



16 – 18 October 2019
The Sands Expo & Convention Centre, Singapore

ITB ASIA 2019: TECHNICAL GUIDELINES

The Technical Guidelines and Technical Equipment listed below are designed for the protection of all exhibitors. Exhibitors and their appointed agents / contractors must observe the rules and regulations stated in this Exhibitor Manual.

TECHNICAL GUIDELINES

1. In-Hall Operations Schedule

Build Up Period	Date	Time
Moving-in of Official Stand Contractor	14 Oct	0800
Moving-in of Special Design / Interior Decoration Contractors	14 Oct	1200
Exhibitor Registration	15 Oct	0800
Official Power Turn-On	15 Oct	0900
Moving-in for Shell Scheme Exhibitors	15 Oct	1000
All Booths to be Completed By	15 Oct	2000

Exhibition Period	Date	Time
Exhibition Hours	16-18 Oct	0930-1800
Exhibitors Access	16-18 Oct	0900-1900

Tear-Down Period	Date	Time
Removal of light/hand-carry exhibits, promotional materials and personal property	18 Oct	1800-1900
Electrical supply cut off	18 Oct	1900
Removal of heavy exhibits and tear down of booth	18 Oct	1900 onwards
Completion of tear down	19 Oct	1800

*The above timing is accurate at time of print and is subjected to changes.

Note:

- No late work, except for tear-down, is permitted. Independent stand fitting contractors must complete their work according to scheduled list.
- Exhibitors may begin to pack materials, supplies and literature when the exhibit closes on 18 Oct 2019 at 1800 hours. It is STRICTLY FORBIDDEN to begin dismantling before this time.
- Build-up booths or exhibits which remain on the stand after the end of the period allowed for dismantling will be removed or stored at the exhibitor's expense.

2. Authority of Premises

In the event of any problems or disputes on-site, the decision of the Organiser, being lessee of the premises, will be final. The Organiser also reserves the right to amend any earlier decision made in order to meet and satisfy any unforeseen or prevailing circumstance for the benefit of the Exhibition and concerned parties.

3. Admission

	Date	Time	Type Of Badge Required	
			For Exhibitor	For Contractor
Build Up Period & Tear Down Period	14 Oct	0800-2200	Contractor Pass	Contractor Pass
	15 Oct	0800-2200		
	18 Oct	1800-2200		
During Exhibition Hours	16-18 Oct	0900-1900	Exhibitor Badge	Temporary Pass

Note:

- Exhibitors who have hired any stand contractors other than the Official Stand Builder are to ensure that construction/dismantling passes are ordered from PICO before 16 September, or IMMEDIATELY, if you join the exhibition above the stipulated deadline.
- Please collect the Contractor Pass at the Basement 2, PICO Counter.**
- Badges must be worn at all times. For security reasons, these badges are strictly non-transferable.

4. Operation of Stands / Conduct and Behaviour

- All Exhibition stands must be fully staffed and operational throughout the opening hours of the Exhibition. Exhibitors must not participate in any activity that causes, or is likely to cause, annoyance to visitors or other exhibitors.
- All activities of the exhibitor and the exhibiting staff must be confined to the stand or site allocated, unless the Organiser has given prior written approval:
 - No advertising or canvassing for business may take place elsewhere in the Exhibition Hall. This includes the distribution of leaflets, brochures, journals, etc.
 - It is forbidden to stick posters and other stickers on the wall and the floor outside the hired stand.
- Direct sale like food, drinks, typical souvenir at ITB Asia is not permitted – special permission required.
- No information material of a political nature may be distributed during the tradeshow in the form of posters, information material etc.
- The use of segways and other wheeled transportation are strictly forbidden from use within the venue.
- No animals are admitted to the exhibition grounds.

In case of misconduct, Messe Berlin (Singapore) reserves the right to exclude any exhibitor from future participation in ITB Asia.

5. Official Stand Contractor

The Organiser has appointed PICO ART INTERNATIONAL PTE LTD (PICO) as the Official Stand Contractor.

6. Exhibitor Appointed Stand Contractor

Exhibitor may employ a contractor of his choice to construct stand interiors and any free-standing displays or fitments that may be required, subject to the following rules and regulations:

Shell Scheme Packages

- All exhibitors with shell scheme packages are to submit the Fascia Board Form; indicating the desired company name to be displayed on the fascia board.
- Exhibitors are responsible for the cost of restoring any damages or dilapidation to the stand structure, floor covering, light fitting, or any part thereof, caused by themselves, their agents or by any person employed or engaged on their behalf.
- No additional fittings or displays, including additional name boards, covers, logos, balloons, etc., are to be attached, nailed, screwed or drilled to the stand structure provided by the Official Stand Contractor.
- No painting, wallpapering or pasting on panels is allowed. Exhibitors who wish to have such works done on the panels must inform the Official Stand Contractor, who will provide a quotation and carry out the work. Any double-sided or adhesive tapes belonging to the Exhibitor or contractor must be removed from the panels after the exhibition before leaving the premises.

Raw Space Packages

- All approved stand contractors must lodge a performance bond of SGD50.00/ sqm (min. levy of SGD500.00 and max. SGD5,000.00) to PICO and sign "Letter of Undertaking" to guarantee conduct and behavior, proper schedule of works, and observance of the exhibition and hall regulations. It must be issued separately from other payments and sent to PICO at least 10 – 14 working days prior to moving-in.
- Pico Art International Pte Ltd reserves the right to increase this maximum limit for any exhibitor and their contractor who had previously performed or behaved unsatisfactorily. The Performance Bond will be returned to the Contractor/ Exhibitor in full, within 60 days of the completion of the Exhibition provided that:
 - The stand is to be completed by **2200 hours on 15 Oct 2019**.
 - The unused materials and debris are disposed or removed to storage to keep the aisles clear.
 - No damage is caused or any claim is made during the build-up, break down and exhibition days.

- Exhibitors (or their nominated stand contractors) are required to submit for approval, stand layout plans, elevation and artist's impressions, in duplicate, to the organiser (Email: exhibitor@itb-asia.com) by **23 August 2019**, together with their nominated contractor's details (company name, address and contact person's name).

7. Electrical Supplies and Installation

The standard electrical current supplies available for use on stands at the exhibition are:

- Single-phase alternating current at 230 volts, 50 Hz (+/- 6%), L-N-E three-wire system
- Three-phase with neutral alternating current at 400 volts, 50 Hz (+/- 6%), L1-L2-L3-N-E five-wire system
- All the electrical installations must be complied with Singapore standard Code of Practice, CP 88 and CP 5.

The following rules must be compiled with:

- The following methods of starting must be installed to all motors prior to delivery to the Exhibition:
 - Up to 5 HP: Direct on line
 - 5 to 25 HP: Star-Delta
 - Above 25 HP: Auto transformer
- Owing to limitations in electrical supplies, exhibitors requiring three-phase electrical supplies of exhibits must provide, as soon as possible, the following information for each machine:
 - Starting load (in kilowatts) for each motor
 - Running load (in kilowatts) for each motor
 - Kilowatts loading of heaters, etc.
 - Number of other machines running concurrently at any one time
- For safety reasons and the protection of electrical installation at the exhibition premises, all power main installations from source to outlet (exhibition stands) must only be carried out by the appointed Technical Services Provider. All distribution boxes where required and deemed necessary by the Technical Services Provider will be hung or mounted on the walls or structures of the stand.
- Connection of exhibits within the stands may be carried out by the exhibitor's technician, but the Technical Services Provider must inspect them before circuits will be made live.
- Each electrical supply provided is intended for one equipment or machine on display. **Multipoint socket outlets are not permitted** as overloading may be lead to a trip in the incoming power supply thereby causing inconvenience to all exhibitors.
- All electrical equipment should be tested before installation and prior to turning on the electricity supply. The Technical Services Provider (in consultation of the Organiser) reserves the right to disconnect electrical supply to any installation, which in the opinion of the Electrical / Safety Officer is dangerous or will cause annoyance to visitors or to other exhibitors.
- No electrical installation or fittings may be suspended from the ceiling of the hall or fixed to any part of the building structure without the prior permission of the Organiser and the Venue Owner (Marina Bay Sands). If permitted, a fee may be levied.
- Exhibitors requiring 24-hour supply must submit in writing their requirement to the Technical Services Provider, at least four (4) weeks prior to the build-up date, and any additional cost due to wiring, consumption, inspection, fees, levies, etc, must be borne by the exhibitor concerned.
- Requests for any item not listed in the form can be directed to the Technical Services Provider – Pico Art International Pte Ltd. Kindly indicate the locations of any additional electrical fittings you require so that the electrical service engineers and staff can prepare your requirements before you arrive at the exhibition site.
- Supplies to stands will be from 30 minutes before and 30 minutes after exhibition hours each day. Supplies to stands during the build-up and tear down period are stated in the Time-Table of In-Hall Operations.

8. Structural Height Restriction

The maximum height for raw space stands is 5mH, but the final design is subjected to approval from The Organiser and Venue.

Professional Engineer (PE) endorsement will be required by Venue for structure at 4mH or higher.

9. Stand Boundaries and Design Restriction

All stands must be carpeted or laid with some form of flooring as clear demarcation of contracted space. The hall walls or walls of neighbouring stands **cannot** be used as a partition wall. **A backwall must be installed for every raw**

space stands, except for "Island" stands. Shell scheme stands with immediate neighbor(s) would be provided with necessary sidewalls(s).

For structure above 2.44mH, kindly leave a 1m setback from the partition or wall.

Exhibitors may not place any display material or exhibit, nor extend their stand structures and fittings, beyond their contracted boundary with the exception of 300mm (max.) protrusion allowable for fascia or tower about 2.44m.

The exhibitor may be charged for Airspace – applicable for the area used and hanging of banners, truss and other items above the contracted booth space.

10. Rigging

Rigging using the existing hall ceiling structure is only allowed for banners, curtain drapes, lighting trusses and any decorative items provided by the item to be suspended is endorsed by a professional engineer in Singapore. Kindly liaise with the venue for all rigging works.

Ceiling load capacity for the Exhibition Hall is 1000kg per point at the ceiling grid with P.E endorsement.

11. Use of Spreader Plates / Floor Loading

Spreader plates are necessary if the static display exhibit exceeds the stipulated floor loading of 12kn. per square metre (1,200kg) per square metre or 350lb. per square feet and / or for any demonstrating exhibit product that causes severe vibrations or reverberation. Spreader plates must be arranged in advance with the Official Freight Forwarder.

12. Water and Drainage Supply

Water and drainage is available at certain locations of the hall. At level 1, floor drains are available next to the columns and for level B2, all waste water must be pumped and discharged at ceiling level of the hall. As such, advance notice must be given to the Technical Service Provide by completing the appropriate form. The supply comes at ambient temperature and normal household pressure, and at flow rates, which may vary at different locations. At Marina Bay Sands, the water supply will be supplied from ceiling and terminated at the exhibition booth with the following standard: 10-12 litre/min at 1.0 to 1.2 bar with a 12mm shut-off valve.

Should water be required to fill up or charge up any storage tank or any container for exhibits, water consumption fee will be applied per cubic meter or part thereof. Special arrangements must be made with the Technical Service Provider of Marina Bay Sands well in advance, should an exhibitor require very specific water supply.

At Marina Bay Sands, the waste water discharged from a water supply point is made via a waste water collection tank and discharge through a sump pump system attached to the tank. The overall size of the waste water tank and sump pump unit is approximately 85cmL x 42cmD x 46cmH.

13. Double Storey Stands

Double storey stands are applicable for contracted ground area of 54 sqm and above. Subjected to approval from the organiser. The design, construction and tear-down of the double storey stands are to comply with the guidelines of the relevant authorities.

14. Dilapidation

Exhibitors are responsible for the cost of making good or replacing any damage or dilapidation to the Exhibition premises, whether caused by themselves, their agents, contractors or by any person or persons employed or engaged on their behalf by such agents or contractors.

15. Cleaning

The Organiser will be providing general cleaning for all stands and gangways. All exhibitors are responsible for their own removal of bulky stand materials or crates/pallets during exhibition build-up and tear-down. Exhibitors are reminded not to obstruct the gangways with their exhibits during the build-up. The Organisers reserve the right to invoice any exhibitor for any removal of excessive stand materials that are left behind by them. No crates, cartons or packing materials are allowed behind exhibitor's booths along the walls of the exhibition hall.

The Organiser will arrange for display areas to be swept before handing them over. If exhibitors do not leave their display areas clean and tidy after the event, the Organiser will arrange cleaning at the exhibitor's expense. Any adhesive strips or nails left over after carpets have been removed must be taken up, or this will be done at the exhibitor's expense

16. Security

General hall security will be provided by the Organiser during the build-up, show days & tear-down. However, due to the nature of the show and the large crowd; the Organiser is not able to provide protection against theft. It is the responsibility of the exhibitors to ensure that their valuables, i.e.; monies, handbags, wallets should be kept in lockable cupboards (out of sight and reach) and should be removed from the hall daily. The exhibitor is fully responsible for any items lost or stolen at their own booth and to make a police report to file for any necessary claims.

17. Storage

The Organiser is unable to provide storage facilities in the hall for any packing cases, surplus materials or other property of the exhibitor. Arrangements for its safe keeping must be made with the Official Freight Forwarder. Please be reminded that it is against the FSB rule to store any exhibits or packing materials along the wall behind perimeter booths.

18. Food & Beverage

All food and beverage to be purchased through Marina Bay Sands. Please refer to our order form or contact Marina Bay Sands Catering Department via email (booth.catering@marinabaysands.com) or Tel (+65 6688-8570).

19. Telephone and Internet Services

- a) Marina Bay Sands and/or its appointed service providers are the exclusive service provider for telephone and internet service of the exhibition. Ordering of telephone and internet services can be made using the service order forms attached under applicable terms and conditions. The Services are provided to the exhibitor solely for exhibitor's own business use in the exhibition/event and use of such services shall conform to applicable local law and legislations. Exhibitors must not resell or transfer the Services or the Equipment (which Marina Bay Sands leased or rented to the exhibitor) to third parties without Marina Bay Sands written consent, whether or not for profit or otherwise.
- b) Wireless internet would be available in the exhibition halls. The Internet bandwidth per wireless connected device is 1Mb and would only be limited to http and https internet traffic.
- c) Wireless internet service for group use is available in Marina Bay Sands and exhibitors require such services shall contact the Service Provider at Marina Bay Sands for arrangement.
- d) Equipment rented through the telecommunications provider is to be collected and returned to the designated service counter at the end of the show. A charge will be levied for all lost / damage equipment.

20. Presentations And / Or Demonstrations of Exhibits Products

Exhibitors intending to present and / or demonstrate equipment, exhibit or product at their stands must comply with the following regulations:

- All working machinery to be securely installed.
- Ensure that toxic fumes, exhaust 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 Organiser must be obtained for such purpose.
- Ensure that gas cylinders, naked flames and welding demonstrations are not exposed in the Exhibition Hall and stands. Prior Fire Safety Bureau (FSB) approval must be obtained and their conditions for such purpose fully met and satisfied before any demonstration is carried out.
- Ensure that adequate protection of display like roofing, awning, ceiling or lighting pelmet must be highlighted in the respective stand plan and submitted to the Organiser for the Fire Safety Bureau (FSB) approval. Without this FSB approval, no such product or display will be permitted in this Exhibition.
- Ensure that all the relevant local government authority license(s) and / or permit(s) are obtained and its stipulated regulations and conditions observed and abided with for the demonstration and / or use of electronics, between / among Exhibitors. The Organiser reserves the right to rule on the right to exhibit.

21. Industrial Gas and Naked Flame Demonstration

The use of industrial gases of an inflammable or toxic nature for demonstration purposes **will not** be permitted in the Exhibition Hall unless a detailed application has been made to the Singapore Civil Defense Force (SCDF) through the Organiser and Venue Owner (Marina Bay Sands). If approved, the Singapore Civil Defense Force (SCDF) conditions must be met in full. If application has not been made, the Singapore Civil Defense Force (SCDF) and Venue Owner (Marina Bay Sands) WILL NOT allow gas cylinders and naked flame demonstrations.

22. Fire Precaution

Any person seeing an outbreak of fire, however slight, must use the alarm system and subsequently endeavor to extinguish the outbreak or confine it by the use of extinguishers and / or remove all items in that vicinity.

Exhibitors, who, because of the nature of their exhibits require a special type of fire extinguisher, must make arrangements, at their own expense, for the provision of such equipment. The Organiser will assist and advise, if required.

No packing materials, stock or brochures of any kind is to be stored behind the walls of perimeter stands or any other designated services areas, unless the Organiser and Venue Owner (Marina Bay Sands) have given prior written approval. Failure to adhere accordingly will result in discarding of such items without prior approval from the exhibitor concerned and all expenses incurred in the course of this action will be borne by the exhibitor.

All fire access doors, paths and fire equipment should also be kept clear at all times.

23. Photography / Videotaping Of Exhibits

- a) Photography of exhibits and displayed equipment (other than your own) is strictly prohibited.
- b) Audio/tape recordings within the exhibit hall or meeting rooms are prohibited. The appointed photographer by the Organiser and the press are exempted from this rule.
- c) Videotaping of your product cannot be conducted at any time without the prior written permission from the Organiser. Requests for videotaping must be submitted to the Organiser, in writing, no later than 30 days prior to the show. A security guard will be required during videotaping.

24. Payment of Exhibition Space

No exhibitor may begin stand construction or move their exhibits into the hall or surrounding area until the Organiser has received full payment.

25. Force Majeure

The Exhibition may be postponed, shortened or extended due to any cause whatsoever outside the control of the Organiser. In such an event, the Organiser shall not be responsible for any loss sustained by the Exhibitor directly or indirectly attributable to the elements of nature, force majeure or orders and directives by any governmental authority and fees paid by the exhibitor, in full or any part thereof, are refundable at the sole discretion of the Organiser.

26. Insurance

Please be advised that the exhibitor is responsible for any injury sustained by any person/s while working or visiting the booth during this period. All exhibitors are advised to take up insurance coverage against theft or loss of goods and third party injury.

27. Workplace Safety and Health Act

Under Workplace Safety and Health Act, all contractor must submit the Risk Assessment (RA) or Method Statement to the Organiser prior to work commencement. The RA must be submitted by a competent person who has attended a Risk Management course conducted by a MOM approved training provider or equivalent with an adequate bizSafe certification of Level 3 or above.

28. Smoking

In accordance with the Smoking (Prohibition in Certain Places) Act, it is prohibited by law to smoke in the exhibition halls, meeting rooms, atrium, aircon walkways, function areas, restaurant with food services and 5m from the entrance or exit of any commercial/ industrial building.

30. Regulatory Authorities

The above rules and regulations are additional to the rules and directions set by the Regulatory Authorities. All exhibitors and contractors must abide by the code of practices set by the relevant Regulatory Authorities.

LICENSE & PERMITS**1. Copyrights, Protected Trade Mark or Patent**

The exhibition company expects exhibitors to observe legal copyrights, patents or protected trademarks of other exhibitors. If the regulations of the exhibition company are not observed, it reserves the right to take action and to refuse infringement of protected copyrights, trademarks or patents. Under no circumstances may claims be made against the exhibition company.

2. Film and AV Demonstrations/ Censorship/ Copyrights

All films, videos and broadcasting materials even if they originate from Singapore, must obtain the Films and Publications Department's approval. Censorship exemption can be submitted to Media Development Authority (MDA)

Videotapes / Films Censorship
Infocomm Media Development Authority
Board of Films Censors
3 Fusionopolis Way
#16-22 Symbiosis
Singapore 138633
Tel: 1800 478 5478 / (65) 6377 3800
Email: info@imda.gov.sg
Website: www.imda.gov.sg

3. Promotional Activity During the Show

Any promotional activity involving the demonstration of games, competitions or quizzes require permit from:

Head, GamblingSuppressions Branch/ CID
391 New Bridge Road Block C
Police Cantonment Complex
Singapore 088762
Tel: (65) 6435 8215 / 8220
Fax: (65) 6220 7142
Email: spf_lucky_draw@spf.gov.sg