



## **GENERAL INFORMATION**

**Dear Exhibitor,**

**Please take a moment to read through this letter before you arrive on-site to build and set up your stand. It contains VERY IMPORTANT INFORMATION to assist your last-minute preparations.**

**Please share this note with your contractor.**

### **1. THE 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)

**Exhibition Hall: 8**

### **2. ORGANISER'S OFFICE**

The Organiser's Office is fully operational throughout the exhibition including build-up & tear down. It is located adjacent to the main entrance of Hall 8, Room 8.1, of the Dubai International Convention & Exhibition Centre (DICEC).

### **3. EXHIBITORS MEDIA & PR SERVICE**

The Organisers provide a complimentary media exposure for the exhibitors. Exhibitors who wish to be featured in our media campaigns must fill the [PR & Media Form](#).

#### 4. EXHIBITOR'S PACKAGE

Exhibitors will be provided with a package, which contains useful information and exhibitor badges. Please collect your package on **4<sup>th</sup> November** at the **Exhibitors Package Collection Desk** outside **Hall 8**.

#### 5. EXHIBITOR BADGES

Exhibitors must fill the [Exhibitor Registration Form](#) with the required details of their personnel who will be present in their stand during the event.

The number of exhibitor badges will be issued free according to the size of the exhibitor's stand. These are not transferable.

BOOTH SIZE	NUMBER OF EXHIBITOR BADGE
9 SqM	3 badges
18 SqM	6 badges
27 SqM	9 badges
36 SqM	12 badges
54 SqM	18 badges

*\* For additional request of badges, please contact the organizers.*

Please take note of the badge collection locations for specific dates during the event:

DATE	BADGE COLLECTION LOCATION	TIMING
4 November 2019	Collection Counter – Hall 8	09:00 – 19:00
5 – 6 November 2019	Organizer's Office 8.1	08:00 – 18:00

Strict security will be maintained at the exhibition site, exhibitors without their badges are not allowed to enter the exhibition hall. If a badge is lost or misplaced, please report to the Organiser's Office.



## 6. EXHIBITION OFFICIAL INAUGURATION

TGFM 2019 will be officially inaugurated on **Tuesday, 05 November 2019 at 10:00** (timing is subject to change based on the availability of the dignitaries opening the event). During 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.

## 7. STAND CONSTRUCTION

- A. "Raw Space" bookings will be allocated floor space only (marked on floor). It is the responsibility of the Exhibitor to build and furnish the stand.
- B. 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 set-up of Shell Scheme stands and will provide full on-site technical services.  
They are also responsible for stands' servicing and maintenance through their contractors or sub-contractors for the whole exhibition period.
- C. The Organisers have selected INDEX Design as the Preferred & Recommended Stand Contractor for "raw space" stands.

## 8. NOTICE OF INTENTION TO BUILD THE STAND AND/OR CARRY OUT ELECTRICAL INSTALLATIONS

Exhibitors who wish to build their stand and/or carry out electrical installations on their own may refer to [Raw Space Guidelines](#). Exhibitors must provide details of works to be carried out including dimensional illustrations showing the front, side & back perspectives, elevation and floor layout of the stand. Please refer to the [Space-Only Forms 1 to 5](#) and fill the required forms.

## 9. HEALTH & SAFETY AT WORK

The law requires that everyone takes a responsible attitude towards Health & Safety. All staff (exhibitors and contractors) who wish to enter the halls during the build-up period must wear PPE (**Personal Protective Equipment**). The minimum requirement is a safety jacket and closed-toe shoes. No exceptions will be made onsite. Safety Vest is available for purchase in **DWTC Office right outside Hall 6**.

Please refer to the venue's [Health and Safety Rules and Regulations](#) for the detailed information.



## **10. VEHICLE PASS**

The Contractor won't be allowed to enter the holding area in Al Warsan without the vehicle pass issued by the Organiser. **The vehicle pass will be obtained upon submission of the Performance Bond.**

### **AL WARSAN HOLDING AREA FOR BUILD-UP AND BREAKDOWN DAYS**

Please be informed that all Index Conferences & Exhibitions Organisation Est. events will be utilizing the new Holding Area – Al Warsan for all delivery vehicles of Exhibitors and Contractors during the build-up and breakdown days.

To know the process and the location of Al Warsan Holding Area, please refer to the [Al Warsan Communication & Process](#) document.

The holding area will be operated by Health & Safety and the Security of Dubai World Trade Center (DWTC) and AED 20.00 (excluding VAT) will be charged per trip.

**Kindly note that all vehicles attempting to go directly to DWTC Marshalling Yards will be refused access.**

## **11. CONTRACTOR ACCESS & BADGES**

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

## **12. 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 Organizers' or any of its directors, officers, employees and agents. The Organiser shall be entitled to inspect the aforementioned policy.

### 13. HOSPITALITY REQUIREMENTS

INDEX Hospitality offers special rates on selected hotels in Dubai for the duration of the event. For any hotel inquiries, please contact [hospitality@index.ae](mailto:hospitality@index.ae) for more details.

### 14. VISA APPLICATION

Please visit this link <http://www.indexhospitality.ae/VisaInformation.php> to know if your country of citizenship requires a visa to the UAE. If you require an entry permit, 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 UAE. Please download the Visa Application Form from [www.index.ae/visa](http://www.index.ae/visa).

### 15. EXHIBITORS' STAND REQUIREMENTS

#### A. OFFICIAL SUPPLIERS SERVICES:

##### i. 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](#).

##### ii. Electricity & Compressed Air Requirement

All electricity requirements must be undertaken and approved by the Official Contractor. Please refer to [Electrical Order Form #8](#). For compressed air requirement, please refer to [Compressed Air Order Form #8A](#).

##### iii. 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](#).

##### iv. 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](#).



v. **Storage of Empty Crates & 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.

**B. VENUE SERVICES:**

Dubai World Trade Centre provides the following services for the convenience of our exhibitors. Please access the complete list of exhibitors' services the venue is providing through this link <https://www.eventplus.ae/globalfranchisemarket2019>.

i. **Data & Telecommunication Services**

Telephone, facsimile and data services are provided by the DWTC. Please place your order to the [Data & Telecommunication Services portal](#).

ii. **Stand Catering Services**

Food and Beverages from outside are not allowed in the exhibition hall. Only exhibitors with sampling approval are allowed to bring their food and beverage samples. If you require catering services for your stand, please place your order to the [Catering Services portal](#).

iii. **Stand Cleaning Services**

Exhibitors are accountable for maintaining their stands tidy during event hours. Aisles and Shell Scheme Stands flooring are included in the cleaning services provided, however, Space-Only stands' cleaning is a responsibility of the exhibitor. If you require additional cleaning service for your stand, please place your order to the [Stand Cleaning Services portal](#).

**iv. Stand Security Services**

The security officers in each entrance ensure the safety inside the exhibition hall during the entire event. If you require exclusive security service for your stand, please place your order to the [Stand Security Services portal](#).

**v. Flower Arrangements**

Flower arrangement services are provided by the DWTC. If you require flower arrangements for your stand, please place your order to the [Flower Arrangement Services portal](#).

**C. VENUE APPROVAL FORMS:**

To ensure smooth participation in the event, exhibitors are required to acquire approval forms from the venue for specific activities that will take place in the stands.

**i. Catering Disclaimer Form**

It is mandatory for all exhibitors who will have food sampling in their stand to submit the [Catering Disclaimer Form](#) to the Organisers for approval. Any sampling that was not approved will be seized immediately by the venue. Please refer for [Dubai Municipality Food Code & Guidelines for Food Sampling in Exhibitions](#) for detailed information regarding food sampling.

**ii. High-Risk Equipment & Substance Approvals**

All exhibitors must acquire approval for any use of high-risk and heavy equipment before the event; whether the item will be functional or just for display. To acquire approval, please fill the [High-Risk Equipment & Substance Approvals Submission Forms](#).

**iii. Food Truck Vehicle Approval**

Exhibitors who are showcasing their food trucks have to obtain the approval before they can bring in their vehicle inside the exhibition hall. Please complete the [Food Truck Vehicle Form](#) and submit to the organisers.

iv. **Entertainment Permit**

Exhibitors who wish to have any form of entertainment or performance in their stand MUST obtain approval by filling the [Entertainment Permit Form](#) and submitting it to the organisers.

If the exhibitor fails to secure the required approval, the Entertainment will be seized, and fines will be issued by DTCM.

v. **Raffle Draw Approval**

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

vi. **Time Lapse Video Approval**

Exhibitors who wish to conduct Time Lapse Videos within the venue must acquire [Time Lapse Approval Form](#) from Dubai Police for the entire crew to be submitted with their passport and visa copies.

## 16. 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.

## 17. 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 the internet can be arranged at the business centre (DICEC).

## 18. CAR PARKING FACILITIES

Parking Access: The following car parks are available for Organisers, Exhibitors, Sponsors and Visitors and operate on a first-come, first-served basis:





- A. Happiness Street Car Park: This parking facility offers a total of 3,715 spaces including dedicated spot for Electric vehicles, People of Determination, and 140 bicycle storage racks. The car park uses a smart parking technology solution with bay availability indicators and floor counts detailing available spaces.
- B. Multi - Storey Car Park: Behind Sheikh Rashid Hall (capacity: 1,160 cars)
- C. Sheikh Rashid Tower Car Park: Next to Arena Hall (capacity: 863 cars)
- D. Za'abeel Plaza Parking: Front of Za'abeel Hall 6 (capacity: 300 cars)
- E. Exhibition Plaza (capacity: 150 cars)
- F. Arena Plaza: Valet service (capacity: 140 cars)

### **Paid Parking Policy**

A nominal parking fee per hour applies 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 either 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.

## **19. ACCESSIBILITY**

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.

## **20. 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.

## **21. 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).

## **22. 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.

## **23. EMERGENCY MEDICAL SERVICES (EMS)**

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.



## 24. 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.

## 25. 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.

### DIGITAL PRINT - Spectrum

Concourse 1, between Halls 2 and 3

Tel: + 971 (0)4 327 5900

Fax: +971 (0)4 327 5166

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

### COURIER COMPANY - FedEx

Concourse 1, next to Hall 7

Tel: +971 (0)4 331 4216

Fax: +971 (0)4 331 0714

Customer Care Centre: 800 40 50

### EXHIBITION STAND RENTAL SERVICES - Last Minute Services

Concourse 2, next to Hall 7

Tel: +971 (0)50 6526590

Tel: +971 (0)55 8132 148

Email: [mb@uniqueuae.com](mailto:mb@uniqueuae.com)

### PHARMACY - Life Pharmacy

Concourse 2, next to Hall 5

Tel: +971 (0)4 329 1162

Fax: +971(0)4 329 0959

### CAR RENTAL - Dollar Rent A Car

Concourse 1

### MOBILE PHONE SHOPS – Etisalat

Concourse 2, between Halls 5 and 6

### NATURAL AND ARTIFICIAL FOR SALE OR RENT - Blooms Florist

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

### FREIGHT SERVICES - Airlink International

Concourse 1, next to Hall 2

Tel: +971 (0)4 332 5334

Fax: +971 (0)4 332 5155

Email: [info@airlink.ae](mailto:info@airlink.ae)



**EXCHANGE - Al Rostamani 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](mailto:ariedwtc@alrostamanigroup.ae)

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

➤ **Emirates National Bank of Dubai**

Concourse 2, opposite Hall 8 & Concourse 1, next to Hall 4

➤ **ATM Machines Concourses 1 and 2**

## 26. 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.

**If you require further assistance, please do not hesitate to contact TGFm 2019 Team:**

**For Exhibition Space Queries:**

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**For Franchise Business Hub Queries:**

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**For Match & Meet Queries:**

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