

# **EXHIBITORS MANUAL**

**A guideline for conference related exhibitions  
at Megaron Athens International Conference Centre  
(MAICC)**

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## Contents

General Guidelines for Exhibitions at MAICC .....	page 3
Glossary.....	page 3
Floor Plan Approval Process .....	page 4
Deliveries – Exhibitions .....	page 4
Storage-Exhibitions-Organisers/Contractors .....	page 5
Loading Dock.....	page 6
General Access Guidelines .....	page 6
Power Connection and Consumption .....	page 6
Stand Catering Regulations.....	page 7
Cleaning for Exhibitions.....	page 7
Stand Construction Regulations .....	page 7
Fire Resistance Standards for Construction & Display Materials.....	page 8
Raised Floors, Stairs and Ramps within Exhibits .....	page 9
Machinery within Exhibits .....	page 9
Equipment Weight .....	page 9
Dangerous and Noxious Substances .....	page 9
Dangerous Goods.....	page 10
Hazardous Substances .....	page 10
Insurance .....	page 10
General Regulations .....	page 10
Fire Safety & Emergency Procedures .....	page 11

## General Guidelines for Exhibitions at MAICC

This manual has been designed to assist you, the Organiser, and to ensure that your event experience is of the highest possible standard.

It is the Organisers responsibility to inform all third party companies and exhibitors of the regulations of the Centre, as detailed in this manual and to ensure their compliance.

## Glossary

“**Organiser**” means the Organiser named in the contract and includes any permitted assignees, executor, or administrator in title of the Organiser.

“**Centre**” means the Megaron Athens International Conference Centre and all the spaces, fixtures and fittings owned by the Centre.

“**Base Floor Plans**” mean those plans and templates provided by the Centre to the Organiser

“**Event**” means the meeting, conference, exhibition, function or other event for which the area is to be used as specified in the contract.

“**Event Organiser**” means the person or persons representing the Centre in the organization of your Event

### **Floor Plan Approval Process**

Base Floor plans of the Centre's facilities will be provided by the Centre to the Organiser. Only these plans can be used and are acceptable for the marking out of exhibitions by the Organiser.

Floor plans must be provided for all exhibitions, special constructions, builds and entrance features. It is the organiser's responsibility to ensure that floor plans are submitted for agreement by the Centre.

Floor plans submitted to the Centre by an external contractor or agent must also utilise these base plans. Floor plans using non-provided templates will not be accepted. This will ensure accuracy and consistency across all events. Floor plans are available from your Event Manager.

Floor plans should be submitted to the Centre as early as possible, taking into account the size of the exhibition and allowing sufficient time for modifications that may be requested by the Centre.

Permission will not be granted for the commencement of build-up until the Centre has given approval for the final floor plans.

Floor plans should include per stand detail relating to height, width, length and depth of the construction.

All emergency exits, fire equipment points and disabled access ramps must be left clear and unobstructed

Access "corridors" for the circulation of delegates in exhibition areas must be a minimum of 2.5m wide

The entrance to the Lilian Voudouri Music Library (Muses Foyer) must be left clear and unobstructed

All entrances to the Centre must be left clear and unobstructed

### **Deliveries - Exhibitions**

The Megaron Athens International Conference Centre will not accept delivery of any goods on behalf of exhibitors, nor will there be any responsibility taken for the safety of any such items delivered to the site in the absence of the exhibitor.

Deliveries are not permitted before the contracted tenancy time for the event.

For deliveries outside the Centre's operational hours, clearance must be obtained from the organiser and the Centre.

For deliveries during the exhibition's operational hours, clearance must be obtained from the organizer in cooperation with the Centre. A suitable access time must be arranged, as loading dock access is limited. A representative from the receiving company must be present to receive the delivery and should there be any delivery charge payable either at the time of delivery or post delivery, this must be settled by the receiving company.

On set-up and dismantling days (and event days if also applicable), it is the organiser's responsibility to provide detailed data for trucks/vehicles entering the garage for unloading/loading purposes.

This data should include:

- Truck/vehicle size
- Registration Plate Number
- Name of Driver
- Dates and times for entry

Please note that large trucks will need to enter Kokkali street from Vass Sofias Avenue only  
Please advise the Centre in this case and separate instructions will be provided.

To assist in the smooth delivery of goods to an event or stand, all exhibitor deliveries must be addressed as follows:

Megaron Athens International Conference Centre  
Vass. Sofias Ave & Kokkali St 1  
115 21  
Athens

Event Name  
Date of Event  
Room / Hall Name  
Stand / Company Name  
Stand Number  
Stand Contact Name  
Stand Contact Mobile Number  
Description of Items  
Number of Item / Total Number of Items

Where individual stands incorporate a storage area for the dispensing of product or information material, only sufficient material is to be stored on the stand for short-term use.

The dismantling of exhibitions cannot begin until the conference finishes as this would cause security problems. Neither can any trucks enter before the end of the conference unless special permission is granted exceptionally.

### **Storage – Exhibitions – Organisers / Contractors**

There is no contractor storage over the operational days of an event. Any storage requirements for materials to be distributed on stands must be incorporated into the stand design.

This applies to carpet, shell scheme and stand building equipment, storage boxes and crates, trussing and rigging equipment, electrical equipment, plumbing equipment, trolleys, pallet jacks, site desks, ladders, scaffolding, cleaning machines, road cases, and any items for distribution on the stand.

All contractor equipment must be removed from the loading dock. Contractor equipment remaining on the loading dock will be deemed as waste material and disposed of in a safe manner.

### **Loading Dock**

The loading dock access is from Kokkali Street, via the ramp to the Car Park

The Centre accepts no responsibility for the safety of vehicles and their contents within Centre premises.

### **General Access Guidelines**

It is the Organiser's responsibility to ensure that exhibitors and contractors are made aware that:

- Names of persons entering and circulating within the Centre for the purposes of organizing any aspect of an Event must be provided to the Centre. The Centre will provide individually named access passes, which must be in the possession of such persons whilst they are in the Centre. Access to the Centre will not be permitted without these passes for security reasons.
- It is a condition of entry to all persons who require access to the loading docks that vehicles, equipment and personal belongings, i.e., bags etc may be randomly searched by Centre Security staff upon entering and exiting the loading docks.
- Upon request, all drivers of vehicles who require access to the loading docks must present their drivers licence to Centre Security staff to verify their identity.
- Vehicles requiring access to the loading dock must have prior agreement from the Centre and must have provided accurate vehicle registration plate number.
- Any person wishing to gain access to the Conference Centre outside the scheduled hours should notify the Centre through the organiser at least twenty four (24) hours in advance.
- There is no parking available to contractors or exhibitors on the loading dock during the move-in, operation and move-out of an exhibition
- Access into the exhibition halls and Convention Centre for build-up and / or breakdown will be via the loading dock only, unless permission has been granted by Centre management. Under no circumstances should event equipment be moved in or out via front-of-house areas.
- The Megaron Athens International Conference Centre full time security staff are responsible for allowing access from the loading dock to the halls.
- By law, the Centre is required to maintain clear access for egress from all emergency exit doors leading onto the loading docks.

### **Power Connection and Consumption**

All electrical power connections to the Centre's electrical power distribution system must be carried out by certified electrical contractors

Power irregularities beyond the control of the Centre have been known to occur. It is mandatory that equipment sensitive to supply fluctuations be protected with appropriate surge protection equipment.

With regard to power connection and consumption, it is the organiser's responsibility to:

- Submit preliminary drawings of the electrical layout to the Centre two (2) weeks prior to the installation date. These drawings must be supplied via e-mail and must contain proposed connection and load requirements.
- Advise the Centre of any exhibitors with excessive power requirements, in order that access to larger capacities can be arranged.
- Provide all cables, plugs and connectors leading from and to the Centre's outlets.
- Ensure that any electrical boxes or junctions are protectively housed, in order to avoid any electrical hazard.

- Ensure all cabling is safely secured (i.e. using protective cable channels), in order to avoid any electrical hazard and to ensure the safe circulation of delegates, avoiding any trip hazard.

Wherever it is necessary to secure any cabling or cable channels to the Centre's own floors ( i.e. with double sided tape, gaffer tape, electrical tape etc), it should be done in such a way as to avoid leaving any adhesive residue on the Centre's flooring (i.e. by using paper masking tape underneath the adhesive tapes indicated above).

The Centre will ask the Organiser to correct any such protective measures above should it be deemed that they have not been correctly followed.

### **Stand Catering Regulations**

- The appointed caterer, advised to the Centre, will have sole rights for the distribution of any article of food or drink for consumption on site.
- Only with written approval from the Centre will exhibitors be allowed to distribute or give away samples and items of food and drink that is not supplied by the appointed caterer.

### **Cleaning for Exhibitions**

With regard to cleaning during exhibitions, it is the organiser's responsibility to:

- Forward to the Event Manager a floor plan and move-in, move-out and operational hours of the event for the preparation of a detailed cleaning quotation if required. The floor plan should detail whether the exhibition has shell scheme and / or custom-built stands.
- Pay for, as an additional cost, cleaning not included under rental fees as below and ensure the following:
  - Removal and dumping of bulk rubbish on-site (compactors) or off-site (rubbish tip).
  - Ensure all rubbish is placed in the aisles for disposal by the Centre's WES staff.
  - Ensure no item is affixed to the Megaron Athens International Conference Centre walls, doors, glass, floors etc. Any infractions will create a removal, cleaning and / or resurfacing cost to the organizer
  - Ensure all exhibitors and contractors remove materials, e.g., bricks, timber, sand, metal frames etc, from the site. Any materials left will be disposed of at the organiser's expense.
  - Ensure that contractors clean paint brushes in the appropriate location and paint waste is removed off-site.

The cleaning of the flooring of each stand is not included under rental fees and needs to be ordered in advance. Also, the clean charges will be undertaken by the Organiser only.

### **Stand Construction Regulations**

All temporary structures, including stands, must be structurally sound. Structures deemed unstable must be modified or removed from the exhibition at the organizers expense. Structures 2.4 metres or more in height may require certification by an engineer.

The execution of welding works or any other similar activities, including the use of tools incorporating flame or high heat is prohibited in the Centre.

Stand plans should be sent directly to your Event Manager who will coordinate the appraisal process and provide written agreement to the Organiser. Following final agreement on the floor plans and stand detail, the Centre reserves the right to:

- Request changes to the stand during the set-up process, if the agreed plans have not been adhered to, for reasons of public safety.
- Request changes to the stand construction, once plans have been agreed, in the case that the Centre deems it necessary, for reasons of public safety and the safety of the stand construction team
- In the case that these changes do not take place, the Centre reserves the right not to allow the stand to be erected and to be operational.

Suitable and adequate drop sheets must be used when painting custom stands and displays. Items required to be placed on exiting marble floors during set-up/dismantling periods should be stored on corrugated paper or other means of soft sub flooring. Other display materials must be positioned on suitable protection sheets.

For move-in and move-out of constructions, trolleys and other items which are not hand carried, the Centre requires the Organiser to lay temporary access runs of corrugated cardboard, carpet or similar material to protect the marble and/or wooden floors.

The Centre does not provide trolleys, forklifts and other equipment for the transportation of the stand and stand materials. It is the Organizers responsibility to provide any such moving in/out equipment.

Each exhibitor stand must be constructed on top of carpet or other fully protective flooring laid onto the Centre's wooden or marble floors. Wherever it is necessary to secure any carpet or protective flooring to the Centre's own floors ( i.e. with double sided tape, gaffer etc.) it should be done in such a way as to avoid leaving any adhesive residue on the Centre's flooring (i.e. by using paper masking tape underneath the adhesive tapes indicated as above).

To ensure that all exhibitors experience a speedy departure, the Centre requests that all goods and exhibition materials are packed ready to be loaded before vehicles are brought to the loading docks.

#### **Fire Resistance Standards for Construction & Display Materials**

All materials used for stand construction or display should be fireproof and non-combustible, meaning materials that conform to the standards laid out in either the Greek Fire Safety Regulations categories 0 or 1 or 2 [www.fireservice.gr](http://www.fireservice.gr), or the equivalent German regulations categories A1 or A2 or B1 [www.din.de](http://www.din.de), or the equivalent American NFPA regulations categories A or B [www.nfpa.org](http://www.nfpa.org).



### **Raised Floors, Stairs and Ramps within Exhibits**

The following regulations are essential to reduce the frequency of slip and trip incidences. General regulations relating to raised floors and ramped edges are as follows:

- All raised floor sections must be clearly distinguishable from areas of the surrounding floor space.
- All raised floor sections or ramped edges must not contain sharp or dangerous edges and must not cause a trip hazard.
- Ramped edges should be of non-slip construction or coated with a non-slip finish.
- Thin decorative flooring such as carpet, vinyl, matting, wood or the like, must have the edges taped down or firmly secured, and must not be deemed to cause a trip hazard.
- Permission must be granted by Centre management before installation of landscape style flooring such as bark, pebbles, dirt, railway sleepers and other loose materials. This type of flooring must be steady under foot and must not be deemed to cause a trip hazard. Further regulations apply to the installation and removal of these materials from the venue floor.
- The mix of ramped and square edges on any raised area must be kept to an absolute minimum. If a ramp is installed, it must be clearly distinguishable from the remainder of the raised floor surrounding it. To reduce the risk of trip hazards, a handrail, block-off panel or suitable barrier of 900mm minimum in height must be installed.

### **Machinery within Exhibits**

Machinery or equipment likely to jeopardise the health or safety of any person is prohibited.

Sensitive equipment, especially with variable speed drives, may cause nuisance tripping of Residual Current Devices (RCDs). Therefore, prior notice is required with all relevant technical specifications.

All machinery should be fitted with guarding, fencing, immobilisation locks etc, to ensure a safe environment for staff and visitors. Signage above the machine is not acceptable as a protective method.

Any person operating equipment or machinery during an exhibition must be the current holder of the relevant certificate or licence, as required by law, to operate such equipment.

### **Equipment Weight**

Maximum weight for equipment is 500 kg/m<sup>2</sup>. For any piece of equipment, display, vehicle or machinery weighing over this amount and to be transported and or displayed inside the Centre, prior written approval is required from the Centre. Full details of the display item must be submitted in writing, along with a scale drawing, outlining dimensions and specifications.

### **Dangerous and Noxious Substances**

Centre management will request the removal of any dangerous goods or hazardous substances that have not been approved for use at the Centre, or if they are being misused.

### **Dangerous Goods**

No dangerous goods are to be brought onto the premises without the formal approval of the Centre.

Prior to approval for the use of any dangerous goods being granted, the Centre will require documentation detailing a justifiable reason for its use and how associated risks will be controlled.

Risk controls need to address transportation, storage and handling.

### **Hazardous Substances**

Centre approval must be obtained if exhibitors wish to use hazardous substances as part of a demonstration.

### **Insurance**

The Organiser is required to take out their own insurance against risks that could be incurred in connection with the exhibition, especially Liability. Coverage for risks relating to Property, Employer Liability and Personal Accident to contractors or staff should also be included. It is advised that exhibitors take out insurance for any losses and wasted expenditures in the event that the exhibition is abandoned or curtailed.

Organisers are reminded that their insurance as above should take effect from the day that goods and exhibits are delivered to the Centre and should remain in effect until all items have been removed.

### **General Regulations**

- Any person under 16 is prohibited from accessing exhibition areas or the loading bay ramp during designated move-in & move-out periods for reasons of safety.
- The consumption of alcohol is strictly forbidden during designated move-in & move-out periods, both on the loading ramp and in designated exhibition areas.
- High visibility vests or high visibility clothing must be worn at all times on the loading bay ramp.
- Smoking is permitted only in certain designated areas of the Centre. Your Event Organiser will provide you with a list of such designated areas.

***The Centre has the right to revise this manual and the obligation to send any revisions to the Organiser.***

**Thank you for your full co-operation.**

## **Fire Safety & Emergency Procedures**

The Megaron Athens International Conference Centre (MAICC) recognizes that it has a responsibility to the health and safety of all persons visiting the venue. In support of this, a comprehensive emergency plan has been implemented to ensure the safety and well being of all the MAICC guests.

The building complies with, and in many aspects exceeds all current statutory requirements in the area of provision for emergencies. The building is equipped with automatic sprinklers, smoke detectors and red fire push-button systems in all areas. These areas have a direct link to the MAICC Control Room which is manned 24 hours a day, 365 days a year.

An Emergency Control Organisation (ECO) has been established to deal with all emergency incidents that may affect the safety and well being of all building occupants. All ECO personnel consist of in-house employees and in the event of an emergency it is requested that everyone follow the directions of the MAICC staff.

All visitors to the MAICC are requested to familiarize themselves with the emergency exits, the assembly area located close to their immediate area and to be conversant with the general emergency evacuation procedure.

Any further enquiries should be directed towards the MAICC staff.

