



WISA

Water Institute of
Southern Africa

2018

Cape Town, South Africa

VENUE: CTICC, Cape Town
DATES: 24-27 June 2018

WISA Biennial Conference and Exhibition 2018
27 – 29 June 2018 – Conference & Exhibition

EXHIBITION MANUAL

CAPE TOWN INTERNATIONAL CONVENTION CENTRE

Proudly organised by:



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VENUE

Cape Town International Convention Centre:
Convention Square, 1 Lower Long St, Cape Town, 8001

Tel: +27 (0) 21 410 5000

WISA Exhibition venue: Exhibition Hall 1,2 & 3 Level 0



DIRECTIONS TO THE VENUE

DIRECTIONS TO THE CAPE TOWN ICC:

(Please note that the CAPE TOWN ICC are clearly marked on brown signposts throughout the main routes into central Cape Town)

Getting to the CTICC is easy as Cape Town is a dynamic city with well-established transport systems in place. The centre is located in the business and entertainment hub, which provides many options when it comes to choosing your method of transport whether you opt for public transport, bus services, car rental or metered taxis.

CAPE TOWN AIRPORT CONNECTIONS

The Cape Town ICC is just 35 minutes by road from Cape Town International Airport. Airport-approved operators provide taxi, bus and shuttle services between Cape Town and the terminal. There are also several car hire companies based at the airport.

AMPLE PARKING FOR VISITORS

Close to 11 000 parking pays are available to Cape Town ICC visitors, with the entrance to the parking arcade on 1 Lower Long Street.



CONTACT LIST

Responsibility	Contact Person	Company	Contact Details
Exhibition Coordinator -Main contact person for exhibitor queries	Charné Millett-Clay	Scatterlings Conference & Events	Tel: 011 463 5085 Mobile: 082 345 3147 Email: charne@soafrica.com
Shell Scheme Contractor - Contact person for custom stand design / quote requests	Caren Cloete	GL Events	Tel: 021 526 3200 Mobile: 083 215 8700 Email: caren.cloete@gl.events.com
Services Coordinator - Contact person for hire of additional furniture, AV, plants, lighting and electrical items	Caren Cloete	GL Events	Tel: 021 526 3200 Mobile: 083 215 8700 Email: caren.cloete@gl.events.com
Cape Town ICC Services -IT, telecoms, stand cleaning, stand catering	Chantal Bartman	Cape Town ICC	Tel: 021 410 5079 Email: chantalb@cticc.co.za

EXHIBITION MANUAL

The information contained in this manual will provide you with everything you need for a successful exhibition, and has been compiled to remove the majority of pre-exhibition problems and help you enjoy a smooth and trouble free run-up to the event.

The manual is not designed to replace our personal service. If you have any questions or require assistance, please do not hesitate to contact Charné Millett-Clay on 011 463 5085 or charne@soafrica.com

IMPORTANT DATES

IMPORTANT DATES

3 May 2018	17h00	Deadline for submission of custom stand designs and plans incorporating front, side, back and top elevation (all plans are subject to approval by the Committee, Cape Town ICC and the Safety Officer)
8 May 2018	17h00	Deadline for submission of service forms
22 June 2018	14h00 – 24h00	Build up – Custom Stand builder access
23 June 2018	07h30 – 24h00	Build up – Custom Stand builder access
24 June 2018	07h30 – 12h00 12h00 – 14h00 14h00 – 15h30 15h30 – 17h00 17h30 – 20h30	Build up – Custom Stand builder access Exhibitors to dress custom stands & Shell Scheme Stands Stand Handover, Exhibition Hall closed for inspection Exhibition Hall closed for cleaning WISA Welcoming Cocktail
25 June 2018	10h00 – 16h00	Exhibition Hall open to delegates, all exhibitors at stands
26 June 2018	09h30 – 17h00 14h00 – 17h00 19h00 – late	Exhibition Hall open to delegates, all exhibitors at stands Exhibition Hall open to public Convention Dinner
27 June 2018	09h30 – 13h30 14h00 – 24h00	Exhibition Hall open to delegates, all exhibitors at stands Exhibition breakdown

GENERAL INFORMATION

PLEASE NOTE: All material relating to exhibitors' stands must be cleared from the exhibition hall and loading areas by 23h00, 27 June 2018. Items not removed will be disposed of by the organiser at the exhibitors' expense.

IMPORTANT: Neither the organisers nor WISA, nor the security operators at Cape Town ICC can be held responsible for any loss or damage to exhibitor property. Please ensure that you have a representative overseeing the build up and breakdown of your stand to ensure that equipment does not go missing.

RIGGING

The ceiling in Exhibition Halls 1 - 4A is convex to the origin in shape with the lowest point being 10m AND the highest point being 18m.

The maximum weight to be hung from the ceiling is 600kg per node to a maximum of 3 000kg per truss.

The CTICC's preferred supplier is fully compliant with national safety standards. Please enquire with Chantal Bartman for a list of pre-approved banner hanging positions. (See page 20 for details).

The CTICC requires accurate plans showing the positioning of suspended items, their weight as well as the height of the bottom of each item from the ground. This must be submitted to the CTICC for approval by 3 May 2018

The CTICC's preferred supplier can provide a design and construction service for all banners and signs should assistance be required

EXHIBITION RULES & REGULATIONS

AISLES / STAND HEIGHT

The minimum aisle space applicable to all exhibitions is 3 meters. Should any item or structure be placed or protrude into the designated aisle space, the Cape Town ICC reserves the right to request the removal thereof or remove the said item without any liability for loss or damage.

STRUCTURAL ENGINEERING CERTIFICATE & ELECTRICAL COMPLIANCE CERTIFICATE:

Kindly note any stands 3 metres and more in height needs to have a structural engineering certificate. Failure to do so will result in your stand not being accessible when the exhibition opens.

Electrical compliance certificates must be provided for all custom stands.

Exhibitors utilising and/or planning a **double tier stand** are required to provide a (BDM 12) structural engineer's appointment letter to the CTICC for authorisation by **3 May 2018**, to comply with legal / safety and fire regulations. **"Space only"** stand builders are to submit a (BDM 12) structural engineer's appointment letter for stands over three metres in height with their floor plans incorporating front, side and top elevation to the CTICC for approval by **3 May 2018**.

Please note that failure to comply with this requirement may result in refusal of permission to erect the stand.

ASSUMPTION OF RISK FOR EXHIBITORS

It should be understood by the exhibitor that the nature of the facilities available, the presence and circulation of a number of people, the difficulty of effective supervision over the protection of large numbers of removable articles in many exhibition stands and various other factors make it reasonable that each exhibitor shall assume the risk of any injury, loss and/or damage.

Accordingly, the exhibitor assumes all risk of loss for their merchandise, fixtures, displays and any other property located in the exhibition area (Hall 1, 2 & 3), storage or any other area where access has been provided to exhibitors by the Cape Town ICC and the Organisers.

EXHIBITION RULES & REGULATIONS

AUDIO VISUAL EQUIPMENT / TECHNICAL SERVICES

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.

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. Cape Town ICC reserves the right to reduce the sound levels, restrict and/or switch off any AV displays deemed disruptive.

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”.

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.

BEHAVIOUR / DAMAGE / CARE OF BUILDING

Exhibitors are responsible for the cost of making good and/or replacing any damage to the 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 Cape Town ICC property will be charged with the replacement value of such items.

The Cape Town ICC appreciates that exhibitors may need to decorate their stands by means of painting, welding, angle grinding, cutting timber, wallpapering etc. Exhibitors should note however that this is not permitted inside the Exhibition Hall, stand may only be erected onsite.

EXHIBITION RULES & REGULATIONS continued...

CARPETS / FLOOR COVERINGS

Cape Town ICC Hall 1, 2 &3 will be carpeted with 1m² carpet tiles in the Isles and public areas (Grey). All stands will be carpeted with carpet tiles (Grey). Should exhibitors wish to replace these carpets of another colour you can do so by ordering additional carpeting via the order forms (See attached).

Floors and platforms made of natural timber must be a minimum thickness of 25mm and chipboard or Melamine not less than 18mm. Druggist (protective covering type of material), linoleum or other approved floor coverings shall be properly secured or weighted at the edges to eliminate rucking.

CUSTOM STANDS

Covered Stands are not permitted unless detailed drawings are submitted to the Cape Town ICC and a certificate of approval is given from the Fire Department. A copy of the aforementioned to be provided by **3 May 2018** for approval by the Exhibition Department.

All Space only / Custom Built Stand builders are required to submit a detailed plan/drawing of the proposed stand (incorporating front, side, back and top elevations), to charne@soafrica.com for approval **3 May 2018**.

Stand Builders / Sub-Contractors (Access Regulation Form & BDM12/ Contractors Entrance)

All stand builders are to complete and submit the access regulation document & BDM 12 to gain access into the building. This is in accordance with the CTICC rules and regulations and the Induction Process provided by the CTICC. Refer to access and badge collection document attached.

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. 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.

Walls of all stands must be clad on the reverse/back side to present an aesthetic appearance from aisles and adjoining stands.

EXHIBITION RULES & REGULATIONS continued...

EVACUATION

Evacuation procedures will be announced on a dedicated fire / evacuation PA system and will be co-coordinated by the Cape Town ICC management.

ELECTRICAL INFO / ELECTRICAL CONNECTIONS / TRANSFORMERS

Electrical fittings have to be installed by the designated Cape Town ICC electrical contractor.

Any electrical equipment brought onto the Cape Town ICC premises must comply with the South African Electrical Regulations and the Occupational Health and Safety Act (OHS). Please also note that a Certificate of Compliance (COC) is to be produced for 3 Phase Power Connections.

Should this not be the case, equipment will be removed immediately from the premises at the exhibitor's expense and charges for any damage caused by faulty equipment will apply to the exhibitor. The event organiser / exhibitor / contractor must ensure that no electrical equipment damages or interferes with the Cape Town ICC's electrical installation.

FACILITIES

Animals; No animals are permitted in the venue or exhibition halls, with the exception of guide dogs for the physically challenged or with prior approval of the Cape Town ICC Management.

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.

EXHIBITION RULES & REGULATIONS continued...

Hall Lighting; Hall lighting is provided in the venue. The lights may not be removed or dimmed in the exhibition area without prior approval, as this may cause inconvenience to other exhibitors.

Operable Walls; No banners, posters or signage may be attached to or hung onto any of the venue walls (operable or otherwise).

Smoking/Tobacco; Please note that the Cape Town 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.

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).

FURNITURE / EQUIPMENT

Equipment and / or additional furniture may be hired through Scatterling's Conference & Events Or GL Events (subject to availability). Please see page 20 and the attachments for information and order form.

FIRE REGULATIONS

Fire escapes are located throughout the venue and are demarcated with signage. Event organizers are to ensure that neither the signage nor the exits are obstructed in any way.

All materials used by Exhibitors must be of non-flammable nature and fire resistant. Fire regulations prohibit the use of highly combustible or flammable material.

All displays are subject to inspection by the Fire Prevention Bureau.

EXHIBITION RULES & REGULATIONS continued...

LIGHTS

No spotlights, drop lights or other special lighting device may be directed toward the aisle so that they prove to be irritating or distracting to neighbouring exhibition stands or guests.

LOADING DOCKS / OFF LOADING / LOADING PROCEDURES

To facilitate smooth build-up and breakdown of the exhibition please take note of the below information.

Goods to be exhibited must be delivered to the Cape Town ICC – Exhibition Hall 1 & 2, Loading Bay, Marshalling Yard. The access doors are 5m x 7m.

Deliveries can only be made from 12h00 on 22 June 2018.

Deliveries can be made directly to the CTICC Hall 1 for attention Charné Millett-Clay. Please ensure your delivery is clearly marked for WISA 2018 with your stand name and number.

The venue nor the Organisers will 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 concerned.

EXHIBITION FREIGHTING

For all your freighting requirements, please contact the CTICC preferred supplier EF-GSM for assistance.

You can contact Jacqui Nel on + 27 21 552 7248 or by e-mail jacquinel@ef-gsm.co.za

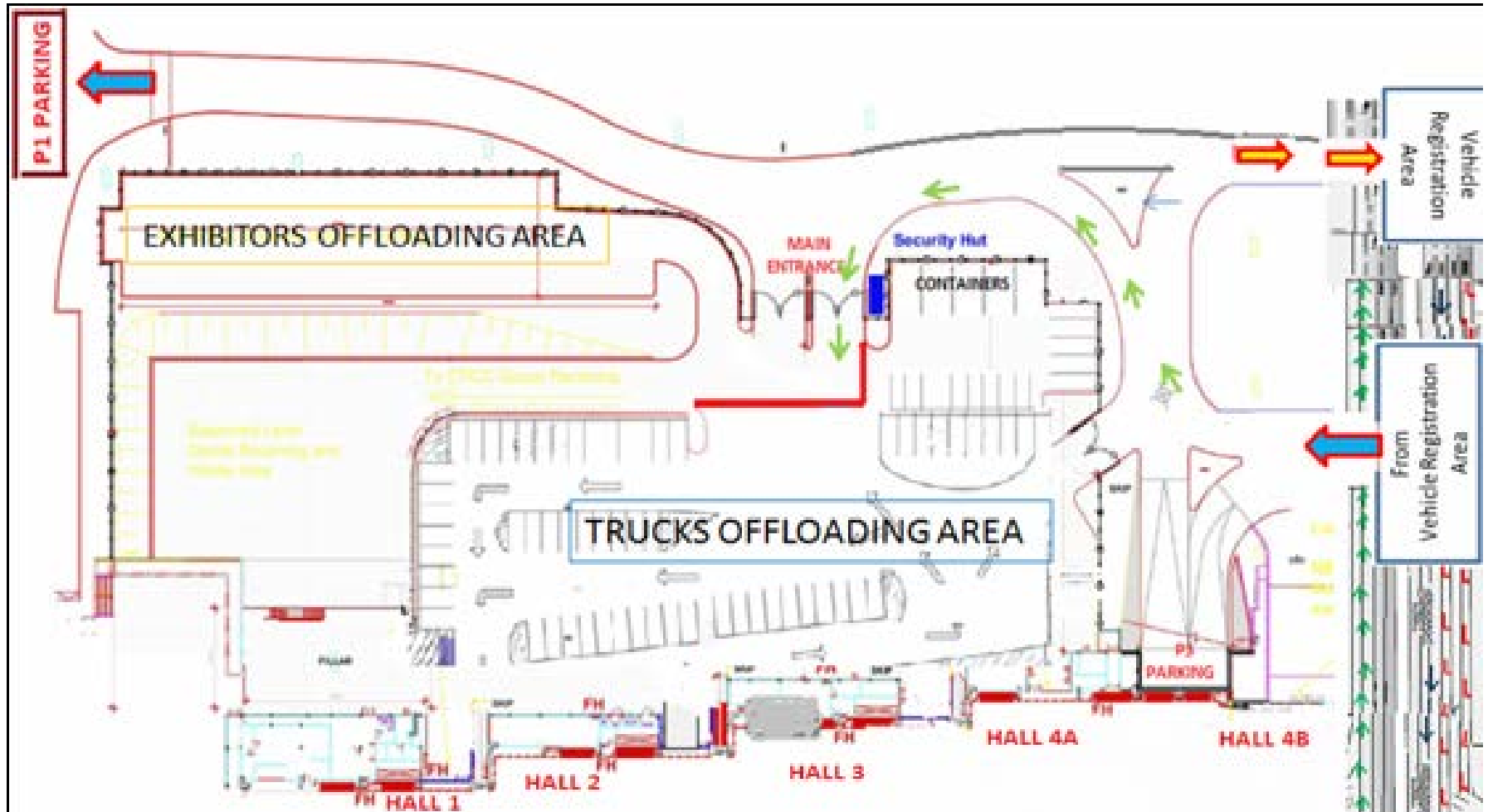
For a detailed list of services provided, please visit their website; www.ef-gsm.co.za

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.

EXHIBITION RULES & REGULATIONS continued...

CTICC 1 MARSHALLING YARD



EXHIBITION RULES & REGULATIONS continued...

PARKING

Parking (Cape Town ICC Basement P1, P3, P5); A 'park & pay' system is in operation in the Cape Town ICC P1 parking.

Exhibitors receive a max of 2 parking tickets per day.

Any additional vehicles will have to pay the CTICC parking rates. Payment must be made on leaving the building at the pay stations located just outside the main basement foyer doors.

Upon entrance into the marshalling yard, exhibitors will have to take a ticket from the parking machine, this will be valid as per rates below. The marshalling yard is the loading area only and not a parking facility. Clients are only allowed a grace period for load in and they have to move to P1, P3, P5.

Marshalling Yard Parking Rates

Duration	Fee	Vehicle Type
0 – 1,5 hours	R 0,00	Small vehicle & truck
0 – 3 hours	R 0,00	Truck
1,5 – 2 hours	R 100,00	Small vehicle
2,5 – 3,5 hours	R 150,00	Small vehicle
3,5 – 4,5 hours	R250,00	Small vehicle & truck
4,5 – 5,5 hours	R 300,00	Small vehicle & truck
5,5 – 6,5 hours	R 350,00	Small vehicle & truck
6,5 – 7 hours	R 400,00	Small vehicle & truck
7 – 8 hours	R 450,00	Small vehicle & truck
8 – 4 hours	R 500,00	Small vehicle & truck

Loading Bay access
from Heerengracht
Street & Table Bay
Boulevard,
Marshalling Yard

EXHIBITION RULES & REGULATIONS continued...

REMOVAL OF WASTE / SKIPS – (Order directly through the Cape Town ICC – see page 20)

WISA is responsible for waste removal required for exhibitions or events, however should an excess of debris be expected during the construction or breakdown of stand, exhibitors would be required to hire a skip for removal of such.

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.

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.

PRODUCT STANDS – COOKING & SAMPLING

Exhibitors wishing to provide give-away samples of food / beverage products are required to forward all relevant details, at least 30 days prior to event, for approval by Cape Town ICC management.

Any food / beverage product samples are limited to:

20ml of beverage served in “tasting cups”.

Solid food portions should be no larger than “bite size” portions - 85g of food on a toothpick.

Any cooking at a stand will only be permitted where prior approval has been granted in writing by the Cape Town ICC.

The exhibitor is to supply a large plastic rubbish bin and a supply of plastic bags for associated waste.

STAND CLEANING – (Order directly through the Cape Town ICC – see page 20)

Exhibitors are responsible for their individual stand cleaning.

Stand cleaning services may be hired through the venue. Individual stand cleaning includes sweeping, mopping, vacuuming, dusting and waste removal.

EXHIBITION RULES & REGULATIONS continued...

STAND CATERING & BEVERAGE – (Order directly through the Cape Town ICC – see page 21)

The Cape Town ICC is the sole provider of all food and beverage.

The Cape Town ICC is a fully licensed venue and alcohol may not be brought onto the premises.

Any items brought onto our premises are subject to a corkage fee per item.

The Cape Town ICC has exclusive catering rights for all events taking place in the Cape Town ICC. All food and beverages required must therefore be ordered and supplied through the venue.

Should exhibitors wish to provide their own beverages, approval will need to be obtained from Cape Town 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 Cape Town ICC (at the cost of the exhibitor) until such time that approval is granted and fees paid.

Exhibitors whose products include a culinary experience (eg: 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 onsite. Should this rule be disregarded authorisation to showcase such dishes will be retracted.

All orders placed with the Cape Town 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.

Cape Town ICC offers a variety of beverages to exhibitors which will be delivered to their stands on request.

Please complete and sign the below document in acknowledgement that you have read and understood this document.

Please return this signed page to Carina du Plessis by fax 011 463 3265 or email charne@soafrica.com by no later than 1 June 2017

NOTIFICATION OF ACCEPTANCE

Show Name : WISA 2018_____

Company 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 : _____

SERVICES MANUAL

Please refer to the separate document enclosed within this email for the full list of additional services available.

This document includes the following:

Deadline for
submission of forms:
8 May 2018

FORM:	APPLICABLE FOR WALK IN PACKAGE STANDS <u>OR</u> FLOOR SPACE ONLY BOOKINGS (CUSTOM STANDS):
Stand Plan Diagram	Floor space only (Custom stand)
Fascia Name on Stand	Walk in Package Stand
Furniture Hire	Walk in Package Stand (if additional furniture required) & Floor space only (Custom stand)
Electrical Hire	Floor space only (Custom stand)
Audio Visual Hire	Walk in Package Stand (if AV required) & Floor space only (Custom stand)
Plant Hire	Walk in Package Stand (if indoor plants required) & Floor space only (Custom stand)

ADDITIONAL SERVICES

The following services must be ordered directly from the Cape Town ICC:

- Stand cleaning
- Telecommunications
- Information technology
- Stand catering and beverages

Please contact the Cape Town ICC Operations Services Department:

Contact: Chantal Bartman

Telephone: +27 (0) 21 410 5079

Email: chantalb@cticc.co.za

We wish you every success with your WISA 2018 Conference and Exhibition and encourage you to contact a member of the team should you require any further information or assistance.

www.wisa2018.org.za