



Arab Health Show 2021 FAQ AND SHOW INFORMATION

TRANSPORTATION & VENUE ACCESS

How many badges will I receive and how to do I obtain them?

Where do I get my badge?

All badges will need to be printed prior to arrival. You can also have the badge on your phone. There will be self service scanning of badges for entry and exit.

I don't have the barcode email printed. I lost my barcode.

Please log into your [Informa Customer Care Center](#), go to Exhibitor Badges (click on the green box at the bottom of the page). This will bring you to Visit Connect. Click the Actions, Print Vouchers OR use the Visit Connect app

BADGE ALLOCATION	
STAND SIZE	NO. BADGES
less than 20 sqm	7
20 - 40 sqm	14
40 - 60 sqm	21
60 - 80 sqm	28
80 - 100 sqm	35
100 - 200 sqm	60
200 - 300 sqm	80
Over 300 sqm	100

Is there a shuttle service available? No. Metro & Taxi services only.

Where is Taxis Stand? next to the Ibis hotel. Walk past the hotel and cross the road – you will see the taxi stand in front of you.

Where is Public Bus Stop? Arena Plaza valet. See map below

Metro Information <http://www.dubaimetro.eu/>

Metro stop is Station #22, **World Trade Centre**

Red Line within Zone 5.

Trains run every 7 minutes to all major business, tourist, and residential areas and with options such as Park and Ride or feeder buses connecting neighborhoods to the metro.

Station Hours: Red Line	Green Line
Thursday – 5:30am to 1:00am	Thursday – 5:00am to 1:00am
Friday – 10:00am to 1:00am	Friday – 10:00am to 1:00am
Saturday to Wednesday – 5:30am to 12:00 (midnight)	Saturday to Wednesday – 5:50am to 12:00 (midnight)

Car Parks

Car Parks 1A, 1B & 1C are free of charge and located off 312th Road, close to the Convention Gate / Novotel entrance. There is additional parking near the Za'abeel Hall entrance. Car parks are available for Exhibitors, Sponsors and Visitors and operate on a first-come, first-served basis. DWTC has an exhibitor parking package available which can be accessed via the DWTC Portal.

There are two Multi-Story Car Parks which have a nominal parking fee per hour: (1) behind Sheikh Rashid Hall / Sheikh Maktoum Hall and (2) next to Sheikh Rashid Tower (close to Hall 1). Vehicles are not allowed to park overnight. Any vehicle left overnight will incur a penalty fee and DWTC reserves the right to remove all vehicles remaining in the car park after the permitted 24-hour period.

[Click here](#) to see a Map with locations of the garages as well as indication of free parking, paid parking, and valet parking.

A parking token is issued on arrival and must be submitted for payment on departure. A lost parking token will be charged in addition to the respective hourly parking charges, and is not refundable.

Handicapped Parking

There are multiple handicapped parking areas around the Dubai World Trade. Please ask the Car Parking attendants for further information.

Wheelchair Rental: Convention Gate / Hall 1 & EMS. For powered wheelchairs and scooters, and a full accessibility map, please contact the Operations Team.



BUILD-UP DATES

Friday, June 18, 2021 8:00am – 10:00pm Access to Space Only Contractors

Saturday, June 19, 2021 8:00am – 10:00pm Access to Space Only Contractors
2:00pm – 10:00pm Access to all exhibitors

Sunday, June 20, 2021 8:00am – 10:00pm Access to Space Only contractors and all exhibitors

- * All stand construction must be completed by 6:00pm on Sunday, June 20, 2021.
- * All stand dressing and exhibit set up must be completed by 10:00pm on Sunday, June 20, 2021.

DISMANTLE DATES

Thursday, June 24, 2021 5:30pm – 9:00pm Dismantling of Stands

Friday, June 25, 2021 12:01am – 1:00pm Dismantling of Stands & Clearing of Hall

Saturday, June 26, 2021 0:01am -3:00pm- Dismantling of Stands & Clearing of Hall

Exhibits cannot be removed or dismantled before 5:30pm, or once the halls are clear of ALL visitors. Anyone found dismantling or packing their stand before the show closes at 5:00pm, may incur a fine.

What badges can I use during Build-Up and Dismantle? exhibitor badge or contractor badge

Is there a safety dress code during build-up?

Yes! You must wear safety vest and steel toe boots.



Will there be food available onsite during Build-Up and Dismantle? Yes [click here](#).

SHOW INFORMATION

Admission Hours

	Mon June 21st	Tues June 22nd	Wed June 23rd	Thurs June 24th
	Show Days			
Exhibitors	8:00am – 6:30pm	9:00am – 6:30pm	9:00am – 6:30pm	9:00am – 9:00pm
Visitors	10:00am – 6:00pm	10:00am – 6:00pm	10:00am – 6:00pm	10:00am – 5:00pm

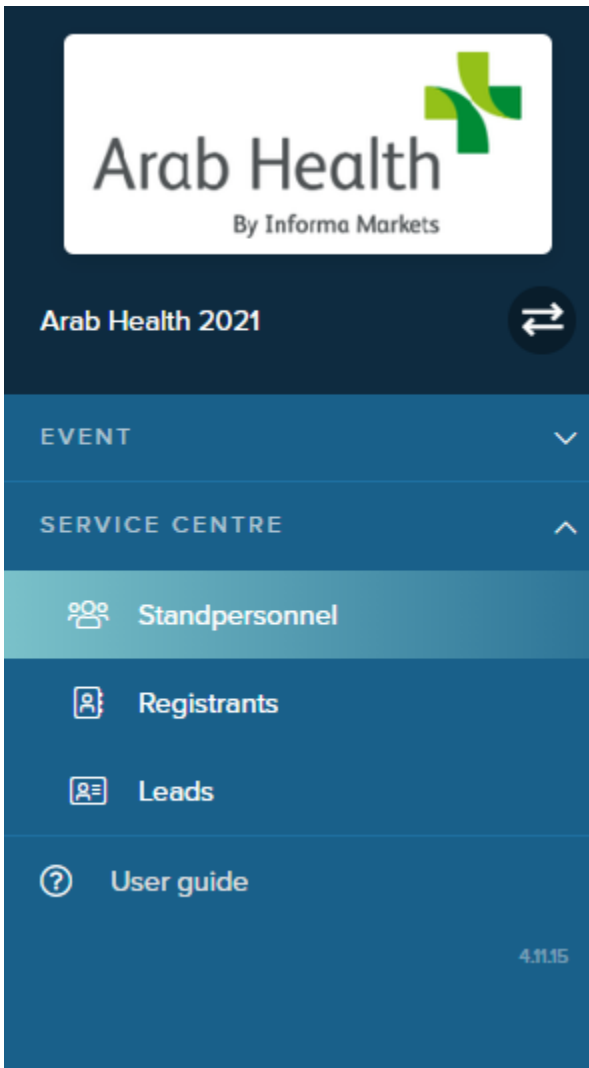
SCHEDULE OF EVENTS

dress code: Business Smart. Wear something comfortable and appropriate for the warm hot weather. Venue has AC so bring a jacket or cardigan. It is suggested that women should cover their shoulders and body down to the knees.

Organizer’s Office location: on concourse by the entrance to Hall 4.

Is there Lead Retrieval? What are the prices?

Lead Retrieval will be provided through the Visit Connect App:



VENUE

VENUE ADDRESS:

Dubai World Trade Centre (DWTC)
P.O. Box 9292,
Dubai, United Arab Emirates
View Location on a [map here](#).

Is dining available onsite?

There are a number of cafés and restaurants located throughout the Dubai World Trade Centre and the two adjacent hotels. To see a complete list of the onsite cafés and restaurants please [click here](#). There will also be a number of cafés for light refreshments available in the concourse.

What services are offered in the USA Partnership Pavilion?

The Grab and Go Cafe located in stand **#H1.D39**, will be open during show hours and is reserved exclusively for exhibitors and their guests. It is not open to the public and all exhibitors are required to wear a U.S. Pavilion lanyard or U.S. Pavilion access sticker to enter the Grab and Go Cafe

Here, we will offer:

- Complimentary refreshments

- Coffee, hot tea, and a selection of cold beverages
- Welcome desk (H1.D39)

What other points of interest are onsite?

The Arab Health press office will be located in Al Ain C, above Hall 3. The facilities made available to accredited media include laptops, internet, printer, fax machine, refreshments, as well as the latest news from the exhibition and congress.

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

- Emirates NBD Bank, located on the concourse between Hall 3 & 4, OR adjacent to Sheikh Maktoum Hall, opposite Hall 8
- Emirates NBD Bank, located on the concourse, 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
- A Business Centre is located next to the Hall 3 entrance on the concourse and is called Spectrum Printing Press. Hours of operation are from 8:30am to 7:30pm.
- FEDEX is based between halls 3 & 4. Their hours are 8:00am – 7:00pm Sunday to Thursday. They are closed Friday and Saturday.
- A lost and found area is located on level 1, above Hall 8, in which items are stored for safekeeping until reasonable proof of ownership is presented at the collection point. The lost and found office operates 24 hours, 7 days a week and can be contacted on: Tel: +971 (0)4 306 4600.
- Gift shops, cafes & pharmacies are located along the concourse outside of each hall.

Is WiFi available?

The complex offers WiFi as a paid business service. You can also visit the U.S. Pavilion WiFi lounge located in stands **#H1.D39**

Which security measures are in place?

While every precaution is taken to ensure the safety and security of personnel and equipment and whilst the premises are patrolled, we cannot accept any responsibility whatsoever for any injury, loss, damage or any consequential losses which may befall on your personnel and their property.

24-hour general security for the Exhibition will be controlled by the Organizers in conjunction with the Dubai International Convention & Exhibition Centre. We strongly recommend that any valuable items be kept under constant supervision and removed each evening. Stands should not be left unattended at any time. Small / attractive items should be kept under constant supervision and removed each evening.

Fines and imprisonment may result if the police find security guards stationed on your stand and they are not supplied by DWTC.

What do I do in an emergency?

The following facilities are available during the period of build-up, exhibition opening hours, and dismantle:

- EMS / First Aid Centre is located between Halls 4 & 5.
- An Ambulance Service will be called in by EMS (Emergency Medical Services) upon need.
- A pharmacy is located adjacent to Hall 6.

Please note the phone number for EMS / the First Aid Centre is + 971 4 306 4040 and internally the extension will be 4040.

EVACUATION PLAN

- In case of Emergency follow the direction given
- Be aware of the Venue assembly areas
- Identify the emergency escape route options
- Ensure aisles and emergency exits are kept clear
- Upon hearing the alarm, stay calm and follow security guidance
- If a fire is discovered, inform Security immediately
- Call for medical assistance, when required

