



# Exhibitor Manual 2019

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## Welcome

Welcome to your Exhibitor Manual for Middle East Organic & Natural Products Expo 2019. The Manual has been designed to provide you with all the details you need to plan for your successful participation.

Please take time to read the information contained within the Manual to ensure a full understanding of the rules, regulations and requirements of the exhibition.

The Expo teams are here to help you and we look forward to working with you towards your successful participation in 2019.

## Using the Exhibitor Manual

In order to fully access all aspects of the Exhibitor Manual please download it; this will ensure that imbedded pdfs open successfully.

## [Quick Reference](#)

This section provides a comprehensive contact list that includes the stand service suppliers together with a checklist of deadlines to assist you.

To help with your planning, we have also included an overview of the major rules that are specific to exhibiting in Dubai, a Frequently Asked Questions section as well as a guide for New Exhibitors.

A Venue map that shows how the expo elements will be situated in the Dubai World Trade Centre and an Exhibition Floor plan are also available.

## [Planning Your Stand](#)

This section explains the pre-site and on-site planning requirements and includes the build-up and breakdown schedules.

## [Building Your Stand](#)

This section includes all the information that you will need to prepare for the show including an A-Z of Stand Build Rules and Regulations.

## [Health and Safety](#)

This section details the Health and Safety requirements and arrangements at ME Organic & Natural Products Expo 2019 and includes the forms for completion.

## [Forms & Services](#)

In this section you will find the official forms, as well as detailed information pages for each service provider together with links to relevant information, contact details, deadlines and order forms.

## [Useful Information](#)

In this section you will find an A-Z of useful information, including venue address details and the event timetable.

## [Access Procedures](#)

This section outlines the access procedures for build, show open and breakdown; they are in addition to the badge procedures from Registration.

# General Rules & Regulations

## ORGANIZER

The exhibition is organized by Global Links Exhibition Organizers & Conferences LLC, P O Box 128995, Dubai, United Arab Emirates.

## LICENSE

Upon the payment of the full contract price, the Exhibitor shall have conditional and revocable license to participate in the Exhibition. Where necessary the Organizer may allocate the space that the Exhibitor may occupy. The parties hereto declare and agree that this agreement is not and shall not be deemed to be a lease or an agreement for lease.

## ALLOCATION

Exhibit space will be allocated according to the date on which the application of the Exhibitor is received and in all cases at the full discretion of the Organizer. The Organizer reserves the right in the interest of optimum traffic control and exhibit exposure to relocate the exhibit or display of the Exhibitor (the exhibit) which may be affected by a change in the floor plan. Such change would not be made unless deemed necessary by the Organizer. The Organizer agrees to advise the Exhibitor if such a change is necessary. The Organizers determination with respect to allocation of exhibit space is to be binding on the Exhibitor. The full contract price shall at all times be payable even if the Exhibitor eventually does not utilize all the exhibit space allocated to him. In the event the Exhibitors choice of exhibit space(s) is not available, the Organizer will where possible allocate another space. If desired the Exhibitor may provide the Organizer with a list of competitors whose exhibits (if any) should not be near that of the Exhibitor. The Organizer will, where possible accommodate such requests. In the event that no exhibit space is available for the Exhibitor, then the sole obligation of the Organizer is to refund to the Exhibitors the appropriate amount of money received by the Organizer from the Exhibitor, and the Organizer shall have no other liability whatsoever. The Exhibitor shall not be entitled to make any claim in connection with the foregoing against the Organizer.

## EXHIBITORS

Exhibits will, unless the Organizer agrees otherwise, be limited to materials, products, or services of specific interest to registrants of the Exhibition. The Organizer reserves the right to determine the eligibility of any material product or service for display. Exhibiting manufacturer's representatives and/or distributors must list their participating principals for the Exhibitors record purposes. The Organizer reserves the right to limit the number of principals that can be represented by the Exhibitor in a single booth.

## WARRANTY

Except as otherwise approved by the Organizer or disclosed in writing to the Organizer, the Exhibitor represents, warrants and undertakes that:

- (a) They are entering into this agreement as principal and not as agent or nominee of any third party.
- (b) None of the exhibits on display or present at the exhibition premises including decorations and presentations of the exhibit and the exhibition booths, product labels and product or service demonstrations or performances infringe, or is likely to infringe, any patent trademark copyright and other intellectual property right of any party and agrees that in the event of any breach of the representative warranties and undertakings herein contained in this agreement and the license herein granted may be terminated by the Organizer (without the Organizer being liable for any damages or claims whatsoever and without prejudice to the Organizers other rights and needs) and the Exhibitor shall indemnify the Organizer against any and all costs, claims, demands, losses, liabilities, charges, actions and expenses.

## ADMISSION

Exhibits will be open to all exhibition registrants. The Organizer reserves the right to refuse admission to any person, including children of Exhibitors and visitors, in the interest of the exhibition or the safety and welfare of Exhibitor and visitors.

## PERSONNEL & ATTIRE

The Organizer reserves the right to determine whether the character and/or attire of the Exhibitors personnel at its exhibit is acceptable and in keeping with the best interests of Exhibitors and the exhibition. Further, the Exhibitor expressly agrees that without the prior written consent of the Organizer it and its personnel will not exhibit any goods, wares or merchandise in the official hotels during the period of the exhibition. All official matters relating to the exhibition are to be conducted in a manner approved by the Organizer.

## EMPLOYMENT EXHIBITS

Exhibits for the purpose of soliciting prospective employees or employee recruiting activity of any kind are specifically prohibited.

## EXHIBITS & APPLIANCES

Common sense governs the kind of exhibits permitted at the exhibition. Attractive and informative exhibits are encouraged. Exhibit dimensions shall conform to the specific dimensions and restrictions specified in the official Exhibitor Manual and additional documents supplied by the Organizer from time to time. In no event, however, shall any exhibit interfere with any neighboring exhibit. If the Organizer is of the view that there is such an interference, the Exhibitor shall remove or relocate such an exhibit. The Exhibitor shall not display at the exhibition any products not described in his/her application.

## SOUND LEVEL

Mechanical or electrical devices which produce sound must be operated so as not to prove disturbing to other Exhibitors. The Organizer reserves the right to determine the acceptable sound level in all such instances and to require the removal of any such devices.

## STANDFITTING SERVICES

The Organizer will appoint an official stand fitting contractor to provide stand fitting services for the exhibition. For exhibits other than those under the shell scheme, stand fitting works can be carried out by the official stand fitting contractor or by a Contractor appointed by the Exhibitor provided that such a Contractor shall have been approved by the Organizer and shall have provided the Organizer with a security deposit (or a bankers guarantee in lieu thereof) in an amount acceptable to the Organizer. The Exhibitor shall bear the cost of all such stand fitting works whether relating to the shell scheme or otherwise.

# General Rules & Regulations

## ELECTRICAL WORKS & ELECTRICAL SUPPLY

Lighting, lighting mains, power plugs, power mains and motors are available as specified in the Exhibitor Manual. Where the Exhibitor requires any electrical works in connection with its exhibit, such work shall only be carried out by the official electrical Contractor – Conex Exhibitions appointed by the Organizer. The Exhibitor shall bear the cost of all such electrical work.

## PHOTOGRAPHY

Please note that the services of the official photographer have to be used. However, the request for the use of own photographer can be submitted and the matter will be looked into by the Organizers.

## EXHIBIT CLEANING

The Exhibitor must make arrangements for its exhibit to be kept presentable, clean and free from accumulated rubbish, to the satisfaction of the Organizer. All materials for disposal, must be deposited in the areas designated by the Organizer.

## ADVERTISING MATTER

The Exhibitor may distribute only within the confines of its stand, hand bills or other printed advertising matter with respect to its exhibit. The Organizer reserves the right to prohibit the distribution of any advertising material for any reason whatsoever.

## ASSISTANCE

As far as practicable, the Organizer shall keep the Exhibitor informed about the exhibition providing such available promotion materials (as the Organizer considers necessary), for use by the Exhibitor and promote attendance at the exhibition through such means of advertising, public relations or publicity, as the Organizer considers appropriate. Applications for official Exhibitor badges for the Exhibitors own employees and representatives in attendance at the exhibition should be made to the Organizer.

## Catering

All catering must be organized through the DWTC Catering & Hospitality Service team.

## PUBLIC SAFETY INSURANCE & EXHIBITION LIABILITIES

### (a) Security

Exhibitors and their representatives should be present on their stands at all times during the opening hours of the exhibition, in order to receive visitors. They may not close their stand before the official appointed time of closing.

### (b) Fire

All inflammable materials (such as empty boxes and other wrappings) should be immediately removed from the exhibition premises. Disposal of hazardous waste Dubai Municipality is the controller of waste disposal sites in the Emirate of Dubai and it has its own local order and technical guidelines which all Licensees / Business Operating Permit holders must adhere to. The orders, guidelines and rules can be obtained from Dubai Municipality.

### (c) Inflammable Materials

The use of inflammable materials for the decoration of the stand is prohibited, unless such decorations have been treated with a fire-retarding substance. All heating appliances should be mounted on fire-proof Stands.

### (d) Insurance and Exhibition Liabilities

I. The Organizer shall insure the exhibition hall, and any other adjoining constructions against fire risks, and shall insure third party (visitors to the exhibition) against accidents that may occur during the hours that the exhibition is officially open to visitors.

II. The Exhibitor is solely responsible for damage which may occur to his exhibits, equipment, decorations, his stock or his stand or any other of his possessions due to fire, theft, deterioration, loss or damage by water or damage suffered during any firefighting operations.

III. The Exhibitor is responsible for all accidents that may occur to staff (including the Organizers personnel) technicians, employees or Exhibitors on duty on his own or neighboring stands, together with any visitors on his stand or neighboring stands due to the use by him or anyone else delegated by him on machines, motors or other appliances of electric power.

IV. The Exhibitor is responsible for all other damages, injuries or accidents other than those already mentioned or those that he himself may foresee, and any other damages, which may result from his participation in the exhibition, whether directly through his own fault or through the fault of a third party under the Exhibitors instructions and affecting the possessions, furniture or building belonging to either the Organizer or to another party.

V. The Organizer disclaims all responsibility for risks as mentioned in paragraphs above and the Exhibitor shall not be entitled to make claim, whatever the factors causing such risks.

VI. Exhibitors will have to obtain third party liability insurance from a local insurance company of good standing. This compulsory insurance will have to cover accidents suffered possibly by a third party in the buildings or on the grounds of the exhibition premises and that involves the liability of the Exhibitor or of any of his employees.

VII. Exhibitors will have to take out, with an insurance company of good standing, an "all-risks" insurance policy covering the stand equipment and the articles exhibited by them, if this equipment or these articles are their property or not.

VIII. due to abandonment or postponement of the exhibition for any reason. Each Exhibitor is reminded that he is responsible for effecting insurance cover for expenses incurred.

IX. The insurance policies mentioned above will have to include the insurer's renunciation of any recourse against the parties below, in the event of damages or accidents: Executives, representatives, directors and employees of all these persons or organizations.

X. The period of liability of the Exhibitor shall be deemed to run from the time the Exhibitor or any of his agents, or Contractors first enters the exhibition site and to continue until all his exhibits and property have been removed.

XI. The Exhibitor shall insure, indemnify and hold the Organizer harmless in respect of all costs, claims, demands and expenses to which the Organizer may in anyway be subject as a result of any loss or injury arising to any person (including members of the delegations, visitors, public, the Organizer's staff, agents or Contractors) how-so-ever caused as a result of any act or default of the Exhibitor, his servants, agents, Contractors or invitees. If the Organizer finds it necessary, the Exhibitor shall provide proof that he has adequate insurance cover. The Organizer shall not in any event be held responsible for any restriction or condition which prevents the construction, erection, completion, alteration or dismantling of stands or for the entry, sitting, removal of exhibits, or for the failure of any services amenities provided by the hall landlord for the cancellation or part-time opening of the exhibition either as a whole or impart or for amendments or alterations to all or any of the rules and regulations caused by circumstance not under their control.

# General Rules & Regulations

## WAIVER OF SUBROGATION

The Exhibitor shall procure the insurance company or companies which issued the insurance policy referred to in the preceding paragraphs to waive their rights of subrogation against the Government of the UAE, the Organizer, their respective officers, directors, employees and agents. The Exhibitor shall provide the Organizer with evidence of such a waiver.

## SAFETY FIRE HEALTH AND OTHER LAWS

All fire, safety, health and other laws, rules and regulations imposed by local authorities and agencies or the lessor of the premises where the Exhibition is held, must be strictly observed by the Exhibitor. Aisles and fire exits shall not be blocked by exhibits. Decoration of the exhibits shall only be carried out in such manner approved by the Organizer. No storage behind exhibits is provided or permitted.

## PROHIBITED MATERIALS

Prohibited materials shall not be brought onto the exhibition premises. The Exhibitor is solely responsible for ensuring that all governmental and other regulatory approval required for the exhibits and its participation in the exhibition shall have been obtained prior to the date of the exhibition. No alcoholic drinks, illegal drugs or pornographic material may be used, sold or displayed.

## LOSSES

The Organizer cannot take responsibility for damage to the Exhibitors property, or lost shipments either coming in or going out, nor for moving costs. Damage to inadequately packed property is the Exhibitors own responsibility. If an exhibit fails to arrive, the Exhibitor is never the less responsible for the full contract price payable under the agreement. The Exhibitor is advised to insure against these risks.

## TERMINATION

In the event that the premises in which the exhibition is or is to be conducted shall become in the sole discretion of the Organizer unfit for occupancy or in the event the holding of the exhibition or the performance of the Organizer of any of the provisions of this agreement are substantially or materially interfered with by virtue of any cause or causes not within the control of the Organizer, this agreement and/or the exhibition (or any part thereof), may forthwith be terminated or cancelled by the Organizer, without the Organizer being liable in damages or otherwise to the Exhibitor. The Organizer shall also not be responsible for delays, damages loss, increased costs or other unfavorable conditions arising by virtue of cause or causes not within the control of the Organizer. If either the Organizer terminates this agreement and/or the exhibition (or any part thereof) as aforesaid, then the Organizer shall not be liable to the Exhibitor other than for a pro-rata refund of the contract price paid by the Exhibitor, on the basis of the number of exhibit days remaining. For purposes hereof the phrase cause or causes not within the control of the Organizer shall include, but not be limited to fire casualty, flood epidemic, earthquake, explosion or accident, blockade embargo, inclement weather governmental restraints or orders of civil defense or military authorities act of public enemy riot or civil disturbance strike, lockout, boycott or other labor dispute or disturbance inability to secure sufficient labor technical or other personnel, absence of premises required for the exhibition failure impairment or lack of adequate transportation facilities, inability to obtain or condemnation requisition or commandeering of necessary supplies or equipment local state or other law ordinance rule order decree or regulation whether legislative executive or judicial and whether constitutional or unconstitutional or Act of God.

## RIGHT TO REJECT OR EJECT

The Exhibitor agrees that its exhibits shall be admitted and shall remain from day to day solely in strict compliance with the rules and regulations here-in contained. The Organizer reserves the right to reject, eject or prohibit any exhibit in whole or in part or any Exhibitor or its representatives with or without giving cause. If cause is not given the maximum liability of the Organizer (if any), shall not exceed the return to the Exhibitor of the prorated amount of the contract price paid by the Exhibitor based on the number of days of the exhibition remaining at the time of ejection. If an exhibit or Exhibitor is ejected for violation of any provisions of this agreement or for any other stated reason no refund of all or any portion of the contract price shall be made.

## RIGHT OF POSSESSION

During the term of this agreement and so long as any property of the Exhibitor including, but not limited to the exhibit and any goods, wares and merchandise related thereto is on the exhibition premises, the Exhibitor hereby grants to the Organizer the right for purposes of ensuring the due performance by the Exhibitor, if its obligations under this agreement to possession of all such property. Such a right to possession shall be superior to that of any person. In the event of any breach of any provisions of this agreement all such property shall be deemed to be pledged to the Organizer as security for the performance by the Exhibitor of its obligations under this agreement and the Organizer may remove, sell or otherwise dispose of all of the same upon such terms and conditions as it deems fit. In the event that for any reason whatsoever such property is not removed by the Exhibitor from the exhibition premises within two days after the close of the exhibition and in accordance with the timetable specified in the Exhibitor Manual, then the Organizer shall be at liberty to remove, sell or otherwise dispose of such property and the net proceeds where of, will be credited to the account of the Exhibitor. The Exhibitor shall indemnify the Organizer against all costs and expenses incurred in connection with such removal, sale or disposal and any claim by a third party to any such property so sold or disposed of as aforesaid in which such third party has or claims an interest.

## SUB-LICENSING

The license to participate in the exhibition is personal to the Exhibitor, is non-transferable and no licensing or sub-licensing may be granted by the Exhibitor to any other party. The Exhibitor shall not assign or sublet the exhibit space that may be allocated to it pursuant to this agreement, or any part thereof, or permit anything not specified in this agreement to be exhibited in the allocated exhibit space. Any attempted assignment, subletting or license in violation of the terms of this clause shall be null and void. Except with the prior written consent of the Organizer, the Exhibitor shall not exhibit, offer for sale, give a premium or advertise articles not manufactured or sold in its own name, except and to the extent that such articles are required for the proper demonstration or operation of the Exhibitor's display, in which case identification of such articles shall be limited to the regular nameplate, imprint or other identification which in standard practice normally appears on them. The Exhibitor, shall not permit in its exhibit representatives of companies other than the Exhibitor except with the prior written consent of the Organizer. The decision of the Organizer shall in all instances be final, with regard to whether any proposed use of the Exhibitor's exhibit space is permitted under this agreement.

# General Rules & Regulations

## GOVERNING LAW AND JURISDICTION

This Agreement shall be governed by and construed in accordance with the laws of the UAE. Each of the parties hereto, hereby irrevocably and unconditionally submits to the non-exclusive jurisdiction of the Courts of the UAE, for all purpose in relation to this agreement and waives any objections on the ground of venue or forum non convenient or on similar grounds.

## NUISANCE

The Exhibitor shall not do, permit or suffer to be done anything in or upon the exhibition premises or any part thereof, which may be or become a nuisance or annoyance or cause damage or inconvenience to the Organizer or other Exhibitors or any local regulatory authority or agency or the lesser of the exhibition premises.

## REVOCAION

In the event of any breach or non-observance of any of the provisions of this agreement by the Exhibitor, the Organizer shall be entitled to revoke the license granted and thereupon the Exhibitor shall immediately leave the exhibition premises and remove all its exhibits.

## COMMUNICATION

An access card for Wi-Fi can be purchased on site.

## TEMPORARY STAFF

Exhibitors can hire temporary staff and related services during the exhibition.

## STAND CLEANING

The event will be completely cleaned prior to opening. Exhibitors that wish to have daily cleaning of their stand can order this service from the venue.

## TECHNICAL GUIDE AND FLOOR PLAN

Further rules and regulations pertaining to the exhibition can be found on other documents supplied by the Organizer from time to time and on the exhibit floor plan. Such rules and regulations shall unless waived by the Organizer be deemed to form part of this agreement and shall be binding on the Exhibitor. The Organizer may from time to time be entitled to change the exhibit floor plan.

## NOTICES

Any notice or document requiring to be served on either of the parties in relation to the provisions of this agreement, may be served at the respective addresses of the parties specified on the participation contract. Any such notice shall be delivered by hand or telex or sent by registered post postage prepaid and if sent by hand shall be deemed to have been received on the date of receipt or if sent by telex shall be deemed to have been received on the date of transmission with confirmed answer back or if sent by registered post shall be deemed to have been received seven days after the date of posting.

## STAMP AND OTHER DUTIES

The Exhibitor shall pay all and any stamp and other taxes or duties, including any interest and penalties, payable on or in connection with this agreement

## SECURITY

The Organizers accept no liability for any loss or damage which may occur. Exhibitors are responsible for the security of their stand and exhibits (including personnel and their belongings) and must arrange for their own insurance to cover all stages of the exhibition.

## FREIGHT FORWARDING

The on-site freight handling of all freight related to Middle East Natural & Organic Products Expo 2019 will be conducted by the official freight forwarder: The official freight forwarder will contact you directly or through your agent regarding documentation and procedures for shipping your exhibits.

## NOTE:

- 1) For security and safety purposes only, the Official Contractor is permitted to handle freight from the entry gate to your stand and operate lifting equipment inside the exhibition hall.
- 2) Only the official freight forwarder will provide lifting, handling equipment and labor on the site.

## INDEMNITY AND LIMITATION LIABILITY

It is understood and agreed that neither Exhibition Management nor the owners nor lessors of the property which serves as the exhibition hall, nor the managements of these properties, can or will be responsible for the safety of exhibits, exhibitors or their employees against robbery, burglary, theft or damage by fire or any other cause.

Exhibition Management will provide guards for the protection of property during hours when the exhibition is closed. In all cases exhibitors are advised to insure their property against damage, loss and fire, and insure themselves against public liability at their own expense.

The exhibitor waives all claims of any kind against The Middle East Organic and Natural Product Expo Dubai or Exhibition Management or any of their directors, committee members or employees, arising from the conduct of the exhibition and agrees that none of the parties referred to above shall be liable for the loss, damage or destruction of property belonging to the exhibitor, its agents or its employees, nor for any other loss or damage whatsoever, including, without limiting the foregoing, any loss or damage to the exhibitor's business by reason of failure to hold the event, or failure to provide space for an exhibitor or the removal of an exhibit, for any action of Exhibition Management or its employees in relation to the exhibit or exhibitor.

The exhibitor agrees to indemnify Exhibition Management and hold it harmless from and against all liabilities, losses, costs and expenses incurred by Exhibition Management in connection with or arising out of any claim made or any suit or other proceedings filed with respect to any such injury, damage or loss.

# Quick Reference

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[Key Contacts](#)

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[Checklist](#)

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[Venue Plan](#)

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## KEY CONTACTS

Area of Responsibility	Contact Details	Contact for Queries Regarding the Following
Stand Builders, Electrical Services, Furniture Rental, Audio Visual	CONEX Exhibitions Dubai, UAE Tel: +971 4 3322 283 E-mail: info@conexdxb.com Contact: Ceilo Rodriguez	Service enquiries
Catering, Cleaning, Internet, Parking*, Telecom and Waste	Dubai World Trade Centre Dubai, UAE Tel :+ 971 4308 6333 Email :exhibitors@dwtc.com	Service enquiries
Customs Clearance and Freight Forwarding	AKG Shipping LLC Dubai, UAE Tel: +971 4 345 5409 Email: operations@akgshipping.com Name: Jayaprakash	Service enquiries
Entertainers and Hostesses	G&R Network Dubai, UAE Name: Radhia Tel : +971 50 6583818 Email: radhia@gnrnetrowork.org	Entertainer enquires Hostesses enquires
Hotels, Visa, Transportation	Musafir.com Dubai, UAE Name: Jolly George Phone +971 4 345 7777 Email: jolly@musafir.com	Company block bookings Hotel bookings Local hotel information Transfers

Area of Responsibility	Contact Details	Contact for Queries Regarding the Following
Floral	Leena Mustafa Blooms Dubai, UAE Tel: +971 4 394 6094/3321255 Email: blooms@emirates.net.ae	Florist
In Case of Emergency	Ambulance : 998 Fire Department (Civil Defense) : 997 Police : 999	
Taxi Booking in Dubai	+971 4 2080808	

Action	Start Date	Deadline
<b>Step 1 - Complete Your Online Registration &amp; Update Your Profile</b>		
Access the Exhibitor Portal (login details will be emailed to you)	Upon receiving Login details	Tuesday 5th November
Update your company details, add your product categories and much more to enhance your profile		
If you have Stand Sharers, you must register them with us separately to ensure that they have access to the Exhibitor Portal	ASAP	Tuesday 5th November
Submit your Official Catalogue App Listing via the Exhibitor Portal	ASAP	Monday 18th November
<b>Step 2 - Promote Your Presence and Increase your Visibility</b>		
Complete the marketing questionnaire to ensure your activity and news features in our PR and media campaign	ASAP	Ongoing
Advertise your presence and share news through the official Show Catalogue, Arabian Organics.com and Social media channels	ASAP	Ongoing
Check out our wide range of sponsorship opportunities: <a href="http://www.organicandnatural.com/sponsorship">www.organicandnatural.com/sponsorship</a>	ASAP	Ongoing
<b>Step 3 - Secure Business Appointments</b>		
Log into the Exhibitor Portal and start selecting the Buyers you want to meet	ASAP	Ongoing
Your appointment diary is now available to view via the Exhibitor Portal	ASAP	Ongoing
Access the self-scheduled appointment tool to request additional appointments with Buyers in any remaining time slots	ASAP	Ongoing
<b>Step 4 - Managing Stand Set Up &amp; Access to Show</b>		
Order your stand personnel badges via the Exhibitor Portal	ASAP	
Book your travel and accommodation: special rate available from our travel partner Musafir.com	ASAP	
Apply for your visa via the Official Travel Partner	ASAP	
Send detailed technical drawings of your stand (space only exhibitors) to the Official Contractor	August	Friday 1 <sup>st</sup> November
Check your stand contractor has been granted permission to start build (Space Only Stands)	Monday 4th November	Monday 11th November

Action	Start Date	Deadline
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### Step 5 - Get Ready for Dubai

Check and download/print your diary of appointments from the Exhibitor Portal		Wednesday 27th November
Check out the educational program to make the most of your time at the show: <a href="http://www.organicandnatural.com/schedule">www.organicandnatural.com/schedule</a>	ASAP	N/A

### Step 6 - Post Event

Follow up your leads and target your prospects with a post event message	Just after the show	N/A
Re-connect with any Buyers you have missed at the show through the Exhibitor Portal	Just after the show	Ongoing
Complete the post show survey with your feedback, to help us develop the show for next year!	Onsite	Thursday 5th December

### Key Deadlines

Register your company details and stand sharers		ASAP
Stand design submission (Main Stand Holders with space only packages)		Friday 1st November
Submit your official catalogue/App listing		Monday 18 <sup>th</sup> November
Order your stand personnel badges		Tuesday 19th November
Submit your Fascia name		Tuesday 19th November

### Exhibition Dates & Opening Times

Build up for Space Only Exhibitors	Sunday 1 <sup>st</sup> December (07:30)	Monday 2nd December (23:59)
Build up for Shell Scheme Exhibitors	Monday 2nd December (14:00)	Monday 2nd December (22:00)
Breakdown onsite for Shell Scheme Exhibitors	Thursday 5th December (18:30)	Thursday 5th December (22:00)
Breakdown onsite for Space Only Exhibitors	Thursday 5th December (19:00)	Friday 6th December (23:59)

The Organizer will occupy Halls 5 & 6. Please refer to the plan below for an indication of the key points of interest.



# Planning your Stand

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Pre-Site Planning

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On-Site Planning

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# PRE-SITE PLANNING

Please return/submit all forms to the relevant service provider, obtain approval for your stand and place service orders as required with the relevant supplier.

All additional stand fitting and display must be contained within the Shell Scheme structure and should not exceed 2.5m in height. No projections into gangways will be permitted; neither may additional display materials be fitted to the Shell Scheme Fascia.

Those Exhibitors who booked Shell Scheme stands and then get their own contractor to build a special stand, kindly ensure that you advise the contractor that the total height of the stand must not be more than 2.5 meters.

Proposed stand designs must be submitted to the Conex Exhibitions for approval. All such special stands will be treated as Space Only and bare floor space will be provided. No Shell Scheme options will be made available.

If the Exhibitor does not inform The Organizer they are building a special stand and the shell scheme stand is built on site by The Organizer; there will be a charge made to have the shell scheme stand removed before the Exhibitor can build their special stand. The stand will only be removed after the completion of the build of the rest of the shell scheme stands at the event.

## Extra Furniture

Additional furniture and equipment are available to order through our official Stand Contractor Conex Exhibitions. Please make your orders before 8<sup>th</sup> November to ensure smooth delivery.

## Electrical Fittings

Any extra electrical fittings like lights, power plugs etc. could be ordered prior with our official Stand Contractor Conex Exhibitions. Please make your orders before 8<sup>th</sup> November to ensure timely installation.

## Main Power

Space Only exhibitors should order Power to their stand through our official Stand Contractor Conex Exhibitions. Please make your orders are placed before 14<sup>th</sup> October to ensure timely supply of services and to avoid surcharge by Trade Centre for late orders.

## Stand Plan Approval

Space Only exhibitors should submit a detailed technical plan to our official Stand Contractor Conex Exhibitions. Please submit your plan latest by 1<sup>st</sup> November to ensure necessary approvals on time.

## Ordering Services

Please refer to the Checklist for a summary of deadlines and refer to [Conex Exhibitions](#).

Please ensure that you also note the different currencies as suppliers may require payment in AE Dirhams or US Dollars.

If you have any questions about any aspect of the Exhibitor Manual or planning your stand, please contact:

Joby Mathew  
Tel: +971 4 8747 528  
Mobile: + 971 50 4544 693  
Email: [joby@organicandnatural.com](mailto:joby@organicandnatural.com)

Please read this section for information relating to your first day of unloading together with a timeline for stand completion, the security sweep and breakdown.

Please also refer to the [Access Procedures](#) section for detailed information on how to gain entry into the exhibition hall during the different phases of The Event.

### Packing and Unloading Stand Materials

The exhibition hall gangways should remain as uncluttered as possible to reduce risk of harm and to maintain vehicle movement and access. Exhibition Management reserves the right to remove items which cause a logistical or health and safety issue and material handling costs will be charged to the stand team.

Please also ensure that furniture is not stored in the gangway and is unloaded at the appropriate time.

### Exhibition Hall Opening Times

#### 2<sup>nd</sup> December 2019

14:00 to 18:00 for Exhibitors

#### 3<sup>rd</sup> – 5<sup>th</sup> December 2019

09:00 to 18:00 for Exhibitors

#### 3<sup>rd</sup> – 5<sup>th</sup> December 2019

10:00 to 18:00 for Visitors

### Stand Build Completion

All stand build work that involves construction, wet finishes or lifting equipment must be finished and gangways cleared by 23:59 on Monday 2<sup>nd</sup> December.

Work can continue on stands until 06:00 on Tuesday 3<sup>rd</sup> December, provided that all materials remain within the stand space. Obstructions left in the gangway will be removed at Exhibition Management's discretion and any material handling costs will be charged to the stand team.

All stands must be complete by 08:00 on Tuesday 3<sup>rd</sup> December.

### Breakdown

The breakdown of exhibition stands will commence at 19:00 on Thursday 6<sup>th</sup> December and breakdown must be complete and waste removed by 23:59 on Friday 6<sup>th</sup> December.

Build up for Space Only Exhibitors	Monday 1st December (07:30)	Monday 2nd December (23:59)
Build up for Shell Scheme Exhibitors	Monday 2nd December (14:00)	Monday 2nd December (22:00)
Breakdown onsite for Shell Scheme Exhibitors	Thursday 5th December (18:30)	Thursday 5th December (22:00)
Breakdown onsite for Space Only Exhibitors	Thursday 6th December (19:00)	Friday 6th December (23:59)

# Building your Stand

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[Shell Scheme Stand](#)

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[Space Only Stands](#)

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[Stand Build Rules and Regulations](#)

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# SHELL SCHEME STAND GUIDE

## STAND DESIGN STANDARD SHELL SCHEME

The Organizer has appointed CONEX Exhibitions as the official Contractors for Shell Scheme stands. However, Exhibitors may employ CONEX Exhibitions or any other Contractor of their choice to construct stand interiors any free-standing displays or fitting that may be required, subject to the following rules and regulations:

No projections into gangways will be permitted; neither may additional display materials be fitted to the Shell Scheme Fascia.

Those Exhibitors who booked Shell Scheme stands and then get their own contractor to build a special stand, kindly ensure that you advise the contractor that the total height of the stand must not be more than 2.5 meters.

All additional stand fitting and display must be contained within the Shell Scheme structure and may not exceed 2.4m in height.

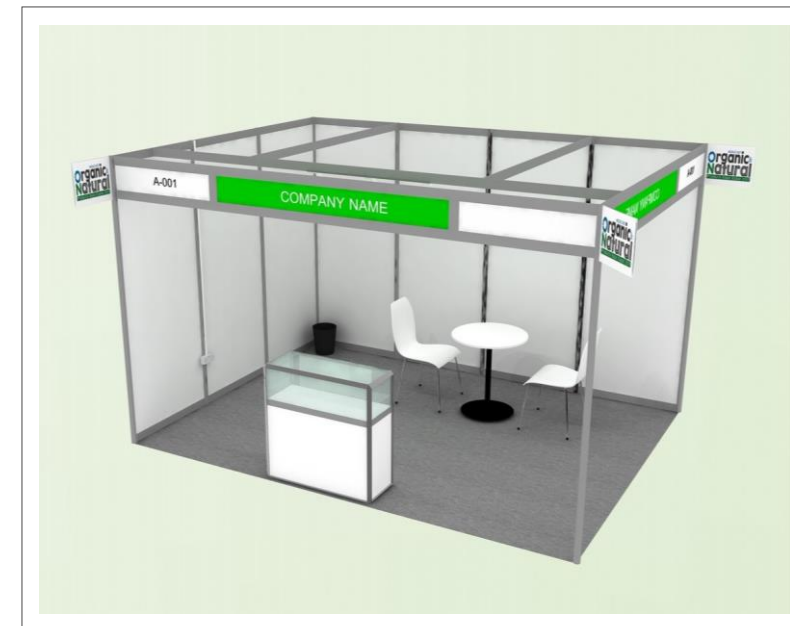
Proposed stand designs must be submitted to the Conex Exhibitions for approval less than 4 weeks to the show. All such special stands will be treated as Space Only and bare floor space will be provided. No Shell Scheme options will be made available and power supply will have to be ordered separately.

If the Exhibitor does not inform The Organizer they are building a special stand and the shell scheme stand is built on site by The Organizer; there will be a charge made to have the shell scheme stand removed before the Exhibitor can build their special stand. The stand will only be removed after the completion of the build of the rest of the shell scheme stands at the event.

- Custom/Special stand design drawings are required to be sent before Saturday, 10th November 2019 for approval, otherwise the Organizer has the right to dismantle or make changes at Exhibitors' responsibility.
- No additional fitting or display may be attached, nailed, screwed or drilled to the Shell Scheme stand. If this instruction is ignored, Global Links LLC may charge the Exhibitor and/or Contractor concerned for damage to the material. If you require assistance in hanging or displaying your exhibits, please consult the official Contractor.
- No painting or wallpapering on panels is allowed. Exhibitors who wish to have panels painted must inform the official Contractor, who will provide a quotation and carry out the work.

For more information regarding the hire and usage of shell scheme stands please contact [Conex Exhibitions](mailto:info@conexdx.com) before planning these services.

CONEX Exhibitions  
Dubai, UAE  
Tel: +971 4 3322 283  
E-mail: [info@conexdx.com](mailto:info@conexdx.com)  
Contact: Ceilo Rodriguez



## STAND BUILDING CONTRACTORS

The Organizers have appointed the following company as Official Stand Building Contractor. They will provide on-site management and technical services to the Exhibitors.

CONEX Exhibitions  
Dubai, UAE  
Tel: +971 4 3322 283  
E-mail: [info@conexdxb.com](mailto:info@conexdxb.com)  
Contact: Ceilo Rodriguez

## Stand Plan Approval

All Space Only stand plans must be sent to [Conex Exhibitions](#) for approval prior to installation.

## SPACE ONLY STANDS

The minimum area for a space only stand is 18 sqm, Exhibitors who have booked 'space only' sites may use the official or another Contractor of their choice, subject to following rules and regulations:

- Each Space Only stand is allocated on a space only basis; no services, walls or flooring are included.
- No part of any structure or exhibit may extend beyond the boundaries of the site allocated. This includes, symbol, logo, lighting, floral decoration and furnishings.
- Exhibitors are reminded that it is the responsibility of their appointed stand-fitting Contractor to clean and vacuum the stand upon completion of construction before handing over to the Exhibitor. Thereafter the official cleaning Contractor will clean the carpet unless excessive packing material is deposited.
- The name and stand number of the Exhibitor must be prominently displayed. If this requirement is not observed, the Organizers reserve the right to affix stand numbers and charge the cost incurred to the Exhibitor concerned.

- A suitable floor covering such as carpet or matting must be provided for all stands.
- A back wall must be provided, except in case of an island or peninsula stand.
- In case "space only" stands walls exceed the height of adjacent lower stand's walls, the rear surface must be decorated by the Exhibitor building the higher wall.

# STAND BUILD RULES & REGULATIONS

## Building (care of)

Exhibitors and their contractors must not damage or deface the venue or the stands and/or equipment of other exhibitors. If such damage occurs, the exhibitor is solely responsible and is liable to the owner of the damaged property.

## Storage

No storage is available or permitted within the exhibition halls.

Please ensure that stand plans are approved before construction commences to avoid potential costly and timely alterations if approval is not given.

## Packing Cases

Packing cases and other stand packing material should not obstruct gangways, fire hose cabinets or fire exits.

## Gangways

Gangways must remain sufficiently clear to maintain emergency access routes and allow for vehicle movement during the build and breakdown. Please ensure that waste is placed in the bins provided and managed proactively.

Specific aisles will be nominated freight free aisles and the stands that are impacted by this will be notified prior to build commencing.

During show open, gangways must not be used as an extension of stand space and should be kept free from exhibits and other stand activity.

## Floor Bolts

Floor bolts or other methods of fixing to the fabric of the venue are strictly prohibited.

## Floor Covering

Each stand must include floor covering to the full extent of the stand space.

Please note that stands in the grey area of the Exhibition Floor Plan are in a carpeted hall. If an alternative floor covering is required, it must be laid on 18mm floor flats or a platform. Alternative carpet cannot be laid directly onto the existing hall carpet.

Adhesive tape used to fix carpets or other materials to the floor must be removed without causing damage to the floors. Should the floor surface be found damaged, marked or with tape residue dilapidation charges may be incurred.

## Doors

Doors must open into the stand space and not into the gangway.

## Noise

No audible noise may be caused to any exhibitor by another exhibitor's stand activities.

The use of PAs and other such voice-enhancing equipment must be used with discretion and must not cause undue disturbance to neighboring stands.

Exhibition Management reserves the right to cease activity if, in its opinion, the resulting noise exceeds the aforementioned levels.

## Platforms and Ramps

Platforms are recommended for stands that have a high proportion of electrical and data cabling and all concealed wiring must be quickly accessible for emergency service.

All platforms must have closed sides, be properly sealed, constructed from non-combustible material or fire retardant wood and be fit for purpose.

If people are standing on a raised area it must be non-hazardous and wheel chair accessible.

Edges of raised floors must be ramped or guarded sufficiently to prevent people from tripping or falling at the transitions and you must either ramp the entire platform or differentiate the edge of the platform from the flooring.

### Rigging

Conex Exhibitions is the exclusive supplier of rigging, please contact them to organize the rigging for your stand.

Rigging requests will be assessed on an individual basis and priced accordingly. Please check with Conex Exhibitions before incorporating rigging in your stand design and before budgeting for this service.

### Plumbing

If you have any questions regarding water lines, drains and compressed air connections please contact Conex Exhibitions.

Plumbing (water and waste) is available from all floor pits. Service pit locations are included in your allocation pack.

Please ensure that connections made to the venue water and waste supplies are secure at all times.

### Prohibited Items and Activities

The use of drones, lasers, pyrotechnics, candles, glitter, confetti, flames and flammable gases and liquids are not permitted. Similarly, cooking must not take place on stands unless special permission is taken from the organizer.

### Stand Activities

All demonstrations, entertainment activities, raffle draw, games or other promotional activities must be confined to your stand space. Similarly, no exhibitor will be permitted to display signs or other items in any of the common areas of the venue.

Stand personnel are not permitted to distribute literature or promotional items of any kind outside of the confines of the contracted stand space.

Exhibition Management reserves the right to restrict exhibits which, because of noise, method of operation, materials or any other reason, become objectionable. Exhibition Management may prohibit or remove any exhibit which, in the opinion of Exhibition Management, detracts from the general character of the event as a whole, or consists of products or services inconsistent with the purpose for the event. For guidance please contact The Organizer.

The above restriction includes people, props, conduct, printed matter or anything of a character which Exhibition Management determines is objectionable.

# Health and Safety

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Health and Safety Guidelines

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## Alcohol and Drugs

Those considered being under the influence of alcohol, drugs or other substances that, in the opinion of Exhibition Management, constitute a danger to themselves or others will be required to leave the venue.

## Children

For safety reasons, persons under the age of 16 will not be permitted within the exhibition hall or loading bay during build-up or breakdown. There are no exceptions to this rule, regardless of affiliation or circumstance.

## Emergencies

Emergencies should be reported to the Organizers Onsite office next to the Registration Desk. Please do not call the emergency services directly.

## Fire Safety Equipment

Fire extinguishers, manual fire pull stations, fire hose connections, fire hose cabinets and automated external defibrillators (AEDs) may not be obstructed at any time. Similarly stairs, escape paths and emergency exits should remain clear.

## Lost & Found

The Lost and Found Office is located on Level 1, above Hall 8, and is responsible for the safekeeping of items that have been found at the premises. Items will be returned to the rightful owner upon presentation of reasonable proof of ownership. The Lost and Found Office operates 24 hours, 7 days a week.

## First Aid

DWTC provides an emergency service for persons who may become injured or ill whilst at the Exhibition Centre. In case of medical emergency, please call the First Aid clinic on +971 4 308 6541 or 3086199 giving the exact location of the incident and details if any injury is sustained.

The Emergency Medical Centre is located at the Exhibition Gate Reception next to Hall 5.

## Food Safety

Staff engaged in food handling must be properly trained and supervised to ensure they work hygienically. If food is being prepared or served on the stand, suitable storage, disposal, first aid, washing and hand sanitizing facilities must be available.

## Forklift Trucks

The use of forklift trucks and heavy mechanical lifting equipment is restricted to the official general contractor - [Conex Exhibitions](#) and its agents. No other company will be permitted to bring a forklift or mechanical lifting equipment to site.

## Hot Works

Hot works are a construction process that requires heat, such as cutting or welding. If such works need to be undertaken within the halls please contact The Organizer for a Permit.

## Ladders

Ladders should be considered to be primarily temporary forms of access. Only light tasks that do not generate high horizontal forces may be carried out from a ladder. Preference should be given to the use of wheeled or cradle scaffolding for tasks to be performed at height.

Ladders must be used in accordance with the manufacturer's instructions at all times. Additionally, the following guidelines must be followed:

- Ladders must have 'industrial' rating
- Ladders for work over 2m are not permitted
- Leaning ladders must be placed at the correct angle
- Ladders should only be used on level ground and must be secure e.g. suitably tied or footed
- The top treads or steps must not be used as platform for work
- Users should face the ladder at all times whilst climbing or dismounting
- Stepladders should not be used sideways-on where sideways loads are applied
- Only one person at a time should climb or work from a ladder or a stepladder
- Users should not overreach
- Steps and ladders should be checked for suitability and defects each time they are used
- PPE to be worn where a person could fall from a height of more than 3m

# HEALTH & SAFETY GUIDELINES

## Lifting Operations

All lifting operations must be included in the build-up and breakdown risk assessment, planned thoroughly and undertaken by competent persons.

## Noise

Noise that impedes safe working will not be permitted and consequently loud music and personal listening devices are prohibited. Other noise will be monitored on a case by case basis.

## Pallet Trucks

Pallet trucks must only be used to carry appropriate loads. At no time should they be used to carry people or used in an inappropriate manner.

## Personal Conduct

All individuals must conduct themselves in a manner which does not endanger the health and safety of others. Exhibition Management reserves the right to remove any individual from the venue who poses a risk to others by ignoring health and safety procedures.

## Personal Protective Equipment

Personal protective equipment (PPE) is any item designed to protect the individual, such as hard hats, eye protection and safety boots.

Exhibitors and contractors are responsible for ensuring that individuals are issued with the appropriate PPE, in accordance with the local authorities' regulations, for the task they are undertaking. Individuals are responsible for ensuring that PPE is worn when issued.

PPE will be required in accordance with activities that are undertaken either directly or in the close vicinity of an individual's work area.

Entry will not be permitted without wearing safety shoes during build-up duration.

## Protection from Falling Objects

Measures must be taken to prevent objects from falling down and endangering people's lives.

Any equipment attached at any height (lights, loudspeakers, etc.) must be attached using a secondary safety system.

## Rigging

All rigging activity must be undertaken by the official rigging contractor, [Conex Exhibitions](#). All staff are required to wear Personal Protective Equipment (PPE) (hard hats & safety shoes) during rigging & any overhead work.

## Welfare

Consideration should be given to the need for rest breaks and refreshments during the course of a shift to ensure employees are fit for the required activity.

### Working at Height

All reasonable steps should be taken to eliminate or minimise work at height. Working at height should be properly planned and supervised and the correct equipment selected. Contractors are to ensure:

- No work is done at height if it is safe and practical to avoid it
- All work at height takes account of conditions that could endanger safety such as high winds or slippery, uneven ground
- Those working at height must be protected by a guard rail or equipped with a fall arrest harness (except when using a ladder)
- Those involved in work at height are trained and competent
- Equipment for work at height is appropriately inspected and free from safety defects
- The risks from falling objects are properly controlled. Work platforms must have a toe board to prevent items falling
- Access is controlled to prevent other persons working or walking beneath work at height
- Persons working in the vicinity of high works should wear a hard hat
- Persons working at height on mobile elevated work platforms should wear head protection
- Plans are in place for emergencies and rescue from height

### Vehicles

If driving within the exhibition hall, house rules must be observed, for example, no speeding, always give way to pedestrians and engines must be switched off when vehicles are idle.

Vehicles containing propane may be driven in and positioned. The engine should remain running with the valve shut off. Allow the engine to run until the fuel in the fuel line is used up before turning the ignition off.

Adequate precautionary measures should be taken to ensure vehicles are safe, stable and securely parked.

### Fire Regulations (DWTC)

A Licensee/ Business Operating Permit holders shall cooperate and comply with fire protection, fire prevention and fire/emergency control preventive and fire control measures as stipulated by the Relevant Authority.

Dubai Civil Defense or any other Relevant Authority is authorized to take full control of a fire-fighting situation. Where there is reasonable justification, fire-fighting personnel are authorized to make a forced entry into the Premises. Such reasonable justification includes but is not limited to where fire-fighting personnel have reasonable suspicion of a fire and the Premises are unmanned, unguarded, closed or locked, or where failure to do so could result in significant loss. Dubai Civil Defense and the Authority shall not be liable for loss that may be caused to the Premises due to fire.



## Forms and Services

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Fascia Name (name on your stand)

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Exhibitor Badge

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Show Catalog Entry

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Extra Furniture Order

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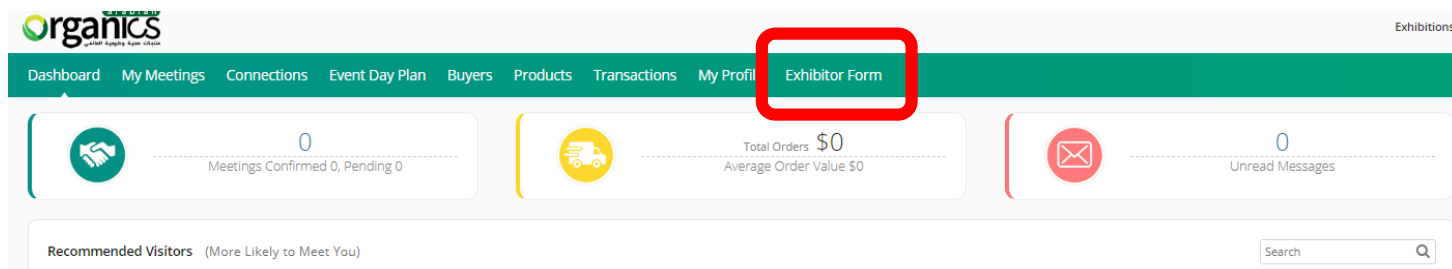
Additional Electrical Fittings

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Main Power Order

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# EXHIBITION FORMS



For your convenience all the forms are available online from your Exhibitor Portal.  
Login to [www.arabianorganics.com](http://www.arabianorganics.com) using your username and password  
Click the 'Exhibitor Form' link as shown above

Please follow the below instructions to complete these forms.

- 1) Fascia Name - Online submission (Only for Shell Scheme Exhibitors) - **Deadline 19th November**
- 2) Exhibitor Badge - Online submission - **Deadline 19th November**
- 3) Catalogue Entry - Online submission - **Deadline 18th November**
- 4) Extra Furniture - Download, complete and email - **Deadline 1st November**
- 5) Extra Electrical Fittings - Download, complete and email - **Deadline 1st November**
- 6) Main Power - Download, complete and email (Only for Space Only Exhibitors) - **Deadline 1st October**

# Useful Information

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Useful Information

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## Dates

The Middle East Organic and Natural Expo will take place over the following dates:

Tuesday, 3<sup>rd</sup> December, 10:00 to 18:00

Wednesday, 4<sup>th</sup> December, 10:00 to 18:00

Thursday, 5<sup>th</sup> December, 10:00 to 18:00

## Business Centre

The Event will hold a B2B business lounge, accessible to exhibitors to conduct meetings.

## CUSTOMS

All the material coming from abroad for the event will be subject to customs inspection by the security/customs authorities. However, all exhibits are exempted from customs duties / taxes.

## EXHIBITORS' SERVICE OFFICE

The Exhibitors badges will be ready for collection from organizers office. Any specific information about the show may be obtained from this office located, on the right side of the registration area.

## REGISTRATION DESK

The Registration Desk will prepare and issue badges to the Exhibitors and daily visitors according to the rules and regulations of the exhibition. A separate desk will be available for pre-registered visitors

## EXHIBITOR SERVICES CENTRE

It accommodates the offices of the travel agency, photographic services, stand contractor, furniture rental, floral Contractor, electrical supply, telephone services, freight forwarding agent, etc.

## PRESS CENTRE

A press center managed by the Middle East Natural & Organic Products Expo will be fully operational throughout the exhibition and will be located in the exhibition hall.

## Event Timetable



### TUESDAY, 3RD DECEMBER

- > Official Opening and tour of stands
- > On-site match making
- > Trade visitors
- > Product presentations
- > TCAM Conference



### WEDNESDAY, 4TH DECEMBER

- > Pre-scheduled appointments with VIP buyers
- > Trade visitors
- > Product presentations
- > Organic conference
- > Knowledge sessions



### THURSDAY, 5TH DECEMBER

- > Pre-scheduled appointments with VIP Buyers
- > Trade visitors
- > Product presentations
- > Organic conference
- > Knowledge sessions

### Parking

#### Free Parking Spaces

To accommodate the influx of Exhibitors and visitors coming to the Dubai International Convention and Exhibition Centre, additional parking spaces are available at Car Parks P1a, P1b & P1c opposite the Novotel Hotel and Car Park P2 located opposite Zabeel Hall.

The facility also provides a free parking space next to the Happiness Street Car Park, which is connected by a land bridge to the center.

#### Paid Parking

Dubai World Trade Centre has a paid parking system. The details are as follows:

#### Location

1. The Multi-Storey car park – levels 3-6  
Operational times  
24/7 operation

#### Parking process – Multi-Storey Car Park (Levels 3-6)

Drive into the car park, Push the button on the token dispenser at the barrier Take the entry token - please keep this with you at all times Validate the token at one of the two pay stations located on the bridge links at the car park end Insert the validated token at the barrier on exit Alternatively, payment can be made in cash to the cashier in the cabins at the barrier.

2. The facility also provides parking space called the Happiness Street Car Park, which is connected by a land bridge to the center.

### Payment

Credit card machines will be available at the exit cashier on the fourth floor of the Multi-storey car park.

### Taxi Point

Pick – up point for taxis opposite Ibis Hotel.

### Lost and Found

The Lost and Found Office is located on Level 1, above Hall 8, and is responsible for the safekeeping of items that have been found at the premises. Items will be returned to the rightful owner upon presentation of reasonable proof of ownership. The Lost and Found Office operates 24 hours, 7 days a week. DWTC assumes no responsibility for the care and / or protection of any personal belongings left unattended on DWTC property or for the loss, under any circumstance, including theft, vandalism, or malicious mischief of any such belonging. Anybody losing property should report the details to the Lost and Found Office as soon as they become aware of the loss. Losses may be reported by phone to the Lost and Found Office or in person, and must be followed up with an official report of loss, theft or disappearance.  
Telephone: +971 4 306 4600

### Smoking

Smoking, including e-cigarettes and other similar devices, is strictly prohibited within DWTC.

### Alcohol

Any sale of alcohol outside of the licensed Maritime and Mercantile International (MMI) and African + Eastern (A&E) is prohibited and is legally punishable. No sale of alcohol will be permitted on the grounds of the expo.

### UAE VISA

The following Nationalities do not need to apply for a visa in advance to enter Dubai and can obtain the entry permit on arrival: GCC residents, Andorra, Australia, Austria, Belgium, Brunei, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Malaysia, Monaco, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, San Marino, Singapore, Slovakia, Slovenia, South Korea, Spain, Sweden, Switzerland, United Kingdom, United States, Vatican City.

For all other nationalities a visa must be obtained prior to arrival in the UAE.

### What is the Value Added Tax rate in Dubai?

VAT in Dubai is 5%.

# Access Procedures

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Access Procedures

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## Access Procedures

In order to obtain access to the exhibition hall during the expo, you must have the Exhibitor Badge. Order your badges in advance to avoid any last-minute delay. Log onto your Exhibitor Portal at [www.arabianorganics.com](http://www.arabianorganics.com) and input badge details under exhibitor forms.

Name	Rank	Category	Company	Country	Action
Sarah Gothard (view profile)	20%	Food & Beverages	SHE		Request Meeting
Sheik Kabir (view profile)	20%	Food & Beverages			Request Meeting
A.h.m. Haneef (view profile)	26%	Food & Beverages	American Specialty Foods Co	Andorra	Request Meeting
A.I.hakeem Mohamed (view profile)	26%	Food & Beverages	Global Tea Hub (pvt) Ltd		Request Meeting
Abdeali (view profile)	28%	Food & Beverages			Request Meeting
Abdelmalek El Kankiz (view profile)	20%	Food & Beverages	INTERTEK UAE	United Arab Emirates	Request Meeting
Abdelrahman Alsuwaidi (view profile)	20%	Food & Beverages			Request Meeting

## Show Open Tuesday 3rd December (10:00) – Thursday 5th December (18:00)

Exhibitors will be allowed to access the halls from 08:00 until 18:30 each day.

## Exhibitor Access - Build-Up and Breakdown

Exhibitors will require Badge to access the exhibition hall during build-up and breakdown.

Exhibitors must collect their Badge from the main registration desk in front of Hall 6, available from 16:00 on Monday 2 December onwards.

Official ID and a business card from an exhibiting company will be required to obtain a badge from the Exhibition Access Management desk if your names are not on the Access list.

## Exhibition Hall Timetable

Period	Dates	Official Access Times
Build-up	Sunday 1 December	00:01 – 23:59
Exhibitor Move-in	Monday 2 December	14:00 – 23:59
Show Open	Tuesday 3 December	10:00 - 18:00
	Wednesday 4 December	10:00 - 18:00
	Thursday 5 December	10:00 - 18:00
Breakdown	Friday 6 December	07:00 – 22:00



For any questions or for support please  
contact us on

+971 4 8747 528

[info@organicandnatural.com](mailto:info@organicandnatural.com)