

CCIB EXHIBITION AREA GENERAL REGULATION 2024

Organizer version

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Acceptance of CCIB General Rules

I _____
Name

representing _____
Booth name or Company name

By my signature below certify that:

- I have completely read the CCIB Exhibitor Manual.
- I understand all rules and regulations as outlined in the CCIB Exhibitor Manual and on behalf of my company agree to abide by them.
- I understand that it is my responsibility to inform all subcontractors of the rules and regulations outlined in CCIB Exhibitor Manual.
- I am authorized to sign this document on behalf of my company.

Exhibitor:

Stand Builder (if applicable):

Name

Name

Signed

Signed

Date

Date _____

Booth Number

Booth Number

Send this sheet to stands@ccib.es

1. GENERAL REGULATIONS

1.1 SPECIFIC RULES

- 1) It is the organizer responsibility to CCIB General regulations with all information related to the showroom.
- 2) Any modification on the CCIB Rules & Regulations has to be verified and confirmed by the CCIB before publication.
- 3) The organizer is responsible to set his own rules and regulations on:
 - a) The height of the stands and hanging ceiling elements: see Section 1.11.10 of these regulations
 - b) Allowance or not the rigging items at the exhibition zone (When the exhibition is held on the Polivalente area)
 - c) If it is compulsory that each booth has to build their own walls or not
 - d) The visual aspect of the rear side of the back wall of non-shell scheme stands (This is to avoid image problems)
 - e) Information that can be printed or painted on the booth's rear side wall, when this wall is higher than the booth next to it, as well as for the signage that can be hanging from the ceiling.
 - f) Stand layouts approval (floor plans, renders, 3D ...). The CCIB is not responsible for the approval of any booth layouts.
- 4) The organizer is responsible for verifying the application of the specific rules set and take action if necessary
- 5) The CCIB is responsible for verifying the application of the general rules of exposure CCIB and take action if necessary.
- 6) Bikes, skates...and any personal transport by wheels are not permitted inside the building.
- 4) CCIB reserves the right to make internal set-up in previous dates at the set-up time by the client hired dates.
- 5) CCIB will charge a cost to mark the design booth on the floor if the CCIB is the Shell scheme and corridor carpet official supplier.
- 6) CCIB will not mark down the booth spaces on the floor if other company is going to be the official supplier for any kind of constructions
- 7) Prior to the entrance to the venue from exhibitors or stand builder, the CCIB requires a time to do the basic services.

This period is necessary in order to set up all the main services (hanging points, electricity) that must be available when external suppliers arrive.
- 8) The organizer must establish an exclusive shell scheme booth assembly period for the CCIB during the set-up period and before the entry of the exhibitors.
- 9) The official opening hours are from 8.00 am to 20.00 pm. Any extension of this schedule shall be agreed with the Sales Department and reflected in an addendum of the contract.
- 10) If an exhibitor wishes to build up before or extend the official set-up schedule, it is the organizer responsibility to allow it and book the corresponding space & services needed to the CCIB.
- 11) Any extension in time of set-up or breakdown required by the organizer or exhibitor must involve the hiring and payment of services compulsory for such activity (safety, logistics, cleaning, etc...).
- 12) All the people inside the venue during the set up/ event or dismantling period has to be registered. For this reason, the organizer will have to provide to the stand builders a visible identification/badge.
- 13) In case that the organizer does not provide this visible identification for the stand builders, then they will have to provide to the CCIB a list with the names/ passport number/ stand builder company, in order that the CCIB do it.
- 14) If the CCIB has to do this task the time to make the identification can be longer than if the stand builder brings it when they arrive.
- 15) The Organizer is responsible for coordinating the entry of vehicles and goods into the building during

1.2 SET-UP

- 1) Exhibitions require a previous set-up period that should be foreseen by the Organizer in the Exhibition area booking.
- 2) The organizer is responsible for the floor marking of stand spaces.
- 3) The beginning of the set-up of the exhibition will be on the day and time that the room rental starts.

set-up by the accesses and within the hours agreed with the CCIB.

- 16) The organizer and / or exhibitor must provide the CCIB with prior identification of vehicles for entering the CCIB during set up
- 17) The CCIB shall not be liable for any discordant information received about a booth handled by various companies (e.g. builders, designer and exhibitor). A sole person/company is required to control all orders placed with the CCIB.
- 18) Minors are not allowed to access during the set -up period.
- 19) If hanging points from the ceiling are allowed by the Organizer, an extra day before the set-up has to be booked for security reason to prepare all the hanging points before the stand builders arrive. It is not allowed working at height if people are working on the floor.
- 20) At all times we must consider the staff's logistics CCIB indications.
- 21) When the CCIB has to lay the aisle carpet, it will be done the night before the opening. Therefore, the aisles will have to be free of any material. Before laying the carpet, the corridors will have to be cleaned.
- 22) Even if the exhibition opening is going to be held during the day, and exhibitors are allowed to be working on their booth, the carpet will be laid the night before, as well as the main cleaning.
- 23) Carpet covering plastic will be remove before opening.

1.3 BREAKDOWN

- 1) Exhibitions require a certain breakdown period that shall be foreseen by the Organiser in the Exhibition area reservation.
- 2) The Organiser is responsible for coordinating the removal of material from the building during breakdown, by the accesses and within the hours agreed upon with the CCIB.
- 3) The used spaces must be returned to the CCIB completely clear of all items and the Exhibition areas restored to their original state. Therefore, external companies will be not allowed to leave any kind of material in the venue.
- 4) In case that external companies wish to leave any kind of waste material during the dismantling, they should order a waste container during the set-up period.

- 5) Once the event & dismantling are over, the CCIB shall not be held responsible for the safekeeping and/or storage of any items left in the building. If the CCIB takes care of the removal of these items, it will be charged to the organizer/exhibitor.
- 6) CCIB reserves the right to destroy and / or remove any material remaining after the end of an event and charge the cost for this service to the exhibitor/organizer
- 7) The organizer or exhibitor is responsible for the removal of the goods at the time of breakdown. You should contact the official logistic company of the event for removal and custody of packaged material. Otherwise, the customer accepts the cost of removal and / or destruction of the goods deposited outside the established period.
- 8) Minors are not allowed to access the premises during the breakdown period.
- 9) At all times we must consider the staff's logistics CCIB indications.
- 10) Any extension in time of set-up or breakdown required by the organizer or exhibitor must involve the hiring and payment of services staple (safety, logistics, cleaning, etc.), for such activity.
- 11) Any damage detected in space once finished the breakdown will be made known to the organizer and the appropriate measures will be taken for settlement under the organizer

1.4 VEHICLE ACCESS

- 1) The CCIB reserves the right to regulate the access of vehicles and their length of stay in the premises during set-up and breakdown, in accordance with the current regulations.
- 2) The organizer and / or exhibitor must provide the CCIB with prior identification of vehicles and personnel for entering the CCIB during breakdown.
- 3) All vehicles must remain with the engine off within the premises of the CCIB.
- 4) The use of loading and unloading areas is exclusively for this purpose. It is forbidden to remain parked in these spaces.

1.5 STAFF LABOR RISK DURING SET-UP AND BREAKDOWN

[Attached file](#)

1.6 ENTRY PASSES

- 1) All the people inside the venue during the set up/ event or dismantling period must be registered. For this reason, the organizer will have to provide to the stand builders a visible identification/badge.
- 2) In case that the organizer does not provide this visible identification for the stand builders, then they will have to provide to the CCIB a list with the names/ passport number/ stand builder company, in order that the CCIB do it.
- 3) If the CCIB must do this task the time to make the identification can be longer than if the stand builder brings it when they arrive.
- 4) The Organizer/exhibitor must register all staff who work at the booth or organization even though they have been hired by the CCIB, hostesses for example.

<i>ROOMS</i>	<i>MAXI MUM WEIGHT PER SQ. METRE</i>
Exhibition Hall (areas 1 to 8)	2.500 kg/m ²
Main Hall	1,250 kg/m ²
M1 Floor - VIP Room	500 kg/m ²
P1 Floor - From Room 111 to Room 134	500 kg/m ²
M2 Floor - From Room M211 to Room M221	500 kg/m ²
P2 Floor - Rooms 211+212 and Banquet Hall	500 kg/m ²
Terraces	Extra weight is not allowed on the terraces

1.7 SECURITY

- 1) All external doors that may be opened during the set-up, event and breakdown must have at least one security guard hired by the Organizer.
- 2) The event organizer shall decide if more security is required than the indicated in the previous point there is always a minimum set by the CCIB.
- 3) Exhibitors requiring a security service for their stand may consult our services catalogue.
- 4) The exhibitor is responsible for the items on the stand during the whole exhibition days (including set-up & breakdown)

- 5) The CCIB is not liable for any possible theft occurred during the rental period and recommends all exhibitors and clients not to leave unattended or view any type of product, material or small size equipment during and after the closing of the exhibition.

1.8 LOGISTICS

- 1) Logistics staff is responsible for supervising clients / exhibitors in the tasks of loading / unloading equipment, access control, use of common areas, control flows of people (fitters and customers) through the building.
- 2) The lifting platforms can only be used with some logistic personnel at each end.

1.9 MAXIMUM WEIGHT CAPACITY

- 1) In case the client/stand builder brings large machinery, any kind of heavy weight element or structure up to 2.500 kg/sqm inside the exhibition area (Areas 1 to 8), it is mandatory that the Ccib will be provided with a detailed project describing the unload procedure inside the exhibition area:

- Exhibition access used
- Transportation used to bring the element inside the venue and weight
- Plan for weight distribution (number of platforms, dimensions and weight resistance)
- Forklifts, cranes or any other machinery used for the unloading / uploading of the element. How the element is going to be unloaded and how is going to be brought inside the exhibition area.

Once the CCIB has the complete information, the unloading of the element will be approved or disregarded.

1.10 EXHIBITION FLOOR PLAN

- 1) Is the organizer responsibility to work on the floorplan taking into consideration all the stands and services that must be set up on the area as for example F&B services, internet stations, etc.
- 2) Organizer must provide to the CCIB an Autocad floorplan version to get the first floorplan approval as well as for other update versions
- 3) Once the first floorplan is submitted to the CCIB it will implement it on their system to ensure that safety standards are maintained as emergency doors access, fire protection....

- 4) The general floor plans for stand construction must satisfy the building's safety regulations, observing the obligatory aisles, emergency doors, fire protection equipment and any other aspect related to health & safety regulations
- 5) Floorplan will have to get all the spaces/stands with measure otherwise spaces/stands will have to be numbered. An excel file will have to be attached with each numbered stand measure
- 6) Every change done on the floorplan will have to be sent to the CCIB to be approved. Those changes will have to be easily visible on the floorplan or highlighted on the excel file
- 7) The Organizer is responsible for the location of the stands in the exhibition area according to the exhibitor's needs & technical resources availability. Also responsible for sending to the exhibitors the technical floor plans which indicate the location of the boxes of services in the exhibitor stands
- 8) Is the organizer competence to send the floorplan with the technical information to the exhibitors/stand builder.
- 9) The CCIB will make the first and the last floor plans. All other changes will be assumed by the Organizer.

1.11 BUILDING AND MATERIALS

- 1) The stand construction, the signs and the material displayed must be sufficiently stable to ensure safety. The CCIB is entitled to request the pertinent homologation documents to authorize the opening of the stand and otherwise demand the removal of the structure.
- 2) The textiles used in the stand construction must be fireproof, according to the current regulations.
- 3) The use/storage of inflammable substances in the booth space is forbidden (liquids, gas or other)..
- 4) Any inflammable liquid, gas or other substances must get CCIB approval. For any doubt for these substances contact the CCIB.
- 5) Access to the extinguishers must not be restricted, neither must their respective signs or the emergency doors be covered.
- 6) If the booth builder decides to setup a platform on the booth, he must keep the electricity distribution points accessible.
- 7) The organizer and the exhibitor are aware of the necessity of placing power lines and connections

across stand spaces & corridors to supply those services to other booths.

- 8) It is left to the organization the obligation or not to build the stand by exhibitors as well as the heights finishing back of the stands.
- 9) The back walls of the stands built by the CCIB cannot be used by other exhibitors.
- 10) Boring, screwing, nailing, or the use of paint, glue or anything that can damage the structural elements of the building are not allowed (floor, walls, ceiling ...). In case of damage of the facilities, the cost of repair or replacement will be charged to the organizer responsible for your event.
- 11) The maximum building height shall be designated by the organizer with the approval of the CCIB, with the following restrictions, based on the blanks:
 - a) Polivalente Room areas 1, 2 and 3: you will never build above 10 m.
 - b) Polivalente Room areas 4, 5, 6, 7 and 8: You will never build above 4,5m
 - c) Hall: You will never build above 2,5m
 - d) M1, M2, P1 and P2 Foyers: Height to verify depending on the area.
 - e) Rooms 111 to 117 at Level P1: You will never build above 4,5m.
 - f) Rooms 211-212 and Banquet Hall of Level P2: You will never build above 4,5m.
 - g) Rooms 118 to 134 and M211 to M221: You will never build above 2,5m.
 - h) Auditorium Foyer and connection Rambla: You will never build above 2,20m. Consulting Areas.
- 12) It is necessary to forewarn the CCIB of the set-up day and time of all stands with platforms, as the services requested from the CCIB must be installed previously (electricity, IT,)
- 13) The height of the elements that hang from the ceiling has to be specified by the Organizer. Only available on Polivalente area
- 14) In the case of two-floor stand construction, this is only available in the Polivalente areas 1,2 and 3.
- 15) The CCIB reserves the right to access inside the booth in order to check the compliance with the CCIB regulations.

1.12 DOUBLE DECK

- 1) Double deck only can be built on areas 1, 2 and 3 of the Polivalente area. CCIB requests an "Asume" of the College of Architects. Its purpose is to confirm that the structure has been built according to the specification (description, drawings ...)
- 2) The architect must be present during the assembly of the structure to verify that has been built as indicated in the report or certificate of approval.
- 3) Although the structure has been approved the assembly has to be checked, so the Architects Association assumes necessary.
- 4) If the builder has his own architect stand during assembly must inform the CCIB in advance and get in touch with the Health & Safety CCIB Manger during the set up.).
- 5) If the stand builder does not have the possibility to contact an architect to do the technical project, CCIB will provide this service to be billed to the stand-builder.
- 6) If the stand builder does not have the technical report or certificate from the double deck structure, CCIB can provide this service. In this case you will need 3 weeks before the event and the service will be billeted to the assembler of the structure.
- 7) In case of stairs or raised areas over 50 cm (from the floor) in which people have to be stand up, then a technical construction project will be requested as well as on the previous points. All costs of submitting visas and certificates shall be borne by the Exhibitor.
- 8) All the cost of this service will be invoice to the Exhibitor.

2 Service Regulations

2.1 ELECTRICITY

- 1) Only the CCIB is authorised to provide the electrical switchboards for the power points. Every client must order an electrical switchboard from the CCIB. The CCIB will check that the official CCIB electrical switchboard are not removed from the booth.
 - 2) Electrical switchboards provide by the CCIB cannot be manipulated, damaged... the cost of a damaged Electrical box will be charge to the company who has ordered it.
 - 3) CCIB staff are authorized to unplug the whole booth electrical installation if we detected that it is not properly done, with a possible danger.
 - 4) On the P0 exhibition area the power of the boxes on the floor is 20kw. This power sometimes has to be split up between different exhibitors. In this case CCIB has the authority to cross other stands, corridors or structures to deliver technical service to other stands or other areas that do not have boxes in your chest.
 - 5) Electrical switchboard will be ALWAYS delivered on the booth floor. Stand builder /organizer must check how to place it inside the booth to be hidden and accessible.
 - 6) On a booth set / island...or always that a distribution box must share the power between several spaces, the DISTRIBUTION BOX will be place on one of the booths.
- Individual electrical box will be connected to the DISTRIBUTION BOX to bring power to the other booths. Organiser will have to inform the booth company about this DISTRIBUTION BOX in order they know how to organize the booth decoration.
- 7) DISTRIBUTION BOX always must be accessible.
 - 8) To provide power on a booth space that do not have electrical duct on the space, electrical cables will go from the nearest electrical duct available going through aisles or across other booths spaces
 - 9) If a booth orders more electricity that the power available on the booth space the electrical extension will go along aisles
 - 10) More than 49 Kw electric power entails project.
 - 11) The availability of electric power, and the installation of the electrical switchboard, is included in the price of electrical panel.
 - 12) The exhibitor is responsible for calculating the power necessary for the elements to be connected, together with the request for the necessary voltage (220V or 380V).
 - 13) The Electric power service of the CCIB boxes is 32A. 380V. If more power needs the cost of extending will be charge to the organizer or to the exhibitor.

- 14) The Organizer is responsible for informing the exhibitors about the different power outputs always on the floor.
- 15) The differential relay of the power and lighting primary circuits is 30mA and they are not super immunised.
- 16) It is organizer / exhibitor / fitter / electrician responsibility to advise how to connect your box provided by the CCIB (CETAC, ...).
- 17) In case that the stand builder is compulsory to connect it to the electrical switchboard ordered to the CCIB. If more information is needed to make the connection, contact to the CCIB.
- 18) CCIB only could provide electricity from the electrical ducts on the floor (Polivalente area).
- 19) Is compulsory the use of plastic protector on the common spaces to hide electrical cables.
- 20) Electrical extensions ordered will be supplied next to the electrical box and the exhibitor/ stand builder will have to place on the space they need them
- 21) Electricity on other venue spaces apart from the Polivalente area will be supplied from the nearest electrical supply. Electrical cables from the main electrical access to the delivery space will be along the floor visibles.

2.1.1 24H ELECTRICITY

LIGHTS SWITCH OFF AT THE END OF THE DAY

- 1) AT THE END OF THE DAY ALL THE BOOTH LIGHTS MUST BE DISCONNECTED FOR SECURITY AND ECOLOGIC REASONS BY EVERY EXHIBITOR
- 2) The CCIB provides electric service in the Exhibition area during the official exhibition times. At the end of the day main electrical sources will be switch off. Booth manager must check before leaving the venue that the booth spotlights are switch off.
- 3) In case that you need 24h electrical connection for some devices (no booth general light), a second electrical switchboard will have to be ordered. Booth manager will have to make sure the general lights are turned off.
- 4) IF THE BOOTH MANAGER HAS NOT SWITCHED OFF THE BOOTH LIGHTS, THEN THE CCIB WILL DO IT. THE CCIB WON'T BE LIABLE FOR ANY DAMAGES CAUSED FROM THIS ACTION.
- 5) In case that the stand builder brings their own electrical switchboard, (which has to be connected to the CCIB switchboard) it is mandatory to indicate which power line goes to the booth lights, in order that the booth manager knows which switch/button has to be turned off at the end of the day

2.2 WATER

- 1) Water can only be supplied at the Polivalente Area, level PO.
- 2) CCIB can only supply water to the stands that have a water duct available on their own booth the costs of any additional platform or material to hide this installation will be assumed by the exhibitor
- 3) The CCIB shall be informed when the stand has a platform, as well as the scheduled set-up (day and time). Without this information the CCIB is not liable for providing the requested service and the prepayment will not be refunded.
- 4) It is the obligation of the installer to verify that the installation of water drainage is in place before you need to put and cover the platform. It is mandatory to leave access to the water duct
- 5) The water supply system includes only the water pipe and drain NOT the connection to another element.
- 6) It is the responsibility of the organizer / exhibitor / stand builder to ask the CCIB for the technical connections' details.

2.3 INTERNET AND PHONE

- 1) The Organizer is responsible for requesting to CCIB the specific Internet connections for exhibitors and visitors, as well as providing a free access area (cybercafé).
- 2) The internet cable is exclusive to each request individually stands.
- 3) It is the responsibility of the organizer / exhibitor / stand builder to ask the CCIB for the technical connection details.
- 4) Private wi-fi networks installations for the booth must be authorized by the organizer. The CCIB is not responsible for possible interferences that these networks can generate.

2.4 PLATFORMS

- 1) Stand builder must inform to the CCIB the day and time that the platform is going to be placed to get the services required onsite
- 2) Before placing the platform, the stand builder/exhibitor must confirm that services provide by the CCIB (electricity, water, telephone cables, Internet, etc) are on the right place. No complains will be accepted in case that the stand builder does not check it-
- 3) Access to the service points / water tramp/ electricity tramp are compulsory when a platform is installed.
- 4) Once the platform is installed, no new services that need to go under it will be accepted.

- 5) If ordered services are not checked by the stand builder/exhibitor before the platform is installed, the CCIB will not accept any cancellation or refund

2.5 SMOKE

- 1) It is not permitted the operation of any machine in the exhibition that emanate fumes, gases or steam, or any item or device that generates or contains flame.

2.6 MANUAL

- 1) The CCIB should verify all information relating to the venue before the organizer published.
- 2) If the information publish by the organizer has not been approved by the CCIB and there is something wrong, the CCIB can request to the organizer to make the necessary changes.
- 3) This includes the Exhibitor manual order form
- 4) The CCIB is not responsible for the published information not previously approved

- 5) It is the responsibility of the organizer to inform all exhibitors about the venue rules, as in case of default/ misunderstanding we will check CCIB General Rules to enforce them.

- 6) Also, is the exhibitor's responsibility to inform all their staff and providers about venue regulation

- 7) It is the responsibility of the organizer to set certain rules, which are explained at the paragraph 1.1 of this regulation.

- 8) The CCIB does not accept any claim on any item specified in the rules of the CCIB mounting exhibitions. Exhibitors and stand builders can contact the CCIB in doubt.

- 9) Acceptance of conditions must be sent to the CCIB signed.

3 Exhibitors Regulations

3.1 CCIB STANDS

- 1) The stands are built inside the assigned space, so the inside dimensions of the stand space should be smaller than the assigned space
- 2) The shell squeme stands may not be damaged, spoiled or in any way changed (e.g. by drilling of holes, use of nails or screws, etc.).
- 3) The CCIB reserves the right to invoice to the exhibitor any damage that is detected during the break down of the exhibition. This includes the cost of the cleaning and removal of stickers, velcro, posters, vinyl ... placed by the exhibitor on the CCIB's structures.
- 4) Hiring a shell squeme stand implies that no items exchanges will be accepted. Any exchange will be billed separately.
- 5) Shell-squeme built by the CCIB includes protective plastic carpet. Exhibitor must order pre-opening cleaning if they want the carpet plastic removed the night before the opening, if it is not included on the booth description
- 6) Electrical cables, internet cables will be lay over the carpet. If the exhibitor wants to hide the cables a cable floor trunking must be order.
- 7) Shell scheme porthole windows doors are not available
- 8) Minimum Shell squeme booth offered is 6sqm.

3.1.1 RENTAL EQUIPMENT

- 1) All material that is offered for rent has to be returned in the same condition as it was delivered.
- 2) The CCIB will bill the organizer / exhibitor's items that are not in the stand at the end of the dismantling the time of their collection.
- 3) Plants are rental equipment.
- 4) Hiring any service of personal (hostesses, watchmen, cleaning, waiters,) implies a time condition, lunch break and transfers.
- 5) Printed materials that have to be stuck are for a single use (not reusable as can be broken during dismantling).
- 6) Exhibitor must send the final images to be print with specifications sent on the quote 3 weeks before the set up.
- 7) Exhibitors are responsible for the keys delivered to doors and store cupboards. Losing or forgetting the key involves time to get a new one.
- 8) Exhibitor must order in advance the sockets needed for all the devices that need to be connected.
- 9) The organizer or exhibitor must calculate the location of the material in their space and technical requirements needed (power booster, power extension cord, plugs, telephone line, Internet access, audiovisual ...).
- 10) No money refund or exchanges will be done if the exhibitor rejects a delivered item.

- 11) It is responsibility of the exhibitor to confirm that measures of exhibits are within the limits of the allocated space, the stand measures (height) and services required for their operation.
- 12) The CCIB is not responsible for rented material, that once deliver on the booth and the CCIB verify the delivery it disappears.
- 13) The CCIB reserves the right to modify or cancel any item available on the Exhibitor manual.

3.1.2 MATERIAL EXHIBITOR

- 1) The CCIB takes no responsibility for items inside the booth, brought by the exhibitor or stand builder as well as displayed material or private objects of the booth staff.
- 2) The exhibitor is responsible to get their material on the booth during the set up and to pick up it and take out of the venue before leaving at the end of the dismantling.

3.2 REQUESTS FOR SERVICES

- 1) Only orders made in CCIB ONLINE WEB , quotes sent by the CCIB or by Exhibitor's Manual order form (excel File) will be accepted. Signature of the document when required. The CCIB is not responsible for orders that are not made along the stipulated format.
- 2) The petitioner must provide all the necessary details to raise an invoice.
- 3) Exhibitors/ stand builders must make sure that the orders are held sufficiently in advance in regards of their own company payment policies.
- 4) The requested services shall not be considered as definitive if the payment has not been done.
- 5) Exhibitor complains will have to be declared at the Exhibitor service Desk (no emails or phone calls) during the set-up or event in order to be solved. Complains will not be accepted at the exhibition's end or after the event.
- 6) The deadline for contracting services is 20 workdays before the set up. The CCIB will reserve the option to increase the rate 20% of the price stated in the manual to the services requested after this date.
- 7) 7 working days before the setup, no more order will be accepted

3.3 SERVICE CANCELLATIONS

- 1) Cancellations will only be accepted in writing and before the set up for standard material on the exhibitor manual
- 2) Special requests like graphics, design furniture, F&B customized service..... will not accept cancellations if the service is already done/produce.
- 3) Two weeks before the event, cancellations or changes will no longer be accepted and 100% of the cost will be charged.

3.4 PAYMENT CONDITIONS

- 1) 100% of the services must be paid when you order them.
- 2) Payment's copy is required when Bank transfer payment method is chosen.
- 3) The exhibitor must fill the requests with all the details required to invoice the services (company, address, fiscal identification code, ...).
- 4) The CCIB reserves the right to cancel all the services that have not been paid on time.
- 5) 10% VAT applies to all the services.
- 6) The CCIB verifies the NIF number to confirm whether to charge VAT or not.
- 7) If your company has a policy that requires payments for a specific period has to ensure ordering in sufficient time to receive, manage and send the bill to fall within its payment policy.
- 8) New orders during set up or event will be held in the Exhibitor Service desk and paid by credit card.

3.5 METHOD OF PAYMENT

- 1) Visa, Mastercard or American Express Credit Card. PayGold system. You will receive a SMS or email with a URL where you will fill in your credit card information to make the payment.
- 2) Payment through bank transfer will be accepted. Bank details must be requested to the CCIB.
- 3) All furniture and services ordered on-site will have a 20% extra charge and must be paid in cash or by credit card at the same moment they are ordered.

3.6 ORDERS DEADLINE

- 1) See Order SERVICES 3.2
- 2) 20 days before the set up only standard items from the exhibitor manual will be possible to be order.

- 3) New service requests after the deadline will not ensure the availability/stock as well as delivery time.
- 4) Technical services will not be accepted during the set up (Water, electric extensions, Cable Internet ...)

3.7 RECEPTION, STORAGE AND COLLECTION OF GOODS

- 1) The CCIB does not handle or keep goods. Confirm with the organizer the official supplier for this service.
- 2) The Organizer is responsible for the reception of goods, or to provide a supplier to do it.
- 3) No goods are accepted before the set-up period. RESA LOGISTIC can provide the storage service prior to set-up.
- 4) During the dismantling, all the material has to be removed. No material can be left to be picked up after the end of the event.
- 5) The organizer or exhibitor is responsible for reserving a space in the venue if they want to store empty crates during the event. CCIB is the official supplier for this service

3.8 CLEANING

- 1) When the cleaning is not included in the hiring spaces rate, the Organizer must order it to the CCIB. The CCIB reserves itself the right to clean the areas considered in bad condition and that could negatively affect the image of the CCIB. The cost of this cleaning will be charged to the Organizer
- 2) The pre-opening cleaning always is going to be done during the night once the area is empty although the official opening time is going to be late on the next day.
- 3) Even if the exhibition opening is going to be held during the day, and exhibitors are allowed to be working on their booth, the main cleaning service will be done the night before, and an extra cleaning service will have to be ordered if a re-clean is required.
- 4) The pre-opening cleaning inside the booths is not included in the rental space. Booth cleaning can be ordered through the exhibitor manual order form
- 5) Special cleaning requirements are quoted under request, including containers needed for the dismantling
- 6) This service does not include the removal of materials used to build booths. Leftovers have to be removed by the stand builder company (crates, glasses, aluminium profiles, chip wooden boards...)

4. Exclusivities

4.1 FOOD & BEVERAGE

- 1) Food & Beverages service is an exclusivity of the CCIB. It is not allowed to enter any kind of Food & Beverages including coffee machines from outside the venue.
- 2) This exclusivity also includes to all types of catering equipment such as coffee makers, juicers, popcorn machines, ...
- 3) The CCIB reserves itself the right to add a charge for the entry of any F&B products not supplied by the venue (authorization is necessary from the venue)
- 4) For especial catering services including waiter service please contact with stands@ccib.es for more information.
- 5) The exhibitor must consider the space available on the booth to store and display the requested deliveries.

- 6) In case to have any other doubt about F&B please contact to stands@ccib.es, to avoid misunderstandings once the event started

4.2 RIGGING/HANGING POINTS

- 1) Only the CCIB can hang points from the points available on the venue.
- 2) The CCIB will quote hanging points for stand builder under requirement
- 3) Hanging point high is an organizer rule

4.3 SECURITY

- 1) Only the CCIB can provide Security service on the Venue facilities

4.4 ELECTRICITY

- 1) The CCIB is the only company allowed to connect any kind of device directly to the main power sources.
- 2) Other companies must order electrical switchboard/box to connect their electrical installation

4.5 CLEANING

- 1) CCIB has the cleaning service for common areas in exclusivity basis as well as the use of the bins and containers on the venue.
- 2) Any company cannot clean the venue facilities surfaces to avoid damage on them.

4.6 OTHER

- 1) If you have any doubt for other services not described in this manual, will have to be confirmed with the CCIB with enough time (2 months before the start of event) by the organizer/exhibitor

5. Organizer offer services directly to exhibitors

- 1) When the Organizer offer the services directly to the exhibitors, they have to make the orders by the CCIB online web shop as preference.
- 2) If the web is not available, the services that the CCIB has to provide to the booth has to be send on an excel file with the requirements according with the sample sent (All the booth requirements on the same cell)
- 3) Besides the orders, an Exhibitor list on an Excel file with all the booth information is required (stand measure, total sqm, stand number, booth type shell scheme or only space....)
- 4) All the booth must have a booth number to process the orders, as well as booth measure and sqm
- 5) The organizer should have to add on the Excel file, the text to be print on the fascia as well as the carpet colour in case that want to offer more than 1 colour to the exhibitors. (4 colours available on the shell scheme pack price)
- 6) Mistakes or changes from the fascia names once printed will be invoice.
- 7) First excel file with the exhibitor's requirements will have to be sent 2 months before the set-up. In order to check that the information received is clear and correct to be process by the CCIB
- 8) We will work on a calendar for the next Exhibitor list orders and deadlines.
- 9) Every update list must have highlighted the new/changes or cancellations to be easily visible. Updates no highlighted could not be processed.
- 10) Requirements that are not clearly indicate on the Excel file couldn't be processed.
- 11) CCIB require the Exhibitor List on an Excel file as it's the best way to work with the information. Order by booth number in order to see on a glance the orders from one booth
- 12) All the items include on the Excel file receive will be quoted to the organizer.
- 13) All the services that the CCIB have to supplied has to be included on the same Exhibitor list orders-excel file-. Changes or new orders by email will NOT be accepted.
- 14) Once the first invoice is sent for the orders received no changes or cancellations will be accepted. New orders will be invoice at the end of the set-up period and availability is not confirmed.
- 15) Some services as Shell scheme booth branding, Water connection, rigging quotes must be required to the CCIB before to send to the exhibitors.
- 16) Some items as screens, shelves, storage... position has to be verified with the CCIB before to confirm it to the exhibitor.
- 17) Floorplan of the shell scheme booth indicating fix elements as shelves, storage, screen, showcases, branding must be sent with the exhibitor order form list. CCIB have to verify that the positions are correct and set up according.
- 18) It networks cable, Electrical switchboard and sockets will be delivered on the back wall of the booth. Exhibitor will have to place the sockets where they want to get them.
- 19) Items on the excel file will be invoice to the organizer.
- 20) Organizer must inform the date that they need to get the invoice to make the payment before the set up. With this date we will work on the calendar (point 8).