

**PRE-SHOW UPDATE
IMPORTANT INFORMATION FOR EXHIBITORS**

Dear Exhibitor

Please take a moment to read through this letter before you arrive on-site. It contains very important information that will assist in your last-minute preparations.

BUILD UP DAYS	TIMINGS	ACCESS
Friday 13 November 2020	08:00 – 20:00	Space only contractor
Saturday 14 November 2020	08:00 – 20:00	Space only contractor
Sunday 15 November 2020	08:00 – 20:00	Access for exhibitors

Important notice:

- All Stand Construction will be completed by 16:00hrs on Saturday 14 November 2020, including removal of all stand materials out of the halls and loading bays.
- Stand handover, including sanitizing and cleaning, will be completed 20.00 on Sunday 15 November 2020.
- No overnight build-up and late working / late access will be allowed.
- All stands will be built and delivered by GES. Any changes to the design need to be approved by the organisers opscsg@informa.com.
- Any onsite deliveries can only be handled through GT Exhibitions.

SHOW OPEN DAYS	SHOW OPEN HOURS	EXHIBITOR ACCESS
Monday 16 November 2020	09:30 – 17:00	08:30 – 17:30
Tuesday 17 November 2020	09:30 – 17:00	08:30 – 18:00

Important notice:

- Power supply to ALL stands will be switched on 30 minutes before the show opens and will be switched off 30 minutes AFTER the show closes every day. If power is required beyond this, 24hrs power must be ordered from the official contractor, GES.

BREAKDOWN DAYS	TIMINGS	ACCESS
Tuesday 17 November 2020	18:30 – 22:00	Space only contractor *entry timings are approximate
Wednesday 18 November 2020	08:00 – 13:00	Space only contractor

Important notice:

- No exhibits or stand material are to be removed before the start of breakdown has been publicly announced by the organiser.
- Exhibits cannot be removed or dismantled before the close of show, or until the halls are clear of ALL visitors.
- Exhibitors are advised not to leave their stand unattended at any time during breakdown.
- Any items brought by the exhibitor should be removed by the exhibitor before leaving.
- The Organisers and the Venue are not held responsible for any items left in the halls or loading bays overnight or beyond 20:00 on Tuesday 17 November 2020.

INFOHUB OPEN DAYS	TIMINGS	ACCESS
Sunday 15 November 2020	08:00 – 20:00	Access for exhibitors
Monday 16 November 2020	08:30 – 17:30	Access for exhibitors
Tuesday 17 November 2020	08:30 – 18:00	Access for exhibitors

Important notice:

For Cityscape 2020 we have an InfoHub, which will be located in front of Emirates Post Office, outside Sheikh Maktoum Hall. Here, you will find:

- Organisers – The Informa Markets Customer Service Team, happy to help with any enquires that you may have
- GES – The Official General Service Contractor that can help with your furniture, power and graphics requirements
- InfoSalons - For any registration or digital badge related enquiries

Please come along if you have any issues during Cityscape 2020.

Breakdown instructions: It is the exhibitor's responsibility to make sure their model or additional items are removed from the venue premises by 10am on 18th Nov 2020. A charge will be levied should the Organiser have to arrange the removal of any items or stands which have yet to be dismantled past the above-mentioned time. This also applies to materials left in the loading yard.

Detailed information on breakdown will be circulated on the afternoon of Monday 16 Nov 2020.

Exhibitor Deliveries and onsite logistics

Please make sure that you have contacted GT exhibitions in advance for any logistical requirements.

Email: Georgenassif@gtexhibitions.com, bethmadrid@gtexhibitions.com.

PLEASE NOTE: No other logistics contractor or their equipment will be allowed to operate within the exhibition area.

Exhibitors Registration

Please note, all exhibitors have been sent a separate email about the registration process. If you have not received it, please e-mail: cityscapecs@informa.com. As a reminder, all attendees need to pre-register and will have to display the digital badge on their phone and scan in and out to support our efforts in managing onsite capacity, along with trace and contact. No badges will be printed onsite. Please be mindful about the number of staff you register for your stand. The capacity for each stand size is below and is applicable to both your staff and visitors on your stand: 12sqm – 3 people, for 17.5sqm – 4 people, for 25sqm – people. If you have made changes to your design, the numbers will depend on the final design.

Health & Safety at Work and AllSecure Measures

Cityscape 2020 is an Informa [Allsecure](#) event, which means that we have implemented changes such as: digital badges only, requirement for people to wear face coverings, temperature checks, encouragement for use of hand sanitisation and physical distancing, along with monitoring of the capacity of the stands and the halls. These measures are put in place as we view the safety of our attendees as a key priority; in return, we ask that you help us do the same by respecting these measures and implementing them on your stand.

Travelling to the event:

- If you are travelling from abroad, please check the latest information about travelling to UAE on **Emirates Airline** [website](#). Promotion code: EVE6CT4
- **Careem** – we have partnered with Careem, feel free to book with them and use the following code: CITYSCAPE30
Discount: 30% discount on 8 rides max discount of AED 30
- **Parking**
There are different parking options at the venue. For more details click [here](#)

Storage

There are no storage facilities on-site. Due to Health & Safety reasons, anything found stored behind stands or along the perimeter of the halls will be disposed of and a charge will be levied by the venue.

The Operations Team looks forward to welcoming you to a very enjoyable show and wishes you a very successful **Cityscape 2020**.

Kind regards,

The Cityscape Operations Team