

# EXHIBITOR MANUAL



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## GENERAL INFORMATION

**SHOW DAY :** Tuesday 31 August – Wednesday 1 September 2021

**SHOW TIME :** 09.00 – 17.00 Hrs.

**LOCATION :** Salon II

**VENUE :** Hanoi International Center for Exhibition (I.C.E. Hanoi)

### ADMISSION & ATTIRE :

1. The exhibition is open to trade and business visitors only.
2. The general public and minors below the age of **18** will not be permitted entry from the build-up period through to the last day of dismantling for security and safety reasons.
3. All visitors must be properly attired e.g. those on shorts and slippers will be refused entry into the exhibition hall.
4. Organised groups employees of manufacturing operations, government officers and senior students are welcome. Please contact the organiser in advance.
5. The organiser reserves the right to refuse entry without being required to give reasons.

### **BADGE & EXHIBITOR CHECK-IN :**

All personnel entering the exhibition hall must wear identification badges which will be issued by the organiser. Badges are not transferable.

1. Exhibitor's badges will be issued at the Exhibitor Check-in counter on-site to exhibitors and their representatives who will be manning the booth. Please see the schedule for more details.
2. Exhibitors are not to apply for Exhibitor badges for visitors or visiting staff who should use Visitor badges. These badges are also not given to their contractors who will be given Contractors badges.
3. Temporary (contractor) badges will be issued to delivery personnel. This will be issued at the entry point.

### **RUBBISH REMOVAL & STAND CLEANING :**

1. During the build-up and tear-down periods, exhibitors and/or their appointed contractors will be responsible for the day-to-day removal of their rubbish (i.e. empty paint tins, lumber, scrap, etc.). Removal of debris must be carried out on a daily basis, no accumulation of debris is allowed inside the exhibition hall.
2. No crates, exhibits or packing materials may be placed on gangways during build-up and behind the exhibitors' stands during the exhibition. During the exhibition period, carpets of all stands will be cleaned before show opening hours every day.
3. The organiser's cleaning contractor, who will clean the area daily, have instructions to dispose all items left in gangways and behind stands. Apart from general hall cleanliness, this is also a strict enforcement of the Fire and Safety Regulation.

### **GENERAL SECURITY :**

General security provided by the Organizer should not be depended on to provide more than a presence to inhibit theft. Security guards will patrol the exhibition hall in general, but their duties will not include specific attention to individual stands.

#### **Security Notice**

1. The organiser will not be held accountable for items brought into the exhibition hall by the exhibitor, contractor, or their respective servants, agents, sub-contractors or invitees. Such items shall be stored at the owner's sole risk within the exhibition stand.
2. The organiser will not be held accountable for items lost, misplaced, or stolen during build-up/move-in, move-out/tear down, and show days.

3. The organiser will not be held responsible for losses or damages of any kind to exhibits, goods, and stand materials.
4. All exhibitors are advised to ensure that their exhibits and valuables are kept secure at all times.
5. While the organiser will provide a general security service from move-in to move-out, the security guards should not be depended on to provide more than a presence to inhibit theft. The organiser hereby gives formal notice to exhibitors that the organiser, its agents and its official vendors neither offer nor accept responsibility for exhibitors' property of any kind.
6. Exhibitors are reminded that it is a strict condition of their contract to ensure that all items brought into the halls are fully insured by the exhibiting company.
7. Exhibitors or their agents are advised to possess supporting documents ownership of the exhibits during the move-out period as you may be asked to produce documentary evidence if necessary.

## **ORGANISER & SERVICE PROVIDER :**

**Exhibition Organiser :** Asian Exhibition Services Ltd.

E-mail : [ceramics@aes-exhibitions.com](mailto:ceramics@aes-exhibitions.com)

Tel : +66 2147 1643 Fax : +66 2147 1643

### **Project Team :**

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Ms. Parnchit Setthamart Email : [ceramics@aes-exhibitions.com](mailto:ceramics@aes-exhibitions.com)

Tel : +66 2147 1643 Mobile : +66 92 265 9797

### **Operation Support :**

Mr. Wisoot Srikachorn E-mail : [ops@aesexhibitions.com](mailto:ops@aesexhibitions.com)

Tel : +66 2147 1643

**Official Stand Contractor :** Capital Exhibition Services Joint Stock Company (CESCO)

Email : [info@cesco.vn](mailto:info@cesco.vn)

Tel : +84 24 3 942 9920

Mr. Pham Viet Dung (Alex) Email : [dungpv@cesco.vn](mailto:dungpv@cesco.vn)

Tel : +84 24 3 942 9920 Mobile : +84 936 899 058

**Official Freight Forwarder :** Sun Expo Services Co., Ltd. (*International*)

Ms. Sirikwan Phuangsanthia E-mail : [meaw@sunexpothai.com](mailto:meaw@sunexpothai.com)

Tel : +66 2728 4452-4 Mobile : +668 9797 5060

### **Vietrans Int'l Freight Forwarder., JSC (Vietnam)**

Mr. Hoang Son, General Manager

E-mail : [hoangsonvietrans@fpt.vn](mailto:hoangsonvietrans@fpt.vn) Mobile : +84 903411961

Ms. Yen, Oversea Manager

E-mail : [cs@vietransjsc.vn](mailto:cs@vietransjsc.vn) Mobile : +84 989611368

## SPECIFICATION OF HALL :

Specification	HALL
Floor Loading (KG/SQM)	4,000 kg/sqm
Type of Floor	cement
Ceiling Height (M)	Salon II :15   Salon III: 5
Electricity (V)	220V/380V
Loading Gate (W x H: M)	5.2mW x 5mH

## MOVE-IN & MOVE-OUT SCHEDULE :

FUNCTION	DATE	TIME
<b>Move-In :</b>		
➤ Space Only	Sun. 29 August	09.00 – 18.00 Hrs.
	Mon. 30 August	09.00 – 22.00 Hrs.
➤ Space with Shell scheme	Mon. 30 August	09.00 – 22.00 Hrs.
<b>Move-Out :</b>		
➤ Space Only	Wed. 1 September	17.00 – 24.00 Hrs.
➤ Space with Shell scheme	Wed. 1 September	17.00 – 22.00 Hrs.

### Remark :

1. Cargos which are consigned to the exhibition site should NOT arrive at the exhibition hall earlier than the first day of the build-up.
2. Exhibitor's, their agents or contractors are responsible for the early installation of their heavy or large exhibits according to the move-in schedule provided by the organiser. *When stand structures are erected, it may not be possible to move-in/install heavy and large exhibits that arrive late.*
3. Please note that official freight forwarder must be appointed for mechanical handling within the exhibition hall(s). Forklifts, cranes and pallet trucks from exhibitors and other forwarders will not be permitted into the exhibition hall.
4. Exhibits arriving on site without a pre-appointed official freight forwarder will be referred to an official freight forwarder by the organiser. All costs incurred will be borne by the exhibitor.

## GENERAL CONSTRUCTION RULES & REGULATIONS

The general construction rules and regulations shall apply to all areas and operations of all contractors, which must observe these rules and regulations as a basis for their work.

Contractors and Exhibitors should study the rules and regulations in order to align their understanding of work functions and to seek convenience from the organiser and venue.

1. When entering and during the working hours at the Exhibition Hall, all workers and staff must wear **“Worker Badge”**
2. For overtime works, overtime move-in of exhibits or equipment, please refer to form **“WORKER PASS & OVERTIME WORK REGISTRATION”**
3. Extreme strong adhesive tape of any sort is no allowed to be used for installing of carpet on the floor. Referring the sort of permitted tape at I.C.E Hanoi office.
4. All preparing steps (cutting, Sawing, chiseling or spray painting...) for booth’s materials must be completed before transferring into the hall to set up.
5. All the equipment having hard bottom must have protecting ways such as covering platform by rubber or soft material before moving and putting them on the floor.
6. **All electrical works including lighting, power points, switch-box, electrical wiring, water supply and drainage works must be performed by the appointed official contractor exclusively.**
7. During the set-up, construction, decoration, the contractors must pay compensation in case:

### **7.1 Intentional Errors**

- Intentionally drilling, making holes in the floor, on the wall, pillar or other facilities of the exhibition hall. Intentionally disposing glue, paint or other chemicals in the exhibition area.
- Intentionally connecting electrical equipment to the power source without notifying the Management Board.
- Disposing waste, materials, additives etc. which can cause damage to the common passages or to the operation of other contractors.
- Displaying exhibits beyond the limit of the exhibition booth, hanging or sticking advertisement posters, banners without the permission of the Management Board.
- Incompliance with regulations regarding teardown schedule, cleaning, power safety, fire prevention etc.

**\*\*The fine ranges between VND 2,000,000 – VND5, 000,000 plus the cost of correction\*\***

### **7.2 Thoughtless errors**

- Causing damage to the floor, walls, pillars, glass doors and windows etc. of the exhibition hall by using hard, sharp, sharp-pointed objects.
- Disposing waste, materials etc. during the Construction period which can cause damage to the common passages or other booths (the act of correction, however, has been taken).
- Operation of sound system, loudspeakers etc. which can cause noise to other booths or the public.
- Being late in dismantling of booth or doing cleaning works

***\*\*The fine ranges between VND1, 000,000 – VND2, 000,000 plus the cost of correction\*\****

### **7.3 Technical errors**

- Technical errors are identified as errors committed during the booth Construction period. However, these technical errors shall unlikely cause serious damage and be corrected in due time by contractors (technical errors do not include those mentioned above)

***\*\*The fine ranges between VND300, 000 – VND1, 000,000 plus the cost of correction\*\****

### **8. Walkway, fire escape route, common area shall be free of obstruction and construction materials at all times.**

If the organiser finds the belongings left or placed thereupon, it shall have a Freight Forwarder remove those articles at an instant.

9. **Drinking alcoholic beverage** is strictly forbidden in the buildings and construction areas.
10. **Smoking is not permitted.** It is strictly forbidden in the exhibition hall, but is allowed in the area provided.
11. **Personnel and security guards are strictly prohibited from staying overnight in the booth** except as allowed with the written permission issued by the Organiser and the venue.
12. **Use of balloon inflated with any kind of gas which allow the balloon to float is strictly forbidden.**
13. **Moving freights into the hall which requires the use of auxiliary handling equipment such as forklift truck, towing equipment or crane, etc.** shall be performed by the Official Freight Forwarder only.
14. **Construction area entry permission shall only be granted by the Organiser.** Those being allowed entry are requested for cooperation to adhere to the following regulations:
  1. Wearing a helmet at all-time when enter the construction area.
  2. Wearing the Stand Contractor uniform.
  3. Wearing protective shoes.

15. **Any action against the construction rules and regulations prescribed in this manual is strictly prohibited.**

In case of any doubt, the person in charge shall consult the organiser before proceeding with the construction or any other actions.

### **RULES & REGULATIONS FOR “Space only”**

Exhibitors having Special Design stand are advised to use the service of **the Official Stand Contractor, CESCO which appointed by the venue** that to undertake the job as this will facilitate convenient installation. Otherwise, exhibitors are required to obtain consent from the venue before any of their own contractors are allowed to work onsite. The Organizer reserves the rights to reject any contractor and design they deem inappropriate.

*If the exhibitor constructs a booth by himself or his own contractor, he is required to abide by the following regulations.*

1. In order to get the permit for entering the Exhibition Hall, all the contractors are requested to fill in the following forms :
  - Form 07A : Space Only
  - Form 07B : Booth construction for non-official contractor only.
  - Form 07C : Worker pass & Overtime work registration
2. **Safety shall be given first priority among all considerations** : If an accident arises out of faulty work performance within a space, and the construction thereupon causes damage to the own booth and / or the other booths including personal injury to a third party, the Stand Contractor occupying that space shall be fully liable for the damage incurred without any dispute.
3. **The strength and stability of construction** : The decorative parts and construction materials must be strong and stable. If the organiser detects that either the construction or the decorative part is likely to fall down or drop down or collapse, the organiser shall ask for permission to discontinue and inspect the work in order to make correction till completion before re-opening such space for use, both during the construction period and during the exhibition period.
4. **Construction and decoration** : Construction shall be based entirely on the drawings approved by the organiser. Performing construction work other than prescribed in the drawings is not allowed, and in case the organiser discovers such conduct, it shall require that the Contractor involved make corrections or changes so as to comply with the approved drawing details and



consequently deduct 1 point.

5. **Work performance inspection : Details are divided into 3 steps as follows :**

**Step : 1 Construction drawings, electrical drawings shall be submitted to the organiser for approval before proceeding.** Request forms shall be filed within the specified date. The construction drawings shall include:

1.1 True color perspective pictures

1.2 front-view, top-view and side-view cross-section diagrams.

1.3 Booth floor plan, electrical schematic diagram, light sound and visual system diagram.

1.4 Clear and comprehensive width, length and height information.

**Submission of construction drawings for approval** must be submitted within **July 28, 2021** for the organiser to examine and approve before proceeding with the construction. Approval shall be regarded as complete when drawings are signed by the organiser. *Submission via facsimile shall not be accepted. Drawings must be submitted to E-mail : ops@aesexhibitions.com*

**Step : 2 Construction and dismantling inspection**

2.1. The organiser shall verify whether the construction work has been performed based on approved drawings.

2.2. Post-dismantling inspection shall be conducted to find any damage to the exhibition space.

**Step : 3 Inspection during exhibition period**

The organiser shall inspect for any damage to booth construction and decorative parts during exhibition period. If worn or damaged parts are found to be hazardous, the organiser shall inform the person in charge of the booth to restore them to normal operating conditions before putting back into use.

6. The stand constructed must comply with the dimensions of the space allocated. Each stand MUST have its own panels and is not permitted to use the neighbor's panels.

**All of panels shall be not higher than 2.50 M. If any panel is higher than 2.50 M, it is restricted to a distance of 1.00 M away from the dividing wall of neighbor's stand and reasonable decoration or material MUST cover the back of that panel.**

Where any side of a stand faces directly or partially onto another stand, the following rule must be adhered to: **A maximum of 50% only of the stand edge may be closed by panel with 2.50 M. in Height. If any panel is higher than 2.50 M, it is restricted to a distance of 1.00 M away from stand edge.**

7. The stand must have their exposed back wall covered with suitable material, i.e. wooden panel.

8. **The maximum height of the stand** is restricted to **4.00 M**
9. Standard carpet tape must be used for the stand construction. Contractors or Exhibitors are forbidden to use materials which are difficult to clean, otherwise extra cleaning expenses will be paid by Contractors or Exhibitors.
10. No adhesive is permitted to be used on floorings or walls. Poster or other promotional material shall not be affixed to any part of the hall.
11. All material (including electrical facilities) used in construction must be properly fire-proofed in accordance with the local regulations.
12. **All electrical works including lighting, power points, switch-box, electrical wiring, water supply and drainage works must be performed by the appointed official contractor exclusively.**

### **RULES & REGULATIONS for “Shell Scheme Stand”**

1. Decoration or construction by covering, gluing, nailing, or drilling the original stand wall, and covering the original name board with new one is strictly forbidden.
2. The electric outlet provided within a Shell Scheme Stand is allowed to be used for equipment only.  
Consuming power through the outlet for spotlight and lighting is strictly prohibited.  
*Failure to observe this requirement causing power failure shall result in a fine commensurate with the damage incurred.*
3. Placing belongings or goods outside the stand space is strictly prohibited.
4. A Shell Scheme Stand, which requires one own decoration shall notify the organiser by submitting the construction and / or decoration drawing prior the construction, and a sum of money is required to be deposited as damage guarantee.
5. The use of sound system or amplifier equipment in the stand is strictly forbidden.
6. Any product testing on the walkway covered with carpet and the common areas is strictly forbidden.

## SERVICE FORMS SUBMISSION SCHEDULE

Form No.	Form	Deadline
01	Media Opportunity	<b>July 14, 2021</b>
02 A	Participating Principals	
02 B	Agents	
03	Show Directory	
04	Product Index	
05	VIP Visitor Invitations	
06	Exhibitor Badges	<b>July 28, 2021</b>
07A	Space Only	
07B	Booth Construction (For non-official contractor only)	
07C	Worker Pass & Overtime Work Registration (For non-official contractor only)	
08	Fascia Name	
09	Furniture	
10	Electrical Fitting / Supplies & Air Compressor	
11	Audio Visual and Water Dispenser	