

## EXPO

### **Important Contractor/Exhibitor Information**

**Please read – this update contains important information**

**With World Travel Catering & Onboard Services Expo 2024 just around the corner we have put together the following reminders to help you with your planning.**

If you have any questions once you've read through this, please contact us at:

[wtce.operations@rxglobal.com](mailto:wtce.operations@rxglobal.com)

### **Build Up Times**

For the full timetable please [click here](#).

### **IMPORTANT – Monday 27<sup>th</sup> May 2024**

To help ensure that the aisle carpet can be laid on time and the cleaning team have sufficient amount of time to ensure that the show is cleaned and ready for show open it is compulsory that all empty boxes, storage crates, ladders, unused stand fitting materials, pallets etc. are removed from the aisle by 14:00 on Monday 27<sup>th</sup> May 2024. Any items left in the aisles after this time will be removed by DB Schenker and a 100% surcharge will apply for the removal and storage of these items. Everyone working onsite must be made aware of this procedure. All stand construction should also be completed by this time, with only stand dressing and low mess activities taking place after this time.

### **Breakdown/ Dismantling**

Full breakdown instructions are attached to this email.

The final exhibition day is Thursday 30<sup>th</sup> May. The removal of hand carriable and valuable items can begin from 17:30 only. Please note that access will not be given to contractors until the hall is clear to do so, we expect this to be approximately 18:00 when stand dismantling can begin. All shell scheme exhibitors must be clear of their stand by 20:00 Thursday 30<sup>th</sup> May. All space only exhibits, standing fitting and excess waste must be removed by 12:00 on Saturday 1<sup>st</sup> June.

If excess waste or carpet tape is left on the stand area the cost for its removal will be charged back to the exhibitor, therefore please ensure that the stand area is suitably cleared and the waste removal has been booked with the official contractor:

Tel: +49 40 3569-7575

Email: [customerservice@hamburg-messe.de](mailto:customerservice@hamburg-messe.de)

### **Catering (during build up and breakdown)**

During build up and breakdown there will be catering outlet open to contractors/exhibitors in Central foyer upper floor – Harbour light restaurant.

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### **Charity Food Bank (Hamburger Tafel)**

We have teamed up with the Hamburger Tafel to help support the people of Hamburg who are in need. Please take any excess non perishable, packaged food (not frozen or fresh) that you have left at the end of the show to the drop off point at the back of the Atrium between halls A1 and A4.

### **Contractor Badges and Passes (Build-up & Breakdown)**

Before arriving onsite please ensure that you and your team have received, read and understood the site rules - a copy can be downloaded [here](#).

Contractor passes will be issued from Gate A3 on arrival and are required by any personnel that will be entering the venue during the build-up and breakdown and must be displayed at all times whilst onsite.

### **Deliveries**

Deliveries **WILL NOT** be accepted before Friday 24<sup>th</sup> May 2024. At no times will they be signed for by the Organisers. For full details on deliveries, please [click here](#).

### **Early Access/Late Working**

You must ensure that all stand build and dressing can be completed within the hours laid out in the Exhibition Timetable. If you urgently require late working, please report to the Organisers Office before 17:00 on the day you require this. The rate is €256 per hour.

Contactless/card payment is required, cash will not be accepted onsite.

Permission to work late is at the discretion of the Organisers.

### **Electrics/Power to stand**

Electricity will be switched off 30 minutes after the close of the show, with the exception of 24-hour supply services.

Please note: Temporary power must be ordered, if necessary, for completing work during the build-up and breakdown process. If you have not yet ordered your electrics or lighting requirements, please contact:

Tel: +49 40 3569-7575

Email: [customerservice@hamburg-messe.de](mailto:customerservice@hamburg-messe.de)

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### **Emergency Gangways**

All emergency gangways should be kept clear at all times to allow for emergency access.

Any product or stand build materials will be removed by DB Schenker at the Organisers request, and there will be a charge to return this. Any packaging materials left in the gangways will be cleared as waste by the venue. If you wish to keep packaging materials, please arrange storage with DB Schenker:

Tel: +44 (0) 1268 632016

Email: [wtceops.uk@dbschenker.com](mailto:wtceops.uk@dbschenker.com)

Web: [www.schenkerlift.com](http://www.schenkerlift.com)

### **Exhibitor Badges**

Exhibitors are able to access the halls during build up on Monday 27<sup>th</sup> May and breakdown on Thursday 30<sup>th</sup> May with their exhibitor badge.

### **Forklifts**

Only the official lifting contractor are permitted to use lifting equipment onsite and therefore if you require lifting assistance, please contact them directly:

Tel: +44 (0) 1268 632016

Email: [wtceops.uk@dbschenker.com](mailto:wtceops.uk@dbschenker.com)

Web: [www.schenkerlift.com](http://www.schenkerlift.com)

### **Health & Safety at Work**

The law requires that everyone take a responsible attitude towards health & safety. We ask that you work with us to maintain a safe workplace during the exhibition. Space only stand holders must have copies of their stand build contractor's Risk Assessment, Method Statement and any Health & Safety policies.

The H&S and Floor Managers will be ensuring that contractors are working safely in the halls and in particular working at height practices - it is really important that the appropriate ladders, scaffold towers and manual lifts are used safely. For additional guidance, please visit [www.stop-the-drop.co.uk](http://www.stop-the-drop.co.uk)

### **Live Edge Working**

Live Edge Working will only be permitted onsite by the Safety Officer once the control measures described in the risk assessment and method statement and been verified with the construction team when they arrive onsite. Work will be stopped if the construction team are working without permission or if the construction team are found working unsafely and not following the procedures identified in the risk assessment and method statement.

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### **Onsite Organiser Team Details**

The Organiser's Office is located in central entrance upper and can be contacted from Thursday 23<sup>th</sup> May to Saturday 1<sup>st</sup> June.

+49 403 557 8540

The RX Operations team will be wearing branded safety jackets and along with the Floor Managers and H&S Manager will be in the halls to assist with any general issues you may have.

### **Personal Protective Equipment (PPE)**

Everyone onsite during build up and breakdown, including exhibitors, will be required to wear a high visibility vest/ jacket and suitable footwear.

High Visibility vests will be available to purchase onsite for the price of €5 per vest.

### **Site Rules**

As an Exhibitor or Contractor working on the World Travel Catering & Onboard Services Expo 2024 site during the Construction phase (build up) and Dismantling phase (breakdown) of the event, the site rules must be adhered to and the listed warnings considered in your planning. There is also some other useful information included in the site rules. These site rules must be displayed onsite in clear view for all employees, contractors and sub-contractors. These site rules are in addition to the rules and regulations published in the exhibitor and contractor manual.

### **Stand Cleaning & Hygiene**

It is your responsibility to maintain your stand as well as any furniture/display units and exhibits in a clean condition at all times during the show open period.

It is also your responsibility to arrange any special services that may be required at your stand such as the removal of bulk rubbish. All high touch points recommend being cleaned regularly with appropriate cleaning materials during build, show open and breakdown. Enquiries for additional cleaning should be made to the appointed cleaning contractor:

Tel: +49 40 3569-7575

Email: [customerservice@hamburg-messe.de](mailto:customerservice@hamburg-messe.de)

Web: [Online Shop](#)

### **Stand Information Form**

Before coming onsite all exhibitors must complete the [Stand Information Form](#).

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### **Stand Catering Form**

All exhibitors with any form of catering on their stand (either for their own staff or for visitor hospitality) must complete the [stand catering form](#).

### **Vehicle Access for unloading & Parking**

Access to the exhibition site is via gate A3. DB Schenker will operate a schedule for all commercial goods vehicles loading at the show. Therefore, all vehicles must be booked onto this schedule prior to attending site. Please contact [wtceops.uk@dbschenker.com](mailto:wtceops.uk@dbschenker.com) to book a slot or visit their website <https://www.schenkerlift.com>

Access to the exhibition ground will only be possible by leaving a deposit. This deposit will be fully returned as long as the vehicle is removed within the time deadline. Please click [here](#) for further information.

Please click [here](#) for car parking information.

### **Waste Removal**

It is essential that every stand removes their stand fitting waste from site during build up and breakdown. Charges will be applied for the removal and disposal of any waste left onsite. Removal of waste can be booked with the appointed cleaning contractor:

Tel: +49 40 3569-7575

Email: [customerservice@hamburg-messe.de](mailto:customerservice@hamburg-messe.de)

Web: [Online Shop](#)

There may be a surcharge for orders placed onsite.

Any waste left onsite will be charged to the exhibitor.

### **Welfare**

We all have a duty of care to help and support event industry professionals and here at RX, the safety and wellbeing of everyone onsite is one of our top priorities. Everyone has a role to play to look out and care for our colleagues and peers and we can all do this by taking the following steps:

- Provide sufficient amount of onsite crew to reduce long working hours
- Share any pre-show information with all onsite staff so they can be better prepared/informed e.g. emergency procedures, site rules, contractor badges, catering facilities available
- Ensure adequate breaks for staff
- Everyone on site should have access to drinking water, catering & toilet facilities
- Be kind. Be considerate

We look forward to meeting you on site and hope that you have a very successful show.

**World Travel Catering & Onboard Services Expo Operations Team**