

Information and Guide for Exhibitors Animals

- Live animals and pets are not permitted in the exhibition booths.
- Where an animal is approved and/or is part of the event, the owner must comply with the Wildlife Act 1722 and shall be held fully responsible for obtaining all appropriate permits and for all its sanitary needs.
- The owner must submit to the Centre's Management, a comprehensive risk assessment report including details of all procedures for the handling and containment of the animal before, during and after the event, including the controls in place to protect the public and our employees specifically where any interaction between the animal(s) and the public or our employees is likely to occur.
- All procedures for the handling, containment before, during and after the exhibition shall be presented to the Centre's Management for approval and the decision to allow such a display shall be at the discretion of the Centre's Management.

Balloons

- Helium-filled balloon displays and other inflatable items must be approved by the Centre's Management.
- Due to the complexity and costs of retrieving balloons, helium-filled balloons are not allowed to be distributed in the exhibition booths.

Flying Objects

Remote-controlled flying objects are not permitted in the exhibition booths.

Care of Building

No attachment, fitting, equipment or device is allowed to be affixed to or suspended from any structure of the building as this can damage the structure of the building.

Carpet Protection

- All carpeted spaces throughout the venue must be protected from freight, vehicle movement and stand construction activities.
- The Centre's carpet and back lanes must be protected with plywood for the route of the vehicle.

Cars and Vehicles Display

- Exhibitors who wish to display cars and vehicles in exhibition booths must conform to Centre's requirement.
- For car display at level 3 carpeted floor, exhibitors must only use entrances and exits

designated by the Centre for moving in and move-out.

- The Centre's carpet and back lanes must be protected with plywood for the route of the vehicle.
- No vehicle may move directly on the Centre's carpets and back lane flooring.
- Vehicle being displayed in exhibition booths must conform to the guidelines below:-
 - a. A spare set of key must be left at Security Control.
 - b. Running of displayed cars during exhibition is prohibited.
 - c. Fuel tanks containing fuel shall be maintained at less than $\frac{3}{4}$ full.

Electrical Installation, Compliance and Fire Safety

- For exhibitions, electrical equipment for the booth will be installed by the electrician wiring contractor appointed by the official show contractor.
- Exhibitors must include sufficient electrical sockets to serve all of the equipment on the stand.
- Only one extension lead per socket will be permitted. The uses of block sockets for multiple plugs are not permitted.
- The Centre reserves the right to withhold connection of power to a stand or to shut off power to a stand which does not comply with the electrical safety requirements or if it is deemed to be unsafe.

Dangerous Activities

- Exhibitors must provide full details of any potentially dangerous activities to be undertaken in the exhibition booth(s) to the show organiser.
- No such activities may be conducted during an exhibition without the show organiser and the Centre's approval which must be obtained before move-in day and which may be withheld at the Centre's absolute discretion.
- Activities conducted in exhibition booths must comply with fire, health and safety regulations.

Exhibitor Services

- The following services are required to be ordered from the Centre :-
 - a. Audio Visual
 - b. Beverage
 - c. Booth Catering
 - d. Banners Hanging
 - e. Hanging Object
 - f. Internet services and Telecommunications
 - g. Water Connection and Compressed Air
 - h. Potted Plants and Flowers
 - i. Stand Cleaning
 - j. Catering Service Staff

To order any of the above services, please contact your show organiser for the Login

ID and Password.

- Completed forms can be faxed to Exhibition Services at +603 2333 2729 or email exhservices@klccconventioncentre.com
- For assistance with regards to any of the service order forms, please contact Exhibition Services at +603 2333 2603
- With effect from 1 April 2015, all the Centre's goods and services will be inclusive of 10% service charge, of which the total will then be subject to a 6% Goods and Services Tax (GST).

Exhibitors' Hand-Carry Procedures

- Hand-carried freight is defined as items that can be easily carried by an individual exhibitor, without the need for mechanised equipment.
- Examples of acceptable hand-carried materials include boxes, suitcases or fibreboard shipping cartons, portable displays on wheels and small luggage bags.
- Exhibitors may use the guests lift access to transport materials that can be handcarried to their booths.
- The following items are not considered hand-carried items: two wheel dolly loads, carts, boxes or crates.

Exhibitors' Loading and Unloading Procedures

- Exhibitors' exhibit materials must enter and exit through the approved loading docks.
- Exhibitors will be allowed to hand carry items in or out of the exhibition halls during move-in and move-out days. Loading Passes will be issued to exhibitors for entering the loading docks by the show organiser.
- During a large scale exhibition move-in/out, exhibitors will be required to go to the vehicle holding area (VHA) to queue for unloading in the dock area. Exhibitors will not be allowed to unload at the loading dock area without going to the VHA first.
- Access to exhibition halls will be via a loading dock and will be under the supervision of the Centre's Traffic Marshal.
- **Hand carry loading procedures are limited to cars, mini-vans, station wagons or pick-up trucks (cannot exceed 20 feet (6.1 metres) in length and 12.5 feet (3.8 metres) in height). No full-sized trucks or trailers will be allowed to unload via the hand carry loading procedures.**
- Should exhibitors need assistance with load in/out, they will be referred to the appointed official show freight forwarder at which time fees may apply.
- Vehicles are allowed to load/unload only and may not park in the loading dock area, once vehicles are unloaded; they must be moved to alternate parking locations.
- Upon the close of the exhibition, there will be a 1 hour allowance for removal of hand carry exhibits. Exhibitors can load the hand carry exhibits to their vehicles in the loading dock area during breakdown.
- Exhibitors will be brought to the dock from the VHA on a first come-first served basis in combination with the trucks and van lines coming to pick up exhibitor freight.

The loading and unloading procedures may vary; exhibitors are to refer to

show organiser to confirm the vehicle holding area procedures during exhibition move-in/out.

Exhibitors' Deliveries and Freight

- The Centre does not have onsite storage and cannot accept freight and shipment on behalf of exhibitors.
- The show organiser is responsible for communicating this message to exhibitors.
- Exhibitors who chose to manage their own freight carrier to the venue during the specified move-in and move-out day must notify the show organiser the specific details of the movement.
- It is important to ensure that sufficient move-in and move-out time is allocated.
- Advance deliveries and freight shipments are not permitted prior to the move-in date.
- If you have any concerns regarding timing, shipment and transportation, please contact your show organiser.
- Exhibitors' appointed carrier will not be allowed to unload at the loading dock area without going to the VHA first. **The loading and unloading procedures may vary; exhibitors are to refer to show organiser to confirm the vehicle holding area procedures during exhibition move-in/out.**
- Use of own forklift, tow motors, cranes, dollies, pallet jacks are not allowed under any circumstances.
- In the event that the exhibits (e.g. machinery, tool and equipment) required to be move-in/out and cannot be hand-carried, the official show freight forwarders must be engaged to handle them by using the correct tool and method. The services of which will be chargeable by the official show freight forwarder.

Hanging Banner - Exhibitor

- Banner hanging is an exclusive service offered by the Centre and may be suspended in selected locations. To order this service, please contact your show organiser for a copy of the request form.
- Banner hanging is allowed provided the exhibitor has an island booth configuration.
- Banner request must be submitted well in advance of the move-in of your show and should include the information and specifications as stipulated in the banner hanging request form.
- Exhibitors who require banner installation must complete and return the request form with full payment.

Machines and Equipment

- Exhibitors who wish to display machines and equipment must have the display machines' weight assessed to conform with the Centre's requirements.

- For exhibits on the ground floor; display machines exceeding two (2) tonnes must not be placed directly on the platform of the booth but on the concrete floor instead. For exhibits on the Level 3 carpeted floor; display machines that exceed the floor loading will not be allowed.
- If approved by the Centre's Management, adequate protection must be provided to the existing carpet prior to placement of the display machines.
- The above requirements are mandatory for health and safety reasons.

Sound (Noise) Levels

- Objectionable sound devices may not be used.
- Exhibitors are advised that any audio system or electrical device that produces irritating, intermittent and/or sequential sounds/noise is not permitted without prior approval from the show organiser and the Centre's Management.
- Exhibitors should be considerate of neighboring exhibitors when operating any machine, appliance and sound system.
- Music or noise emitting from the exhibition booth cannot exceed 70 decibels (A). □ Exhibitors receiving requests from the show organiser or the Centre's Management to reduce the music volume or noise level must conform immediately to the request or be subjected to having the power to their sound system disconnected.

Promotion Materials

- Exhibitors are not allowed to display and stick their promotion materials in any public area, walls, hall aisle space or obstruct access to emergency exits, fire hose and fire extinguisher cabinets and building control access doors or panels.
- Promotional floor stickers are not permitted on permanent carpeted floors, concrete and marble floors or walls.
- The Centre's Management reserves the right to have anything obstructing or restricting access to the above-mentioned areas and/or items removed at the exhibitors' cost, without liability for loss or damage.

Soliciting/Demonstrating

- Canvassing, exhibiting or distributing advertising matter outside the designated exhibition area is prohibited.
- Solicitation or demonstrations by an exhibitor must be confined to the exhibitor's own booth.
- Exhibitors should be considerate of neighboring exhibitors when soliciting attendees to visit their booths.
- Distribution of an exhibitor's printed advertisements must be done within the exhibitor's own space.
- No exhibits, displays or advertising material of any kind will be allowed in the Centre's public areas, basement parking or hallways.

- Aisles in front of the booths must be kept clear. Enough space must be allocated within each exhibition booth for attendees to browse or watch product demonstrations.

Any activity that causes attendees to congregate in the aisle or in adjacent exhibition booths will be curtailed or cancelled.

Raw Space Stand Guidelines and Approval

All raw space exhibitors are required to submit their stand design for inspection to ensure that it meets the requirements outlined in the Centre's Guidelines as well as the Stand Design Guidelines set out by the show organiser.

Stand Cleaning

- Exhibitor is fully responsible for cleaning their stands and exhibits.
- If you have any specific requirement on waste disposal especially paint, grease and oil, please contact the Centre Management to discuss correct disposal methods.
- To order this service please contact Exhibition Services

Smoking Policy

- Smoking is prohibited in the Kuala Lumpur Convention Centre.