 <p><b>DURBAN ICC</b> INTERNATIONAL CONVENTION CENTRE INKOSI ALBERT LUTHULI ICC COMPLEX SOUTH AFRICA</p>	<h1>ISO Management System</h1>	Approval	
		Operations Director	
	<h2>Operational Rules &amp; Regulations</h2>	Doc No: <b>SOP-16</b>	
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### 1. AISLES / CEILING HEIGHT


- 1.1 Aisles  
The minimum aisle space for all exhibitions is 3 metres. Should any item or structure be placed or protrude into the designated aisle space, Durban ICC Management reserves the right to move or remove the said item without any liability for loss or damage thereof.
- 1.2 Ceiling Height  
The floor to ceiling height at Durban ICC and Arena is:
- Hall 1AB: ± 3.5 metres > 7.5 metres
  - Halls 2 & Hall 3: 11 metres
  - Hall 4 AB: 10 metres
  - Hall 4 CD to Hall 6: 12.5 metres
- The floor to ceiling height at Exhibition Centre is:
- Hall 1: 6 metres
  - Hall 2: 11 metres
  - Hall 6: 5.1 metres
  - Coast of Dreams: 5.2 metres
  - Mystrals: 9.6 meters
- 1.3 It is recommended that stand designers view the exact location of their stand in the venue before designing stands, to take into consideration potential obstacles / limitations e.g. metal struts, air-conditioning pipes, columns etc...

### 2. AUDIO VISUAL EQUIPMENT / TECHNICAL SERVICES – (Order Form No. 01)

- 2.1 Demonstrations: Exhibitors are required to ensure all AV equipment used for marketing purposes is maintained at comfortable volume levels. Any audio system or electronic device that is deemed disruptive to the standard conduct of business of the exhibition or venue will not be tolerated and will be removed from site, this includes noisemakers such as whistles, vuvuzelas, horns, etc.
- 2.2 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 be maintained. The Durban ICC reserves the right to reduce the sound levels, restrict and/or switch off any AV displays deemed disruptive.
- 2.3 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 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".
- 2.4 Projectors and/or screens: Viewing areas should 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.

### 3. BANNERS / RIGGING FROM CEILING – (Order Form No. 02)

- 3.1 All rigging must comply with show management policies and venue constraints.
- 3.2 Banners may be hung from the ceiling above stands within the exhibition hall, where possible, on proviso that no banner obstructs other exhibits or banners (consider the angle and line of site).
- 3.3 It is advised that all banners be printed double sided and aluminium rods placed through the top and base of the banner to stabilise it, with a minimum of 10 m x 4 mm steel wire and clamps to be supplied for hanging purposes.  
**TAKE NOTE: The Venue does not supply rods, wire or clamps.**
- 3.4 Banners are hung by Durban ICC personnel only and are required to be delivered at least two (2) full days before the exhibition build-up, rigging of banners received late can not be guaranteed.
- 3.5 Due to the ceiling height, a Cherry Picker or Lift Platform will be required. The cost thereof will be the responsibility of the exhibitor – kindly contact your Durban ICC Event Co-Ordinator who will provide a list of accredited service providers. Should equipment be hired through ICC a handling fee of 15% will be incurred.
- 3.6 Hanging of banners or displaying posters from any wall within the centre (fixed or operable) is not permitted. Exhibitors disregarding this rule will be asked to remove the poster / banner accordingly, any damage resulting from this will be charged for accordingly.
- 3.7 Exhibitors are responsible for verifying with the Durban ICC that their item/s can be rigged and final approval received. To facilitate this process, available blueprints, diagrams, sketches or drawings should be included.
- 3.8 Assembly of item/s is not performed by Centre personnel and must be completed before rigging commences.
- 3.9 Weight is limited to 1 ton per 1.5 linear metre per girder.
- 3.10 Dates of installation and removal may vary depending on the quantity of orders received during build-up / breakdown periods.

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#### 4. BEHAVIOUR / DAMAGE / CARE OF BUILDING


- 4.1 The Organiser is responsible for ensuring all exhibitors and contractors are advised of and adhere to the Durban ICC rules and regulations as laid-out.
- 4.2 The Organiser and Exhibitor undertakes personal responsibility for the behaviour of any person/s presented as staff, suppliers, sub-contractors and/or service providers in their employ whilst on Durban ICC premises.
- 4.3 The Organisers and Exhibitor also undertake to ensure that no unacceptable behaviour, including the consumption of excessive alcohol, playing of loud music or the use of abusive language occurs by any such person whilst on the premises of the Durban ICC.
- 4.4 With regards to build-up and breakdown, all areas within the venue are to be treated with respect where no part of the facility will be abused, damaged or left in an unacceptable state post event. Contractors and Exhibitors are to ensure their stand/s and surrounding areas are kept in a reasonable state where equipment and debris from building or dismantling is removed. Any Contractor or Exhibitor seen to be disregarding this rule will be fined accordingly (amount will be based on cost of services rendered on behalf of the exhibitor to clear areas).
- 4.5 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 Organiser or Exhibitor found damaging the walls, carpets and/or any structure on the venue property will be charged with the replacement value of such item.
- 4.6 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 nails, hooks or other devices are to be driven into any part of the building.
- 4.7 **Painting and angle-grinding is not permitted anywhere within the venue or enclosed loading dock area.** All major construction and painting works must be completed off-site. Last minute touch-ups can be done on within demarcated areas in the (external) loading bay areas at the Durban ICC and Arena and designated areas within North Plaza at the Exhibition Centre. Plastic / cardboard / wood panels (in the case of angle-grinding) must be used to cover the surface of the work area.
- 4.8 Washing of paint brushes within the venue toilet facilities is strictly prohibited, any organiser, exhibitor or contractor found disregarding this rule will be asked to vacate the premises immediately. Basins specific to this purpose are available at Gate 1 at the Durban ICC and Gate A on North Plaza at the Exhibition Centre.

#### 5. CARPETS / FLOOR COVERINGS

- 5.1 Durban ICC Halls 1, 2, 3 & 4 are carpeted with 1m<sup>2</sup> carpet tiles (Belgotex Equinox Carpet Tile – Aries in Colour). Should exhibitors wish to cover these carpets it is essential to supply 16mm plywood / melamine to protect the area onto which the external carpet will be placed. Where electrical requirements are necessary, then ½ m<sup>2</sup> must be cut out to expose the pit area for access in case of emergencies.
- 5.2 The Exhibition Centre Halls 1 & 2 are not carpeted unless specified in the client contract at additional cost.
- 5.3 The client may outsource a service provider to supply carpet tiles and laying thereof directly or the Durban ICC can suggest preferred suppliers on request.
- 5.4 Should there be any damage to Durban ICC carpets the full replacement cost and labour will be charged.
- 5.5 Floors and platforms made of natural timber must be a minimum thickness of 25mm and chipboard or Melamine not less than 18mm.
- 5.6 Corners to be rounded off or covered with plastic guards or preferably have bevelled edges to ensure safety risks related to sharp stand corners are minimised while maintaining professional standards.
- 5.7 Druggest (protective covering type of material), linoleum or other approved floor coverings shall be properly secured or weighted at the edges to eliminate rucking

#### 6. CATERING – FOOD & BEVERAGES / LABOUR – (Order Forms No. 03 / 05)

- 6.1 External caterers are permitted at events taking place at the Exhibition Centre on proviso that the required licenses have been submitted to the Durban ICC Safety Officer / Health & Safety Officer.
- 6.2 Clients or Service Providers who use the DEC kitchens (Coast of Dreams and Mystrals) shall ensure the following:
  - 6.2.1 The Durban ICC will hand over the kitchens to the Client or Service Provider in a clean condition and we require that the Client or Service Provider to hand back the kitchens in a clean and neat condition. Failure to adhere to this requirement will result in cleaning costs claimed from the contingency.
  - 6.2.2 The hiring of the kitchen will only include the gas stove, tables and the refrigeration unit. Over and above these standard items additional costs will be incurred and therefore charged to the master account.
- 6.3 The Durban ICC, however, has exclusive catering rights for all events taking place in the Durban ICC and Arena. All food and beverages required must therefore be ordered and supplied through the venue.
- 6.4 Should exhibitors wish to provide their own beverages, approval will need to be obtained from Durban ICC Management. A corkage fee will be attached to all beverages supplied by external suppliers. Full payment of corkage charged is required prior to the stock arriving on-site. Any beverage order arriving on-site without the required authorisation or payment will be removed and stored by the Durban ICC (at the cost of the exhibitor) until such time that approval is granted and fees paid.


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- 6.5 Exhibitors whose products include a culinary experience (e.g.: Restaurants, catering companies, hotels, bush lodges etc...) may request approval to showcase and offer tasters to visitors. Such requests may be charged a standard platage fee. Full payment of platage charged is required prior to the food (whether it be pre-made or raw ingredients) arriving on-site. Should this rule be disregarded authorisation to showcase such dishes will be retracted.
- 6.6 Exhibitors wishing to give away samples of products must forward all relevant information for approval by Management. All food tasters 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*.
- 6.7 All orders placed with the Durban ICC for food and/or beverages must be paid by cash and/or credit card on confirmation of order. Should payment not be made within the specified time no products will be delivered until such time that payment is made and proof thereof submitted.
- 6.8 Late orders requested on the day of the event cannot be guaranteed and specific delivery times can not be confirmed.
- 6.9 Labour / Porterage - Bar persons, waitrons, porter service or general assistants are available for hire via the Durban ICC – kindly refer to the relevant order forms and costs thereof.
- Normal time rates: Weekdays: 08h00-18h00
  - Overtime rates: Weekdays: Before 08h00 and after 18h00  
Sunday and Public Holidays
- N.B. The minimum shift is 4 hours in any category. As per legislated Labour Act a one hour lunch break is compulsory for all 8 hour shifts. Supervision of labour is required and will be included with all quotations.**

**TAKE NOTE: All order/s received after the stipulated deadline will be subject to a 20% surcharge.**

#### **7. ELECTRICAL INFO / ELECTRICAL CONNECTIONS / TRANSFORMERS – (Order Form No. 04)**

- 7.1 All main power installations from source to outlet must only be carried out by an accredited Electrician who has the authority to issue a Certificate of Compliance on completion of electrical installation.
- 7.2 The Durban ICC and Arena under floor connections are situated in pits every 6m and must remain accessible at all times to accommodate emergencies (tripping etc.) Stand Builders are required to cut out a trap door for access to the under floor pits that are covered by floor boards.
- 7.3 No Twin flex is permitted.
- 7.4 Only SABS approved multi-socket outlet/s will be permitted (No 15 amp double adapters).
- 7.5 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 presented to the venue Safety Officer / Health & Safety Officer.
- 7.6 Only SABS approved multi-socket or multi-extender plugs or cable tie may be utilised.
- 7.7 All wiring systems must be insulated flexible cables with copper conductors that have a minimum cross section area of 1.5 mm<sup>2</sup> e.g. (3 core cab tie).
- 7.8 No joints to trailing cable will be accepted.
- 7.9 Multiple wiring will not be permitted to terminate to a single plug top 15 amp (SA 3 pin round plug).
- 7.10 Lighting is to be looped from fitting to fitting with all terminations being secured and concealed.
- 7.11 Stands constructed of a conductive material will be required to be double earthed to the Centre's earthing system.
- 7.12 Overloaded usage may cause the incoming power supply to trip excessively. Severe trips may take hours to rectify, thereby causing inconvenience to all Exhibitors.
- 7.13 Transformers are to be mounted on the structure, walls and/or systems and not placed directly onto the carpeted floor.
- 7.14 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.
- 7.15 Any power requirements in excess of 60 amps needs to be discussed with the venue contact person
- 7.16 Neon Lighting – this lighting may not be installed without prior arrangements and written authorisation from the venue contact person and all neon lights are required to have a 'Fireman's switch'.
- 7.17 Fluorescent fittings – must be earthed.
- 7.18 All electrical fittings and equipment must be SABS approved e.g. transformers, distribution boards, plugs etc.
- 7.19 **N.B.** Please place orders early to facilitate submission of electrical plans to the Durban ICC 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 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.

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**8. EXHIBITION STAND BUILDERS / CONTRACTORS – (Order Form No. 02 / 06)**  
**(NB: Failure to comply may result in refusal of permission to erect the stand).**

8.1 Covered Stands

- Covered stands are not permitted unless detailed drawings are submitted to the Durban ICC and a certificate of approval is given from the Fire Department.
- A copy of the above is to be provided at least thirty (30) days prior to the event for approval by the Durban ICC.

8.2 Space only / Custom Built Stands

- All Space only/Custom Built stand builders are required to submit a detailed plan/drawing of the proposed stand (incorporating front, side and top elevations), to the Durban ICC for approval at least thirty (30) days prior to build-up day.
- 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 Durban ICC Safety Officer, on completion, using the relevant Structural Certification Form.
- All stands are required to have corner guards or bevelled edges.

8.3 Floor plans

- A detailed floor plan of the proposed exhibition layout drafted on a 1 x 1m grid indicating diameters across the plan is to be submitted to the Durban ICC prior to space being sold.
- Once all space has been sold, final plans are to be submitted to the Durban ICC for final approval by the Durban ICC Health & Safety Officer and City Fire Department.
- Any changes made after final approval need to be communicated accordingly to the Durban ICC Health & Safety Officer prior to build-up (this also pertains to changes made on site during build-up).

8.4 Furniture/ Equipment

- Equipment may be hired through the Durban ICC (subject to availability).
- Should you require furniture that the venue cannot supply, a list of accredited suppliers will be supplied accordingly.

8.5 High Structured Stands (Double, triple and above)

- Stand builders of multiple tier stands are required to submit detailed plans of the proposed stand/s (incorporating front, side and top elevations) to Management for authorisation thirty (30) days prior to the event.
- 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 Durban ICC Health & Safety Officer.
- A fire extinguisher must be available on the stand and may only be discharged by a trained individual.
- An electronic smoke detector to be installed in an enclosed area i.e. roof structure. These need to be audible via either electrics or batteries.
- Hand rails to be on stairs and decking – no less than 1 metre in height.
- Anti-skid grips are required on each step leading up to the next level.
- Maximum weight capacity to be displayed on platforms.
- Maximum user/pax to be displayed at the bottom of staircases.
- A rigging certificate is required for any suspended loads.


8.6 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.
- Only LED lights may be used as uplighters due to heat transmission.
- 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 hand a Certificate of Compliance to the Durban Safety Officer / Health & Safety Officer once the stand has been completed.

8.7 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 any 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 Exhibitor concerned who will be charged accordingly.

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- Ensure that any product or display such as roofing, awning, ceiling or lighting must be highlighted in the respective stand plan and submitted to the venue for the Durban Metro Fire Department's approval.
- No product or display will be permitted in the exhibition venue without the correct approval / permits.
- 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.

### 8.8 Product Stands – Cooking & Sampling

- Any requirement for cooking at a stand must be communicated to the Durban ICC, giving all the relevant details.
- Cooking will only be permitted where prior approval has been granted in writing by the venue.
- Solid food portions should be no larger than "bite size" portions - 85 g/20mm x 20mm x 20mm on a toothpick.
- Any other catering will be subject to a platage charge.
- 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 the Durban ICC.
- There shall be no demonstrations for sampling outside of contracted exhibition space. Should samplers interfere with the normal traffic of neighbouring exhibition stands, ICCD will have no alternative but to request that the sampling be terminated.
- The exhibitor/s showcasing food samples are required to produce the relevant food/beverage licenses applicable as per Health & Safety legislation.
- The exhibitor is to supply a large plastic rubbish bin and a supply of plastic bags for associated waste.

### 8.9 Stand Builders / Sub-Contractors

- All stand construction staff are required to wear their Company's identification badges and/or company branded clothing, 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 purchase from the venue.
- Failure of contractors adhering to the dress code above will result in prevention of entry or removal of staff until such time that the staff member is equipped with the correct safety gear and branded clothing.
- All sub-contractors (stand fitting, interior decorating etc.) other than the official exhibition contractor are required to provide the Organiser of the event with an indemnity guaranteeing their observance of the rules and regulations as legislated by Durban ICC, the Occupational Health & Safety Act and other related Governmental agencies. (This is applicable to build-up and breakdown days).
- Walls of all stands must be clad on the reverse side to present an aesthetic appearance from aisles and adjoining stands.

### 8.10 Stand Cleaning

- The Durban ICC has a contracted service provider for the general cleaning of the hired exhibition venue (i.e. aisles and passages). This excludes cleaning of stands, exhibits and displays.
- Exhibitors are responsible for individual stand cleaning.
- Stand cleaning services may be hired through the venue. Individual stand cleaning includes - sweeping, mopping, vacuuming, dusting and waste removal.
- Toilet Attendants: Procuring additional cleaners for toilet facilities is compulsory for public and heavy traffic shows. This additional cost will be included on the cleaning quotation obtained from the Durban ICC Event Co-Ordinator.


### 8.11 Water & Drainage

- Water/drainage is only available in specific areas at Durban ICC. It is imperative that exhibitors discuss any plumbing requirements with the Durban ICC Event Co-Ordinator to establish whether the stand is located within close proximity to these outlets.
- Kindly note that Durban ICC Arena Halls 5CD & 6AB do not have water/drainage facilities and only Hall 1 & 2 at the Exhibition Centre has specific water/drainage areas.
- Water is provided using a 15mm, 22 mm or 28 mm male/female connection.

### 8.12 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. 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 Durban ICC property will be charged with the replacement value of such item.



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**9. FACILITIES – (Order Form No. 06: Parking)**

- 9.1 Air Conditioning in halls  
This is provided on show days only unless payment has been made for build up / breakdown in the contract.  
NOTE: Should organisers choose to have the hall doors and glass doors open this will cause condensation and moisture to drip down into the venue.
- 9.2 Animals  
No animals are permitted in the venue or exhibition halls without prior approval of the Durban ICC Management.
- 9.3 Banking  
Foreign Exchange and banking facilities are available (during normal business hours) on the lower basement level (Level 1) of the Durban ICC.
- 9.4 Floor Loading / Spreader Plates  
The maximum hall floor loading in both centres is 1,5 tons per m<sup>2</sup> excepting for Hall 4 at Durban ICC which is 500kg. 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 venue contact person who will obtain final approval from the Safety Officer / Health & Safety Officer.
- 9.5 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. The venue reserves 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.
- 9.6 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.
- 9.7 Operable Walls  
No banners, posters or signage may be attached to or hung onto any of the venue walls (operable or otherwise).
- 9.8 Parking (Durban ICC & Arena Basement Level)  
A "park & pay" system is in operation in the Durban ICC basement parking, with entrance via Bram 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 / Reserved Parking Available.
- 9.9 Parking – Exhibition Centre  
Limited parking is available at the North Plaza, entrance via Gate A on Walnut Road as well as South Plaza, entrance via Gate D, Samora Machel Street (formerly Aliwal Street).
- 9.10 Restaurant/Refreshments  
The Baobab Coffee Shop situated on the Durban ICC first floor (Level 3 in the glass lift) provides guests with light refreshments, fresh fruit juices, coffees and confectionery. Please note that the outdoor area of the coffee shop is a smoke-free area, thus no smoking in any area of the coffee shop is permitted.
- 9.11 Smoking/Tobacco  
Please note that the Durban ICC is a smoke-free venue. As per Government legislation 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.
- 9.12 Storage  
The venue does not provide storage facilities. No storage facilities will be permitted within the exhibition hall or behind the individual stands for safety reasons. Stands that require storage need to accommodate a storage area within their designated stand. (Lockable cupboards are advised for security purposes).
- 9.13 Travel Clinic  
The Travel Clinic situated in the Durban ICC Basement Foyer (Level 1) has medical staff in attendance during normal working hours and a Medical Doctor on 24-hour call at all times.


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## 10. FIRE REGULATIONS

- 10.1 Hessian, fabric, 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.  
**N.B. Please note that it is the duty of the venue contact person to ensure that the draping/materials are suitably treated and if not, to provide the exhibitor with details of an accredited fire retardant contractor.**
- 10.2 Electric signs and equipment must be wired to meet the specifications of local fire authorities.
- 10.3 Fire extinguishers on walls, floor or elsewhere may not be removed or obstructed in any manner.
- 10.4 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 the Durban ICC and the local Fire Chief, in writing.
- 10.5 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.
- 10.6 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.
- 10.7 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.
- 10.8 Polystyrene products will be prohibited unless treated by a fire retardant and certificated proof provided by the Exhibitor.
- 10.9 Only on receipt of the Certificate may the stand be structured.
- 10.10 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.
- 10.11 The use of industrial gases of inflammable or toxic nature for demonstration purposes will not be permitted in the exhibition venue 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.

## 11. LIABILITIES / INSURANCE / LOSS OF PROPERTY

- 11.1 All Organisers, Exhibitors and persons using the venue are strongly advised to 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.
- 11.2 Exhibitors shall ensure that they are fully covered by insurance and take out "public liability" and "comprehensive" protection.
- 11.3 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.
- 11.4 Exhibitors are strongly advised to either lock away or remove all valuable items from their stand when unattended. The Durban ICC does not take responsibility for any goods left unattended on stands or within the centre.
- 11.5 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.
- 11.6 The Exhibitor shall insure, indemnify and not hold the venue liable in respect of all costs, claim demands and expenses to which the Durban ICC may in any way be subjected as a result of any loss or injury arising to any person howsoever caused as a result of any act or default of the exhibitor, his agents, contractors or guests.
- 11.7 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.
- 11.8 The Durban ICC requires, under standard terms and conditions of contract, that the exhibitor indemnifies the Durban ICC from all claims resulting from accident, damage and/or injury occurring in the venue, as well as loss of property.
- 11.9 N.B. Exhibitors may order security personnel from the venue in-house security service provider at a fee – kindly refer to the relevant order form.

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### 12. LOADING DOCKS / OFF LOADING / LOADING PROCEDURES

- 12.1. Should you have any specific requirements e.g. trolleys, forklift, cherry picker, hanging of banners etc. - kindly refer Banner Order Form No. 02.
- 12.2. To facilitate smooth set up and breakdown of exhibitions held at the venue, a traffic management system is operated as follows:
- Durban ICC and Arena: Goods to be exhibited must be delivered to Gate No. 1, via Stalwart Simelane Street (formerly Stanger Street) to the relevant loading dock.
  - Exhibition Centre: Goods to be exhibited must be delivered to either Gate A (North Plaza) opposite the Hilton Hotel in Walnut Road or Gate D (South Plaza) opposite the Workshop Shopping Centre via Samora Machel Street (formerly Aliwal Street) for Hall 1. Once vehicles are off loaded, these must be moved from the Loading Dock immediately.
- 12.3. Dimensions:
- |                                       |   |        |   |            |       |   |            |
|---------------------------------------|---|--------|---|------------|-------|---|------------|
| Durban ICC Loading Dock 1 to 4        | : | Height | - | 5 metres   | Width | - | 7 metres   |
| Durban ICC Loading Dock 5             | : | Height | - | 3 metres   | Width | - | 3,5 metres |
| Durban ICC Arena L/Docks A1-A3        | : | Height | - | 4 metres   | Width | - | 5,5 metres |
| Exhibition Centre Loading Dock 1 to 4 | : | Height | - | 4,2 metres | Width | - | 4,5 metres |
| Exhibition Centre Fire Bay Doors      | : | Height | - | 2,2 metres | Width | - | 2,8 metres |

**The venue will not take accountability or responsibility for goods that arrive early or which are left after the official breakdown period of the exhibition. Should the venue need to dispose of any items, the costs thereof will be charged to the Exhibitor or Organiser concerned.**


### 13. PAYMENT PROCEDURE AND CREDIT CARD AUTHORISATION

- 13.1 The Durban ICC does not offer credit facilities. Payment for all services must be received on confirmation of order.
- 13.2 For credit card payments please complete the relevant form (Payment Procedure and Credit Card Authorisation) and return by fax to the designated Durban ICC Event Co-ordinator. Ensure a photocopy of both sides of the relevant credit card accompanies the completed form.
- 13.3 Banking details are listed on the above mentioned form for payments made via EFT. Ensure a copy of the deposit is sent to the Durban ICCD Event Co-ordinator as proof of payment.
- 13.4 Please provide a VAT registration number (where applicable).  
**Kindly ensure that the Event ID Number, Company Name and Stand Number appears on your deposit slip/EFT for ease of reference and payment allocation.**

### 14. REMOVAL OF WASTE / SKIPS – (Order Form No. 06)

- 14.1 The nominated Exhibition Organiser is responsible for waste removal required for exhibitions or events, however should an excess of debris be expected during the construction or breakdown of your stand, exhibitors would be required to hire a skip for removal of such.
- 14.2 The venue reserves the right to charge the Exhibitor for the removal of excessive waste created i.e. crates, pallets, cartons, packing or literature left behind after breakdown.
- 14.3 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” or custom built stands or interior designs are responsible for removing their own building waste and off-cuts from the site at the end of each day.




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**15. SECURITY / ASSUMPTION OF RISK – (Order Form No. 06)**

- 15.1 As part of the general venue security, the Durban ICC provide perimeter security only. It is recommended that additional steps be taken to limit the chances of a loss by appointing additional security personnel at your stand.
- 15.2 Security personnel will remain on duty until released and the exhibitor is responsible for additional charges that may occur.
- 15.3 A minimum shift of 2 hours per security officer is charged. Billing does not allow for part or divisions of an hour.
- 15.4 Please note that there is an increase in rates applicable for overtime, Sundays & Public Holidays.
- 15.5 Payment in full must be rendered before the service is provided.
- 15.6 Inspection of goods / materials - all equipment, fittings and materials brought into the venue are subject to inspection by the accredited venue Security Contractor.
- 15.7 **TAKE NOTE: It is compulsory to complete & return the security check/stand inventory form.**
- 15.8 Never leave valuables on the exhibition stand e.g. purses, briefcases, wallets, cameras, etc., these must be carefully safeguarded – cell phones and laptop computers particularly.
- 15.9 In the unfortunate instance that you suffer any loss, please report it to venue contact person immediately. A report will be recorded and a copy made available to you for insurance purposes.
- 15.10 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 Durban ICC merely as a service and that the venue has made no representation regarding the adequacy of such security measures. Durban ICC recommends that all Exhibitors consult their individual insurance representatives to obtain appropriate insurance coverage.

**16. TELECOMMUNICATIONS / IT – (Order Form No. 04)**

- 16.1 Temporary Telephone / Fax / Speed Point Lines  
Exhibitors who wish to hire temporary services as above for their stand:
  - Refundable deposits and connections for services are provided by Durban ICC and must be paid in full before installation.
  - Billing for the above lines will be deducted from the deposit and the balance refunded (where applicable).
  - Tax Invoices will be issued as soon as possible from the time of disconnection/departure. Please note that all-outgoing calls / transmissions are chargeable on time-basis
  - The above packages are inclusive of on-site support and arrangements can be made should exhibitors require call limits on the rented lines, i.e. once the stipulated limit is reached, all outgoing calls will be automatically barred whilst still allowing incoming calls.
  - Local public telephones (coins and pre-paid cards) are situated throughout the Centres.
  - **TAKE NOTE: Should any of the IT lines need to be moved after initial installation a 100% surcharge will be applicable. No fixed line ISDN internet connections are available in Halls 4, 5, 6 as well as at the Exhibition Centre. This must be arranged directly through Telkom on Tel: 011 360 6849/ Fax: 0860 105 778 Attention: Linda Landman**
- 16.2 Wireless
  - Only wireless enabled devices will be able to communicate with the venue wireless internet.
  - **TAKE NOTE: Although the Durban ICC provides complimentary wireless the signal cannot be guaranteed.**

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**NOTIFICATION OF ACCEPTANCE**

Show Name : \_\_\_\_\_

Stand Name : \_\_\_\_\_

Stand Number : \_\_\_\_\_

Representative Name : \_\_\_\_\_

Representative Contact Number : \_\_\_\_\_

**By authority of the exhibiting company the above representative has read and understood the rules and regulations as laid out in the above document and agrees to abide by those laid out or accept the consequences outlined.**

Signature of Acceptance : \_\_\_\_\_

Designation : \_\_\_\_\_

Date : \_\_\_\_\_