



**Dear Exhibitor**

Please take a moment to read through this letter before you arrive on-site for build, it contains important information that will assist in your preparations. Please ensure to forward this information to your stand contractor and other suppliers.

BUILD UP DAYS	TIMINGS	ACCESS	INFOHUB DESK
Friday 5 November 2021	08:00 – 22:00	Space only contractor	12:00 – 20:00
Saturday 6 November 2021	08:00 – 22:00	Space only contractor	09:00 – 20:00
Sunday 7 November 2021	08:00 – 22:00	Access for exhibitors	09:00 – 20:00
Monday 8 November 2021	08:00 – 20:00	Access for exhibitors	09:00 – 20:00

**Important notice:**

- All Stand Construction must be completed by 13:00hrs on **Monday 8 November 2021**, including removal of all stand material out of the halls and loading bays.
- Stand Dressing and exhibit set up should be completed by 20:00hrs on **Monday 8 November 2021**
- Any stands not completed by the above times will be subject to a late working fine.
- Overnight build up is not permitted

SHOW OPEN DAYS	SHOW OPEN HOURS	EXHIBITOR ACCESS	INFOHUB DESK
Tuesday 9 November 2021	10:00 – 19:00	09:00 – 19:30	09:00 – 19:00
Wednesday 10 November 2021	10:00 – 19:00	09:30 – 19:30	09:00 – 19:00
Thursday 11 November 2021	10:00 – 19:00	09:30 – 22:00	09:00 – 19:00

BREAKDOWN DAYS	TIMINGS	ACCESS
Thursday 11 November 2021	20:30 – 22:00	Shell Scheme Exhibitors
Friday 12 November 2021	08:00 – 13:00	Space Only Contractors

**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.
- Access for Space Only Contractors is approximate; they will be held at the marshalling gate until venue rigging services, aisle carpet removal and empty boxes / crates have been delivered to stands.
- Exhibitors are advised not to leave their stand unattended at any time during breakdown.
- It is the Exhibitor's responsibility to remove all stand materials, carpet tape, packaging and waste from the halls. Please note that charges will be levied for the removal of any discarded items.
- **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 Thursday 11 November 2021**

**IMPORTANT NOTE ON STAND CAPACITIES**

It is important that social distancing is always followed; please ensure that capacities within your stand is maintained at all times.

**AllSecure**

Cityscape Global is an Informa [AllSecure](#) event and AllSecure is the approach we are taking to enhancing the health and safety standards in place at Informa events following COVID-19.

Measures such as digital badges, stand capacities, etc, have been put in place as we view the safety of our attendees a priority; in return, we ask that you help us do the same by respecting these measures.

### **Car parking**

Please find the latest [DEC Parking Map](#) for your reference. This includes QR codes for all the parking locations (DEC VIP Parking, valet parking desk & car park). Please note that the Taxi area will be used for taxi passenger's drop off and pick up

### **COVID-19 Symptoms**

If you develop any COVID-19 symptoms or receive a positive test result while at Cityscape Global, please alert the Organiser (Informa Markets) or DEC staff.

### **DEC Processes**

Please take note that below are **mandatory for all exhibitors** and all staff coming onsite.

- ✓ **DEC accreditation pass:** required to access the venue and if you have not submitted your accreditation please click [here](#) for details (*kindly disregard if you have already submitted*).
- ✓ **Vaccination Information:** Although Expo 2020 strongly encourages all overseas exhibitors and speakers to be fully vaccinated, they will still be able to be temporarily accredited upon presentation of a negative PCR test certificate taken within 48 hours of their participation to the event. They will then be issued a temporary accreditation valid for a maximum of 14 days, renewable once only. A PCR test will need to be taken every 48 hours for the duration of their participation.  
Exhibitors and speakers residing in the UAE must be fully vaccinated. Click [here](#) for more details.
- ✓ **DMS:** Delivery Management System is centralized online scheduling system that regulates the flow of vehicles carrying goods entering the DEC (venue), to find more details on this click [here](#).
- ✓ **Nightly cleaning & sanitisation:** in line with COVID-19 guidelines, DEC at Expo 2020 will facilitate a nightly cleaning and sanitisation on your stand. To book your nightly cleaning click [here](#).

### **Electrical Requirements**

It is MANDATORY to ensure that power supply to ALL stands are switched on 30 minutes before the show opens and MUST be switched off 30 minutes AFTER the show closes every day. It is the responsibility of the contractor to ensure that power is switched on and off daily. Failure to turn off the power at the end of each day, will result in a charge for 24-hour power based on onsite order charges. If you wish to place an order, please contact Global Experience Specialists (GES) on [cityscapeglobal@ges.com](mailto:cityscapeglobal@ges.com) to place your order. **ALL Power orders must be paid prior to arriving onsite. Cash collection will not be accepted onsite.**

### **Exhibitor Badge Registration**

All exhibitors should have received individual emails about the registration process. All exhibitors are required to pre-register. Physical badges will not be available and access to halls require you to present your digital badge registration.

For badge registration please log into the Customer Centre and for any assistance required please [email](#)

**The maximum number of individuals allowed on your stand at any one point will need to comply with local and physical distancing requirements.** Stand capacity must be maintained at all times.

### **Freight Shipping**

**Deliveries for space-only stands must NOT be made before 8:00hrs Friday 5 November 2021.** Please check with your stand build contractor on an appropriate delivery date and time to ensure deliveries are not left in gangways/aisles.

**Shell Scheme Stand deliveries must NOT be made before 08:00hrs on Sunday 7 November 2021.**

GT Exhibitions have been appointed as the official freight forwarding companies for the event. Be advised that all on-site handling must be booked through GT Exhibitions [website](#).

### **Informa Sustainability**

Informa Markets encourages all exhibitors to consider their environmental impact and we encourage the re-use and responsible disposal of stand materials where possible.

Please refer to the [Exhibitor Sustainability Checklist](#) within the Customer Centre for further information.

Below are some key points for your reference:

- Make sure to choose the most sustainable option for travel and transport to and from the event
- Select energy efficient LED lighting and other equipment for your stand
- Minimise the waste your stand creates and recycle where possible
- Ensure you and your contractor are aware of and compliant with all health, safety, and security requirements.

### **Labour Law**

Please ensure that all personnel working on your stand on-site carry their labour card or the relevant documentation as proof of their position in your Company. Please note, anyone found working on a different title other than the position mentioned on their labour card or documentation will be imprisoned and, in some cases, may be deported. Please note that DEC rules mean access will not be given to anyone without a Labour Card or the relevant documentation.

### **PCR Testing Guidelines and Facilities**

A PCR testing station is available for all attendees who may require this. The centre is located in South Concourse.

Timings – 7 days a week, from 07:00 to 23:00 hours

- ✓ RT-PCR: AED 100 Test results forwarded via email available only upon request (within 12-16 hours). Test results are sent thru SMS and appears through ALHOSN app
- ✓ RAPID PCR : AED 350 Test results forwarded via email available only upon request (within 5 hours). Test results are sent thru SMS and appears thru ALHOSN app
- ✓ Express PCR: AED 500 Test results forwarded via email available only upon request (within 2 hours). Test results are sent thru SMS and appears thru ALHOSN app
- ✓ Lamp PCR: AED 300 Test results forwarded via email available only upon request (within 2 hours). Test results are sent through SMS (This will not appear thru ALHOSN app)

Payment: Credit card ONLY, cash payment is not available.

Digital official receipt will be provided for any form of payment by request ONLY and sent through email. Otherwise, receipts provided are as per POS machine on payment

Registration: Visitors will be asked to present either an Emirates ID or a Passport and fill their information before taking the test (clear digital copy is accepted). Verification of clients data will be done upon registration

Test results inquiries: Reach out to the G42 Customer Service line only after the expected turnaround time has lapsed.

Appointment booking: Groups of 30 people and above will need prior booking by contacting:

- ✓ Edgardo Escoto 058-9550095
- ✓ Carlito 055-1311773

### **Service list and contractors**

- [Organisers](#) – Informa Markets team will be happy to help with any queries that you may have
- [GES](#) – The official service contractor that can help with your furniture, power, and graphics requirements
- [GT Exhibitions](#) – Official freight and onsite handling contractors that can help with your freight requirements
- [MediaPro International](#) – For any Audio/Visual requirements
- [VISIT Connect](#) – For any lead retrieval requirements

Please note cash payment will not be accepted onsite.

### **Security Warning**

Please ensure that your stands are manned at all times, do not leave small items or valuables such as mobiles, laptops or similar unattended. The Organisers will not be held responsible for any lost items. However, in case of any security breach, please inform the organisers of any incidents immediately.

### **Storage**

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.

If you require any further assistance concerning the exhibition at any time, please email [cityscapecs@informa.com](mailto:cityscapecs@informa.com) or visit us at the Exhibitor Info Hub located in North Hall Concourse.

We look forward to welcoming you to a very enjoyable and successful **Cityscape Global 2021**.

Kind regards,

**The Cityscape Global Operations Team**