



EVENT DATES: 19-21 October
EXHIBITION: 20-21 October
CONFERENCE: 19-21 October
REGISTRATION: 19-21 October

LOCATION: RAI Amsterdam, Europe Complex,
Entrance K; Hall 1/5; Amtrium

2021 EXHIBITOR MANUAL

Allison Gold
Senior Manager, Events
+1-718-501-7675
allison.gold@aviationweek.com

Arabella Martin-Nunn,
Senior Manager, Events
+44 (0) 7739 686733
arabella.martin-nunn@aviationweek.co.uk

Anita Joyce Wright
Associate Manager Events
+1-718-730-3192
anitajoyce.wright@aviationweek.com

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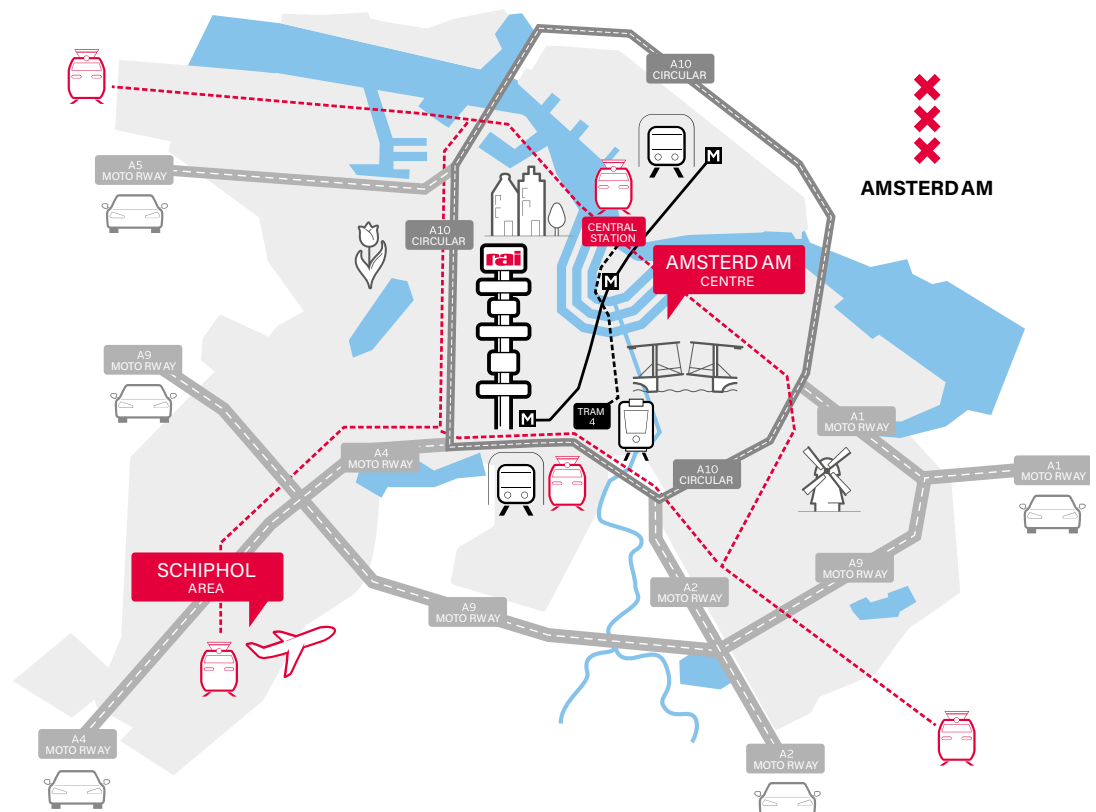
MRO Europe

Europaplein 24, 1078 GZ
Amsterdam, Netherlands

Conference: Amtrium

Exhibition: Halls 1/5

Entrance: K



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Thank you for exhibiting at MRO Europe 2021 at the RAI Amsterdam. We look forward to helping exhibitors, attendees, contractors, standbuilders navigate through the show.

The MRO Europe [Exhibitor Resource Center](#) is available to help guide you through the process of exhibiting at an MRO show.

The primary suppliers/vendors for this event are:

- 1. Freeman — Freeman is the general services contractor and will provide:
 - Shell Scheme Questions
 - Electric
 - Nameboards
 - Floor Coverings
 - Furniture Rental
- Forms are available in the MRO Europe [Exhibitor Resource Center](#)
- 2. The RAI Webshop — Login information will be sent to the exhibitor contact. Additional users (EACs) can be added by the exhibitor.
 - Safety items
 - Parking
 - Rigging
 - AV
 - Internet
 - Catering
 - Cleaning
 - Hosts/Hostesses/Models
 - Contractor/Standbuilder passes
- 3. TWI/CEVA
 - Material Handling
 - Empty Containers
 - Forklift Rental
- Forms are available in the MRO Europe [Exhibitor Resource Center](#)

You will find all of the necessary forms and general information to complete your exhibition experience. If you cannot find information in the ERC, please contact:

Allison Gold
Senior Manager, Events
+1-718-501-7675
allison.gold@aviationweek.com

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Senior Manager, Events
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arabella.martin-nunn@aviationweek.co.uk

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Associate Manager Events
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Thank you again for exhibiting. We look forward to helping you in any way we can.

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Event dates: 19-21 October 2021

Location: RAI Amsterdam

Hall: 1/5; Atrium

Entrance K

Build-up

Exhibitor Move-in:

SUNDAY, 17TH OCTOBER	12:00 – 21:00	(54sqm or larger)
MONDAY, 18TH OCTOBER	08:00 – 21:00	Raw Space Only
TUESDAY, 19TH OCTOBER	08:00 – 21:00	All Exhibitors (raw and shell)

The exhibition will be open for visitors

WEDNESDAY, 20TH OCTOBER	09:30 – 17:30
THURSDAY, 21ST OCTOBER	09:30 – 15:00

Conference Hours

TUESDAY, 19TH OCTOBER
WEDNESDAY, 20TH OCTOBER
THURSDAY, 21ST OCTOBER

Registration Hours

(Registration will take place inside Hall 1, accessible through Entrance K)

TUESDAY, 19TH OCTOBER	08:00 – 17:00
WEDNESDAY, 17TH OCTOBER	08:00 – 17:30
THURSDAY, 21ST OCTOBER	08:00 – 15:00

Exhibitor Breakdown

THURSDAY, 21ST OCTOBER	15:00 – 21:00	All shell scheme stands to be cleared of material by 17:00
FRIDAY 22ND OCTOBER	08:00 – 13:00	

General Contact:

For all enquiries relating to exhibitor space, stand bookings, technical requirements, pricing details and general information on Amsterdam, please contact:

Allison Gold

+1 718.501.7675

allison.gold@aviationweek.com

Aviation Week's MRO Europe team has partnered with the list of suppliers below. The MRO Europe [Exhibitor Resource Center](#) is available to help guide you through the process of exhibiting at an MRO show. The ERC can be found [HERE](#).

You will find all of the necessary forms and general information to complete your exhibition experience. If you cannot find information in the ERC, please contact:

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allison.gold@aviationweek.com

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Associate Manager Events
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Senior Manager, Events
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arabella.martin-nunn@aviationweek.co.uk

Supplier	Services	Early Order Deadline
The RAI Webshop The marketing contact on your account will be contacted with credentials to log into the RAI webshop to place orders. Contractors can be added as users by the company contact. RAI Amsterdam Exhibitor Services Webshop Link On Site late fees will be imposed starting 11 October	Safety items Parking Rigging AV Internet Catering Cleaning Hosts/Hostesses/Models Contractor/Standbuilder passes	
The RAI Webshop — Onsite Support From the last set-up day and during the event, you can place your orders on-site via 020 549 1990 and confirm by e-mail to eventservices@rai.nl		
The Freeman Company (UK) Ltd Unit DC 5, Prologis Park, Imperial Road, Coventry, CV8 3LF Sales: Exhibitor Services Tel: +44 (0) 2477 9900198 mro@fremaneventsemea.com	Shell Scheme Questions Electric Nameboards Floor Coverings Furniture Rental	15 September 2021
Design/Build Support MROExhibitorSales@freeman.com	For space only stands looking for design / build options	
Booth Plans/Design Approval Submit Booth Plans All raw-space booths must submit their design to Allison Gold at allison.gold@aviationweek.com or https://fs2.formsite.com/AW-Events/form91/index.html		All plans are due by 10 September 2021
Exhibitor/Standbuilder Set-up Badges Webshop link Any person present in the exhibition halls during setup and breakdown must register and collect a pass from the RAI.		Prior to arrival on site
Exhibitor Appointed Contractors/Insurance Anita Joyce Wright Aviation Week/Informa, 22nd Floor 605 Third Avenue New York, NY 10158 +1.718.730.3192 https://fs2.formsite.com/AW-Events/form58/index.html		

Freight/Shipping: Worldwide

CEVA Showfreight MRO Europe 2021
Folkstoneweg 182
1118 LN Schiphol Netherlands
Telephone : +44 (0) 33 0587 7412
Contact : Ron Hayes
E mail Ron.Hayes@cevalogistics.com

Material Handling
Empty Containers
Forklift Rental

See Section for deadlines

Freight/Shipping: TWI (US/Canada)

Shipping from US:
TWI Operations: Ryan Eagen -
reagen@twigroup.com
Shipping from Canada: Chris Drum
+1-702-691-9022
cdrum@twigroup.com

Freight/Shipping

See Section for Deadlines

Freight/Shipping: Traffic Management/Parking

Traffic Management via parking@rai.nl

Lead Retrieval

Capture Technologies

Phone: +1 973.890.7600 ext. 117
Email: sales@ct.events

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General & Logistical Information

Lydia Janow, CMP
Managing Director, Events & Tradeshow
+1.917.825.1182
ljanow@aviationweek.com

Allison Gold, CEM
Senior Manager, Events
+1 718-501-7675
allison.gold@aviationweek.com

Arabella Martin-Nunn,
Senior Manager, Events
+44 (0) 7739 686733
arabella.martin-nunn@aviationweek.co.uk

Registration

Virginia Gongora
Registration Manager
+1.347.751.8692
events@aviationweek.com

Customer Service

Anita Joyce Wright
Associate Manager Events
+1.718.730.3192
anitajoyce.wright@aviationweek.com

Sponsorship & Exhibit Opportunities

Beth Eddy, Mimi Smith, & Alyssa Bernkrant
(Americas)
+1 561-279-4646 or +1 800-240-7645
betheddy@aviationexhibits.com or
mimismith@aviationexhibits.com
abernkrant@aviationexhibits.com

Mike Elmes
(EMEA/Russia & CIS)
+44-1206-321639
mike.elmes@aerospacemedia.co.uk

Clive Richardson
(Asia-Pacific)
Director, Exhibit Sales
+44 (0) 7501 185257
Clive@accessgroup.aero

Alison Weller
(Asia-Pacific)
Director, Exhibit Sales
T: +44 7501 185255
E: alison@accessgroup.aero

Margaret Chong
(Singapore)
T: +65 9736 1722
Margaret@accessgroup.aero

Press/Media

Elizabeth Kelley Grace
The Buzz Agency
+1 855.525.2899
Elizabeth@thebuzzagency.net
Press releases: Send all press releases and
photos to mro@aviationweek.com

Editorial Content

Hannah Bonnett
Conference Producer
+44 7827 284 127
hannah.bonnett@aviationweek.co.uk
@AvWeekHannah

Jacqueline Smith
Senior Conference Producer
M: +1.202.308.9797
jacqueline.smith@aviationweek.com

Sarah Zilonis
Associate Conference Producer
M: +1.202.740.1949
Email: sarah.zilonis@informa.com

Tom Broughton
Conference Producer
M: +44 20 8052 0487
Tom.Broughton@informa.com

Marketing Opportunities

Mark Thomas
Senior Marketing Manager
+44 (0) 7979 530 166
mark.thomas@aviationweek.co.uk

Jennifer Roberts
Marketing Services Director
+1.917.699.6231
Jennifer.roberts@aviationweek.com

Marketing Partnerships

Erving Dockery
Tradeshow Manager
+1.818.237.5879
+1.646.479.6997
erving.dockery@aviationweek.com

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Mobility Scooters

Mobility scooters are welcome at the RAI.

Wheelchairs

RAI Amsterdam is accessible for people using a wheelchair. The aisles at the show floor It is possible to borrow a wheelchair. A reservation is needed and can be made by sending an email to eventservices@rai.nl and provide us with the following information:

Name

Phone number

Pick up date

Event / trade name

Your reservation is complete after the confirmation e-mail. A deposit of €50,- cash and a valid ID is mandatory.

Wheelchair assistants get free access to events organised by RAI Amsterdam. The person using the wheelchair will need to show a valid disability card and will need to pay for his/her own ticket. When borrowing a wheelchair at RAI Amsterdam, the assistant will not receive free entry.

Parking with a disability

People with an official European parking card for the disabled (GPK) can use these special parking spaces, which are located close to the exit of the building.

Visitors with an official 'disability card' (GPK) can report to the lodge employees of the P7 parking garage for quick and easy access to a good parking space. This can be reached by following the route P RAI 7, from there we refer to the best parking space. Even with a disability card (GPK), parking at RAI Amsterdam costs € 4.50 per hour (maximum of € 27.00 per day or buying a day ticket online at € 15.00).

RAI Amsterdam is accessible for people using a wheelchair. The aisles at the show floor are spacious and the surface is flat. Elevators and disability toilets are available.

Animals

Pets and other animals are not permitted in the RAI. Guide dogs for the visually impaired and people with other handicaps such as autism and for the provision of assistance, buddy dogs and tracking dogs with a permanent handler which are required to provide assistance during a visit to the exhibition are welcome. This also applies to the RAI catering areas, but not to food preparation areas and other areas where hygiene rules prevail. More information about this can be obtained from corcom@rai.nl. Damage caused by an animal can be charged to the owner or person bringing it on to the premises.

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All attendees, exhibitors/sponsors/visitors/speakers/etc. must be registered as attendees for the event. Exhibitors need to be registered as exhibitors (not visitors) in order to have access to the exhibition hall during setup periods.

Exhibitor Appointed Contractors (EACs)/Stand Builders

Exhibitor Appointed Contractors (EACs) do not need to register as attendees. RAI aims to ensure that the Convention Centre not only provides a hospitable reception and high quality facilities but is also safe. Safety is therefore an issue that has the highest priority for RAI. Moreover, RAI is legally bound to comply with the statutory requirements, for example as laid down in the Foreign Nationals (Employment) Act.

- During build-up and breakdown periods the Convention Centre is accessible only to persons who have a valid access badge issued by Amsterdam RAI for the build-up and breakdown period;
- Persons who wish to be present in the exhibition halls during the build-up and breakdown of events should register online with Amsterdam RAI to obtain a badge; persons without a badge cannot obtain access to the Convention Centre;
- Standbuilders and suppliers are urgently advised to register in advance as far as possible in order to ensure fast access on arrival at the Convention Centre;
- Persons may not and will not be admitted by RAI without a valid work permit.

Build-up and breakdown badges

During the build-up and breakdown periods, RAI Amsterdam is only accessible with a valid access badge. This also applies to stand builders and/or suppliers. This policy is implemented in order that we know exactly who is present in the RAI and can act appropriately should an emergency situation arise.

Builders and suppliers can apply for setup badges through the RAI Webshop.

EACs must also complete the EAC form for show management at:

<https://fs2.formsite.com/AW-Events/form58/index.html>

After registering, you will receive a voucher with which you can pick up the build-up and breakdown badge at various locations within the RAI. Registration on site is also possible, but may result in waiting times.

During the build-up period, exhibitors only have access to RAI Amsterdam with a voucher for an exhibitor badge. By scanning the voucher at the distribution point by the goods entrance, you will immediately receive a build-up badge.

More information

For questions about build-up and breakdown registration, contact RAI Security:

T: +31 20 549 30 06

E: security@rai.nl

Exhibitor Event Badges

For event badges, visit mroeuropa.aviationweek.com and select Register tab to register your team. Exhibitors who would like to attend conference sessions may also purchase discounted conference/session badges by choosing either Exhibitor Conference. You will need a promotion code in order to receive your discount, please contact Anita Joyce Wright to get the code at +1.718.730.3192 or events@aviationweek.com.

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Emergencies and evacuations

Emergencies such as accidents, fire, theft (persons caught in the act), public unrest and other crisis situations should be immediately reported to telephone number +31 (0)20 549 1234. You should state:

who you are; what is the nature of the emergency; where it has happened; whether there are any victims. If you are not in any personal danger, stay with the victims! Wait for expert help, reassure the victims and, where possible, administer first aid or provide other assistance.

RAI Amsterdam has a crisis management plan designed to ensure that the people and resources of the Convention Centre are prepared as well as possible to deal with emergencies. This plan regulates how staff, visitors and others involved must be brought to safety as quickly as possible. A floor plan showing escape routes is displayed at various locations in the Convention Centre.

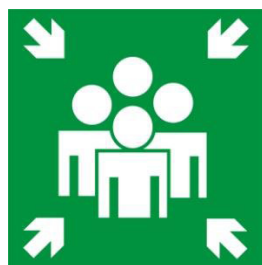
If a message ordering evacuation of the Convention Centre or certain parts of it is announced over the RAI's public address system, the instructions should be obeyed without delay. Upon hearing the evacuation alarm, everyone should immediately leave the building by the nearest emergency exit and gather at the nearest assembly point. Lifts may not be used for this purpose.

First aid and in-house emergency response service

First aid services for Events are planned by RAI Safety & Security. This department is also responsible for the possible deployment of in-house emergency response staff in the case of an emergency.

In the case of fire:

- Think of your own safety
- Assess the fire and try to extinguish it if this can be done safely;
- If you cannot extinguish the fire, break the glass of the fire alarm;
- Always report the fire by calling number 020 549 1234, stating the exact location and nature of the fire;
- If possible, lead any people who are in danger to a safe place.



Evacuation:

When the evacuation alarm is sounded everyone should immediately leave the workplace by a safe route and proceed to the nearest safe assembly area outside the building. Assembly areas can be recognised by the assembly area icon (figure 4).

Figure 4



visible at all times.

Figure 5

The nearest emergency door can be found by following the escape route signs (figure 5). In addition, everyone should follow the instructions of the emergency response team members. The escape route signs should be properly

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UC The Source is MRO Europe's ONLY official hotel provider endorsed by Aviation Week Network.

All other solicitations are not endorsed or supported by Aviation Week, many are actually SCAM sites; therefore we ask that you do not book rooms with these companies.

When comparing rates, know that all hotel rate quotes here have breakfast included in the rate. If a lower rate is available with the same requirements to anyone at the time of the program, our attendees will get the lower rate regardless of how it is marketed.

How to make a Reservation:

Please select the hotel of your choice. You will be directed to click onto their website or an alternative option will be provided.

Please note that each hotel has different cancellation policies.

if a property used in previous years is not showing here and you would like to book, contact UC, The Source: +1-212-777-7468 / una.cote@ucthesource.com.

Any request of five (5) or more rooms will be considered a sub-block and will require a separate group contract with penalty in full should they release or cancel block from date of confirmation. Contact UC, The Source directly for group requests: una.cote@ucthesource.com

There is a list of hotels on the MRO Europe Web site.

<https://mroeuropa.aviationweek.com/en/plan-your-visit/hotel.html>

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ATM

An ATM can be found at two of entrances (D and K) of the RAI building. The information desks at various entrances can give you directions to their exact locations.

Business Center

The RAI Business Centre is located in the Passage below the Elicium (accessible via Entrance D, take the escalator down) and offers a wide range of services such as:

- copying, printing, binding
- design
- office supplies

Opening hours:

The Business Centre is opened normally at regular exhibition and conference times.

Contact RAI Business Centre

Phone +31 (0) 20 549 16 02

E-mail businesscentre-RAI@canon-bs.nl

Children

Due to the business nature of this event, children under 16 are not permitted into the Exhibition Hall or the Conference during installation, official show days and teardown. Children ages 16 and older will be admitted to the Exhibition Hall during official hours, provided that they are registered, pay appropriate fees and with the understanding that they are the sole responsibility of an accompanying adult.

Conference Proceedings

A notification via e-mail from Aviation Week to conference attendees only (if you purchased individual sessions, you do not qualify to receive the conference proceedings) will be sent when these proceedings are available, usually 1-2 weeks after the event.

Event Attire

Business smart attire is appropriate throughout the exhibition, conference and all related events. Be sure to pack a light sweater or jacket for the evening. (No jeans or sneakers during official show events or show hours)

Prayer Room

The Prayer Room has a washroom and two private cubicles where people of all faiths can pray or meditate in a peaceful environment. The Prayer Room is always open and accessible via Entrance D at level -1. The two private cubicles for prayer/meditation can be locked from the inside.

Lost property

Notice of property that has been lost or found in the Convention Centre can be given on the iLost RAI website <https://ilost.co/en/org/rai-amsterdam>.

Wifi

During this event there will be a free wifi network available. This network is suitable for common social media apps, email and browsing the web. Although this network is free, it is used by thousands of visitors at the same time. If you want a little more certainty than the free network, then there is also RAI Premium wifi available. This network isn't free but costs as much as € 10,60 a day and this wifi only supports 5GHz devices (no 2.4GHz). The RAI Premium wifi is suitable for common social media apps, email and browsing the web. You can purchase access via the online portal with use of your credit card. Cash sales or sales at the Exhibitor Services desks in the venue is not possible.

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Smoking is prohibited by law in the RAI buildings. RAI has extended this ban to electronic cigarettes (e-cigarettes), so that their use in the RAI buildings is also prohibited.

The ban extends to the underground car parks. Smoking outdoors on the RAI site is permitted in the vicinity of the designated areas, which are indicated by the smoking symbol. Smokers are expected not to smoke near entrances and exits and must deposit cigarette stubs in ashtrays.

Smoking is prohibited inside the Convention Centre, including in the underground car parks. Areas where smoking is prohibited are indicated by No Smoking signs (figure 1).



Figure 1: No Smoking



Figure 2: Smoking Area

- Smoking is permitted outdoors at the RAI only in the designated areas marked with a Smoking Area sign (figure 2). Cigarette butts must be discarded in the ashtrays provided in these areas.
- Security officers monitor and enforce compliance with these rules on smoking.

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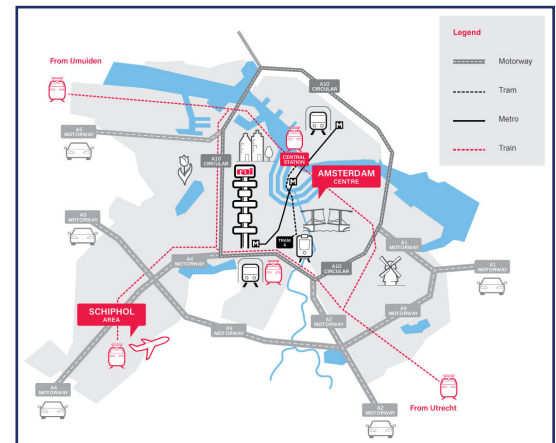
General Information Transportation/Parking

By train

Railway station Amsterdam RAI is 300 metres from the RAI and has direct connection with Duivendrecht, Amsterdam Amstel, Amsterdam Zuid and Schiphol railwaystations, which are linked to the international InterCity network. Follow the signs RAI Amsterdam when you leave the station.

By tram, metro and bus

Tram route 4 between the centre of Amsterdam, Amsterdam Centraal and the RAI (stop at Europaplein). From the Amstel railway station you can reach the RAI via metro 51 or bus route 65. Metro 51 also runs to Amsterdam Central Station.



By Taxi

Every taxi company can bring you to RAI Amsterdam and will drop you off as close as possible to the entrance of the event. For logistical reasons, we only allow TCA taxis on the premises to pick up visitors. At some events the TCA taxis are already waiting at the entrance of the event. If there are no taxis waiting, the reception desk can call one for you.

If you would like to use an Uber, then there is a pickup point only 100 meters away from the RAI.

By car

From the motorway A1, A2 or A4 you go to the ring road (A10) Amsterdam. Take exit 9, Amsterdam Rivierenbuurt. From this exit the route to the RAI car parks (P1, P2, P3, P4) is indicated.

Bicycles & motorcycles

There are bicycle stands near every entrance around the RAI grounds. In the case of events where many visitors are expected to come by bicycle, additional bicycle stands will be placed near the entrance to the event. Motorcycles can be parked free of charge next to the bicycle stands. There are no charging points for electric bikes or scooters.

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Car Parking

Parking at the RAI complex is easy and affordable. Our multi-storey car park is easily accessible thanks to its location next to the A10 highway, exit 9 (Amsterdam Rivierenbuurt) and has 3,200 parking spaces. During large-scale events, the outside areas also become available, which expands parking capacity to 5,000 parking spaces. Are you going to spend a day in Amsterdam or do you have an appointment in the city? Park in one of our garages and travel onwards from RAI Amsterdam by tram, metro, bus, train, bike or on foot. Book Parking [online](#).



- Pay your parking ticket by license plate. You will not receive a ticket, the exit barrier will open automatically. You can choose for a receipt.
- The main entrance of the parking garages is P1/2/3, follow P - RAI 1-6
- The regular opening hours of the parking garages are from 07:00 to 24:00, this will be adjust when it is needed for the events
- The vertical clearance of the P1/2/3/7 garages is 1.90 m, for the P4 it is 2.70 m
- Kiss&ride. You can leave our garages for free within 30 minutes
- People cannot stay on the grounds of the RAI overnight
- The RAI is not responsible for parked vehicles
- Trailers are not allowed in the parking garages
- The parking garages and car park belonging to the RAI are equipped with a parking system with automated barrier gates. An exit ticket can be purchased from the ticket machines. Simply scan the ticket to leave the car park.
- There are 20 charging points for electric cars in the P1 garage and 20 in the P4 garage. Charging costs € 0.24 per kW plus the fee for use of the garage. Charge points cannot be reserved.

Personal means of transport (roller skates, skateboards, electric skateboards/airboards and scooters) The use of roller skates, skateboards, airboards, hoverboards, scooters, driving electric/ motorised vehicles and bicycles/mopeds is not permitted during an Event or its build-up/break-down. Damage, including consequential damage, caused by the use of such means of transport can be recovered from the user.

For any questions about parking. Check the frequently asked questions or email raiparking@rai.nl

Alcohol, Drinks, Cocktail Receptions

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Europe Complex
Hall 1/5

The RAI Amsterdam is the exclusive provider of all food and beverage services at MRO Europe. Catering can be ordered through the RAI webshop.

Show Management requests that all alcoholic beverages be served after 1 pm and must take place in the exhibition hall only. No alcoholic beverages can be removed from the exhibition and all receptions must end by the time the exhibition hall closes for the day. No receptions are permitted on site after official exhibition hours.

The Show facility requires that ALL food and beverages distributed by exhibitors, attendees or sponsors be purchased solely from the venue itself. There are no exceptions. The Show facility reserves the right to confiscate any items considered a violation of this policy without compensation and may eject the offender from the premises. Show Management will not be liable for any damages to anyone who violates this policy. Any person or business entity that furnishes liquor to a guest has a civil and legal duty to do so responsibly. Show Management recommends that exhibitor research the liquor laws in the jurisdiction where the Show will be held to evaluate its exposure and meet any requirements for liability insurance. If exhibitor intends on serving any liquor from its booth.

No alcohol for young people under the age of 18

Pursuant to the Licensing and Catering Act (Drank- en Horecawet), young people under the age of 18 are also not allowed to buy alcohol or have it in their possession in the RAI buildings. Age checks will therefore take place at RAI locations where alcohol is sold or served.

PLEASE NOTE: Only the official caterer may serve any alcoholic beverages. Show Management also requests that alcoholic beverages be served during a limited time period be served after 13.00.

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Show Management has a Balloon Policy in place that prohibits the use of helium filled balloons, either for displays, exhibits or general public access.

Releasing and distributing helium-filled balloons in Amsterdam and hence also in the vicinity of the RAI building (in the open air) is prohibited. This is to avoid the possibility of free-flying balloons entering the protected air space around Schiphol Airport and also to prevent environmental waste.

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DEMONSTRATIONS

Exhibitor shall observe the "good neighbor" policy at all times and not intrude upon or disrupt other exhibitors while they are conducting business on the Show floor. Exhibits should be conducted in a manner not objectionable or offensive to neighboring booths. All demonstrations and the use of photographers, musicians, entertainers, loud speakers, sound system equipment and noise-making devices must be restricted to within the exhibitor's booth. Entertaining attendees in booths must be arranged so that exhibitor's personnel and attendees do not block aisles or overlap into neighboring exhibits. Operation of any equipment for demonstration purposes must be pre-approved in writing by Show Management. Show Management reserves the right to determine when any demonstrations become objectionable or interfere with adjacent exhibit spaces and may, if necessary, require that they be discontinued.

SOUND

Disruption or noise level from any demonstration or sound system must be kept to a minimum and may not interfere with others. The use of devices for mechanical reproduction of sound or music is permitted (up to 85 decibels), but must be controlled and not be projected outside the confines of the exhibit booth. No noise makers or anything not in keeping with the character and high standards of the Show may be distributed or used by exhibitor in the exhibit area. Show Management reserves the right to determine at what point a disruption or sound level constitutes interference with other exhibits and must be discontinued.

When you attend MRO Europe 2021, you can expect to see that health and safety is a priority, and that a range of measures are in place to ensure everyone involved is able to enjoy a safe, hygienic, productive and high-quality organized event experience. Show management is working closely with the RAI Amsterdam to implement simple, safe, consistent protocols.

All Informa events will be run according to official government and local authority guidance in the first instance, as well as any venue or location-specific regulations. In addition, all Informa events will follow the ten Informa AllSecure priority commitments.

When You Arrive on Site

ALL ATTENDEES

- Before entering everybody, who wants to enter the building, will be asked to scan a QR-code. The visitor is asked to answer five questions via this QR code. If the visitor answers all these questions with "no", he will see a green screen "No symptoms". If one of the questions is answered with a "yes", the visitor will see a red screen "Symptoms found". Visitors may only enter the building, on presentation of the green screen. For privacy reasons, the answers will not be saved.
- Separate doors may be designated as entrances and exits
- All attendees are expected to wear masks/facial coverings while at the event

When you Arrive on Site

EXHIBITORS

- Any person (Exhibitor/EAC/Vendor) must register for a RAI Build-up/Breakdown Badge. Register for this badge from the **RAI Webshop**
- Event security will distribute bracelets upon arrival at the hall.
- Vehicle buffering will be compulsory, either at the RAI or at an external location, to spread traffic needing to use the loading doors

Physical/Social Distancing

ALL ATTENDEES

- All event activities should take place with social/physical distancing in mind.
- Please keep a 1.5m distance between yourself and other attendees.
- Avoid handshakes and embraces as greetings, and avoid sharing printed business cards
- Take advantage of event technology! Use the MRO Event app to connect with other attendees, find exhibitors and get the latest event information
- Floorplans have been adjusted, aisles have been widened and considerations have been made in the event setup to allow for adequate crowd distribution

Physical/Social Distancing

Exhibitors

MRO Europe is adhering to social/physical distancing in all facets of the event. Considerations have been made in conference rooms, at registration and we are asking our exhibitors to adhere to this policy during the exhibition.

- All booth activities (meetings, receptions, demonstrations, etc.) should accommodate for social distancing. We request that you staff your booth to not exceed 2 booth personnel per 9sqm space at any one time.

Show Information/Policies

Keeping You Safe - AllSecure Standard

9sqm = 2

18sqm = 4

36sqm = 8

54sqm = 12

72sqm = 16

90sqm = 20

- Meeting areas, furniture in your booth should be arranged to accommodate a safe physical distance between booth personnel and tradeshow visitors.
- Take advantage of event technology
 - Use lead retrieval for contact-free scanning of attendee badges to effectively follow up on leads from the event! Lead retrieval ordering information is available in the [Exhibitor Resource Center](#).
 - Connect with attendees through the MRO Event app and post regularly on social media.

Booth Activities

- Please limit physical giveaways at the booth to avoid high touch points

Stand Catering/Receptions

When planning receptions or catering at your booth, please consider the following:

- All receptions are limited to after 1 pm and must have approval from show management. There must be adequate space in or near your booth to host a reception
- Food and beverages on stand must be single portion and packed in disposable material
 - Exhibitors can order food and beverages from RAI's 'Stay Safe' assortment in the RAI Exhibitor Services web shop
 - Bringing outside catering on show days is not allowed
- Additional catering staff may be ordered from the RAI. Such staff needs to be included in the exhibitor's calculation for compliance with the 1.5-metre distancing rule

Registration

ALL ATTENDEES

No Contact Registration

- Please come prepared with your barcode confirmation ready to display on your mobile device.
- All attendees are strongly encouraged to register online prior to arriving at the event. Online registration will remain open throughout the event. Retrieve your badge simply by sharing your name or barcode when you arrive
- Signage and floor markings will indicate safe distances for attendees while queueing
- Registration staff will have enhanced personal protection equipment including masks, gloves, sanitizing products and sneeze guards to ensure safety.

Registration EXHIBITORS

Avoid lines!! Exhibitors may collect badges on setup days to avoid crowds and allow for easy access to the hall before the show open. Please come prepared with your barcode confirmation ready to display on your mobile device.

Registration Hours:

Avoid the crowds pick up before show days!

Tuesday, October 19 08:00 – 17:00

Wednesday, October 20 08:00 – 17:30

Thursday, October 21 08:00 – 15:00

Show Hours:

Wednesday, October 20 09:30 – 17:30

Thursday, October 21 09:30 – 15:00

Hygiene

ALL ATTENDEES

- **All Attendees will be required to wear masks or face coverings for the duration of the event.**
- Additional hand sanitizing stations have been added to lobby areas and near Food and Beverage outlets.
- **Wash your hands often!** Especially when you've been in high touch areas like on escalators, in elevators or seating areas.
- **AVOID touching the eyes, nose and mouth.**

Hygiene EXHIBITORS

- Stand cleaning is available from the RAI Webshop
- We request that you regularly disinfect your stand throughout the event
- Please remove waste regularly in designated bins and through pre-ordered stand cleaning services

Health Checks

ALL ATTENDEES

- Before entering everybody, who wants to enter the building, will be asked to scan a QR-code. The visitor is asked to answer five questions via this QR code. If the visitor answers all these questions with "no", he will see a green screen "No symptoms". If one of the questions is answered with a "yes", the visitor will see a red screen "Symptoms found". Visitors may only enter the building, on presentation of the green screen. For privacy reasons, the answers will not be saved.
- Attendees may be subject to contactless temperature screening to identify anyone who has a high temperature. Anyone who presents a high temperature will be denied entry to the event and appropriate medical attention will be offered.
- Attendees showing symptoms will be asked to leave the venue or be evaluated by our on-site medical team.
- If you are not feeling well, or are beginning to show symptoms, please do not come to the event.
- If you begin to feel unwell at the event, on-site medical personnel are available to assist.

Health Checks EXHIBITORS

- Exhibitors and stand-builders in the hall during setup hours may be subject to temperature screening.
- High contact touch points such as tools, equipment, materials should be sanitized regularly.
- Additional PPE including gloves, face shields are recommended.

Go with the Flow (of traffic)

ALL ATTENDEES

- One-way aisles may be implemented within the exhibition hall, on the concourse and/or at registration to minimize physical contact and bottle necks.
- Entrance Only and Exit Only doors will be implemented.
- Attendees are discouraged from gathering at entrances and causing traffic jams.
- If an entrance is crowded, please take advantage of a lobby networking area until the crowd disperses, and entrances are clear.
- Time your visit carefully.

Food and Beverage Areas

ALL ATTENDEES

- New practices and policies are in place including:
 - Cough screens will be placed at all counters
 - Food and beverages will be single portion packed
 - Contactless, PIN or credit card payments only
 - Attendees can choose to 'walk and eat and/or drink*' or;
 - Attendees can proceed to the designated 'catering area' to be seated
 - Hand disinfection units will be placed at the entrance and exit of each catering area
 - *As long as wearing a face mask is obliged, 'walk and eat and/or drink' is not allowed

Conference Delegates

- Arrive at sessions early to avoid lines.
- Attendees will be admitted to all sessions through the use of contactless badge scanning.
- Hand disinfection units will be placed at each entrance
- All meeting rooms will be laid out following the 1.5-metres social distancing regulation
- Centralised safety flow management will be applied to the corridors by means of signage and floor markers
- All meeting rooms will be equipped with a disinfection toolkit (disinfectant spray, hand gel and antibacterial wipes)

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Hall 1/5

Show Management requests that customer meetings not take place during show hours outside of the Exhibition Hall.

Meeting rooms may be available on premises. Please contact your sales rep for more information. See contact page for information.

Please refrain from setting meetings and inviting customers to your booth during set-up hours.

Only Exhibitors and Contractors are permitted in the exhibition hall during build up and breakdown.

Speakers, visitors, conference attendees will not be permitted in the hall.

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Multi-story exhibits include any display fixture that includes two or more levels.

Multi-story Exhibits require prior approval by the exhibit facility, and/or relevant local government agency and show management and will have additional fees applied.

Multi-story exhibits are permitted in island booths only.

Double-decker (multi-story) booths require additional structural approvals, fire watch, fire marshal approvals, etc. The additional fees cover these approvals as well as air rights to the space.

There are additional fees associated with Multi-story exhibits. For MRO Europe, the fee is US\$45 per sqm assessed by show management and there is also a charge for the permit from the RAI. The RAI permit can be obtained from the RAI webshop.

For more information about adding a second story and the approval process, please contact Allison Gold at Allison.gold@aviationweek.com, +1.646.233.4425

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Exhibitor may take photos or videos of its displays; however, exhibitor is not permitted to directly take pictures of any other display or instruct others to take such pictures without written permission of Show Management and the exhibitor whose display is being photographed. Notwithstanding the foregoing, exhibitor authorizes Show Management and its Representatives (as defined in Section 16 below) to photograph and/or record all or any part of the Show (including, without limitation, exhibitor's exhibit space and personnel), and exhibitor hereby grants Show Management the worldwide, perpetual, royalty free right and license to reproduce, distribute, transmit, publicly perform and publicly display all such photographs and recordings (and any derivative works thereof) in any medium (now existing or hereafter developed).

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LOCATION:

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 Europe Complex
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Exhibitor Appointed Contractors (EACs) do not need to register as attendees. RAI aims to ensure that the Convention Centre not only provides a hospitable reception and high quality facilities but is also safe. Safety is therefore an issue that has the highest priority for RAI. Moreover, RAI is legally bound to comply with the statutory requirements, for example as laid down in the Foreign Nationals (Employment) Act.

The Participants, Hirers or other relevant natural or legal persons are primarily responsible for safety, including the safety of their staff and any third parties used by them.

In this context, the access policy in the Convention Centre has been changed as follows

- During build-up and breakdown periods the Convention Centre is accessible only to persons who have a valid access badge issued by Amsterdam RAI for the build-up and breakdown period;
- Persons who wish to be present in the exhibition halls during the build-up and breakdown of events should register online with Amsterdam RAI to obtain a badge; persons without a badge cannot obtain access to the Convention Centre;
- Standbuilders and suppliers are urgently advised to register in advance as far as possible in order to ensure fast access on arrival at the Convention Centre;
- Persons may not and will not be admitted by RAI without a valid work permit.

Build-up and breakdown badges

During the build-up and breakdown periods, RAI Amsterdam is only accessible with a valid access badge. This also applies to stand builders and/or suppliers. This policy is implemented in order that we know exactly who is present in the RAI and can act appropriately should an emergency situation arise.

Persons who wish to enter the halls during the build-up and breakdown can register online with RAI Security. Badges can be ordered via the RAI webshop.

After registering, you will receive a voucher with which you can pick up the build-up and breakdown badge at various locations within the RAI. Registration on site is also possible, but may result in waiting times.

During the build-up period, exhibitors only have access to RAI Amsterdam with a voucher for an exhibitor badge. By scanning the voucher at the distribution point by the goods entrance, you will immediately receive a build-up badge.

More information

For questions about build-up and breakdown registration, contact RAI Security:

T: +31 20 549 30 06

E: security@rai.nl

Exhibitor Event Badges

Click [HERE](https://mroeuropa.aviationweek.com) mroeuropa.aviationweek.com and select Register tab) to register your team. Exhibitors who would like to attend conference sessions may also purchase discounted conference/session badges by choosing either Exhibitor All Access or Exhibitor/Individual Sessions. You will need a promotion code in order to receive your discount, please contact Virginia Gongora to get the code at +1.212.204.4202 or events@aviationweek.com.

Booth personnel is unlimited at the MRO events.

Please refrain from setting meetings and inviting customers to your booth during set-up hours. They will not be permitted in the exhibit hall with visitor badges.

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LOCATION:

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Hall 1/5

Registration Hours

(Registration will take place inside Hall 1, accessible through Entrance K)

TUESDAY, 19TH OCTOBER	08:00 – 17:00
<hr/>	
WEDNESDAY, 17TH OCTOBER	08:00 – 17:30
<hr/>	
THURSDAY, 21ST OCTOBER	08:00 – 15:00

Registration will take place inside Hall 1 of the Europe complex. It can be accessed by through entrance K.

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All Raw-space booths must submit their designs using this link:

<https://fs2.formsite.com/AW-Events/form91/index.html>.

The deadline for stand design submissions is 10 September 2021.

- **Designs must include all elevations including those of hanging signs. Plans submitted without elevations, will not be accepted.**
- Submission of information should be in the form of drawings and calculations, not photographs or rough sketches, as it is not possible to assess the structure without details of the stand.
- No fixing is allowed into the hall floor at these venues, other means of securing the stands need to be considered.
- Hanging signs are only permitted in island booths.
- Drawings should contain enough detail to show exactly how the stand will be constructed including baseplates, joint construction support details etc.
- Entire length and height of exterior walls (facing out of stand) must be completely finished and painted. Please cover all exposed gridwork, unfinished wood, framing, etc.

Failure to submit your designs may result in an inability to exhibit. Plans may be submitted using this link: <https://fs2.formsite.com/AW-Events/form91/index.html>

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Shell Scheme Stands

- Each shell scheme stand will be 2.48m high with white Infill panels
- Black vinyl lettering to a 300mm high
White fascia infills to each open elevation.
- Each shell scheme stand will include 1 x 500w Socket & 2 x 100w Spotlights.
- Your shell scheme stand carpet will be Azure and the gangways will be Mix Blue.
- Note: Most shell scheme stands will have a electrical box discreetly placed within in the booth. This is necessary to supply electricity to the shell scheme stands as a result of the electrical configuration of the mains in these exhibit halls.



Raw Space Stands

All raw space exhibitors will be expected to produce a professionally built custom stand with a high level of finish and safety compliance and one that is in line with the high-quality, professional nature of the event.

Please note space only stands do not receive carpet, walls or electrics.

All Raw-space booths must submit their designs using this link:

<https://fs2.formsite.com/AW-Events/form91/index.html>

The deadline for stand design submissions is 10 September 2021.



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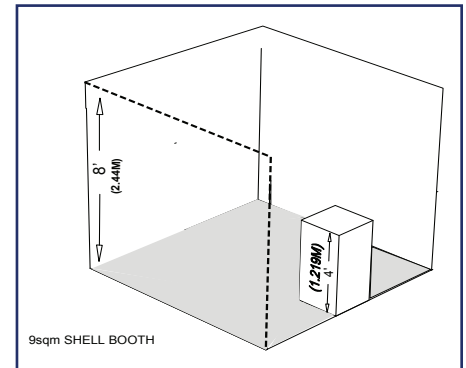
RAI Amsterdam
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You will be expected to produce a professionally built custom stand with a high level of finish and safety compliance and one that is in line with the high-quality, professional nature of the event. Raw space stands do not receive carpet, walls or electrics.

Please note: exhibitors that purchase stands as shell scheme are not permitted to remove the shell scheme and build their own structures. Raw spaces booths are a minimum of 18sqm.

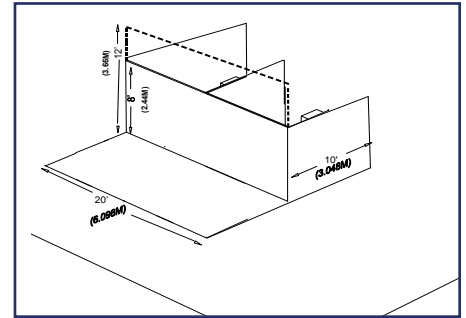
Shell Scheme Booth; Min 9sqm

- Arranged in a straight line
- Has neighbors on either side (in-line)
- One side exposed to aisle (in-line)
- Two sides exposed to aisle (corner)
- Maximum back wall height is 2.5m (8 feet)
- Hanging signs are not permitted
- Shell scheme framework cannot be removed



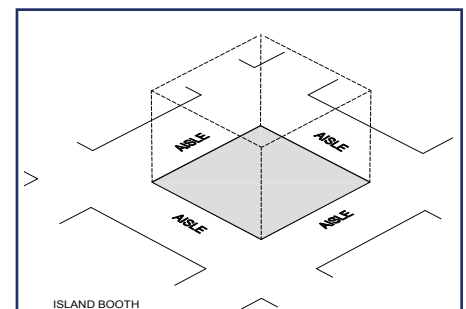
Raw Space Booth (inline) Min 18sqm

- Arranged in a straight line, or back-to-back (a 36sqm island split into two 18sqm booths)
- Has neighbors on either side
- One side exposed to aisle (in-line)
- Two or three sides exposed to aisle (corner)
- Maximum back wall height is 4m (12 feet)
- **ENTIRE Back wall must be cleanly "finished" and painted.**
- Hanging signs are not permitted
- All raw space booth plans must be approved by show management. Please send all schematics with elevations/materials used to allison.gold@aviationweek.com or submit designs via this link: <https://fs2.formsite.com/AW-Events/form91/index.html>



Island Booths

- Any size booth exposed to aisles on all four sides
- Hanging Signs permitted. Rigging must be completed by RAI Amsterdam and can be ordered via the webshop. Find links in the MRO Europe [Exhibitor Resource Center](#).
- The entire cubic content of the space may be used up to the maximum allowable height, which is 4m (16 feet) (up to 6 m (20ft)) with Show Management's approval, including signage.
- All raw space booth plans must be approved by show management. Please send all schematics with elevations/materials used to allison.gold@aviationweek.com.



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Towers (free-standing exhibit component separate from the main exhibit fixture)

- Height restriction is the same as applies to the exhibit space configuration

Multi-story Exhibits

- Display fixture includes two or more levels
- Multi-story Exhibit requires prior approval by the exhibit facility, and/or relevant local government agency and show management and will have additional fees applied (an additional US\$45 per sqm will be assessed)
- A temporary permit is required for a stage, staircase or raised floor in or around the Convention Centre if it is accessible to people and has a height of more than 60cm. Permits applications are available in the web shop.
- For more information about adding a second story and the approval process, please contact Allison Gold at Allison.gold@aviationweek.com, +1.718.501.7675

General Decorating Guidelines

- Any portion of a display that extends above or beyond that of the booth adjoining to the rear or side must be finished with paint or drape at the Exhibitor's expense. Any portion of an Exhibitor's booth facing an aisle must be finished.
- Advertising material may not be displayed at an Event other than on the stand itself without the approval of the Event's Organiser.
- Goods and/or advertising material of any kind may not be placed or distributed outside the (stand) space that has been occupied or made available. Show management reserves the right to remove such goods and/or advertising material (or have them removed) at any time.

BOOTH DRAPING (MASKING)

- MRO regulations require covering (finished and/or draping) on the open side of the booth in a corner location, if materials are stored behind the display or if grid work and/or electrical cords are exposed to public viewing. Exposed parts of displays (including backs) must be completely finished so that they are not objectionable to other Exhibitors, delegates or MRO Management and are in keeping with the professional appearance on the exhibition floor. Any booth draping (masking) required for either or both sides (or back) of a booth by the end of Move-in will be ordered from the official contractor at the expense of the Exhibitor.
- Drip pans and scrap buckets should be provided for operating machinery to prevent lubricants, paints, etc., from staining the floor causing a slippage hazard.
- Painting may be done inside the exhibit hall as long as drop cloths are used to prevent any damage to the building. No spray painting is permitted inside the exhibit halls. Spray painting may be done outside as long as drop cloths are used to prevent any damage to sidewalk, dock, grass, buildings, etc.
- Paint must be removed nightly and all cans must be tightly closed to prevent their contents from staining the floor, causing a slippage hazard, and tracking of paint, etc., over another Exhibitor's carpet.
- Exhibitors are liable for any damage they cause (or third party authorized by them) to the walls, floors, columns, doors, windows, etc., during the installation, operating and dismantling of their exhibits.

Lighting

- Exhibitors must adhere to the following suggested minimum guidelines when determining booth lighting:

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- No lighting, fixtures, lighting trusses, or overhead lighting are allowed outside the boundaries of the exhibit space. Exhibitors intending to use hanging light systems must submit drawings to exhibition management for approval.
- Lighting, including gobos, must be directed to the inner confines of the booth space. Lighting should not project onto other exhibits or exhibition aisles.
- Lighting which is potentially harmful, such as lasers or ultraviolet lighting, must comply with facility rules and be approved in writing by exhibition management.
- Lighting that spins, rotates, pulsates, and other specialized lighting effects must be in good taste and not interfere with neighboring Exhibitors or otherwise detract from the general atmosphere of the event.
- Currently some convention facilities are not allowing quartz halogen lighting fixtures in exhibits due to potential fire hazards. Check with exhibition management.
- Reduced lighting for theater areas must be approved by the exhibition organizer, the utility provider, and the exhibit facility.

Flooring materials and uneven floors

The floors of the Convention Centre's exhibition halls are finished with a layer of asphalt approximately 5cm thick. Owing to differential settlement, the floors of the Europa complex (exhibition halls 1-7) are not entirely even.

In exhibition halls 1-12 flooring materials may not be affixed directly to the stone floor, for example by means of two-sided adhesive tape.

Carpeting

- The use of carpeting or other professional floor covering is required by each Exhibitor. These floor coverings must not be sealed to the floors in such a manner as to injure the floor or be so installed as to be a hazard to public safety or as to endanger the public. Exhibitors are responsible for the final condition of the floor in their space. The edges of raised flooring may be inclined, providing the slope is gradual and gentle.
- If an exhibitor sets his booth without floor covering, carpet will be ordered at the exhibitor's expense.
- If exhibitor will be setting up late and is bringing their own carpet, they must notify show management or carpet will be ordered at exhibitor's expense.

All Raw-space booths must submit their designs using this link:

<https://fs2.formsite.com/AW-Events/form91/index.html> or emailed to Allison Gold at allison.gold@aviationweek.com. The deadline for design submissions is 10 September 2021.

For design support and build options, please contact MROExhibitorSales@freeman.com

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Exhibitor Appointed Contractors (EACs)/Stand Builders

An Exhibitor Appointed Contractor (EAC) is any company other than Aviation Week's official service contractors. Exhibitors are responsible for informing all appointed contractors of the rules, requirements and regulations and for ensuring their compliance. Any and all outside vendors must fulfill the following requirements.

Any exhibitor must insure that non-official vendors hired to perform any of the following services at Aviation Week's event must comply with the rules, requirements and regulations.

- Audio Visual
- Carpet Rental / Flooring
- Computer Rentals
- Exhibit Rental/Booth Rental
- Exhibitor Marketing
- Floral
- Furniture
- Installation & Dismantling / Display Labor / Supervision
- Personnel / Temporary Help / Models
- Photography / Video / Film
- Security / Guard Service
- Transportation / Freight Carrier

Note: for electrical, plumbing, internet, telephone, cleaning, drayage, rigging, lead retrieval, catering – the exhibitor and/or EAC must utilize the official vendor designated by Aviation Week.

If an exhibitor plans to use a firm other than the "Official Show Vendor", please fill out the Aviation Week Exhibitor Appointed Contractor form (EAC). The form can be found here:

<https://fs2.formsite.com/AW-Events/form58/index.html>

This form must be completed and returned to Aviation Week no later than four (4) weeks prior to the event.

Important Notes:

- EACs should supply a list of all full-time employees who will be installing, dismantling or working in the exhibiting company's booth. Aviation Week management also requires that exhibitor appointed contractors furnish a list of all subcontractors they will use during installation, show days and dismantling. Any company that is not an approved exhibitor appointed contractor or does not appear on an appointed exhibitor contractor's list of approved subcontractors will be denied access to the show floor. Exhibitor appointed contractors must collect the proper COIs from their subcontractor(s), and maintain the original certificates (photocopies and faxes are not acceptable) on file for review by Aviation Week management.

EAC Badges

- Builders and suppliers can register via the webshop. Exhibitors are permitted to add authorized users to their account to place orders and apply for badges.
- During the build-up and breakdown periods, RAI Amsterdam is only accessible with a valid access badge. This also applies to stand builders and/or suppliers. This policy is implemented in order that we know exactly who is present in the RAI and can act appropriately should an emergency situation arise.
- All EACs and all subcontractors must display company ID with photo all times while on property.
- All EACs agree to abide by the rules and regulations set forth by Aviation Week in the Exhibitor prospectus and Exhibitor Service Kit. EACs may operate only out of the confines of their client's booth. Separate service desks and/or work areas, storage areas or other work facilities will not be permitted at Aviation Week's event. The show aisles and public space are not part of the Exhibitor's booth space.
- All EACs must comply with local labor agreements and practices and may not commit any acts that could lead to work stoppages, strikes or labor problems.

Booth Design/EAC/Contractors/Display Rules Exhibitor Appointed Contractors (EACs)

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- All EACs must adhere to the move-in, move-out schedule. Exhibitors will be responsible for any additional expense incurred by Aviation Week should deadlines not be met.
- Exhibitors are liable for restoring their exhibit area to its original condition (i.e. free of any tape, debris and other remnants of use)
- All personnel under the employment of the EACs must obtain wrist bands. Bands will not be issued until insurance requirements are met.
- It is the responsibility of the exhibiting company to ensure that each EAC adheres to all official rules and regulations of the Event as set forth by Aviation Week.
- All EACs will not solicit business on the Show Floor.
- Use of electric scooters is prohibited
- While aisle carpeting is being installed, containers, jockey boxes, ladders and any other equipment must be removed completely from the show floor
- EAC may photograph client booth(s) only.
- EAC is prohibited from using the MRO Show name, logo or any likeness for the purpose of promoting or marketing its own activities.
- The EAC is responsible for the actions and activities of any of its sub-contractors.
- EAC will not establish service desks anywhere inside the exhibit hall. The EAC will utilize space as designated by Show Management, outside the exhibit hall
- The EAC is responsible for adherence to the Exhibitor Rules & Regulations and the Display Regulations & Height Restrictions.
- Provide adequate notice to Show Management of the exhibitors who have retained them and the services to be performed for each exhibitor.
- Have a true and valid order for service from an exhibitor in advance of the Show setup date and in their possession on-site.
- All safety guidelines are to be observed.
- EAC must be dressed in suitable attire at all times.

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Hanging Signs and Graphics are allowed in Island booths only. Maximum height is 4m (16 feet) (6m height is permitted with Show Management's approval) at the top of the sign.

All raw-space booths must submit their design to Allison Gold at allison.gold@aviationweek.com. The deadline for stand design submissions is 10 September 2021.

Rigging can be ordered via the RAI webshop.

Rules for rigging:

- Rigging is only allowed above your own stand to the maximum height outlined in the guidelines
- All applications submitted up to 28 days in advance will receive a 20% discount
- The maximum floor and/or roof load capacity of the venue and the points from which the system can or cannot be suspended; local factors such as emergency or loading doors, internal or external location, hot, warm, wet, cold or dry position and side wind; the materials that should be suspended (weight) and their equal distribution; dynamic movements of the truss and rigging system; the available and/or required build-up and breakdown times; and the length of the hire period.
- Each application should be accompanied by a drawing in *.dwg format (AutoCAD) which accurately marks the position of the materials to be suspended and the position of the Stand in the hall or other part of the Convention Centre.
- All desired suspension points should be marked on the drawing concerned, together with the (height) measurements in (centi)metres, weights in kilograms, on a scale of 1:100.

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Exhibitor is required to carry property and liability insurance in amounts sufficient to cover any losses or liabilities exhibitor may incur in connection with the Show, including without limitation, due to damage or loss to exhibitor's property or injury to the person and/or property of others. Notwithstanding the foregoing and except as otherwise provided in the Exhibitor Resource Center, at all times that exhibitor has access to the Show grounds, exhibitor shall maintain at a minimum the following insurance from an insurance company rated B+ or above by A.M. Best Company (or equivalent insurance rating agency):

General commercial liability insurance, including contractual liability and advertising injury coverage, with a minimum liability limit of not less than \$1,000,000 combined single limit per occurrence and \$2,000,000 aggregate.

Exhibitor's policy should add Informa Media, Inc. and Informa Business Media, Inc. and their respective affiliates, the applicable Show facility, and/or any other official exhibitor service contractor as additional insureds.

By executing the Agreement, exhibitor represents and warrants that it has all such insurance in effect and that it shall maintain all such insurance at least through exhibitor's occupancy of the exhibit space and the Show facility. If requested by Show Management, exhibitor shall provide a certificate of insurance evidencing the required coverage.

Your COI must include the following:

Producer: Exhibitors Insurance company & their address:

Insured: The exhibitor & their address:

Contact info

Insurer(s) affording coverage: See requirements above

Type of Insurance

Policy number

Effective Dates: Must include all move in and move out days

Limits

Description of Operations/ Locations/ Vehicles: Additionally Insured: Must include Informa Media, Aviation Week Network, Freeman (general contractor), and the Orange County Convention Center, their agents, directors, and employees

Certificate holder / address of certificate holder: Informa Media

Authorized Representative Signature

The Certificate of Insurance can be submitted via the EAC form, or sent directly to

Anitajoyce.wright@aviationweek.com.

<https://fs2.formsite.com/AW-Events/form58/index.html>

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Access policy

The Convention Centre is only accessible with a valid admission badge during setup and breakdown periods. With the exception of couriers' services (for which special courier and supplier badges are made available) **any person present in the exhibition halls during the setup and breakdown of events should register online http://www.raisecurity.com/exhibition_organisers/35/** for the exhibition/event concerned. Stand-builders and suppliers are explicitly requested to register in advance in order to ensure rapid access on arrival at the Convention Centre.

Emergency exits

It should be possible to open emergency exits at all times; these exits must therefore be kept free of obstacles (goods and rubbish). It is not permitted to lock the emergency exits or use them for a purpose other than escape in an emergency.

Fall Protection

People working at a height of above 2.5 metres or at heights where there is a risk of falling are obliged to wear fall protection equipment: a body harness, hook and lifeline with fall protection mechanism.

- Fall protection equipment should have a CE marking and at least meet the requirements of NEN-EN 361:2002. The hook should be attached to a strong and fixed anchor and be able to carry a minimal force of 1000 kg. The fall protection equipment should be maintained and tested at least once a year. Proof of approval must be visible. Employers should provide approved fall protection equipment to employees. The fall protection equipment should be inspected by the user before use.
- After any fall, the fall protection equipment should be re certified.

Fire safety

- The use of flammable materials is not permitted. Such materials may be used only if they fulfill the requirements set out in the Facility regulations.
- All materials used in the construction of stands should comply with the requirements set out in the building decree.
- Textiles used to carpet or otherwise decorate exhibition stands or halls should be impregnated beforehand with fire retardants insofar as the material does not have fire retardant properties. Written proof of the fire retardant character of textiles must be presented upon request.
- The use of the following substances/equipment is permitted only with the prior written permission of the RAI Amsterdam Safety & Security department:
 - electrical and/or Calor gas equipment for demonstrating cooking,
 - frying and deep-frying;
 - compressed or liquid gases;
 - fire accelerant liquids;
 - non-ionising radiation equipment.
- The use of flammable or explosive substances, gases and hazardous goods, including ionising radiation, is not permitted unless specific licenses have been granted; for instance for theatre fireworks and special effects.

Footwear

Safety shoes must be worn during the setup and breakdown periods in the exhibition halls, meeting rooms and lounges. During these periods, other passers-by in the Convention Centre are strongly advised not to enter the exhibition halls, meeting rooms and lounges (unless they are wearing safety shoes).

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Safety shoes must comply with EN-ISO 20345 and bear a CE marking. It is recommended that class S3 safety shoes or higher be worn during setup and breakdown periods. Safety shoes should be properly maintained and kept clean.

Head Protection

Head protection may consist of an industrial helmet. Workers are obliged to wear a safety helmet when there is a danger of falling objects. A helmet must comply with EN397 and bear a CE marking. A padded cap is not a helmet, does not protect against falling objects, and is therefore not allowed.

WHEN?	ACCESS BADGE?	SAFETY RULES?
Build-up	Build-up/breakdown badge	Hard hat (if red light flashes in hall) and safety shoes
Furnishing	Build-up/breakdown badge or exhibitors badge	Safety shoes
Show	Exhibitors badge	None
Break down	Build-up/breakdown badge or Exhibitors badge	Hard hat (if red light flashes in hall) and safety shoes

Please review the RAI SafeWork manual. It is available for download in the MRO Europe [Exhibitor Resource Center](#).

Stand Construction

- It should be possible to reach and leave stands (places of work) safely.
- A fire extinguisher must be kept within reach when carrying out work that poses a fire risk.
- Combustible items or parts of a stand must be shielded from the work.
- The task of connecting stands to the Convention Centre power supply is entrusted to a recognised electrical contractor used by RAI Amsterdam. Power may not be generated in any other way.

Raised floors

The use of raised platforms is recommended for stands with water and gas pipes, and/or a lot of electrical wiring across the floor (the stand builder can provide advice on this). When using platforms in a stand, it is important to keep in mind that the sides need to be sealed off and neatly finished, and the raised floor must fit within the boundary lines of the stand.

Ladders and stepladders

- A ladder or stepladder should fulfil the requirements of the applicable standards (e.g., NEN 2484 or EN131) and have a valid approval sticker
- The rungs on a ladder or the steps on a stepladder should have an anti-slip design. Working on a ladder or stepladder is permitted only if the use of other aids is not possible.
- Scaffolding or an aerial lift should be used for repetitive work.
- A ladder or stepladder should preferably not be used at heights of more than 2.5 metres. The maximum height at which a ladder may be used is 10 metres.
- The access to a ladder or stepladder should be kept free at all times.
- If necessary, the area around the ladder or stepladder should be marked.
- Multi-section or extension ladders should be used in such a way that the various parts cannot

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slide in relation to one another.

- Ladders must be secured against sliding.

Transport routes and gangways

Transport routes should be of ample width and free of obstacles. All transport routes and gangways should be kept as free as possible of gear and rubbish. If work is being done on a stand, for example the laying of a floor, and there is no space on the stand for the gear and materials being used, things may temporarily be placed in the gangway. This applies only to items intended for the work being carried out at that moment and they should then be removed as quickly as possible. Preferably, however, these items should be stored outside the exhibition halls and then brought into the halls on forklift trucks.

What to do in the case of an accident or emergency

Swift action is required in the event of an accident or emergency. Every effort should be made to fight the fire or handle the emergency as effectively as possible.

Fire

In the case of fire:

- Think of your own safety;
- Assess the fire and try to extinguish it if this can be done safely;
- If you cannot extinguish the fire, break the glass of the fire alarm;
- Always report the fire by calling number +31 (0)20 549 12 34, stating the exact location and nature of the fire;
- If possible, lead any people who are in danger to a safe place.

Work accident

- A work accident is the result of an unfortunate chain of events that harms the health of the victim. Your first response should be to think of your own safety and that of other people. Where the work accident causes injury, the victim must be comforted and reassured as far as possible. Help to the victim should be limited to first aid. The provision of further assistance should be left to the experts such as emergency response team members or emergency service personnel.

Evacuation

When the evacuation alarm is sounded everyone should immediately leave the workplace by a safe route and proceed to the nearest safe assembly area outside the building.

Emergency Contacts

Emergency number +31 20 549 1234 Accidents/fire/alarm/emergencies
General malfunctions +31 20 549 2222 General malfunctions during office hours.
NB: outside office hours external parties should contact the Event Managers
Event Manager +31 20 549 1111 Halls 1-7

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Without careful planning, shipping everything from brochures to booths can be a difficult and costly process.

Here are some tips and tricks to help guide you through. But, the most important takeaway here is **START PLANNING EARLY**. Take advantage of early bird discounts and alleviate stress by reaching out early to find the best solution for you!

As the official service contractor, TWI is the exclusive provider of freight services. This includes:

- Material handling includes unloading your exhibit material
- Storing in advance at the warehouse
- Delivering to the booth
- Handling empty containers to and from storage
- Removing material from the booth for outbound carriers

Freight must not arrive at RAI Centre prior to first Tenancy date

Please download the TWI information packet from the ERC to make shipping/freight arrangements.

All consignments must be sent freight prepaid to Schiphol Amsterdam Airport (AMS) consigned to:

CEVA Showfreight
MRO Europe 2021
Folkstoneweg 182
1118 LN Schiphol
Netherlands
Telephone : +44 (0) 33 0587 7412 Contact : Ron Hayes
E mail Ron.Hayes@cevalogistics.com

Labels

Each crate should be appropriately labeled on each side. Do not label the top of your container as items may be stacked.

Commercial Invoice/Packing List

TWI has provided country specific commercial invoices for your use. These templates have specific verbiage for each country. Complete these Excel documents and return them in Excel format by the document deadline date.

Temporary and permanent goods must be packed separately with separate invoices. Harmonized Tariff Schedule (HTS) codes are used for commodity classifications for customs' purposes. They are mandatory for each item. Please use this link to find the appropriate code for your item. Harmonized Tariff Website

PACKING

In order to minimize damage to the goods you will be shipping, please ensure if at all possible that your shipment is skidded before it leaves your facility. It must be packed in separate boxes and individually labeled. Contact your TWI representative for further details.

Due to multiple handling of freight cases TWI urges exhibitors to use strong wooden cases. Bolted returnable types of cases that offer protection from the elements are ideal. If your cases are secured with a lock or combination please provide the key or combination at time of tender for Customs access if necessary.

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SHIPMENTS CONTAINING BATTERIES

Please contact your TWI Representative as soon as possible if you are shipping batteries, or your equipment contains batteries of any kind (including laptops/tablets), so that we may inform you whether IATA packaging and labeling requirements pertain to your shipment.

We have provided labels if they are needed. These labels must have the telephone number of a person knowledgeable about the shipment. It is not required to be monitored at all times that the package is in transit. It is acceptable for the number to be monitored during the company's normal business hours in order to provide product-specific information relative to the shipment. This cannot be a toll-free number.

Freight Deadlines

Shipping to Amsterdam

Latest Arrival Dates:

Air-Schiphol (AMS)	07 October	All consignments must be sent freight prepaid to Schiphol Amsterdam Airport (AMS) consigned to: CEVA Showfreight MRO Europe 2021 Folkstoneweg 182 1118 LN Schiphol Netherlands Telephone : +44 (0) 33 0587 7412 Contact : Ron Hayes E mail Ron.Hayes@cevalogistics.com
Sea Freight -LCL -Rotterdam	01 October	All consignments must be sent freight prepaid to Port of Rotterdam consigned to: CEVA Showfreight MRO Europe 2021 Exhibition Hall/Stand Number Elektronweg 16A 3452 AC Utrecht, Netherlands Notify: CEVA Showfreight Attn: Ron Hayes Telephone: +44 (0) 330 587 7412 Email: Ron.Hayes@cevalogistics.com
Sea Freight -FCL -Rotterdam	07 October	
Road Freight --RAI Centre	16 October	CEVA Showfreight MRO Europe 2021 Exhibition Hall/Stand Number RAI Centre, Europaplein Amsterdam NL 1078 GZ Netherlands
Road Freight — Non EU	16 October	CEVA Showfreight MRO Europe 2021 Exhibition Hall/Stand Number RAI Centre, Europaplein Amsterdam NL 1078 GZ Netherlands NCTS Code: NL000854

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Shipping from the U.S.

US Export Controlled Items Cut-Off:	21 Sep	TWI CONTACT Chris Drum +1-702-691-9022 cdrum@twigroup.com
General Air Freight Cut-Off:	28 Sep	
Delivery Date:	17 Oct	

Shipping from Canada

General Air Freight Cut-Off:	28 Sep	TWI CONTACT Chris Drum +1-702-691-9022 cdrum@twigroup.com
Delivery Date:	14 Oct	

PRE-ADVISE

Please email advance copies of the Airway Bill / Bill of Lading, invoice, and pre-alert to TWI Operations: Ryan Eagen - reagen@twigroup.com and our on-site partner CEVA Logistics: Ron Hayes - Ron.Hayes@cevalogistics.com

Using a consolidator may delay customs clearance and delivery. Any deconsolidation charges will be passed on to you at cost plus 10%.

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Aviation Week's MRO Europe has partnered with TWI and CEVA Logistics as our show freight partners.

Material handling includes unloading your exhibit material, storing up to 30 days in advance at the warehouse address, delivering to the booth, the handling of empty containers to and from storage, and removing of material from the booth for reloading onto outbound carriers. It should not be confused with the cost to transport your exhibit material to and from the convention or event.

- Pick up "Empty Labels" at the Service Center. Place a label on each container. Labeled containers will be picked up periodically and stored in non-accessible storage during the show.
- At the close of the show, the empty containers will be returned to the booth in random order. Depending on the size of the show, this process may take several hours.
- In order to get your containers returned to you most expeditiously, please keep all aisles clear after the show concludes. Empty containers are not returned to booths until the carpet has been removed. The quicker the carpet is pulled, the quicker you will get your containers.

STORAGE: Fire regulations in most exhibit facilities prohibit storing product, literature, empty packing containers or packing materials behind back drapes or under draped tables. In most cases, however, Exhibitors may store a limited supply of literature or product appropriately within the booth area, as long as these items do not impede access to utility services, create a safety problem or look unsightly.

To arrange for storage of your empty containers, please contact:

CEVA Showfreight
MRO Europe 2021
Folkstoneweg 182
1118 LN Schiphol
Netherlands
Telephone : +44 (0) 33 0587 7412 Contact : Ron Hayes
E mail Ron.Hayes@cevalogistics.com

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Vehicle clearance

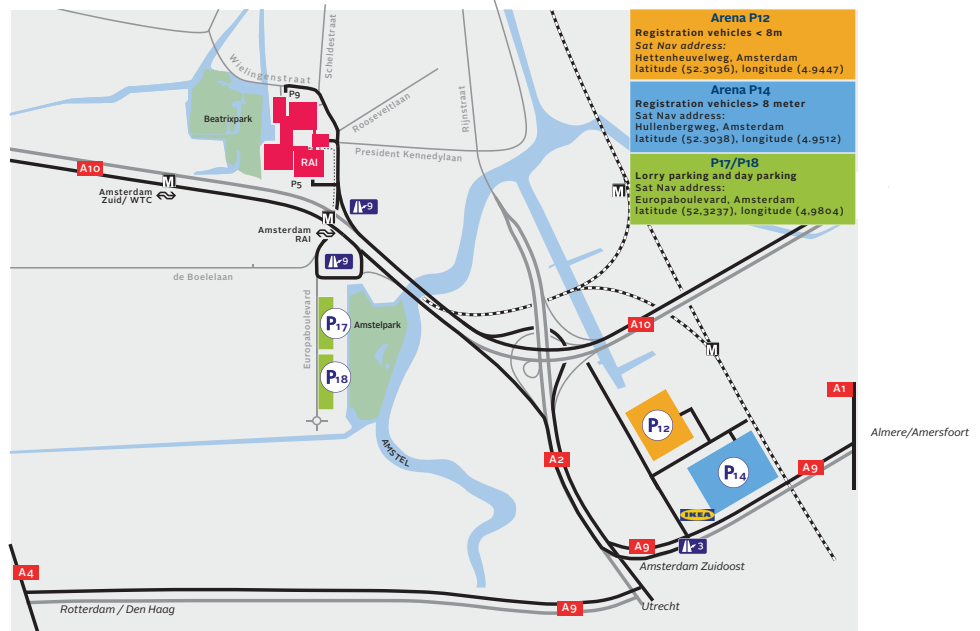
All parking garages are suitable for vehicles up to 1.90 m. We have several other options if you would like to park a vehicle which requires more space:

Parking during build-up and breakdown

If your event takes place in halls 1-7 or 13, you can load and unload cargo from the work deck next to the hall. Once this is done, you can park your vehicle in garage P4 if it is up to 2.70 m. Vehicles taller than 2.70 m can be placed in the daytime car park for lorries. Our parking attendant will gladly point the way.



Lorry and truck registration and overnight parking



Parking during the exhibition

Vehicles up to 1.90 m can park in our garages.
Vehicles up to 2.70 m can park in garage P4.
Vehicles above 2.70 m and/or longer than 6 m can park on the daytime car park for lorries.
Report to the security gate on the P5 work deck and the parking attendant will show you your parking spot.

Get in touch with us

Any questions? Contact our colleagues from Traffic Management via parking@rai.nl.

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The RAI in-house audio visual partner supplies all the audio visual services at RAI Amsterdam.

They can take care of the required lighting, images and sound for your event right down to the very last detail. Besides state-of-the-art equipment, its professional staff is very experienced and offer constructive solutions. What more could you need?

Perhaps just as importantly, they know what RAI Amsterdam has to offer. The technical and audiovisual equipment is maintained to the highest standards and is continuously upgraded. It is operated by well-trained and experienced staff. If required, you can leave all the logistics and operational matters to us. But we are just as happy to rent you a simple microphone! The audio visual partner uses the latest equipment to ensure the success of your event. It is famous for its extensive range of advanced equipment and for the way in which it closely follows the latest developments. The in-house audio visual partner is a world leader in building meeting rooms at exhibition halls.

AV orders can be placed in online in the RAI Webshop, which can be accessed from the MRO Europe [Exhibitor Resource Center](https://mroEurope.AVIATIONWEEK.COM/EN/EXHIBITOR-RESOURCES/EXHIBITOR-RESOURCE-CENTER.HTML).

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The exhibit hall gangways will be carpeted in mix blue; all booths must have carpet or management approved flooring. Rental Carpet is available through Freeman.

Please see the Carpet Brochure and Order Form for more information.

You may bring your own flooring; however, you must contact Freeman Exhibitor

+44 (0)2477 9900198

mro@freemaneventsemea.com to confirm, or you will be charged for carpet.

All Raw-space booths must submit their designs using this link:

<https://fs2.formsite.com/AW-Events/form91/index.html>

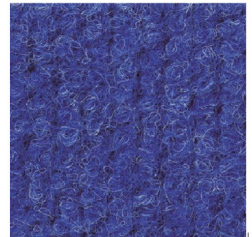
or emailed to Allison Gold at allison.gold@aviationweek.com.

The deadline for stand design submissions is 10 September 2021.

Suggested carpet - Gangway



Shell Scheme



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RAI Amsterdam has an exclusive, in-house catering department which manages catering activities.

Thanks to its knowledge and years of experience, the catering services at every location are able to substantiate your culinary wishes to your full satisfaction resulting in a memorable experience that your guests will talk about for some time to come.

The RAI catering service is an industry leader when it comes to culinary trends.

Stand Catering

RAI Amsterdam's catering service takes care of all the food and drinks for you both at your stand and for your stand's staff. Catering products can be ordered via the webshop. Specific catering wishes can be passed on through the Exhibitor Services department.

Online ordering is available in the RAI Webshop, which you can find in the MRO Europe [Exhibitor Resource Center](#).

You can also place your catering order by e-mailing: exhibitorservices@rai.nl or by calling Exhibitor Services on +31 (0)20 549 1928.

The RAI Amsterdam is the exclusive provider of all food and beverage services at MRO Europe.

Show Management requests that all alcoholic beverages be served after 1 pm and must take place in the exhibition hall only. No alcoholic beverages can be removed from the exhibition and all receptions must end by the time the exhibition hall closes for the day. No receptions are permitted after official exhibition hours.

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Aviation Week provides and initial stand cleaning for all SHELL SCHEME stands, only. This cleaning takes place prior to the show opening.

Raw space stands DO NOT receive an initial cleaning from show management.

To order stand cleaning, cleaning products or refuse containers, please log into the RAI webshop from the MRO Europe [Exhibitor Resource Center](#).

Stand cleaning includes:

The daily basic stand cleaning service (including initial cleaning) we clean your booth extensively at delivery and the following days.

Included are:

- vacuum cleaning;
- mopping the solid floor covering (if necessary, except removing of kick marks);
- cleaning horizontal surfaces of furniture;
- emptying waste bins;
- clean-stand-statement.

The price is per m2.

We kindly request you tidy up your stand before you leave, so our team can clean your stand thoroughly.

If you require additional cleaning services, please contact Exhibitor Services by phone on +31 20 549 19 28 or by e-mail at exhibitorservices@rai.nl

Cleaning up after the exhibition

After the exhibition you must leave your stand swept clean and remove all floor tape. As a piece of evidence, please ask the environment controller on the spot for a 'clean booth statement.' When you do not clean up your own waste, RAI will do it for you and invoice you the cleaning costs.

Please note

RAI Amsterdam separates its waste. You can order waste bags and containers in this webshop.

Removal of any debris or trash exhibits left in the hall will be billed back to the exhibitor.

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Freeman is the exclusive provide of electric service for MRO Europe. **Early Ordering deadline is: 15 September 2021**

The electric order form is available in the MRO Europe [Exhibitor Resource Center](#).

In the experience of The Freeman Company (UK) in providing electrical supplies for exhibitions, we find that many exhibitors are not aware of the power requirements of equipment that they will be using. This Quick Reference Guide is designed to assist exhibitors in planning their power requirements, and if followed, will reduce the likelihood of problems occurring at the exhibition venue.

Freeman Company (UK) provides standard 2-pin & Earth Tag Euro / Schuko16A socket-outlets, but with four different power ratings. The list below indicates the sort of equipment that can be used with each of the power ratings:

SK1 (500W) IS RATED AT 2 AMP AND CAN SUPPLY:

One computer [or 2 x laptops]

A small domestic fridge

Four mobile phone chargers

Table lamp

Television and video

or any combination of the above using a single 4-way extension (maximum length 2m) subject to a total load of 500W

SK2 (1000W) IS RATED AT 4 AMP AND CAN SUPPLY:

Small domestic coffee machine (750W – 1kW)

Small domestic steamer (900W – 1kW)

Small microwave cooker (750W – 1kW)

Vacuum Cleaner (800W – 1kW)

SK3 (2kW) AND SK4 (3kW) ARE RATED AT 10 AMP AND 13 AMP AND CAN SUPPLY:

Jug Kettle (2kW – 3kW)

Catering coffee machine (1.5kW – 3kW)

Industrial Cleaners (1.2kW – 3kW)

Please Note:

The list indicates individual items that can be used with each socket, with the exception of the 500W socket above. All sockets are supplied on daytime power only unless 24-hour continuous power is requested and quoted for.

Actual power requirements will vary dependent upon the individual equipment used. All electrical equipment has a Rating Plate that shows its power consumption in Watts (W) or kilowatts (kW). You should carefully examine all equipment to be used and calculate the exact power usage before ordering your electrical power requirements.

If you are ordering a socket so as to be able to supply your own lighting arrangement(s), then in accordance with the regulations, the maximum power rating of any single lighting circuit is 1000W (1kW), so if, for example, you had 3kW of lighting on your stand, you would need to order 3 x 1kW sockets for this arrangement.

Under the current regulations it is not permissible to order a socket and use it to supply a consumer unit if you are carrying out the installation of your own electrical wiring and equipment. In these circumstances you will need to order an electrical mains supply.

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Forklift orders to install your booth after materials are delivered may be ordered in advance or at show site. We recommend that you order in advance to avoid additional charges at show site.

Please contact Andrew Riley for all forklift rentals.

CEVA Showfreight

MRO Europe 2021
Folkstoneweg 182
1118 LN Schiphol
Netherlands
Telephone : +44 (0) 33 0587 7412 Contact : Ron Hayes
E mail Ron.Hayes@cevalogistics.com

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Freeman sets the stage for success with temporary furnishings that make lasting impressions. With high-quality furniture in shapes and styles that suit your budget and design needs, Freeman always provides an ideal solution for your exhibit.

- Sleek and professional furniture products transform your exhibit into a destination
- Extensive selection of seating, surfaces, and display fixtures provides a completely custom and comprehensive approach to your brand experience
- No assembly required: Hassle-free shipment, setup, and tear down allow your exhibitors to focus on what matters: new business
- Prices are all-inclusive and cover delivery, installation and material handling with no hidden fees

Discount Price Deadline: Please check the [Exhibitor Resource Center](#) for Early Ordering deadlines

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The RAI Amsterdam is the Exclusive provider of internet services for MRO Europe.

Wired internet

The most stable and reliable connection! If you need an internet connection on your stand for your presentation, streaming video, software demonstration or other critical systems and activities we recommend using a wired internet connection.

Wireless Internet

Multiple wireless options are available. Because of the large amounts of users it's really hard to maintain a stable wifi network. Because of this, we don't really promote the creation of your own wifi network. But if you really need your own wifi network this is allowed if you follow our WiFi regulations.

- The 5 Ghz band is not permitted
- Wifi equipment must be configured on the 2.4 Ghz frequency band with a Transmit Power less than 25mW
- The broadcasted SSID must clearly include the name of the company on the booth and be visible at all times. A hidden SSID is not permitted
- The word 'RAI' or 'rai' is not allowed to be used in any part of an SSID

More information

Internet can be ordered via the RAI webshop.

From the last buildup day you can contact our IT Service desk at: +31 20 549 1968.

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Marketing Opportunities, Maximize Your Investment

Let us help you promote your presence at the event to make sure the right people stop by your booth!

We are eager to provide you with resources to make it quick and easy to get the word out. Recommendations to help you promote your presence:

- Join the Aviation Week Network Social Media groups
- The event's official Twitter hashtag is #MROE. Be sure to follow and tag us at @avweekvents, @mronetwork and/or @aviationweek. And don't forget to use the official event hashtag!

New Tools to Help You Engage Your Customers!

Feathr: Invite Your Customers with just a few clicks. Through your Partner Dashboard, you'll have access to a customized co-branded landing page, email invitation, and web banners where your customers and prospects can register and save.

From your Dashboard you can:

- View and share the link to your customized landing page with your customers network
- Send or download a custom-made email promoting your presence at the event
- Download your banner to place on your website or social media
- Receiving your dashboard

Dashboard links will go out the week of July 31. You will receive an email from sergii.khalepa@aviationweek.com with a link to your personalized dashboard. If you have not received your link please contact sergii.khalepa@aviationweek.com

How to use your dashboard

Once you receive the link, it will send you to your personal dashboard where all of your materials live. We recommend adding your logo/headshot and description, which will be updated on your materials after 15-30 minutes.

InGo

Using InGo you can reach out to your whole social network and uniquely invite them to meet up with you in the exhibition hall. You can highlight your booth location, team that will be on-site, products you will be featuring, anything that you want to promote about your participation in the event. Use any of these links to spread the word via your social channels. Be sure to customize the default message for added personalization!

Official Event Logos

[Download files](#) containing the official event logos for use in promotional materials.

Official Event Banners

Whether you're sponsoring or exhibiting, now you can use these banners or the ones within your feathr dashboard to post on your websites, blogs and on your email signature footer! Simply right-click on the banner to save it to your hard drive.

Don't forget to link it to your customized feathr landing page or to the main MRO Europe site – <https://mroeurope.aviationweek.com>

Need a customized banner? Reach out to don.giordano@aviationweek.com with your booth number, logo, specs/size and tag line and we will create one for you.

In addition, we will gladly work with your marketing department to accommodate any special requests mark.thomas@aviationweek.co.uk

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Meeting room space may be available for rental in or near the exhibition hall. Please contact your sales rep (please see contacts page) for information.

Meeting rooms are reserved for exhibitors and sponsors only. Your meeting room includes a boardroom setup, including electricity, tables and chairs. Additional AV/catering/etc. can be ordered from the official contractors.

Meeting rooms are only available for use during posted exhibition hours. **Exhibitors may not invite customers to meetings before or after show hours.**

Exhibition Hours

WEDNESDAY 20 OCTOBER	09:30 - 17:30
THURSDAY 21 OCTOBER	09:30 - 15:00

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As an exhibitor, your company profile is published on the MRO Europe web site, in the official program book and on the event app. Exhibitors can enter profile information and select industry categories. Login information will be sent to the marketing content on the exhibitor's account starting in mid-June. **All changes need to be made by 5 September 2021 to be included in all materials.**

If you are a returning exhibitor, your profile from last year already appears on the site. Please log into your account when you receive the notification and confirm whether you would like to repeat this listing or make changes.

If you are having trouble logging into your account to make changes please contact Allison Gold (allison.gold@aviationweek.com +1-646-233-4425)

Program Book Advertising

Expand your company's presence during the event. Used as a reference throughout the show by all conference delegates, trade show visitors, and exhibitors, the Official Program Book includes the conference agenda, exhibitor and sponsor profiles, floor plan of the exhibit hall, and all special events. Your advertising message will reach all attendees at the show.

Europe/Russia/CIS/Africa/Middle East

Mike Elmes

P: +44 (0)1206 321639

Fax: +44 (0)1206 321259

E: mike.elmes@aerospacemedia.co.uk

All Americas/Canada

Beth Eddy/Mimi Smith

P: +1.561.279.4646

Fax: +1.561.279.4699

E: betheddy@aviationexhibits.com

E: mimismith@aviationexhibits.com

Singapore

Margaret Chong

P: +65 9736 1722

E: Margaret@accessgroup.aero

Asia-Pacific

Clive Richardson

P: +44 (0) 7501 185257

E: clive@accessgroup.aero

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Advanced Freight – Refers to freight that has been sent to the Official Contractor's warehouse prior to the Events move in.

Advance Order – An order for services sent to service contractor prior to installation date.

Aisle Carpet – The carpet that is placed on the Event floor in the aisles to separate the booths. The exhibit hall is not carpeted; however, all booths must have carpet or management approved flooring. Rental Carpet is available through Freeman. The aisles will be carpeted in Mix Blue.

Back Wall – Refers to the part of an in-line booth that is back-to-back with another booth. For raw space booth, this back wall needs to be cleanly finished and painted in its entirety.

Bill of Lading – A legal document that establishes the terms between the shipper (exhibitor) and transportation company (carrier) for the transport of goods between specified points for a specified charge. A bill of lading is required to be filled out and turned in at the Freeman Service Desk at the close of the show, after the exhibitor is all packed up, in order for Freeman to release the freight to the transportation company (carrier)

Booth Package – This term describes the equipment supplied to exhibitors from show management.

Certified Weight Ticket – Certified weight ticket is a required documented measurement used for shipping exhibit properties. All carriers checking into a venue's marshaling yard are required to present a certified weight ticket at check in.

Common Carrier – A transportation company moving exhibitor freight, which usually only accepts crated materials that it can consolidate with the properties of other customers into one shipment bound for the same destination. Only Freeman can accept freight from a common carrier.

Corner Booth – An exhibit space with exposure on at least two aisles, usually found at the end of a row of inline booths.

CWT – "Century Weight" or "hundredweight". The total weight of a crate is divided by 100 to obtain billable weight. 51,000 lbs / 100 = 510 cwt

Drayage – The service that includes delivery of materials to an exhibit space, removal of empty crates, storage of crates during the Event, return of crates at the end of the Event, and delivery of materials to the carrier loading area. See documents regarding Material Handling.

DT Labor – Double-time labor, or work performed on double time and charged at twice the published rate.

Empty Sticker – A colored sticker used to mark empty crates and boxes for storage provided in the material handling service. See Service Desk for Empty Stickers.

Exclusive Contractor – One who holds an exclusive contract with a facility or event manager to provide specified services to that facility or Event.

Exhibitor Appointed Contractor (EAC) – Also called an independent contractor, a supplier hired by an exhibitor to perform trade Event services independently of Event management-appointed contractors.

Exhibitor Kit – Also known as a Service Manual/Exhibitor Resource Center, this is package of information that contains all rules, regulations and ordering forms relating to an exhibition, provided to exhibitors by Event management.

Floor Order – An order for product or service placed after Advance Deadline therefore not eligible for discounted rates.

Floor Port – A utility box recessed in the floor containing electrical, telephone or plumbing connections.

Freight – Exhibit properties and other materials shipped for an exhibit.

Freight Desk – The area where inbound and outbound exhibit materials are handled at a trade event.

Forklift /Ground Rigging – Handling and assembly of machinery that requires the use of a forklift. This includes positioning and/or re-skidding of exhibitor material, machinery and equipment.

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Hard wall – A type of exhibit construction in which walls are made of a solid material, rather than fabric.

I&D – Installation and dismantling of an exhibit by a labor source. Exhibitors may order this service from the general contractor.

ID Signs – Typically a 7" x 44" cardstock sign that contains exhibitor name and booth number.

In-line – An exhibit that is constructed in a continuous line with other exhibits.

Island Exhibit – An exhibit with aisles on four sides. There is no pipe and drape construction provided to Island booths.

Labor – Contracted workers who perform services. When labor is ordered, hours are based on estimates and will be billed actual time incurred. Requested times are not guaranteed and are based on availability. Minimum of one hour will be charged. Additional time will be billed in increments. Rates are based on when labor was performed: ST, OT, DT.

Logistics – Point to point transportation services for freight by an appointed carrier.

Marshaling Yard – A lot where trucks gather for orderly dispatch to Event site. When a marshaling yard is provided, all carriers must check in, present a weight ticket, and will be guided to the docks to unload when a space is available. The same is true for the out of the show. Applicable fee applies.

Move In – Refers to the date and time that exhibitors gain access to a facility and are able to begin the construction and/or set up of their booth.

Move out – The date/time specified by Event management for dismantling exhibits and clearing the exhibition floor.

Nameboard – Black vinyl lettering included in shell scheme booths to identify the exhibitor name and booth number.

Perimeter Booth – A booth space on an outside wall.

Pipe and Drape – Tubing covered with draped fabric to make up rails and back wall of a trade show.

Porter Service – A service that includes the emptying of wastebaskets within the booth at specific intervals during the show.

Quad Box – Four electrical outlets in one box provided by the electrical contractor.

Registration – This refers to an area that Event management uses to register and check in Event exhibitors, buyers and attendees. This is the place in which show badges can be obtained.

Rigger – A skilled worker responsible for handling and assembly of machinery.

Right-to-Work state – A state where no person can be denied the right to work because of membership or non-membership in a labor union. See the Union Rules and Regulations within your manual for specific guidelines.

Service Desk – The location at which exhibitors order services.

Side Rails – The wall between two booths used to divide exhibits, typically 3' high.

Skirting – Decorative covering around tables and risers. Tables are skirted on 3 sides unless additional skirting is ordered.

Special Handling – An additional charge that applies to exhibits shipments requiring extra labor, equipment, or time for delivery to exhibit space.

ST labor – Straight time labor, or work performed during normal hours at the standard rate.

Visqueen – A clear heavy plastic sheeting that is placed over exhibiting carpeting after it is laid in order to protect it until show opens.

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Stand/Booth Furnishings

What is Raw Space?

A Raw space booth is generally defined as a booth space wherein the exhibitor brings their own custom booth. The exhibitor purchases the space only from the organizer and all furnishings and services are ordered/brought/purchased a la carte.

What is Shell Scheme?

A shell scheme is a modular system of hard walling that is supplied built to the size of the booth purchased by the customer. At Aviation Week events, shell scheme stands include infill panels, 1 socket, 2 spotlights, a nameboard/fascia and carpet.

Who do I order extra furniture from?

Rental furniture is available for most Aviation Week events. You can find the official furniture vendor ordering information in the [Exhibitor Resource Center](#) on the event's web site.

Can I put a logo on the top of my stand?

Shell Scheme exhibitors can bring their own fascia signs as long as they are the same size as the fascia sign included with the booth package and include a booth number.

How many walls does my stand come with?

Shell scheme stands typically have 2-3 walls. Inline stands will have 3 walls with the open side facing the aisle. Corner stands typically have 2 walls. If you are not sure how many walls your stand has, please contact the show organizer.

How many lights are supplied?

Each shell scheme stand will include 1x 500w Socket & 2 x 100w Spotlights.

How do I attach my graphics onto the wall?

Shell scheme wall panels are compatible with Velcro.

What are the walls made out of?

Shell scheme walls are constructed from white Infill panels.

What is loop nylon?

Loop nylon is a material that is compatible with velcro.

Can I change the panels from loop nylon to foamex?

No.

What colour are the wall panels?

For MRO Europe, the panels are white.

How do I attach a TV onto the wall?

Screen brackets should be available from our AV vendor.

Do you supply underlay/padding?

No. Carpet is included with shell scheme stands. Raw space stands can order additional padding from the floor coverings catalog or bring your own.

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What colour carpet do I receive? Can I change the colour of this?

Carpet is included for shell scheme stands only. Shell scheme stand carpet will be Azure blue. Carpet can be ordered at the exhibitors expense. All stands (raw and shell) must be carpeted. You can order from Freeman's floorcovering catalog in the [Exhibitor Resource Center](#) or bring your own. If you are not ordering from Freeman, please let them know so that you will not be charged for floor covering.

What type of graphics do you supply?

The only graphic supplied is black vinyl lettering to a 300mm high white fascia infills to each open elevation on shell scheme stands. Raw space stands do not include any graphics.

Can I upgrade my package 500w socket to a 1kw socket?

Please consult the [Exhibitor Resource Center](#) to order additional electric for your stand.

Does the MRO provide the back drop?

At MRO Europe/Asia/Middle East, Shell scheme booths include 2-3 walls depending on location. Raw space booths at these events don't include anything.

What does my island/raw space booth come with?

Your island/raw space booth does not include any furnishings. It is space only.

Can I remove the shell from the booth

If you have purchased your booth as shell scheme, the shell scheme cannot be removed. It is imperative that the gridwork stay in place so as not to compromise the structural integrity of the surrounding booths.

Display Rules/Guidelines

How do I submit my stand plans for approval?

All Raw-space booths must submit their designs using this link: <https://fs2.formsite.com/AW-Events/form91/index.html> or emailed to Allison Gold allison.gold@aviationweek.com.

How do I know if I need to submit stand plans for approval?

All raw-space booths must submit plans for approval.

What information do you need from us to hire a different contractor for our carpeting needs?

Please contact Freeman and alert them that you will be bringing your own carpet.

Tel: +44 (0) 2477 9900198; mro@freemaneventsemea.com

All contractors need to complete the EAC form:

<https://fs2.formsite.com/AW-Events/form58/index.html>

All contractors also need to apply for contractor passes with the RAI security office. These passes can be obtained from the RAI Webshop. The marketing contact on your account will be contacted with credentials to log into the RAI webshop to place orders.

RAI Amsterdam Exhibitor Services

T: +31(0)20 549 1928 | E: exhibitorservices@rai.nl

How high can I build my booth?

For complete rules and guidelines, please visit the display guidelines section of the ERC on the event web site.

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All shell scheme booths at MRO Europe are 2.48 meters high. Island booths may build up to 4m. Island booth exhibitors can request permission from show management to build up to 6m.

Please contact Allison Gold at allison.gold@aviationweek.com with questions.

What do the additional fees for a double decker cover?

Double-decker (multi-story) booths require additional structural approvals, fire watch, fire marshal approvals, etc. The additional fees cover these approvals as well as air rights to the space.

Can I move in early?

Please check the [Exhibitor Resource Center](#) for move-in/move-out timings. Early move in is reserved for larger booths. Please adhere to the move-in schedule that is designated for your type of booth.

Can I tear down early?

No. No exhibitor is to begin teardown or packing process until the Exhibit Hall closes. If you are unable to keep to the exhibit schedule you should reconsider exhibiting. Early teardown of one's exhibit will result in booth selection penalties the following year. There is a two-part reason behind this policy. First, we still have clients entering the show and they have been promised that the full package of exhibitors will be present. By leaving early, you may be the one exhibitor they really wanted to visit and are now robbed of that opportunity. Second, it impacts your fellow exhibitors. Early teardown not only creates a visual eyesore and a possible physical obstacle to accessing other exhibitors, but it also sends a psychological message to clients that time is up and they need to stop visiting other exhibitors

Freight/Shipping

Can I send materials to the venue?

Venues will not accept deliveries directly. On-site deliveries are strictly prohibited until official show dates. All on-site deliveries need to be coordinated through our on-site logistics partner.

Form MRO Europe, this is CEVA:

CEVA Showfreight MRO Europe 2021

Folkstoneweg 182

1118 LN Schiphol Netherlands

Telephone : +44 (0) 33 0587 7412

Contact : Ron Hayes

E mail Ron.Hayes@cevalogistics.com

What do I do with my empty containers

Storage for empty containers can also be coordinated through our on-site logistics partner.

CEVA Showfreight MRO Europe 2021

Folkstoneweg 182

1118 LN Schiphol Netherlands

Telephone : +44 (0) 33 0587 7412

Contact : Ron Hayes

E mail Ron.Hayes@cevalogistics.com

EACs and Insurance

Does my regular General Liability insurance work for this show, or would I have to add it on my policy?

Most general liability insurance companies offer this coverage. However, you would need to speak directly with your carrier to determine if it is included in your policy.

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Does both the exhibitor and the contractor need to supply a COI? Does the stand designer need to supply a COI?

Yes. Everyone working on the show floor needs to provide a COI.

Can you recommend an insurance company?

Aviation Week doesn't recommend any specific insurance company. You should contact the holder of your general liability insurance policy and see if they supply this kind of coverage.

Where do I get a COI? What does it need to cover?

Exhibitor is required to carry property and liability insurance in amounts sufficient to cover any losses or liabilities exhibitor may incur in connection with the Show, including without limitation, due to damage or loss to exhibitor's property or injury to the person and/or property of others. Notwithstanding the foregoing and except as otherwise provided in the Exhibitor Resource Center, at all times that exhibitor has access to the Show grounds, exhibitor shall maintain at a minimum the following insurance from an insurance company rated B+ or above by A.M. Best Company (or equivalent insurance rating agency):

General commercial liability insurance, including contractual liability and advertising injury coverage, with a minimum liability limit of not less than \$1,000,000 combined single limit per occurrence and \$2,000,000 aggregate.

Exhibitor's policy should add Informa Media, Inc. and Informa Business Media, Inc. and their respective affiliates, the applicable Show facility, and/or any other official exhibitor service contractor as additional insureds.

By executing the Agreement, exhibitor represents and warrants that it has all such insurance in effect and that it shall maintain all such insurance at least through exhibitor's occupancy of the exhibit space and the Show facility. If requested by Show Management, exhibitor shall provide a certificate of insurance evidencing the required coverage.

Your COI must include the following:

Producer: Exhibitors Insurance company & their address:

Insured: The exhibitor & their address:

Contact info

Insurer(s) affording coverage: See requirements above

Type of Insurance

Policy number

Effective Dates: Must include all move in and move out days

Limits

Description of Operations/ Locations/ Vehicles: Additionally Insured: Must include Informa Media, Aviation Week Network, Freeman (general contractor), and the Orange County Convention Center, their agents, directors, and employees

Certificate holder / address of certificate holder: Informa Media

Authorized Representative Signature

Exhibitor Services

Can I bring a Keurig, espresso machine, champagne tower, sausages, Turkish Delight, bottled water, cotton candy machine, whiskey, etc.?

All food and beverage needs to be supplied by the official catering vendor for all MRO Events. If an exhibitor wants to serve an item that is not offered by the official catering partner, permission can be requested from show management.

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Is it possible to have two entries in the program book?

Additional program book entries can be purchased from your sales representative.

What is the cost to exhibit at this show?

Please contact your sales representative for pricing and availability. Sales reps are determined by geographical location. To find your representative, please visit:

<https://mroeuropa.aviationweek.com/en/our-sponsors/become-a-sponsor.html>

Can you recommend labor to build the booth?

Please contact Freeman for booth labor.

Tel: +44 (0) 2477 9900198; mro@freemaneventsemea.com

What is MRO Links? How is this different from my program book profile?

MRO Links is a visibility and lead generation program that continues your MRO presence all year long. Your links profile is added to a database that generates leads throughout the year. Your program book profile is printed in the show program book, posted on the event web site and on the event app (when applicable).

Has our exhibit space been paid for?

To confirm that your exhibit space has been paid in full, please contact your sales representative.

Registration

How many exhibitor badges do we get?

Booth personnel is unlimited at all MRO shows.

How should we register to be exhibitors for the show?

Exhibitors should visit the registration page on the event web site. There are a variety of options for exhibitors to register booth personnel and conference sessions. Exhibitors are entitled to conference discounts. Please contact events@aviationweek.com for more information.

Can I have list of attendees?

Due to Informa's privacy policy, and GDPR Compliance, attendee contact information cannot be shared.

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1. Definitions

In these Conditions, the following terms have the following meanings:

- 1.1. **Booking Form:** the booking form to which these Conditions are attached and/or incorporated into by reference setting out the details of the Package or such other document setting out the details of the Package as Organizer may choose in its sole discretion to accept;
- 1.2. **Calendar Year:** a full twelve (12) month period beginning on January 1 and ending on December 31;
- 1.3. **Client:** the person, company, organization, association or other entity set out in the Booking Form that is purchasing the Package;
- 1.4. **Conditions:** these terms and conditions;
- 1.5. **Contract:** together, these Conditions and the Booking Form;
- 1.6. **Data Protection Law:** all laws related to data protection and privacy that are applicable to any territory where Organizer or Client processes personal data, where the Event takes place, where any element of the Package is provided and/or where Organizer or Client is established;
- 1.7. **Devices:** any visitor lead capture application or barcode scanner device;
- 1.8. **Directory:** any online product and/or services directory (whether exclusively featuring exhibitors, sponsors and attendees of the Event or otherwise);
- 1.9. **Directory Content:** all content, materials and other information that is provided by Client and/or its Personnel (whether by uploading directly to a Directory or via any other means) for inclusion in a Directory;
- 1.10. **Event:** the exhibition, conference, show or other event organized by Organizer set out in the Booking Form;
- 1.11. **Fees:** the fees payable by Client for the Package set out in the Booking Form;
- 1.12. **Force Majeure Event:** any event or circumstance arising that is not within Organizer's reasonable control (including, without limitation, governmental regulations or action, imposition of sanctions, embargo, military action, acts of terrorism or war, civil commotion or riot, epidemic, pandemic, fire, acts of God, flood, drought, earthquake, natural disaster, royal demise, third party contractor/supplier failure, extreme weather conditions, strikes/protests whether legal or illegal, Venue damage or cancellation, industrial dispute, interruption/failure of utility service or nuclear, chemical or biological contamination);
- 1.13. **Informa Group:** includes any entity whose ultimate parent company is Informa PLC;
- 1.14. **Intellectual Property Rights:** trademarks, trading names, domain names, logos, rights in design, copyrights, database rights, moral rights, goodwill, rights of confidence, know-how and trade secrets and all other intellectual property rights or analogous rights, whether registered or unregistered, that subsist now or in the future anywhere in the world;
- 1.15. **Manual:** any manual, service kit or guide provided to Client by Organizer in respect of the Event, as updated by Organizer from time to time;
- 1.16. **Marketing Services:** any marketing services element of the Sponsorship set out in the Booking Form (which may include, without limitation, the distribution of e-mails to third parties by way of a promotional campaign);
- 1.17. **Materials:** all content, materials and other information that is provided by Client and/or its Personnel (including, without limitation, Client's name, profile, descriptions of products and/or services, logos, copy, text, photographs, audios, videos, artwork and/or content session data);
- 1.18. **Opening Date:** the first date on which the Event is scheduled to be open to members of the public;
- 1.19. **Organizer:** the Informa Group legal entity set out in the Booking Form that is providing the Package;
- 1.20. **Owners:** the owners, management and/or operators of the Venue;
- 1.21. **Package:** the Space and/or Sponsorship and/or Directory and/or Devices package purchased by Client in relation to the Event set out in the Booking Form, as may be updated by the parties from time to time;
- 1.22. **Personnel:** any employee, consultant, agent, other representative or contractor (or any employee, consultant, agent, or other representative thereof) engaged or employed by a party in connection with the Event;
- 1.23. **Reportable Breach:** any breach of security leading to the accidental, unauthorized or unlawful processing of, destruction of, loss of, corruption of, alteration to or access to personal data;
- 1.24. **Space:** any exhibition/showcase/tabletop space allocated to Client set out in the Booking Form;
- 1.25. **Sponsorship:** any sponsorship and/or promotional element of the Package set out in the Booking Form (which may include, without limitation, added value, advertisements, Marketing Services and/or opportunities to sponsor, contribute to and/or deliver content sessions); and
- 1.26. **Venue:** the venue at which the Event is to be staged.

2. Package

- 2.1. Once submitted to Organizer, a Booking Form constitutes an offer to purchase a Package in accordance with these Conditions and is irrevocable by Client. The submission of a Booking Form does not guarantee that Client will be: (i) permitted to exhibit at or otherwise participate in the Event, (ii) assigned to a particular exhibit hall, section or location within the Venue, and/or (iii) provided with the actual Package (including, without limitation, the amount of Space and/or Sponsorship) requested. Organizer reserves the right to reject any Booking Form. A binding contract shall only come into effect when written confirmation (whether by e-mail or otherwise) of acceptance is sent by Organizer to Client (whether or not it is received). Except as set out in these Conditions, no variation of this Contract, including, without limitation, any updates to the Package, shall be effective unless such variation is agreed in writing by both parties. These Conditions apply to this Contract to the exclusion of any other terms that

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Client seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.

3. Fees

- 3.1. Client shall pay the Fees in cleared funds in accordance with the payment terms stated in the Booking Form. Organizer shall have no liability whatsoever if Client pays the Fees (or any portion thereof) into any bank account other than the bank account specifically designated by Organizer to Client for payment. In particular, Organizer shall not be liable for any loss, damage, cost, claim or expense suffered or incurred by Client and/or any of its Personnel arising out of or in connection with third party fraud, including, without limitation, false change of bank account communications, identity theft and other scams. Payment of the Fees into Organizer's designated bank account only shall satisfy Client's payment obligations under this Contract. To the extent that Client receives any communication notifying Client of a change in Organizer's designated bank account, Client is required to verify the authenticity of the same directly with Organizer. Without prejudice to any other right or remedy it may have, if Organizer does not receive the Fees into Organizer's designated bank account in cleared funds by the due date for payment, Organizer shall be entitled to: (i) refuse Client and its Personnel entry to the Event, (ii) refuse and/or withdraw the provision of any element of the Package, and/or (iii) charge interest on such overdue sum from the due date of payment at the rate of 1.5% per month (18% per annum) or, if less, the maximum rate permitted by applicable law, accruing on a daily basis and being compounded quarterly until payment of the overdue sum is made, whether before or after judgment. Where Organizer takes any such action, Client shall not be entitled to a refund of any portion of the Fees it has already paid in respect of the Package and the Fees shall remain due and payable in full.
- 3.2. It is the intent of the parties that Organizer shall receive the Fees in full and that any: (i) banking and other transfer of payment charges, and (ii) applicable VAT, GST, sales and/or service taxes shall be paid solely by Client (in addition to the Fees). If and to the extent that any withholding taxes are payable in connection with the whole or any portion of the Fees, Client shall pay such withholding taxes directly to the relevant tax authority and furnish Organizer with a valid certificate evidencing payment. To the extent that a valid certificate is not provided, or to the extent that Organizer is unable to recover the withholding taxes, the amount of the Fees shall be increased by an amount necessary to compensate for the withholding taxes (including, without limitation, any amount necessary to "gross up" for withholding taxes levied on the increase itself).
- 3.3. Client acknowledges and agrees that certain services may be required by the Owners and/or Organizer for the safe and efficient operation of the Event, including, without limitation, connection to and consumption of utilities (for example, electricity) and inspection/health and safety auditing of exhibition stand/shell scheme plans. Such services shall be provided by contractors appointed by the Owners and/or Organizer and it is a condition of this Contract that Client uses such contractors for these services. Rates and charges for such services (Contractor Fees) shall be set out in the Manual or otherwise provided in writing by Organizer prior to the Opening Date. Client is solely responsible for payment of the Contractor Fees directly to each relevant contractor, in accordance with each relevant contractor's payment terms. If Client fails to pay the Contractor Fees in accordance with such payment terms, Organizer may at its sole discretion: (i) pay such Contractor Fees itself and recharge Client directly for these, or (ii) deem that Client has committed an irremediable material breach of this Contract and exercise Organizer's rights pursuant to Condition 15.1.

4. Client's general obligations

- 4.1. Client shall comply with: (i) all laws (including, without limitation, all laws relating to anti-bribery, anti-corruption, trade sanctions, modern slavery and export controls), (ii) all rules, regulations and instructions issued by Organizer and/or the Owners from time to time in connection with any element of the Package (including, without limitation, in relation to health, safety and security requirements), and (iii) the provisions of the Manual, including, without limitation, all operational requirements stated therein.
- 4.2. Client warrants, represents and undertakes that: (i) it has the right, title and authority to enter into this Contract and perform its obligations hereunder, and (ii) the person signing or otherwise legally accepting this Contract on behalf of Client has the requisite authority to do so.
- 4.3. Client and its Personnel must not: (i) act in any manner which causes offence, annoyance, nuisance or inconvenience to Organizer, the Owners and/or any other attendee of the Event, (ii) do anything which might adversely affect the reputation of Organizer, the Owners and/or the Event, and/or (iii) cause or permit any damage to the Venue or any part thereof or to any fixtures or fittings which are not the property of Client.
- 4.4. Client shall cooperate, in good faith, with Organizer in all matters relating to the Package and/or the Event. Without limitation, Client shall provide Organizer with all information as Organizer may reasonably request in respect of the Package and shall ensure that such information is accurate.
- 4.5. Client is solely responsible for obtaining passports, visas and other necessary documentation for entry into the country or territory where the Event is held. If Client and/or its Personnel cannot attend the Event due to a failure to obtain such documentation, the Fees shall remain due and payable in full.
- 4.6. Client is solely responsible for obtaining any licenses, regulatory approvals, customs clearances or other necessary consents required for Client to participate in the Event and display its exhibits, including, without limitation, any licenses or other necessary consents required for the playing of music or any other audio or visual material by Client and/or its Personnel.
- 4.7. Client consents to its details (including, without limitation, its name, logo and profile) being: (i) published in any show guide, directory and/or other promotional materials prepared in connection with the Event, and/or (ii) displayed on the Event website. Although Organizer shall take reasonable care in any such publication/display, it shall not be liable for any errors, omissions or

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misquotations that may occur.

- 4.8. All unauthorized filming, sound recording and photography of the Event, and all unauthorized transmission of audio or visual material at the Event, by Client and/or its Personnel is expressly prohibited. Client and/or its Personnel agree: (i) to surrender to Organizer or destroy on demand any material in whatever media recorded in violation of this Condition 4.8, and (ii) that the copyright and other Intellectual Property Rights in any such material shall vest in Organizer unconditionally and immediately on the creation of such material.
- 4.9. Client acknowledges and agrees that Organizer and its Personnel shall be permitted to film, sound record and photograph the Event, which may include, without limitation, filming, sound recording and photography featuring Client's Personnel (the Content). Client agrees to make its Personnel aware of such filming, sound recording and photography of the Event. Client acknowledges and agrees that Organizer is the sole and exclusive owner of all rights in the Content and hereby waives any and all: (i) rights in and to such Content, and (ii) claims that Client may have relating to or arising from the Content or its use. Without limitation, Organizer shall be permitted to use the Content anywhere in the world for promotional and other purposes, without any payment or compensation. If any of Client's Personnel has any objection to the use of their image in any filming, sound recording and/or photography of the Event, Client shall notify Organizer in writing.
- 4.10. Client acknowledges and agrees that the terms of this Contract (including, without limitation, the amount of the Fees) and the provisions of the Manual shall constitute confidential information of Organizer and Client undertakes that it shall not at any time disclose the same to any third party.

5. Data protection

- 5.1. Each party acknowledges and agrees that it is responsible for its own processing of personal data in connection with this Contract, including, without limitation, any processing of personal data pursuant to a Data List (as defined in Condition 5.2) (and, where applicable, the parties agree that each party acts as a data controller for the purposes of the General Data Protection Regulation (Regulation (EU) 2016/679)). Each party shall: (i) only process personal data in compliance with, and shall not cause itself and/or the other party to be in breach of, Data Protection Law, and (ii) act reasonably in providing such information and assistance as the other party may reasonably request to enable the other party to comply with its obligations under Data Protection Law. If either party becomes aware of a Reportable Breach relating to the processing of personal data in connection with this Contract, it shall: (i) provide the other party with reasonable details of such Reportable Breach without undue delay, and (ii) act reasonably in co-operating with the other party in respect of any communications and/or notifications to be issued to any data subjects and/or supervisory authorities in respect of the Reportable Breach. If either party receives any communication from any supervisory authority relating to the processing of personal data in connection with this Contract, it shall: (i) provide the other party with reasonable details of such communication, and (ii) act reasonably in co-operating with the other party in respect of any response to the same. Organizer collects, uses and protects personal data in accordance with its privacy policy, which can be found here: <https://www.informamarkets.com/en/privacy-policy.html>.
- 5.2. Without prejudice to the generality of Condition 5.1, Client acknowledges and agrees that if it receives any list containing personal data from Organizer as part of the Package (a Data List), it shall: (i) keep the Data List confidential and not disclose it to any third party, (ii) only use the Data List for the purpose of making an initial approach to contacts on the Data List in response to their engagement with Client's products and/or services as facilitated by the Package, (iii) securely delete or put beyond use all or any part of the Data List upon Organizer's reasonable request or by such time as is required by Data Protection Law, whichever is earlier, and (iv) provide Organizer with reasonable details of any enquiry, complaint, notice and/or other communication it receives from any supervisory authority relating to Client's use of the Data List, and act reasonably in co-operating with Organizer in respect of Client's response to the same. Client acknowledges and agrees that Organizer shall only be obliged to provide Client with all or any part of a Data List to the extent that it is legally permitted to do so and Organizer shall not be liable if the volume of personal data provided to Client is less than anticipated as a result of Organizer's compliance with Data Protection Law.

6. Specific terms relating to Space

- 6.1. Organizer reserves the right at any time to make such alterations in the floor plan of the Event or in the specification of the Space as Organizer in its absolute opinion considers to be in the best interests of the Event, including, without limitation, altering the size, shape or position of the Space and/or the exhibition stand therein and/or changing or closing entrances, exits and access to the Venue. If the size of the Space is reduced, Client shall receive a pro-rata refund of the Fees payable in respect of the Space. Space assignment will be indicated on the confirmation of acceptance and/or invoice. Client must rent enough space to contain its exhibit completely within the confines of the booth lines. Equipment may not extend into the aisles, over the aisles, or across Client's booth line. Heights and depths specified by the IAEE Guidelines must be observed and floorplans for double decker/two story exhibits must be approved by the Organizer, official contractor and Venue's Fire Marshal. Additional charges will be incurred. Organizer reserves the right to relocate Client to a comparable space; should Client not agree the exhibit space reverts back to the Organizer.
- 6.2. Organizer permits Client to use the Space for the purpose of displaying exhibits at the Event. Such use shall not constitute a tenancy and Client shall have no other rights to, or interest in, the Space. Client is only permitted to conduct business from the Space and shall not (nor shall it permit any other person to) conduct any display or exhibit, distribute publications or other materials or otherwise canvass or solicit for business in any other area of the Venue. Booth furnishings (inclusive of audio and/or video) should be appropriate for a general audience and will not be offensive. Organizer retains the right to investigate any

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- complaints and will determine if any content is offensive or inappropriate, the Client will cease use of such content.
- 6.3. Client agrees not to use any displays that the Organizer determines, in its absolute discretion, will unreasonably endanger the person or property of the attendees or of the exhibitors, are in bad taste, are liable to discredit the Organizer or subject the Organizer to criticism or legal liability, are inconsistent with the purposes of the Organizer and the interest and welfare of its attendees, are detrimental to the property rights of the Organizer, or violate the booth regulations or any other provision of this contract. In the event the Organizer determines at any time that any exhibit may or does violate this contract and the exhibitor is unable or unwilling to cure or correct such violation, the Organizer may terminate this agreement immediately and forbid erection of the exhibit or may remove or cause the exhibit to be removed at the exhibitor's expense, and the exhibitor hereby waives any claim for refund of the exhibit booth or other damages arising out of such termination and/or exhibit removal. Any exhibitor who is uncertain as to whether an exhibit is in compliance with all applicable regulations and requirements should contact the Organizer immediately.
 - 6.4. Client undertakes: (i) to occupy the Space in time for the opening of the Event, (ii) at all times during the Event to ensure that its Space (and exhibition stand therein) is (a) staffed by competent personnel, and (b) clean, tidy, well presented and free from unsafe materials/items and other hazards (failing which, Organizer reserves the right without liability to arrange for this to be done at Client's risk and expense), and (iii) not to close its exhibition stand prior to the closing of the Event.
 - 6.5. Client shall not permit the display of any exhibits that do not exclusively relate to Client's own commercial activities. Organizer reserves the right, without liability and at Client's risk and expense, to remove any exhibit and/or stop any display or demonstration which Organizer considers in its reasonable opinion: (i) contravenes any law and/or any applicable industry regulations/standards, (ii) constitutes counterfeit goods and/or infringes the Intellectual Property Rights of any third party, (iii) is likely to cause offence, and/or (iv) does not otherwise comply with these Conditions.
 - 6.6. Unless the provisions of Condition 6.6 apply, Client is solely responsible for all aspects of the set-up of the Space, including, without limitation, modular stand or similar construction, pipes and drapes, shell scheme, branding and dressing. Organizer reserves the right to have the official contractor install the exhibit or remove unopened freight at the expense of the exhibitor. Client must provide carpet or other suitable flooring for its entire exhibit space. Under no circumstance may the weight of any exhibit material exceed the specified maximum floor load of the Venue. Client assumes full and sole responsibility for any injury or damage to persons or property resulting from failure to distribute the placement of its exhibit material in accordance with the floor loading specifications. Dismantling nor removal of materials may not begin until the close of the Event on the final day.
 - 6.7. Organizer shall be responsible for setting-up a pre-built booth for Client in the Space (to include modular stand or similar construction, pipes and drapes and shell scheme) only where it has expressly agreed to do so in the Booking Form. Client is solely responsible for all aspects of dressing and branding of the Space.
 - 6.8. Client may not share the Space with any third party without the prior written consent of Organizer (and any such consent shall be conditional on the Space sharer agreeing to comply with any terms, conditions and restrictions as may be prescribed by Organizer*). If and to the extent that Client is permitted to share the Space, Client shall procure that any Space sharer and any Space sharer's Personnel comply with this Contract, provided that Client shall be solely responsible for the Space in its entirety and shall be liable for any act or omission of any Space sharer and any Space sharer's Personnel (including, without limitation, any breach of the terms of this Contract by the same). Unless otherwise agreed in writing by Organizer, Client shall ensure that at all times during the Event its exhibition stand is staffed by at least one of its own Personnel. Notwithstanding any approved Space sharing arrangement, Client shall itself remain wholly liable for the full amount of the Fees. (*two (2) companies cannot share one 9m²/10'x10' booth but may share an 18m²/10'x20' booth or larger.)
 - 6.9. Organizer shall reserve the right to determine appropriate attire and manner. If for any reason the attire of Client's personnel is deemed inappropriate by Organizer, the Client may be requested to make suitable changes of its employees, exhibit staff and/or models. Client may be requested to remove individuals wearing the inappropriate attire at the Client's request.
 - 6.10. Food and/or beverages may only be supplied by Client and/or its Personnel with the prior written consent of Venue and Organizer. Without limitation to the foregoing, Client is forbidden to bring any food or alcoholic beverages into the Venue without the prior written consent of Venue and Organizer (and, if consent is granted, corkage fees may be required). The Venue reserves the right to confiscate any items considered a violation of this policy without compensation and the Organizer may eject the Client from the premises. Alcoholic beverages may only be served from the Client's booth and within the published time frame.
 - 6.11. Disruption or noise level from any demonstration or sound system must be kept to a minimum and should not interfere with others. The use of devices for mechanical reproduction of sound or music is permitted (up to 85 decibels), but must be controlled and not be projected outside the confines of the exhibit booth. No noise makers or anything not in keeping with the character and high standards of the Event may be distributed or used by exhibitor in the exhibition area. Organizer reserves the right to determine at what point a disruption or sound level constitutes interference with other exhibits and must be discontinued. Any demonstrations (including but not limited to photographers, musicians, entertainers, loudspeakers, sound system equipment and any noise-making devices) must be restricted to within the exhibitors booth and not block aisles or overlap into neighboring exhibits. Operation of any equipment must be pre-approved in writing by the Organizer and reserves the right to determine when any demonstration becomes objectionable or interferes with adjacent exhibit spaces and may, if necessary, require that they be discontinued.
 - 6.12. Except in connection with any Event that is open to consumers and/or with the prior written consent of Organizer, retail sales (and the delivery of any associated products and/or services) are not permitted on the Event floor.

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- 6.13. Hospitality functions (including meetings, conferences, special events and receptions, unless approved by Organizer) are not permitted during the Event (inclusive of set-up, official Show days and tear down). Any hospitality functions during the dates of the Event in the host city is reserved for exhibiting/sponsoring companies and must be approved by the Organizer. Outboarding is also prohibited. Outboarding is when a company that is eligible to exhibit/sponsor at the Event does not but hosts attendees/delegates from the Event without Organizer's approval during the Event (inclusive of set-up, official Show days and tear down). Companies that engage in outboarding will be prohibited from all future events. Exhibiting companies are encouraged to protect their investment and report any outboarding to Organizer.
- 6.14. At such time after the close of the Event as Organizer may specify, or on any earlier termination of this Contract, all exhibits shall be removed from the Venue and the Space shall be delivered to Organizer in good and clean order and in such condition as initially provided to Client. Any Client property remaining after such time shall be considered abandoned and may be sold or otherwise disposed of by Organizer at Client's risk and expense.
- 6.15. Without prejudice to any other right or remedy it may have, if Client and/or any of its Personnel is in breach of this Condition 6 and/or is otherwise engaged in any activity that might jeopardize the health, safety and/or security of the Event and/or any other attendee of the Event, Organizer reserves the right without liability to close Client's exhibition stand.
- 7. Specific terms relating to Sponsorship (including, without limitation, Marketing Services)**
- 7.1. Client shall: (i) provide Organizer with all Materials within any deadlines specified by Organizer, and (ii) comply with Organizer's specifications and technical requirements in relation to all Materials. If Client does not, Organizer reserves the right to refuse to print, publish or otherwise use any or all of the Materials (but all Fees in respect of the Sponsorship shall remain due and payable in full).
- 7.2. Client warrants, represents and undertakes that the Materials are: (i) accurate and complete, (ii) Client's own original work (of which Client is the copyright owner) or that Client has gained copyright and any other applicable clearance, consent, approval, license or permission from any relevant third party (including, without limitation, the copyright owner and any regulatory authorities), in each case such that Client has the right to make the Materials available to Organizer in connection with the Package without restriction and that they do not breach or infringe anyone else's rights (including, without limitation, the Intellectual Property Rights of any third party), (iii) not in any way defamatory, libelous, obscene, menacing, threatening, offensive, abusive or fraudulent, (iv) not in any way illegal and that they do not contravene any law or incite or encourage the contravention of any law, (v) not and will not be the subject of any claims, demands, liens, encumbrances or rights of any kind that could or will impair or interfere with Organizer's use of the Materials in connection with the provision of the Package, and (vi) if provided in digital form, free from any viruses and any other malware or corrupting elements of any kind and that they shall not cause any adverse effect on the operation of any Organizer system, publication, website, platform, media or other property and/or on any users of any of the foregoing.
- 7.3. Although Organizer shall take reasonable care in the production of any deliverable incorporating the Materials, it shall not be liable for any errors, omissions or misquotations that may occur. Without limitation to the foregoing, Organizer cannot guarantee any exact color matches in its incorporation of Materials and any colors used in Materials are for graphic and textual guidance only. All Materials are subject to the approval of Organizer (however, notwithstanding any such approval, Client shall have sole responsibility and liability in respect of such Materials). Organizer reserves the right to reject any Materials at any time after receipt. Organizer shall use its commercially reasonable efforts to provide the Sponsorship in the size, position and manner as specified in the Booking Form, but shall not be liable where reasonable modifications are made.
- 7.4. Client hereby grants to Organizer a royalty-free, non-exclusive, worldwide license to use the Materials and Client's details in connection with the creation of any materials relating to the Event. Client acknowledges and agrees that, in view of the time and cost required in preparing such materials, in circumstances where this Contract is terminated Organizer may at its discretion continue to use the Materials and Client's details after termination of this Contract where the time and cost required to remove the same from any materials relating to the Event cannot reasonably be justified by Organizer.
- 7.5. If all or part of the Sponsorship comprises Marketing Services, Organizer shall use commercially reasonable efforts to adhere to any delivery schedule set out in the Booking Form. Where such Marketing Services include the distribution of e-mails to third parties by way of a promotional campaign, at Organizer's request Client shall: (i) maintain and deliver to Organizer, by no later than five (5) days prior to the start of a campaign, a true, correct and complete suppression list containing e-mail addresses of those individuals who have opted out or unsubscribed from receiving communications from and/or relating to Client and/or any of its affiliates (a Suppression List), and (ii) for the duration of the campaign, provide Organizer with an updated Suppression List, in a format specified by Organizer, immediately following each instance that an individual has requested to be opted out or unsubscribed. To the extent that, pursuant to such Marketing Services, any e-mails will be sent to any e-mail addresses provided by Client and/or its Personnel, Client warrants, represents and undertakes that Client has obtained all consents and permissions required for such e-mails to be sent to such e-mail addresses and that no such e-mail address appears on any Suppression List. Client shall indemnify Organizer against any loss, damage, cost, claim or expense (including, without limitation, in connection with any regulatory action or fine) suffered or incurred by Organizer and/or any member of the Informa Group arising out of or in connection with any breach by Client and/or its Personnel of this Condition 7.5.
- 7.6. Without prejudice to any other right or remedy it may have, if Client and/or any of its Personnel is in breach of this Condition 7, Organizer reserves the right without liability to: (i) suspend and/or discontinue the use of any Materials, and/or (ii) refuse and/or withdraw the provision of any element of the Sponsorship.

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8. Specific terms relating to Show Directories (aka Directory)

- 8.1. If Client purchases a Directory entry as part of the Package, the terms of this Condition 8 shall apply. The Booking Form may specify that it is mandatory for Client to purchase a Directory entry in connection with the Event.
- 8.2. The length of time that Client is entitled to have a Directory entry live for, and the extent of its coverage within and benefits related to such Directory, shall be specified in the Booking Form.
- 8.3. Client acknowledges and agrees that all usernames and passwords used to access any Directory are confidential and personal to Client and its Personnel (as applicable). Client shall not, and shall procure that its Personnel shall not, permit others to use such usernames and/or passwords and Client shall be liable for the acts and omissions of any person using such usernames and/or passwords (whether or not such use was authorized by Client and/or its Personnel). Client shall notify Organizer immediately of any unauthorized use of any usernames and/or passwords or any other breach of security regarding any Directory that comes to its attention.
- 8.4. All Directory Content must comply with these Conditions. Organizer reserves the right to remove any Directory Content that it deems offensive, inappropriate, libelous or non-compliant with these Conditions. Client shall ensure that the Directory Content shall not infringe the Intellectual Property Rights of any third party and Client shall be solely responsible for checking the accuracy and compliance with law of any Directory Content.
- 8.5. All Directory Content shall be considered non-confidential and non-proprietary. Client waives any moral rights in the Directory Content to the fullest extent permitted by law.
- 8.6. Client warrants, represents and undertakes that the Directory Content is: (i) accurate and complete, (ii) Client's own original work (of which Client is the copyright owner) or that Client has gained copyright and any other applicable clearance, consent, approval, license or permission from any relevant third party (including, without limitation, the copyright owner and any regulatory authorities), in each case such that Client has the right to make the Directory Content available to Organizer in connection with the Package without restriction and that it does not breach or infringe anyone else's rights (including, without limitation, the Intellectual Property Rights of any third party), (iii) not in any way defamatory, libelous, obscene, menacing, threatening, offensive, abusive or fraudulent, (iv) not in any way illegal and that it does not contravene any law or incite or encourage the contravention of any law, (v) not and will not be the subject of any claims, demands, liens, encumbrances or rights of any kind that could or will impair or interfere with Organizer's use of the Directory Content in connection with the provision of the Package, and (vi) if provided in digital form, free from any viruses and any other malware or corrupting elements of any kind and that it shall not cause any adverse effect on the operation of any Organizer system, publication, website, platform, media or other property and/or on any users of any of the foregoing.
- 8.7. If and to the extent that the Directory Content contains information relating to Client's products and/or services (images and details of which may be uploaded to a Directory), Client further represents, warrants and undertakes that such information is limited to generic information only and is not advisory. Client shall ensure that the Directory Content relates exclusively to Client's own commercial activities.
- 8.8. Without limitation to Condition 16.4, Client shall indemnify Organizer against any loss, damage, cost, claim or expense suffered or incurred by Organizer and/or any member of the Informa Group arising out of or in connection with the Directory Content, including, without limitation, any third party claim regarding: (i) the inaccuracy or incompleteness of the Directory Content, and/or (ii) any infringement of third party Intellectual Property Rights relating to the Directory Content.
- 8.9. Organizer cannot guarantee that a Directory shall operate continuously, securely or without interruption and Organizer does not accept any liability for its temporary unavailability or for any viruses or other harmful components. Organizer reserves the right at any time and for any reason to: (i) make alterations and/or corrections to, suspend and/or discontinue any aspect of any Directory, (ii) vary the technical specification of any Directory, and/or (iii) temporarily suspend and/or disable Client's and its Personnel's access to any Directory for the purposes of maintenance, upgrade or addressing any security concerns.
- 8.10. Organizer does not endorse or accept any responsibility for the use of, or content on, any other website linked or referenced within any Directory and Organizer shall not be liable for any loss, damage, cost, claim or expense suffered or incurred by Client and/or any of its Personnel arising out of or in connection with the use of, or reliance on, any content, products and/or services available on or through any other website.
- 8.11. Client acknowledges and agrees that use of a Directory shall be further subject to any website terms of use and/or fair or acceptable use policies indicated on the website on which such Directory is hosted.
- 8.12. Without prejudice to any other right or remedy it may have, if Client and/or any of its Personnel is in breach of this Condition 8 (and/or any website terms of use and/or fair or acceptable use policies indicated on the website on which any Directory is hosted), Organizer reserves the right without liability to suspend and/or disable Client's and its Personnel's use of, access to, coverage within and benefits related to any Directory.
- 8.13. Organizer's total liability in connection with a Directory, howsoever arising, shall be limited to the total amount of the Fees paid by Client in respect of such Directory only.

9. Specific terms relating to Devices

- 9.1. If Client orders any Devices as part of the Package, the terms of this Condition 9 shall apply. The Booking Form may specify that it is mandatory for Client to order Devices for use at the Event.
- 9.2. Client acknowledges and agrees that all Devices are provided by Organizer's nominated third party supplier (Device Supplier). Devices enable Client to engage with the lead capture services provided by Device Supplier and activation and use of the lead

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capture services shall require Client to agree and adhere to Device Supplier's terms of use. By agreeing to Device Supplier's terms of use, this creates a separate contract between Client and Device Supplier for the activation and use of such lead capture services. In the event that Device Supplier exercises any right to terminate Client's use of the lead capture services pursuant to its terms of use, all Fees paid by Client in respect of the Devices shall be non-refundable.

- 9.3. Client acknowledges and agrees that it shall obtain any required consents from an attendee of the Event before using any Devices to scan such attendee's badge.
- 9.4. Client acknowledges and agrees that Device Supplier shall host all data collected by Client and/or its Personnel in connection with the lead capture services in accordance with Device Supplier's terms of use. In particular, Client acknowledges and agrees that Device Supplier may be disclosing certain data that Client collects using the lead capture services to Organizer for the purposes set out in Device Supplier's terms of use.
- 9.5. Without prejudice to any other right or remedy it may have, if Client and/or any of its Personnel is in breach of this Condition 9, Organizer reserves the right without liability to insist that any Devices are no longer used by Client and/or its Personnel and are immediately returned to Device Supplier.
- 9.6. Client acknowledges and agrees that all Devices are provided to Client on Organizer's behalf by Device Supplier. Client shall collect and return any Devices in accordance with Device Supplier's instructions. Client shall indemnify Organizer against any loss, damage, cost, claim or expense suffered or incurred by Organizer and/or any member of the Informa Group arising out of or in connection with any Devices that are not returned or that are damaged by Client and/or its Personnel. In the event of any fault, malfunction, failure or inaccuracy of any Devices or any other loss or damage arising in connection with any Devices and/or any captured data, Client should contact Device Supplier to resolve any issues. Client hereby waives any and all claims against Organizer that Client may have relating to or arising from any such issues. Organizer's total liability in connection with any Devices, howsoever arising, shall be limited to the total amount of the Fees paid by Client in respect of the Devices only.
- 10. Visitor, delegate and Client's Personnel passes**
 - 10.1. Where visitor passes and/or delegate passes are issued as part of the Package, they are issued subject to Organizer's terms and conditions applicable to visitors and/or delegates (as applicable) in force from time to time. Client shall be supplied (either by Organizer or the Owners) with passes for its Personnel (as applicable) who are working at the Event and such passes must be produced by such Personnel on request at the Event. Organizer may refuse entry to any person without a valid pass. Passes are only valid in the name of the person to whom they are issued.
- 11. Limitation of rights granted**
 - 11.1. Client's rights in relation to the Event and the Package are strictly limited to those set out in this Contract. Client shall be permitted to advertise on its own website and/or social media the fact of its attendance and participation in the Event, including, without limitation, by providing a web link to the Event website, provided that Organizer may request at any time and for any reason that Client removes any such advertising and Client shall be required to comply with any such request promptly. Client is not permitted to: (i) establish a website specifically relating to the Event, and/or (ii) otherwise promote or advertise its association with the Event and/or Organizer, except as expressly stated herein or with the prior written consent of Organizer. Nothing in this Contract shall be construed as granting to Client any right, permission or license to use or exploit the Intellectual Property Rights of Organizer and/or any member of the Informa Group.
- 12. Changes to the Event**
 - 12.1. Notwithstanding any other provision of this Contract, Organizer reserves the right without liability at any time and for any reason to make reasonable changes to the format, content, location, Venue, opening hours, duration, dates and/or other timings of the Event. If any such changes are made, this Contract shall continue to be binding on both parties, provided that the Package shall be amended as Organizer considers necessary to take account of such changes.
- 13. Cancellation and changing the date(s) of the Event by Organizer**
 - 13.1. Organizer reserves the right to cancel or change the date(s) of the Event at any time and for any reason (including, without limitation, if a Force Majeure Event occurs that Organizer considers makes it illegal, impossible, inadvisable or impracticable for the Event to be held).
 - 13.2. In the event that the date(s) of the Event are changed to new date(s) that are within twelve (12) months of the originally scheduled Opening Date of the Event and/or the Event is canceled but is reasonably expected by Organizer to be held at any time in the next Calendar Year (or, in the case of an Event that is held on a biennial basis, in the next two (2) Calendar Years), this Contract shall continue in full force and effect and the obligations of the parties shall be deemed to apply to the Event on the new date(s) or when it is next staged (as applicable) in the same way that they would have applied to the originally scheduled Event. For the avoidance of doubt, nothing in this Condition 13.2 shall excuse Client from the payment of the Fees in accordance with the payment terms stated in the Booking Form.
 - 13.3. In the event that the Event is canceled and is not reasonably expected by Organizer to be held at any time in the next Calendar Year (or, in the case of an Event that is held on a biennial basis, in the next two (2) Calendar Years), this Contract shall terminate without liability provided that, at Client's election, any portion of the Fees already paid shall be either (i) refunded, less an amount equal to 5% of the total Fees (the Admin Fee) from any portion of the Fees already paid or, where no Fees have been paid, Organizer shall be entitled to submit an invoice in respect of the balance of the Admin Fee, which shall become immediately due and payable or (ii) a credit note for the amount of the Fees already paid shall be issued and Client shall be released from paying any further portion of the Fees.

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- 13.4. Client acknowledges and agrees that the provisions of this Condition 13 set out Client's sole remedy in the event of cancellation or the changing of the date(s) of the Event and all other liability of Organizer is hereby expressly excluded.
- 14. Cancellation by Client**
 - 14.1. The application for the Package is irrevocable by Client and, except as expressly stated in the Booking Form, Client has no rights to cancel this Contract. Except as expressly set out in these Conditions and/or in the Booking Form, no refunds shall be given and the Fees shall remain due and payable in full.
 - 14.2. To the extent that the Booking Form expressly permits cancellation by Client, Client may cancel the Package on written notice to Organizer, except where Organizer has the right to terminate this Contract under Condition 15.1. Upon any such cancellation by Client, Client shall pay Organizer such cancellation fees as are stated in the Booking Form. For the purpose of determining any such cancellation fees, the relevant dates shall be fixed by reference to the originally scheduled Opening Date of the Event and not any newly scheduled Opening Date of the Event that has been changed pursuant to Condition 13.2.
- 15. Termination**
 - 15.1. Organizer may terminate this Contract without liability immediately at any time by written notice to Client if Client: (i) is in material breach of any of its obligations under this Contract and/or any other agreement between Client and any member of the Informa Group and either the breach is irremediable or Client has not remedied the breach (if the same is capable of remedy) within fourteen (14) days of receiving written notice of the breach (or such lesser period as would be required for the breach to be remedied in sufficient time prior to the Opening Date of the Event or any element of the Package being provided on a scheduled date), (ii) goes into liquidation, is declared insolvent, has an administrator appointed (or an application is made for the same), ceases to carry on business or suffers any analogous event in any jurisdiction, or (iii) is convicted of any criminal offence or otherwise so conducts itself as to bring itself, the Event and/or Organizer into disrepute. Without prejudice to any other right or remedy it may have, in the event that Organizer terminates this Contract pursuant to this Condition 15.1, Organizer shall not be required to refund any Fees received from Client and Organizer shall be entitled to submit an invoice in respect of the balance (or the whole as the case may be) of the Fees which shall become immediately due and payable.
 - 15.2. Organizer may terminate this Contract without liability immediately at any time by written notice to Client if Organizer: (i) determines in its absolute discretion that the provision of the Package to Client is not in the best interests of the Event and/or not in Organizer's legitimate commercial interests, (ii) is required by any law or instructed by any financial institution to cease trading with certain individuals/entities and/or in certain geographical locations, and/or (iii) decides to cancel the Event and does not wish for this Contract to continue in full force and effect pursuant to Condition 13.2. In the event that Organizer terminates this Contract pursuant to this Condition 15.2, any portion of the Fees already paid shall be refunded (where legally permissible) and Client shall be released from paying any further portion of the Fees. Client acknowledges and agrees that the refund of Fees paid is Client's sole remedy in the event of termination by Organizer under this Condition 15.2 and all other liability of Organizer is hereby expressly excluded.
 - 15.3. Upon any termination of this Contract, without prejudice to any other right or remedy it may have, Organizer reserves the right without liability to close Client's exhibition stand, remove Client's Personnel from the Event, cover over any Materials and remove and sell/otherwise dispose of any exhibits or other property of Client (at Client's risk and expense). Organizer shall be free to re-sell any aspects of the Package as it shall deem fit.
 - 15.4. Termination of this Contract shall not affect any rights, remedies, obligations or liabilities of either party that have accrued up to the date of termination.
 - 15.5. Conditions 1, 3, 5.2, 7.4, 7.5, 8.8, 8.13, 9.6, 11, 13, 14, 15, 16, 19 and 20 shall survive termination of this Contract.
- 16. Liability and indemnity**
 - 16.1. Organizer does not make any warranty as to the Event and/or Package in general, including, without limitation, in relation to: (i) the presence, absence or location of any exhibitor, sponsor or attendee of the Event, (ii) the number of exhibitors, sponsors or attendees participating in the Event, and/or (iii) the benefit or outcome (commercial or otherwise) that Client may achieve as a result of participating in the Event and/or purchasing any element of the Package. Organizer further does not make any warranty as to (a) the condition of the Venue or any utilities that may be provided for use at the Venue, and/or (b) any products and/or services marketed, displayed or sold by any other exhibitor, sponsor or attendee at the Event and/or the benefit or outcome (commercial or otherwise) that Client may achieve as a result of any match-making initiatives, transactions or other deals/arrangements with such other exhibitors, sponsors or attendees. Except as set out in these Conditions, to the fullest extent permitted by law, Organizer excludes all terms, conditions, warranties, representations and undertakings relating to the Event and the Package that are not expressly stated herein.
 - 16.2. Organizer shall not be liable for any loss, damage, theft, cost, claim or expense suffered or incurred by Client and/or any of its Personnel arising out of or in connection with the provision of any services supplied by third parties in relation to the Event and/or the Package, including, without limitation, the provision of utilities, AV, security rooms/cloakrooms, inspection/health and safety auditing of exhibition stand/shell scheme plans, stand-building, shell scheme, graphics, freight shipment, logistics, transportation and delivery services supplied by third party contractors and/or the Owners. Without limitation to the foregoing, Client acknowledges and agrees that services provided to Client by the Owners' and/or Organizer's mandated, official or recommended contractors are the subject of a separate agreement between Client and the relevant contractor(s).
 - 16.3. Subject to Condition 16.6: (i) Client expressly assumes all risks associated with, resulting from or arising in connection with Client's and its Personnel's participation in and/or presence at the Event, (ii) neither Organizer nor any member of the Informa

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Group shall be liable for any (a) indirect, consequential, special, incidental or punitive loss or damage, loss of actual or anticipated profits or income, loss of business, loss of opportunity, loss of goodwill, loss or corruption of data or any other type of economic loss or damage, or (b) loss (or theft) of, injury to, illness of or damage to the person, property and effects of Client and/or any of its Personnel and/or any third party, whether (a) or (b) is caused by negligence, intentional act, accident, act of God or otherwise, and (iii) Organizer's (and any member of the Informa Group's) maximum aggregate liability to Client and its Personnel under this Contract or otherwise in connection with the Event and/or the Package, howsoever arising, shall be limited to the total amount of the Fees paid by Client.

- 16.4. Client shall indemnify Organizer against any loss, damage, theft, cost, claim or expense suffered or incurred by Organizer and/or any member of the Informa Group arising out of or in connection with: (i) any loss of or damage to any property or injury to, illness of or death of any person caused by any act or omission of Client and/or its Personnel, (ii) any third party claim that either the display of any exhibits (including, without limitation, counterfeit goods) by Client and/or its Personnel at the Event and/or on any Directory and/or the receipt and/or use of the Materials and/or the Directory Content in connection with the Package constitutes an infringement of the Intellectual Property Rights of any third party, (iii) any breach by Client and/or its Personnel of any law, (iv) where Client receives any Data List as part of the Package, any failure of Client and/or its Personnel to comply with Condition 5.2, and (v) where Client shares the Space with any third party pursuant to Condition 6.7, any act or omission of any such Space sharer and/or such Space sharer's Personnel.
- 16.5. Organizer shall not be in breach of this Contract nor liable for delay in performing, or failure to perform, any of its obligations under this Contract if such delay or failure results from a Force Majeure Event and/or from any delay, failure or error on the part of Client in providing cooperation, performance and/or approvals, consents, information and/or Materials as contemplated by this Contract. For the avoidance of doubt, nothing in this Condition 16.5 shall excuse Client from the payment of the Fees under this Contract.
- 16.6. Nothing in these Conditions shall exclude or limit any liability which cannot be excluded or limited by law.
- 16.7. Client acknowledges and agrees that, in light of the Fees, the provisions of this Condition 16 are no more than is reasonable to protect Organizer as the organizer of the Event and the provider of the Package.

17. Insurance

171. Client shall, at its own expense, secure and maintain for the entire duration of the Event (move-in through move-out), the insurance listed below. All such insurance shall be primary of any other valid and collectible insurance of Client and shall be written on an occurrence basis. Claims made policies are not acceptable and do not constitute compliance with Client's obligations under this Condition.
 - a. Workers' compensation and employer's liability insurance complying with the laws of the state in which the Event is being held;
 - b. Comprehensive General Liability insurance with limits not less than \$1,000,000 each occurrence, \$2,000,000 aggregate, combined single limit for bodily injury and property damage, including coverage for personal injury, contractual, and operation of mobile equipment, products and liquor liability (if applicable); and
 - c. Automobile Liability insurance (required if bringing automobiles into the Venue) with limits not less than \$500,000 each occurrence combined single limit for bodily injury and property damage, including coverage for owned, non-owned and hired vehicles, including loading and unloading operators.
172. The Client's Comprehensive General Liability and Automobile Liability insurance policies shall name as additional insureds: (i) Organizer and each of its direct and indirect subsidiaries and other affiliates and (ii) the Venue. If requested, copies of additional insured endorsements, primary coverage endorsements and complete copies of policies, satisfactory to Organizer, shall be promptly furnished to Organizer. Certified copies of the Certificates of Insurance or policies shall provide that they may not be canceled without 30 days' advance written notice to Organizer. The Client shall obtain a waiver of subrogation from the carrier of each policy described above and the carrier of each other policy that provides fire, explosion or any other risk coverage insuring the Client's property, in each case releasing in full such carrier's subrogation rights.
173. Certificate of Insurance forms must be submitted to Organizer by all international exhibitors, exhibitors with complex booth structures (defined as multi-story or displays with a canopy/ceiling) and exhibitors hosting attendee interactive demonstrations.
174. Since many international policies aren't valid in the United States, all international exhibitors are required to obtain insurance through ExhibitorInsurance.com, the designated insurance provider for the Event. Coverage is subject to underwriting review; Client must review the Ineligible Risks to ensure coverage. Clients may be eligible to opt out of this coverage by providing a valid Certificate of Insurance satisfactory to Organizer with the necessary coverages.
175. Client shall further ensure that any contractors engaged by Client in connection with the Event comply with the insurance requirements specified in this Condition 17. Without limitation to the foregoing, Organizer shall be entitled, on request, to inspect such contractor's insurance policies evidencing compliance with the insurance requirements of this Condition 17.

18. Sustainability

- 18.1. Organizer strives to achieve efficiency and excellence at the Event by conducting its business operations in a sustainable manner. To help achieve this, Client shall comply with all sustainability requirements set out in the Manual or as otherwise notified to Client by Organizer in writing (acting reasonably).

19. General

- 19.1. Organizer reserves the right to refuse any person entry to the Event or to remove any person from the Event at anytime.

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- 19.2. From time to time, Organizer, the Owners and their respective Personnel may enter the Venue to carry out works, repairs or alterations or for any other purposes which they deem necessary (Works). Organizer shall not be liable for any loss, damage, cost, claim, expense or inconvenience suffered or incurred by Client and/or any of its Personnel arising out of or in connection with any matter relating to the Works.
- 19.3. Client acknowledges and agrees that Organizer and each member of the Informa Group shall have a perpetual, irrevocable, royalty-free, non-exclusive, worldwide license and right to collect and maintain, and to reproduce, publish, display, transmit, distribute, adapt, create derivative works from, syndicate and otherwise exploit or use, commercially or otherwise, in any medium, any and all: (i) analytics data captured at or in connection with the Event and/or any part of the Package (including, without limitation, Event footfall, attendee, user or online behaviors and usage data relating to any Directory, Devices and/or any lead generation/match-making initiatives), and/or (ii) Materials, Directory Content and other information and/or materials displayed or made available by Client and/or its Personnel at or in connection with the Package, the Event and/or any other events owned, organized, managed or operated by Organizer and/or any member of the Informa Group (in each case whether prior to, concurrently with, or following the entering into of this Contract) (together, both (i) and (ii) being the Data). The foregoing shall include, without limitation, Organizer and each member of the Informa Group being entitled to use, repurpose and reproduce the Data to create, develop, sell or otherwise make available products, services or works in any media or form (whether physical, digital or intangible) now known or later developed (which may include, without limitation, incorporating all or any part of any Materials, Directory Content and other information and/or materials displayed or made available by Client and/or its Personnel into such products, services or works).
- 19.4. Nothing in this Contract shall create a partnership, joint venture or agency relationship between the parties.
- 19.5. If and to the extent that there is any conflict between these Conditions and the Booking Form, the terms of the Booking Form shall prevail.
- 19.6. Each party acknowledges and agrees that this Contract constitutes the entire agreement between the parties in relation to the Event and the Package and that it supersedes any and all prior oral or written understandings, communications or agreements with respect to the subject matter hereof.
- 19.7. Client may not assign or sub-contract any of its rights or obligations under this Contract without the prior written consent of Organizer. Organizer shall be entitled to assign any and all of its rights under this Contract to any member of the Informa Group and the consent of Client shall not be required. Organizer shall be entitled, without the consent of Client, to sub-contract any and all of its obligations under this Contract to any member of the Informa Group or any third party contractor assisting Organizer with the staging of the Event and/or the facilitation of the Package.
- 19.8. No failure by either party in exercising any right or remedy shall operate as a waiver of the same. No waiver by either party of any breach by the other party shall be considered as a waiver of any subsequent breach of the same or any other provision of this Contract. The rights and remedies under this Contract are cumulative and are not exclusive of any rights or remedies provided by law.
- 19.9. If any provision of this Contract is or becomes invalid, illegal or unenforceable, that provision shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision shall be deemed deleted. Any modification to or deletion of a provision under this Condition 19.9 shall not affect the validity and enforceability of the rest of this Contract.
- 19.10. Unless it is expressly stated otherwise, this Contract does not give rise to any rights for a third party to enforce any term of this Contract. The rights of the parties to terminate, rescind or agree any variation, waiver or settlement under this Contract are not subject to the consent of any other person.
- 19.11. Organizer reserves the right to set off any indebtedness of Client to Organizer against any indebtedness of Organizer to Client, regardless of whether any such indebtedness arises pursuant to this Contract or otherwise.
- 19.12. Any notice or other communication given to a party under or in connection with this Contract shall be in writing (which includes, without limitation, e-mail).
- 20. Governing law and jurisdiction**
- 20.1. This Contract shall be governed and construed in accordance with the laws of the State of New York. Organizer and Client agree that any and all disputes in any way relating to, or arising out of this Contract or the assignment, use, denial, change, or cancellation of Space or any other aspect of the Package, shall be submitted to the American Arbitration Association (AAA) for arbitration before a single arbitrator in accordance with the rules of AAA then in force and effect as the sole and exclusive remedy for resolving such disputes. The parties agree that the decision of the arbitrator shall be final and binding and that a judgment may be entered on such arbitration award in any court of competent jurisdiction. The parties agree that any such arbitration shall take place in New York, NY. The prevailing party in any such arbitration shall be entitled to recover its costs and expenses, including reasonable attorneys' fees, incurred in connection with such arbitration. THE PARTIES ACKNOWLEDGE AND AGREE THAT BY SELECTING ARBITRATION AS THE SOLE AND EXCLUSIVE REMEDY FOR RESOLVING ALL DISPUTES BETWEEN THEM, THEY ARE WAIVING THEIR RIGHT TO A TRIAL TO WHICH THEY MAY BE OTHERWISE ENTITLED.
- 21. Specific terms relating to Covid-19**
- 21.1. Notwithstanding any other provision of this Contract, the parties agree that to the extent that Client is prevented from participating in the Event as a direct result of: (i) mandatory government-imposed travel restrictions, and/or (ii) quarantine conditions, each related to Covid-19 that apply so as to prohibit persons in general (a) leaving the territory in which Client is based, (b)

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leaving the territory in which the Event is due to take place, and/or (c) traveling from the territory in which Client is based to the territory in which the Event is due to take place, the provisions of Condition 21.3 shall apply.

- 21.2. Notwithstanding any other provision of this Contract, the parties agree that to the extent that Organizer is forced to cancel the Event as a direct result of complying with a mandatory government-imposed order related to Covid-19, the provisions of Condition 21.3 shall apply. For the avoidance of doubt, if the date(s) of the Event are changed to new date(s) that are within twelve (12) months of the originally scheduled Opening Date of the Event in accordance with Condition 13.2, this shall not constitute cancellation of the Event.
- 21.3. Subject to the remainder of this Condition 21.3, if the circumstances set out in Condition 21.1 and/or Condition 21.2 apply, Client shall be entitled to elect that any portion of the Fees already paid shall be either: (i) applied to a future edition of the Event and/or any other mutually agreed upon activity, product and/or service provided by Organizer and/or any member of the Informa Group, or (ii) refunded, less the Admin Fee. This Condition 21.3 shall only apply to monies that Client has paid directly to Organizer in respect of the Package. For the avoidance of doubt, this Condition 21.3 shall not apply to any monies paid to third party vendors/suppliers in respect of Event-related products/services (for example, design and build contractors, freight forwarders, hotels/housing partners and airlines), even if these third party vendors/suppliers are recommended or endorsed by Organizer. Client acknowledges that products/services provided directly by third party vendors/suppliers to Client in respect of Event-related products/services are the subject of a separate agreement between Client and the relevant provider(s). Client acknowledges and agrees that the provisions of this Condition 21.3 set out Client's sole remedy in the event that the circumstances set out in Condition 21.1 and/or Condition 21.2 apply and all other liability of Organizer is hereby expressly excluded.
- 21.4. This Condition 21 shall survive termination of this Contract.