

Space Only

EXHIBITOR INFORMATION MANUAL



2022
Celebrating
40 YEARS

24 JUNE - 3 JULY
DURBAN EXHIBITION CENTRE



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Welcome to the 2022 East Coast Radio House & Garden Show!

We are so excited to have you as part of our event! Please take the time to read through this entire manual as it has been designed to support you with the ordering of services required for your participation at the show.

Please also complete the relevant **service forms** accordingly, to ensure a smooth build-up. It is a good idea to ensure that the person responsible for co-ordinating your stand reviews the necessary items in the manual and the service order forms as well. **PLEASE NOTE: THE DEADLINE FOR SUBMISSION OF ALL FORMS AND ADDITIONAL ORDERS IS 17 May 2022**

If you have any questions or need assistance with pre-show planning, please feel free to contact a member of the organising team below. Should you have any queries about your stand, or the build-up process please contact **Yogi on 031 303 5941** or **yogi@hgexpo.co.za**.

Thank you again for your support and we look forward to seeing you in June!

A. GENERAL EVENT INFORMATION

1. EVENT TEAM

CONTACT/ROLE	EMAIL ADDRESS	TELEPHONE NUMBER
Cairey Baxter Bruce, Show Director	cairey@hgexpo.co.za	031 303 5941
Annie Peters – Admin Manager	annie@hgexpo.co.za	083 745 4133
Liezle Bothma – Operations Manager	liezle@hgexpo.co.za	083 6596992
Yogi Mohanlall - Show Services	yogi@hgexpo.co.za	064 656 0061
Angela Chatfield - Sales	angela@hgexpo.co.za	083 303 9699
Gill Straker - Sales	gill@hgexpo.co.za	083 775 8957
Christina Wiese - Foodie Fair	christina@hgexpo.co.za	083 611 3508
Priya Govender - Organisers Office	priya@hgexpo.co.za	031 303 5941

2. EVENT VENUE

The event will be held at the Durban Exhibition Centre. Contact details of the venue event coordinator are listed below:

Ncamisile Mlangu - Events Co-ordinator Telephone number: +27 31 360 1369 Email address: Ncamisilem@icc.co.za Website: www.icc.co.za	Durban Exhibition Centre 11 Walnut Road Durban 4000
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Please contact Ncamisile directly for any venue related queries.

3. SHOW CONTRACTORS

Our official show contractor is **Exhibition Stands & Events (ESE)**. Please ensure all additional services are ordered via the service order forms. Late orders will carry a 20% surcharge.

Should you wish to contact ESE directly for any custom design stands, please contact:

CONTACT PERSON	TELEPHONE	EMAIL	WEBSITE
Darren Dunbar Logistics/Admin Manager	+27 31 368 7580	darren@estands.co.za	www.estands.co.za

4. PAYMENT

Please note that all stands must be paid for in full by **Friday 17 June 2022**. Exhibitors will unfortunately not be able to build up their stands or collect exhibitor packs until full payment has been made.

Any additional stand services will only be rendered once full payment has been received. For any payment queries please contact **Annie Peters** - annie@hgexpo.co.za

5. EXHIBITION DATES & SHOW TIMES

Friday 24 June – Sunday 3 July 8am – 9.30am (access to venue for re-stocking)
Show opens at 10h00

SHOW TIMES

Monday – Saturday 10h00 – 21h00
Sunday 10h00 – 20h00

Note: The Hall will be open at 8am each day. Please ensure that stands are manned from this time.

6. EVENT PARKING

NO PARKING WILL BE PERMITTED ON SITE DURING THE SHOW.

Parking options for exhibitors include:

1. Centrum Parking, which will be available –

- Free of charge during build-up and break-down periods.
- At R20 per car, per day during the show days.

Note: Exhibitors will be required to show their exhibitor access wristbands in order to qualify for the above exhibitor parking rates.

2. ICC Parking, which will be available –

- On a paid basis for build-up, show and break-down periods.

7. EXHIBITOR ACCESS CARD ALLOCATION

BUILD-UP ACCESS - WRISTBANDS

- Safety Regulations require that any person entering the venue must register at an access point.
- On registration at the gate, security personnel will issue a wristband.
- All members of staff must wear these wristbands to gain access to site during build-up i.e., 20 – 23 June.
- **These wristbands are only valid for build-up & breakdown.**

SHOW ACCESS – EXHIBITOR ACCESS CARDS

Exhibitors will receive access cards which have to be worn for the duration of the show. **Access cards must be visible at the gates to allow access.** Exhibitor representatives will not be allowed access to site without access cards. Note these cards are registered to a specific person and cannot be swapped amongst staff.

The allocation of Exhibitor access cards is based on stand size, as follows:

6 – 8 sqm	9 sqm	10 – 17 sqm	18 – 35 sqm	36 – 49 sqm	50+ sqm
4 cards	6 cards	8 cards	10 cards	14 cards	18 cards

Please note that Exhibitor access cards must always be visible and access personnel will be authorised to check and validate Exhibitor access cards at any time.

Additional access cards may be purchased via the service order forms or at the Organisers Office on site, at a rate of R130.00 (excluding VAT) per access card.

8. COMPLIMENTARY TICKETS

ALLOCATION

Hall Exhibitors and North Plaza will be allocated complimentary tickets as follows:

15 – any day complimentary tickets.

25 – Monday to Thursday complimentary tickets.

Complimentary tickets will be emailed to you via our new ticket service provider, Howler. These can then be passed on to your clients and guests or printed out for distribution.

Should you require additional complimentary tickets, these will be available for purchase at a discounted price of R60.00 per ticket. Once we receive your request to purchase complimentary tickets a promo code will be sent to you. Tickets can then be purchased via the Howler ticketing system using the promo code which will automatically apply the discount at check out.

9. EVENT TICKET PRICES

Adults:	R100
Pensioners:	R70
Students:	R70
Children:	Free (under 12)

10. STAND GUIDELINES

AREA-ONLY STANDS

- Exhibitors invoiced for the stand area and a DB (electricity supply) only, i.e., no flooring or carpets, walling, lights, or signage.
- All additional services required, including walling, electrics, lighting, carpets, and signage can be ordered via the service order forms.

Exhibitors should please ensure that their stand designers/builders advise them of all additional services required, so Exhibitors can order these in advance via the service order forms.

PACKAGE STAND UPGRADES

In these cases, Exhibitors will be credited for the DB (electricity supply) and will be invoiced for walling (shell scheme or chipboard), electrical fittings (e.g., plug points & LED fluorescent light), silver carpets and signage.

Please note that chipboard can only be pre-ordered via service order forms and **NOT** on-site during build-up. **DEADLINE** for chipboard – 17 May 2022.

SERVICE ORDERS

Exhibitors are advised to ensure that their contractors / designers / stand builders are fully informed, by:

- forwarding to them the exhibitor manual, service order forms and build-up notes so that dates, times, and deadlines are known and can be applied.
- making them aware of services already ordered and invoiced, and the process for ordering additional services that may be required, via service order forms.

Note that services will only be delivered once full payment is received. All orders of whatever nature submitted after the specified cut-off date and time of **15h00 on Tuesday 21 June (late orders)**, will incur a **20% surcharge**. Late orders will be processed as soon as possible - there will be a queueing system in place.

AISLES

All Aisles must be kept clear. No products or advertising material may be placed in aisles. Demonstrators must showcase their products from within their stand. Passing of flyers/pamphlets to visitors will not be permitted in aisles.

VENUE FLOORS

Exhibitors in area-only stands will be liable for providing their own flooring unless carpets are ordered via service order forms. Floors should be covered with plastic before any building of structures, for protection. Exhibitors will be held liable for any damages caused to the venue floors.

11. ATM

ATMs will be available during the show on North Plaza.

12. STORAGE FACILITIES

Limited storage is available, please contact yogi@hgexpo.co.za for more information.

B. EXHIBITION RULES & REGULATIONS

13. BUILD-UP AND BREAKDOWN ACCESS TIMES

BUILD-UP TIMES

Monday 20 June:	08h00 to 22h00	(Organisers off duty - 18h00)
Tuesday 21 June:	08h00 to 22h00	(Organisers off duty - 18h00)
Wednesday 22 June:	08h00 to 22h00	(Organisers off duty - 20h00)
Thursday 23 June:	08h00 to 12h00	

Exhibitors who wish to build-up after 10pm will be required to obtain prior permission, as additional Safety Officer and Medic costs will be incurred. Safety Officers and a Medic are required by law to be on site whilst construction is underway.

Please contact Yogi – yogi@hgexpo.co.za - for late build-up requests.

BREAKDOWN TIMES

Sunday 3 July:	20h00 – 22h00	(Starts after show closes)
Monday 4 July:	08h00 – 17h00	(Organisers off duty – 15h00)

BUILD-UP DEADLINE

It is important for Exhibitors to note that all stands must be completed by the LATEST 12h00 on Thursday 23 June 2022.

NON-COMPLETION PENALTY

A non-completion penalty of R1000 per hour comes into effect for any Exhibitor whose stand build-up is not fully complete by the deadline (please refer to the **Standard Terms and Conditions**). Late build-up results in additional cleaning costs before the show opens to the public.

BREAK-DOWN

Breakdown is a security high-risk period. Exhibitors are encouraged to have all their goods insured from the time goods leave their premises to the time they are returned, including transport. For security reasons, stands should always be manned during breakdown. Goods being loaded onto an open bakkie, or truck should not be left unattended.

14. SAFETY REGULATIONS AND REQUIREMENTS

LEGAL REGULATIONS

(Applicable to Exhibitors building own stands)

The organisers have appointed **Alliance Safety** as the event **Safety Officers**.

EVENT SAFETY OFFICERS – CONTACT DETAILS
Ryan Fewster ryan@alliancesafety.co.za

All stand plan drawings with dimensions must be emailed to **Ryan Fewster** for approval with respect to fire and safety, with copies emailed to **Yogi** (yogi@hgexpo.co.za) and **Annie Peters** (annie@hgexpo.co.za). Exhibitors should advise Yogi or Annie if no feedback is received from their fire and safety submissions.

Please note that no children under the age of 18 will be allowed on site during build-up or break-down periods.

STAND STRUCTURE SAFETY REGULATIONS

Exhibitors who use outside contractors and not the in-house services provided by the event organisers, will be required to provide the following:

- **OHS Safety File** (produced on day of build-up), including:
 - General Public liability undertaking.
 - Letter of good standing.
 - Risk Assessments event and date specific;
 - Appointments date and event specific;
 - Stand Drawing indicating dimensions, height, width and footprint
- **Engineer's certification** for any temporary structure that is erected, that is weight bearing / overhead structure or as per venue requirement is over the height stipulation of 3m and above. **Please note that an engineer must be appointed a minimum of 30 days prior to build-up and all structural drawings must be endorsed by appointed person(s).**

Contacts for approved Engineers:

Jet Singh – 083 778 4274	Prishani – 073 844 5203	Email: preshani@jsce.co.za
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- Any applicable **letters of competency** (requirement will be determined from drawings submitted).
- **Electrical compliance certificate** for any structure which will have a temporary circuit, or as deemed necessary.
- **Flame retardant certificate** for any banner or material which has a synthetic fabric texture (i.e. nylon, cotton, etc.). **This applies to stands utilising open floor space and/or exhibition stand structures.**
- **Rigging certification** for any object which will be flown from a height.
- **Mind your step signs** must be utilised for any raised level floor, unless otherwise stipulated.
- All **corner edgings** must be either capped or rounded off. This applies to open floor space stands.
- Appropriate **personal protective equipment** must always be worn throughout build-up and break-down periods (e.g., hard hats, safety shoes, eye protection, etc.)

Applicable documents can be downloaded using the following links.

ITEM	NOTES	DOWNLOADS
ICC/DEC Durban Safety Policy notification	NB: Safety boots and hard hats required in construction area during build-up. Safety files on site during build-up (Please note forms received from ICC are not safety files)	Click here to download form
Electrical Certificate of Compliance	Required if the Exhibitor is doing own electrical installations.	
Structural Engineering Certificate	Required if Exhibitor is doing own stand construction	Click here to download form
Operational Rules & Regulations		Click here to download Operational Rules & Regulations
ICC / DEC Induction / Accreditation Register	Required if Exhibitor has private contractors / suppliers that require induction	Click here to download register
General Indemnity		Click here to download form

ICC DURBAN CONTRACTOR INDUCTION

For the Durban ICC to provide a safe and controlled working environment, legislation requires that all contractors, suppliers, and service providers must complete the **accreditation and induction process**.

Once this process has been completed, contractors will be registered on the Durban ICC EBMS database and will be issued with an accreditation badge/card (to identify those who have been inducted), as well as a colour-coded wristband which allows security personnel to identify and control access only to those persons accredited to be in specific venues for particular events.

INDUCTION PROCEDURE

Companies will need to submit names and details of all staff to training@icc.co.za. Please use the temporary induction register on the link above.

Contractors staff must proceed to the Durban Exhibition Centre Admin office to be the inducted. A card will be issued to them on completion of their session in person.

Induction will take place during build-up at either 09H00, 11H00 and 15H00 (weekdays only). Special arrangements will need to be made for any induction required on the weekends.

The induction is valid for 13 months.

15. GENERAL REQUIREMENTS

AREA-ONLY EXHIBITORS

Exhibitors should please ensure that their stand designs/builds comply with the following:

- Stand builds may not exceed the stand area allocation. This includes roof structures.
- Stands in the outside areas that have roof structures MUST have gutters.
- Proper walls must divide the stand area from neighbouring stand areas. Back and side walls should not interfere with or impinge on neighbouring stand areas. Reverse or side walls must be neat and properly decorated.
- During builds, contractors should please minimise dust – dust extractors must be used.

RIGGING

- No double-sided banners will be allowed. Exhibitor signage must appear only on one side of the banner, to face onto the Exhibitor's stand. The reverse side of the banner must be blank as it encroaches on stand signage for the Exhibitor in the stand behind.
- All banners must be made from fire-retardant material or be treated for fire-retardation.
- All signage, including size and dimension of banners, must be approved by the organisers.
- If required, rigging services can be ordered from the service provider as indicated in the **ADDITIONAL SERVICES FORMS**.

SUBLETTING

Exhibitors may not sub-let all or part of their stands to any other person or organisation.

Furthermore, it is imperative that Exhibitors abide by their product/services description clause in the **Exhibitor Agreement**. The organisers reserve the right to remove products which have not been approved.

In the event of sourcing other products for display purposes only, Exhibitors should contact the organisers for names of relevant other Exhibitors on the show. Such product may be acknowledged by **one A4 size sign only**. Business cards or pamphlets may not be available, nor may the company sponsoring the product man the stand nor demonstrate any product.

SOUND VOLUMES

Exhibitors who make use of demonstrations are requested to respect other Exhibitors, and keep sound volumes to a reasonable level, so as not to interfere with or disrupt the business of other Exhibitors.

PROMOTIONAL MATERIAL AND DISPLAY

No product or display stands may extend beyond a stand to obstruct the passageway. Staff members should not be permitted to roam the show aisles unless pre-approved by the organisers.

DURBAN EXHIBITION CENTRE

Please note the following conditions regarding the premises:

- No action may be taken that could result in damage to walls, steelwork, columns, planted areas and plazas.
- No adhesives, nails, fasteners, gouging, or tapes are permitted to floors, walls, pillars, and panels.
- Where own carpeting is used, this should be fixed by application of narrow Scotch brand adhesive tape applied on edges only. Tape must be removed at the end of the show. No self-adhesive, wide tape, or liquid adhesives may be used. Any carpet tape not removed will be subject to a removal fee.
- Plastic sheeting – not newspaper – must be used to protect/keep clean brick paving, flooring, and gardens, where approved stand construction is taking place.
- No articles or signage may be attached to floors, ceilings, electrical fittings, pillars, pipes, or walls.

WATER SUPPLY

- **Hall:** Water may be drawn from taps on the inside walls and columns. Exhibitors to provide their own tap fittings.
- **Outside:** Taps on the BLUE hose reel may be used. Where needed, Exhibitors should supply their own hosepipes and fittings.
- **USE OF FIRE HOSES FOR PURPOSES OTHER THAN FIREFIGHTING IS AN OFFENCE.**
- Exhibitors can arrange for a permanent water connection for the show via the show plumbing supplier, or via their own plumber directly.

For reference:

ICC Plumbers	Ncamisile Mlangu	Telephone: 031 303 1369
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16. ELECTRICAL FITTINGS

Additional electrical and lighting requirements can be ordered via the Exhibitor Services Manual.

Please note the following important **electrical safety conditions and requirements:**

- Only the official electrical contractor may perform electrical work on shell scheme stands, ordered through the organiser.

- Use of ripcord (twin flex or open wiring) for wiring of appliances is **illegal** and will be **removed**.
- SABS approved multiplugs must be used – NO adaptors will be allowed.
- Electrical equipment supplied by the organiser is strictly for hire.
- No work will commence unless full payment has been received.
- Contractors building custom designer stands are to supply the organisers with an **Electrical Certificate of Compliance** on completion of build-up. These are to be handed in to the Organisers Office by not later than **15:00 on Wednesday 22nd June**.
- The organisers reserve the right to terminate the supply of power to stands where electrical certificates of compliance have not been submitted. The onus is on the exhibitor to ensure these certificates are submitted and valid.
- Unless indicated on the stand layout or the order form, fittings will be placed at the electrical contractor's discretion. There will be a charge for any subsequent change requests, for the account of the Exhibitor.
- A 20% surcharge will be levied on quoted prices for late orders received after the deadline date.
- No cutting or grinding will be permitted in the Hall. There is a designated area (outside at the Fire Doors) allocated for this work. The deadline to complete all cutting or grinding work is **Tuesday, 21 June**.
- Exhibitors are reminded to forward all documentation to contractors, stand builders and designers, so that they can take note of deadlines and order additional services if required.

For reference:

Darren Dunbar, Exhibition Stands and Events	Telephone: 031 368 7580	darren@estands.co.za
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17. ADDITIONAL SERVICES

Exhibitors can contact the following service providers for additional services as indicated:

SERVICE PROVIDER	CONTACT	EMAIL	TELEPHONE	LINK
The Plant Inn	Margaret Olejmiczak	plantinn@telkomsa.net	082 442 9775	Click Here
Wap Point	---	accounts@wappoint.co.za	021 300 0121	Click Here
Telkom – ADSL Temporary Application	Yvette Joshua	joshuae@telkom.co.za	021 414 0211	Click here
Motto Branding & Events (Rigging)	Kevin Jackson	kevin@motto.co.za	072 416 8119	
Exhibition Stands & Events (AV Hiring)	Helen Veenendaal	info@estands.co.za	031 3687580	

18. SECURITY

Organisers will provide general overall 24-hour security from Monday 20 June to Monday 4 July. However please note that:

- Exhibitors are totally responsible for the security of their stand/product.
- Special attention should be paid to the placement of cell phones, handbags, and laptops as these are high theft items and the habits of stand participants with respect to usage/protection of these items may be observed.
- For further security, it is important that an Exhibitor's staff member is present to man the stand when the hall is opened at 08h00 daily. The time between 08h00 and show opening time to the public is peak risk time for theft.
- A security guard can be placed at an Exhibitor's stand. Please contact the Security Manager as guards need to be booked 48 hours in advance. Guards can only be hired from the official show security company so as not to compromise security accountability.

For reference:

Deon Schambriel, Security Manager	Telephone: 082 421 4607	Email: dsevents18@gmail.com
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19. FIRE SAFETY PRECAUTIONS & PROCEDURES

Exhibitors should kindly note and comply with the following:

- All fire exits, extinguishers and hoses are always to be left unobstructed. Exhibitors and staff should familiarise themselves with the emergency exits, fire-fighting equipment and security stations.
- Smoking is not permitted anywhere within the venue; this includes the bathrooms.
- It is recommended that all appliances, lights, and equipment are switched off at the close of the event each day.
- No flammable liquid or LP gas is permitted in the venue.
- Exhibitors are not allowed to have any **lit** candles.
- Draping, hessian, thatch, polystyrene, and straw are regarded as major fire hazards and Exhibitors planning to use these as part of their displays will be required to provide a **Fire-Retardant Certificate** indicating that the product has been treated with a fire retarding compound. Exhibitors are requested to provide a copy of such certificates to organisers and keep a copy on their stands.
- All banners need to be made from a fire-retardant material – copies of this certification will be collected from Exhibitors, by the Safety Officer, during build-up.
- Use of polystyrene, thatch, combustible material, and ceilings in stand construction must have Fire Chief approval.
- Exhibitors intending to use or display flammable gases must obtain written approval from the Fire Department.
- Exhibitors and/or build-up contractors must ensure that all fire exits are unobstructed and unimpeded.
- All stands using gas must have available a **9kg BCF or ABC dry powder fire extinguisher**.

For reference:

Himanth M Seeparasd	Telephone: 031 322 2881 / 083 959 8861	Email: Himanth.seeparasd@durban.gov.za
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20. CLEANING

The organisers are responsible only for the general cleaning of the venue and aisles. It is the responsibility of Exhibitors to ensure that their stand is always in a neat and clean condition.

The Exhibition Hall will be cleaned before opening each morning.

Should any Exhibitor require individual stand cleaning, please contact the organisers in advance for a quotation from the official cleaners.

21. MEDICAL ASSISTANCE

Medics will be on duty throughout the event as required by law.

Show attendance for both visitors and exhibitors are governed by the current Covid-19 regulations. The entry requirement will be a hardcopy / digital vaccination certificate or a negative Covid test not older than 72 hours. There will be a rapid testing station situated at the venue for your convenience.

To view our official Covid Policy [click here](#)

22. FIREARMS

Firearms are not permitted within the exhibition area under any circumstances.

23. INSURANCE

The organisers shall not be liable for any loss or damage sustained by any Exhibitor, and/or employees, agents, servants, customers, clients, or invitees from any cause whatsoever and indemnifies the organiser accordingly.

Exhibitors are responsible for the safety of their own staff, property, stand and contents and are advised to insure their goods accordingly.

Please note that:

- The organisers do not accept responsibility for damages or loss to any stand or goods in transit to or from the show.
- Exhibitors arranging for goods to be collected after the show closes are advised not to leave the items unattended on the stand at any time before they are collected.
- Exhibitors must contact their insurance companies to negotiate the necessary extensions to their policies and must ensure that they have full insurance cover and take out public liability/comprehensive protection.
- The period of liability of the Exhibitor shall be deemed to run from the time the Exhibitor or any of their agents or contractors first enters the exhibition venue, until all Exhibitor property has been removed on **Monday, 4 July** by no later than **15h00**.

- Exhibitors shall be responsible for loss or damage to any items which they have rented or hired from the official contractors. In addition, Exhibitors shall take all necessary precautions to prevent any damage to their equipment and displays before making any connection to the electrical supply of the official contractors.
- The organisers carry public liability insurance for visitors but are not responsible for insurance of Exhibitors or their property.
- **Please observe Clause 9.3 in Exhibitor Contract: Standard Terms & Conditions.**

24. EXHIBITOR OBLIGATIONS

As per **Event Terms & Conditions**, upon signing the Exhibitor's Contract, the Exhibitor is obligated to ensure that his/her stand will be open and functional during the show times. Please note that a penalty of R1000.00 per hour or part thereof will be charged for opening late or early closure.

Please show consideration to visitors and other Exhibitors by not abandoning your stand before the official closing time each day.

25. CONTACT PERSON

For further information on your stand services or any queries on the above please contact: **East Coast Radio House & Garden Show Services.**

For reference:

Yogi Mohanlall	Telephone: 031 303 5941	Email: yogi@hgexpo.co.za
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