



DUBAI

ITS World Congress

16-20 September 2024

Mobility Driven by ITS



Exhibitor Manual

ITS World Congress 2024

ORGANISED BY



CO-ORGANISED BY

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Key notes

This exhibitor manual is to the best of today's knowledge correct and complete. The manual will be developed over the next months based on the ongoing situation and the most up to date version will always be available on the website.

Our Sustainability Choice

The ITS World Congress Host and Organisers are conscious of the impact on the environment that our event may have. **We believe together with our exhibitors, partners, and participants we can make a difference.**

Therefore, please note that to reduce the number of materials produced, **we promote a paper-less Congress** and in this case, a full programme will not be printed. We will invite everyone to **download the App** of the Congress for the most updated information on the programme. This app will be available on App Store and Play Store a few weeks before the Congress.

We **encourage you to focus on digital and frictionless solutions** for your visitors. Please refer to the Stand Sustainability guidelines [here](#) to make your stand more sustainable. Together we could minimize our impact on the environment.

During the registration process, you will also be able to compensate the carbon footprint of your individual transportation.

In case of specific questions related to sustainability, please do reach out to the organiser via email registrationITS@mailcongress.ertico.com.

Exhibitor

Please note that the term 'Exhibitor' describes any company or organisation that has made a successful application for space allocation in the technical exhibition to be organised in the framework of the ITS World Congress 2024, or any agent or representative acting on behalf of the exhibitor or a demonstrator.

Promotional Activities

Use our downloadable promotional assets kit to promote your participation in the congress! The Congress website includes a [downloadable Promotional Toolkit](#). It can be found on the Media & Press page on the [website](#). The Congress logos, promotional banners, social media banners, and communication templates are all included in this kit.

GREAT NEWS come to those who sign up!

Stay informed on the latest Congress updates, subscribe to the [Congress Newsletter](#). For any specific questions on Marketing & Communications, reach out to the Marketing Team at Congresspr@mail.ertico.com.

Congress website: <https://itsworldcongress.com/>

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Key Contacts

We strongly advise to keep ITSDubai2024@mailcongress.ertico.com in cc in all email communication with the venue, stand services, and freight forwarder.

Conference Organisers	
Exhibition Logistics Team Your main contact point for logistical exhibition questions and general exhibition/congress related queries.	MCI Ms. Irene Sanchez Saura Email: ITSDubai2024@mailcongress.ertico.com
Health & Safety Contact	Email: ITSDubai2024@mailcongress.ertico.com
Visa Application Contact	Email: registrationITS@mailcongress.ertico.com
Commercial Partnership & Exhibition (Sales)	ERTICO – ITS Europe Mr. Jerome Buchanan Phone: +44 7901143198 Email: salescongress@mail.ertico.com
Venue & Suppliers	
Venue More information on the venue here	Dubai World Trade Centre Sheikh Zayed Rd – Trade Centre – Trade Centre 2 Dubai – United Arab Emirates Website: https://www.dwtc.com/en/
Stand Builder – DXB Live Official Exhibition Contractor of DWTC, which can be reached out for tailor-made stands and equipped stands.	Jennifer Mendoza Phone: +971.55.774.9890 Email: Jennifer.Mendoza@dwtc.com
Stand Builder – Dome Exhibition Local supplier that can be reached for tailor-made stands.	Purushan Manjuvil & Myline Baltazar Phone: +971.50.655.4236 Email: purushan.manjuvil@domeexhibition.ae & myline.baltazar@domeexhibition.ae
Freight Forwarder – Airlink Official appointed Fair Forwarder and on-site handling agent	William Lobo Tel.: +971 4 332 5334 Mob.: +971 55 2206547 E-Mail: william@airlink.ae
Exhibitor Service For any special queries regarding the Online Webshop	UAE Toll-free: 800 655 Global contact number: +971 4 389 3899 Live Chat: www.eventplus.ae Email: support@eventplus.ae
Event Registration	If you have any specific questions reach our ITS-ERTICO Registration team: Phone: +32 2 320 2535 Email: registrationITS@mailcongress.ertico.com

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Checklist

Key deadlines and dates to be **respected** by exhibitors

Checkbox	Deadline	Action	Contact/Link
	March 2024	Exhibitor registration Use link and instructions received via email. Please register booth staff incl. hostesses.	itseuropeancongress@mailcongress.ertico.com
	15 April 2024	Payment deposit (100% stand space) due	itseuropeancongress@mailcongress.ertico.com
	21 August 2024	Early bird cut-off for orders placed via the Online Webshop	More information on page 18
	11 September 2024	Standard cut-off for orders placed via the Online Webshop	More information on page 18
	29 July 2024	Submit your stand projects for approval	Refer to page 17 for more information on the process to follow.
	12 Sept 2024	07h00 – 22h00: Build-up in Halls 3, 4, 5, 6, 7, 8	
	13 Sept 2024	07h00 – 22h00: Build-up in Halls 3, 4, 5, 6, 7, 8	
	14 Sept 2024	07h00 – 22h00: Build-up in Halls 3, 4, 5, 6, 7, 8	
	15 Sept 2024	07h00 – 22h00: Build-up in Halls 3, 4, 5, 6, 7, 8	
	16 Sept 2024	17h00 – 19h30: Exhibition area open 17h30 – 19h30: Exhibition Welcome Reception	
	17 Sept 2024	08h30 – 19h30: Exhibition area open	
	18 Sept 2024	08h30 – 19h30: Exhibition area open	
	19 Sept 2024	08h30 – 19h30: Exhibition area open	
	20 Sept 2024	08h30 – 16h00: Exhibition area open As of 16h30 dismantling until 22h00	
	21 Sept 2024	07h00 – 22h00: Dismantling in Halls 3, 4, 5, 6, 7, 8	

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Exhibitor Registration

Click [here](#) for more registration information and fees.

Confirmed exhibitors and sponsors will receive, as of the end of April, a personalised email with the registration link to be used, a discount code if needed according to their corresponding packages, and instructions.

Kindly note that badges are **unique and personalised** for each participant and cannot be exchanged onsite. The organisers will not accept several participants sharing the same badge. Please register all your participants accordingly using the ITS World Congress 2024 registration system.

DESCRIPTION	EXHIBITION Package for Raw Space							EXHIBITION Package for Equipped Space	CO-EXHIBITOR Package **
	As of 9 sqm	As of 18sqm	As of 27sqm	As of 50 sqm	As of 100 sqm	As of 200 sqm	As of 300 sqm	9 sqm*	Per co-exhibiting company
Congress Website	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
App Coverage	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Floor Plan Description	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Demonstration Area Access	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Shell scheme structure 2.5mH, Vinyl cut out Company Name and Stand Number, Exhibition Grade carpet floorcovering, 2 Chairs, 1 Round Table, 1 Waste Bin, 1 Lockable Counter, 1 Power Outlet (UK 3Pin Socket 200Watts/220V), 3 x 20 Watts SYMA LED spotlights	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	N/A
Cleaning of the stand 1st day before the opening	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	N/A
Stand Personnel Pass including catering (lunch and coffee breaks from Monday to Friday)	2	4	6	12	18	24	30	2	N/A
Stand Personnel Pass excluding catering	Free & Unlimited								
Exhibition Guest Pass to be distributed by exhibiting companies to their network	Until 15 August: Free & Unlimited From 16 August until 1 September: 75€ Standard Rate As of 2 September: 95€ Full Rate								
Exhibitor/Sponsor Full Congress Pass	Confirmed exhibitors and sponsors benefit from special discounts on exhibitor full congress passes: Until 15 June: 995€ From 16 June to 1 September: 1155€ Standard Rate As of 2 September: 1315€ Full Rate								
Welcome Reception	Yes								
Additional catering to be purchased during registration process	All information and pricing can be found on the website: https://itsworldcongress.com/registration-exhibitors/								

* All rates are excluding applicable 5% VAT. Conditions for exhibitors are limited to confirmed exhibitors and sponsors in order of payment

A **transfer of registration** to another participant from the same company may be accommodated at the discretion of the Organiser. All registration cancellation & transfers requests should be sent by email to the Registration Secretariat at registrationits@mailcongress.ertico.com.

➤ Exhibitor Stand Personnel Pass

Exhibitor/Start-up Stand Personnel Pass grant access to the:

- Plenary Sessions
- Opening Ceremony and Welcome Reception on Monday
- Exhibition area 1 hour before and 1 hour after the official exhibition hours
- Demonstrations

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- Coffee breaks & lunch (*upon purchase*)
- Closing Ceremony and Farewell Reception on Friday

These badges do require advance registration and badge pick up onsite at the venue. **These badges are meant to be used for your company's staff.**

➤ Catering Options

	Until 15 June 2024	From 16 June to 1 September 2024	As of 2 September 2024
One Day Catering Package	75€	90€	99€
Full Congress Catering Package	175€	200€	225€

* All rates are excluding applicable 5% UAE VAT

Catering Full congress package includes:

- Coffee breaks from Monday 16 to Friday 20 September
- Lunch from Monday 16 to Friday 20 September

Catering One day includes:

- Coffee Breaks & Lunch on the selected day

➤ Exhibition Guest Pass

As exhibitor, start-up or sponsor to the ITS World Congress, you will be able **to invite your network** and offer **unlimited and free Exhibition Guest Passes until 15 August 2024**. After this date the Exhibition Guest Passes will be charged at **75€ + VAT standard rate** until 1 September and as of 2 September **95€ + VAT late rate**. An email will be sent separately to you with the process and the code to use to register. **These badges are meant to be issued to your valued customers.**

Exhibition Guest Pass grant access to the:

- Plenary Sessions
- Opening Ceremony and Welcome Reception on Monday
- Exhibition & Demonstrations
- Coffee breaks & lunch (*upon purchase*)
- Closing Ceremony and Farewell Reception on Friday

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➤ Exhibitor/Sponsor Full Congress Pass

Confirmed exhibitors and sponsors benefit of special discounted rates. Information available [here](#). These badges are meant to be used for your company's staff.

	Until 15 June 2024	From 16 June to 1 September 2024	As of 2 September 2024
Exhibitor Full Congress Pass	995€	1.115€	1.315€

* All rates are excluding applicable 5% VAT

Exhibition Full Congress Pass grant access to the:

Exhibitor FULL Congress Badges grant access to the scientific/education sessions as well as early access to the exhibition hall for set up/dismantle.

- Opening Ceremony and Welcome Reception on Monday
- Plenary Sessions
- Regional and International Forums
- MaaS/MoD Global Forum
- Technical Programme Sessions
- Exhibition (1 hour before and 1 hour after official opening hours) and Demonstrations
- Coffee breaks & Lunch every day
- Closing Ceremony and Farewell Reception on Friday
- ITS Dinner on Wednesday (*upon purchase*)
- Technical visits (*upon purchase*)

Registration Desks

All participants must be pre-registered for the ITS World Congress 2024.

Badges will be printed onsite and will not be sent per email prior to the congress. Based on the bar code you will receive per email 1 week before the congress days, you will be able to print your badge at the **self-printing stations** located at the registration area. Self-printing stations will be open on Sunday, 15 September 2024. To avoid queues, we invite you to come as of Sunday already to pick up your badge to quickly access the exhibition floor on Monday.

Group Badges pick up will be also possible on Sunday, 15 September 2024. We invite you to reach out to ITS Ertico Registration registrationits@mailcongress.ertico.com to book your slot. Please note that only **complete** group pick-ups are allowed. If this is not possible, we kindly ask you and the attendees of your group to come individually.

Exhibitor Help Desk

The exhibitor help desk will be open & available during build-up days. Timing will be published at a later stage. A representative of the Exhibition Department will be there to support you during set-up days.

Constructor Registration

All contractor staff must obtain a DWTC contractor badge in exchange of a valid proof of identity. The below rules and regulations are managed by Dubai World Trade Centre Venue Infrastructure Department and are required by the Dubai Naturalisation and Residency Department.

Temporary Contractor Badges Local Contractors (UAE Based)

- All contractor staff must report to the cashier's cabin at Main Contractor Badge Cabin located behind Hall 8, Sheikh Saeed Hall Cabin, Sheikh Maktoum Hall Cabin, and Main Service Yard Cabin to receive a temporary contractor badge in exchange of a valid proof of identity (Emirates ID) which will be kept temporarily at the cashier's cabin until the contractor badge is returned.
- Each contractor badge costs AED 21.00 and is valid for one day only (from 00:01 to 24:00). A fee of AED 250.00 will be charged for any lost contractor badge. An additional AED 20.00 will be charged per day for failing to report or return the contractor badge in the cabin.

International Contractor Badges (non-UAE based)

All contractor staff must report to the cashier's cabin at the Main Contractor Badge Cabin which is (24/7) operation to obtain a temporary contractor badge in exchange of a passport copy. The badge will be valid for a maximum of 15 days. A charge of AED 205.00 per badge applies which represents an entrance fee of AED105.00 and a refundable deposit of AED100.00. The refundable deposit can only be claimed upon returning the badge within 15 days from the date of payment.

Annual Contractor Badge Rates

Badge Count	Selling Price
10 - 100	AED 525
101 –201	AED 475
201 - 300	AED 420
301 & above	AED 370

To apply for annual contractor badges a representative of the company should submit the following documents to

Venue Infrastructure – Contractor Badge Office located at Hall 6.1 in a USB/CD format:

- Copy of the passport and visa (on one page in PDF format) for each applicant.
- 2 recent photographs (2cmx2cm or 300dpi, in JPEG format) for each applicant.
- Request letter on company letterhead with a copy of the company's trade license.
- Completed Dubai Police Application Form.

The above documents are required by Dubai Police to issue a non-objection letter to DWTC to process and print the contractor badges.

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The company's representative will be notified when to settle the payment prior to DWTC printing the annual contractor badges. Payment should be settled with DWTC's Cash Office (located above Hall 4, near Al Ain J meeting room).

Once the annual contractor badges are ready, an email notification will be sent. The company representative can then collect the annual contractor badges from our Venue Infrastructure – Contractor Badge Office located in 6.1.

Contractor Badge Collection Points

DWTC temporary contractor badges can be collected from the service yards at the following locations:

- International and local contractor badges: Cashier's cabin at the main contractor badge cabin located opposite Hall 8 service yard (24x7 Operation).
- Service Yard of Sheikh Maktoum & Sheikh Rashid Halls service yards.
- Service Yard of Sheikh Saeed Halls service yards opposite World Trade Centre Metro station.
- Main service yard cabin for driver contractor

Important Notes:

- DWTC's contractor badge is the property of DWTC and must be used in accordance with the agreed terms and conditions.
- Contractors without a valid DWTC contractor badge are not allowed to enter the halls.
- Contractor badges cannot be transferred to another person. A fine of AED 250.00 applies for violating this rule.
- DWTC contractor badge holders enter the venue at their own risk. DWTC does not hold responsibility for any injuries caused or for any damage to a vehicle or property.
- Access for contractors is restricted to the tenanted hall(s) during build-up and tear-down.
- Access for stand equipment and contractors is only allowed via the back of the halls through the service yard.
- No materials or industrial trolleys are permitted through the front doors of the halls.
- All contractors are obliged to comply with the DWTC's mandatory PPE regulations.

Build-up and Dismantling

Exhibition Schedule*

Date	Time	Description
Thursday 12 Sept	07h00 – 22h00	Build-up in Halls 3, 4, 5, 6, 7, 8
Friday 13 Sept	07h00 – 22h00	Build-up in Halls 3, 4, 5, 6, 7, 8
Saturday 14 Sept	07h00 – 22h00	Build-up in Halls 3, 4, 5, 6, 7, 8
Sunday 15 Sept	07h00 – 22h00	Build-up in Halls 3, 4, 5, 6, 7, 8
Monday 16 Sept	17h00 – 19h30	Exhibition Area open <i>(Exhibitors have access one hour prior to/after official opening hours)</i>
	17h30 – 19h30	Exhibition Welcome Reception
Tuesday 17 Sept	08h30 - 19h30	Exhibition Area open <i>(Exhibitors have access one hour prior to/after official opening hours)</i>
		Exhibition Area open <i>(Exhibitors have access one hour prior to/after official opening hours)</i>
Wednesday 18 Sept	08h30 - 19h30	Exhibition Area open <i>(Exhibitors have access one hour prior to/after official opening hours)</i>
		Exhibition Area open <i>(Exhibitors have access one hour prior to/after official opening hours)</i>
Thursday 19 Sept	08h30 - 19h30	Exhibition Area open <i>(Exhibitors have access one hour prior to/after official opening hours)</i>
		Exhibition Area open <i>(Exhibitors have access one hour prior to/after official opening hours)</i>
Friday 20 Sept	08h30 - 16h00	Exhibition Area open <i>(Exhibitors have access one hour prior to/after official opening hours)</i>
	As of 16h30	Dismantling until 22h00
Saturday 21 Sept	07h00 – 22h00	Dismantling in Halls 3, 4, 5, 6, 7, 8

*Subject to change. The times indicated above should be sufficient for build-up and dismantling.

Build-up and Dismantling

Breakdown and removal of exhibits may not commence before the official closing time. Any special arrangements for build-up or break down and removal of exhibits must be made in consultation with the [Exhibition Logistics Team](#) and involves the payment of an overtime fee, according to the price list.

Exhibits must remain fully intact and always staffed. Dismantling of exhibits and removal of products or display material is limited only to published dismantling hours. The dismantling or abandonment of the exhibit will cause remedial actions by the exhibition management company. Relating costs will be borne by the exhibiting company.

The exhibitor is **responsible for the safety of its products, displays and stand**. During the set-up and breakdown period, no material should be left unattended at any time. It is the responsibility of each exhibitor to **leave the stand space clean and tidy** during the exhibition and after the break-down. All exhibits, displays, stand fittings and materials must be removed from the premises by the time and date stated by the Exhibition Logistics Team. The Exhibition Logistics Team can demand that exhibitors restore their exhibition area to the original

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condition at the exhibitor's own expense. If exhibitors **leave rubbish behind, charges will apply**. Stored materials, empty containers and packing material must be disposed of.

Breakdown Deadline

All exhibits and stand **equipment must be removed** from the halls **by 21:59** on Saturday, **21 September 2024** and all personnel should leave the premise by **22:00 at the latest**.

Exhibition Access

Kindly note that all contractor trucks must go to our holding area in Al Warsan prior to arriving to the venue, this is a dedicated area for the trucks to queue and from there they will be released by the security and traffic controllers, to avoid any traffic congestions in the venue. Please refer to [Al Warsan Location Map](#), [Al Warsan Communication](#) and [Al Warsan Holding Process](#).

Stand Builders

DXB Live

Please find below the contact details of the official Exhibition Contractor of DWTC, which can be reached out for tailor-made stands and modular stands.

Email: DXBLiveCC@dwtc.com

Call: Global Helpline +971-4-389-3901

Jennifer Mendoza

Tel: +971 4 308 6099

Email: jennifer.mendoza@dwtc.com

Website: [DXB Live, the experiential agency of the Dubai World Trade Centre](#).

Other stand builders that can be reached for tailor-made stands:

DOMEXHIBITION

Purushan Manjuvil & Myline Baltazar

Phone: +971.50.655.4236

Emails: purushan.manjuvil@domeexhibition.ae & myline.baltazar@domeexhibition.ae

Website: click [here](#)

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How to Get There

The [Dubai World Trade Centre](#) (DWTC) is Dubai's epicentre for events and business in the heart of the city. For specific journey planning to and from Dubai World Trade Centre, visit the link [here](#).

Please find below a quick overview of your options to get there. For more information, please visit the DWTC website [here](#).

	Information
Metro	DWTC is located 4 minutes' walk from World Trade Centre Metro Station 2. For more information on Dubai Metro, check the RTA website for the latest information and possible changes.
Bus	For more information on Dubai bus, check the RTA website for the latest information and possible changes.
Taxi	When required, you can book a taxi in advance by calling +971 4 208 0808. You can also download the Careem or Uber Apps. The DWTC taxi rank is located on the ground floor of Al Mustaqbal Street Parking opposite Convention Gate.
Car & Parking	If you are travelling by car, DWTC has direct access from the city's main highway, Sheikh Zayed Road. Please view here the parking map.

Parking Facilities

The following car parks are available for organisers, exhibitors, sponsors, and visitors. The parking facilities at DWTC operate on a first-come, first served basis:

Multistory Parking and Location	Parking Space	Green Parking Spaces	People of Determination Spaces	Bicycle Racks
Al Mustaqbal Street Parking Located across Convention Gate	2,603	3	28	7
Exhibition Street Parking Located behind Sheikh Rashid Hall	1,398	3	24	N/A
Sheikh Rashid Tower Parking	907	4	8	N/A
Za'abeel Plaza Parking Located in front of Za'abeel Hall 6	320	4	7	N/A
Exhibition Plaza Parking Located at the Exhibition Plaza	173	2	2	N/A

Please refer to the map [here](#) to see where the parkings are located.

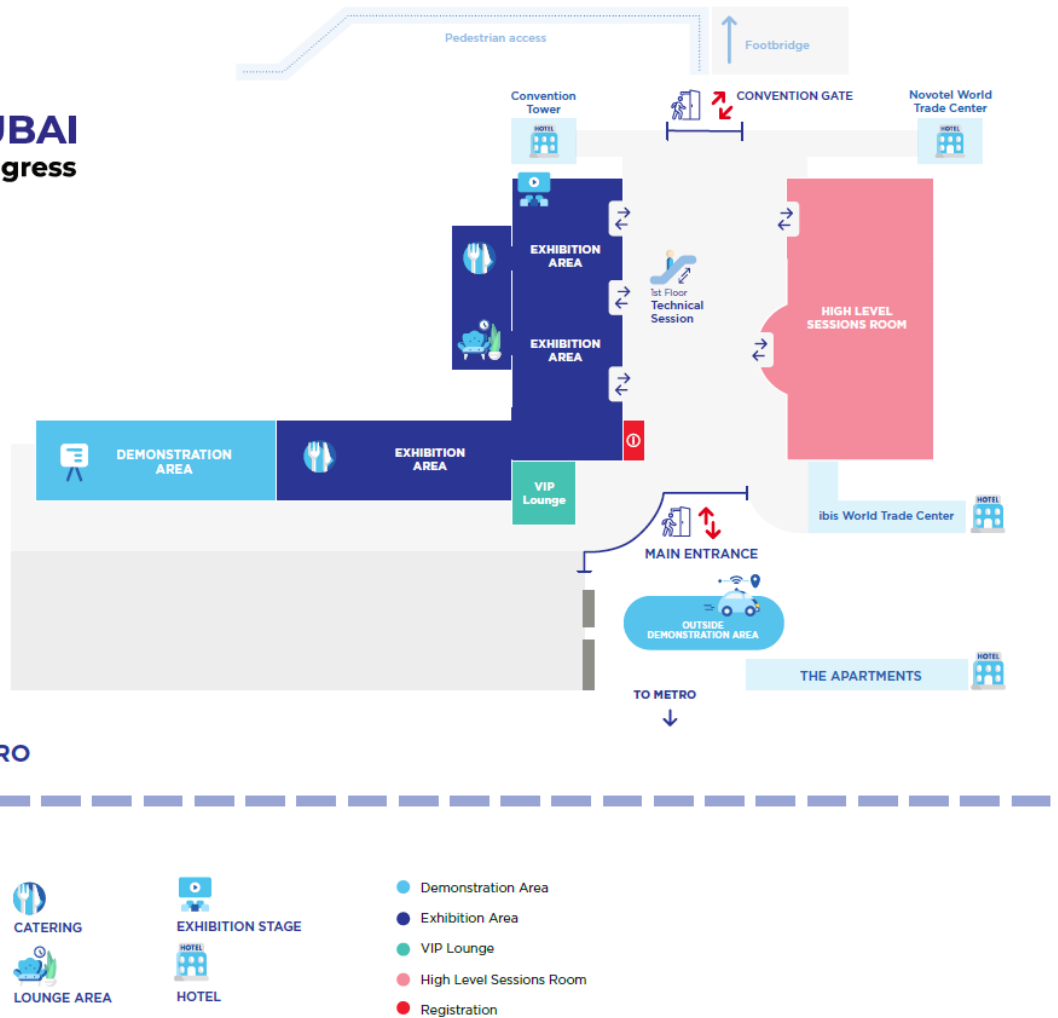
Paid Parking Policy

A nominal parking fee per hour is applicable from Saturdays to Fridays. A parking ticket is issued on arrival and must be submitted for payment on departure. Lost parking token will be charged in addition to the respective hourly parking charges and is not refundable.

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Vehicles are not allowed to park overnight neither to park within the 'no parking zones'. Any vehicle left overnight or parked incorrectly and / or causing obstruction to other road users will be charged a daily fee plus administration fees. DWTC reserves the right to remove all vehicles violating the above.

Fairground Overview



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Stand Construction Guidelines

The exhibitors must conform to the contracted space and all display rules as outlined in the ITSWorldCongress2024 exhibitor manual. Any aspect that is not covered in the ITSWorldCongress2024 exhibitor manual is subject to approval by the [Exhibition Logistics Team](#) and the Dubai World Trade Centre (DWTC).

The safety and stability of the booth construction and all used material is the sole responsibility of the exhibitor. Neither ERTICO nor Exhibition Logistics Team nor DWTC take any responsibility for any damages or accidents caused by exhibition stands. It is the responsibility of the exhibitor to have proper liability insurance.

Stand Regulations

During set-up, dismantling, and decoration of booths, the exhibitors must comply with the following rules:

- Exhibitors are responsible for maintaining the premises in their original condition.
- Exhibitors are liable for any damage or harm caused by their structures, equipment, exhibits, or activities, including subcontracted firms' actions.
- Exhibitors must set up, operate, and dismantle their own displays using their own staff and employees.
- Attaching anything to the building's structure or furnishings is prohibited.
- It is prohibited to place materials in the booth space of other exhibitors and/or public areas. These must always remain free for the circulation of people and materials.
- Stands must remain open during exhibition hours, with a representative present.
- Activities drawing large crowds or causing queues should not block aisle traffic and must be approved by the [Exhibition Logistics Team](#). ERTICO and the Exhibition Logistics Team reserve the right to stop such activities on the booth immediately, if they are blocking passageways around the booth area.
- Public announcements are not allowed by any exhibitors and are restricted for organiser and safety use.

Two-storeys booths are allowed for stand space of a minimum of 54 sqm and subject to approval from the organiser who may judge the height of the stand too obstructive towards other stands. If approved by the organiser and the venue, it is the responsibility of the company to provide required staff able to set-up complex stand construction within the given time frame for build-up and dismantling. In case additional time is required, additional rental and other services should be expected and is subject to availability of the venue.

Construction Regulations

- Stands, including equipment and exhibits, must be constructed safely to protect public safety and health.
- Exhibits must stay within their assigned booth spaces as indicated in the final floor plan.
- The Exhibition Logistics Team and the EICC can require stand construction changes based on approved drawings and the described stand concept.
- We strongly recommend you integrate the **booth number** into your booth's design for easier identification.
- Projecting images beyond your booth's boundaries is not permitted.
- Audio-visual and attention-getting devices are allowed if they do not disrupt neighbouring exhibitors or aisle traffic.

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- Exhibitors are solely responsible to ensure that all necessary certifications are obtained by themselves or their appointed contractor for exhibiting in ITS World Congress 2024.

Separation Walls

All stands **must be separated from the neighbouring stand(s) by means of a separation wall**. The separation wall can be provided by the exhibitor or can be ordered to the stand builder with extra costs. This separation wall shall be in **white finish on both sides**.

Except for island booths (4-sides open), a back wall must be installed for every stand. Stands with an immediate neighbour(s) should also be provided with the necessary sidewall(s).

Heights

Please consider the following guidelines when planning your booth construction to avoid unreasonably obstructing the view of adjacent smaller stands:

- Stands should maintain a **height of 2.5 meters** and should not exceed a maximum height of 4.5 meters.
- Any stands exceeding the 2.5-meter height requirement must be submitted to the [Exhibition Logistics Team](#) for review at least 20 days before the assembly commencement date. Please include properly marked blueprints, vertical projections, and sectional drawings for this stand design

Catering

DWTC is the exclusive supplier of food and beverage to all exhibitors at the Venue. As per DWTC's policy and Dubai Municipality's Hygiene and Food Safety regulations, it is not allowed to bring any food or beverages from external sources into the premises during build-up, event days and tear-down. Please find [here](#) the catering policy at the DWTC for your reference.

DWTC can prepare custom-made menus to accommodate your special requirements. All our food is strictly halal and does not contain any pork products or licenced beverages.

Time-lapse, Photography and, Videography

The below is only applicable to professional photography/videography, it is not required for pictures taken by mobile phones. If you would like to photograph, video, or create a time lapse, the below details would need to be submitted for approval:

- Complete Dubai Police Application (can be downloaded [here](#))
- Stand Number and hall location
- Date and time of the shoot
- Purpose of shoot

Removal and Waste

Exhibitors are responsible for their own waste removal during build-up and tear-down. Your contractor(s) should remove the build-up material outside DWTC premises and not inside the marshalling yards. The paint

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cans should not be thrown inside the skips and should be removed from DWTC premises instead. The skips area must be always kept free to allow uninterrupted access for DWTC.

The tenanted space must be vacated with all adhesive tapes, paint and similar traces completely removed.

Materials, products, and Gases Strictly Forbidden

The following are strictly forbidden within the exhibition halls:

- the distribution of samples or products containing flammable gas
- balloons inflated with flammable or toxic gas
- celluloid articles
- pyrotechnic and explosive devices
- the presence of ethyl oxide, sulphide, carbon, sulphuric ether and acetone.

Raffles and Draws

If you are planning to have a prize draw or a raffle during the event, you must follow the regulations issued by the Department of Economic Development, Government of Dubai (DED). A Draw is an act of selecting names randomly to decide winners of one or several prizes. Whereas a Raffle, is a means of raising money by selling numbered tickets, one or some of which are subsequently drawn at random and the holders of such tickets winning a prize.

Draw Rules and Regulations

If the total monetary market value of the award(s) or prize(s) of your Draw(s) is below AED 1,000.00 per item, the Draw Application Form [here](#) must be completed and shared with the [Exhibition Logistics Team](#), the organiser would then share it with the DWTC event planner to obtain the permission. If the total monetary market value of the award(s) or prize(s) of your Draw(s) is AED 1,000.00 or above per item, permission must be obtained directly from DED. The value of the prize should be based on the UAE market value at the time of the Draw.

Raffle Rules and Regulations

The permission to hold any Raffles must be obtained directly from DED, irrespective of the value of the prize(s).

Submission of Construction Plans & Approval

The deadline to submit your stand design is Monday 29 July 2024.

Documents submitted later than the period stipulated above cannot always be reviewed in time. Therefore, approval might not be certain before the start of construction. This may result in dismantling, alterations or blocking the stand. The costs of the structure approval proceedings will be invoiced to the exhibitor.

Stand Design Reviews and Charges

To enhance health and safety and to mitigate the risks involved in the construction of stands, all stand and feature designs (except for Shell Scheme units) will have to be approved by the DWTC Venue Infrastructure team.

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Every space only stands including single, double, and triple decker stands will need to meet the minimum requirements stipulated in “Dubai Municipality Structural Codes and Guidelines” and international codes of practice such as AISC 360, BS 5950 and “Dubai Building Code 2021” to ensure public’s safety through safe design.

Any stand, built in outdoor areas where wind is prevalent, will need to comply with the “Dubai Building Code 2021” and international standards such as ASCE-7 for wind loading calculation and application to structure.

Each exhibitor submitting their designs for approval will be charged a minimum of AED 525.

Regarding Country Pavilions, single blocks will be charged AED 500 each and multi-blocks will be charged AED 1,000. These charges will be applicable for events starting from 1st June 2023. Please note that you must be in possession of a ‘Stand Permit to Build’ issued by DWTC to build your stand.

Through Organiser+, you will also be able to track the status of your submissions. Website: <https://organiserplus.dwtc.com>. Please refer to the document [here](#) for the process on how to submit your stand design for approval.

Any arising costs of approval proceedings by DWTC will be charged to the exhibitor.

Submission Forms for High-Risk Equipment and Substance Approvals

If you are planning on placing any of the following high-risk equipment and substances inside the halls, the form [here](#) needs to be completed and sent back to the Exhibition Logistics Team:

- Display Vehicle / Equipment Arrival Schedule
- Laser Schedule
- Smoke and Haze Schedule
- Compressed Gas Schedule
- Pyrotechnics Schedule
- Aquarium Schedule
- Balloon Exhibit Schedule
- Candle / Flame Schedule
- Fountain and Water Screen Schedule
- Animal Schedule
- Electrical Fat Fryer Schedule (for food related events only)
- Robot and Robotic Machinery Schedule form

The deadline to return this form is 2 weeks prior to the start of build-up. Forms received after this date may not be processed.

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Service Orders

Suppliers Appointed by Exhibitors

Except for some **compulsory services/suppliers (electricity, water, catering, IT, rigging service and signage)** the use of other suppliers/agencies for logistical and technical purposes is permitted.

Please note that the exhibitor remains responsible for the activities organised by the appointed supplier/agency. It is **the exhibitor's responsibility to ensure that all the relevant guidelines, rules, and regulations, as well as health and safety regulations**, relevant forms and deadlines are passed on to the appointed suppliers/agencies and that the **suppliers/agencies act according** to these rules and guidelines.

Equipped Stand Constructions

Shell Scheme constructions package includes the following:

- Shell scheme structure 2.5m high
- Vinyl cut out Company Name and Stand Number
- Exhibition Grade carpet floorcovering
- 2 Chairs
- 1 Round Table
- 1 Waste Bin
- 1 Lockable Counter
- 1 Power Outlet (UK 3Pin Socket 200Watts/220V)
- 3 x 20 Watts SYMA LED spotlights
- Including main power supply



If you wish to book an equipped stand, please reach out to: ITSDubai2024@mailcongress.ertico.com.

Any additional furniture, branding of the shell scheme, additional electricity, carpeting, lightning, etc. will have to be booked by the exhibitors themselves via the [Online Webshop](#).

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Online Webshop

All services for exhibitors should be booked via the [Online Webshop](#).

Early bird cut-off: 21 Aug 2024

Standard cut-off: 11 Sep 2024

We encourage all exhibitors to place their online orders ahead of time to benefit from the early bird rate as well as to ensure the booking of your required materials.

If you have any questions about the Webshop or require further information about your stand or a bespoke quote, **please reach out to** support@eventplus.ae.

You will find the following services on the Online Webshop:

- Utilities (compressed air, power, power equipment, water & waste)
- Technical Production (audio and speakers, TV, screen and video, personnel)
- Furniture (tables, counters, shelves, stand display extras, walls/doors, bar stools, chairs, sofas)
- Shell scheme electrical fittings (lights and sockets)

Please note that the production team will monitor the stock level 2 weeks before build-up and shall advise of any unavailable items which shall be indicated on the online ordering portal. All onsite orders will be subject to availability.

All suppliers act on their own behalf in all arrangements with exhibitors and are not agents or employees of ACC. All services or materials supplied by these companies will be subject to a contract between the suppliers and exhibitors and will be invoiced directly by the suppliers to the exhibitors. Please note that the suppliers may apply their own regulations and instructions to the contracts they use. Therefore, ACC and its organiser do not accept any liability or responsibility for any act performed or committed by such suppliers.

Shipping and Forwarding

Airlink, the official appointed Fair Forwarder and on-site handling agent will supply several logistics teams specialized in transport, storage & on-site handlings of exhibition equipment. Please find below their contact details and information.

Airlink

P.O. Box 10466, Dubai World Trade Centre, Exhibition Hall No.1, Dubai, U.A.E.

Contact details:

William Lobo- General Manager - *Fairs, Exhibitions and Events Logistics Department*

Tel.: +971 4 332 5334

Fax: +971 4 332 5155

Mob.: +971 55 2206547

E-Mail: william@airlink.ae

Goods Reception

Advanced shipping to the venue prior to the congress dates is **not permitted**. Freight and shipments shall be addressed to **Airlink**.

Storage

DWTC does not provide storage facilities. Please contact your freight forwarder for alternative solutions. Please note that all shipments must be delivered via the service yards and loading docks as DWTC does not allow any deliveries to the exhibition halls via the main entrances.

For offsite storage, please contact the official freight forwarder for assistance.

The storage of empties (including packaging or packing materials) at the booth/in the halls is prohibited. Combustible packaging, wood wool, plastic foam and straw must not be stored in the exhibition halls or other facilities open to visitors.

Security and Emergency Procedures

Security

DWTC's standard security provision includes 24-hour basic security coverage at all the main entrances, goods entrances and fire exits of your tenanted halls.

Each exhibitor is responsible for his/her own exhibit, DWTC is not responsible for any loss or damage of any equipment, goods, or booth whatsoever. Individual booth security is available for hire via DWTC.

Health & Safety

High Visibility Vest and Safety shoes are mandatory for all exhibitors who are always entering the hall during build-up days.

All contractors must ensure their workforce is properly attired for the tasks they are about to perform.

Contractors must provide:

- Head Protection (Hard Hat): All employers are required to provide each member of their team with a personal hard hat when overhead work is being carried out or where there is a risk of falling objects
- High Visibility Vest: Vests are compulsory and should be worn by each of the work force operating anywhere within our venues.
- Safety Shoes: Shoes need to be hard capped to protect against injury. Sneakers, sandals, or everyday shoes will no longer be allowed.

Please note that build-up and breakdown days are high-risk periods. You are recommended to work in pairs so that the stand is always manned. Make sure you arrive prior to the official opening time and do not leave your stand at night before the hall is clear of visitors.

All the health and safety rules and regulations can be found [here](#). Moreover, you can view the evacuation map [here](#).

Emergency Medical Services (EMS)

The EMS station is located in the main concourse (Concourse 2) between Exhibition Halls 4 and 5. If you have no telephone, you can speak to the nearest member of the DWTC security staff who will assist you.

The EMS team is available from 08:00 to 22:00 during build-up and tear-down. During event days, this service is operational from 1 hour prior to the start of the event until 1 hour after the event closure.

Tel.: +971 04 306 4040

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Accommodation & Meeting Rooms

Hotel Reservation

ITS World Congress has partnerships in place with a variety of hotels ideally situated near the Congress Centre in Dubai to provide conference attendees with the best rates and convenience. We highly recommend you book your rooms as soon as possible, following the instructions on the [Congress Website](#).

Meeting rooms for Satellite or Associated Events

In case your company needs a meeting room, please send an email to the [Exhibition Logistics Team](#) including the following information:

- Dates required
- Duration of the event: timing per day
- Ideal room set-up (theatre style, classroom)
- Company name
- Name of your event
- Any Title/ topics / content/ description of your event
- Any other specifications

The event should be approved by ITS-ERTICO and a proposal including room rental and basic equipment will be sent to you based on the given information.