مؤتمر الإمارات الدولي لطب الأسنان ومعرض طب الأسنان العربي
UAE INTERNATIONAL DENTAL CONFERENCE & ARAB DENTAL EXHIBITION
6 – 8 February 2024
Dubai World Trade Centre, UAE

GENERAL INFORMATION

Dear Exhibitor,

Please take a moment to read through this letter before you arrive on-site to build and set up your stand. It contains VERY IMPORTANT INFORMATION to assist your last-minute preparations.
This guide to information and services is supplementary to the rules and regulations covering the exhibition and has been published to simplify your planning, allowing exhibitors to record items and check administrative procedures.
The information given in this manual is correct at the time of going to press. The Organisers cannot be held responsible for any consequences arising from any change therein.

Please share this note with your contractor.

1. THE VENUE

Dubai World Trade Centre - DWTC
PO Box 9292, Dubai, United Arab Emirates
Tel: 800DWTC (3982)/+97143893999
Website: http://www.dwtc.com
Conference Halls: TBC
Exhibition Halls: 1, 2 ,3, 4, 5, 6, 7, 8, Sheikh Rashid Hall and Pavilion

2. ORGANISER'S OFFICE

The Organiser's Office is fully operational throughout the exhibition including build up & tear down. It is located adjacent to the main entrance of Hall 7, Room 7.1, Dubai World Trade Centre (DWTC).

3. EXHIBITOR BADGES

All exhibitors need to pre-register online prior to visiting the show/event. This includes providing all pertinent details required to allow contact tracing, in line with DTCM registration requirements.

Please download **AEEDC mobile app** to register and use your e-badge to enter the venue.

Booth Size	No. of Badge
9 sqm	3
12 – 15 sqm	6
18 – 24 sqm	9
27 – 36 sqm	12
42 – 48 sqm	15
54 sqm	18
72 sqm	21
81 sqm	24
90 sqm	27
108 sqm	30
120 sqm & above	40

Strictly no registration and issuance of badges onsite. Deadline of registration: January 15, 2024

Note: These e-badges do not permit entry to the Conference Halls.

4. EXHIBITION OFFICIAL INAUGURATION

AEEDC 2024 will be officially inaugurated on **Tuesday, 6 February 2024 at 10:00.** During the inauguration, the exhibition halls will be sealed off for security purposes and exhibitors will be subject to a security search.

5. STAND CONSTRUCTION

A. "Raw Space" bookings will be allocated floor space only (marked on floor). All stand building options must be supplied by the exhibitor themselves including cabling, wiring, flooring, furniture, electrics, walling etc.

B. The Organisers have appointed **Top Exhibition** as the **Official Stand Contractor** for "Shell Scheme" stand construction and technical services at the Exhibition. **Top Exhibition** will be responsible for the supervision and set-up of Shell Scheme stands and will provide full on-site technical services. **Please refer to the Shell Scheme Stand Rules and Regulations in your exhibitor portal. *Surcharges apply*.**

They are also responsible for stands' servicing and maintenance through their contractors or sub-contractors for the whole exhibition period.

C. The Organisers have selected **Index Design** as the **Preferred & Recommended Stand Contractor** for "raw space" stands.

D. All "raw space" exhibitors need to appoint their own stand builder; submit the design to the Organisers and get an approval.

6. HEALTH & SAFETY AT WORK

The law requires that everyone takes a responsible attitude towards Health & Safety. All staff (exhibitors and contractors) who wish to enter the halls during build-up period must wear PPE **(Personal Protective Equipment**). The minimum requirement is safety jacket and closed toe shoes. No exceptions will be made onsite.

7. FURNITURE & DISPLAY AIDS REQUIREMENT

The Official Stand Contractor offers furniture and display equipment on a rental basis for the duration of the exhibition. **Please refer to Furniture / Display Aids Order Form in your exhibitor portal.**

8. ELECTRICAL REQUIREMENT

All electrical requirements must be undertaken and approved by the Official Contractor. **Please refer to Electrical Order Form in your exhibitor portal. *Surcharges apply*.**

9. NOTICE OF INTENTION TO BUILD THE STAND AND/OR CARRY OUT ELECTRICAL INSTALLATIONS

Exhibitors, who wish to build their stand and/or carry out electrical installations on their own, may do so. Exhibitors must provide details of works to be carried out including dimensional drawings showing the front, side & back perspectives, elevation and floor layout of the stand. **Please refer to the guidelines available on your exhibitor portal.**

10. CONTRACTOR ACCESS & BADGES

All contractors must follow the procedure below for access to the halls during build-up and tear down:

The below rules and regulations have been introduced by DWTC's Protocol and Security and are required by the Dubai Naturalization and Residency Department. For smooth build-up and tear-down access, please ensure that all your contractors follow the rules and regulations.

Temporary Contractor Badge

- **Local Contractors (UAE Based)**

1) **Individual Application**

All contractors' staff must report to the cashier's cabin at either the Za'abeel or main marshaling yard to receive a temporary contractor badge in exchange of a valid proof of identity. This can either be a UAE Labor or UAE National ID card, UAE driving license or a UAE government organization ID card which will be kept at the cashier's cabin until the contractor badge is returned.

Each contractor badges costs AED 21.00 and is valid for one day only (from 00:01 to 24:00). A fee of AED 250.00 will be charged for any lost contractor badge.

2) **Group Application**

A contractor may also apply for DWTC's contractor badges for the company's entire team one hour before the build-up/tear-down starts. A representative of the company should submit the application at the cashier's cabin at either the Zabeel or main marshaling yard along with each staff's original proof of identity (UAE Labor or UAE National ID, UAE driving license or a UAE government organization ID) which will be kept at the cashier's cabin until the contactor badges are returned.

Each contractor badge cost AED 21.00 and is valid for one day only (from 00:01 – 24:00). A fee of AED 250.00 will be charged for any lost contractor badge.

- **International Contractors (Non-UAE Based)**

All contractor staff must report to either the cashier's cabin at the Za'abeel marshalling yard to obtain a temporary contractor badge in exchange of a passport copy. The badge will be valid for a maximum of 15 days. A charge of AED 205.00 per badge applies; AED 105.00 as charge valid for 15 days and a refundable deposit of AED 100.00. The refundable deposit can only be claimed upon returning the badge within 15 dates from the date of payment.

Collection Points

DWTC contractor badges can be collected for:

*** International and local contractor badges** at cashier's cabin at the Zabeel marshalling yard

*** Local Contractor badges only** at cashier's cabin either the Za'abeel or the main marshalling yard. Loading docks of Sheikh Maktoum, Sheikh Rashid and Sheikh Saeed Halls for pick-up drivers delivering goods. This facility will only be in operations upon prior approval and applies to local contractors only.

Badges must be visible at all times.

Access for stand equipment and contractors will only be via the rear marshalling yard access. No materials or industrial trolleys will be permitted through the front doors of the halls.

Policy applicable to exhibition and conference contractors.

- DWTC's contractor badge is property of DWTC and must be used in accordance with the agreed terms and conditions
- Contractors without a valid DWTC contractor badge are not allowed to enter the halls.
- Contractor badges cannot be transferred to another person. A fine of AED 250.00 applies for violating this rule.
- DWTC contractor badge holders enter the venue at their own risk. DWTC does not hold responsibility for any inquiries caused or for any damage to a vehicle or property.
- Access for contractors is restricted to the tenanted hall(s) during build-up and tear-down.

11. AUDIO VISUAL REQUIREMENT

A range of audiovisual equipment is available on a rental basis for the duration of the exhibition. **Please refer to Audio Visual Requirement Order Form in your exhibitor portal.**

12. FREIGHT & SHIPPING SERVICES

The Organisers have appointed and authorized **DB Schenker LLC** as the Official Freight Forwarder and Site Handling Agent for the event. **Please refer to Shipping Instructions and Handling Tariff in your exhibitor portal.**

13. STORAGE OF EMPTY CRATES AND BOXES

The Exhibitors are not allowed to store boxes or crates within the exhibition halls. It is the exhibitor's responsibility to ensure that crates and boxes are quickly disposed or stored until required for reshipment at the end of the exhibition.

Due to Health & Safety reason, anything found stored behind stands along the perimeter of the halls with be disposed of and a charge will be levied by the venue.

Exhibitors should avail the services provided by the appointed Official Freight Forwarder.

14. EXHIBITOR / CO – EXHIBITOR PUBLIC AND PRODUCTS LIABILITY INSURANCE

❖ **The Coverage**

Event liability policy that provides cover against;

Legal liability of the insured towards third parties to pay in respect of:

**Accidental bodily injury to any person

**Accidental loss of or accidental damage to property

❖ **Who is covered?**

Index Conferences & Exhibitions and/or their exhibitors in respect of third-party liability claims made against them as per policy terms and conditions

❖ **The Limit covered**

Limit of Liability AED 10,000,000/- any one occurrence

This is the maximum amount which the insurer pays in case of any admissible claim under the policy

Deductible(s): AED 5,000/- each and every loss inclusive of legal costs and expenses

❖ **Extensions of cover**

Further the policy is extended to cover the following;

▪ Fire Damage to rented premises and/or contents of exhibitors' sub limited to AED 200,000/- any one occurrence

▪ Medical expenses sub limited to AED 5,000 per person and AED 1,000,000 in the aggregate

▪ Personal Accident Benefit (death and permanent disablement) up to 3 individuals and up to AED 30,000 per person and AED 90,000 per exhibitor and AED 1,000,000 in the aggregate

❖ **Claims**

- The individual exhibitors shall immediately give notice to INDEX of any occurrence that may give rise to a claim under this Policy and shall give all such additional information as required. Every claim, writ, summons or process and all documents relating thereto shall be forwarded to insurance.claims@index.ae immediately they are received by the Assured.
- No admission, offer, promise or payment shall be made or given by or on behalf of the INDEX or the individual exhibitors without the written consent of the insurer who shall be entitled to take over and conduct in the name of the INDEX or the individual exhibitors the defence or settlement of any claim or to prosecute in the name of INDEX or the individual exhibitors to their own benefit any claim for indemnity or damages or otherwise and shall have full discretion in the conduct of any proceedings and in the settlement of any claim and INDEX or the individual exhibitors shall give all such information and assistance as the Underwriters may reasonably require.

❖ **Main exclusions**

➢ Exclusions:

• Toxic Mold
• Professional liability/indemnity
• Directors and Officers liability
• Product Liability, recall, warranty and guarantee
• Fines, penalties, punitive and exemplary damages
• Medical Malpractice
• Marine Liability
• NMA464 War and Civil War Exclusion clause
• NMA 2952 Terrorism Exclusion Endorsement Reinsurance
• Asbestos/silicosis exclusion
• Pure Financial Losses
• Property being worked upon
• Environmental Impairment Liability

- EMF / GMO / TSE
- WCEL
- Event Cancellation
- Avian Flu / COVID – 19 & any infectious diseases
- Communicable disease exclusion
- Cyber exclusion

➢ Other conditions:

- Sanction Exclusion and Limitation Clause
- Premium payment clause 30 days

For more information on the full terms and conditions please contact the Organiser.

15. STAND CLEANING & SANITIZATION SERVICES

The Organisers will arrange for the general cleaning of the exhibition halls and shell scheme stands. Space Only Exhibitors are required to book their stand sanitization through Events Plus (Mandatory). **Please refer to Stand Cleaning Services Portal.**

16. STAND CATERING SERVICES

Food and Beverages from outside are not allowed in the exhibition hall. Only exhibitors with sampling approval are allowed to bring their food and beverage samples. The Organisers will not be held responsible if at any time during the exhibition the Venue Management issued a fine for bringing in outside coffee machines, food and beverages. If you require catering services for your stand, please place your order to **Please refer to Stand Catering Services Portal.**

17. DATA & TELECOMMUNICATION SERVICES

Telephone, facsimile and data services are provided by Dubai World Trade Centre. Internet service will not be provided without payment. The Organisers will not be held responsible if at any time during the exhibition, a virus has infected one or more of the exhibitor's devices. **Please refer to Data & Telecommunication Services Portal.**

18. STAND SECURITY COVERAGE

General security arrangements for the exhibition will be controlled by the Organisers in conjunction with the local authorities. The Organiser will not be held responsible for the security of the stand should there be any loss or damage that may occur. For stand security coverage. **Please refer to Stand Security Coverage Portal.**

19. VENUE APPROVAL FORMS

To ensure smooth participation in the event, exhibitors are required to acquire approval forms from the venue for specific activities that will take place in the stands.

I. **Entertainment - Any form of live entertainment, acts, performances and social functions** during the exhibition which would cause a gathering and a volume that makes normal conversation difficult are **not permitted**.

II. **Vehicle Arrival -** For authorization of vehicle equipment that need to be displayed, please contact the Organiser.

III. **Photography, Videography, Recording and Time Lapse -** Exhibitors who wish to conduct the mentioned activity within the venue **must acquire an approval** from Dubai Police for the entire crew to be submitted with their passport and visa copies, please contact the Organiser..

20. VISA APPLICATION

Please visit this link http://www.indexhospitality.ae/VisaInformation.php to know if your country of citizenship requires a visa to the UAE. If you require an entry permit, the Organisers can assist you in acquiring a visa for the duration of the event. Please be informed that as per the new directives issued by the Dubai Immigration Authorities, Medical Insurance is mandatory for any person travelling to the UAE. Please download the Visa Application Form from www.index.ae/visa.

21. HOSPITALITY REQUIREMENTS

INDEX Hospitality offers special rates on selected hotels in Dubai for the duration of the event. For any hotel inquiries, please contact hospitality@index.ae for more details.

22. RIGGING

For any rigging requirement, please contact the Organiser.

23. BANKS /CREDIT CARDS/CURRENCY

Most International Banks are available in Dubai. Foreign currencies, cash, or traveler's cheque can be exchanged in Dubai. Visa, Master Card, American Express, and other International Cards are good for purchases at all outlets in Dubai. The official currency is the UAE Dirham (AED) and the exchange rate is 1 US Dollar = 3.685 Dirhams.

24. TELEPHONE, FAX & INTERNET FACILITIES

Local telephone and fax facilities are available at the Organiser's office. However, international calls can be done through personal mobile phones through Etisalat phone booths, telephone cards can be purchased from Etisalat outlet located between concourses 5 & 6. Faxes can be received at the Organiser's office. However, sending international faxes and using Internet can be arranged at the business centre (DWTC).

25. CAR PARKING FACILITIES

Parking Access: The following car parks are available for Organisers, Exhibitors, Sponsors and Visitors and operate on a first-come, first-served basis:

Multi-story Parking and Location	Parking Space	Green Parking Spaces	People of Determination Spaces	Bicycle Racks
Al Mustaqbal Street Parking (Located across Convention Gate)	2,603	3	28	7
Exhibition Street Parking (Located behind Sheikh Rashid Hall)	1,398	3	24	N/A
Sheikh Rashid Tower Parking	907	4	8	N/A
Za'abeel Plaza Parking (Located in front of Za'abeel Hall 6)	320	4	7	N/A
Exhibition Plaza Parking (Located at the Exhibition Plaza)	173	2	2	N/A

Paid Parking Policy

A nominal parking fee per hour is applicable from Saturdays to Fridays. A parking token is issued on arrival and must be submitted for payment on departure. Lost parking token will be charged in addition to the respective hourly parking charges and is not refundable.

Vehicles are not allowed to park overnight neither to park within the 'no parking zones. Any vehicle left overnight or parked incorrectly and / or causing obstruction to other road users will be charged a daily fee plus administration fees. DWTC reserves the right to remove all vehicles violating the above.

Disabled Access at the Venue

All exhibition halls, meeting rooms and public areas are accessible by wheelchair. Car Park spaces are also reserved for the disabled. Toilets on the ground floor and above Exhibition Halls 6, 7 and 8 have disabled access, whilst all doorways and lifts accommodate standard wheelchairs and have low-level buttons. Visitor wheelchairs are subject to availability and can be borrowed from our Emergency Medical Services Station, located next to Exhibition Hall 5, by depositing an appropriate identification.

26. TRANSPORTATION

Public transports are widely available and offer a safe and convenient mode of transport. The Dubai Metro station is located near the DWTC Exhibition Gates.

27. EXHIBITOR SERVICES SHOP

Located on Concourse 1, the Exhibitor Services Shop ensures that all DWTC products and services (pre-ordered or new orders) placed by exhibitors are delivered during the event. It is open during build-up and throughout the opening hours of the exhibition. The team can advise exhibitors on existing orders and help them place additional orders.

The Exhibitor Services dedicated hotline number is **+971 (0)4 308 6333** and their email is exhibitors@dwtc.com.

28. LOST AND FOUND

Tel.: +971 (0)4 306 4600

The Lost and Found office is located on Level 1, above Hall 8 and is responsible for the safekeeping of items that have been found at the premises. Items will be returned to the rightful owner upon presentation of reasonable proof of ownership. The Lost and Found office operates 24 hours, 7 days a week.

DWTC assumes no responsibility for the care and/or protection of any personal belongings left unattended on DWTC property or for the loss, under any circumstance including theft, vandalism, or malicious mischief of any such belonging.

Anybody losing property should report the details to the Lost and Found office as soon as they become aware of the loss. Losses may be reported by phone to the Lost and Found office or in person and must be followed up with an official report of loss, theft or disappearance.

29. EMERGENCY MEDICAL SERVICES (EMS)

Emergency Medical Services (EMS)

Tel.: +971 (0)4 306 6600

The EMS station is located in the main concourse (Concourse 2) between Exhibition Halls 4 and 5. If you have no telephone, you can speak to the nearest member of the DWTC security staff who will assist you.

The EMS team is available from 08:00 to 22:00 during build-up and tear-down. During event days, this service is operational from 1 hour prior to the start of the event until 1 hour after the event closure.

30. PRAYER ROOMS

The men's prayer room is located on level 2 opposite Exhibition Hall 5 and the ladies' prayer room is located on level 2 opposite Exhibition Hall 7.

An additional ladies' prayer room is also available at the main entrance of Za'abeel Hall as well as in Sheikh Saeed Hall 3 when the hall is in operation.

31. RETAIL OUTLETS

There are a number of retail outlets available in Concourses 1 and 2 with most of them being operational from Saturdays to Thursdays. Please note that those shops are not managed by DWTC.

DIGITAL PRINT – DESCO Printing

Concourse 1

Tel: +971 4 223 4277

NATURAL AND ARTIFICIAL FOR SALE OR RENT - Blooms Florist

Concourse 1, next to Hall 3 Tel: +971 (0)4 332 1255 Fax: +971 (0)4 331 7289

Emirates Post Office

Concourse 2, opposite Hall 6

CAR RENTAL - Dollar Rent A Car

Concourse 1

Tel: + 971 (0)4 331 8623

EXHIBITION STAND RENTAL SERVICES - Last Minute Services

Concourse 2, next to Hall 7

Tel: +971 (0)55 813 2148

Email: mb@uniqueuae.com

PHARMACY - Life Pharmacy

Concourse 2, next to Hall 5

Tel: +971 (0)4 329 1162

Fax: +971(0)4 329 0959

EXCHANGE - Al Rostamani International Money Exchange

Concourse 2, next to Hall 6

Tel: +971 (0)4 332 8339

Fax: +971(0)4 332 6726 Email: ariedwtc@alrostamanigroup.ae

BANKS (opening hours are from 08:00 to 13:00, Saturday to Thursday)

➢ **Emirates National Bank of Dubai**

Concourse 2, opposite Hall 8

➢ **ATM Machines Concourses 1 and 2**

32. FOOD OUTLETS

DWTC has a vast variety of food outlets to offer in addition to the ones from the adjacent 'ibis' and 'Novotel' hotels with the majority operating from Saturdays to Thursdays. DWTC also operates several themed food counters on Concourse 1 and 2. Their locations and opening times depend on the number of concurrent exhibitions.

If you require further assistance, please do not hesitate to contact AEEDC Operations Team:

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