

EXHIBITOR GUIDE – TECHNICAL MANUAL

This guide, prepared by the 2023 Congress Organiser, will assist exhibitors in preparing for the WFNS Congress 2023 Exhibition. You'll find all you need to know about freight forwarding, loading in and out, the rules of the convention centre, extras, catering, and more.

IMPORTANT TO NOTE:

In your contract you agreed to comply with the rules as set out in this guide. Please read it carefully and comply with the terms and rules accordingly.

The exhibition is taking place in the Cape Town International Convention Centre (CTICC) and accordingly the centre has final authority in all areas and all exhibitors must abide by the centre's rules and regulations. Exhibitors and exhibition stand builders must familiarise themselves with the CTICC rules and regulations.

Please ensure that you and your stand builder are familiar with:

[CTICC Client Manual](#)

[CTICC Induction Manual](#)

[CTICC Parking Logistics](#)

[CTICC Parking Manual](#)

[CTICC Safety Manual](#)

IMPORTANT DATES

Monday, 9 October 2023 – Custom booth design and builder submission deadline

Tuesday, 7 November 2023 – Name Badge details submission deadline

Monday, 20 November 2023 – Scan Display Service Order submission deadline



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OFFICIAL CONTRACTORS

EXHIBITION VENUE

Exhibition Hall 1 and 2
Cape Town International Convention Centre (CTICC)
Convention Square
1 Lower Long Street
Cape Town
8001
www.cticc.co.za

The CTICC is the sole provider of all food and beverage services, and of plumbing services, rigging, satellite connections, data, and telecoms.

CTICC Conference and Exhibition Services Department
Email: confexquotes@cticc.co.za

CONGRESS ORGANISER

K.I.T. Group
Sponsorship and Exhibition Administrators:
Johannes Müller-Diesing and Hester Folley
Tel: +49 30 24603 271; +49 30 24603 145
Email: industry@wfns2023.org

OFFICIAL STAND BUILDER: CUSTOM BUILDS, BRANDING, AND RENTALS

Scan Display
Account Manager: Megan de Lillie
Tel: +27 (0)71 175 3359
Email: servicescpt@scandisplay.co.za

Scan Display is the official stand builder and contractor for the exhibition. Any additional requirements for electrical, furniture, and audio-visual can be ordered directly via the **Scan Display Service Portal**. All orders must reach Scan Display on or before Monday, 20 November 2023, after which there will be a 20% surcharge.

ALTERNATIVE STAND BUILDER: CUSTOM BUILDS

HOTT3D
Account Manager: Steven Phillips / James Bennis
Tel: +27 (0)83 449 1904 / +27 (0)82 578 2124
Email: steven@hott.co.za / james@hott.co.za
Website: www.hott.co.za



Jane-and-Paul

Account Manager: Jane Steel

Tel: +27 (0)83 702 2500

Email: jane.steel@me.com

Website: www.janeandpaul.co.za

OFFICIAL FREIGHT FORWARDER: CUSTOMS, SHIPPING, STORAGE

DHL Trade Fairs & Events (UK) has been appointed the official freight forwarder of WFNS 2023. Please contact this contractor to help you with customs clearance, transportation, and storage of the exhibition material:

DHL Trade Fairs & Events (UK) Limited

Contact person: Lucy Ireland

Email: lucy@dhl-exh.com

Telefax: +44 121 782 4680

Mobile: +44 7866 312970

Exhibitors are strongly advised to engage only the official freight forwarder to avoid any unnecessary logistical complications. If you do manage your shipment through another freight forwarder, please contact the DHL contact person to make sure that the shipment arrives at your booth (not in the registration area or any other area of the Congress Venue).

GENERAL INFORMATION, RULES, AND REGULATIONS

EXHIBITOR PASSES

Exhibitor Nametags are provided to exhibitors based on the square metres purchased as follows:

9 - 12sqm: 2 nametags

13 - 20sqm: 4 nametags

21 - 50sqm: 5 nametags

51 - 75sqm: 8 nametags

76 - 100sqm: 10 nametags

The Exhibitor Nametag entitles full access to the Exhibition Area and the Scientific Programme. Additional exhibitor badges can be purchased for 120 USD. Exhibitors are to ensure that all Representatives are properly registered with the Congress Organiser in advance of the Congress.

Please provide us with the names and details of your delegates or staff by email, by **Tuesday, 7 November 2023 at the latest**. Please note that exhibitor passes will be issued only after full payment for the exhibition stand has been received.

From the opening of the exhibition on Monday, 4 December 2023, no one will be admitted into the Congress areas without a name tag or exhibitor pass.



EXHIBITION STORAGE AT THE CTICC

Please note that there are no storage capacities inside the Exhibition Halls / Cape Town International Convention Centre (CTICC). Deliveries must be arranged so that they arrive at the exhibition grounds during the set-up/operation times of the exhibition. Exhibitors are responsible for picking up any deliveries of materials to the Cape Town International Convention Centre (CTICC) and should be present to receive deliveries. The Organizers and their contractors will neither accept any deliveries for exhibitors at any time nor can be held responsible for any loss or damage of deliveries made in the absence of the person in charge. Further, the organizer or the Cape Town International Convention Centre cannot be held responsible for delays or other difficulties arising due to the exhibitors not informing their agents, or not respecting the schedules, rules, and guidelines, or ignoring deadlines.

FOOD AND BEVERAGE POLICY

Any exhibitor wishing to serve food and/or beverages at their stand must inform the congress organiser by **Monday, 9 October 2023**, and then order from the CTICC. The CTICC is the sole provider of all food and beverages. Only in exceptional circumstances where the CTICC is not able to provide a specific food or beverage product will the CTICC consider a request to bring in food or beverages. In such exceptional instances, a corkage fee will be levied by the CTICC on all food and beverage items brought onto the premises, on a per item basis.

CTICC Conference and Exhibition Services Department

Email: confexquotes@cticc.co.za

AUDIO-VISUAL DISTURBANCE | SOUND (NOISE) LEVEL

Audio-visual and other devices will be permitted only in those locations and in such intensity, as, in the opinion of the Congress Organiser, they do not interfere with the activities of neighbouring exhibitors. Sound equipment must be regulated and directed into the booth, so that it does not disturb neighbouring exhibitors. The Congress Organiser reserves the right to demand a reduction in the intensity of, or complete cessation of, stand noise that it judges to be excessive or a disturbance to other exhibitors or visitors.

USE OF SPACE | PROMOTION DURING THE EXHIBITION | STAND ACTIVITIES

The exhibitor agrees not to assign, sublet, or share allocated space without the knowledge and prior written consent of the Congress Organiser. Exhibitors will not be permitted to display outside the confines of their assigned stand space in the exhibition area.

Printed advertising may be distributed by exhibitors from within the confines of their own space inside the exhibition hall only. No exhibits, accessories, give-aways, promotional material, or any other goods bearing any name or form of advertising may be displayed or distributed outside of the exhibitor's assigned space.

High equipment placed in stand areas must not exceed 2.4 metres and must not restrict a clear view of neighbouring exhibits.

No exclusive "by invitation only" events are to be scheduled in the exhibition area. Any function arranged by the exhibitor is to be an inclusive invitation to all participants.



UNOFFICIAL CONTRACTORS

Scan Display is the official stand builder for the exhibition. Exhibitors that engage other stand builders or contractors for custom stands must provide the Congress Organiser with the contact details and proof of insurance for their stand builder/contractor by **Monday, 9 October 2023**. Exhibitors are responsible for ensuring that their stand builder/contractor is made aware of all relevant regulations and requirements contained in this guide and that the stand builder/contractor has the requisite insurance.

CUSTOM STANDS

Plans for custom stands must be submitted to the Congress Organiser by **Monday, 9 October 2023** for approval.

ELECTRICAL AND LIGHTING

All electrical connection to stands must be carried out by the official stand builder. Each standard package includes a 15amp power point. More detailed information is provided in the **Scan Display Service Portal**. South African electricity supply is at 230 Volts at 50 Hertz. Lighting, electrical equipment, and international converters and adaptors may also be ordered from the official stand builder. For orders, please use the **Scan Display Service Portal**.

FURNITURE RENTAL

Furniture can be hired via the **Scan Display Service Portal**.

STAND CLEANING

General venue cleaning and rubbish removal is provided for the duration of the exhibition. Exhibitors are responsible for the removal of their own materials after the exhibition and the storage of empty boxes or packaging materials inside the exhibition area is strictly prohibited. Should you require a waste paper basket for your stand please hire one from Scan Display. These will be emptied during the day by the venue cleaners.

EXHIBITION HEIGHT

An exhibition stand may not exceed 2.4 meters.

Exhibition booths exceeding 2.4 meters in height will require the submission of the detailed design to the Congress Organiser to obtain the necessary approvals before **Monday, 9 October 2023**.

MACHINES AND EQUIPMENT

Exhibitors who wish to display machines and equipment must have the display machines' weight assessed to conform with the CTICC's requirements. Full specifications of any heavy equipment, machinery, or vehicles must be supplied to the Congress Organiser before **Monday, 9 October 2023**.

SMOKING POLICY

Smoking is prohibited at the venue. All public areas, inclusive of foyers, registration counters, café, offices, restrooms, and meeting rooms are designated as non-smoking zones.

FIRE REGULATIONS

Fire escapes are located throughout the venue with signage. Exhibitors are to ensure that neither the signage nor the exits are obstructed in any way.

Prior written permission is required from the Congress Organiser, the CTICC, and the Fire Department for the use of flammable and/or hazardous material including gasses and liquids. No liquid petroleum is permitted in the CTICC. Should LP gas be used, only one 19 kg cylinder plus one back-up cylinder is allowed. Naked (open) flames, candles, and braais (barbecues) are not permitted.

Articles of a combustible nature such as fabric, paper items, banners, items made of wood pallets, hessian, thatch, and straw are regarded as major fire hazards and exhibitors that wish to use them will be required to provide certification of fire retardancy before the start of the exhibition. When material draping is used as part of a display, please ensure the draping does not come into contact with electrical wiring, fittings, and/or globes and drops no lower than 5 cm above the carpeted floor.

The use of halogen lights will not be approved as they pose a fire hazard. Ensure that all light displays are low wattage or LED. Should you use hazers, dry ice, foggers, or smoke machines, this must be declared and approved prior to use.

Isolation of the fire detection system is not allowed.

SECURITY

Neither the CTICC nor the Congress Organiser take any responsibility for loss of or damage to exhibitors' material, equipment, or exhibits. Any damage to the CTICC by individual exhibitors will be charged to individual exhibitors. Exhibitors are encouraged to affect their own insurance to cover all risks.

The exhibitor acknowledges the layout of the exhibition area and the large numbers of people present in the Exhibition Area make it impossible for adequate security to be provided to protect the exhibitor's merchandise and other property. Accordingly, the exhibitor assumes all risk of loss for exhibitor's merchandise, fixtures, displays, and any other property of the exhibitor located in the Exhibition Area, storage area, or any other area where access has been provided to exhibitors by the Congress Organiser where such loss results from theft, vandalism, or any other damage caused by any agent or employee of the Congress Organiser or caused by any other person either authorised or not authorised to be present at the Exhibition Area. Furthermore, the exhibitor acknowledges that security guards and storage areas are provided by the Congress Organiser merely as a service, and that the Congress Organiser has made no representation regarding the adequacy of such security measures. The Congress Organiser recommends that all exhibitors consult their individual insurance representative to obtain appropriate insurance coverage. It is recommended that exhibitors take precautionary measures of their own, such as arranging their own supplementary security facilities available through the CTICC.

Basic perimeter security is provided during the day and night to restrict access to the venue to accredited personnel. No individual stand security is provided with your package. It is recommended that all portable electronic equipment and devices such as laptops, tablets, and chargers be removed at night.

To arrange dedicated security personnel or laptop locks, please email the CTICC Conference and Exhibition Services Department: confexquotes@cticc.co.za. To arrange a security/safety screen (a temporary barrier that can be put in place overnight) please see the [Scan Display Service Portal](#).



18th WORLD CONGRESS OF NEUROSURGERY WFNS 2023

DIRECT DELIVERIES

If you wish to have a consignment delivered directly by an independent forwarder to your stand, please ensure that somebody from your organisation is present to accept your delivery.

MARSHALLING YARD ACCESS

The CTICC 1 Marshalling Yard is situated adjacent to the Exhibition Hall. Exhibition Hall 1A and 2 directly access the marshalling yard via 5m x 7m doors. The yard is easily accessible off FW De Klerk Boulevard.

LOAD-IN AND LOAD-OUT PROCEDURE

The load in schedule will be emailed to exhibitors on **Monday, 9 October 2023**.

The Marshalling Yard is for load-in and load-out access only. Due to space restraints, drivers will not be permitted to leave their vehicles at any time, and once the vehicle is loaded or offloaded it will be required to leave the yard to accommodate other clients. The load-in/load-out time period for vehicles is one and half hours (90 minutes) for small vehicles and three and half hours (210 minutes) for trucks. Vehicles exceeding this time limit are subject to a parking fee (please refer to the Marshalling Yard Rates). Unattended vehicles will be clamped and an unclamping fee of R500.00 will be applicable.

Please see [here](#) for additional CTICC marshal yards and parking information and current rates.

EMERGENCY AND EVACUATION PROCEDURES

The CTICC management will co-ordinate and manage any emergency that might occur. The exhibitors are responsible for familiarising themselves with the evacuation routes as posted in the venue and ensuring that all emergency and safety procedures are adhered to.

Evacuation procedures will be announced via the dedicated fire/evacuation PA system and will be co-ordinated by the CTICC Safety, Health, Environment and Quality Manager and Security Manager.

FIRE ESCAPES

Fire escapes are located throughout the venue and demarcated with signage. Neither exits nor signage can be obstructed in any way.

EXHIBITION FLOOR PLAN

Exhibition space will be assigned on a “first-come, first-served” basis within the respective Sponsorship Levels, according to the date of the exhibition space booking and the date of the receipt of the payment. All efforts will be made to ensure that exhibitors receive their desired position, **however no guarantees can be made**, and the floor plan is subject to change. For the most up-to-date floor plan, [click here](#).

SPACE ONLY

No tension fabric system (TFS) or other shell scheme, fascia name board, furniture, lighting, or electrics are included with the “Space Only” package. For a custom-built stand, or for furniture and other services for the “Space Only”, please contact Scan Display directly and inform the Congress Organiser. Plans for custom stands must be submitted to the Congress Organiser by Monday, 9 October 2023 for approval.

STANDARD PACKAGE

The “Standard Package” includes a tension fabric system (TFS) structure. TFS is manufactured locally from poly-twill fabric. They are a sustainable, reusable, well-designed, and good-looking alternative to traditional corrugated shell schemes. The TFS gives exhibitors a seamless stand with no uprights or panels, translating into uninterrupted visuals for exceptional branding.

The Standard 3 x 3 package includes the following:

- Rolled Carpet
- 2 of 2950mm x 300mm TFS Fascia Print
- 2 of 2950mm x 2400mm TFS White Fabric
- 2 Cafe Chairs
- 1 Cafe Table
- 1 Bin
- 2 Long Arm Spotlights
- 1 Plug Point

For branding, additional furniture, and services for your “Standard Package”, please visit the [Scan Display Service Portal](#). You will also find more information on the available “Premium Package”.

IMPORTANT NOTE

The standard package does not include branding. The TFS stand supplied will be unbranded, plain white fabric. Artwork must be sent in a high resolution PDF file with a 50mm bleed all round (no crop marks).

Orders for branded stands must be placed with the official stand builder by Friday, 20 November. Artwork must be supplied by the exhibitor by Friday, 20 November. See [Scan Display](#) services link [here](#).

3m wall (2950mm x 2400mm) – R3630 ex VAT per panel

6m seamless wall (5950mm x 2400mm) – R6850 ex VAT per panel

STAND EXAMPLES

You will find examples and dimensions of the Standard and Premium Package below. Please see the ESOS Portal for larger booth examples.



EXHIBITION OPERATIONAL SCHEDULE

SET UP

DESCRIPTION	Date	Time
Set up	Sunday, 3 December 2023	06:00 – 23:59
Set up	Monday, 4 December 2023	06:00 – 16:00
Light Set up (materials)	Monday, 4 December 2023	16:00 – 19:30

EXHIBITION OPENING TIMES

(Provisional, depending on final programme)

DESCRIPTION	Date	Time
Exhibition open to delegates	Monday, 4 December 2023	20:00 – 21:30
Exhibition open to delegates	Tuesday, 5 December 2023	09:30 – 16:30
Exhibition open to delegates	Wednesday, 6 December 2023	09:30 – 16:30
Exhibition open to delegates	Thursday, 7 December 2023	09:30 – 16:30

STAND BREAKDOWN / CLOSING

DESCRIPTION	Date	Time
Light Dismantling (materials)	Thursday, 7 December 2023	17:00 – 20:00
Breakdown of booths	Thursday, 7 December 2023	17:00 – 23:59
Breakdown of booths	Friday, 8 December 2023	06:00 – 23:59

***The exhibitor will be charged for any materials, equipment, or machinery remaining at their stand after the time allocated. Furthermore, any additional costs the Congress Organiser may incur by the delay will be charged to the exhibitor.*

IMPORTANT NOTE

Should a company representative fail to report by the designated time of the scheduled exhibition set up, the Congress Organiser reserves the right to reclaim the exhibition space. No refund will be made to the exhibitor. It is the responsibility of exhibitors to notify independent stand builders/contractors of the set-up schedule.

Stands must be open during the exhibition opening hours. Exhibitors must ensure the presence of a representation at the stand during these hours.

Exhibition stands may only be dismantled during the hours stipulated above. Dismantling of exhibition stands may not begin before the official time given for the closing of the exhibition. The premises must be left in the same condition as they were made available to the exhibitor. Any costs arising from the repair of any damage caused by an exhibitors' carelessness, or by the requirements of stand assembly, will be charged to the exhibitor.

The exhibitor will be charged for any materials, equipment, or machinery remaining at their stand after the time allocated. Furthermore, any additional costs the Congress Organiser may incur by the delay will be charged to the exhibitor.



WE LOOK FORWARD TO WELCOMING YOU TO CAPE TOWN!