



GENERAL INFORMATION

Dear Exhibitor,

Please take a moment to read through this letter before you arrive on-site to build and set up your stand. It contains **VERY IMPORTANT INFORMATION** to assist your last-minute preparations.

Please share this note with your contractor.

THE VENUE

Address: Dubai International Convention & Exhibition Centre (DICEC)
P.O. Box: 9292, Sheikh Zayed Road, Dubai – United Arab Emirates
Tel: +971 4 3321000; Website: www.dwtc.com

Conference Halls: Sheikh Maktoum Hall

Exhibition Halls: Sheikh Maktoum Hall

ORGANISER'S OFFICE

The Organiser's Office is fully operational throughout the exhibition including build up & tear down. It is located outside Sheikh Maktoum Hall, Dubai International Convention & Exhibition Centre (DICEC).

EXHIBITOR'S PACKAGE

Exhibitors will be provided a package, which contains useful information and exhibitor badges. Please collect your package on **31st October 2020** from **10:00am – 6:00pm** at the Exhibitors Package Collection Desk located outside Sheikh Maktoum Hall

EXHIBITOR BADGES

Identification badges will be issued to all stand personnel. Strict security will be maintained at the exhibition site and exhibitors without their badges are not allowed to enter the exhibition hall(s). These are not transferable.

Note: These badges do not permit entry to the Conference Halls.

EXHIBITION OFFICIAL INAUGURATION

ARM 2020 will be officially inaugurated on **Sunday, 1 November 2020** at **10:00am** (*timing subject to change based on the availability of the dignitaries opening the event*). During the inauguration, the exhibition halls will be sealed off for security purposes and exhibitors will be subject to a security search. Please note that only exhibitors wearing badges will be allowed to enter at this time.



STAND CONSTRUCTION

- A. "Raw Space" bookings will be allocated floor space only (marked on floor). It is the responsibility of the Exhibitor to build and furnish the stand.
- B. The Organizer has appointed **Top Exhibition** as the **Official Stand Contractor** for "Shell Scheme" stand construction and technical services at the Exhibition. **Top Exhibition** will be responsible for the supervision and set-up of Shell Scheme stands and will provide full on-site technical services.

They are also responsible for stands' servicing and maintenance through their contractors or sub-contractors for the whole exhibition period.

- C. The Organizer has selected **Index Design** as the **Preferred & Recommended Stand Contractor** for "raw space" stands.

HEALTH & SAFETY AT WORK

The law requires that everyone takes a responsible attitude towards Health & Safety. All staff (exhibitors and contractors) who wish to enter the halls during build-up period must wear PPE (**Personal Protective Equipment**). The minimum requirement is safety jacket and closed toe shoes. No exceptions will be made onsite.

NOTICE OF INTENTION TO BUILD THE STAND AND/OR CARRY OUT ELECTRICAL INSTALLATIONS

Exhibitors, who wish to build their stand and/or carry out electrical installations on their own, may do so. Exhibitors must provide details of works to be carried out including dimensional drawings showing the front, side & back perspectives, elevation and floor layout of the stand.

[Please refer to Mandatory Order Forms 1 to 4.](#)

FURNITURE & DISPLAY AIDS REQUIREMENT

The Official Stand Contractor offers furniture and display equipment on a rental basis for the duration of the exhibition.

[Please refer to Furniture / Display Aids Order Form 5.](#)

ELECTRICAL REQUIREMENT

All electrical requirements must be undertaken and approved by the Official Contractor.

[Please refer to Electrical Order Form 6.](#)

AUDIO VISUAL REQUIREMENT

A range of audiovisual equipment is available on a rental basis for the duration of the exhibition.

[Please refer to Audio Visual Requirement Order Form 7.](#)

CONTRACTOR ACCESS & BADGES

All contractors must follow the procedure for access to the halls during build-up and tear down:

The rules and regulations have been introduced by DWTC's Protocol and Security and are required by the Dubai Naturalization and Residency Department. For smooth build-up and tear-down access, please ensure that all your contractors follow the rules and regulations.

1. [Please refer to Contractor Badge Policy](#)
2. [Contractor Badge Collection Points](#)



FREIGHT & SHIPPING SERVICES

The Organizer has appointed and authorized **Schenker LLC** as the Official Freight Forwarder and Site Handling Agent for the event.

[Please refer to Shipping Instructions and Handling Tariff Order Form 8.](#)

STORAGE OF EMPTY CRATES AND BOXES

The Exhibitors are not allowed to store boxes or crates within the exhibition halls. It is the exhibitor's responsibility to ensure that crates and boxes are quickly disposed or stored until required for reshipment at the end of the exhibition. Due to Health & Safety reason, anything found stored behind stands along the perimeter of the halls will be disposed of and a charge will be levied by the venue.

Exhibitors should avail the services provided by the appointed Official Freight Forwarder.

INSURANCE SERVICES

The exhibitors shall indemnify and hold harmless **INDEX Conferences & Exhibitions Organization Est.**, its personnel, agents, etc. against and from all liabilities, losses, damages, costs, charges, expenses, actions, proceedings, claims and demands incurred by it and them as a result of or in connection with any loss, injury (including death) or damage directly or indirectly resulting from any act or omission of the exhibitor or any of its personnel, agents, contractors, and sub-contractors.

The exhibitor shall ensure that the Public Liability Policy referred to above, contains a waiver by the insurers of any and all rights of subrogation. They might otherwise be able to exercise against the Organizers' or any of its directors, officers, employees and agents. The Organizer shall be entitled to inspect the aforementioned policy.

STAND CLEANING SERVICES

The Organizer will arrange for the general cleaning of the exhibition halls.

[Please refer to Stand Cleaning Services Order](#)

STAND CATERING SERVICES

Stand catering services are provided by Dubai World Trade Centre.

[Please refer to Stand Catering Services Order](#)

DATA & TELECOMMUNICATION SERVICES

Telephone, facsimile and data services are provided by Dubai World Trade Centre.

[Please refer to Data & Telecommunication Services Order](#)

STAND SECURITY COVERAGE

For stand security coverage:

[please refer to Stand Security Coverage](#)

RIGGING

For any requirement for rigging, please contact the Organizer.

[Please refer to Rigging Order](#)



BANKS /CREDIT CARDS/CURRENCY

Most International Banks are available in Dubai. Foreign currencies, cash, or traveller's cheque can be exchanged in Dubai. Visa, Master Card, American Express, and other International Cards are good for purchases at all outlets in Dubai. The official currency is the UAE Dirham (AED) and the exchange rate is 1 US Dollar = 3.685 Dirhams.

TELEPHONE, FAX & INTERNET FACILITIES

Local telephone and fax facilities are available at the Organiser's office. However, international calls can be done through personal mobile phones through Etisalat phone booths, telephone cards can be purchased from Etisalat outlet located between concourses 5 & 6. Faxes can be received at the Organiser's office. However, sending international faxes and using Internet can be arranged at the business centre (DICEC).

CAR PARKING FACILITIES

Parking Access: The following car parks are available for Organisers, Exhibitors, Sponsors and Visitors and operate on a first-come, first-served basis:

- A. Happiness Street Car Park: This parking facility offers a total of 3,715 spaces including dedicated spot for Electric vehicles, People of Determination, and 140 bicycle storage racks. The car park uses a smart parking technology solution with bay availability indicators and floor counts detailing available spaces.
- B. Multi - Storey Car Park: Behind Sheikh Rashid Hall (capacity: 1,160 cars)
- C. Sheikh Rashid Tower Car Park: Next to Arena Hall (capacity: 863 cars)
- D. Za'abeel Plaza Parking: Front of Za'abeel Hall 6 (capacity: 300 cars)
- E. Exhibition Plaza (capacity: 150 cars)
- F. Arena Plaza: Valet service (capacity: 140 cars)

Paid Parking Policy

A nominal parking fee per hour is applicable from Saturdays to Fridays. A parking token is issued on arrival and must be submitted for payment on departure. Lost parking token will be charged in addition to the respective hourly parking charges and is not refundable.

Vehicles are not allowed to park overnight neither to park within the 'no parking zones. Any vehicle left overnight or parked incorrectly and / or causing obstruction to other road users will be charged a daily fee plus administration fees. DWTC reserves the right to remove all vehicles violating the above.

Disabled Access at the Venue

All exhibition halls, meeting rooms and public areas are accessible by wheelchair. Car park spaces are also reserved for the disabled. Toilets on the ground floor and above Exhibition Halls 6, 7 and 8 have disabled access, whilst all doorways and lifts accommodate standard wheelchairs and have low-level buttons. Visitor wheelchairs are subject to availability and can be borrowed from our Emergency Medical Services Station, located next to Exhibition Hall 5, by depositing an appropriate identification.



TRANSPORTATION

Public transports are widely available and offer a safe and convenient mode of transport. The Dubai Metro station is located near the DWTC Exhibition Gates.

EXHIBITOR SERVICES SHOP

Located on Concourse 1, the Exhibitor Services Shop ensures that all DWTC products and services (pre-ordered or new orders) placed by exhibitors are delivered during the event. It is open during build-up and throughout the opening hours of the exhibition. The team can advise exhibitors on existing orders and help them place additional orders. The Exhibitor Services dedicated hotline number is +971 (0)4 308 6333 and their email is exhibitors@dwtc.com.

LOST AND FOUND

Tel.: +971 (0)4 306 4600

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.

EMERGENCY MEDICAL SERVICES (EMS)

The EMS station is located in the main concourse (Concourse 2) between Exhibition Halls 4 and 5.

If you need assistance during your time at DWTC, please call **+971 (0)4 306 4040** to speak to the on-duty medic or call the Command Control Centre on **+971 (0)4 306 4600 / +971 (0)4 308 6212** for assistance.

If you have no telephone, you can speak to the nearest member of the DWTC security staff who will assist you.

The EMS team is available from 08:00 to 22:00 during build-up and tear-down. During event days, this service is operational from 1 hour prior to the start of the event until 1 hour after the event closure.

PRAYER ROOMS

The men's prayer room is located on level 2 opposite Exhibition Hall 5 and the ladies' prayer room is located on level 2 opposite Exhibition Hall 7.

An additional ladies' prayer room is also available at the main entrance of Za'abeel Hall as well as in Sheikh Saeed Hall 3 when the hall is in operation.

RETAIL OUTLETS

There are a number of retail outlets available in Concourses 1 and 2 with most of them being operational from Saturdays to Thursdays. Please note that those shops are not managed by DWTC.



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**RADIOLOGY
MEETING**
IN UAE

DIGITAL PRINT - Spectrum

Concourse 1, between Halls 2 and 3
Tel: + 971 (0)4 327 5900
Fax: +971 (0)4 327 5166
Email: dwtc@spectrumdubai.com

COURIER COMPANY - FedEx

Concourse 1, next to Hall 7
Tel: +971 (0)4 331 4216
Fax: +971 (0)4 331 0714
Customer Care Centre: 800 40 50

NATURAL AND ARTIFICIAL FOR SALE OR RENT - Blooms Florist

Concourse 1, next to Hall 3 Tel: +971 (0)4 332 1255 Fax: +971 (0)4 331 7289
Emirates Post Office
Concourse 2, opposite Hall 6

FREIGHT SERVICES - Airlink International

Concourse 1, next to Hall 2
Tel: +971 (0)4 332 5334
Fax: +971 (0)4 332 5155
Email: info@airlink.ae

CAR RENTAL - Dollar Rent A Car

Concourse 1

MOBILE PHONE SHOPS – Etisalat

Concourse 2, between Halls 5 and 6

EXHIBITION STAND RENTAL SERVICES - Last Minute Services

Concourse 2, next to Hall 7
Tel: +971 (0)50 6526590
Tel: +971 (0)55 8132 148
Email: mb@uniqueuae.com

PHARMACY - Life Pharmacy

Concourse 2, next to Hall 5
Tel: +971 (0)4 329 1162
Fax: +971(0)4 329 0959

EXCHANGE - Al Rostamani International Money Exchange

Concourse 2, next to Hall 6
Tel: +971 (0)4 332 8339
Fax: +971(0)4 332 6726 Email: ariedwtc@alrostanigroup.ae



BANKS (opening hours are from 08:00 to 13:00, Saturday to Thursday)

➤ **Emirates National Bank of Dubai**

Concourse 2, opposite Hall 8 and Concourse 1, next to Hall 4

➤ **ATM Machines Concourses 1 and 2**

FOOD OUTLETS

DWTC has a vast variety of food outlets to offer in addition to the ones from the adjacent 'ibis' and 'Novotel' hotels with the majority operating from Saturdays to Thursdays. DWTC also operates several themed food counters on Concourse 1 and 2. Their locations and opening times depend on the number of concurrent exhibitions.

If you require further assistance, please do not hesitate to contact ARM 2020 Operations Team:

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