



**Feb. 28 - March 1, 2010**  
**Dubai Airport Expo Centre**  
**Dubai, UAE**

**Organised By:**



**F&E AEROSPACE**

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**PLEASE READ THE IMPORTANT INFORMATION SECTION WHICH HIGHLIGHTS THE MAIN CHANGES AT THIS YEAR'S MRO**

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## EXHIBITION SCHEDULE

### ADDRESS FOR ALL ON-SITE DELIVERIES

Please note deliveries must **NOT** be made before 26<sup>th</sup> February 2010

\*Contact Name\*

\*Company Name, Hall & Stand Number, Contact Number\*

MRO 2010

Airport Expo

Dubai, United Arab Emirates

\*Company telephone number\*

EXHIBITION BUILD UP		
Access to Site for Space Only Stands	08:00 – 20:00	Friday 26 <sup>th</sup> February
Access to Site for Shell Scheme Exhibitors	12:00 – 20:00	Saturday 27 <sup>th</sup> February
<b>All stand construction must be completed by 20.00 on Saturday 27<sup>th</sup> February</b> <b>Exhibit set up should be completed by 20:00hrs on Saturday 27<sup>th</sup> February</b> <b>Failure to meet these deadlines may result in a penalty fee</b>		

SHOW OPEN DAYS		
	EXHIBITOR ACCESS	SHOW TIMES
Sunday 28 <sup>th</sup> February	08:00 – 18:00	10:30 – 17:30
Monday 1 <sup>st</sup> March	08:00 – 18:00	09:30 – 16:00

SHOW EVENTS		
Sunday 28 <sup>th</sup> February	10:00	Opening Ceremony
Sunday 28 <sup>th</sup> February	10:00 – 11:00	VIP Tour

BREAKDOWN		
Monday 1 <sup>st</sup> March	16:30 – 17:00	Removal of hand held goods only
Monday 1 <sup>st</sup> March	16:00	Dismantling & Removal of stands
Monday 1 <sup>st</sup> March	23.59	All exhibits to be removed from the exhibition halls
<b>ALL EXHIBITS, STAND FITTINGS AND WASTE MUST BE CLEARED FROM THE SITE BY 23.59 HRS ON MONDAY 1<sup>st</sup> MARCH 2010.</b> <b>FAILURE TO MEET THIS DEADLINE MAY RESULT IN A PENALTY FEE.</b> <b>ANYTHING LEFT IN THE HALL AFTER THIS TIME WILL BE TREATED AS WASTE</b>		



## OFFICIAL CONTRACTORS

<p><b>Official On-Site Services Office</b>          Enquiries and Orders for On-Site Services to include: Electrical Requirements, Furniture Hire, Standfitting Extras, Additional Site Services, Telecommunications, Temporary Staff, Stand Cleaning and Catering Requirements</p>	<p><b>F&amp;E Aerospace</b>  <b>On-Site Services</b>          P O Box 36851          Dubai          United Arab Emirates</p> <p>Tel: + 971 (0)4 2867755          Fax: + 971 (0)4 2866166          e-mail: operations@dubai.aero</p>
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<p><b>Official Freight &amp; Goods Handling Co-ordinator</b>          Recommended Shipping &amp; Freight Forwarding Contractor  <b>** OFFICIAL CONTRACTOR MUST BE USED FOR THIS SERVICE **</b></p>	<p><b>GT Exhibitions Ltd</b>          Little Braxted Hall          Little Braxted          Essex CM 8 3EU          United Kingdom</p> <p>Tel: + 44 (0)1376 509010          Fax: + 44 (0)1376 509192          e-mail: andrewwiens@gtexhibitions.com          Contact: Andrew Wiens</p>
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<p><b>Official Contractors Freight &amp; On-Site Goods Handling Agent In Dubai</b>  <b>** OFFICIAL CONTRACTOR MUST BE USED FOR THIS SERVICE **</b></p>	<p><b>Airlink International</b>          PO Box 10466          Dubai          United Arab Emirates</p> <p>Tel: + 971 (0)4 3325334          Fax: + 971 (0)4 3325155          e-mail: j.khoury@airlink.ae          michael@airlink.ae          Contact: Jihad Khoury          Michael Cornelius</p>
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<p><b>Official Shell Scheme Contractor</b>  <b>** OFFICIAL CONTRACTOR MUST BE USED FOR THIS SERVICE **</b></p>	<p><b>Projex Event Services LLC</b>          Dubai Investments Park          PO Box 31362          Dubai          United Arab Emirates</p> <p>Tel: + 971 (0)4 320 4065          Fax: + 971 (0)4 320 4067          e-mail: ranju@projexuae.com          Contact: Ranju Zachariah Mathew</p>
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<p><b>Official Space Only Electrical Contractors</b>  <b>** OFFICIAL CONTRACTOR MUST BE USED FOR THIS SERVICE **</b></p>	<p><b>Milestone Exhibitions</b>          P.O. Box 2950          Dubai United Arab Emirates</p> <p>Tel: +971 (0)4 261 7791          Fax: +971 (0)4 263 0163          e-mail: jaison@milestoneme.com          Contact: Jaison Koruth          Mobile: +971 50 626 7801</p>
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<b>Official Freight Contractors Appointed Agent In USA</b>	<b>TWI Logistics</b> 4480 South Pecos Road Las Vegas, NV 89121, USA Tel: + 1 702 691 9009 / 9013 Fax: + 1 702 691 9065 e-mail: MLoiacano@twiglobal.com dsears@twiglobal.com Contact: Mark Loiacano David Sears
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<b>Official Audio Visual &amp; Communications</b>	<b>SMART AV</b> <b>On-Site Services</b> P O Box 36851 Dubai United Arab Emirates Tel: + 971 (0)4 2867755 Fax: + 971 (0)4 2866166 e-mail: operations@dubai.aero
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<b>Official Rigging Contractors</b> <b>** OFFICIAL CONTRACTOR MUST BE USED FOR THIS SERVICE **</b>	<b>DWTC Rigging Department</b> Dubai World Trade Centre PO Box 9292, Dubai United Arab Emirates Tel: +971 (0) 4 308 6137 Mob: +971 (0) 50 881 3278 Fax: +971 (0) 4 318 8699 e-mail: matthew.kirby@dwtc.com Contact: Matthew Kirby
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<b>Official Programme Book for Submission of Sponsor Profiles</b> <b>** OFFICIAL CONTRACTOR MUST BE USED FOR THIS SERVICE **</b>	<b>AVIATION WEEK</b> 2 Penn Plaza 25 <sup>th</sup> Floor NYC NY 10121 – 2298 United States of America Tel: +1 212 904 6344 Contact: Anita Joyce Wright e-mail: Anitajoyce_wright@aviationweek.com
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<b>Official Program Books for Submission of Ads</b>	<b>AVIATION WEEK</b> 2 Penn Plaza 25 <sup>th</sup> Floor NYC NY 10121 – 2298 United States of America Tel: +1 212 904 3315 Contact: Allison Gold Email: Allison_gold@aviationweek.com
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**Official Travel Agent for  
International Exhibitors & Visitors**

**Events in Focus**

32 Southwark Bridge Road  
London  
SE1 9EU  
United Kingdom  
Tel: +44 (0)207 902 7760  
Fax: +44 (0)207 633 9427  
e-mail: [rwright@eventsinfocus.net](mailto:rwright@eventsinfocus.net)  
Contact: Ransford Wright

**Ground Transportation**

**Communicor Ltd**

Avionic House  
121 Clare Road  
Stanwell  
Staines  
United Kingdom  
Tel: +44 (0)1784 420 888  
Fax: +44 (0)1784 420 111  
Email: [marta@communicoruk.com](mailto:marta@communicoruk.com)  
[info@communicoruk.com](mailto:info@communicoruk.com)  
Contact: Joanna Drake

**Floral / Plant Hire**

**Blooms**

P O Box 51980  
Dubai  
United Arab Emirates  
Tel: + 971 (0)4 3946094  
Fax: + 971 (0)4 3946093  
e-mail: [blooms@emirates.net.ae](mailto:blooms@emirates.net.ae)  
Contact: Lena Mostafa

**Official Cleaning Contractor**

**DWTC cleaning department**

Dubai World Trade Centre  
PO Box 9292, Dubai  
Dubai  
United Arab Emirates  
Tel: + 971 (0)4 3086384  
Fax: + 971 (0)4 3946093  
Email: [housekeeping.services@dwtc.com](mailto:housekeeping.services@dwtc.com)  
Contact: Mr. Benn Cuvin



## SECTION ONE

### IMPORTANT INFORMATION FOR 2010

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#### 1.1 Composition of the Exhibition

MRO is comprised of an indoor exhibition occupying one hall and conference/workshop facilities.

#### 1.2 Control of the Exhibition

F&E Aerospace (2008) Limited has vested control of MRO as the Organisers whose decisions shall be final and binding on all exhibitors and contractors.

#### 1.3 Online Exhibitor Manual

The Online Exhibitor Manual contains all the important information exhibitors will need to successfully exhibit at MRO 2010.

All service orders necessary for participation at MRO 2010 are available and **MUST** be submitted via the online manual (except for rigging orders which must be placed by emailing [operations@dubai.aero](mailto:operations@dubai.aero) ), **no other form of application will be processed**. It is possible to order the following services online:

- Official Program Entry
- Official Program Advertising
- Sub Exhibitors / Stand shared / Additional Catalogue Entry requirements
- Shell Scheme Name Panel (Mandatory for Shell Scheme Exhibitors)
- Stand Fitting Extras
- Shell Scheme & Space only Electrical Requirements (Mandatory for all exhibitors)
- Furniture Requirements
- Stand Designs Submission & Authorised Contractors (Mandatory for Space only Exhibitors)
- Audio Visual & Communication Equipment
- Telecommunications and Data Requirements
- Banner Requirements
- Exhibitor Badges (Free allocation)
- Additional Exhibitor Badges (Chargeable)
- Temporary Staff Requirements
- Compressed Air Requirements
- Flooring / Platform Services

Each exhibitor will be provided with a personalised account that allows them to view the mandatory forms relevant to them, place orders, pay for orders, generate paid invoices and access the exhibition rules and regulations.

Exhibitors should pay particular attention to the **form deadlines to avoid disappointment and late order surcharges**. Many of the deadlines fall weeks in advance of the show dates so it is recommended that exhibitors log into the manual and place their orders as soon as they receive their logon details.



Orders will not be processed until payment has been received in full by the Organisers.

PLEASE NOTE: There are numerous mandatory forms that MUST be submitted in order for participation at the exhibition to be possible.

#### **1.4 Accessing the Online Exhibitor Manual**

Individual exhibitor accounts with a unique username and password will be setup and issued. **These will be issued by email to the primary exhibition contact within the company at the beginning of December 2009.** If login details are not received by the middle of December please email [logins@dubai.aero](mailto:logins@dubai.aero) to request a copy of the company login details.

If you are not the primary exhibition contact but still require a company's login details, please email a request to [logins@dubai.aero](mailto:logins@dubai.aero) clearly stating the company name. The request will then be forwarded to the primary exhibition contact; it is then their responsibility to pass on the login details. Please understand that the organisers are not able to handout company login details without authorisation for security reasons.

The organisers recommend that exhibitors keep their login details confidential as anybody with these login details can effectively order chargeable services payable by the registered company.

#### **1.5 Payment for Additional Services Ordered via the Online Manual**

Numerous additional services are available via the online manual. These must be paid for online with a credit card. **Please note that orders will not be processed until payment is received.**

#### **1.6 Security Badges**

Each exhibitor is provided with a complimentary allocation of exhibitor badges. To claim these allocations orders must be placed online before the published deadlines. Late orders will be chargeable. Please refer to **Section 7** for further details.

#### **1.7 Space only stands designs**

Designs for all Space Only stands must be submitted to the operations team for approval. All designs must be approved before exhibitors will be allowed access to the site and permitted to commence build. All stand fitting regulations contained within this manual must be adhered to when planning designs.

A **full set of working drawings** illustrating constructional details and specifications; including dimensions, elevations, materials, columns, beams, electrical details and suspended structures are required. These must be submitted to the Organisers along with a risk assessment and method statement in English prior to the **15<sup>th</sup> January 2010**. Designs must be submitted using the relevant form via the online manual.

The organisers reserve the right to prevent work being carried out by, or on behalf of, any exhibitor who has not obtained design approval from the organisers.

Construction of all stands should be carried out in accordance with the applicable building regulations. Please refer to **Section 5** for shell scheme regulations, **Section 4** for space only regulations.

#### **1.8 Rigging**

DWTC Rigging is the official rigging contractor for MRO 2010, rigging requirements can be emailed your requirements to [operations@dubai.aero](mailto:operations@dubai.aero). Rigging requirements must be submitted



along with images of the banner design and a grid scale drawing illustrating the position of the banner in relation to the exhibitor's stand. Please include any rigged items in space only stand designs, risk assessments and method statements

All rigging orders must be placed by **5<sup>th</sup> February 2010**. Any orders submitted after the deadline will be subject to a 20% surcharge.

A pre-rig will take place between 00:01 and 06:00 on **Friday 26<sup>th</sup> February 2010**, therefore please ensure that all banners and trusses are delivered on-site for this time. For Health & Safety reasons no rigging can take place after this time.

The trim height for all hanging items across the site is **8 METRES**. The underside of all rigged items will be hung at 8m.

DWTC rigging are the only contractors authorised to rig any items within the exhibition halls.

All rigging equipment supplied by the exhibitor must be certified (i.e. shackle and truss wraps). If not, DWTC Rigging will supply replacement equipment at an additional cost.

Access to any truss during build-up, open period and breakdown will be by mobile elevation working platform only; the approved rigging company are the only company authorised to operate this on-site.

Should you require any assistance please contact DWTC Rigging, their contact details can be found in the Official Contractor List.

### **1.9 Heavy Exhibits & Outsized items**

Between 00:01 and 06:00 on 26<sup>th</sup> February 2010 is the time designated for the movement and installation of heavy or outsized items. Exhibits in excess of 2000kg or measuring more than 2.5m in length, width or height will need to be positioned during this time period. It is the exhibitor's responsibility to make provision to ensure that these items are on-site and positioned during this time. Please liaise with the official freight handling contractor - Airlink International / GT Exhibitions Ltd for further details.

Any heavy or outsized items arriving on-site after this time will not be permitted entrance into the halls. This is for the safety of the exhibitors and contractors working in the halls during the build-up period.

### **1.10 Lifting Equipment (Including Forklifts)**

The only contractors permitted to operate lifting equipment and forklift trucks within the MRO 2010 site will be the official goods & freight handling contractor and the official rigging contractor. Stand build contractors and exhibitors will not be permitted to operate any lifting equipment.



## SECTION TWO

### GENERAL INFORMATION

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#### 2.1 Accommodation & Travel

The official travel agent, **Events in Focus**, is on hand to help with all accommodation, travel and regional enquiries. They are able to provide exhibitor's with competitive rates for both accommodation and travel before and during MRO 2010. Please see the official contractors list for their contact details.

Please refer to the **Section 3** for information on travel to and from the exhibition site.

#### 2.2 Animals

We regret that ONLY Guide Dogs are permitted in the Halls during the show open period.

#### 2.3 Attire

Business attire and local dress is recommended for this event. No jeans or trainers during official show events or show hours.

#### 2.4 Promotional Material

Please be sensitive to the content of any promotional material that you are planning to use at the exhibition. It is important that such material is not offensive to the Cultural and/or Religious values and sensitivities of the people of the United Arab Emirates. If in doubt about any material that you are considering please do not hesitate to contact the operations team and they will be able to provide further clarification on this.

#### 2.5 Lighting

- No Lighting, fixtures, lighting trusses or overhead lighting are allowed outside the boundaries of the exhibit space. Drawings for hanging light systems must be submitted to the Organisers for approval.
- Lighting should be directed to the inner confines of the booth space and should not project onto other exhibits or aisles.
- Lighting which is potentially harmful, such as laser or ultraviolet lighting must be approved in writing by the organisers, please sent a written request to [operations@dubai.aero](mailto:operations@dubai.aero)
- **Lighting that spins, rotates, pulsates or produces other specialised lighting effects should be in good taste and not interfere with neighbouring exhibitors or detract from the general atmosphere of the event.**

#### 2.6 Storage

Exhibitors may store a limited supply of literature or product appropriately within the booth area, so long as these items do not impeded access to utility services, create a safety problem or look unsightly.

#### 2.7 Demonstrations

As a matter of safety and courtesy to others, exhibitors should conduct sales presentations and product demonstrations in a manner which assures all exhibitor personnel and attendees are within the contracted exhibit space and not encroaching on the aisle or neighbouring exhibits. It is the



responsibility of each exhibitor to arrange displays, product presentation and demonstration areas to ensure compliance.

Special caution should be taken when demonstrating machinery or equipment that has moving parts, cooking equipment with an open flame, or any product that is otherwise potentially dangerous. Exhibitors should establish a minimum setback of three feet (1m) and/or install hazard barriers as necessary to prevent accidental injury to spectators. Sound demonstrations should not exceed 85 decibels. Additionally, demonstrations should only be conducted by qualified personnel.

## **2.8 Sound/Music**

In general, exhibitors may use sound equipment in their booths so long as the noise level does not disrupt the activities of neighbouring exhibitors. Speakers and other sound devices should be positioned so as to direct sound into the booth rather than into the aisle. Rule of thumb: Sound and noise should not exceed 85 decibels.

Exhibitors should be aware that music played in their booths, whether live or recorded, may be subject to laws governing the use of copyrighted compositions. ASCAP, BMI and SESAC are three authorized licensing organizations that collect copyright fees on behalf of composers and publishers of music.

## **2.9 Children**

**No person under 16 years** of age can be admitted to the exhibition during the build-up, open period or breakdown. This rule applies to exhibitors, contractors and visitors and will be rigidly enforced to comply with safety regulations. Please note that no child-care facilities are located on-site.

## **2.10 Distribution of Material / Canvassing**

It is strictly prohibited for exhibitors (or staff members working on behalf of exhibitors) to display or distribute any material (in any form) from any other areas other than within the boundary of their stand. This restriction also applies to the gangways surrounding your stand.

## **2.11 Documentation and Restricted Items**

The preparation of documents must be in accordance with the regulations laid down by the United Arab Emirates Customs Authorities. All relevant information will be contained in the official contractor's letter to exhibitors.

Companies who are in doubt as to whether the importation of their goods to Dubai is restricted should contact the relevant Government Trade Office from the country of origin. Additionally, any goods of a hazardous nature should be separately listed on invoice forms and full particulars given (i.e. IMCO Classifications etc) in order that suitable stowage can be arranged.

## **2.12 Exhibitor Pack**

Exhibitors will be provided with an exhibitor pack from the Exhibitors Information Desk upon arrival. This will incorporate:

- Welcome Letter
- General Show Information
- Program Book
- Emergency Evacuation Procedures
- Health & Safety Regulations
- Pass-Out forms for removal of goods



### **2.13 Health & Safety**

The organisers take Health & Safety very seriously and will have officers patrolling the site continually throughout build-up and break-down.

### **2.14 Important Labour UAE Government Law Notice**

In accordance with UAE law, it is the responsibility of the exhibitor/contractor to ensure that all personnel working on-site, during build-up / show days and breakdown carry their Labour Card or relevant documentation, as proof of position in your company

### **2.15 Insurance Regulations**

The exhibitor is fully responsible for obtaining insurance protection for his exhibits, property and personnel against all risks as stated in the General Conditions. Equipment should be insured both in transit and on location at the exhibition site for the entire period of the exhibition.

Insurance cover should include:

- Personal Injury
- Third Party Claims
- Expenses incurred and/or losses of any kind, including losses resulting from the abandonment or postponement of the exhibition
- Medical expenses and baggage cover
- Value of the stand, including the fittings

### **2.16 Regional Information**

At the time of the show, the UAE will be four hours ahead of GMT. There is no daylight saving in the UAE.

The local currency is the 'Dirham' (Dhs) which is divided into 100 'fils'. The currency is often referred to as AED (Arab Emirates Dirham). The Dirham has been tied to the US dollar at a mid-rate of \$1 USD – 3.675 AED.

Dubai's working week is different to that of western countries. In Dubai, the normal working week is Sunday to Thursday with the weekend being Friday and Saturday.

Government offices are open from 07:30 to 14:00 Sunday to Thursday.

Embassies and Consulates open from 08:00 to 13:30, most are closed Friday and Saturday.

Islam is the official religion of the UAE, however Dubai is tolerant of the customs and religions of its visitors. Dubai has a variety of places of worship, including two inter-denominational churches, Holy Trinity and United Church of Dubai (UCCD), and one Roman Catholic Church (St Mary's).

### **2.17 Smoking Policy**

In accordance with UAE law, smoking is strictly prohibited throughout the venue. There will be a smoke free policy implemented during all stages of the exhibition.

### **2.18 Sponsorship & On-site Branding**

There are numerous opportunities for sponsorship and on-site branding at MRO 2010. For further details, including illustrations of the sites and rates please contact AVIATION WEEK.

### **2.19 Storage**

There is no facility for you to store unwanted goods such as crates and packing materials on-site, so please ensure you arrange for the removal from site of any items you do not wish to keep on



your stand. Our Official Freight Forwarder – Airlink International / GT Exhibitions Ltd. can help with your storage requirements, please visit their on-site office located in the reception building.

**2.20 Visa Regulations**

Nationals of the following countries will be issued, free of charge, with an entry visa valid for 30 days at passport control upon arrival in the UAE:

Australia	Denmark	Iceland	Malaysia	San Marino	United Kingdom
Andorra	Finland	Ireland	Monaco	Singapore	USA
Austria	France	Italy	Netherlands	South Korea	Vatican
Brunei	Germany	Japan	New Zealand	Spain	All GCC Countries
Belgium	Greece	Liechtenstein	Norway	Sweden	
Canada	Hong Kong	Luxembourg,	Portugal	Switzerland	

Please note that a visit visa does not entitle the visitor to take up permanent work in the UAE.

Other nationalities are solely responsible for obtaining visas for themselves, their representatives and invitees. The Organisers are not in a position to sponsor visa applications.

Visas can be arranged through travel agents and hotels, provided sufficient time is given for the application to be processed. Please be aware that the issuing of visas can be quite a lengthy process and that you must have a passport that is valid of at least 6 months from departure.

Please contact the official travel agent should you require further details on the visa application process.

**2.21 Security Badges & Passes**

No individual will be permitted entrance to the show site without the correct security badge. Badge applications must be placed via the online manual. No other form of application will be processed. Please refer to **Section 7** for further information on visitor tickets, exhibitor badges and contractor badges.

**2.22 Venue Information**

MRO 2010 will take place at Airport Expo Dubai which is conveniently located adjacent to Dubai International Airport and about 15 minutes from the heart of the city. Airport Expo is located next to Terminal 3 of Dubai International Airport and is clearly signposted.

**2.23 Visitor Entrance**

Visitor entry is restricted to **trade visitors only**. **Visitor tickets are complimentary and can be ordered either online and on-site**. Visitors must present a visitor ticket and business card in order to gain entry. Each exhibiting **company will be allocated a certain number of complimentary visitor tickets according to the extent** of their participation. **No under 16's are allowed entry.**



## SECTION THREE

# SITE FACILITIES, SUPPLEMENTARY SERVICES & SITE ACCESS

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### 3.1 Site Facilities

- Exhibitors Reception Desk
- Exhibitors Information Desk
- Official Contractors Offices
- Visitor Reception & Registration
- Conference/workshop Facilities
- Exhibition Security
- Car Parking
- Internet Café
- Prayer Facilities
- Restaurants
- Taxi Services
- Toilets
- First Aid
- ATM Machine

### 3.2 Catering Facilities

For all catering requirements please contact the official catering contractor directly, their contact details can be found in the official contractors list.

A brochure listing all the available catering services will be sent to exhibitors by the official caterer prior to the exhibition.

The official caterer will operate several restaurants and other catering outlets throughout the exhibition site. These services will be open from 09:30 hrs –17.30 hrs for refreshments. Lunch will be served from 12:00 hrs – 15:00 hrs daily.

Please note that the Official Contractor is the only company permitted to provide food and beverage services within the exhibition venue. No external catering contractors are permitted on-site and no food and beverage can be hand carried on-site.

### 3.3 Disabled Facilities

All exhibition halls, meeting rooms and public areas will have disabled access. There are also disabled toilets on-site which are clearly signposted.

An allocation of parking bays will be reserved for disabled drivers. For further information please contact the operations team.

Visitor wheelchairs are available from the First Aid Office and are subject to availability.

### 3.4 Exhibitor Information Desks

Exhibitor information desks will be open from the first day of build-up for general enquiries and information. Exhibition Information Desks will be located in the reception building.

### 3.5 Fire Appliances and Information

Fire extinguishers of approved pattern and capacity can be found at various locations around the site according to the risk involved – instructions will also be supplied, please locate your nearest extinguisher. Exhibitors will be given instructions regarding fire, emergency and accident procedures prior to the show opening, please ensure all personnel read these carefully.



- Fire Exits and Extinguishers / Fire Hose points must never be blocked
- No paint or paint thinner can be placed near the electrical distribution boxes
- Empty cartons/boxes, catalogue boxes, stand materials and combustible waste must be disposed of and not stored behind stands.

### **3.6 First Aid Services**

Emergency medical assistance for exhibitors and contractors can be obtained from the First Aid Offices located adjacent to the on-site offices in the reception building. Medical assistance will also be available from mobile practitioners around the site.

### **3.7 Security**

All personnel entering the exhibition grounds must hold an MRO 2010 badge. Badges and passes must be ordered using the appropriate forms available via the online manual, please see **Section 7** for further information. Failure to order badges online prior to arrival may result in delays on-site.

Passes can be collected upon arrival at Airport Expo, they **MUST** be worn at all times when in the exhibition grounds. In addition, **Photographic I.D. should be carried at all times.**

All persons and their hand held goods, entering the exhibition site may be subject to security screening. Whilst every effort is made to make this procedure smooth and efficient, delays may occur during busy periods.

Whilst every precaution is taken to ensure the safety and security of personnel and equipment and whilst the premises are patrolled, we cannot accept any responsibility for any injury, loss, damage or any consequential losses which may befall on your personnel and their property. Exhibitors are responsible for the security of their stand, exhibits and contents (including personal property and personnel) and must ensure that appropriate insurance cover is arranged.

It is strongly recommended that small items of equipment and personal effects are not left unattended while on-site. Exhibitors are reminded that insurance protection for exhibits, display material and personnel/personal effects must cover the full show period, including the build and breakdown periods.

Hand-held exhibits should be removed from the exhibition site immediately after the exhibition closes on **Monday 1<sup>st</sup> March 2010**. Please note that security "Pass-Out" forms listing all handheld goods to be removed must be signed and stamped by the organisers. Copies of these can be found in your exhibitor packs, additional copies can be obtained from the Exhibitor Information Desks.

### **3.8 Waste**

F&E Aerospace are committed to ensuring that the exhibition is as environmentally responsible as possible. Please help us by keeping waste to a minimum, recycling waste where possible and reporting any incidence of fly tipping to the organiser.

### **3.9 Official Contractor On-site Offices**

The organisers and official contractors will have temporary on-site service offices to assist exhibitors and non-official contractors with enquiries. The following services will be available:

- Organiser Office
- Shell scheme contractor
- Furniture provider
- Electrical contractors



- Freight forwarders & On-site freight handlers
- Rigging
- Florist
- Telecommunications
- Audio Visual & Communications Equipment rental contractor

### **3.10 Audio Visual and Communication Equipment Hire**

A list of AV and communication equipment can be found and ordered through the online exhibitor manual. If you should have any further queries please contact the official contractor. Their details can be found in the official contractors list.

### **3.11 Cleaning Services**

It is the exhibitor's responsibility to maintain the cleanliness of their stand and to make sure it is in a clean condition at all times. Shell scheme exhibitor will be delivered their stand in a clean state. Space only exhibitors will be responsible for ensuring their stand is clean at all times.

A cleaning contractor has been appointed for general cleaning of the exhibition grounds, buildings and internal aisles during the show; however the cleaning of stands and exhibits is the exhibitor's responsibility.

Additional cleaning services can be supplied by the official contractor if required. Orders can be placed on-site at a minimum cost of 10AED per m<sup>2</sup>.

During the build-up and breakdown period, exhibitors and their contractors are responsible for ensuring all waste materials are deposited in the rubbish bins and skips provided. For H&S reasons it is essential that all aisles are kept clear of rubbish and other obstructions at all times.

It is the responsibility of the exhibitor and/or their contractor to identify their waste materials to the cleaners and to make arrangements with the official on-site freight handler to have crates and packing materials stored if they are required at the end of the exhibition.

### **3.12 Floral / Plant Hire**

The Organisers have appointed an official floral supplier for MRO 2010. Please contact them directly for further information about their products and to place an order. Their contact details can be found in the official contractor list. They will also be located on-site throughout build-up should exhibitor's require to place last minute orders. However, please note that only a limited supply will be available on-site.

### **3.13 Furniture Hire and Stand Fitting Extra's**

A limited range of furniture and stand fitting extras can be hired through the official shell scheme contractor. The furniture products on offer can be viewed and ordered via the relevant form in the online manual.

**Orders received after the form deadline will be subject to a 20% surcharge.**

The Official contractor will have an on-site service office located within Airport Expo reception building, this will be manned throughout build-up should last minute furniture orders and stand fitting extras be required. However, please note that they will only be a limited stock available and all orders placed on-site will be subjected to a 20% surcharge. Therefore, we encourage you to place your orders as early as possible via the online manual.



### 3.14 Freight

The official on-site freight handler for MRO 2010 is **Airlink / GT Exhibitions Ltd**, their contact details can be found in the official contractor list. Please refer to **Section 6** for further information on delivery, transportation and removal of exhibits.

### 3.15 Telecommunications Facilities / Data Services

The Organisers in association with Etisalat provide the following telecommunications and data services:

- International Phone Line & Set
- International Fax Line with machine
- Internet connection (Dial up or ADSL)

All of the above services can be ordered through the 'telecommunications and data services' form in the online manual. Orders received after the deadline will be subjected to a 20% surcharge. **Orders received 14 days or less before the start of the exhibition will be subject to a 100% surcharge and may not be processed.**

Charges for the above items will cover all installation, supply and rental of lines, equipment and calls.

All line and equipment usage during the period of hire is the responsibility of the exhibitor. All hired equipment must be handed into the Organisers' Office during breakdown. Exhibitors will be charged \$50 for missing, lost or broken handsets and \$350 for damaged Exchange Systems. We therefore advise exhibitors to include such equipment in the insurance cover.

### 3.16 Temporary Staff

A professional recruitment agency, **Darlingtons**, has been appointed to provide a service for the hire of temporary staff, including receptionists, secretaries, interpreters and security personnel.

Exhibitors wishing to hire staff through the appointed agency should complete the form via the online manual and submit it prior to the deadline. A member of staff from the agency will contact the exhibitor on receipt of the form.

### 3.17 Transport Services

Metro – The nearest station to Airport Expo is Al Rashidiya.

Taxis – Taxis are a common method of public transport around Dubai, official taxis are operated by the Road Traffic Authority (RTA) for a reasonable fare. A taxi rank will be located at the front of Central Hall Reception Building throughout the week of the exhibition. Alternatively taxi services can be ordered through the RTA by calling +971 4 2080808.

Chauffeured car hire – it is possible to arrange the hire of a car and a driver to drop and pick up persons from the show. Please contact the official ground transportation company, **Communicor** with your requirements. Please refer to the official contractor list for their contact details. Alternatively please enquire at your hotel as they often provide this service.

### 3.18 Access by Car

Airport Expo is easily accessible by car and car parks are available on-site; it is located 2 kilometres from Terminal 3 of Dubai International Airport and is clearly signposted. A location map can be found on the [website](#).



### **3.19 Car Hire**

If you want to drive a rental car in Dubai an International Driver's Permit in conjunction with your national driving licence is needed. It is highly advisable to carry documentation with you at all times when driving as Police officers will expect to see documentation if they stop you.

### **3.20 Flooring / Platform Services**

Available flooring / platform services can be viewed and ordered online. The service is provided by Expo Floors UAE.

The purpose of a system platform is to conceal electrics, AV cables, water and waste pipes.

**Orders received after the form deadline will be subject to a 20% surcharge**



## SECTION FOUR

### SPACE ONLY STAND CONSTRUCTION

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#### 4.1 Stand Space and Exhibitors' Responsibility

Space only exhibitors are responsible for their own stand design and construction. No stand fittings or carpet are provided by F&E Aerospace on space only sites. All space only stand designs **must be approved by the Organisers** before exhibitors will be allowed access to the site and permitted to commence build. The deadline for stand design submission via the online manual is **15<sup>th</sup> January 2010**.

It is the responsibility of the exhibitor to examine the area and site allocated to them in order to avoid costly adjustments to stand structures. Where possible the Organisers will provide on request detailed stand plots indicating the position of service ducts and pillars. Minor obstructions or height restrictions cannot always be indicated on the plans of the exhibition.

Stand fitting regulations contained within this section must be observed when planning stand design and layout.

We are pleased to offer advice and guidance where required. Please feel free to contact the operations team with any enquiries.

Please note the Organisers have the right to reject any stand plan that they deem to be:

- a) Structurally unsafe
- b) A health & safety risk
- c) Considered to be too complex to be completed in the time specified
- d) Does not conform to the specifications listed in the manual
- e) Likely to unreasonably affect nearby exhibitor's sites in anyway

No major structural changes will be permitted to the stand once approval has been given.

#### 4.2 Complex Structures

A complex structure is any form of construction of any height, which would normally be designed by an engineer and/or has, through a risk assessment, been found to provide significant risk. Structures over 4 metres in height, multi-level stands, raised platforms and all suspended items are generally considered to be complex structures.

For all stands exceeding 4m in height, with two-storeys, with a platform exceeding 600mm in height, or deemed by us to be a complex structure, drawings must be submitted in English to the operations team for approval by the deadline of **15<sup>th</sup> January 2010**. These may be submitted electronically as **DWG, JPEG or PDF format** through the relevant form via the online manual.

These drawings must show the **form and dimension of every structural member with appropriate general arrangement plan, sections and elevations**, including full details of stairways. All calculations of loading and strength must be in English, and all drawings must be to scale. A method statement and risk assessment are also required.

All complex structures are subject to a pre-show plan approval and on-site inspection by F&E Aerospace appointed structural engineers.



In the case of particularly complex stands the Organisers may require additional structural calculations, method statements or technical detail in order to process the stand approval. It is the responsibility of the individual exhibitor and their appointed contractor to provide this additional information upon request and any associated costs in relation to gaining structural approval will be charged to the exhibitor.

**PLEASE NOTE: PERMISSION TO ENTER THE EXHIBITION PREMISES AND COMMENCE CONSTRUCTION WILL NOT BE PERMITTED WITHOUT THE FULL APPROVAL OF THE STRUCTURAL ENGINEER.**

Stand build progress will be monitored continually by on-site by Health & Safety officers who reserve the right to halt stand build progress should any Health or Safety issues arise.

The Organisers reserve the right to deny access and prevent work being carried out by, or on behalf of, any exhibitor who has not submitted stand design drawings in accordance with these regulations.

#### **4.3 Stand Plan Submission**

Full dimensional drawings for all space only stands - showing all proposed constructional details and positions and dimensions of machinery exhibits - must be submitted and approved by the Organisers before any work can commence. A Method Statement and Risk Assessment are also required to be submitted in conjunction with the stand plans.

For space only stands detailed drawings (including all dimensions and elevations), Risk Assessment & Method Statement must be submitted to the operations team by using the Stand Design & Authorised Contractor form available via the online manual by the **15<sup>th</sup> January 2010**. Failure to submit stand designs by this date may result in delays on-site. No stand build will be permitted to commence without the Organisers written approval.

#### **4.4 Risk Assessment and Method Statement**

All contractors/exhibitors are required to submit a full risk assessment for the design, construction and arrangement of their stand. If required please contact your contractor or the operations team for further information.

The risk assessment is to be submitted along with stand plans. If you require help with producing a risk assessment, please speak to the operations team.

#### **4.5 Stand Types & Height Restrictions**

##### **Island Stands**

An Island stand has no other stands around its perimeter and is exposed to aisles on all four sides. The entire content of the space may be used to a maximum height limit of 4metres and not exceed this. Please note that long runs of walling are strictly prohibited on these sites, please refer to point 4.8.

##### **Split Island Booth**

A Split Island stand backs on to another stand and thus has a backwall. The entire content of the stand may be used to a maximum height limit of 4metres and not exceed this. Please note that the exhibitor is responsible for constructing a backwall, please refer to point 4.7.



### **End-cap Booths**

An end-cap booth is usually located at the end of a double-sided run of linear booths and is composed of two adjoining booths therefore it is exposed to aisles on three sides. The back wall height must be at least 2.5metres high and no taller than 4metres. The exhibitor is responsible for erecting and decorating the back wall, please refer to point 4.7 for further details. The contents of the stand may be used to a maximum height limit of 4metres.

### **Double Storey Stands**

Written application for permission to design stands of two-storeys must be made directly to the operations team and must have been booked and paid for directly with the relevant Sales Manager. Such stands may be built to a maximum height of 6m (including any name sign or trade mark). No foundations may be drilled into the floor and suitable anchorage must be installed.

In the interests of the exhibition as a whole we reserve the right to determine the position of any two-storey structure within a stand. All two storey stands are classified as complex structures and must abide the same regulations.

#### Double Storey design submission guidelines

- Design calculation for beam columns and base plate
- Connection detail and design
- General layout and location of the structures
- Staircase details including handrail details
- Total load
- Structure detail (material)
- ONLY a minimum 400mm x 400mm x 12mm mild steel base plates will be accepted

All stand designs will be subject to the resident engineer's inspection

Exhibitors must provide proof of suitable insurance to the Organisers before construction can commence.

### **4.6 Enclosed Stands**

The inclusion of large enclosed areas within a stand can only be permitted with the Organisers' prior written permission, please also refer to section 4.6 'Walling in on Open Sides'.

### **4.7 Dividing Walls**

On divided sites, you are responsible for erecting and decorating side and back walls facing onto your stand areas to a height of 2.5m. Walls above this height must be clad and decorated on both sides, with the reverse side being decorated from 2.4m upwards by the exhibitor who has them erected. Such walls overlooking adjoining stands must be finished in a neutral plain colour only. The minimum height for dividing walls is 2.5m.

The maximum height for dividing walls of single-storey stands is 4m

### **4.8 Walling in on Open Sides**

Long runs of walling along open perimeters of stands are not permitted.

Just one third of any open side is permitted to be a solid wall. Where long runs of walling are present along open sides they must be relieved by display items and not left in plain colours. If perimeter walling is more than 1m high, it must not occupy more than one-third of any one side. If



long runs of walling are essential they must be recessed by 0.5m from the perimeter of the site and will be subject to written approval by the Organisers.

#### **4.9 Electrical Installations**

Mains supply to space only sites is not included and must be ordered from On-site Services prior to the exhibition.

Mains supply to space only sites is not included within the space rental charge, only the cost of power consumed is included. The official contractor appointed by the Organisers are the only individuals permitted to carry out electrical installations. Please refer to the official contractor list for the official contractor's contact details. Orders must be placed via the relevant form on the online manual prior to the exhibition. Please note that your order will not be processed until payment is received.

When completing the Electrical Order Form the location of the items should be clearly marked by uploading a grid plan illustration, if you haven't submitted a grid plan your electrics will be placed at the discretion of the electricians, if you require these to be relocated you will be charged.

Please note due to a limited supply available in the hall we highly recommend that you book your electrics by the deadline in order to avoid disappointment. We cannot guarantee to meet your exact requirements on orders issued after this date.

Orders received after the due date or placed on-site will be subject to a 20% surcharge.

Exhibitors installing their own power connections to their displays for general lighting and power sockets must ensure that:

- The main cable is connected to a suitable type distribution box
- The main switch should be an ELCB
- All wire joints are in connectors and concealed in junction boxes. No twisted wire joints are permitted
- All wires in exposed areas are protected in PVC trunking. Running wires under the carpet or across open areas is not permitted.

If the power supply ordered is to be connected to machines and equipment exhibitors must ensure that:

- A suitable type of isolator or ELCB is provided between the main cable and the cable from the machine / equipment
- If the machine / equipment has its own isolator, then the main cable can be directly connected to it

Exhibitors installing their own power connections to their displays must also ensure such installations conform to the IEE Regulations and will be subject to inspection and approval by the official electrical contractor before connections to the mains supply.

The Organisers reserve the right to disconnect any installation that, in their opinion, is dangerous or likely to cause annoyance to visitors or other exhibitors.

The standard supplies of electrical current available in the exhibition halls are:  
Single phase 220 volts 50HZ.  
Three phase 415 volts 50Hz



The provision of a single phase mains supply terminal by suitable switchgear is included only in the shell scheme contract.

Three phase supplies and 24 hour connection will be an extra charge and can be ordered on the relevant form through the online manual.

Prices for fitting will cover power consumption, installation, maintenance and removal at the close of the exhibition.

General lighting is provided in the halls but is not powerful enough to provide adequate stand illumination. Exhibitors are advised that specific illumination of their stands is considered essential to achieve an effective display. Lighting is available and can be ordered online.

Please note that electricians to stands are switched off 30 minutes after the exhibition, please contact the Organisers to arrange 24 hour power, should you need it.

#### **4.10 Compressed Air & Air-conditioning**

Air-conditioning units may only be placed on stands when they are being used to cool an enclosed area or IT equipment. **Under no circumstances must the units exhaust system expel hot air into the halls.** The Organisers reserve the right to have units removed if they are considered to interfere with the cooling system in the hall. Locations of the units must be clearly marked on all drawings submitted for approval.

Exhibitors may not have generators or compressed air units on their stands. If compressed air is required it must be applied for through the online form, no later than the deadline.

Please note due to the limited supply available in the hall we highly recommend that you book your compressed air by the deadline in order to avoid disappointment. We cannot guarantee to meet your exact requirements on orders issued after this date.

#### **4.11 Columns**

If you have a column on your stand and wish to clad it you must ensure the cladding is self-supporting and that access is available to any services on the column. We highly recommend that you conduct a site visit prior to finalisation of your designs.

#### **4.12 Fabrics Used In Displays**

Textile fabrics used for interior display purposes on the stand must be FIRE RETARDANT or purchased already treated by use of approved chemicals. Certain fabrics need not be fire proofed, i.e., wool, twill or felt. Textile fabrics used for interior decorative purposes within stands must be fixed taut and or in tight pleats (not draped) to a solid backing and secured 3 inches above floor level and not touching any light fittings. Cellulose paints are flammable and must not be used for stand dressing. Water based paints must be used.

#### **4.13 Timber Used In Stand Construction & Displays**

All timber under 1 inch thick must be impregnated (pressure process). Boards, plywood, chipboard etc must be treated in the same way if they are less than 18mm thick. Timber over 1 inch thick need not be treated & M.D.F. is acceptable in most cases.

#### **4.14 Plastics / Stand Dressing**



Lexan and Macralon are acceptable. PERSPEX MUST NOT BE USED. Artificial plants and flowers which are combustible and give off toxic fumes must not be used for stand dressing. Plastic security night sheets are also not permitted.

#### **4.15 LPG - Liquefied Petroleum Gases (Propane, Butane, etc)**

All flammable gas including compressed gas & LPG is prohibited on the premises at all times unless the Organiser is satisfied that exceptional circumstances apply and its prior consent is obtained.

#### **4.16 Flooring**

Space only sites are not carpeted by the Organiser - exhibitors must provide their own floor covering. Exhibitors with adjoining blocks of stands will not be permitted to place their own carpet in the gangways unless prior permission is given in writing by the Organisers. Nothing may be structurally attached to the floor of the Exhibition premises. Carpet may only be fixed to the venue floor with approved carpet tape.

Only the following brands of double sided carpet adhesive tapes are recommended:

- **EUROTAPE**
- **EUROCEL**
- **ADVANCE TAPE**

Damage to the floor from poor quality adhesive tapes will be charged at US\$5.00 per m<sup>2</sup>

All carpet tape must be removed and any charges for the removal of carpet tape left on the floor at the end of breakdown will be passed direct to exhibitors.

#### **4.17 Floor markings**

Stand locations will be clearly marked on the floor, it is the responsibility of the exhibitor or their appointed contractor to ensure their stand is built to the correct floor markings. Please check with the Organisers' office if you are in any doubt regarding your allotted floor space.

#### **4.18 Floor Loading Restrictions**

The hall floors are concrete covered with carpet. Please contact the operations team with details of heavy exhibits, as special arrangements may need to be made. The exhibition hall and site floor must not be damaged in any way. There is a maximum distributed weight loading of 350 kgs per m<sup>2</sup>.

If you are exhibiting any heavy items please inform the operations team as soon as possible to arrange delivery.

#### **4.19 Base Plates**

Where base plates are being used, they must be on solid ground and not on raised flooring. The minimum size of the base plates should be 400mm x 400mm x 12mm thick

#### **4.20 Gangways and Emergency Exits**

It is imperative that the venue emergency access gangways and fire escapes remain clear at all times. Plans showing emergency routes can be obtained from the Organisers' Office. During the build up and breakdown periods of the exhibition the gangways can become extremely congested with packing cases, equipment and general waste – in the interests of **Health & Safety**, we request all exhibitors and contractors to cooperate with our floor managers and official show contractors to help maintain the emergency access points and gangways at all times.



The gangways used in this venue are the minimum permissible by law. Under no circumstances will exhibits, stand dressings, tables & chairs etc. be allowed to encroach into gangways. Please keep your exhibits inside your stands at all times.

Doors and gates forming part of an escape shall be provided with a vision panel of clear glazing at sight level and must be hung to open in the direction of escape, clear of any steps, landings or gangways. Where necessary doors must be recessed so as not to open onto or obstruct the required width of any gangway or other escape route. Such doors shall be free from fastenings other than panic bolts.

Bridging and carpeting over gangways have specific rules and you should contact the Organisers for further information before any arrangements for your stand are made.

#### **4.21 Height Limit**

The overall height of stand fitting for single-storey stands including cladding of columns is 4m from the floor level.

The overall height of stand fitting for double-decker stands is 6 metres. Please note that these must have been booked and paid for directly with the relevant sales manager. Exhibitors who have not booked a double-decker stand will not be permitted to build double-decker stands or exceed the 4 metre height limit without the operations team's approval.

#### **4.22 Stand Number**

A stand number must be displayed on every open side of the stand.

#### **4.23 Signage**

Signage and graphics are not permitted to overlook other stands where there is a dividing wall or to overhang in the gangways.

Where illuminated fascia boards are used on stands, the lighting of them must be of sufficient power to light the fascia board only, and must not cause any spill of light onto neighbouring stands. No flashing lights will be permitted. We reserve the right to disconnect the electrical supply to any illuminated fascia, which, in our opinion, is causing a nuisance to any other exhibitor.

#### **4.24 Balloons**

The use of helium balloons (Blimps) and toy balloons is not permitted.

#### **4.25 Banners**

Exhibitors wishing to display hanging signs or banners above their stands must illustrate these on their stand designs uploaded via the online manual. Please ensure that the design, artwork, dimensions and location of the banner in relation to the stand perimeter is illustrated.

All rigging within Dubai Airport Expo must be carried out by the Official Rigging Contractor, DWTC Rigging. Please order rigging requirements by emailing [operations@dubai.aero](mailto:operations@dubai.aero) and ensure that images illustrating the banner specifications are uploaded to ensure that the rigging requirements ordered are suitable.

Please note that banners must not project on to the aisles or a neighbouring stand it must be hung within the perimeter of your stand.



All Rigging orders must be placed by 5<sup>th</sup> February 2010. A 20% surcharge will be added to any late orders. PLEASE NOTE THAT THE TRIM HEIGHT FOR ALL HANGING ITEMS IS 8 METRES. The underside of any rigged items will be hung at 8m.

#### 4.26 Rigging and Suspended items

Please be aware that all rigging within Airport Expo Dubai must be carried out by the Official Rigging Contractors, DWTC Rigging. **It will not be possible for exhibitors or their contractors to carry out their own rigging.**

Exhibitors wishing to rig banners/hanging signs or lighting above their stands must email rigging requirements to [operations@duabi.aero](mailto:operations@duabi.aero) by 5<sup>th</sup> February 2010. Adequate drawings showing the design, dimensions and location of the suspended item must be attached to this order to ensure that it is suitable. All Rigging orders must be placed by 5<sup>th</sup> February 2010, after this date a 20% surcharge will be added to any late orders

The trim height for all hanging items is 8 metres across the show site and will be strictly enforced. Direct support and suspension of structures to the hall roof structure is **NOT permitted**. All suspended items including lighting rigs and suspended ceilings are permitted provided they do not exceed the permitted load of the venue's roof beams.

All rigging must be an integral part of the stand design and should be confined within the limits of your stand area. Please note that banners and hanging signs must not project on to the aisles or a neighbouring stand and they must be within the perimeter of your stand.

In the interests of Health and Safety, the Organisers will require all banners, graphics etc to be pre-rigged before the tenancy date. Therefore please ensure that all banners and trusses are on-site for **Heavy Lift & Pre-rig day on the 25<sup>th</sup> February 2010.**

#### 4.27 Vehicles (Exhibits & Displays)

If you wish to display vehicles on your stand, you must receive approval from the operations team; the vehicle details should be included within your stand drawings.

The following criteria must be adhered to when display a vehicle in the halls.

- The vehicle must be static and have its engine switched off for the duration of the exhibition
- The fuel tank must be drained
- The vehicle must have a lockable fuel cap
- The vehicle must have a drip tray placed under the engine
- The battery must be disconnected
- A 24hr contact name and number must be given to the Organisers
- The vehicle keys must be left with the Organisers in case removal is necessary
- The Organisers accept no responsibility for any vehicle that is damaged when being brought into or out of the hall or once in its final position
- Any damage caused to the venue as a result of vehicle movement will be charged back to the exhibitor as part of the dilapidation costs
- You must work closely with the Organisers when arranging to bring the vehicle into the exhibition, as it may be required to enter the halls before the build due to the logistics of building the exhibition around the vehicle



#### **4.28 Freight**

See Section 6 for information on shipping and on-site freight handling.

#### **4.29 Storage**

**NO excess stock, literature or packing cases may be stored around or behind your stand, due to the materials being a fire risk.**

If you require storage on-site, you should contact Airlink International / GT Exhibitions, who have storage facilities available. If you need a place to store empty cartons, boxes, literature etc please contact Airlink International, who will collect these from your stand, store them and deliver them back to you during breakdown.

Alternatively, you need to make the provision to build a store room into your stand design.

#### **4.30 Lifting and Logistics**

GT Exhibitions and Airlink International have been appointed as the official lifting contractors for MRO 2010 and will be the only companies authorised to perform lifting and fork lifting in the halls. If you require lifting and fork lifting services, please contact one of the official contractors.

**PLEASE BE AWARE THAT NO PERSON OTHER THAN EMPLOYEES OF THE OFFICIAL LIFTING CONTRACTOR OR VENUE WILL BE PERMITTED TO OPERATE FORKLIFTS OR ACCESS EQUIPMENT AT MRO 2010. FAILURE TO COMPLY THIS RULE WILL RESULT IN REMOVAL FROM SITE.**

Exhibitors planning to transport their goods through an international courier are recommended to use the services of the official freight contractor who has special facilities in place for the event. Please refer to Section 8 for further details.

#### **4.31 Seated Audiences**

Any presentation/demonstration likely to interest groups of 10 or more people must be located towards the centre of the stand and clearly shown on stand drawings. If obstruction within the gangway and/or nuisance to any other exhibitor is caused, we reserve the right to cancel the presentation/demonstration or restrict the frequency.

#### **4.32 Water Supply**

Please be aware that a water supply is not readily available in the exhibition halls.

#### **4.33 Water Displays and Features**

Exhibitors wishing to have water displays or features on their stand must confirm the details in writing to the operations team by **15<sup>th</sup> January 2010**, so that written approval can be given. Contractors / exhibitors must include full details of any water tank or butts necessary in their written application.

Water displays that involve water tanks or butts must ensure that the tanks are constructed so they do not leak. The choice of material must be considered to ensure that water cannot leak onto areas of the hall that carry electrical services, such as the utility ducts.

It is the exhibitor's responsibility to ensure that the design is produced by a competent person taking into consideration the technical and Health & Safety aspects.



As a contractor / exhibitor you must make arrangements for adequate water supply. No running water is provided within the Airport Expo Halls.

Water displays will not be permitted without written approval from the Organisers.

#### **4.34 Waste Management**

All exhibitors and contractors must ensure that they do not discard sharp objects and must ensure that nails and screws are not left sticking out of waste wood – these must be removed or hammered flat. F&E Aerospace are committed to ensuring that the exhibition is as environmentally responsible as possible. Please help us by keeping waste to a minimum, recycling waste where possible and reporting any incidence of fly tipping to the Organiser.

All waste must be removed from the exhibition halls. Any items of waste or stand fitting left in the halls at the end of the show will be treated as waste and disposed of. Any removal costs will be charged to the exhibitor in question.

#### **4.35 Exhibition Timetable**

Please refer to the timetable for the build-up and breakdown schedule.

The design of your stand must be such that it can be erected and dismantled within the published build up and breakdown periods. It is important you contact the operations team if you foresee any problems keeping to this schedule.

#### **4.36 Early/Late Working**

If you have appointed a stand contractor to build your open space stand, you must be assured that the design of the stand is such that it can be built within the specified times as stated in this manual.

Early or late working outside the hours of the build up and breakdown timetable will not be permitted. **Please inform the Organisers if you believe you will have any issues keeping to the exhibition build/breakdown schedule.**

#### **4.37 Maintenance**

Under no circumstances will maintenance work be permitted on stands during the exhibition open hours.

If at any time during the exhibition open days you need to carry out maintenance work on your stand after the exhibition has closed please apply to the Organisers by 14:00 hrs on the same day for authorisation.

#### **4.38 Working at Height**

Ground access to areas in the vicinity of any work at height must be controlled to prevent persons walking or working directly beneath the area in question. Ground workers in the vicinity must not work directly underneath and wear suitable head protection (e.g. hard hats)

Ladders must be footed or tied off and used in accordance with construction regulations.

**The use of domestic ladders and steps is strictly forbidden**

#### **4.39 Work Equipment and Tools**

Exhibitors and contractors have a duty to ensure that all tools are fit for purpose and safe to use.



All dangerous moving parts such as circular saws must be guarded with controls to prevent unauthorised use.

The use of battery powered tools is strongly encouraged to reduce trailing cables and risk of electrical hazards. Those using mains powered tools must ensure that cables are not trailed across aisles.

#### **4.40 Organisers' Right to Change Stands and Floorplan Layout**

In the interests of the exhibition as a whole, it may be necessary to remove or alter anything in - or forming part of - any stand. If we feel this action must be taken this would have to be at the expense of the exhibitor concerned.

The exhibition floor plan is subject to change at the discretion of the Organisers. Please contact the Organisers to obtain the latest version of the exhibition floor plan.

#### **4.41 Venue and Local Authority Regulations**

All work must be carried out in compliance with the regulations of the venue.

If an exhibitor causes to be erected a stand which does not conform fully and in all respects to the requirements of the Organiser, venue and Dubai Municipality, the Organisers reserve the right to alter, demolish or reconstruct the stand at the exhibitor's expense and to make it conform to the regulations and requirements.

#### **4.42 Disability Discrimination**

Where exhibitors have a platform on a stand a reasonable adjustment is to incorporate a ramp into the platform on the stand. If this is not possible then a signed point should be created where disabled people can be served off the platform at ground level. Whatever the content of the stand is needs to be accessible to all. Please note the following when designing your stand:

- Ensure that your stand incorporates enough space for wheelchair access - 1.2 metres aisle width is deemed sufficient – though only 750mm for an internal door – suggesting that 750mm would be enough.
- The gradient of any ramp should be no greater than 1:12.
- If a stand is a double-decker, then it is probably not practical to offer lifts. Therefore please ensure that any services – such as refreshments can be brought downstairs on a tray for those that need it.
- Serving counters should have a low access point no higher than 760mm or a lap tray should be provided for the convenience of disabled people.





be removed without damage to the wall panels, any damage made to the panels will result in a charge.

Shell scheme stands will be available to exhibitors to take possession from 08:00hrs on 27<sup>th</sup> February 2010

## 5.2 Shell Scheme Stands Specification

- Constructed from the Octanorm Modular Aluminium System
- White vinyl covered infill panels
- 70mm deep aluminium beams form the ceiling grid
- Height 2.5m (2.43m to the underside of the ceiling beams)
- Carpet
- Three spotlights per 9m<sup>2</sup>
- One 13 amp socket per 9m<sup>2</sup> (standard British square 3 pin)

## 5.3 Shell Scheme Booth Types & Height Restrictions

### Linear Booths

Linear booths are arranged in a straight line and have one side exposed to an aisle. A maximum height limitation of 2.5metres is permitted.

### Corner Booths

A Corner booth is located at the end of a linear run of booths and is exposed to aisles on two sides. A maximum height limitation of 2.5m is permitted.

### End-cap Booths

An end-cap booth is usually located at the end of a double-sided run of linear booths and is composed of two adjoining booths therefore it is exposed to aisles on three sides. The back wall height will be 2.5meters but the contents of the stand may be used to a maximum height limit of

### Split Island Booths

A Split Island stand backs on to another stand and thus has a backwall, 2.5 metres high. The entire content of the stand may be used to a maximum height limit of 2.5metres and not exceed this. Long run's of walling is prohibited on open sides, please refer to point 5.4

### Island Booths

An Island stand has no other stands around its perimeter and is exposed to aisles on all four sides. Wall panels are not generally provided for island sites, only carpet is provided. If wall panels are required the allowance is 1 panel per 3 m<sup>2</sup> at no additional cost, if this is required please contact the operations team to notify them. Please refer to point 5.4 about walling in on open sites. The entire content of the space may be used to a maximum height limit of 4metres.

### Canopies and Ceilings

Canopies, including ceilings, umbrellas and canopy frames, can be either decorative or functional. Canopies for Linear or Perimeter Booths should comply with line of sight requirements as stated previously.

The base of canopy should not be lower than 2.1metres from the floor within 1.5m of any aisle. Canopy supports should be no wider than 7.6cm, this applies to any booth which has a sightline restriction e.g. Linear Booths



#### 5.4 Walling in on Open Sides

Long runs of walling along open perimeters of stands are not permitted.

Just one third of any open side is permitted to be a solid wall. Where long runs of walling are present along open sides they must be relieved by display items and not left in plain colours. If perimeter walling is more than 1m high, it must not occupy more than one-third of any one side. If long runs of walling are essential they must be recessed by 0.5m from the perimeter of the site and will be subject to written approval by the Organisers.

#### 5.5 Electrical Installation, Supply & Lighting

- The standard supplies of electrical current available in the exhibition halls are:  
**Single phase 220 volts 50Hz**  
**Three phase 415 volts 50Hz**
- Three phase supply and 24hr power connection may be ordered on
- General hall lighting will be provided in the halls
- A range of lighting and electrical fittings are available for hire, see the Stand Fitting Extra form for products, prices and to place orders.
- **Cables may not be plugged into the venue sockets and/or trailed across the gangways.**

#### 5.6 Power Supply

All shell scheme stands will be supplied with a single phase mains terminal by suitable switchgear, 1 x 13amp socket and 3 x spotlights per 9sqm, should you require additional electrics to what is included please refer to Stand Fitting Extra form via the online manual.

POWER will be turned off 30 minutes after the show closes, should you require 24 hour power please contact the operations team.

As the exhibitor, it is your responsibility to order adequate power supply for your stand. Failure to do this will result in delays on-site and could be a fire risk. On-site spot checks will be carried out by the Organisers. This includes appropriate temporary power supplies required for the build-up and breakdown periods.

If you require additional electrics over and above those supplied as part of your package, we highly recommend that you book your electrics early via the online manual, due to a limited supply available at the venue. We cannot guarantee to meet your exact requirements on orders issued after the form deadline.

**Orders received after the deadline specified on the form will be subject to a 20% surcharge**

#### 5.7 Compressed Air

Exhibitors may not have generators or compressed air units on their stands. If compressed air is required it must be applied for via the relevant form no later than the deadline.

Please note due to the limited supply available in the hall we highly recommend that you book compressed air by the deadline in order to avoid disappointment. We cannot guarantee to meet your exact requirements on orders issued after this date.



### 5.8 Fire Regulations

- All stand construction and displays must be **FIRE RETARDANT**. Any goods attached to your stand will constitute as part of your stand and will be subject to these regulations.
- Smoke Machines, naked flames and gases are subject to approval from the Dubai Municipality; please contact the Organisers for venue approval, at least 5 weeks prior to the show opens to the public.

### 5.9 Open Flames

Fumes from open fires or candles will NOT be permitted.

### 5.10 LPG - Liquefied Petroleum Gases (Propane, Butane, etc)

All non-mains flammable gas including compressed gas & LPG is prohibited on the premises at all times unless the venue is satisfied that exceptional circumstances apply and its prior consent is obtained.

### 5.11 Plastics / Stand Dressing

Lexan and Macralon are acceptable. **Perspex must not be used**. Artificial plants and flowers which are combustible and give off toxic fumes must not be used for stand dressing. Plastic security night sheets are also not permitted.

### 5.12 Gangways and Emergency Exits

It is imperative that the venue emergency access gangways and fire escapes remain clear at all times. Plans showing emergency routes can be obtained from the Organisers' Office and will be included in the exhibitor pack.

During the build up and breakdown periods of the exhibition the gangways can become extremely congested with packing cases, equipment and general waste – in the interests of health & safety, we request all exhibitors and contractors to cooperate with our floor managers and official show contractors to help maintain the emergency access points and gangways at all times.

The gangways used in this venue are the minimum permissible by law. Under no circumstances will exhibits, stand dressings, tables & chairs etc. be allowed to encroach into gangways. Please keep your exhibits inside your stands at all times.

### 5.13 Aisles

All **aisles must be kept clear of obstruction**, please ensure that all objects, e.g., furniture, roll up banners, display units etc. are kept within the boundaries of your stand. It is imperative that exhibitors do not extend into the aisles, as this can cause a tripping hazard to visitors.

### 5.14 Name Panel

The name panel sits at the top of your stand and will carry your Company Name and Stand Number; this will identify your company to the visitors. Please ensure that you complete and return the relevant form on-line with the company name you wish to appear, if the form is not received before the deadline the company name which appears on your contract will be used.

### 5.15 Furniture Hire & Stand fitting extras

A limited range of furniture and stand fitting extras can be hired through the official shell scheme contractor. The furniture products on offer can be viewed and ordered via the relevant online form.

Orders received after the form deadline will be subject to a 20% surcharge.



The office contractor will have an on-site service office located within Airport Expo reception building throughout build-up should last minute furniture orders and stand fitting extras be required. However, please note that they will only be a limited stock available and all orders placed on-site will be subjected to a 20% surcharge. Therefore, we encourage orders to be placed as early as possible via the online manual.

Orders received after the due date will be subject to a 20% surcharge.

### 5.16 Banners

Exhibitors wishing to display hanging signs or banners above their stands must forward adequate drawings showing the design, artwork, dimensions and location of the banner in relation to the stand perimeter to [operations@dubai.aero](mailto:operations@dubai.aero) in order to obtain approval and place the necessary rigging order.

All rigging within Dubai Airport Expo must be carried out by the official rigging contractor, DWTC Rigging. Please email [operations@dubai.aero](mailto:operations@dubai.aero) to order rigging requirements or alternatively contact DWTC Rigging directly for advice if you are unsure of the exact equipment required.

Please note that banners must not project on to the aisles or a neighbouring stand it must be hung within the perimeter of your stand.

All rigging orders must be placed by 5<sup>th</sup> February 2010. A 20% surcharge will be added to any late orders. PLEASE NOTE THAT THE TRIM HEIGHT TO THE UNDERSIDE OF ALL HANGING ITEMS IS 8 METRES.

### 5.17 Rigging and Suspended items

Please be aware that all rigging within Airport Expo Dubai must be carried out by the Official Rigging Contractors, DWTC Rigging. **It will not be possible for exhibitors or their contractors to carry out their own rigging.**

Exhibitors wishing to rig banners/hanging signs or lighting above their stands must email their rigging requirements to [operations@duabi.aero](mailto:operations@duabi.aero) by 5<sup>th</sup> February 2010. Adequate drawings showing the design, dimensions and location of the suspended item must be attached to this order to ensure that it is suitable. All Rigging orders must be placed by 5<sup>th</sup> February 2010, after this date a 20% surcharge will be added to any late orders

The trim height for all hanging items is 8 metres across the show site and will be strictly enforced. Direct support and suspension of structures to the hall roof structure is NOT permitted. All suspended items including lighting rigs and suspended ceilings are permitted provided they do not exceed the permitted load of the venue's roof beams.

All rigging must be an integral part of the stand design and should be confined within the limits of your stand area. Please note that banners and hanging signs must not project on to the aisles or a neighbouring stand and they must be within the perimeter of your stand.

In the interests of Health and Safety, the Organisers will require all banners, graphics etc to be pre-rigged before the tenancy date. Therefore please ensure that all banners and trusses are on-site for **Heavy Lift & Pre-rig day on the 25<sup>th</sup> February 2010.**



### **5.18 Vehicles (Exhibits & Displays)**

If you wish to display vehicles on your stand, you must receive approval from the operations team. All shell scheme exhibitors must email the vehicle details to the operations team in order to obtain permission to display this item. Display vehicles will not be allowed access to site without written confirmation from the Organisers.

The following criteria must be adhered to when displaying a vehicle in the Halls.

- The vehicle must be static and have its engine switched off for the duration of the exhibition
- The fuel tank must be drained
- The vehicle must have a lockable fuel cap
- The vehicle must have a drip tray placed under the engine
- The battery must be disconnected
- A 24hr Contact name and number must be given to the Organisers
- The vehicle keys must be left with the Organisers in case removal is necessary
- The Organisers accept no responsibility for any vehicle that is damaged when being brought into or out of the Hall or once in its final position
- Any damage caused to the venue as a result of vehicle movement will be charged back to the exhibitor as part of the dilapidation costs
- You must work closely with the Organisers when arranging to bring the vehicle into the exhibition, often it may be required to enter the halls before the build due to the logistics of building the exhibition around the vehicle

If these rules are not adhered to, the Organisers have the right to refuse entry. Please refer to section 8 for information on delivery, transportation and removal of oversized exhibits.

### **5.19 Balloons**

The use of helium balloons (Blimps) and toy balloons are not permitted

### **5.20 Night Sheets**

Any night sheets used for securing your stand should be of inherently non-flammable material or material that has been treated to render it non-flammable.

If you have night sheets on your stand but wish to have your stand cleaned overnight, please supply a copy of the night sheet key to the Organisers' office for collection of the cleaning supervisor. The key will be returned once the cleaning has been completed.

### **5.21 Water Supply**

Please be aware that a water supply is not readily available in the exhibition halls or on the static park

### **5.22 Water Displays and Features**

Exhibitors wishing to have water displays or features on their stand must confirm the details in writing to the operations team by **15<sup>th</sup> January 2010**, so that written approval can be given. Contractors/exhibitors must include full details of any water tank or butts necessary in their written application.



Water displays that involve water tanks or butts must ensure that the tanks are constructed so they do not leak. The choice of material must be considered to ensure that water cannot leak onto areas of the hall that carry electrical services, such as the utility ducts.

It is the exhibitor's responsibility to ensure that the design is produced by a competent person taking into consideration the technical and Health & Safety aspects.

As a contractor / exhibitor you must make arrangements for adequate water supply. No running water is provided within the Airport Expo Halls.

Water displays will be forbidden if not approved by the Organisers, as it is vital

### **5.23 Maintenance of Exhibits**

Under no circumstances will maintenance work be permitted on stands during the exhibition open hours.

If at any time during the exhibition open days you need to carry out maintenance work on your stand after the exhibition has closed, please apply to the Organisers by 14:00hrs on the same day.

### **5.24 Storage**

No excess stock, literature or packing cases may be stored around or behind your stand, due to fire risk.

If you require storage on-site, you should to contact Airlink International / GT Exhibitions, who have storage facilities available. If you need a place to store empty cartons, boxes, literature etc please contact Airlink International / GT Exhibitions, who will collect these from your stand, store them and deliver them back to you during breakdown.

Alternatively, you need to make the provision to build a store room into your stand design.

### **5.25 Waste Management**

All exhibitors and contractors must ensure that they do not discard sharp objects and must ensure that nails and screws are not left sticking out of waste wood – these must be removed or hammered flat. F&E Aerospace are committed to ensuring that the exhibition is as environmentally conscious as possible. Please help us by keeping waste to a minimum, recycling waste where possible and reporting any incidence of fly tipping to the Organiser.

Shell Scheme stands will be delivered in a clean state. Any waste generated during the dressing of your shell scheme should be placed in the gangways for the cleaning contractor to remove prior to the show opening.

All waste must be removed from the exhibition halls. Any items of waste or stand fitting left in the halls at the end of the show will be treated as waste and disposed of. Any removal costs will be charged to the exhibitor in question.

### **5.26 Breakdown of Stands and Exhibits**

Exhibits or stand fittings must NOT be removed or dismantled before 18:00hrs on Monday 1<sup>st</sup> March 2010.

Storage of crates/boxes kept with the official on-site freight contractor, will be brought back to the stands from 18:00hrs on Monday 1<sup>st</sup> March 2010 onwards.



Exhibitors are responsible for removing all materials from their shell scheme stand by **19.30hrs on Monday 1<sup>st</sup> March 2010**. A charge will be made should the Organisers have to arrange the removal of any items. This also applies to materials left in the loading yard – photographic evidence will be taken. Shell scheme stands will be dismantled from **19.30hrs Monday 1<sup>st</sup> March 2010**.

**THE ORGANISERS WILL NOT BE HELD RESPONSIBLE FOR ANY ITEMS LEFT IN THE HALLS AT ANY TIME.**

#### **5.27 Damage to the Venue**

Damage caused to the fabric of the exhibition building by an exhibitor / contractor will be charged by the venue via F&E Aerospace. Under no circumstances should an exhibitor / contractor attempt to repair any damages caused.

It is strictly prohibited to affix nails, tacks, screws, adhesives, paint or similar items to the floor, walls, ceiling, shell scheme structure and other parts of the premises.

#### **5.28 Organiser's Right to Change Stands and Floorplan Layout**

In the interest of the exhibition as a whole, it may be necessary to remove or alter anything in – or forming part of – any stand. If we feel this action must be taken this would be at the expense of the exhibitor concerned.

The floor plan is subject to change at the discretion of the Organisers.

#### **5.29 Venue and Local Authority Regulations**

All work must be carried out in compliance with the regulations of the Venue.

If an exhibitor constructs a stand which does not conform fully to all the requirements of the Organiser, venue and Dubai Municipality, the Organisers reserve the right to alter, demolish or reconstruct the stand at the exhibitor's expense to make it conform to the regulations and requirements.



## SECTION SIX

### **DELIVERY, TRANSPORTATION & REMOVAL OF EXHIBITS**

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#### **6.1 Official Freight Contractors**

The Organisers have appointed Airlink International / GT Exhibitions as the official freight, lifting and handling contractor and the recommended shipping and freight forwarding contractor for MRO 2010. Airlink International / GT Exhibitions should be contacted directly in regards to all freight, lifting and goods handling queries. The official contractor will forward the following details to all exhibitors:

- A list of their services – Air & Sea Freight
- On-site freight handling charges
- Details of the necessary documentation required by the United Arab Emirates Customs Authorities.
- Contact details of the official contractors appointed agent in the exhibitors' country.

Exhibitors in the USA and Canada are advised to contact TWI Logistics (the official contractors appointed agent), please see the Official Contractors List for contact details.

It is the responsibility of the exhibitor to advise the official on-site freight handler of their freight details and to ensure that they are aware of the costs of on-site handling charges.

**FOR HEALTH & SAFETY AND SECURITY PURPOSES THE OFFICIAL CONTRACTOR HAS SOLE RESPONSIBILITY FOR THE MOVEMENT AND CO-ORDINATION OF ALL EXHIBITS ON THE EXHIBITION SITE, INCLUDING THE PROVISION OF LABOUR AND HANDLING EQUIPMENT. NO OTHER CONTRACTOR OR THEIR EQUIPMENT WILL BE ALLOWED TO OPERATE WITHIN THE EXHIBITION AREA**

#### **6.2 Sea and Air Freight Deadlines**

If you require a full shipping service collected from country of origin and delivered to your stand, the latest receiving dates for your cargo will be advised to you by the official contractor's local agent in your country.

However, if you're making your own arrangements for shipping please note the following deadline dates, if you need our assistance with local clearance and delivery in Dubai.

- 1) The latest date of arrival for LCL containers or conventional cargo: 14<sup>th</sup> February 2010
- 2) The latest date of arrival for FCL containers at Jebel Ali port, Dubai: 14<sup>th</sup> February 2010
- 3) The latest date of arrival for Air Freight at Dubai Int'l Airport - DXB: 18<sup>th</sup> February 2010

**These deadlines do not apply to heavy exhibits, outsized items or items requiring rigging as these must be on-site by 25<sup>th</sup> February 2010.**

Please note: We would recommend that you use the official shipping contractor, Airlink International / GT Exhibitions, as they will deliver your freight, hold it until you are ready to receive it and will deliver it directly to your stand.

#### **6.3 Deliveries to Site**

Deliveries will not be accepted on-site before the following deadlines:



- 25<sup>th</sup> February 2010 for all heavy or outsized items & items requiring rigging
- 26<sup>th</sup> February 2010 for space only exhibitors
- 27<sup>th</sup> February 2010 for shell scheme exhibitors

All deliveries must be marked up clearly, as follows:

**\*\*Company Name, Stand Number, Hall & Contact Number \*\***

MRO 2010  
Airport Expo, Dubai  
United Arab Emirates

Please ensure that your exhibit materials are in the hall at least 2 hours prior to the official opening. Exhibit materials, including brochures, posters and samples etc. being brought to the halls after this time will not be permitted through the front main entrance doors. Only hand carried items may be brought into the hall during show open hours. Any items requiring a trolley or pallet truck must wait until after the show has closed.

Please ensure that anyone delivering goods to you knows your stand number, hall name and that they deliver them at an appropriate time when someone is on the stand to receive the goods.

**For security reasons the Organisers are not able to accept deliveries on behalf of exhibitors.** This is especially applicable to courier services that require a signature; all couriers will be held within the reception building where exhibitors will have to meet them in order to sign and receive their delivery.

Deliveries to the stand during the exhibition open period may be made early each morning, more details to follow. Throughout the course of the day only hand-carried items will be permitted entry and will be subject to security screening.

#### **6.4 Documentation**

The preparation of documents must be in accordance with the regulations laid down by the United Arab Emirates Customs Authorities. All relevant information will be contained in the official contractor's letter to exhibitors, please contact them directly regarding any documentation queries.

#### **6.5 On-site Goods Handling**

For enquiries or information relating to shipments arriving at the exhibition hall marshalling yard for delivery to the stand, please contact Airlink International UAE, our Dubai official on-site freight handler.

25<sup>th</sup> February 2010 are designated heavy lift days. Exhibitors requiring a crane for positioning items in excess of 2000 KG or measuring more than 2.5m in length, width or height are responsible for liaising with Airlink International to ensure that all heavy exhibits or outsized items are on-site and placed during these two days. Any heavy or outside items arriving after this date will not be permitted entrance into the halls. This is for the safety of the exhibitors and contractors working in the halls during the build up period

Exhibitors are advised to make sure that their contractors have all the contact details of the Official On-Site Freight Handler (Airlink International).



**6.6 Unloading of Equipment**

The use of powered mechanical handling and access equipment is strictly controlled. The official on-site freight handlers & rigging contractor are the only persons authorised to operate lifting and access equipment and forklift trucks within the MRO 2010 Site. This appointment provides the necessary levels of competence and controls over all heavy lifting operations, required to satisfy Health & Safety Regulations. Airlink International / GT Exhibitions are the only companies permitted to provide lifting services at MRO 2010. Stand build contractors and exhibitors will not be permitted to operate any lifting or access equipment. Any unauthorised lifting or access equipment will be removed from site.

**6.7 Removal of Exhibits**

All exhibits and stands must be cleared from the site by **23.59hrs on Monday 1st March 2010**. All outsized items, heavy items and items requiring rigging will be the last items to leave the halls for Health & Safety reasons. All other items must be removed in accordance with the below deadlines:

Monday 1 <sup>st</sup> March	<b>15:30 – 17:00</b>	<b>Removal of hand held goods only</b>
Monday 1 <sup>st</sup> March	<b>16:00</b>	<b>Dismantling &amp; Removal of stands</b>
Monday 1 <sup>st</sup> March	<b>23.59</b>	<b>All exhibits to be removed from the exhibition halls</b>

Exhibitors taking **hand held and locally transported goods off site must complete a security form** listing items to be removed. Forms may be found in the Exhibitor Pack provided on arrival or obtained from the Exhibitors Information Desk. They must be signed and stamped by the Organisers. Security forms are not required for goods going out as air and sea freight.

**6.8 Insurance**

It is the responsibility of the exhibitor to carry full insurance cover from the point of leaving the warehouse up to the point of return to origin.

**6.9 Restricted Items**

Companies who are in doubt as to whether import of their goods to Dubai is restricted should contact the relevant Government Trade Office of the country of origin. Additionally, any goods of a hazardous nature should be separately listed on invoice forms and full particulars given (i.e. IMCO Classifications etc.) in order that suitable stowage can be arranged.



## SECTION SEVEN

### EXHIBITOR BADGES, CONTRACTOR BADGES & VISITOR TICKETS

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Badges are required for all personnel entering the exhibition site; personnel will not be permitted entrance without presenting the relevant badge. Please note that badges must be worn at all times.

**The Organisers strongly recommend that all pass holders carry a photographic form of ID at all times, i.e. Passports, drivers licence or national ID cards are recommended.**

#### 7.1 Types of Badges

- Exhibitor Badges (collected on-site)
- Contractor Badges (collected on-site)
- Exhibition Entrance Tickets (collected on-site)
- Conference Entrance Tickets (collected on-site)

#### 7.2 Exhibitor Badges

Each exhibiting company has an allocation of complimentary badges based on the total amount of space occupied. Please refer to the table below

##### Exhibitor Badges Allocation Table

9 – 20 Sqm Stand	10
21 – 50 Sqm Stand	15

In order to claim complimentary allowances exhibitors must complete the 'Exhibitor Badges' form via the online manual before the deadline. **Failure to meet the deadlines will result in the loss of complimentary allocations and any required items will have to be purchased.**

Once you have exhausted your free allocation of exhibitor badges you can purchase additional passes via the online manual at a cost of **\$20 per badge.**

Failure to register for your free allocation of badges by the due date will result in delays which may affect your ability to visit the show site.

Please ensure that the correct details are entered before submitting the application for processing. **Reprints for both incorrect and lost badges will be charged for at \$20 each**

Badges can only be collected from Exhibitor Information Desks located in the Central Hall Reception Building.

**Please Note** proof of identity will be required in order to obtain exhibitor badges. A company representative may collect all relevant badges; however they will need to prove their identity before the badges can be released. The following forms of identity will be accepted:-

- Passport,
- Photographic ID card,



- Driving licence.

All collections must be signed for by a member of your company, this individual is then responsible for the distribution of the badges.

Please note exhibitor badges will not be mailed out in any instance.

### **7.3 Contractor Badges**

Contractor Badges are issued by Dubai World Trade Centre on-site, however the 'Authorised Contractors' form available via the online exhibitor manual must be submitted prior to arrival on-site.

#### **Local Contractors (UAE based)**

##### **Temporary Individual applications**

All contractor staff must report to the Reception Building Security Desk in order to get a DWTC contractor badge in exchange for a valid proof of identity which can be either a UAE labour card, a UAE national ID card, a UAE driving licence or a UAE Government Organisation ID Card. A proof of identity will be kept by the protocol and security department until the contractor staff returns the DWTC contractor badge.

Each DWTC contractor badge will be charged at AED10 and is valid for a day (from 00:01 to 24:00). A fee of AED100 will be payable to DWTC protocol and security department for any lost DWTC contractor badge.

##### **Temporary Group applications**

If a contractor wishes to apply for DWTC contractor badges for his/her entire team a supervisor of the company should present DWTC protocol and security department with a copy of each staff's valid proof of identity (as listed above) prior to the show build up. The supervisor must leave their labour card as a guarantee which can be collected upon the return of all contractor badges.

Each DWTC contractor badge will be charged at AED10 per day and a deposit of AED100 per badge will be required. The deposit will be returned upon return of the contractor badge.

##### **Permanent DWTC Contractor badges**

Stand contractors that work regularly at the venue can be issued with permanent DWTC contractor badges. A representative of the company should provide the DWTC Protocol and Security department with a list of all the staff requiring a permanent badge, along with:

- Passport copies with valid visa for each staff
- A valid Trade licence copy
- A Company letter requesting the permanent DWTC contractor badges and detailing the list and details of the staff
- photographs for each staff member
- A completed Contractor Badge Application Form (which can be obtained from DWTC Protocol and Security Department) for each staff member.

An annual fee of AED100 per badge will be charged. The company is responsible to return the badge to DWTC when the applicant is no longer under their sponsorship and/or when the badge has expired. The individual or the company will have to pay a fee of AED100 against lost badges.

#### **International Temporary Contractor Badges (Non UAE based)**



Each overseas contractor must present their passport along with a photocopy to the Reception Building Security desk. A deposit of 100AED will be retained in exchange for a DWTC contractor badge, the deposit will be returned when the contractor hands back the contractor badge. The contractor badge will be charged at 10AED per day (from 00:01 to 23:59). The 100AED deposit will be retained by DWTC should any badges be lost.

#### 7.4 Exhibition & Conference Entrance Tickets

Visitor entry to the Exhibition Hall is complimentary but restricted to trade visitors only, please pre-register online from <http://www.aviationnow.com/events/current/mme/register.htm>

Entrance to the Conference is chargeable. Please see scale of charges below.

Children under the age of 16 will not be allowed access at anytime.

CONFERENCE AND SESSIONS	By 8 <sup>th</sup> January	After 8 <sup>th</sup> January
Exhibition Hall Only	FREE	FREE
Standard Conference Rate	\$495	\$795
Airline Personnel** (specific titles only) / Press	FREE	FREE
Government / Active Military***	\$295	\$495

\* Airline Personnel: Must be a Manager, Director, VP (or higher) of Purchasing, Maintenance, Overhaul, Engineering or Technology at an Airline to quality. Sales, Marketing and Business Development positions do not qualify. Must be employed by an Airline (cargo or passenger). Does not include Third Party Maintenance affiliates

\*\* This rate is not applicable to individuals working on projects for the government or located at a government facility but employed by a private company. This rate applies to government employees and active military only. Proof of affiliation is required to secure this rate.

Please register for conference tickets at

<http://www.aviationweek.com/events/current/mme/register.htm>.

#### 7.5 Conference Cancellation and Credit Card Authorization Policy

Written cancellations received on or before January 10, 2010 will receive a refund less a processing fee of \$200 on the conference registration; \$50 for Military/Government. If no moneys are received, registrants are still responsible for the processing fee. VERBAL CANCELLATIONS ARE NOT ACCEPTABLE. Please fax your written cancellation to +1(212) 904-3334 or email to [events@aviationweek.com](mailto:events@aviationweek.com). No refunds will be given after December 2, 2008, however a substitute may be sent. Any fees not paid by original registrant will be applied to substitute's fees. Written cancellations received on or before January 8, 2010 will receive a refund less a processing fee of \$200 on the conference registration; \$50 for Military/ Government. If no moneys are received, registrants are still responsible for the processing fee. VERBAL CANCELLATIONS ARE NOT ACCEPTABLE. Please fax your written cancellation to +1(212) 904-3334 or email to [HYPERLINK "mailto:events@aviationweek.com" events@aviationweek.com](mailto:events@aviationweek.com). No refunds will be given after January 8, 2010, however a substitute may be sent. Any fees not paid by original registrant will be applied to substitute's fees. By submitting this registration, you authorize McGraw- Hill to invoice you for any unpaid portion of your registration fees. By submitting this registration, you authorize McGraw- Hill to invoice you for any unpaid portion of your registration fees.



## SECTION EIGHT

# PUBLICITY AND PROGRAM BOOK

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### 8.1 Publicity

A targeted public relations programme, predominantly in Arabic and English, has already commenced and involves the national daily press throughout the Gulf states, selected Pan-Arab business and professional magazines and regional and international publications for the aerospace and aviation industries. F&E Aerospace will be continually adding to and updating its media database to ensure industry contacts are relevant.

Promotional material will be distributed throughout the region through trade and industry groups, government ministries, chambers of commerce, civil aviation authorities, airlines and embassies and direct to many thousands of potential visitors involved in all aspects of the industry.

### 8.2 Exhibitor Co-operation

It is an established fact that exhibitors who take steps on their own account to supplement the Organisers' publicity as described above will obtain far greater value from participation than those who neglect the opportunity.

By conducting their own separate mailing, mounting a specific publicity campaign and paying special attention to the distribution of promotional material, exhibitors can greatly increase the level of response they receive from local visitors.

### 8.3 Exhibitors' Publicity Material

Exhibitors are advised to forward press releases, captioned photographs and other relevant information to **Frances Barton at F&E Aerospace** in good time for inclusion in any special supplements and pre-exhibition publicity material which may be produced.

- Content should preferably be sent in Word document format.
- Captioned photographs should not be less than 300dpi preferably in JPEG format for Windows.

Press material should be sent by email to [frances.barton@dubai.aero](mailto:frances.barton@dubai.aero)

Alternatively, press material may be sent by courier to F&E Aerospace, PO Box 36851, Dubai, U.A.E. marked for the attention of Frances Barton, Tel: +971 4 286 7755

### 8.4 Program Book

AVIATION WEEK is responsible for co-ordinating and publishing the exhibition's official show catalogue. As a result, the publication receives first hand show information and benefits from first class distribution and exposure. The show catalogue is distributed to every exhibitor and visitor free of charge. In addition copies will be distributed prior to the Exhibition to media representatives, VIP's, delegations leading decision makers and other outlets likely to further promote the exhibition to ensure maximum coverage.

The program book will be published containing an alphabetical list of exhibitors, a description of the exhibits and general information about the exhibition, together with advertisements.



Each exhibiting company is provided with a complimentary entry which incorporates their company details, stand and chalet number and a free 100 word editorial describing the companies proposed exhibits.

Program book entries can be submitted via the online manual, if no entry is submitted the companies name, stand number and contact details (as displayed on the exhibition contract) will be entered as default. **Company logos and enhanced editorials** can be added to basic catalogue entries for an additional charge, please refer to the 'Program Book Entry' form via the online manual to place such requests.

**Sub-exhibitors / stand sharers are not entitled to a free catalogue entry; however additional entries can be purchased at a cost of \$250 per entry.** Such orders can be placed via the 'Sub Exhibitors / Stand Sharers / Additional Catalogue Entry' form available through the online manual.

All exhibitors are given the opportunity to promote their products or services by advertising within the program book. Placing an advertisement will ensure that your products are seen by the visitors which will increase the number of buyers to your stand. Advertising rates and order forms are available via the online manual.

**Please note that all forms submitted after the deadline will be subjected to a 20% surcharge. Orders will not be processed until full payment is received.**