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## Accommodation & Travel

Arab Health has appointed Hotelmap as the official accommodation provider in 2022. It has negotiated a range of top-quality hotel options at various prices and can assist with bookings. It will put together a tailor-made package for your organisation. Send in your requirements using the contact details in **Contacts** or visit their dedicated and secured [online booking page](#).

**Please mention Arab Health 2022 when making your reservation.**

For individual bookings and enquiries, please contact Ashaki at [Ashaki@HotelMap.com](mailto:Ashaki@HotelMap.com). For group bookings and enquiries, please contact Omar at [Omar@HotelMap.com](mailto:Omar@HotelMap.com).

## Aerial Equipment

Drones are strictly prohibited. The display of any other aerial equipment on your stand is subject to approval by Informa Markets and Informa Technical Team. Please familiarise yourself with the show regulations and complete the on-stand activities form.

## Animals

Animals are not allowed in the exhibition halls for the duration of the tenancy except for registered assistance dogs. During the stand build-up and breakdown period, no animals will be allowed on-site if deemed unsafe. The organiser's decision is final at all times. Written requests must be submitted and approved either by the local authorities and/or venue managers; contact the Operations Team for further guidance.

## Audio Visual (AV)

A range of AV, office equipment and computers can be hired from our recommended AV supplier. Please refer to the contact details or forms section to place your order.

## Alteration to Exhibit Layout

If any unforeseen circumstances occur that require an alteration to the layout of the exhibition floor plan, exhibitors will be informed at the earliest opportunity. The organisers cannot be held liable for any loss that

this may cause the exhibitor. In the interest of the exhibition as a whole, it may be necessary to remove or alter anything in or on any part of the stand.

## Badges & Passes

No one is permitted into the exhibition hall during the stand build-up, open period or breakdown without the appropriate pass. Contractors should refer to the venue protocol for obtaining the relevant passes for entry.

### Exhibitor Badges:

For security reasons, all exhibitors are required to wear exhibitor badges during the exhibition open days.

Please request your badges through [Customer center](#).

### Contractor Badges:

All contractors must register for badges through DWTC and wear/display these before coming on-site. These badges will be valid during the stand build-up and breakdown periods.

**Police checks:** Please be aware that our events are subjected to random checks by the local police to ensure that all persons working on-site are legally eligible to work. Please also be aware that contractor badges could be subject to random checks and proof of identity may be required.

IMPORTANT: it will delay your contractor's work if they are not preregistered and have not pre-printed their badges before coming on-site.

Contractor badges are not valid during the show open days. If required, contractors can request a short-term show maintenance badge at the Info Hub located onsite.

### Vehicle Passes:

All vehicles must display the issued vehicle pass at all times once on-site. These are handed out by the venue at the Al- Warsan Holding Area

## Balloons

Exhibitors using gas-filled balloons on their stands must firmly secure them. Charges will be levied for any costs incurred for repairing damage to the air handling units within the halls due to gas-filled balloons being drawn into the units from their stands, or for removing balloons from the roof structures.

Balloons must be positioned at a height no greater than 4 metres from the hall floor to the top of the balloon and should hang over your stand only. The use of flammable gases is not permitted and all helium gas cylinders must be removed from the halls once the balloons have been filled.

A plan must be submitted detailing the extra requirements including location and height and stand build method statement to [techarabhealth@informa.com](mailto:techarabhealth@informa.com)

The use of balloons filled with a combustible gas in the exhibition halls or outdoor areas is prohibited. It is possible to apply to the venue for the approval of balloons filled with safety gas that are firmly anchored to a stationary structure, are located within the stand and do not exceed the maximum height.

Any handing out/distribution of gas-filled balloons to members of the public during the show is also prohibited.

If you are planning to have balloons on your stand, you must mention this on your risk assessment form. If you have already submitted this form please submit a separate one to [techarabhealth@informa.com](mailto:techarabhealth@informa.com).

## Breakdown Instructions

The show closing hours and finishing times are detailed in Timetable section.

Breaking down is not permitted to commence until the halls are cleared of visitors and permission has been given; this is typically 30-60mins once the show has closed. During breakdown, it is not permitted to consume alcohol and children under 16 are not permitted.

You will be required to remove personal effects or small and valuable items from your hired furniture and stand as soon as the exhibition closes to prevent any losses or damage during the breakdown period. All exhibits, graphics and displays must be removed from shell scheme stands by 21:00 hrs on 27 January 2022 as shell scheme stands will be dismantled after this time. Any items to be shipped must be co-ordinated with your logistics company and not left unattended. Remember - any items left unattended during the breakdown are at your own risk and may be disposed of.

A charge will be levied to any exhibitor who leaves bulky items of an excess of waste, including publications. Skips for the removal of heavy waste can be hired from the venue.

\*Exact breakdown guidelines will be distributed to exhibitors during the exhibition\*

## Business Facilities

Most exhibition venues have a dedicated business centre so that you and your staff can continue working using professional office equipment. A business centre (DESCO Printing Centre) is located next to Hall 3 entrance on the Concourse. Opening hours are from 08:30 – 19:30 Saturday to Thursday. Please ensure you contact them before the exhibition; Tel: + 971 4 223 4277; Website: [www.descoonline.com](http://www.descoonline.com)

## Cash Machines

The following facilities are available at the Dubai World Trade Centre:

- Mashreq Bank ATM is available in concourse 1
- ENBD Digital branch, located on the concourse 2, adjacent to Sheikh Maktoum Hall, opposite Hall 8
- Various ATM machines, on the concourse adjacent to Halls 3, 6 & 8
- A General Post Office, on the concourse, adjacent to Sheikh Maktoum Hall
- Al Rostamani Money Exchange, on the concourse, adjacent to Hall 6

## Catering

### No Outside Food Policy

DWTC holds the exclusive rights to all catering services within the complex. As per Dubai Municipality's Hygiene and Food Safety regulations, they do not allow any food or beverages to be brought into the premises from external sources. This rule applies to all items meant for consumption on the premises, as well as giveaways that will be handed over at the venue and consumed outside. There are numerous food and beverage options available as well as a full catering service for events and functions.

Please refer to catering the forms section. For further information on acceptable food or product sample sizes, please contact the DWTC Eventplus office at [support@eventplus.ae](mailto:support@eventplus.ae)

## Cleaning Services

For exhibitors with **shell scheme stands**, cleaning will usually occur during the opening morning of the show. Often this will include: carpet cleaning and wiping of horizontal surfaces from tables, chairs and desks, but not the cleaning of exhibits, glass displays or walls.

Please note: cleaning is not provided for **space-only stands** in advance, but cleaning and additional cleaning for shell stands can be requested by contacting the exhibitors directly who will inform our service provider, DWTC Eventplus

For emptying the rubbish bins on your stand, we kindly ask you to place the full bin bag in the aisle at the end of the day so that they can be collected by the cleaners. Any items left in the gangways will be considered litter and disposed of.

Please note that a charge will be levied for those exhibitors who leave bulky items behind or an excess of rubbish, including publications. Refer to Waste in this section for guidance during build up and breakdown.

## Children

An exhibition is a trade event or consumer show and the nature of the exhibits and our attendees reflect this, as such attendance by anyone under the age of 16 is strictly prohibited. This includes during the stand build-up, open days and breakdown of the exhibition. No alternative childcare facilities are provided. Where children are permitted during the event, all children must adhere to the Informa Markets Child Policy procedure which includes providing clear contact information and obtaining a wristband; this will be provided at registration.

## Complaints

It is in the interest of exhibitors and visitors that any faults or failures in the services provided at Arab health 2022 by any contractor, the venue or the organiser should be brought to the attention of the organisers as soon as possible. If you wish to make a complaint, please contact our customer services team [ah.customerservice@informa.com](mailto:ah.customerservice@informa.com) or make it known while still at the event so we can find a solution. Contact the team on-site by visiting the InfoHub.

## Cloakroom

A clock room will be available onsite for exhibitors to leave their luggage and items. The cloakroom will operate only during the show days by Dubz. The location for the cloak room will be announced closer to the show.

## Customs & Deliveries

GT Exhibitions can support with organising local and international deliveries, lifting and shipping. You must ensure that there is someone available on your stand to receive deliveries. Neither the organiser nor the venue managers can accept responsibility for items that require a signature. Deliveries can only be made during the official build-up time and one hour before the show opens. No deliveries can be made during the show opening hours.

Deliveries for space-only stands in Hall 2- 6 & Saeed Halls 1-3 must NOT be made before 13:00hrs on Thursday 20 January 2022. And deliveries for space only stands in any other halls must NOT be made before 08:00hrs on Friday 21 January 2022. However please be mindful that any deliveries could delay your stand build, so please check with your stand contractor regarding an appropriate time.

Shell scheme stand deliveries must NOT be made before 08:00 on Sunday 23 January 2022.

You can find out more about shipping instructions, place a delivery order, or see more preferred partners, by using the section on [Customer Centre](#).

### Damage to Venue

Damage caused to the fabric of the exhibition building by an exhibitor/contractor will be charged by the venue via Informa Markets. Under no circumstances should an exhibitor/contractor attempt to repair any damages caused. A fine will be imposed equivalent to the quote Informa Markets receives from the venue managers to restore their property.

### Demonstrations & Machinery

All types of demonstration (e.g. the operation of machines, video and film shows etc.) require advance notification and the written consent of Informa Markets. These must be included and submitted via the [on-stand activities form](#).

The organisers are entitled to restrict or prohibit such demonstrations if they interfere with the exhibition, even if consent has been given at past events.

Musical reproduction using radio, CD or DVD and acoustic advertising requires authorisation and must not disturb neighbouring exhibitors.

Following copyright regulations, exhibitors must obtain the relevant licenses and permissions before the beginning of the exhibition.

All demonstrations must be carried out following health and safety regulations and must not constitute a fire or safety hazard to the demonstrator or audience.

Full details must be submitted using the on-stand activities form (together with a risk assessment in the case of moving demonstrations) to the organisers at least 30 days before the event. The organisers reserve the right to stop working demonstrations on-site if they in any way pose a threat to exhibitors or visitors or disturb neighbouring stands. For more information and permission please contact the organisers.

### Disabled Access & Facilities

Dubai World Trade Center is fully accessible by wheelchair, including all exhibition halls, meeting rooms and public areas.

All toilets including disabled toilets are located on the ground floor and above halls 6, 7 and 8.

There are disabled parking bays, please ask the car parking attendants for further information.

For additional information about disabled facilities, such as renting wheelchairs or powered wheelchairs and scooters, and for a full accessibility map, please contact [ah.customerservice@informa.com](mailto:ah.customerservice@informa.com).

### Distribution of Material

All exhibitors are advised that unless they have a contractual agreement with the event organisers, all promotional activity is restricted to the limits of their stand. For details of other opportunities available in the halls, please contact [ah.customerservice@informa.com](mailto:ah.customerservice@informa.com)

Under no circumstances must activities spill into gangways – this includes the use of promotional staff or characters.

If you are approached on your stand by unwanted visitors trying to sell products, please take a business card and inform the organisers at the InfoHub immediately so that appropriate action can be taken.

### Electrical Regulations

For safety and liability reasons, the installation of electrical power onto stands may only be undertaken by General service contractor, who will ensure that all connections are verified as safe before use.

Exhibitors/Contractors are required to provide their own extension leads, adaptors and power tools. All electrical equipment must be tested by a qualified electrician, including insulation and earth bonding tests, and clearly labelled with inspection labels. Due diligence must always be taken by the exhibitor/contractor and their qualified electrician. All power tools must be battery operated or 230 volts / 50hz or lower. Exhibitors/Contractors are responsible for electrical equipment to be properly wired and suitable to use within the venue.

The organisers reserve the right to inspect, test and remove any electrical equipment which appears defective or has inadequate evidence of electrical inspection. Such inspection costs will be charged to the exhibitor. As electricity supply is pulled from the venue floor to exhibitor stands, it is not possible to install or alter mains connections after stand construction has commenced. Stand power will be switched on 1 hour before the exhibition opens and off 30 minutes after it closes. If power is required outside these periods, including 24-hour power, please contact the General Service Contractor. Please note, additional charges will apply. Exhibitors/Contractors must order a sufficient number of sockets to prevent overloading.

### Entertainment on Stand

#### Late-night entertaining

If you plan to hold a drinks reception on your stand after the closing time of the show please email [ah.customerservice@informa.com](mailto:ah.customerservice@informa.com) with details including date, timings and the numbers involved. Arrangements should be made with security, lighting and stand power, and additional costs may be incurred. All stand catering must be ordered via Eventplus.

### First Aid

First aid facilities will be available at all times during the show including during the stand build-up and breakdown periods. First aid care can be found by contacting the organisers or by asking your nearest security guard.

### Florists

Should you wish to order any floral displays or plants, please place your order with our recommended provider Blooms; Tel: + 971 50 451 7286; email: [blooms@emirates.net.ae](mailto:blooms@emirates.net.ae)

### Floor Loading

The floor loading capacity in the exhibition halls is as follows:

Za'abeel Halls 1 – 6 – 5000 kg per m<sup>2</sup>  
Exhibition Halls 1-8 - 5000 kg per m<sup>2</sup>  
Sheikh Saeed 1 – 3 – 5000 kg per m<sup>2</sup>  
Trade Centre Arena – 5000 kg per m<sup>2</sup>  
Sheikh Maktoum - 5000 kg per m<sup>2</sup>  
Sheikh Rashid - 1500 kg per m<sup>2</sup>  
Sheikh Maktoum / Sheikh Rashid Link - 4000 kg per m<sup>2</sup>

Concourse stands – 1500kg per m<sup>2</sup> (requires protection from the marble)

### Forklifts

Exhibitors and contractors are not permitted to use their company's forklifts within the hall.

Our on-site logistics supplier is GT Exhibitions. It can help with all your transport and lifting requirements. Please contact them directly using the details below or via their [online website](#)

Supplier Name: GT Exhibitions ME

Address: Office RO23A, Concourse 1, Hall 1, Dubai World Trade Center, P O Box 34910, Dubai, United Arab Emirates

Tel: + 9714 3213235

Email: [mattcross@gtexhibitions.com](mailto:mattcross@gtexhibitions.com) & [bethmadrid@gtexhibitions.com](mailto:bethmadrid@gtexhibitions.com)

To aid safer working practices, there will be no forklifts operating in the halls during the initial stages of breakdown until it is deemed safe by the organisers to do so. This is to ensure the safety of all those attending the exhibition.

### Gangways

Emergency gangways **MUST** be kept clear at all times and anything left in any gangway will be deemed as rubbish by the cleaners and removed. Please ensure that your contractors are briefed on this matter.

Also, please ensure you do not book your delivery or offloading with GT Exhibitions until your stand is ready to be built or taken down

### Insurance

The exhibitor is fully responsible for obtaining comprehensive insurance protection for their exhibits, display materials, personal property and staff personnel. The cover should be against all risks both in transit to/from, and on location at the exhibition for the entire show period.

Informa Markets provides an indemnity under contract as part of the terms and conditions that Exhibitors are party to. If you have not signed a formal Informa Markets contract including insurance, you will not be covered by this agreement and no indemnity will be available. In this circumstance you must provide a copy of your insurance policy and be insured for Public Liability to a minimum level of £2,000,000 or €2,500,000 or \$3,000,000.

Any loss or damage that may occur during the show should immediately be notified to the organisers and security on-site. Please note that exhibitor contracts do not cover stand contractors and any subsequent sub-contractors, and as such contractors are now required to submit proof that they have adequate insurance cover.

Any questions relating to insurance and details of Informa's insurance policy should be directed to [insurance@informa.com](mailto:insurance@informa.com).

### Late Working

All contractors and exhibitors are reminded that they must design their stand to ensure it can be completed and dismantled within the published stand build-up and breakdown times.

Working outside of these times is not permitted.

### Organisers Location

During the show timetabled hours, the organisers and official suppliers can be contacted via the InfoHub, located at the venue

### Parking

Arab Health 2021 has a car park which will be available for exhibitors, sponsors and visitors and operate on a first-come, first-served basis, except for disabled parking. DWTC has an exhibitor parking package available which can be accessed via the DWTC Portal.

### Public Address System

The public address system is for use by the organisers and authorities only. During the open period, only official and emergency messages will be broadcast.

### Photography & Filming

To avoid unnecessary canvassing of exhibitors and exhibition attendees, an official photographer has been appointed to undertake all photography for the show. No other photographers will be allowed into the hall without prior written consent from Informa Markets.

If you wish to have a time-lapse, photo or video shoot on your stand, you must complete a form and provide further information that can be obtained from [ah.customerservice@informa.com](mailto:ah.customerservice@informa.com). This should be submitted to the operations team at least four weeks before the stand build-up, and please note that special filming permissions from the local authorities may be required. Please check your country's policy.

### Risk Assessment

Shell scheme exhibitors must complete a risk assessment which covers the activities taking place on the stand during the open period of the event. This does not need to be sent to us, although you must be able to produce it on-site if asked.

Space-only exhibitors must submit a detailed construction phase plan, risk assessment and stand build method statement to Informa Markets Technical Team. Contact them for further help and advice

### Security

Stands must not be left unattended at any time. While every precaution is taken to ensure the safety and security of personnel and equipment while the premises are patrolled, we cannot accept liability for any injury, loss, damage or any consequential losses of personnel and property. We strongly recommend that any valuable items be kept under constant supervision and removed each evening.

General security for the exhibition will operate 24 hours and is controlled by the organisers in conjunction with Eventplus. Exhibitors removing materials and stands during the show opening times must have a signed and stamped letter of authorisation from the organisers, detailing the items to be removed. Exhibitors that require access to their stands outside the normal hours of the stand build-up, open times or breakdown of the exhibition must request permission from the organisers.

To order security for your stand please contact DWTC Eventplus.



### Smoking Policy

Smoking/vaping is prohibited in the exhibition areas, but ashtrays/trash units are supplied in external designated areas.

### Sound Levels

The limitations of noise levels at the venues must follow local authority legal requirements. If these are exceeded, exhibitors are subject to a fine. Reasonable noise levels are considered as a maximum 80

Any excessive noise that forms a part of an activity at the venue must be advised two weeks in advance of the event so that suitable measures can be taken to protect staff from the potential harm of excessive noise.

### Special Effects

All special effects must be treated as special risks and are subject to strict controls following a risk assessment and the appropriate legal and venue requirements. Further information can be obtained by contacting [Ah.customerservice@informa.com](mailto:Ah.customerservice@informa.com). Details must be submitted via the on-stand activities form.

Smoke generators and pyrotechnics are not allowed. Low-powered lasers may be used, subject to approval, and they must always project to a surface within the stand perimeter. At no point should it be possible for the laser beam to reach the human eye, either directly, or via reflection or refraction. The operation of laser systems is subject to approval, and DWTC, Informa Markets, must be notified in writing via the [on-stand activities form](#) of the use of such devices at least six weeks before the start of the stand build-up period.

### Storage

No excess stock, literature or packing cases may be stored around or behind your stand, due to the materials being a fire risk. If you require on-site storage, a place to store empty cartons, boxes, literature etc please contact GT Exhibitions, who will collect these from your stand, store them and redeliver them during the breakdown period.

Please email GT Exhibitions for further information. Alternatively, please accommodate a storage area within your stand design.

### Sustainability

We are continuously looking for opportunities to improve our impact- environmentally, socially and economically. To find out what you can do as an exhibitor to help us deliver a more sustainable event, please see our exhibitor [sustainability checklist](#).

### Temporary Stand Staff

All temporary staff must have a valid work permit when working at a show, failing to provide a permit upon random spot checks by local authorities will result in a penalty. It is your responsibility to ensure your staff have the required documentation, we recommend using the official temporary staff agency who are aware of the local legislation.

All temporary stand staff must have an exhibitor badge, please complete their details on the badge form.

### Traffic Regulations

Heavy vehicles weighing above 2.5 tonnes will be subjected to the following road restrictions between the hours of:



Please note that Sheikh Zayed Road (SZR) is open for Heavy vehicles from 22:00hrs to 06:00hrs ONLY. Anyone found violating these rules will be fined, AED 1000.00 and will have their vehicles impounded for 7 days.

## Vehicles

### Forklifts

In the interests of safety, only vehicles from GT Exhibitions are allowed in the exhibition halls at any time. All forklifts should be secured when not in use to prevent unauthorised use. In particular, keys must be removed when not attended.

### Other vehicles

No vans, trucks or cars will be allowed in the hall at any time.

### Vehicles for Display

Vehicles may not be displayed without written permission via the on-stand activities form. They must always be treated as a special risk and advice and permissions should be sought from Informa Markets. The vehicle must be made safe from risks of fire, fuel leakage and unauthorised use.

Motor vehicles used in stands must have minimum fuel, just enough to enter and leave the exhibition venue at the end of the event. Also, batteries have to remain disconnected while vehicles are in the stand. Vehicles must have passed an MOT inspection or exhibitors must submit the corresponding certification from the country of origin.

If you're considering including a motor vehicle on your stand, include in your stand design and submit details via the [on-stand activities form](#).

## Venue

Please ensure you label your deliveries accordingly to:

Arab health Exhibition and Congress 2022

Halls (Please insert your hall location)

Stand Number (Please insert your stand number)

Dubai World Trade Centre (DWTC)

P.O. Box 9292,

Dubai, United Arab Emirates

## Visas

Some shows may require attendees to obtain an official invitation from the organisers in case your citizenship requires you to obtain a visa to visit United Arab Emirates.

The organisers are not in a position to sponsor VISA applications. However, we can send a letter of participation to help your VISA process, please request via [Customer Centre](#). Visa application is subject to local country rules and regulations, Informa Markets cannot be held responsible for any miscommunication or changes.

### Wireless Internet

Arab Health 2022 and DWTC has complimentary wireless internet services for basic browsing. If you require internet to support you exhibiting, additional services should be ordered with DWTC Eventplus

### Water & Waste piped services

Water and waste piping is available in certain areas of the hall only. If you require any piped services, please contact the General Service Contractor and supply a technical drawing to indicate where you require them. We cannot be held accountable for piped services being available at your stand location, this varies at each venue.

### Water Features

Water features which can come into contact with humans and/or create mists and sprays, such as fountains and spa baths, must be treated against the risk of spreading waterborne diseases. Of particular concern are the bacteria which cause Legionnaire's disease. Any such feature is considered a special risk requiring a separate risk assessment detailing how the risk is controlled through temperature control, water treatment and regular documented testing. Water treatment is a complex process and if you are considering using water as part of your stand display, we would strongly recommend employing an expert in water treatment and testing.

Approval from the organisers will be required for this activity and an [on-stand activity form](#) must be completed along with the additional risk assessment in the forms section.

### Waste Disposal

Waste materials should never be left on-site. Exhibitors are responsible for ensuring everything is removed at the end of the show. This includes any waste left by your appointed contractor and all stand fitting materials, such as graphics, flooring, carpet/carpet tape, packaging materials and excess literature, both during the stand build-up and breakdown periods.

Waste removal is not free of charge and services should be pre-ordered in advance from DWTC.

General waste bins and skips are not provided within the halls. It is strongly recommended that you read the information on cleaning and waste within the venue regulations to ensure you have booked the required services - waste removal is significantly cheaper when ordered in advance.

Products, installations and stand materials that are not removed within the published time limits or are disposed of in an unauthorised way at the venue, will incur a waste disposal fee charged directly to the exhibitor to cover the cost of the appropriate disposal.