



**EVENT DATES:** 27-29 October  
**EXHIBITION:** 28-29 October  
**CONFERENCE:** 27-28 October  
**REGISTRATION:** 27-29 October

**LOCATION:** RAI, Amsterdam, Halls 1-7,  
Conference- Amtrium

# 2026

# EXHIBITOR

# MANUAL

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*Thank you again for exhibiting. Looking forward to helping you in any way we*

# Welcome Introduction

Thank you for exhibiting at MRO Europe 2026 at RAI, Amsterdam. We look forward to helping exhibitors, attendees, contractors, and stand builders navigate through the show.

The MRO Europe Exhibitor Resource Center is available to guide you through exhibiting at an MRO show. The ERC can be found [HERE](#).

## Contacts - Exhibitor Services/Suppliers

<i>Services</i>	<i>Supplier</i>	<i>Deadline</i>
<p><b>General Service Contractor</b></p> <ul style="list-style-type: none"> <li>• Shell Scheme</li> <li>• Electric</li> <li>• Nameboards</li> <li>• Floor Coverings</li> <li>• Graphics</li> <li>• Furniture Rental</li> <li>• AV</li> </ul>	<p>Freeman</p> <p>E: <a href="mailto:EMEA.ExhibitorServices@freemanco.com">EMEA.ExhibitorServices@freemanco.com</a></p> <p>Webshop:</p> <p><a href="https://mroe2026.freemanemeaevents.com">https://mroe2026.freemanemeaevents.com</a></p> <p>/</p>	<p>Graphics Ordering Deadline – 11th September</p> <p>Early Bird Deadline (excluding graphics) - 15<sup>th</sup> September</p> <p>Graphics Submission Date – 16th September</p> <p>Final Order Deadline &amp; Portal Closes – 16<sup>th</sup> October</p>
<p><b>Venue Services</b></p> <ul style="list-style-type: none"> <li>• Cleaning &amp; Waste</li> <li>• Water</li> <li>• Internet</li> <li>• Rigging</li> <li>• Florist</li> </ul>	<p>RAI Services</p> <p>E: <a href="mailto:exhibitorservices@rai.nl">exhibitorservices@rai.nl</a></p> <p>T: +31 (0)20 549 1928</p> <p>Webshop:</p> <p><a href="#">RAI Webshop - Homepage</a></p>	<p>Early Bird Deadline - 29th September</p> <p>Final Deadline - 8<sup>th</sup> October</p> <p>Catering Deadline - 15<sup>th</sup> October</p>
<p><b>Stand Plan Submissions</b></p>	<p>Abraxys</p> <p>E: <a href="mailto:mroeuropa@abraxys.com">mroeuropa@abraxys.com</a></p> <p>Click <a href="#">here</a> to submit your stand plans</p>	<p>Complex Stands Deadline</p> <p>3<sup>rd</sup> September 2026</p> <p>Non-complex deadline of 10<sup>th</sup> September 2026</p>
<p><b>Freight / Shipping (US &amp; Canada)</b></p> <ul style="list-style-type: none"> <li>• Material Handling</li> <li>• Empty Containers</li> <li>• Forklift Rentals</li> </ul>	<p>DSV (TWI Onsite Partner) -</p> <p><a href="mailto:LUCA.FRISCHMANN@DSV.COM">LUCA.FRISCHMANN@DSV.COM</a></p>	<p>For US exhibitors: 6<sup>th</sup> October</p> <p>Rest of the world exhibitors: Air – 15<sup>th</sup> October</p> <p>Sea- 12<sup>th</sup> October</p>

Lead Retrieval	ExpoPlatform (event app provider) <a href="mailto:app@aviationweek.com">app@aviationweek.com</a>	Available to book from June 2026
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## Deadlines

### Introduction

### Booth Plans/Design Approval

3rd September 2026 - Due Deadline (complex stands)

All island and/or raw-space booths must submit their plans online [here](#).

Plans received by email will not be considered.

10th September 2026 - Due Deadline for both exhibitors and contractors

### Contractors Insurance

All EACs will have to submit insurance, this can be done via the link below.

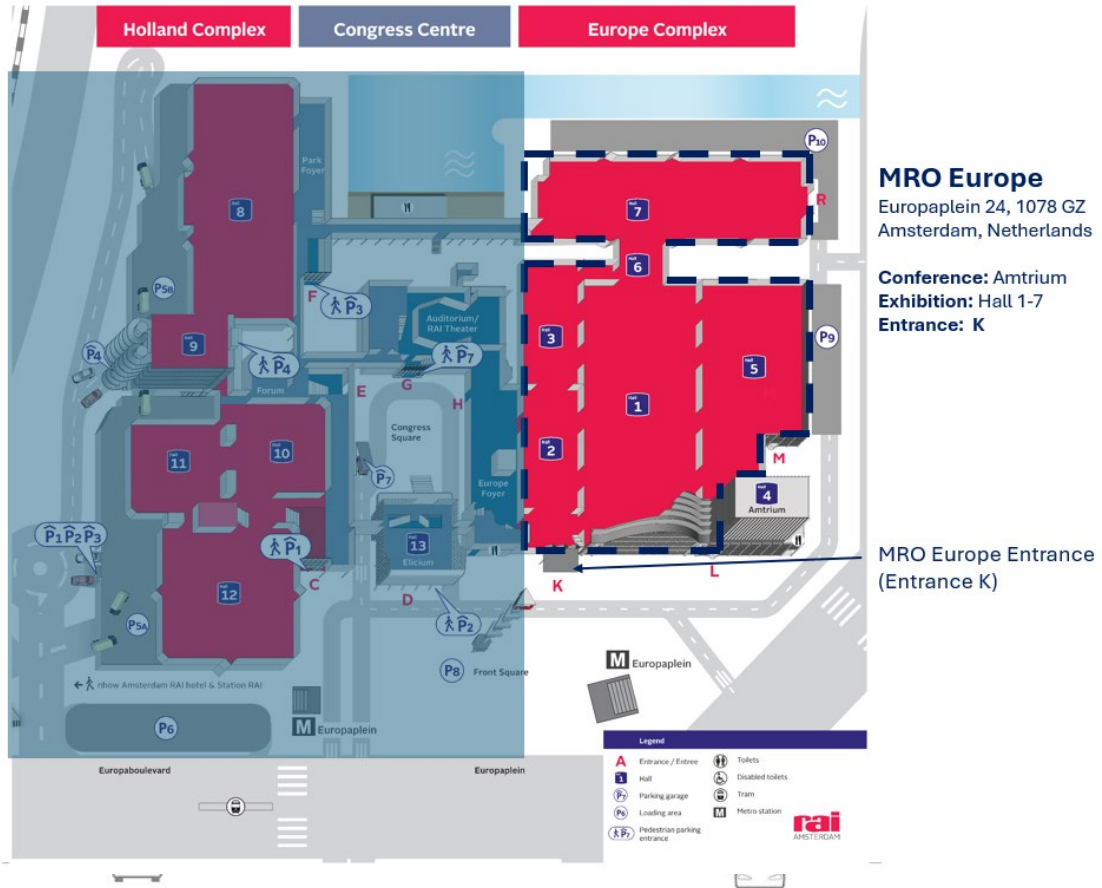
<https://fs2.formsite.com/AW-Events/form58/index>

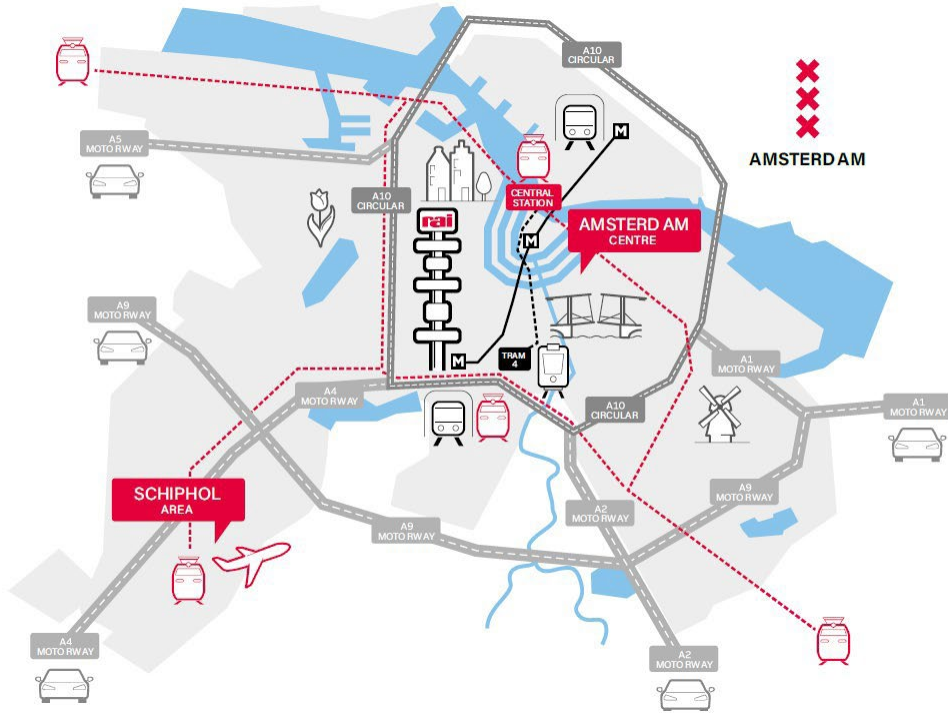
### Exhibitors Insurance

All EACs will have to submit insurance, this can be done via the link below.

<https://fs2.formsite.com/AW-Events/fl1acd86f9/index>

# Floorplan Introduction





Below you will find all the dates and times for the event. Please be aware that some of the times may be subject to change. If any changes to this schedule are made, we will alert you via email.

### Build-up

SUNDAY, 25TH OCTOBER	08:00 – 20:00	Raw Space Only
MONDAY, 26TH OCTOBER	08:00 – 20:00	Raw Space Only
TUESDAY, 27TH OCTOBER <i>(All aisles and gangways to be clear from 5pm)</i>	08:00 – 14:00	Raw Space (Constructions must be finished no later than 2pm)
	14:00 – 19:00	Raw Space (Decoration Only)
	08:00 – 19:00	Shell Scheme

### The exhibition will be open for visitors

WEDNESDAY, 28TH OCTOBER	09:30 - 17:30
THURSDAY, 29TH OCTOBER	09:30 – 16:00

TUESDAY, 27TH OCTOBER	09:30 - 17:30
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### Conference Hours

WEDNESDAY, 28TH OCTOBER	10:00 - 13:30
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### Registration Hours

*(Registration will take place inside the Hall)*

TUESDAY 27TH OCTOBER	08:00 – 19:00
WEDNESDAY 28TH OCTOBER	08:00 – 17:30
THURSDAY 29TH OCTOBER	08:30 – 16:00

### Breakdown

THURSDAY 29TH OCTOBER	16:00 - 18:00 <i>No contractors on the show floor before 6pm for carpet and freight</i>
	16:00 - 17:00 <i>Removal of hand-held goods only</i>
	18:00 – 22:00 Break down <b>(There are no extra hours)</b>
FRIDAY 30TH OCTOBER	08:00 – 15:00 <b>(There are no extra hours)</b>

## Introducing Lead Insights

**Lead Insights is a lead reporting and analytics dashboard designed to help exhibitors and sponsors maximize ROI. This tool delivers leads even before the event begins, enabling you to:**

- Understand WHO your leads are.
- Analyze HOW they've engaged with you.
- Target them faster with tailored follow-ups.

Already used at many Informa events, customers call it a gamechanger for identifying and prioritizing high-value leads.

## See Lead Insights in Action

Watch this **4-minute demo** to see how Lead Insights will transform your event experience:

[Informa Lead Insights Demo on Vimeo](#)

## Key Features of Lead Insights

- More Leads, Earlier: Access all your leads in one place, including pre-event leads from the event app.
- Lead Scoring: Rank leads by their likelihood to convert.
- Behavioral Insights: Track lead behavior across event touchpoints to understand their interests.
- Segmentation: Create Ideal Customer Profiles (ICP) and segment leads for personalized outreach.
- Real-Time Updates: Stay updated with accurate lead data.
- Customizable Exports: Tailor lead data for easy CRM integration.

## Special Offer for Exhibitors

- Included for Booth Purchases after January 15, 2026: If you purchased your booth after January 15, 2026, Lead Insights is already included in your package.
- Included for all Gold, Platinum, Diamond and Emerald sponsors.
- Upgrade Option: If you purchased your booth prior to January 15, 2026, you can upgrade to include Lead Insights for as low as \$700.

For additional details and to upgrade, follow this link: [Learn More About Lead Insights](#).

## Why Choose Lead Insights?

**For an introductory rate of \$700 per booth, you'll benefit from:**

- Boosted Conversion Rates: Focus on high-quality leads to close more deals.
- Time Savings: Identify your hottest leads for efficient follow-up.
- Personalized Outreach: Craft tailored messages that resonate with leads.
- Improved ROI: Targeting the right leads ensures better returns.
- Competitive Edge: Gain insights to stay ahead of competitors.

## WHAT'S NEW Introduction

### **NEW for 2026** – Applicable to Space / Raw Space Only

Space Only Stand Plan Inspection Fee will now be paid directly to Abraxys, our Health & Safety Partner upon stand plan submission. The SPI fee can be paid by either the exhibitor or stand contractor submitting the plans.

Previously the Raw Space Only fee (\$350) was added to the booth space fee and included in the exhibition sales contract. This has been removed from 2026 contracts and is now managed by Abraxys directly. Please see below for the fees and kindly note that this is separate to the additional fees that apply for complex stands (refer to complex stands section of the manual).

The SPI fee also includes the cost of your Better Stands Assessment and is a compulsory independent Health and Safety review applicable to all Space / Raw Space Only exhibitors. This fee can be paid at the time of your plan submission, or ahead of your plan submission, so you can take advantage of the Pre-deadline rate. Fees are payable via the Abraxys online secure retail site.

Space Only Stand Stand Plan Inspection fee, including Better Stands Assessment - Pre deadline : £275 + VAT

Space Only Stand Stand Plan Inspection fee, including Better Stands Assessment - Post deadline : £390 + VAT

Submission Link: [MRO Europe 2026 - Better Stands - Stand Plan Submission](#)

GBP Payment Link: <https://www.abraxys.com/online-store/MRO-Europe-2026-Stand-Plan-Inspection-&-Better-Stands-Reporting-Fee-p826575339>

EURO Payment Link: <https://www.abraxyseuro.online/online-store/MRO-Europe-2026-Stand-Plan-Inspection-and-Better-Stands-Reporting-Fee-p826566421>

## Show Schedule

### Introduction

**Please note for the build-up & breakdown:**

- Safety footwear and PPE must be worn during build-up / breakdown (no open -toed shoes) and hardhats must be worn when required.
- Your stand's electricity will be turned off 30 minutes after the show closes. Temporary electrics can be ordered through Freeman for build-up and breakdown
- Please keep all gangways clear of stand furnishings, supplies, and boxes. The gangways need to be clear for the carpet to be pulled up and installed.
- Empty containers will begin to be returned after the gangway carpet has been installed and pulled up on breakdown.
- You must leave your stand swept clean and remove all floor tape. Any remaining waste will be removed and billed back to the exhibiting company.



All attendees, exhibitors/sponsors/visitors/speakers/etc. need to 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. Each EAC company will be required to fill out the dedicated form in order to register and for the onsite crew to receive access to the venue during build-up. The Participants, Hirers or other relevant natural or legal people are primarily responsible for safety, including the safety of their staff and any third parties used by them.

The access policy in the Convention Centre is as follows

- Each EAC company will be required to fill out the dedicated form in order to register and for the onsite crew to receive access to the venue during build up.
- Stand builders 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.

### **Build-up and breakdown badges**

All contractors, suppliers, and vendors that visit the RAI must be in possession of a valid badge during build-up and breakdown. Registration is possible via the RAI's system Workpass (link available approx. 3 weeks prior to the event).

After registration, your contractor will receive an email with pick up information and barcode.

We strongly recommend pre registering to avoid long waiting times to register onsite.

### Exhibitor Event Badge

Your company's designated marketing contact will receive a unique registration link to register your booth staff. This will be sent via email by the end of May.

If you are not sure who your designated marketing contact is or need to register a large group of booth staff, please contact the customer service team.

Booth personnel are unlimited at the MRO events.

Please do not arrange any meetings or invite clients to your booth during set-up hours. They will not be permitted in the exhibit hall with visitor badges.

#### Registration Hours

Monday, 26 October	14:00 – 19:00
Tuesday, 27 October	08:00 – 19:00
Wednesday, 28 October	08:00 – 17:30
Thursday, 29 October	08:00 – 16:00

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*Registration will take place inside the Hall via the K Entrance from the boulevard.*

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## Booth Design Submission

### Booth Design/EAC/Contractors/Display Rules

*All Island and/or raw-space booths must submit their plans [online here](#) no later 3rd September if they are complex and no later than 10th September if they are Non-complex*

#### Submitting plans for approval

All raw space booths must submit their designs and documentation using this link:

<https://zfrmz.eu/quU6G2SQOWcbEk0b8Cik>

**Please note that only submissions via the link above will be accepted. Any plans received by email will be redirected to the plan submission link.**

1. Detailed, scaled structural drawings showing:
  - a. Plan and section views of the stand.
  - b. Elevations including any steelwork and staircase details.
  - c. Full details of any hanging structure or signage, including material used, weight and method of attachment to the truss.
  - d. Width and position of gangways within the stand
  - e. Floor and/or roof loading
  - f. Specifications of materials used.
  - g. Structural calculations
2. Risk assessment (to include all significant hazards arising from your activities such as working at height, manual handling, use of tools & equipment, fire hazards etc)
3. Method statement (to include planned date of arrival on site to commence build up and contact details of your project manager on site responsible for buildup and breakdown).
4. Public liability Insurance document
5. For structures which classify as complex: Written confirmation from an independent structural engineer, with adequate Professional indemnity cover, that the design is safe for its purpose. For this purpose, we will send your complete set of information to an appointed structural engineer working on the event.

*Note: All storage rooms, meeting rooms, enclosed spaces with doors inside your booth must include a vision panel*

## Booth Equipment

### Booth Design/EAC/Contractors/Display Rules

#### Shell Scheme Stands

- Each shell scheme stand will be 2.48m high with white Infill panels.
- Vinyl lettering with Company Name to each open elevation.
- Each shell scheme stand will include 1 x 500w Socket & 2 x LED Spotlights.
- Your shell scheme stand carpet will be grey and the gangways will be blue.
- Every shell scheme stand will have to include fascia and name board. You will not be able to remove fascia or name board.
- There will be an addition of a fingerboard which will highlight your booth number.

Please note that the exhibitor needs to:

- Provide graphics if desired. Order furniture.
- Register staff as exhibitors.

Graphics, furniture AV and shell extras (such as storage units) can be ordered through the Freeman webshop - coming soon.

#### Raw Space Stands

Raw space booths include only the space on the show floor. The exhibitor is responsible for the design, construction and furnishing of the stand. 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. Please note space only stands do not receive carpet, walls, or electrics.

*All Island and/or raw-space booths must submit their plans [online here](#) no later 3rd September if they are complex and no later than 10th September if they are non-complex.*

Additional services including Internet, floral, etc. can be ordered RAI webshop – *coming soon*.

## Complex Stands

### Booth Design/EAC/Contractors/Display Rules

#### Complex Structures

All raw space exhibitors (regardless of size) must submit plans for approval to show management. Please send all schematics with elevations/materials used, a risk assessment and method statement to [Abraxys](#) no later than **3<sup>rd</sup> September online** - [MRO Europe 2026 - Better Stands - Stand Plan Submission](#)

#### What is a Complex Structure?

A complex structure is any form of construction normally designed by an engineer and has, through a risk assessment, provided a significant risk.

Please ensure your stand complies with all the display and health and safety guidelines. The maximum allowable height for island booths is 4 meters (13 feet). A variance to 6 meters (20 feet) may be issued with permission from show management. The maximum height for linear (inline) stands is 2.5 meters (8 feet).

**All stands over 4m high and/or deemed complex for any reason must be approved by a structural engineer appointed by Show Management. The exhibitor will be billed directly by the structural engineer.**

#### Complex structures:

- **Any structure over 4m in height**
- Any stage or platform over 0.50 m in height and all platforms and stages for public use Double Decker / Second Story booths
- Stairs
- Temporary tiered seating
- Suspended items e.g., lighting rigs Sound/light towers.

#### Guidelines for Submission

**Designs must include all elevations including those 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.

Drawings should contain enough detail to show exactly how the stand will be constructed including baseplates, joint construction support details etc.

Calculations are to prove that the stand is stable and capable of supporting the loads of anything which will be supported i.e.: lights, speakers, plasma screens etc. A nominal load should be applied for wind (0.125 kN/m<sup>2</sup>) although this appears not to apply in the halls stands have been affected by doors being open. A calculation should also be carried out for overturning this assumed to be the impact of a person (0.063 kN) at a height of 1.5m above the ground.

No fixing is allowed into the hall floor at these venues, other means of securing the stands need to be considered

## Complex Stands

### Booth Design/EAC/Contractors/Display Rules

A Double-Decker booth is considered a “complex structure” and has specific technical regulations and rules attached to it.

**For a double-decker booth to be approved, please note the following:**

- A risk assessment is required for any construction that implies the submission of design floorplans, calculations and certificate of stability approved by qualified technicians. The same applies to all constructions that need a custom evaluation of a special risk assessment.

Complex structures are classified as follows:

1. Stands/structures with heights of more than 4 meters.
  - a. These must have a minimum of three (3) perpendicular support planes through their height.
  - b. A stand that is a minimum of 36sqm.
2. Stands/structures with heights of more than 4 meters.
  - a. These structures are considered bespoke in totem-type constructions, self-standing partitions or any structure not supported by at least three perpendicular faces/sides throughout its height.
3. Double-decker stands with access to the upper floor.
4. Platforms or stages with access and a height equal to or higher than 0.50m

**There is a £450 + vat (if VAT relevant) or equivalent Euro rate for all complex stands. This is only payable if stand plans have been deemed complex by Abraxys.**

GBP: <https://www.abraxys.com/online-store/MRO-EUROPE-2026-COMPLEX-FEE-p823507155>

EURO: <https://www.abraxyseuro.online/online-store/MRO-2026-Complex-Structure-Fee-p823494073>

## Complex Stands

### Booth Design/EAC/Contractors/Display Rules

In the case of stands with double-deckers, these must be designed in such a way that the upper floor in no case exceeds 50% of the total allocated area and must be placed so as not to impair the visibility of the surrounding stands.

#### **Hanging/Suspended Structures and Signs**

All suspended elements constructed from timber and/or metal structure will be deemed complex structures. Suspended elements consist of canopy, fascia, trusses clad with timber etc. Fabric banners, foamex signs, screens, lighting trusses, AV equipment, and lighting bars will not require structural sign off.

Drawings should contain enough detail to show exactly how the stand will be rigged including connection details between venues rigging points to suspended elements, constructed details of joints between elements etc.

All lifting equipment/lifting tackle (i.e., eye bolts, threaded rod, steel cables, and hooks) should comply with all current, relevant legislation and must be rated. Test certificates should be made available for inspection.

#### Rigging services

Choose from a range of simple, off-the-shelf banner rigging package via the RAI webshop (link coming soon) Before you request a quote, please ensure you have permission to rig from the event organiser. Please remember to confirm your order 28 days before start of the event tenancy to benefit from the advanced order rate.

At RAI Amsterdam, primary attachments are provided exclusively by the rigging team. If you need lighting or power for your rig, you will need to contact the appointed electrical contractor for the event.

## Display Rules

### Booth Design/EAC/Contractors/Display Rules

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 space booths are a minimum of 18sqm***

Shell scheme refers to a pre-built structure that is provided by the show organizer. It is part of a package of benefits.

Contents and furnishing of the shell scheme booth cannot exceed the height of the shell scheme structure and custom builds are NOT permitted. The carpet is provided by the organizer.

#### **SHELL SCHEME GENERAL GUIDELINES**

- ALL internal stand fittings and displays are contained within the shell scheme structure and do not exceed 2.5 meters in height.
- No display materials or logos may be fixed to the shell scheme fascia panel. No fixings may be made to the walls by piercing or screwing anything onto the panels or beams.
- Exhibitors may affix lightweight photographs and technical information sheets etc. direct to the shell scheme walls with good quality double-sided adhesive pads or similar, provided such material can be removed without damage to the wall panels, any damage made to the panels will result in a charge.
- Exhibitors that purchase stands as shell scheme are not permitted to remove the shell scheme and build their own structures. Raw space booths are a minimum of 18sqm.

#### **Fascia**

The fascia is the name board that sits at the top of your stand and will carry your Company Name and Stand Number.

#### **Removing Fascia and Gridwork**

- The fascia and/or gridwork cannot be removed from your booth.
- No shell scheme booth can exceed the 2.5-meter height limit regardless of whether fascia and gridwork have been removed. This includes signage, furnishings, lights, and electricity.

## Display Rules

### Booth Design/EAC/Contractors/Display Rules

#### SHELL SCHEME (IN-LINE) 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 wall height is 2.48m
- Hanging signs are not permitted
- Shell Scheme framework & fascia cannot be removed



#### RAW SPACE (IN-LINE) BOOTH (Min 18sqm)

- Arranged in a straight line, or back-to-back with a neighbor (a 36 sqm 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 2.5m, can go up to 4m with show management permission.

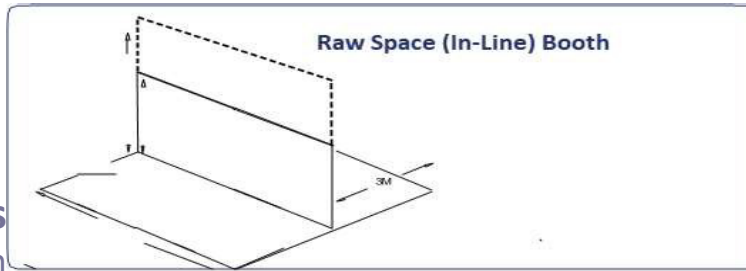
#### Side Wall Requirement

In addition to the back wall, each booth must include a solid side wall separating it from adjacent booths. This wall must extend the full length of the booth and be a minimum of 2.5 meters high. Height may increase up to 4 meters with prior approval from show management.

**Please note: If you do not provide a side wall, we cannot guarantee that one will be provided by the neighboring exhibitor.**

- The back wall must be cleanly “finished” and painted.
- Hanging signs are not permitted.
- All raw space booth plans must be approved by show management.

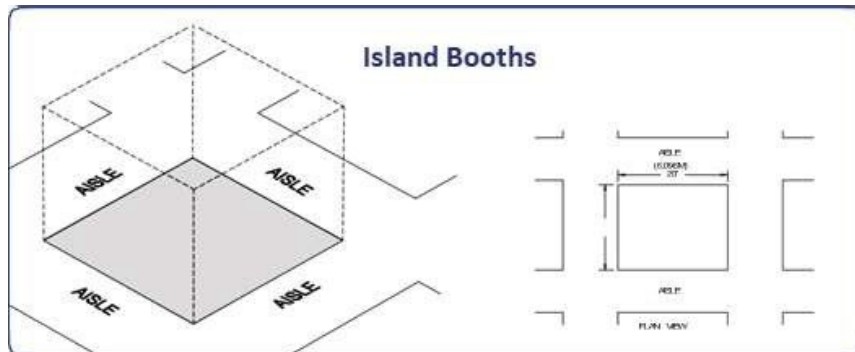
Display Rules  
 Booth



Design/EAC/Contractors/Display Rules

**Island Booths**

- Any size booth exposed to aisles on all four sides.
- Hanging Signs are permitted. Rigging must be completed by the venue.
- The entire cubic content of the space may be used up to the maximum allowable height, which is 4 meters, or 6 meters with Show Management’s approval including any ground supported signage. Hanging signs to be suspended above 6 meters only.
- All raw space booth plans must be approved by our appointed Health & Safety Abraxys.
- Additional approvals and guidelines may be required by the venue.
- Raw space 18sqm island booths must build a back wall. The back wall must be cleanly “finished and painted.”



**Submitting plans for approval**

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.

**Plans that do not include all elevations will not be accepted.**

Drawings should contain enough detail to show exactly how the stand will be constructed including baseplates, joint construction support details etc.

Calculations are to prove that the stand health is stable and capable of supporting the loads of anything which will be supported i.e.: lights, speakers, plasma screens etc. A nominal load should be applied for wind (0.15 kN/m<sup>2</sup>) although this appears not to apply in the halls stands have been affected by doors being open. A calculation should also be carried out to overturn this assuming to be the impact of a person (0.75 kN) at a height of 1.5m above the ground.

No fixing is allowed into the hall floor at these venues, other means of securing the stands need to be considered.

Failure to submit your designs may result in an inability to exhibit.

**Towers** (free-standing exhibit component separate from the main exhibit fixture) The 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 by show management and/or local health and safety organization.

Those wishing to construct a double decker stand have to demonstrate they are able to complete installation and removal within the available time during their submission in order to get permission to build.

For more information about adding a second story and the approval process, please contact [mroeuropa@abraxys.com](mailto:mroeuropa@abraxys.com)

#### 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.**

- 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 if dropped 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 if drop cloths are used to prevent any damage to sidewalks, docks, grass, buildings, etc.
- Paints 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:
- No lighting, fixtures, trusses, or overhead lighting are allowed outside 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 be projected 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.

#### 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 to injure the floor or be installed as a hazard to public safety or 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 their booth without floor covering, carpet will be ordered at the exhibitor's expense.
- If the exhibitor is setting up late and is bringing their own carpet, they must notify show management

or carpet will be ordered at exhibitor's expense.

- 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.

### Walling

- All exhibitors are permitted to have solid walls on the perimeter edges of your space only stand space. It is not compulsory to incorporate breaks in the walls. All walls must be fully dressed on both sides which must be shown on your stand plans submitted for review. Doors that are positioned on the outer walls must open inwards, and not open out into the gangway, and all doors to enclosed areas must include a vision panel.

## Display Rules

### Booth Design/EAC/Contractors/Display Rules

#### **Structural Integrity**

All exhibit displays should be designed and erected to withstand normal contact or vibration caused by neighboring exhibitors, hall laborers, or installation/dismantling equipment, such as forklifts. Displays should also withstand moderate wind effects in the exhibit hall when freight doors are open. Refer to local building codes that regulate temporary structures.

#### **Flammable & Toxic Materials**

All materials used in display construction or decorating should be made of fire-retardant materials and be certified as flame retardant. Samples should also be available for testing. Materials that cannot be treated to meet the requirements should not be used. A flame-proofing certificate should be available for inspection. Exhibitors should be aware of local regulations regarding fire/safety and the environment which must be adhered to.

Exhibitors should dispose of any waste products they generate during the exhibition in accordance with guidelines established by the Environmental Protection Agency and the facility.

RAI Fire Service Regulations can be found [here](#) which includes all the local specifications for materials.

#### **Storage**

Fire regulations in most exhibit facilities prohibit storing products, 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, so long as these items do not impede access to utility services, create a safety problem, or look unsightly.

## Exhibitor Approved Contractors (EACs) Booth Design/EAC/Contractors/Display Rules

### 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. All outside vendors must fulfill the following requirements.

Any exhibitor must ensure 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 – 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 exhibitors 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.

**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 so that we know exactly who is present in RAI and can act appropriately should an emergency arise.**

## Exhibitor Approved Contractors (EACs) Booth Design/EAC/Contractors/Display Rules

- All EACs and all subcontractors must always display company ID with photo while on property.
- All EACs agree to abide by the rules and regulations set forth by Aviation Week in the exhibitor terms and conditions and the Exhibitor Resource Center. 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.
- 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 wristbands. Bands will not be issued until insurance requirements are met.
- The exhibiting company is responsible for ensuring that each EAC adheres to all official rules and regulations of the Event as set forth by Aviation Week.
- Not all EACs will 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 to promote or market its own activities.
- The EAC is responsible for the actions and activities of any of its subcontractors.
- 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 always be dressed in suitable attire.

## Hanging Signs/Rigging Booth Design/EAC/Contractors/Display Rules

RAI venue services is the exclusive provider of rigging services for MRO Europe 2026

- To receive the best rate, rigging must be ordered at least 28 days before tenancy commences. All orders must be placed no later than 14 days before tenancy. Any received after this date cannot be guaranteed for installation. Please order early to avoid disappointment
- Hanging Signs and Graphics are allowed in Island booths only. All rigging is to be hung at 6m from the show floor to the bottom of the rigged item. The maximum top height for any rigged element is 8.5m from the floor.
- Part-rigged and part-ground supported structures are not permitted
- All orders for rigging must follow the required guidelines and be submitted with a clear precise rigging plan at the time of ordering.
- Any changes required due to incorrect rigging plans will be subject to a surcharge.
- All rigging plans must show the location of each rigging point in relation to the stand using metric measurements.
- All rigging must be within the perimeter of the stand
- The stand orientation must be detailed by showing the location of the main entrance and by the stands on other neighboring three sides.

### Glossary/Guidelines

**DROPWIRES** — Drop wires should only be used to suspend light weight static loads, e.g. banners/ simple light weight structures.

6mm steel wire rope c/w bullet end connection. Any length. Static load only up to a max of 50kg. Not to be used as a lifting point, i.e. chain hoists may not be suspended from drop wires. Ordering of a drop wire does not include hoisting and fixing service this must be ordered separately (see below)

**LIFTING POINTS** — All lifting points are assembled using accessories capable of supporting a load of 5KN. Allowable loading per point needs to be checked prior to tenancy as point loading is location dependent within the venue. Ordering of a lifting point does not include the supply of a chain hoist. This must be ordered separately (see below). There is a charge for connecting clients' own chain hoists to the venue. Lifting points that require spreader beams will be charged as two lifting points. The spreader truss beams used to facilitate the lifting points are not charged for.

**BANNER RIGGING** — For all PVC/FABRIC BANNERS. PVC banners should be produced with a 75mm pocket at the top and bottom. Up to 2500mm wide (inc 2 wires and tube) is one price. ("B01") and 2551mm –6000mm wide is another ("B02") Banners wider than 6m, box banners or unusual shapes / material will be priced upon application. Banners must be delivered by the deadline. This date is set before the first day of tenancy to allow us to rig the banner/s before anyone arrives. If banners do not get delivered before this date, then a hoist and fix charge will apply (see below). Banners will be rigged to your plan. Make sure you have included all the correct information as any on site banner moves / banner shuffles will be charged.

**TRUSS** — Our most commonly used truss is Thomas 305 super truss. This is charged out at per meter. We do have other sizes of truss in stock, prices upon application.

**CATENARY WIRES** — Our catenary wires are made from 10mm steel wires. Make sure that your snap hooks fit this dimension. Catenary wires are charged at a per meter rate and are calculated to the next termination beam.

**ELECTRIC CHAIN HOIST INCLUDING CONTROL EQUIPMENT.** — Our hoists will not usually be installed before the first day of tenancy. Electrical chain hoist load redundancy can be taken into consideration on an individual hoist basis. If the point load on the hoist is less than 50% of the WLL of the hoist including an allowance for dynamic load, then a secondary suspension will not be required.

## Health & Safety

### Booth Design/EAC/Contractors/Display Rules

#### HEADLINE SITE RULES

1. The way you work and the equipment and materials you use must be safe
2. Suitable PPE must be worn at all times. Appropriate footwear must be worn as a minimum, no open toe or sandals to be worn.
3. Smoking, alcohol and drugs are prohibited from site.
4. A permit must be given by the Site Manager before any “hot” works.
5. All accidents and incidents must be reported to the event organizer.
6. Good housekeeping is required at all times.

#### PERSONAL PROTECTIVE EQUIPMENT (PPE)

##### Hard Hats

Hard Hats conforming to BS EN397 are a mandatory requirement whilst overhead works are taking place. Local crew agency staff and contractors MUST provide their own hard hats.

##### High Visibility Clothing

Hi-visibility yellow- or orange-colored vests to BS EN 471 standard should be worn on the Arena floor, service yard, load in areas and other associated areas when vehicles or plant are operating in the area.

##### Safety Footwear / Other PPE

Safety Footwear and other PPE should be worn by everyone in the event hall as per individual task Risk Assessments and Safe Systems of Work. There should be no open toe shoes onsite at the event.

##### Safety Harness

Safety Harness must be worn when operating a Cherry Picker

## Insurance Booth Design/EAC/Contractors/Display Rules

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, always that exhibitor has access to the Show grounds, exhibitors 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, the exhibitor shall provide a certificate of insurance evidencing the required coverage.

You have the option to obtain insurance through [www.exhibitorinsurance.com/ Informa Markets - SPEX TsCs FINAL\\_June2024.pdf](http://www.exhibitorinsurance.com/Informa_Markets_-_SPEX_TsCs_FINAL_June2024.pdf)

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 Amsterdam RAI, their agents, directors, and employees*

*Certificate holder / address of certificate holder: Informa Media*

*Authorized Representative Signature*

**The certificate of Insurance must be submitted 30 days prior to the event online :** <https://fs2.formsite.com/AW-Events/fl1acd86f9/index>

## Freight Freight & Shipping

**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

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*Freight must not arrive at RAI, Amsterdam prior to first Tenancy date*

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**Please download the relevant TWI information packet to make shipping/freight arrangements.**

ALL consignments must be sent on a prepaid basis:

### Worldwide

### US

### Canada

### **Labels**

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

To request a label, please contact DSV Luca Frischmann- [luca.frischmann@dsv.com](mailto:luca.frischmann@dsv.com)

### **Commercial Invoice/Packing List**

Please prepare the invoice/packing list with the following details:

- Commercial invoices and packing lists can be combined on one document if they list quantity, description, value of each item, weight and dimensions of each package.
- Your company's Federal Employer Identification Number and any applicable license numbers.
- Complete, precise, simple and non-technical description of all items should be listed on the invoice with HTS codes.
- Electronic copy of each commercial invoice should be sent to on-site partners at DSV: Luca Frischmann- [luca.frischmann@dsv.com](mailto:luca.frischmann@dsv.com)

### **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.

### **SHIPMENT CONTAINING BATTERIES**

Please contact your TWI Representative as soon as possible if you ship batteries, or if 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.

## Freight/Shipping

### Freight & Shipping

#### **PRE-ADVISE**

Please email advance copies of the Airway Bill / Express Release Bill of Lading, commercial invoice, and pre-alert to Luca at DSV:

TWI's Official On-Site Partner:

DSV Fairs & Events

Email: [LUCA.FRISCHMANN@DSV.COM](mailto:LUCA.FRISCHMANN@DSV.COM)

Tel: +31 (0)20 225 3973

Please note that using a consolidator may delay customs clearance and delivery. Any deconsolidation charges will be passed on to you at cost plus 5%.

#### **SHIPPING FROM THE US & CANADA**

##### **US: 6 October**

[Dsears@twigroup.com](mailto:Dsears@twigroup.com)

David Sears

##### **Canada: 6 October**

[waslett@twigroup.com](mailto:waslett@twigroup.com)

Whitney Aslett

## Traffic Freight & Shipping

[Click here](#) to view general information on traffic control at the RAI. Approximately 3 weeks prior to the show, the Logistics Management System will be open where you will be able to book a time slot for unloading / loading.

## Material Handling – Empty Containers

### Freight & Shipping

Aviation Week’s MRO Europe has partnered with TWI and DSV 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 confusing about the cost of transporting 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 DSV:

[LUCA.FRISCHMANN@DSV.COM](mailto:LUCA.FRISCHMANN@DSV.COM)

## Audio Visual Exhibitor Services

Freeman is the official AV Provider for Shell Scheme stands for MRO Europe 2026. Products can be ordered via the Freeman Web shop: **HERE. (link coming soon)**

All booths must have carpet or management approved flooring. Rental Carpet is available through the Freeman Web shop. If you are a shell scheme stand you may bring your own flooring; however, you must contact Freeman Exhibitor Services on [EMEA.ExhibitorServices@freemanco.com](mailto:EMEA.ExhibitorServices@freemanco.com) to confirm.

To meet equal access regulations any raised platform over 4cm will require integrated ramp access. The ramp must not protrude into the gangway.

The aisles will be carpeted in Blue.

### **Raised Flooring**

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.

## Catering/Food & Beverage Exhibitor Services

Amsterdam RAI 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.

The Show facility requires that ALL food and beverages distributed by exhibitors, attendees or sponsors be purchased solely from the RAI. 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 exhibitors 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.

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

## Cleaning/Waste Exhibitor Services

Aviation Week provides 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. Ordering information is available in the ERC and selecting RAI Webshop services.

### Stand cleaning includes:

All horizontal surfaces completely clean, every day. The rate is per square meter for the whole event. Please fill out the number of square meters of your stand.

This includes:

- vacuuming
- if necessary, mopping the floor (excluding stains caused by shoes)
- cleaning horizontal surfaces of furniture
- emptying waste bins
- clean booth statement

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

### 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, we do it for you and invoice you for the cleaning costs.

#### Cleaning services

Ensuring your stand is clean couldn't be more important. Check your stand package for cleaning before you select a cleaning service during the show or a deep clean each day. Book your service now by going to **RAI Webshop**. Please remember to confirm your order 28 days before the start of event tenancy to benefit from the advanced order.

During the open days of the event, exhibitors are requested to utilise clear bags for general waste, orange bags for dry mixed recyclables and a food waste caddy / bag for any food waste. Please note that black bin bags are not permitted at any time. Bags can be supplied upon request from the Organiser Office.

Exhibitors should place any full bags in corner of their stand at the end of each open day so that they can be collected overnight. Please note that any items left in the aisles during open days will be considered litter and disposed of.

If you have any questions, please contact RAI team at [exhibitorservices@rai.nl](mailto:exhibitorservices@rai.nl)

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

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- cleaning horizontal surfaces of furniture
- emptying waste bins
- clean booth statement

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

### Waste Disposal :

Waste materials should never be left on-site. Exhibitors are responsible for ensuring everything is removed at the end of the show. This includes any waste left by your appointed contractor and all stand fitting materials, such as graphics, flooring, carpet/carpet tape, packaging materials and excess literature, both during the stand build-up and breakdown periods.

Waste removal is not free of charge and services should be pre-ordered in advance from Amsterdam RAI.

General waste bins and skips are not provided within the halls. It is strongly recommended that you read the information on cleaning and waste within the venue regulations to ensure you have booked the required services - waste removal is significantly cheaper when ordered in advance.

Products, installations and stand materials that are not removed within the published time limits or are disposed of in an unauthorized way at the venue, will incur a waste disposal fee charged directly to the exhibitor to cover the cost of the appropriate disposal.

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

## Cleaning/Waste Exhibitor Services

### **Donations**

Donations can play a vital role in finding a home for surplus materials and food as well as supporting the local community rather than becoming waste. If you wish to donate, please contact [arabella.martin-nunn@aviationweek.co.uk](mailto:arabella.martin-nunn@aviationweek.co.uk) advance to allow sufficient time for necessary arrangements and coordination with our charity partners.

## **Freeman EMEA are the exclusive provider for Electrics.**

### **Deadlines TBC**

Shell scheme exhibitors receive 1 x 500w socket and 2 x spotlights and do not need to order electrics. If you have an 18sqm shell scheme booth you will receive 2x 500w socket and 2 x spotlights.

Raw Space will be required to order power directly through Freeman via *Webshop coming soon.*

Some considerations are stated below.

### **What is included?**

The rate card cost includes the installation and removal of cable, and the electrical consumption.

### **How can I figure out what switchboard will suit the best for my stand?**

Each exhibitor must estimate the total power consumption (in Watts or Amps) required for the work of all the electrical devices at the stand (lights, AV equipment, catering machinery, etc.). Summing the consumption of each device will give the estimate power supply needed (1000 Watts= 1kW).

Special requirements must also be considered, for example, the 24h power supply for a fridge or Tri-Phase power with Cee Plugs for large machinery.

### **When the electrical supply will be available at my stand?**

All switchboards will be connected and ready to use a maximum of 4Bh before the congress starts. In most cases these could be connected before. In case you need it in advance contact Freeman team or the nearest Exhibitor Service Desk.

All switchboards will be automatically interrupted at 18:00h the afternoon after congress ends. If you need electrical supply after the established time, it can be requested to the Freeman team or the nearest Exhibitor Service Desk almost 24 hours in advance.

### **What if my stand contractor needs something not listed, or I have further questions?**

Current rate cards are provided for ground level power.

Should there be any bespoke needs or questions for your stand, please contact Freeman on [EMEA.ExhibitorServices@freemanco.com](mailto:EMEA.ExhibitorServices@freemanco.com)

## Forklift Rental Exhibitor Services

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.

DSV (TWI Onsite Partner) - [LUCA.FRISCHMANN@DSV.COM](mailto:LUCA.FRISCHMANN@DSV.COM)

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

*Freeman Webshop coming soon!*

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## Internet for Exhibitors

### Exhibitor Services

#### 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 numbers of users it's really hard to maintain a stable Wi-Fi network. Because of this, we don't really promote the creation of your own Wi-Fi network. But if you really need your own Wi-Fi network this is allowed if you follow our Wi-Fi regulations.

- The 5 Ghz band is not permitted
- Wi-Fi 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](#).

Exhibitor Lead Retrieval - now within the event app

### Introducing Lead Insights

**Lead Insights is a lead reporting and analytics dashboard designed to help exhibitors and sponsors maximize ROI. This tool delivers leads even before the event begins, enabling you to:**

- Understand WHO your leads are.
- Analyze HOW they've engaged with you.
- Target them faster with tailored follow-ups.

Already used at many Informa events, customers call it a gamechanger for identifying and prioritizing high-value leads.

### See Lead Insights in Action

Watch this **4-minute demo** to see how Lead Insights will transform your event experience:

[Informa Lead Insights Demo on Vimeo](#)

### Key Features of Lead Insights

- More Leads, Earlier: Access all your leads in one place, including pre-event leads from the event app.
- Lead Scoring: Rank leads by their likelihood to convert.
- Behavioral Insights: Track lead behavior across event touchpoints to understand their interests.
- Segmentation: Create Ideal Customer Profiles (ICP) and segment leads for personalized outreach.
- Real-Time Updates: Stay updated with accurate lead data.
- Customizable Exports: Tailor lead data for easy CRM integration.

### Special Offer for Exhibitors

- Included for Booth Purchases after January 15, 2026: If you purchased your booth after January 15, 2026, Lead Insights is already included in your package.
- Included for all Gold, Platinum, Diamond and Emerald sponsors.
- Upgrade Option: If you purchased your booth prior to January 15, 2026, you can upgrade to include Lead Insights for as low as \$700.

For additional details and to upgrade, follow this link: [Learn More About Lead Insights](#).

### Why Choose Lead Insights?

**For an introductory rate of \$700 per booth, you'll benefit from:**

- Boosted Conversion Rates: Focus on high-quality leads to close more deals.
- Time Savings: Identify your hottest leads for efficient follow-up.
- Personalized Outreach: Craft tailored messages that resonate with leads.
- Improved ROI: Targeting the right leads ensures better returns.

- Competitive Edge: Gain insights to stay ahead of competitors.

## Marketing Opportunities

### Exhibitor Services

#### [Click here](#) to view the Engagement Opportunities available!

Whether you are sponsoring or exhibiting, now you can use these banners or the ones within your feather dashboard to post on your websites, blogs and on your email signature footer!

#### Top Tips:

- > Email Signature: Request an event banner with your logo and booth number to your team's email signature
- > Register via LinkedIn: During registration use the "Register with LinkedIn" option. This automatically posts to your network with a banner and prepopulated text to spread the word to your network you are exhibiting
- > Feather Dashboard: You are able to send invites direct to your customer base, or download personalized banners for use on social/email and your website
- > App Engagement: Make the most of all the features the event app has to offer - upload products, video, marketing content and send meeting requests to attendees to take place on your booth
- > Lead Retrieval: New for 2026, badge scanning can now be done via the event app. A great way to evaluate each prospect you meet at your booth

#### Official Event Banners

Do not forget to link it to your customized feather landing page or to the MRO Europe homepage – <https://mroeuropa.aviationweek.com/en/home.html>

Need a customized banner? Contact [don.giordano@aviationweek.com](mailto: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. Contact [mark.thomas@aviationweek.co.uk](mailto:mark.thomas@aviationweek.co.uk)

## Meeting Rooms Exhibitor Services

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 28TH OCTOBER	09:30 - 17:30
THURSDAY 29TH OCTOBER	09:30 – 16:00

### 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](mailto: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 and a valid ID is mandatory.

Wheelchair assistants get free access to events organized 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. Regular parking fees apply.

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

The RAI welcomes all guidance and assistance dogs. No other dogs/pets permitted.

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.

#### 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 +31 020 549 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 recognized by the assembly area icon.

#### First Aid:

First aid facilities will be available at all times during the show including during the stand build-up and breakdown periods. 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.

RAI Hotel Services 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 with other sites, know that all hotel rate quotes include breakfast and the 20% VAT. 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:**

Whether you're looking for a 4-star suite or a quiet boutique hotel, we offer a range of accommodation options to suit your preferences. You, your team, and your guests can start the day well-rested and stress-free at AVIATION WEEK MRO EUROPE 2026.

Please note that each hotel has different cancellation policies.

For one individual room, please use this link - [Individual Room](#)

For requests of 2+ rooms, please use this link - [Multiple Rooms](#)

There is a [list of hotels](#) on the MRO Europe Web site.

## Services for All Attendees

### Exhibitor Services

#### 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.

#### Smoking

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.

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.

#### 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 to purchase.

## Transportation/Parking

### General Information

#### By Train

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

#### By Tram, metro and bus

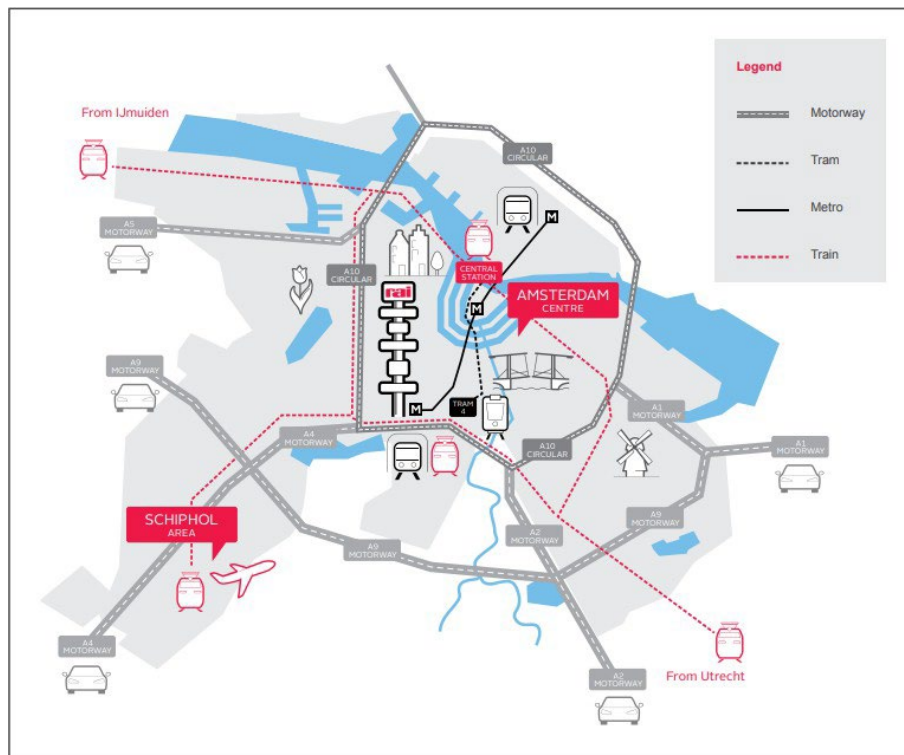
Tram route 4 between the centre of Amsterdam, Amsterdam Centraal and the RAI (stop at Europaplein). From the Amstel railway station you can reach the RAI via metro 51 or bus route 65. Metro 51 also runs to Amsterdam Central Station.

#### By Taxi

To guarantee the quality of our taxi service and for logistical reasons, we only allow TCA taxis on the premises to pick up visitors. At many events there will be a special TCA taxi stop on the RAI site. If this is not the case, our reception staff will be happy to help ordering a TCA taxi. If you would like to use another taxi, then the pickup point will be outside the RAI area.

#### By Car

Directly on approaching Amsterdam via the motorway A1, A2 or A4 and entering the ring road (A10), the RAI is indicated on the signboards. RAI Amsterdam is located along-side the ring road (exit 9). From the exit the route to the car parks is indicated.



## Aviation Week Contacts

### Contact Information

#### General & Logistical Information

Liv Reid  
Senior Operations Events Manager  
+44 (0) 7385 225 595  
[liv.reid@aviationweek.co.uk](mailto:liv.reid@aviationweek.co.uk)

Ylenia Mezzetti  
Events Manager  
+44 (0)7827254444  
[ylenia.mezzetti@aviationweek.co.uk](mailto:ylenia.mezzetti@aviationweek.co.uk)

#### Registration

Virginia Gongora  
Registration Manager  
+1 212 204 4202  
[events@aviationweek.com](mailto:events@aviationweek.com)

#### Customer Service

[events@aviationweek.co.uk](mailto:events@aviationweek.co.uk)

#### Sponsorship & Exhibit Opportunities

Beth Eddy & Mimi Smith  
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Margaret Chong (Singapore)  
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Clive Richardson (Asia-  
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Exhibit Sales  
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[Clive@accessgroup.aero](mailto:Clive@accessgroup.aero)

**Press/  
Media**

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Kelley  
Grace  
The  
Buzz  
Agency  
+1 855 525 2899  
Elizabeth@thebuzzagency.net  
Press releases: Send all press  
releases and photos to  
mro@aviationweek.com

**Marketing Opportunities**

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Partnerships**

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+1.818.237.5879  
+1.646.479.6997  
[erving.dockery@aviationweek.com](mailto:erving.dockery@aviationweek.com)

PHOTOS AND VIDEOS. Exhibitors may take photos or videos of its displays; however, exhibitors are 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).

At RAI Amsterdam, they operate a Photography and Filming Policy and Permit Procedure, to ensure all filming and photography activities conducted on the RAI Amsterdam estate are managed safely, respectfully, and in compliance with relevant legal and regulatory standards. This helps to protect the privacy of attendees and ensures a secure environment for all.

### **Licensed Event Spaces**

Event Organisers working at RAI Amsterdam are responsible for managing filming and photography within their licensed event spaces and will manage their own policies and procedures for venue spaces during their events. If you require access to undertake filming or photography at an event, please contact the Event Organizer directly.

### **Non-Licensed / External Venue Areas**

Any filming or photography outside of licensed event spaces - including the boulevard, external estate, and other shared spaces - requires a permit issued by RAI Amsterdam. The permit process ensures all legal, safety, and operational standards are met.

To apply for film and/or photograph on the RAI Amsterdam estate, please ensure you've read the terms and conditions, and familiarize yourself with the RAI Amsterdam estate and FAQs below, before completing the application form\*.

### **Policy Enforcement**

To maintain a safe and enjoyable environment, RAI Amsterdam staff will monitor compliance with the policy. While personal devices used casually for non-commercial purposes are generally permitted, we may intervene if:

- Personal device usage infringes on the privacy of others.
- Content is being captured in restricted or sensitive areas.
- Device usage disrupts event operations or compromises safety.

In such cases, our team may request the activity to cease or take further action if necessary.

## Sustainability & Better Stands

### General Information

#### Better Stands

Exhibiting at an MRO event gives you the opportunity to highlight your company’s sustainability credentials and align with an event that champions sustainability. The Better Stands program, introduced by Informa, aims to ensure that all core elements of exhibitor stands are reusable and encourage raw space exhibitors, along with their appointed contractors to move away from disposable, sole use stands at events, in favor of reusable or recyclable structures. By moving away from sole use stands we will improve the ease, safety, and sustainability of the exhibitor experience at our events.

Benefits to you as an exhibitor:

- A better-quality stand that helps you save time and money on new designs & construction
- Ensures a smoother, more efficient, and predictable build and breakdown
- experience with fewer work hours
- Lowers your waste bill and other unpredicted costs
- Demonstrates the sustainable credentials for your brand, highlighting your
- commitment to reducing your environmental impact

The Better Stands program has been divided into three key stages – Bronze, Silver, and Gold. This helps facilitate a gradual transition from disposable to reusable booths for all exhibitors. At Aviation Week Network we are committed to having all raw space stands at BRONZE level as a minimum in 2026 and beyond.

	Category	Items	In progress	Better Stands Bronze	Better Stands Silver	Better Stands Gold
Reused	1	Stand structure and walls	Structure or framework of the stand, walls, panels for meeting rooms, backdrop	✗	✓	✓
	2	Platform or raised flooring	Structure of flooring (excluding surface covering, e.g. carpet)	✗	✓	✓
	3	Furniture and equipment	Showcases, counters, chairs, tables, sofa, coffee table, flyer stand, LED walls, TV, AV equipment etc.	✗	✓	✓
	4	Lighting	All kinds of lighting in the stand and within showcases	✗	✓	✓
	5	Fascia and overhead signage	Overhead signage or branding, fascia, company logo on top of the stand structure	✗	✗	✓
	6	Rigged structure	Any rigged structure including lighting gantries or other structural elements	✗	✗	✓
	7	Ceiling	Any form of ceiling e.g. fabric ceilings, solid ceilings for lighting or stand support	✗	✗	✓
	8	Display facilities	Built-in or detachable product display cabinets, lightboxes etc.	✗	✗	✓
Reused or recycled	9	Floor covering	Carpet, floor tiles, HDF coverings, lino etc.	✗	✗	✓
	10	Graphics and decorative items	Stand graphics that are wall-mounted or floor-standing (not overhead) and any other decorative items such as plants and flowers, models and ornaments	✗	✗	✓

#### Onsite assessment details

*We will be carrying out assessments onsite during the build-up and breakdown to all raw space booths.*

*We are here to support you reach a bronze level booth!*

Our official general service contractor Freeman has several booth options which qualify as ‘Bronze.’ Click [here](#) to view the packages and for any queries please contact [EMEA.exhibitorservices@freemanco.com](mailto:EMEA.exhibitorservices@freemanco.com)

Visit our Better Stands [webpage](#) for further information, guides & FAQ’s.

If you have any questions regarding the program, please contact [arabella.martin-nunn@aviationweek.co.uk](mailto:arabella.martin-nunn@aviationweek.co.uk)

## Policies

### General Information

#### Highlights: Terms & Conditions

Aviation Week Network/Informa Markets (“we/our/us”) is committed to making sure that attendees, exhibitors, and sponsors have the best possible experience at our events. Below please find highlighted policies. The complete list of terms and conditions may be found at <https://events.aviationweek.com> If you have any questions please contact [events@aviationweek.com](mailto:events@aviationweek.com).

#### Admission

Your registration constitutes an offer to Informa Markets to attend an Event. All registrations are subject to acceptance by Informa Markets. Your registration is issued for your personal use only. You may not procure registrations as an agent for any third party, sell or otherwise transfer your registration to others or exploit your registration commercially or non-commercially in any way. Informa Markets reserves the right without liability to refuse admission to, or to eject from, the Event, any person in its absolute discretion, including (without limitation) any person who fails to comply with these terms and conditions or who, in the opinion of Informa Markets, represents a security risk, nuisance or annoyance to the running of the Event. You agree to comply with all reasonable instructions issued by Informa Markets, the venue owners, security personnel and/or management at the Event. In its sole discretion and without refund, Informa Markets reserves the right to refuse admittance to or expel from the conference anyone that it determines is behaving in a manner that could be disruptive to the conference or any other attendee.

#### Child Policy

Our Events are principally directed at business professionals. They are not intended for children under the age of sixteen. Without limitation to the foregoing, there may be some areas of our Events where it is inappropriate or impractical for children under the age of sixteen to be present (for example, during executive conference workshops) and Informa Markets reserves the right at any time to restrict entry to such areas accordingly.

#### Registration

Our events require a unique email address to be provided for all registering to attend. This email is to manage the directory of attendees by allowing an exhibitor to scan badged during the event, individuals are consenting to their registration details being shared with these exhibitors

#### Balloons/Lighter than Air Objects

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

Drones, flying objects, etc. are strictly prohibited.

## Payments

All bookings made prior to the event must be paid in full to guarantee registration. Once payment has been received, an email confirmation and a receipted invoice will be sent. If payment is not made at the time of booking, registration will be provisional. Bookings received less than (2) two weeks before the conference date can only be paid by credit card.

## Cancellation Policy

Our cancellation policy allows for a refund, less than 20% administrative charge, for cancellations received in writing at least six (6) weeks prior to the first event date. No refunds will be made after this date however you may send a substitute. Any fees not paid by original registrant will be applied to substitute's fees. By submitting your registration, you authorize Informa to invoice you for any unpaid portion of your registration fee. If a registered delegate does not cancel and fails to attend the conference, this will be treated as a cancellation and no refund or credit will be issued. Should Informa Markets postpone an event, your registration will automatically roll over to the new date. If an event is canceled, a credit will be immediately issued for up to 12 months after the notification of event cancellation, to attend another Informa Markets program of the registrant's choice.

**Effective: 09 April 2025**

*Contractor Policy – Addendum*

With exception for show organizer's ("Show Organizer") appointed Official Service Contractors, contractors who provide goods or services to the event (including but not limited to Exhibitor Appointed Contractors (EACs), electrical, floral, branded item or furniture suppliers, and installation & dismantle companies) may not purchase Event booth, sponsorship, or advertising space ("Event Package") and use such Event Package (i) to solicit, advertise, or promote its own or an affiliate's services, (ii) to provide service support or front desk services, (iii) to use such space as a concierge or lounge space, or (iv) for any other services or functions that promotes or solicits business. EACs may, with the prior written consent of such EAC's own client(s), promote or advertise its services only during the event booth build hours and only by placing promotional signage within such client's booth space. EACs shall provide evidence of such written consent to the Show Organizer upon request. All promotional signages must be fully removed by the EAC prior the Event's open hours. Any contractor deemed to be in violation of this policy by Show Organizer will be required to immediately dismantle and remove such promotion or solicitation material. Show Organizer reserves the right without liability and without limitations, to (i) close such contractor's booth, (ii) remove such contractor (and their personnel) from the event, (iii) remove and/or otherwise dispose of any exhibits or other property of the contractor at the contractor's expense, and (iv) if the contractor purchased an Event Package from Show Organizer, Show Organizer may immediately without liability terminate any contracts in connection to the Event Package as a breach of contract.

For more information click [here](#) to view our terms and conditions.

## Policies General Information

### 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 that is not objectionable or offensive to neighboring booths. All demonstrations and the use of photographers, musicians, entertainers, loudspeakers, 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 exhibitors’ 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.

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***Any exhibitor planning music, bands, entertainment, etc. must receive written permission from 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.***

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For questions and approvals, please contact [liv.reid@aviationweek.co.uk](mailto:liv.reid@aviationweek.co.uk)

## Alcohol, Drinks, Cocktail Receptions General Information

RAI Amsterdam Hospitality 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.

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 exhibitors 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.

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

## Glossary General Information

**Advanced Freight** – Refers to freight sent to the Official Contractor’s warehouse before the Events move in.

**Advance Order** – An order for services sent to the 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 BLUE.

**Back Wall** – Refers to the drape used at the rear of a standard booth.

**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.

**Corner Booth** – An exhibit space with exposure on at least two aisles, usually found

**CWT** – “Century Weight” or at the end of a row of inline booths. “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 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.

## 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 will need to order a customized fascia sign from Freeman 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?

We do not recommend that you attach your own graphics to the shell scheme walls. You will need to purchase graphics from Freeman. Any damage to the walls will be charged back to the exhibitor.

### What are the walls made out of?

Shell scheme walls are constructed from Nylon 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?

All TVs for shell scheme must be installed by Freeman, order via the [portal](#).

### 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

## FAQ

**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 grey. Carpet can be ordered at the exhibitor's expense. All stands (raw and shell) must be carpeted. You can order from Freeman's floor covering catalog in 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 White vinyl lettering to a 300mm high Royal Blue fascia infills to each open elevation on shell scheme stands. Raw space stands do not include any graphics.

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

Please consult the exhibitor resource center to order additional electric for your stand.

### Can Freeman construct my booth from start to finish?

Freeman offers stand design and build support, to enquire please email [EMEA.ExhibitorServices@freemanco.com](mailto:EMEA.ExhibitorServices@freemanco.com)

### 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 Island and/or raw-space booths must submit their plans to <https://zfrmz.eu/quU6G2SQOWcbEk0b8Cik>

The deadline for stand design submissions is 3<sup>rd</sup> September

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

All island and/or 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. [EMEA.ExhibitorServices@freemanco.com](mailto:EMEA.ExhibitorServices@freemanco.com)

### 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.

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 [liv.reid@aviationweek.co.uk](mailto:liv.reid@aviationweek.co.uk) with questions.

### What do the additional fees for a double-decker cover?

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

## FAQ

### Can I move in early?

Early access/late work is not permitted. Please check the exhibitor resource center for move-in/move-out timings. 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.

### What do I do with my empty containers

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

## EACs and Insurance

### Does my regular General Liability insurance work for this show, or would I have to add it to 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.

### 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?

You should contact the holder of your general liability insurance policy and see if they supply this kind of coverage.

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 Showgrounds, 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.

## FAQ

### Can I bring a Keurig, espresso machine, champagne tower, sausages, Turkish Delight, bottled water, cotton candy machine, whisky, 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.

### What is the cost to exhibit at this show?

Please contact your sales representative regarding pricing and availability. Sales reps are determined by geographical location. To find your representative, please visit: <http://events.aviationweek.com>

### Has our exhibition 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.

### Can I have list of attendees?

Due to Informa's corporate privacy policy, attendee contact information cannot be shared.