

General Information and Guide for Hirer/Show Organiser Access Cards

- Access cards may be obtained through the Centre with advance notice, and must be returned on the last day of the event.
- The hirer/show organiser must comply with all requirements laid down by the Centre for security control and without limitation:
 - a. Must ensure that all access cards or other security access to doors and equipment in the Centre, which are given to the hirer / show organiser, are kept in the charge of persons who are authorised by the Centre;
 - b. Must not make duplicate access cards or copies of other access devices and must deliver up all access cards and such devices to the Centre on vacating the Centre; and
 - c. must pay the cost of replacement of any access cards or access devices lost or damaged by the hirer, its servants, agents, invitees or licensees and the cost of replacement of access devices for any door where the access card or access device in the possession of the Hirer is lost or not returned on vacating the Centre, even if that access card or access device is later found.
- The cost of replacement for each access card not returned will be added to the final invoices.

Alterations to Furniture and Artworks

Furniture in public areas cannot be removed. The removal of furniture, fittings and artworks from their original location in the venue requires prior written consent from the Centre's Management.

Announcements during Events

- The Centre may announce, describe and advertise over any sound system, closed-circuit television system or display advertising or visual presentation facilities in the foyers, concourses and public areas of the Centre during the staging of an event.
- The Centre reserves the exclusive right to use the Centre's sound system and display facilities and all other advertising capabilities and facilities in and about the foyers, concourses and public areas of the Centre which in its opinion are desirable or appropriate.

Motor Car Exhibitions

- For motor car exhibitions, hirer/show organiser must plan and submit a comprehensive move-in schedule for the motor car deliveries and pick up during move-out day.
- Exhibitor personnel are prohibited from operating motorized equipment such as forklifts and pallet jacks.
- In the event that the motor cars required to be moved cannot be hand-carried, the official show freight forwarders must be engaged, the services of which will be chargeable.
- Motor cars permitted on exhibition booths for display purposes may be driven on and off the exhibit floor by the exhibitor's personnel. The exhibitor's full-time personnel must be coordinated and escorted to and from the exhibition booth during move-in/out.
- Vehicles being displayed in exhibition booths must conform to the guidelines below :-
 - a. A spare set of key(s) must be left at Security Counter.

- b. Running of displayed cars during exhibitions is prohibited.
- c. Fuel tanks containing fuel shall be no more than $\frac{3}{4}$ full.

Banners and Signs

- The Centre has a variety of banner hanging opportunities for hirer/show organiser to use for both directional and promotional purposes. Such facilities will incur a rental charge.
- Please find below a range of banner hanging services and facilities available for use during your event.
- Please discuss your particular banner requirements with your Event/Exhibition Coordinator who will provide advice and any other operational details, price list, confirm placement and coordinate bookings.
- [Download banners and signage guideline here.](#)

Banner Rods

Public areas are equipped with remote-controlled banner hanging rods. The maximum vertical load per rod is 20 kg, with a maximum load of 10 kg attached to the rod. Each banner hanging rod is attached to a remote-controlled motor to allow the banner hanging rod to be lowered to a height of 1.5 metres (4.92 feet) from the ground.

Banner Hanging Points

The Grand Ballroom, Banquet Hall and Conference Halls 1, 2 and 3 are fitted with static rigging points. The Exhibition Halls are fully-equipped with a box truss rigging system for any rigging projects including banners.

Banner Pillars

In addition, six (6) banner pillars located at the front entrance of the Centre are available for promotional purposes. The hirer/show organiser is responsible for obtaining outdoor banner licences from DBKL. For further information please click the link.

http://elesen2.dbkl.gov.my/portal/img_profiljbt/jenis_paparluar_main.html

Banner Hanging Regulations

- Banners suspended from the hall ceilings are to be installed and dismantled by the Centre.
- However, the Centre reserves the right to refuse to hang any banners which are deemed unsafe.
- Only lightweight hanging banners with dimensions of 4 metres W x 2metres H (horizontal) and 3 metres W x 1metres H for vertical) will be permitted with no lighting or other attachments.
- The maximum weight of a banner hung from the hall ceilings shall not exceed 20 kg.
- Installation of banner is subject to the following conditions:-
 - a. Banner must be of professional quality.
 - b. Banner of poor workmanship e.g. dirty, crumple, damage will be rejected.
 - c. All banners must have eyelets as well as lightweight metal rods set into the top and bottom of each banner to facilitate hanging

- d. For the hanging of horizontal banners at Level 3, Grand Ballroom, Banquet Hall and Conference Halls 1,2 and 3, the lightweight metal rod used to anchor 4 metres W x 2 metres H (horizontal) the banner must measure 6 metres (at the top) and 4.5 metres (bottom).
- e. The order of banner hanging in the Exhibition Halls must be submitted with a truss ceiling plot plan specifying the exact location(s) of the banner(s) for the Centre's reference at least fourteen (14) days prior the build-up date.
- f. All banners should be delivered to the Centre at least one (1) working day prior to the event build-up date.
- g. A relocation charge is applicable for any change in the location of a banner after it has been hung.
- h. Banner installation is subject to the strict adherence to the above pre-conditions, failing which the Centre reserves the right to refuse installation without further notice.

Signs and Display Build Approval

Lobbies, concourse, foyers are considered public areas and not considered to be part of the Licensed Area. All activities using public areas such as registration, temporary advertising, and displays require approval by the Centre.

Show Sign and Display Structure Space Booking Procedures

- Show signs and display structures for exhibitions or events should be booked through your Event/Exhibition Coordinator.
- A copy of the show sign and display structure together with 3D visual, dimension, sizes and content together with the exact and specific sites for placement must be submitted to the Event/Exhibition Coordinator for approval no later than fourteen (14) days prior to move-in.
- The show sign or display structure can only be displayed during the contractual (licensed) period unless prior written consent has been obtained from the Centre.
- If there is another concurrent event during the same period, both organisers must readjust (should all space be occupied) to meet the signage procedures.
- The approval for provision of additional show signs for a particular exhibition or event is a concession made for that event only and should not be viewed as a precedent for future exhibitions or events.
- Any additional allocation of show sign or display structure space to hirer/show organiser over and above the standard sign procedure is subject to change at the discretion of the Centre.
- The Centre reserves the right at all times to revoke any consent to display sign not conforming to this procedure.

Show Signage Placement Procedures

- Show signs can only be displayed at the designated foyers areas upon approval by the Centre.

- Show signs displayed on the glass side of the foyers can only have a maximum protrusion width of 1.5 metres. There must be a setback of 0.3m between the glass wall and the back of the sign to avoid frictional damage to the glass wall.
- Show signs displayed on the hall side of the foyers must not obstruct fixed fire fighting equipment, control panels, toilets, guest lifts, emergency doors and other built in fixtures. There must be a setback of 0.3m between the wall and the back of the sign to avoid frictional damage to the wooden wall.
- Show signs can only be displayed outside the contracted boundaries of show space if no other client is occupying the Centre at that time or after approval from the Centre, or after consensual agreement with the other organisers, concurrently occupying the Centre.
- Placement of all show signs at the approved foyers and designated public areas can only take place after 18:00hrs. However this may be changed by the Centre to allow for other events taking place in the Centre during that time. Your Event/Exhibition Coordinator will confirm times with you.
- Show signs, particularly at the main entrance lobby, can only be displayed a day before the actual event to avoid confusing to the public as well as to avoid unnecessary conflicts with other events' show signs.
- Under standard provisions with only one show organiser, only one show sign can be placed at the approved designated public areas. However, if the hirer/show organiser who has had confirmed exhibition or event bookings for the whole venue may negotiate the placement of show sign on the foyers and the public areas.
- Show signs cannot not be placed on the external steps of the building, in the food court concourse, or in the air conditioned walking tunnel leading to the Centre, as these are common passageways not owned by the Centre.
- Show signs must be professionally produced. The Centre reserves the right at all times to revoke any consent to display signs that demonstrate poor workmanship or unsafe construction.
- Exhibitor promotional signs are not permitted to be displayed in public areas.
- Show signs and similar materials may not be nailed, stapled, hung or attached to the ceiling, walls, windows, floors, walkways, lecterns and any property or other surfaces except when permission is granted by the Centre. Any form of damage resulting from the installation will incur a direct charge by the Centre to the hirer/organiser/planner for remedial works to make good the damage.

Entrance Features

- Under standard provisions, only hirer/show organisers occupying all Exhibition Halls 1,2,4,5 on the ground floor are allowed to build the entrance feature at the west and east glass door entrances.
- Hirers/show organisers occupying all exhibition space at level 3 are allowed to build the entrance features at the west and east glass door entrances.
- The Centre can only approve structure of entrance features after full drawings including 3D visuals, dimensions, sizes, content and plans showing the exact and specific sites for placement have been submitted. Installation and erection of entrance features cannot proceed until written approval has been granted by the Centre.

- The structure of the entrance features shall be pre-fabricated off site and no other on site works (sawing, sanding etc.) are allowed in the foyers and public areas. Only touch up and minor painting is allowed in the public areas.
- The installation can only occur after 18:00hrs provided no other events are open at those times. However this may be changed by the Centre to allow for other events taking place in the Centre during that time. Your Event/Exhibition Coordinator will confirm times with you.
- For exhibitions, only the Official Show Contractor shall install and remove all entrance features.

Ground Floor Box-up Column

- There are two columns located at the centre core ground floor.
- A hand sanitizer is fixed to each column.
- Under standard provisions, only the organiser occupying all Exhibition Halls on the ground floor is allowed to book the column.
- Hirer wanting to use box up “wrapping” of the two columns to promote their show need to book through their Event/Exhibition Coordinator.
- The Centre can only approve the usage of the columns after full drawings including 3D visuals, dimensions, sizes and content have been submitted. Build-up cannot proceed until written approval has been granted by the Centre.
- The height of the promotional box-up “wrapping” must not exceed 2.5 metres
- The maximum circumference protrusion of the “wrapping” must not exceed the width of 1.2m x 1.4m metres between the pillar surface and the inside of the “wrapping”
- The box-up “wrapping” features shall be pre-fabricated off site and no other on site works (sawing, sanding etc.) are allowed in the foyers and public areas.
- The installation can only occur after 18:00hrs provided no other events are open at those times. However this may be changed by the Centre to allow for other events taking place in the Centre during that time. Your Event/Exhibition Coordinator will confirm times with you
- For exhibitions, only the Official Show Contractor shall install and remove the promotional box-up “wrapping” columns.
- Any damage caused during the installation or erection and removing the promotional boxup “wrapping” columns will be charged to the hirer/show organiser.

Light Box Space

- There is a Light Box space located at the top of each entrance door of Exhibition Hall 1, 2, 4 and 5. The Light Box space may be rented by the hirer/ show organiser during the event period. Please inform your Event/ Exhibition Coordinator if you would like to use the light boxes for your own promotional materials.
- Installation of the Light Box space promotional material can only occur after 18:00hrs, provided no other events are open at those times, unless written consent has been obtained from Event/ Exhibition Coordinator.
- It is the hirer/show organiser’s responsibility to arrange for the installation and removal of the Light Box space promotional medium with their appointed contractor.
- For exhibitions, only the official exhibition contractor shall install and remove the Light Box space promotional materials.

- Any damage caused during the installation or erection and removing of promotional materials in the Light Box space will be charged to the hirer/ show organiser.

Foyer Display Build-up General Regulations

- The foyers form part of the egress for evacuation of the Centre
- Only after plans are submitted and approval given by the Centre, can work on display structures in this area proceed.
- Drawings and plans of static public displays including all signage displays and wording must be submitted to your Event/Exhibition Coordinator for approval.
- All display features, registration booths, entrance features and other temporary structures built in public areas are the sole responsibility of the hirer/ show organiser. The Centre does not take responsibility for any theft or damage caused to any temporary structure built in public areas.
- Construction at the public areas can only take place after 18.00 hrs and may be restricted to allow for other events taking place in the Centre during that time. Your Event/Exhibition Coordinator will confirm times with you.
- Display structures as such registration counters, form filling counters and advertising structures displayed on the glass side foyers can only have a maximum protrusion width of 1.5 metres. There must be a setback of 0.3m between the glass wall and the back of the structures to avoid frictional damage to the wall.
- Show registration and form filling counter cannot be placed directly opposite the existing halls built-in counter, or placed opposite the doors of Exhibition Hall 1,2,4,5, as this will obviously obstruct public passage.
- Show signs cannot be placed directly opposite the bubble lifts and escalators.
- Show signs and the display structures cannot be placed in front Centre's existing building signage.
- Show signs cannot be placed on the external steps of the building, or in the food court concourse, or in the air conditioned walking tunnel leading to the Centre as these are common passageways that are not owned by the Centre.
- Only the official show contractor shall install and remove the sign and display structures.
- Work areas must be cordoned off from the public and have appropriate work area signage displayed.
- No major painting and construction work is permitted at the foyers. Dragging or moving of any equipment on or across the floor is prohibited. Any damage caused during the installation or erection and removal of signs, displays will be charged to the hirer/show organiser.
- Waste materials left behind by contractor will be removed and cleaned by Housekeeping at additional costs to the hirer/show organiser.

Signage and Display Features Built Height Regulations

- No signage and display features shall exceed the built height of 2.5 metres without prior approval by the Centre.
- Display built heights in the public areas of Kuala Lumpur Convention Centre locations are as follows:-
 - a. Organiser show signage in the main foyer must not exceed 2.5 metres.
 - b. Organiser show signage in the ground level centre core foyer must not exceed 2.5 metres.

- c. Organiser show signage in the centre core level 1 foyer must not exceed 2.5 metres.
- d. Organiser show signage in the centre core level 3 foyer must not exceed 2.5 metres.
- e. Organiser show signage in the ground level foyers must not exceed 3.5 metres.
- f. Organiser show signage in the level 3 foyers must not exceed 3.5 metres.
- g. Entrance features at the door entrance of west wing and east wing of ground floor and level 3 must not exceed 3.5 metres.
- h. Entrance features at the door entrance of Exhibition Halls, Conference Halls, Banquet Hall and Grand Ballroom must not exceed 3.5 metres.

Licenses and Permits

Hirer/show organiser is responsible for obtaining all licences, permits and approvals from the appropriate organisation, government department, statutory board or competent authority as required for staging the event. Copies of the licences, permits and approvals obtained must be submitted to the Centre fourteen (14) days prior to the event.

Centre Security and General Procedures

- The Centre maintains twenty-four (24) hour general security for the building perimeter areas together with the provision of internal patrols. The Centre's control room is manned twenty-four (24) hours a day, seven days a week. The primary function of the Centre's control room is to monitor security and offer surveillance of the Centre's assets.
- The Centre has overall control of all security systems and security procedures necessary to ensure the security at all times of the Centre and all persons in and facilities of the Centre. The Centre is entitled to employ or engage from time to time at the cost of the hirer/show organiser such security personnel or special duty police as it thinks fit to ensure that security is maintained.

Loss of Property

- The Security Department deals with all reported incidents of theft as well as items that are lost or found. Any inquiries regarding lost and found items should be directed to the Centre's **Security Services** which is located at the Concourse Level or **Tel: + 603 2333 2888 Ext 2327**.
- All lost and found articles are catalogued and stored for sixty (60) days. After such period, all articles will be disposed of in a manner as the Kuala Lumpur Convention Centre, in its sole discretion, may decide and no person will have any further claim to those articles. The Centre will not be responsible for any items not collected during the stipulated period.

Right to Inspect

- The Centre Management and security personnel have reserved the right to inspect any package, box, container, luggage, purse, briefcase, backpack or cooler that is brought into the Centre. Inspections also pertain to items being taken off of the Centre property.

Refusal of Admission

- The hirer/show organiser appoints the Centre and its servants and agents as agents of the Organiser to refuse admission to or cause to be removed any person from the Centre.

Disorderly Conduct

- The hirer/show organiser must not permit or allow:
 - a. any riotous, disorderly or improper conduct in the Centre;
 - b. any person who is guilty of riotous, disorderly or in proper conduct to be or remain on or in the Centre; or
 - c. any act, matter or thing, which can injure or diminish the reputation of the Centre

Police Liaison

- It is the responsibility of the Centre to liaise with police in respect of the attendance by members of the police force at the Centre.
- The hirer/show organiser must not hinder or obstruct or allow to be hindered or obstructed any member of the police force or any security officer or attendant or other employee or agent of the Centre in his or her activities within the Centre from time to time.

Emergency Services

- The hirer/show organiser must not hinder or obstruct any member of the medical or nursing profession, police force, fire brigade, ambulance service, first aid service or other emergency service or any security officer employed in respect of the Centre in the exercise of his or her duties in or about the Centre.
- If the hirer/show organiser or its servants, agents, sub-contractors, invitees, licensees, participants, exhibitors and competitors or any Patron in or about the Centre at any time:
 - a. requests, accepts or uses the services of a physician or surgeon; or
 - b. requests, accepts or uses any ambulance service or any service in connection with any injury or sickness occurring to any person or persons while within or about the Centre,
 - c. even if that service or those services are made available or obtained by the Centre, the hirer/show organiser releases and will hold the Centre harmless from all responsibility or liability for the acts and conduct, or services rendered, of any physician or surgeon or ambulance service or other service.
 - d. The hirer/show organiser releases and will hold the Centre and its employees, agents and contractors harmless from all responsibility or liability for acts or omissions to act in the event of any injury, sickness or emergency in or about the Centre during the course of an Event which forms part of the Hiring.

Observance of Security and Evacuation Procedures

- The hirer/show organiser must make itself familiar with all emergency evacuation procedures of the Centre and must observe all security and emergency evacuation procedures applicable from time to time at the Centre.

Emergency Response Plan

- The Centre highest priority is to maintain a safe environment for all of our Clients, show attendees, exhibitors and hired and working personnel. With this in mind, the Centre has developed an emergency response plan to ensure the safety of visitors and employees.
- The emergency response plan addresses a variety of emergencies, including:-
 - a. Fire
 - b. Incident involving injury
 - c. Chemical spillage
 - d. Epidemic & pandemic
 - e. Bomb threat
 - f. Building invasion
 - g. Civil disturbance
 - h. Natural disaster such as flood, earthquake, etc.
- If you have any questions regarding our emergency response plan, please feel free to contact the Event/Exhibition Coordinator.

Disclosure

The hirers/show organisers are required to provide an Event and Company profile to the Centre during the sales process. A copy of the exhibitors' profile and a list of all exhibitors must be provided to the Centre seven (7) days prior to move-in date.

Floor Marking

- The official show contractor should perform the floor marking for exhibitions.
- The Centre requires that all booth number stickers, carpet tape and tape residue be removed from the exhibit floor before the completion of the move-out.
- We recommend that you use a non-residue marking tape and/or ball-type chalk for marking purposes on the concrete floor and carpeted area.
- Labor costs to repair and/or replace damaged flooring or carpet, as well as the removal of tape or residue left behind, will be passed on to the client.

Hall Inspection

- The Centre will undertake documented pre-event and post-event inspections of the venue in cooperation with the hirer/show organiser or their appointed representative.
- The pre-event hall inspection will take place prior to the move-in date while the post-event inspection will be held after final move-out of the event.
- Upon conclusion of the event and tear-down, a joint inspection will be conducted involving the hirer/show organiser, or their representative to check for defects and damage to the venue.
- The cost of any defects or damage to the building resulting from the event and contractor build-up will be charged to the hirer/show organiser.

Floor Protection

- All carpeted spaces, marble and exposé floor throughout the venue must be protected from freight, vehicle movement and stand construction activities.
- Exhibitions which use the Centre's Level 3 must ensure that the carpets are being laid or protected prior to build-up and tear down in order to minimize the damage to the Centre's properties.
- The contractors are required to protect carpeted and marble areas with plywood on top of the Centre's permanent carpet or carpet tiles.
- The hirer/show organiser will incur the cost for the subsequent cleaning of the carpet or bear the cost of the damaged carpet.

Floor Loading Limit

- Exhibition Halls 1,2,4 and 5 have solid concrete cement floors with a weight bearing capacity of 20.0 KN/m²/2040 Kg/m².
- Level 3, the Grand Ballroom, Banquet Hall and Conference Hall are carpeted floors with a weight bearing capacity of 5.0 KN/m²/510 Kg/m².
- Any equipment or items to be used or displayed whose weight exceeds the floor capacity limit must be assessed prior to the positioning of the item or equipment. The use of a spreader plate may be required to spread the weight evenly. Where this is necessary, the cost is to be borne by the Exhibitor

Satellite Dish Placement

- Should the event set-up require the installation of satellite dishes, application(s) must be made to the respective authorities and the Centre for the use and location of the satellite dishes twenty-one (21) days prior to the commencement of the event. Such facilities will incur a rental charge for usage.
- The venue has two (2) platforms located at Level 5 for satellite dishes.