



معرض ومؤتمر دبي للإغاثة والتطوير
Dubai International Humanitarian Aid & Development
Conference & Exhibition

Dubai International Convention and Exhibition Centre, Dubai - UAE

GENERAL INFORMATION

Build – up Days for Official and Private Contractors

DAY1	March 19 th	8:00 to 23:00 hrs
DAY2	March 20 th	8:00 to 23:00 hrs

Exhibitors Stand Preparation & Display of Exhibits

DAY1	March 20 th	8:00 to 23:00 hrs
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Exhibition - Official Opening Hours

DAY 1	March 21 th	8:00 to 18:00 hrs
DAY2	March 22 th	8:00 to 18:00 hrs
DAY3	March 23 rd	8:00 to 16:00 hrs

Conference - Official Opening Hours

DAY 1	March 21 th	8:00 to 18:00 hrs
DAY2	March 22 th	8:00 to 18:00 hrs
DAY3	March 23 rd	8:00 to 15:00 hrs

Removal of Exhibits and Dismantling of Stands

DAY1	March 23 rd	16:00 to 23:00 hrs
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Final Dismantling of Stands

DAY2	March 24 th	8:00 to 13.00 hrs
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Important note:

- Exhibitors who have booked shell scheme stand are not allowed to access into the halls during the build up days for the Official and Private Contractors. Unloading of goods and display of exhibit must be done after the build-up period. To ensure smooth operations on-site the exhibitors are requested to follow the above-mentioned schedule.
- For "Space Only" Exhibitors who will have their stands built by Private Contractors are requested to coordinate with our Official Stand Contractors (Top Exhibition) for the exact time of their build-up and tear-down.
- The stand must be occupied by **20th March 2017**, otherwise the organiser will reserve the space or deal with it in any way they think it will fit and retain any sum of money already paid.
- Exhibitors are allowed to access into the halls one hour before the official opening hours for any work completion.
- The exhibition halls will close at the exact given time.

1. ORGANISER'S OFFICE

The Organiser's Office is fully operational throughout the exhibition including build up & tear down, which is located adjacent to the main entrance of Sheikh Rashid Hall, Dubai International Convention & Exhibition Centre (DICEC).

2. THE VENUE

Venue Address: Dubai International Convention & Exhibition Centre (DICEC)
P.O. Box: 9292, Sheikh Zayed Road, Dubai – United Arab Emirates
Tel: +971 4 3321000; Website: www.dwtc.com

Conference Halls: Sheikh Rashid Hall B

Exhibition Halls: Sheikh Rashid & Sheikh Maktoum

3. EXHIBITION OFFICIAL INAUGURATION

DIHAD 2017 Exhibition will be officially inaugurated on **Monday, 21 March 2017** at 10:00 hrs. Before the inauguration, the exhibition halls will be sealed off for security purposes and exhibitors will be subject to a security search. Please note that only exhibitors wearing badges will be allowed to enter at this time.

4. EXHIBITOR BADGES

Identification badges will be issued free to all stand personnel. These are not transferable. Strict security will be maintained at the exhibition site and exhibitors without their badges are not allowed to enter the exhibition hall(s). Badges can be collected at the exhibition site. If a badge is lost or misplaced, please report to the Organiser's Office. For badges request, please fill in the online form.

Note: These badges do not permit entry to the Conference Halls.

5. EXHIBITOR'S PACKAGE

Exhibitors will be provided an exhibition package which contains useful information and exhibitor badges. Please collect your package on arrival at the Exhibition site.

6. EXHIBITION CATALOGUE

The Official Catalogue will comprise of alphabetical and country wise list of exhibiting companies, general information about the conference and exhibition, product and services index. Exhibitors are entitled for a complementary entry (contact details and company logo), which is compulsory to fill in online.

Copies of the Catalogue will be distributed to all exhibitors, visitors and conference delegates of the event.

7. EXHIBITOR PRODUCTS & SERVICES INDEX

All exhibitors are entitled to a complementary listing in the Products and Services Index of DIHAD official catalogue, which is compulsory to fill in online.

8. FASCIA NAME PANEL

All exhibitors taking "Shell Scheme" stands must send their fascia name panel online. If you wish to add your company logo on the fascia panel, please send your logo by e-mail for further quotation.

9. ADVERTISING – OFFICIAL CATALOGUE

If you wish to advertise in the event's Official Catalogue, please contact the Organiser or refer to Form #6.

10. SPONSORSHIP & PROMOTIONAL OPPORTUNITIES

To increase your visibility and promotion of your company and products, a series of sponsorship and promotional opportunities are on offer. We would be delighted to discuss any other ideas, which you believe would enhance the image and perception of your company and products. Please contact the Organiser.

11. HOTEL RESERVATION

INDEX Hospitality offer special rates on selected hotels in Dubai for the duration of the event for any hotel inquiries, please contact our hospitality coordinator. www.indexhospitality.ae

12. VISA APPLICATION

Countries that do not require a Visa:

Citizens of the GCC nations - Bahrain, Kuwait, Oman, Qatar and Saudi Arabia

Visa on Arrival Countries:

- | | | | |
|------------------|-----------------|---------------|----------------------------|
| • Andorra | • Finland | • Lithuania | • Singapore |
| • Australia | • France | • Luxembourg | • Slovakia |
| • Austria | • Germany | • Malaysia | • Slovenia |
| • Belgium | • Greece | • Malta | • South Korea |
| • Brunei | • Hong Kong | • Monaco | • Spain |
| • Bulgaria | • Hungary | • Netherlands | • Sweden |
| • Canada | • Iceland | • New Zealand | • Switzerland |
| • Croatia | • Ireland | • Norway | • United Kingdom |
| • Cyprus | • Italy | • Poland | • United States of America |
| • Czech Republic | • Japan | • Portugal | • Vatican City |
| • Denmark | • Latvia | • Romania | |
| • Estonia | • Liechtenstein | • San Marino | |

For more information and updates, please visit this link <http://www.indexhospitality.ae/VisaInformation.php>

If your country of citizenship is not mentioned above, the organisers can assist you in acquiring a visa for the duration of the event. Please be informed that as per the new directives issued by the Dubai Immigration Authorities, Medical Insurance is mandatory for any person travelling to the United Arab Emirates. Please download the Visa Application Form from www.index.ae/visa .

13. STAND CONSTRUCTION

- a. The organisers have appointed **Top Exhibition** as the **Official Stand Contractor** for shell scheme stand construction and technical services at the Exhibition. **Top Exhibition** will be responsible for the supervision and erection of Shell Scheme exhibition stands and will provide full on-site technical services. They are also responsible for stand servicing and maintenance through their contractors or sub-contractors for the whole period of the exhibition.
- b. The Organisers have selected **bigdot** as the **Preferred & Recommended Stand Contractor** for space only stands.

14. FURNITURE & DISPLAY AIDS REQUIREMENT

The Official Stand Contractor offers furniture and display equipment on a rental basis for the duration of the exhibition. Please refer to Furniture / Display Aids Order Form #7.

15. ELECTRICAL REQUIREMENT

All electrical requirements must be undertaken and approved by the Official Contractor. Please refer to Electrical Order Form #8.

16. NOTICE OF INTENTION TO ERECT A STAND AND/OR CARRY OUT ELECTRICAL INSTALLATIONS

Exhibitors, who wish to erect their stand and/or carry out electrical installations on their own, may do so. Exhibitors must provide details of works to be carried out including dimensional drawings showing the front, side & back perspectives, elevation and floor layout of the stand. Please refer to forms 1 to 5.

17. CONTRACTOR ACCESS & BADGES

All contractors must follow the procedure below for access to the halls during build-up and tear down:

Contractors' Access during build up and tear down:

The below rules and regulations have been introduced by DWTC's Protocol and Security and are required by the Dubai Naturalisation and Residency Department. For smooth build-up and tear-down access, please ensure that all your contractors follow the rules and regulations.

Temporary Contractor Badge

Local Contractors (UAE Based)

Individual Application

All contractor staff must report to the cashier's cabin at the EO land entrance gate (located on the right-hand side when entering the road number 5) to receive a temporary contractor badge in exchange of a valid proof of identity. This can either be a UAE government organisation ID card which will be kept at the cashier's cabin until the contractor badge is returned.

Each contractor badges costs AED 20.00 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.

Group Application

A contractor may also apply for DWTC's contractor badges for the company's entire team one hour before the build-up/tear-down starts. A representative of the company should submit the application at the cashier's cabin at the EO land entrance gate along with each staff's original proof of identity (UAE labour or UAE national ID card, UAE driving licence or a UAE government organisation ID) which will be kept at the cashier's cabin until the contractor badges are returned.

Each contractor badge cost AED 20.00 and is valid for one day only (from 00:01 – 24:00). A fee of AED 250.00 will be charged for any lost contractor badge.

International Contractors (Non UAE Based)

All contractor staff must report to either the cashier's cabin at the EO land entrance gate (located on the right-hand side when entering road number 5) or at Wasl reception (next to Al Multaqua Ballroom on concourse 1) 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 200.00 per badge applies; these AED 200.00 represent an entrance fee of AED 100.00 and a refundable deposit of AED 100.00. The refundable deposit can only be claimed upon returning the badge within 15 dates from the date of payment.

Collection Points

DWTC contractor badges can be collected at:

-Cashier's cabin at the EO land entrance gate (located on the right-hand side when entering road number 5). This applies to temporary and international contact badges.

-Al Wasl reception for international contractor badges. This facility will only be in operations upon prior approval.

-Loading docks of Sheikh Maktoum, Sheikh Rashid and Sheik Saeed Halls for pick-up drivers delivering goods. This facility will only be in operations upon prior approval.

Badges must be visible at all times.

Access for stand equipment and contractors will only be via the rear marshalling yard access. No materials or industrial trolleys will be permitted through the front concourse entrances.

Notes

-DWTC's contractor badge is 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 inquiries 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.

This policy is applicable to exhibition and conference contractors

18. AUDIO VISUAL REQUIREMENT

A range of audiovisual equipment is available on a rental basis for the duration of the exhibition. Please refer to Audio Visual Requirement Order Form #9.

19. FREIGHT & SHIPPING SERVICES

The organisers have appointed and authorised **Schenker LLC** as the Official Freight Forwarder and Site Handling Agent for the event. Please refer to Shipping Instructions and Handling Tariff Form #10.

20. STORAGE OF EMPTY CRATES AND BOXES

The Exhibitors are not allowed to store boxes or crates within the exhibition halls. It is the exhibitor's responsibility to ensure that crates and boxes are quickly disposed or stored until required for reshipment at the end of the exhibition.

Exhibitors should avail of the services provided by the appointed Official Freight.

21. INSURANCE SERVICES

The exhibitors shall indemnify and hold harmless **INDEX Conferences & Exhibitions Organisation Est.**, its personnel, agents, etc. against and from all liabilities, losses, damages, costs, charges, expenses, actions, proceedings, claims and demands incurred by it and them as a result of or in connection with any loss, injury (including death) or damage directly or indirectly resulting from any act or omission of the exhibitor or any of its personnel, agents, contractors, and sub-contractors .

The exhibitor shall ensure that the Public Liability Policy referred to above, contains a waiver by the insurers of any and all rights of subrogation. They might otherwise be able to exercise against the Organisers or any of its directors, officers, employees and agents. The Organiser shall be entitled to inspect the aforementioned policy.

22. STAND CLEANING SERVICES

The organizers will arrange for the general cleaning of the exhibition halls. Please refer to Stand Cleaning Services Order Form #11.

23. STAND CATERING SERVICES

Stand catering services are provided by Dubai World Trade Centre. Please refer to Stand Catering Services Order Form #12.

24. DATA & TELECOMMUNICATION SERVICES

Telephone, facsimile and data services are provided by Dubai World Trade Centre. Please refer to Data & Telecommunication Services Form #13.

25. VEHICLE / EQUIPMENT ARRIVAL SCHEDULE

For authorization of vehicle / equipment that need to be displayed, please refer to Vehicle / Equipment Arrival Schedule Form #14.

26. STAND SECURITY COVERAGE

For stand security coverage, please refer to Stand Security Coverage Form #15.

27. RIGGING

For any requirement for rigging, please contact the Organiser. Please refer to Rigging Order Form #16.

28. RAFFLE DRAW

For guidelines to conduct a raffle draw during the event, please contact the Organiser.

29. BANKS /CREDIT CARDS/CURRENCY

Most International Banks are available in Dubai. Foreign currencies, cash, or traveler's cheque can be exchanged in Dubai. Visa, Master Card, American Express, and other International Cards are good for purchases at all outlets in Dubai. The official currency is the UAE Dirham (AED) and the exchange rate is 1 US Dollar = 3.685 Dirhams.

30. TELEPHONE, FAX & INTERNET FACILITIES

Local telephone and fax facilities are available at the organiser's office. However, international calls can be done through personal mobile phones through Etisalat phone booths, telephone cards can be purchased from Etisalat outlet located between concourses 5 & 6. Faxes can be received at the organiser's office. However, sending international faxes and using Internet can be arranged at the business centre (DICEC).

31. CAR PARKING FACILITIES

Parking Access:

Car parks are available for organisers, exhibitors and visitors within the perimeter of the Venue. The car parks operate on a first come, first-served basis.

- Car Park 1a: Free, opposite Convention Gate (capacity: 425 cars)
- Car Park 1b: Free, opposite Convention Gate (capacity: 540 cars)
- Car Park 1c: Free, opposite Convention Gate (capacity: 1,490 cars)
- Car Park 2: Free, opposite Za'abeel Entrance (capacity: 500 cars)
- Multi-storey Car Park: Paid, behind Sheikh Rashid Hall (capacity: 1,385 cars)
- Multi-storey Car Park: Paid, behind the Arena Hall (capacity: 885 cars)

Paid Parking Policy

A nominal parking fee per hour is applicable from Saturdays to Fridays. A parking token 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.

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.

Disabled Access at the Venue

All exhibition halls, meeting rooms and public areas are accessible by wheelchair. Car park spaces are also reserved for the disabled. Toilets on the ground floor and above Exhibition Halls 6, 7 and 8 have disabled access, whilst all doorways and lifts accommodate standard wheelchairs and have low-level buttons. Visitor wheelchairs are subject to availability and can be borrowed from our Emergency Medical Services Station, located next to Exhibition Hall 5, by depositing an appropriate identification.

32. TRANSPORTATION

Public transports are widely available and offer a safe and convenient mode of transport. The Dubai Metro station is located near the DWTC Exhibition Gates.

33. EXHIBITOR SERVICES SHOP

Located on Concourse 1, the Exhibitor Services Shop ensures that all DWTC products and services (pre-ordered or new orders) placed by exhibitors are delivered during the event. It is open during build-up and throughout the opening hours of the exhibition. The team can advise exhibitors on existing orders and help them place additional orders. The Exhibitor Services dedicated hotline number is +971 (0)4 308 6333 and their email is exhibitors@dwtc.com.

34. CLOAKROOM (LEFT-LUGGAGE)

The cloakroom is located near the Convention Gate Entrance and a nominal fee per item is applicable. During the event open days the cloakroom will be operational during the event days.

35. LOST AND FOUND

Tel.: +971 (0)4 306 4600

The Lost and Found office is located on Level 1, above Hall 8 and is responsible for the safekeeping of items that have been found at the premises. Items will be returned to the rightful owner upon presentation of reasonable proof of ownership. The Lost and Found office operates 24 hours, 7 days a week.

DWTC assumes no responsibility for the care and/or protection of any personal belongings left unattended on DWTC property or for the loss, under any circumstance including theft, vandalism, or malicious mischief of any such belonging.

Anybody losing property should report the details to the Lost and Found office as soon as they become aware of the loss. Losses may be reported by phone to the Lost and Found office or in person and must be followed up with an official report of loss, theft or disappearance.

36. EMERGENCY MEDICAL SERVICES (EMS)

Tel.: +971 (0)4 306 4040

The EMS station is located in the main concourse (Concourse 2) between Exhibition Halls 4 and 5. If you need assistance during your time at DWTC, please call +971 (0)4 306 4040 to speak to the on-duty medic or call the Command Control Centre on +971 (0)4 306 4600 / +971 (0)4 308 6212 for assistance. 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.

37. PRAYER ROOMS

The men's prayer room is located on level 2 opposite Exhibition Hall 5 and the ladies' prayer room is located on level 2 opposite Exhibition Hall 7. An additional ladies' prayer room is also available at the main entrance of Za'abeel Hall as well as in Sheikh Saeed Hall 3 when the hall is in operation.

38. RETAIL OUTLETS

There are a number of retail outlets available in Concourses 1 and 2 with most of them being operational from Saturdays to Thursdays. Please note that those shops are not managed by DWTC.

Spectrum – Digital Print

Concourse 1, between Halls 2 and 3

Tel: + 971 (0)4 327 5900

Fax: +971 (0)4 327 5166

Email: dwtc@spectrumdubai.com

FedEx – Courier Company

Concourse 1, next to Hall 7

Tel: +971 (0)4 331 4216

Fax: +971 (0)4 331 0714

Customer Care Centre: 800 40 50

Blooms Florist – Natural and Artificial for Sale or Rent

Concourse 1, next to Hall 3

Tel: +971 (0)4 332 1255

Fax: +971 (0)4 331 7289

Emirates Post Office

Concourse 2, opposite Hall 6

Airlink International – Freight Services

Concourse 1, next to Hall 2

Tel: +971 (0)4 332 5334

Fax: +971 (0)4 332 5155

Email: info@airlink.ae

Car Rental Companies

Concourse 1

- Dollar Rent A Car
- Green Car Rental

Mobile Phone Shops

- Axiom: Concourse 1, next to Hall 3
- Etisalat: Concourse 2, between Halls 5 and 6

Last Minute Services – Exhibition Stand Rental Services

Concourse 2, next to Hall 7

Tel: +971 (0)50 6526590

Tel: +971 (0)55 8132 148

Email: mb@uniqueuae.com

Dubai Life Pharmacy

Concourse 2, next to Hall 5

Tel: +971 (0)4 329 1162

Fax: +971(0)4 329 0959

Al Rostmani International Money Exchange

Concourse 2, next to Hall 6

Tel: +971 (0)4 332 8339

Fax: +971(0)4 332 6726

Email: ariedwtc@alrostamanigroup.ae

Banks (*opening hours are from 08:00 to 13:00, Saturday to Thursday*)

- National Bank of Dubai
Concourse 2, opposite Hall 8
- Emirates Bank International
Concourse 1, next to Hall 4
- ATM Machines
Concourses 1 and 2

39. FOOD OUTLETS

DWTC has a vast variety of food outlets to offer in addition to the ones from the adjacent 'ibis' and 'Novotel' hotels with the majority operating from Saturdays to Thursdays. DWTC also operates several themed food counters on Concourse 1 and 2. Their locations and opening times depend on the number of concurrent exhibitions.