

## GENERAL INFORMATION

### Build-up Day for Official & Private Contractors

Friday	27 October 2017	00:00 - 23:00
Saturday	28 October 2017	00:00 - 23:00

### Exhibitors Stand Preparation & Display of Exhibits

Saturday	28 October 2017	08:00 - 23:00
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### Official Event Days

Sunday	29 October 2017	10:00 - 18:00
Monday	30 October 2017	10:00 - 17:00

### Removal of Exhibits & Dismantling of Stands

Monday	30 October 2017	18:00 - 23:00
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### Final Dismantling of Stands

Tuesday	31 October 2017	00:00 - 23:00
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#### Important notes:

- Exhibitors who have booked shell scheme stand are not allowed to access into the hall during the Official and Private Contractors build-up day (27 October 2017 – Friday). Unloading of goods and display of exhibit must be done on the 28<sup>th</sup> of October 2017, once the construction of stands is completed. To ensure smooth operations on-site the exhibitors are requested to follow the abovementioned schedule.

Organised by:

- For “Space Only” Exhibitors, who will have their stands built by Private Contractors, are requested to coordinate with our Official Stand Contractor (Top Exhibition) for the exact time of their build-up and tear-down.
- The stand must be occupied by **28<sup>th</sup> of October 2017 – 23:00**, 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 hall from **8:00 AM** on the **1<sup>st</sup> day of the event (29 October 2017)**, before the official opening hour for any work completion.
- The exhibition hall will close at the exact given time.

## 1. ORGANISER

INDEX® Conferences & Exhibitions Organisation Est.

Address: P.O. Box: 13636, Dubai-United Arab Emirates

INDEX Holding Headquarters, Road D-62, Opposite to Nad Al Hamar

Tel: +971 4 520 8888; Fax: +971 4 338 4193

E-mail: [info@globalfranchisemarket.com](mailto:info@globalfranchisemarket.com)

Website: [www.globalfranchisemarket.com](http://www.globalfranchisemarket.com)

## 2. ORGANISER'S OFFICE

The Organiser's Office is fully operational throughout the exhibition including build up & tear down, which is located in **Office 7.1** adjacent to the main entrance of **Hall 7, Dubai International Convention & Exhibition Centre (DICEC)**.

Organised by:

### 3. 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](http://www.dwtc.com) Location Map: [Click here](#)

Exhibition Hall: Inside Hall 7

Workshop Venue: Fujairah Meeting Room, above Hall 8

### 4. EXHIBITION OFFICIAL INAUGURATION

The Global Franchise Market will be officially inaugurated on **29<sup>th</sup> of October 2017 at 10:00 AM** (timing subject to change based on the availability of the dignitaries opening the event). During the inauguration, the exhibition hall 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.

### 5. 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. Badges can be collected at the Exhibitors Package Counter outside Hall 7 on the 28<sup>th</sup> of October 2017 from 08:00 – 23:00, and in the Organiser's Office during the official event days. If a badge is lost or misplaced, please report to the Organiser's Office.

*Note: These badges do not permit entry to the Workshop.*

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## 6. EXHIBITOR'S PACKAGE

Exhibitors will be provided an exhibition package which contains useful information such as:

- handover letter
- official show catalogue
- opening ceremony invitation
- B2B meeting schedule
- exhibitor badges

Please collect your package on arrival at the Exhibitors Package Counter outside Hall 7.

## 7. EXHIBITION CATALOGUE

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

Copies of the Catalogue will be distributed to all exhibitors, visitors, VIPs, Speakers, and workshop participants of the event.

## 8. CONTRACTOR BADGES

All contractors must follow DWTC contractor badge policy to access the hall during build-up and tear down. Please refer to the [Contractor Badge Policy](#) for details. Contractor badges can be collected at the assigned [collection points](#).

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## 9. 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 inquiry to [emmanuel@top-exhibitions.ae](mailto:emmanuel@top-exhibitions.ae) for quotation.

## 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 discuss any other ideas, which you believe would enhance the image and perception of your company and products. Please contact the Organisers.

## 11. 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. Please fill [BIGDOT Design Brief Form 1.A](#) if you wish to acquire BIGDOT service.

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## 12. 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 (please refer to [Raw Space Guidelines Form # 1.B](#)). 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](#) and fill the required forms.

## 13. ADVERTISING – OFFICIAL CATALOGUE

If you wish to advertise in the event's Official Catalogue, please contact the Organiser or fill the [Advertising Form #6](#).

## 14. HOTEL RESERVATION

INDEX Hospitality offer special rates on selected hotels in Dubai for the duration of the event. List of the hotels available can be found upon completing the online registration for Exhibitors. For any hotel inquiries please contact [Vineeth.cabral@index.ae](mailto:Vineeth.cabral@index.ae) for more details.

## 15. VISA APPLICATION

### A. Countries that do not require a Visa:

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

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**B. Visa on Arrival Countries:**

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

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](http://www.index.ae/visa).

**16. FURNITURE & DISPLAY 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](#).

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## 17. ELECTRICAL REQUIREMENT

All electrical requirements must be undertaken and approved by the Official Contractor.

Please refer to [Electrical Order Form #8](#).

## 18. AUDIO VISUAL REQUIREMENT

A range of audio-visual 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 DB Schenker 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 Forwarder/On-site handling agent, please contact **DB Schenker** for assistance.

## 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

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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. DATA & TELECOMMUNICATION SERVICES

Telephone, facsimile and data services are provided by Dubai World Trade Centre. Please refer to [Data & Telecommunication Services 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. STAND CLEANING SERVICES

The organizers will arrange for the general cleaning of the exhibition halls. Please refer to [2-Day Event Stand Cleaning Services Order Form #13](#).

## 25. STAND SECURITY COVERAGE

For stand security coverage, please refer to [Stand Security Coverage Form #14](#).

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## 26. RIGGING

For any requirement for rigging, please refer to [Rigging Order Form #15](#).

## 27. CATERING DISCLAIMER FORM

It is mandatory for all exhibitors who will have food sampling in their stand to submit the [Catering Disclaimer Form #16](#) to the Organisers for approval. Any sampling that was not approved will be seized immediately by the venue.

## 28. HIGH RISK EQUIPMENT & SUBSTANCE APPROVALS SUBMISSION

For authorization of vehicle / equipment that need to be displayed, please refer to [High Risk Equipment & Substance Approvals Submission Form #17](#).

## 29. RAFFLE DRAW

For guidelines to conduct a raffle draw during the event, please refer to [Raffle Draw Application Form #18](#).

## 30. BANKS / CREDIT CARDS / CURRENCY

Most International Banks are available in Dubai. Foreign currencies, cash, or traveller'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.

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### 31. 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 or through Etisalat phone booths, telephone cards can be purchased from the Etisalat outlet located between concourse 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).

### 32. CAR PARKING FACILITIES

#### A. 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)

#### B. 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.

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### C. 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.

## 33. TRANSPORTATION

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

## 34. 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](mailto:exhibitors@dwtc.com).

## 35. 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.

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### 36. LOST AND FOUND

Tel.: +971 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.

### 37. EMERGENCY MEDICAL SERVICES (EMS)

Tel.: +971 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 4 306 4040 to speak to the on-duty medic or call the Command Control Centre on +971 4 306 4600, +971 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.

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**38. 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.

**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.

**40. 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.

**Airlink International Freight Services**

Concourse 1, next to Hall 2

Tel: +971 4 332 5334

Fax: +971 4 332 5155

Email: info@airlink.ae

**Al Rostamani International Money Exchange**

Concourse 2, next to Hall 6

Tel: +971 4 332 8339

Fax: +971 4 332 6726

Email: ariedwtc@alrostamanigroup.ae

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### Banks

*From 08:00 to 13:00 (Sat - Thurs)*

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

### Car Rental Companies

Concourse 1

- Dollar Rent A Car
- Green Car Rental

### FedEx – Courier Company

Concourse 1, next to Hall 7

Tel: +971 4 331 4216

Fax: +971 4 331 0714

Customer Care Centre: 800 40 50

### Mobile Phone Shops

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

### Blooms Florist

Natural and Artificial for Sale or Rent

Concourse 1, next to Hall 3

Tel: +971 4 332 1255

Fax: +971 4 331 7289

### Dubai Life Pharmacy

Concourse 2, next to Hall 5

Tel: +971 4 329 1162

Fax: +971 4 329 0959

### Emirates Post Office

Concourse 2, opposite Hall 6

### Last Minute Services

Exhibition Stand Rental Services

Concourse 2, next to Hall 7

Tel: +971 50 6526590

### Spectrum – Digital Print

Concourse 1, between Halls 2 and 3

Tel: + 971 4 327 5900

Fax: +971 4 327 5166

Email: [dwtc@spectrumdubai.com](mailto:dwtc@spectrumdubai.com)

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