsibility and for the expense of the Exhibitor concerned.
 - Ensure that any product or display such as roofing, awning, ceiling or lighting must be highlighted in the respective stand plan and submitted for the Durban Metro Fire Department's approval. Without this, no such product or display will be permitted in the exhibition venue.
 - Ensure that all the relevant local Government authority licenses and/or permits are obtained and stipulated regulations and conditions are observed and abided by for the demonstration and/or use of electronics, radio and/or satellite receiving and/or transmitting equipment.
- **Product Stands – Cooking & Sampling**
 - Any requirement for cooking at a stand must be communicated to the exhibition manager, giving all the relevant details.
 - Cooking will only be permitted where prior approval has been granted in writing by both the congress organisers and venue.
 - Solid food portions should be no larger than “bite size” portions - 85 g/20mm x 20mm x 20mm on a toothpick.
 - Beverage tasting must be in “tasting cups” – 20ml (soft drinks/liquor) and 50ml for beer.



- Any other beverage will be subject to a **corkage charge**.
- Product demonstrations and sampling must have written permission from congress organiser's and venue.
- There shall be no demonstrations for sampling outside of contracted exhibition space. Should samplers interfere with the normal traffic of neighbouring exhibition stands, the congress organisers will have no alternative but to request that the sampling be terminated.
- The exhibitor showcasing food samples are required to produce the relevant food / beverage licenses applicable as per the Health & Safety legislation
- The exhibitor is to supply a large plastic rubbish bin and a supply of plastic bags for disposal of any food or general waste.
- **Stand Builders / Sub-Contractors**
 - All stand construction staff must wear their Company's identification badges and T-shirts, together with the necessary safety shoes and hard hats for the duration of build-up and breakdown of the exhibition. Hard hats are available for hire/purchase from the venue.
 - Failure to advise the organisers of contractors coming on site could result in prevention of entry.
 - All sub-contractors (stand fitting, interior decorating etc.) other than the official exhibition contractor, are required to provide the organisers with an indemnity guaranteeing their observance of the rules and regulations as legislated by ICC Durban, the Occupational Health & Safety Act and other related Governmental agencies. (This is applicable to build-up and breakdown days only).
 - Walls of all stands must be clad on the reverse side to present an aesthetic appearance from aisles and adjoining stands.
- **Stand Cleaning**
 - Exhibitors are responsible for maintaining their own stand in a clean and tidy condition at all times. Individual stand cleaning includes - sweeping, mopping, vacuuming, dusting and waste removal.
 - The organisers have a contracted service provider for the general cleaning of the hired exhibition venue (i.e. aisles and passages) which consists of carpet vacuuming and emptying of the venue waste bins during the night shift (between 19h00-05h00). This excludes cleaning of stands, exhibits and displays.
 - Toilet Attendants: This is compulsory for public and heavy traffic shows at both venues.
- **Water & Drainage**
 - Water/drainage is only available in specific areas at ICC Durban/ICC Exhibition Centre. It is imperative that exhibitors discuss any plumbing requirements with the exhibition manager to establish whether the stand is located within close proximity to these outlets.
 - Kindly note that ICCDA Halls 5CD & 6AB **do not have** water/drainage facilities and only Hall 1 & 2 at ICC Exhibition Centre has specific water/drainage areas.
 - Water is provided using a 15mm, 22 mm or 28 mm male/female connection.



- **Working Area (demarcated outside)**
 - Whilst we understand that the Exhibitors need to decorate their stands by means of painting, welding, angle grinding, cutting timber, wallpapering etc., this is not permitted inside the Exhibition hall or anywhere on the premises. Specific areas are demarcated for this purpose as are wash basins for cleaning of paint brushes etc.
 - Exhibitors are responsible for the cost of making good or replacing any damage to the exhibition premises, whether caused by themselves, their agents, contractors, sub-contractors or by any person/s employed or engaged on their behalf. Any Exhibitor found damaging the walls, carpets and/or any structure on the ICC Durban property will be charged with the replacement value of such item

FACILITIES

- **Air Conditioning in halls**

This is provided on show days only.
- **Animals**

No animals are permitted in the exhibition halls without prior approval.
- **Banking**

Foreign Exchange and banking facilities are available on the lower basement level (Level 1) of the ICC Durban.
- **Floor Loading / Spreader Plates**

The maximum hall floor loading in both centres is 1,5 tons per m² excepting for Hall 4 at ICC Durban which is 500 kg.

 - Spreader plates are necessary if the static display exhibit exceeds the stipulated floor loading and/or for any demonstrating exhibit /product that causes severe vibrations or reverberations, in which case the floor loading is subsequently reduced by 30% or more.
 - The spreader plates must be arranged in advance by the exhibitor and advise the exhibition manager who will obtain final approval from the Health & Safety Officer.
- **General**

All efforts to advertise, demonstrate and operate by the Exhibitor must be conducted in a manner complying to the rights of other Exhibitors. No exhibit will be permitted which interferes with the use of the other exhibits or impedes access to them or the free use of the aisles. Organisers reserve the right to limit and/or restrict any operation which, for any reason, might be considered objectionable, without any liability for refund and/or damage.
- **Hall Lighting**

Hall lighting is provided in the venue at a level of 250 lux. The lights may not be removed or dimmed in the exhibition area without prior approval, as this may cause inconvenience to other exhibitors.
- **Operable Walls**

No banners, posters or signage may be attached to or hung onto any of the venue walls (operable or otherwise).



- **Parking (ICCD/ICCD A Basement Level)**
 - A 'pay-on-foot' system is in operation in the ICC Durban basement parking, with entrance via Braam Fischer Road (formerly Ordnance Road) and Dr A B Xuma Street (formerly Commercial Road):
 - A parking voucher is withdrawn from the electronic dispensing machine at the boom entrances
 - Payment must be made on leaving the building at the pay stations located just outside the main basement foyer doors
 - The parking voucher is inserted into the electronic exit station to raise the boom
 - **NO PRE-PAID PARKING / RESERVED PARKING AVAILABLE**
- **Restaurant/Refreshments**

The Baobab Coffee Shop situated on the ICC Durban first floor (Level 3 in the glass lift) provides guests with light refreshments, fresh fruit juices, coffees and confectionery.
- **Smoking/Tobacco**

NO SMOKING is permitted within the venues. Designated areas have been allocated and these must be strictly adhered to as per the Tobacco Products Control Act 1999. Failure to comply with these regulations could lead to possible prosecution.
- **Storage**

The venue **does not** provide storage facilities. No storage facilities will be permitted within the exhibition hall or behind the individual stands. Exhibitors failing to adhere to this will be fined accordingly.
- **Travel Clinic**

The Travel Clinic situated in the ICCD Basement Foyer (Level 1) has medical staff in attendance during normal working hours and a Medical Doctor on 24-hour call at all times.
- **Under floor connections**

The venue reserves the right to connect all under floor connections in the pits, for which there may be a nominal fee.

FIRE REGULATIONS

- **Hessian, thatch and straw**
 - Are regarded as major fire hazards and exhibitors planning to use these as part of their display will be required to provide a current "*Fire Retardant Certificate*" indicating that the product has been treated with a fire retarding compound. When material draping is used as part of a display, please ensure the draping does not come into contact with electrical wiring, fittings and/or globes and should hang no lower than 5 cm above the carpeted floor.
 - Electric signs and equipment must be wired to meet the specifications of local fire authorities.
 - Fire extinguishers on walls, floor or elsewhere may not be removed or obstructed in any manner



- Any exhibitor having equipment utilising flammable liquid / industrial gas which produces heat, smoke or open flames as an integral part of product demonstration, must receive written approval of plans from exhibition manager and the local Fire Chief, in writing.
- Aisles must be kept clear at all times and fire stations/fire extinguisher equipment are not to be hidden and/or obstructed in any way.
- Absolutely no storage of any kind will be permitted within the confines of the exhibition floor and/or placed behind the exhibition stand or venue walls/curtains.
- All displays are subject to inspection by the Fire Prevention Bureau. Any construction materials not found to be fireproof may be required to be dismantled.
- Polystyrene products will be prohibited unless treated by a fire retardant and certificated proof provided by the Exhibitor. Only on receipt of the Certificate may the stand be structured.
- All materials used in the Exhibition must be of non-flammable nature and resistant in order to conform to local fire ordinances and in accordance with regulations established by the National Association of Fire Underwriters. Fire regulations prohibit the use of crepe paper, corrugated paper, cardboard, PVC sheeting (except on the floor to prevent damage to carpets) or any other highly combustible flammable material.
- **Industrial Gas**
 - The use of industrial gases of inflammable or toxic nature for demonstration purposes will not be permitted in the exhibition venues unless a detailed application has been made to the Fire Department or the Factories Inspector.
 - If approved, the Fire Prevention Bureau (FPB) conditions must be complied with. If this application is not made, gas cylinders and naked flame demonstrations **WILL NOT** be permitted.

LIABILITIES / INSURANCE / LOSS OF PROPERTY

- All Exhibitors and persons using the venue **MUST** arrange, at their own cost, “all risks” insurance coverage from Country of Origin to the exhibition stand including duration of exhibition period and return to domicile.
- Exhibitors shall ensure that they are fully covered by insurance and take out “public liability” and “comprehensive” protection.
- The period of liability of the exhibitor shall be deemed to run from the time the Exhibitor or any of their agents or contractors first enter the exhibition site and to continue until all exhibits and property have been removed.
- Exhibitors are strongly advised to pack and remove from the exhibition hall all portable, appealing and valuable items at the end of each day when the exhibition closes, as this is the time that there is the greatest risk of loss and theft. These items **MUST NOT** be left unattended at any time.
- Congress organisers and the venue will not be responsible for the safety of articles of any kind brought into the hired venue by the exhibitors, their agents, contractors, visitors and/or any other person/s whatsoever.



- Exhibitors shall be responsible for making good any loss or damage to any items which they have rented or hired from the official contractors. In addition, exhibitors shall take all necessary precautions to prevent any damage to their equipment, exhibits and displays before making any connection to the electrical supply of the official contractors.

LOADING DOCKS / OFF LOADING / LOADING PROCEDURES

- To facilitate smooth set up and breakdown of exhibitions held at the venue, a traffic management system is operated as follows:
 - **ICC Durban:** Goods to be exhibited must be delivered to Gate No. 1, via Stalwart Simelane Street (formerly Stanger Street) to the relevant loading dock.
- **Dimensions:**
 - ICC Durban Loading Dock 1 to 4 : Height - 5 metres Width - 7 metres
 - ICC Durban Loading Dock 5 : Height - 3 metres Width - 3,5 metres
- **The venue and congress organisers cannot be held responsible for goods that arrive early or which are left after the official breakdown period of the exhibition. The costs for disposal of any such items will be done at the expense of the exhibitor concerned.**
- Kindly note that once vehicles are off loaded, these must be moved from the Loading Dock immediately. Failure to comply will result in your wheels being clamped and a fine being imposed.

REMOVAL OF WASTE / SKIPS

- It is required a dedicated skip be hired by an exhibitor who foresees that excess debris will be generated in the construction of his/her stand for the appropriate removal of such.
- The venue reserves the right to charge the Exhibitor for the removal of excessive waste created i.e. crates, pallets, cartons, packing or literature.
- During the build-up and breakdown days of the exhibition, the aisles of the venue/s must not be obstructed with packing, construction material or debris. Contractors building “space only” stands or interior designs are responsible for removing their own building waste and off-cuts from the site at the end of each day.

SECURITY

- Perimeter security is provided only. It is recommended that additional steps be taken to limit the chances of a loss by appointing dedicated security personnel for your stand.
- Pertinent component parts should be removed from display and/or floor models when not being used for demonstration.
- **NEVER LEAVE YOUR PROTOTYPE UNPROTECTED.**
- Inspection of goods / materials - all equipment, fittings and materials brought into the venue are subject to inspection by the accredited venue Security Contractor.
- Never leave valuables on the exhibition stand e.g. purses, briefcases, wallets, cameras, etc., these must be carefully safeguarded - **cellphones and laptop computers particularly.**
- In the unfortunate instance that you suffer any loss, please report it this to the exhibition manager immediately. A report will be recorded and a copy made available to you for insurance purposes.



TELECOMMUNICATIONS

- Local public telephones (coins and pre-paid cards) are situated throughout the Centres.
- **Wireless**
 - Only wireless enabled devices will be able to communicate with the venue wireless internet.
 - As an added benefit there is also an Information/Help Desk available in the ICC Durban Main Foyer for any IT assistance.



Planning Checklist

This checklist is designed to assist you in eliminating potential problems that may arise. Please read this carefully and add or delete items according to your particular needs.

GENERAL PLANNING

- Read your exhibitor manual thoroughly and highlight the key areas you are referring to.
- Diarise dates and times for build up, show days, breakdown and events.
- Check with organizers which other added sponsorships are available
- Nominate a person to assume responsibility for the stand.
- Prepare a detailed budget
- Arrange promotional activities
- Make your travel arrangements
- Design the stand
- Appoint a stand designer/ builder if required and ensure that he is aware of the break-up and break dates as well as rules and regulations.
- Ensure that all stand payments have been paid (**DUE ON PRESENTATION OF INVOICE**).
- Create a timetable for your staff to organize stock, equipment delivery and removal.
- Circulate a list to all staff with dates and times, detailing who will be on site.
- Order your stand furnishings and services via the Services Catalogue.
- Arrange for delivery/ shipment of equipment (**PLEASE NOTE THAT THERE ARE NO STORAGE FACILITIES AVAILABLE AT ICC DURBAN**)
- All designs for floor space only stands must be submitted to the organizers who reserve the right to reject a design which unreasonable obscures or affects nearby exhibitor stands in any way.
- Organise service payments and deposit into the relevant bank account. (**NO PAYMENT, NO SERVICES**).
- All stand exhibitors must complete the General Indemnity Form.

SHORT TERM PLANNING

- Prepare for set up of Exhibition Stand
- Check supply of order books, business cards, pencils, pads, sales manuals, tape, screws and tacks
- Order uniforms for staff if required
- Pack a first aid kit!

ONSITE PLANNING

- Review Exhibitors Manual for items ordered
- Pick up Exhibitors badges from the Exhibition office inside the exhibition hall.



Directions To ICC Durban

(Please note that the ICC Durban and ICC Durban Exhibition Centre are clearly marked on brown signposts throughout the main routes into central Durban)

FROM SOUTH COAST

Follow the Inkosi Albert Luthuli Freeway M4 (Southern Freeway) in a northerly direction. Approaching Durban take the Esplanade Turn off, this will take you along Margaret Mncadi Embankment (Victoria Embankment). Turn left into Stalwart Simelane Street (Stanger Street), and proceed straight until you see the ICC on the left-hand side. The entrance to parking is on the corner of Stalwart Simelane Street (Stanger Street) and Bram Fischer Road (Ordnance Road).

FROM INLAND / PIETERMARIZBURG

Follow the Western Freeway N3 in an easterly direction, proceeding straight over “spaghetti” junction and the Tollgate Bridge. Take the Old Dutch/Alice Street slip road left, and follow the signs to the Beachfront and Major Hotels. This will bring you into KE Masinga Road (Old Fort Road) take a right into Florence Zama Street (Prince Alfred Street). Take the next right into Bram Fischer Road (Ordnance Road), keeping in the left lane. The entrance to parking is on the corner of Stalwart Simelane Street (Stanger) and Bram Fischer Road.

FROM NORTH COAST /AIRPORT/ UMHLANGA

Follow the N2 Northern Freeway in a Southerly direction. Approaching Durban take the Mt Edgecombe/Umhlanga slip road, heading towards the sea. Follow the signs to Durban and proceed along the Ruth First Freeway M4 (Northern Freeway) past Virginia Airport and Durban North. On approaching Durban, proceed straight over the Sandile Thusi Road (Argyle) intersection and turn right onto Bram Fischer Road (Ordnance Road). The entrance to parking is on the corner of Stalwart Simelane Street (Stanger) and Bram Fischer Road.

Please note, if you follow the N2 around the city instead of taking the directions above for North and South Coast, you can still follow the Inland directions, but on approaching “Spaghetti Junction”, follow the signs for Durban, which will take you onto the N3.



DISCLAIMER

Neither The Conference Company, The Congress Organising Committee nor the venue or any of its directors, employees or agents, will be liable to the client for personal injury to, or the death of any person, or loss or damage to any property, of whatever nature, on the property or at the venue, however arising or caused. The Exhibitor indemnifies The Conference Company, The Congress Organising Committee, the venue and its directors, employees or agents against any claim of whatever nature, which may be against any of them arising out of any of the aforementioned, except where the same was due to gross negligence by the organizer of the venue.

All accommodation, conference and other arrangements are subject to alteration and cancellation at any time without prior notice, due to factors that are outside of the organizers reasonable control. This will be at the sole and absolute discretion of the organizers. Should such events, such as Force Majeure, render the organizers unable to deliver such service, the organizers shall not be held responsible. The organizers cannot be held responsible for any damages, and or costs, whatsoever arising from any such alteration or cancellation.

The Exhibition Manager reserves the right to alter the floor plan at any time without prior notice.



EXHIBITION BUILD-UP & BREAK-DOWN CREW REGISTRATION **(COMPULSORY FORM)**

This form allows the build-up & break-down crew access into the exhibition hall

Exhibiting Company Name:		
Stand No (s):		
Company contact person:		
Sub Contractor/Company Name	Crew Member Full Name	No. Of Staff
Total No. of Badges Required:		
Completed By:		
Date:		
Signature:		

IMPORTANT:

- All exhibitors, build-up and breakdown crew must be aware of the Rules and Regulations and the SASTA 2011 exhibition specifications during build-up and break-down. Exhibitors and crew that do not adhere to these rules and regulations will be dealt with without compromise.
- All crew members are to wear a hard hat at all times during build up and break down, as no one will be allowed into the venue during build up and break down without a hard hat!
- Hard hats are available on sale at the ICC, at a cost of R35.00.

Kindly complete and return via fax to +27 31 303 9529 or phoebe@confco.co.za



EXHIBITOR LISTING FORM **(COMPULSORY FORM)**

All companies participating in the SASTA 2011 Exhibition may receive a complimentary listing in the Congress Programme. To ensure your listing is correct, please complete the details below and return to The Conference Company on or before **Friday 15th July 2011** along with your company logo in a JPEG format. You are allowed a maximum of 40 words. For consistency, your company name should be as it appears on your shell scheme fascia signage or custom built stand.

The listing will appear as indicated below. The exhibition managers cannot take any responsibility for the correctness of details provided by the exhibiting company.

COMPANY NAME:	
E-MAIL:	
TELEPHONE:	
WEBSITE:	
COMPANY DESCRIPTION: (No more than 50 words)	

DATE:	
COMPLETED BY:	
SIGN:	

Kindly complete and return via fax to +27 31 303 9529 or phoebe@confco.co.za



ICC DISCLAIMER/IDENTITY (COMPULSORY FORM)

From time to time Contractors (including their employees and sub-contractors) carry out work on the premises managed by ICC. Contractors are therefore required to sign this Agreement / Indemnity form undertaking to comply with various Acts, Regulations & Standards and to invoke remedies and indemnification should they fail to do so

The Contractor shall also comply with the provisions of the following legislations:

- Occupational Health & Safety Act No 85 of 1993, as amended
- Compensation for Occupational Injuries & Diseases Act, No 130 of 1993
- Labour Relations Act & Regulations Act No 3 of 1983, as amended
- Any legislation pertaining to the transportation, loading or unloading of, and other activities associated with Hazardous Chemical substances
- Any legislation governing Environmental, Water and Atmospheric pollution

I, _____ (duly authorized representative of the Contractor), do hereby acknowledge that the Contractor is an employer in its own right with duties and responsibilities as prescribed in the various Acts, as amended, and agree to ensure that all work will be performed, or plant and machinery used, are in accordance with the provisions of the said Acts, Regulations & Standards, and accept accountability for my employees and sub-contractors should their actions contravene the said Acts, Regulations & Standards.

I agree to comply with the rules and requirements of the ICC in pursuance of ensuring the safety and health of all persons on ICC and DEC's premises and will inform the Employer immediately should my company be unable to perform in terms of this agreement.

I further agree:

- a) That I will have no claim for damages against ICC arising from or regarding any personal injury or any injury to an employee, any damage caused to any company or employee, property, including loss of property, whilst on the premises managed by ICC.
- b) To indemnify, protect and defend ICC from and against all actions, claims, losses and damages, including legal costs which may be instituted against ICC arising from any act or omission as a result of the services provided.
- c) To indemnify ICC against any claim which may arise out of any loss, damage or injury (including injury resulting in death) however caused or inflicted.
- d) Acknowledge in terms of the Occupational Health & Safety Act 85 of 1993 to have read the Site Rules (Annexure 1) and agree to abide by them at all times whilst on site. I also acknowledge that I will ensure that the Contractor and all its employees are familiar with them and abide by them. I certify that I have received a copy of the Site Rules for Contractors and will keep these with me on site.
- e) To have appropriate Public Liability Insurance which remains valid for the duration of the contract.
- f) As a safety and security measure, all stand builders and their crew are required to wear a hard hat at all times during build up and break down. Anyone found not complying to this will be asked to leave the build up site or requested to wear a hard hat.

FOR ICC Durban:

Sign: _____
Name: _____
Date: _____

FOR EXHIBITOR:

Sign: _____
Name: _____
Date: _____

Kindly complete and return via fax to +27 31 303 9529 or phoebe@confco.co.za





CONTRACTOR OBLIGATION FORM **(COMPULSORY FORM FOR FLOOR SPACE EXHIBITOR ONLY)**

Exhibitors using contractors or stand builders at the SASTA 2011 Exhibition must complete this form and return it together with a detailed plans of your custom-built stands.

COMPANY NAME:	
CONTACT NAME:	
STAND NO. (S):	
CONTRACTOR NAME:	1.
TEL NO:	
FAX NO:	
CELL PHONE:	
EMAIL ADDRESS:	
POSTAL ADDRESS:	
CONTRACTOR NAME:	2.
TEL NO:	
FAX NO:	
CELL PHONE:	
EMAIL ADDRESS:	
POSTAL ADDRESS:	

COMPLETED BY:	
DATE:	
AUTHORISED SIGNATURE:	

NB: All stand builders are required to wear a hard hat and safety shoes at all times during build up and break down

Kindly complete and return via fax to +27 31 303 9529 or phoebe@confco.co.za

- This security measure has been implemented to assist you, as an exhibitor, in monitoring your electronic items with the purpose of keeping them secure during your time at the venue. Please note that this does not exempt you (exhibitor / stand holder) of primary responsibility – all stand holders, exhibitors and visitors remain responsible for all personal goods.
- **The appointed Security company will visit each stand to verify the above. Please may we ask for your accommodation and co-operation during this time.**

Kindly complete and return via fax to +27 31 303 9529 or phoebe@confco.co.za



Exhibition Stand Competition Judging Criteria

These are the general guidelines used for exhibition stand judging:

- Overall attractiveness of the stand in terms of layout, use of colour, different structures
- Use of physical apparatus, equipment, furniture, demonstrations to draw delegates to the stand
- Clear and distinct indication of the nature of the business
- Balance between useful, interesting information and complete information overload
- Friendliness of exhibitors and ability to answer questions and enter into discussions (without becoming “pushy” salespeople)
- General value of products/services to wider industry
- How innovative the products and services being offered are in terms of addressing industry needs

We do not on principle disclose who is on the adjudicating panel, but it tends to vary from year to year.”