EXHIBITOR GUIDE
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MESSAGE FROM THE CHAIRMAN

Welcome to your Exhibitor guide for SpaceOps 2020.

This guide has been designed to provide you with all the details you need to plan for your Exhibition stand. Please take time to read the information contained herein to ensure a full understanding of the rules, regulations and requirements of the Exhibition.

We look forward to welcoming your organisation to SpaceOps 2020 Conference and the beautiful City of Cape Town, South Africa. Let us make history together.

Sincerely,

Tiaan Strydom
Chairman, SpaceOps 2020 Conference Committee
THE VENUE

This Exhibitor’s Manual contains all the relevant details for the forthcoming SpaceOps 2020 Exhibition. The Exhibition and Conference will be hosted by the Cape Town International Convention Centre:

A multi-purpose conference and exhibition centre in the hub of Cape Town’s business and entertainment centre, the Cape Town International Convention Centre (CTICC) combines the impassioned dedication of its capable personnel with an extensive range of premium venues, services and facilities. We create captivating experiences that see hosts and their guests returning year after year.

This innovative venue offers a comprehensive array of services for international and locally based clients, playing host to prominent global conferences, trade shows, concerts and celebrated stage productions.

Getting to the CTICC is easy, as Cape Town is a dynamic City with well-established transport systems in place.

Physical Address:
Convention Square, 1 Lower Long Street, Cape Town 8001, South Africa

GPS co-ordinates:
- 33.915141°,18.425657°
AMENITIES AT THE CTICC

Coffee Shop
Start the day with a fresh brew at “Coffee on the Square”, situated on the ground floor in the main foyer of the CTICC. Light meals are served in addition to deliciously indulgent refreshments consisting of cakes, confectioneries, deli foods and beverages.

Business Centre
The CTICC’s business centre offers a number of business services to keep you in touch with your business or clients while attending or hosting an event. Services include: printing, photocopying, faxing and a courier service.

On-site Medical Assistance
The health and safety of our guests is of utmost importance to us, and visitors to the CTICC can be rest assured that our on-site medical facility is equipped to provide first-rate medical assistance. For more information please email info@cticc.co.za

Prayer Room
The CTICC accommodates people of all persuasions and religions and as such the centre has a dedicated prayer room for our patrons.

Parking & Transport
The CTICC offers over 1,300 secure, easily-accessible, on-site parking bays to all delegates.

Prepaid Parking Tariffs
Parking is offered to all delegates at a flat rate of R60 per day.
EXHIBITION DETAILS

We are keen to welcome you as an Exhibitor at the SpaceOps 2020 Exhibition. To support a smooth and efficient experience for all, we ask that you read the following Rules and Regulations that have been put in place for everyone’s safety and support an enjoyable experience.

If you have any further questions or need more information regarding the Expo please contact:

**Whaam Concepts, Email:** spaceops2020@whaam.co.za | **Phone:** +27 21 045 0551

Please Note: Exhibition Stands will only be confirmed and confirmation of stand numbers issued once full payment has been received. No children will be allowed on site during build-up and breakdown for safety reasons.

STAND BUILD UP TIMES

<table>
<thead>
<tr>
<th>DATE</th>
<th>EXHIBITORS BUILD UP TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday, 16th May 2020</td>
<td>08h00 - 00h00</td>
</tr>
<tr>
<td>Sunday, 17th May 2020</td>
<td>08h00 - 00h00</td>
</tr>
</tbody>
</table>

All stand fitting and stand build up is to be completed by 00h00 on Sunday 17th May 2020.

Please Note: Exhibitors who have heavy equipment or any other unusual exhibits or requirements that have to be moved in and out of the exhibition hall are to liaison with the Organisers in advance regarding this equipment. Exhibitor access will allow for preparing/restocking your stand before the show opens – no deliveries to stands will be allowed once the exhibition opens each day.

EXHIBITION DAYS | OPEN HOURS

<table>
<thead>
<tr>
<th>EXHIBITION DATES</th>
<th>EXHIBITION HOURS</th>
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<tbody>
<tr>
<td>Exhibitors Set-Up</td>
<td>Sunday 17 May 2020</td>
</tr>
<tr>
<td></td>
<td>17h00 - 21h00</td>
</tr>
<tr>
<td>Exhibition Opening Hours</td>
<td>Monday 18 May 2020</td>
</tr>
<tr>
<td></td>
<td>11h00 - 20h00</td>
</tr>
<tr>
<td></td>
<td>Tuesday 19 May 2020</td>
</tr>
<tr>
<td></td>
<td>10h00 - 18h00</td>
</tr>
<tr>
<td></td>
<td>Wednesday 20 May 2020</td>
</tr>
<tr>
<td></td>
<td>10h00 - 18h00</td>
</tr>
<tr>
<td></td>
<td>Thursday 21 May 2020</td>
</tr>
<tr>
<td></td>
<td>10h00 - 16h00</td>
</tr>
<tr>
<td>Exhibitors Break Down</td>
<td>Friday 22 May 2020</td>
</tr>
<tr>
<td></td>
<td>16h00 - 00h00</td>
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</tbody>
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COST OF STANDS AND HOW TO BOOK

Exhibition Custom Stand Enquiries:

All custom stands are to be booked and built through Whaam Concepts
Email: spaceops2020@whaam.co.za
Telephone: +27 21 045 0551

Please Note:
• Special requirements are welcome and encouraged
• All costings will include a floor space cost of R9 500/SqM
• All 3 x 3 Exhibition stands booked will receive 2 x exhibitor/delegate badges to a maximum of 4 badges
• Only Whaam Concepts approved suppliers will be allowed into the ballroom

Booth Packages:

Booth Package Option 1: 3x3 Tensioned Fabric System Peninsula        ZAR 172,500
Booth Package Option 2: 3x3 Tensioned Fabric System Corner         ZAR 195,500
Booth Package Option 3: 3x3 Engineered Fibre Board (A)          ZAR 184,000
Booth Package Option 4: 3x3 Engineered Fibre Board (B)          ZAR 161,000

How to book

Whaam Concepts has been appointed as the official agents for Exhibition.
All Exhibition space/booths are sold on a first-come, first-served basis. Final date for bookings of Exhibition
Stands is the 15th March 2020. To guarantee favourable positioning, reserve your exhibition space early.
Kindly Note: Companies who do not exhibit, may not participate in any marketing opportunities, unless approval
has been granted by the SpaceOps 2020 committee.
Booth Package Option 1: 3 x 3 Tension Fabric System Peninsula

- 3m x 3m Island
- Stand Open on Right or on Left

Booth Package Option 1 (R172,500)

- 16mm Grey finish raised flooring with aluminium edging all around
- x1 carpentry counter duco sprayed white with aluminium vinyl to front and lockable cupboard doors with power point
- x2 50mm Profile tensioned fabric system
- x1 40 inch TV (Optional)
- x2 Full graphic prints
- x1 Cut vinyl logo to counter
- x3 Mind your step cut vinyls
- x3 Long arm spotlights
- Wi-Fi in the Exhibition Area
- Additionals available on the Service Form (Furniture, DB etc)
- Costings include floor space rental
- 2 x Exhibitor Badges per stand are included (Max 4)
Booth Package Option 2 (R195,500) Includes:

- 16mm Grey finish raised flooring with aluminium edging all around
- x1 carpentry counter duco sprayed white with aluminium vinyl to front and lockable cupboard doors with power point
- x2 50mm Profile tensioned fabric system
- x1 40 inch TV (Optional)
- x4 Full graphic prints
- x1 Cut vinyl logo to counter
- x2 Mind your step cut vinyls
- x6 Long arm spotlights
- Wi-Fi in the Exhibition Area
- Additionals available on the Service Form (Furniture, DB etc)
- Costings include floor space rental
- 2 x Exhibitor Badges per stand are included (Max 4)
Booth Package Option 3: 3 x 3 Engineered Fibre Board

• 3m x 3m Island

Booth Package Includes:
- 16mm Grey finish raised flooring with aluminium edging all around.
- Engineered Fibre Board counter with Grey Aluminium vinyl all round bottom and open shelving to the rear with a plug point.
- White engineered fiber board including arch and backing panel.
- x1 40 inch TV (Optional)
- x1 White engineered fiber board circle cut out with a vinyl cut logo applied.
- x2 Vinyl cut logos to sides of arch.
- x1 Cut vinyl logo to counter.
- x3 Mind your step cut vinyls.
- x4 Downlights.
- Wi-Fi in the Exhibition Area.
- Additionals available on the Service Form (Furniture, DB etc).
- Costings include floor space rental.
- 2 x Exhibitor Badges per stand are included (Max 4).
Booth Package Option 4 (R161,000) Includes:

- 16mm Grey finish raised flooring with aluminium edging all around
- Engineered Fibre Board counter with Grey Aluminium vinyl all round bottom and open shelving to the rear with a plug point
- Engineered Fibre Board Backwall with Arch feature
- x1 40 inch TV (Optional)
- x1 White engineered fiber board circle cut out with a vinyl cut logo applied
- x2 Vinyl cut logos to sides of arch
- x1 Cut vinyl Logo to counter
- x3 Mind your step cut vinyls
- x2 downlights
- Wi-Fi in the Exhibition Area
- Additionals available on the Service Form (Furniture, DB etc)
- Costings include floor space rental
- 2 x Exhibitor Badges per stand are included (Max 4)
WHAT IS TENSION FABRIC?

The tension fabric exhibition stands consist of frames connected with a bracket in each corner. It can be built in minutes, including the simple mounting of fabric graphics into the exhibition frames. The graphic mounted into the frame can be reused by clients in other applications and exhibition stands or recycled through various programmes into bags and lanyards.

To reduce the environmental impact of SpaceOps 2020, Whaam Concepts is committing to renting and reusing the frames supplied to Exhibitors. The fabric graphics are seamless and will have no joins, which can at times be the case when compared to vinyl graphics (Printed graphics). All SpaceOps 2020 attendee’s will be able to keep their fabric graphics after the Exhibition should they choose to do so, otherwise the fabric will be donated to charity outreach programmes.

*Example Of Tension Fibre

WHAT IS FIBRE BOARD?

Engineered Fibre board is manufactured from fibres recovered from recycled used cardboard boxes. Engineered Fibre Board exhibition stands are; quick to assemble; lightweight; flat packable and enhance your Expo space. They are reusable and recyclable, diminishing our impact on the environment around us.
HIRED FURNITURE

- Refer to services page for the prices of the below items:

Bar Stool  
White Swivel Single Seater  
White Bucket Seat Single Seater  
Café Table  
Coffee Table  
Cocktail Table
FLOOR PLAN

RESERVED
BOOKED
AVAILABLE

ENTRANCE

A1 A2 A3 A4 A5 A6 A7 A8 A9 A10 A11 A12 A13 A14 A15 A16

B1 B2 B3 B4 B5

C1 C2 C3 C4 C5 C6 C7 C8

D1 D2 D3 D4 D5
DESIGN CONSIDERATIONS

• If there is any damage to venue property, the Exhibitors concerned will be held liable to make good or replace/repair any damage caused to the venue.
• No holes may be drilled in the hall floors.
• Floors or permanent walls may not be painted or defaced.
• Stands should be pre-fabricated and only assembled on site at the Exhibition.
• Stand ceilings: Where an Exhibitor is constructing a fabric ceiling, such material (and any other used in construction) must comply with Fire Regulations and be of non-flammable material.
• The overall height of stand fitting (including graphics and cladding of columns) must not exceed 4.5m in height from the floor. The design may not impede or deter from surrounding stands.
• In the interests of the Exhibition as a whole it may be necessary to remove or alter items on a stand if the Organisers feel this action must be taken in the best interests of the Exhibition and this will be at the expense of the concerned offending Exhibitor.
• Any advertising material, decorations, flags etc. may be removed or altered at the sole discretion of the Organisers, if it deems the same to be in any way objectionable.
• Any item of display, stand dressing, tables and chairs etc. may not project over the frontage of the stand space or be allowed to encroach into aisles/gangways.
• The Organisers reserve the right to disconnect the electrical supply to any installation or illumination that, in their opinion, is dangerous or likely to cause annoyance to visitors or other Exhibitors.
• If any presentations/demonstrations causes obstruction to any aisles/gangway and/or any nuisance to any other Exhibitor or visitors, the Organisers reserve the right to terminate the presentation/demonstration or restrict the frequency thereof.
• All lighting should be designed and installed to avoid nuisance and/or discomfort to neighboring stands and to visitors.
• Flashing lights or signs are not permitted, but sequence displays may be used, subject to prior written approval by the Organisers.
• No light fittings, electrical appliances or any branding item may be suspended from the roof or ceiling pipes in the venue.
• Should you have any queries regarding stands or stand design, kindly contact the Organisers who will be happy to be of assistance.
• Whaam Concepts is the exclusive supplier to the Exhibition for SpaceOps 2020.
**Heavy Items**
Heavy items will have to be removed last.

**Removal of Goods**
Exhibitors, their agents or contractors are responsible for the complete removal of all exhibits, goods and materials used by them, together with all refuse. Any items not removed or accounted for by 18h00 on the 22nd of May 2020 will be considered scrap and disposed of by the Organisers and charges levied against the Exhibitor concerned.

**Security provided by the Organisers will cease at 18h00 on Friday the 22 May 2020**

**Activities on Stand**
Exhibitors are reminded that their activities, unless otherwise agreed to by the Organisers, must remain within the confines of their stand(s).

**Distribution of Material or Literature**
Exhibitors are only allowed to display or hand out literature from within the boundary of their stand and no Exhibition staff will be permitted to walk around the Exhibition halls or on the perimeter of the venue distributing pamphlets or literature.

**Noise Levels**
Exhibitors must contact the Organisers if they are planning to play music, make use of pre-recorded or live performances. Volume should be kept to a level that does not cause disturbance to other Exhibitors or other events scheduled at the Exhibition. In case of dispute, the decision of the Organisers is final.

**Hired Items**
Exhibitors are reminded that all items on hire remain the Exhibitor’s responsibility until equipment has been collected or returned to the relevant hiring companies. The Organisers do not accept any responsibility for goods accepted on behalf of an Exhibitor, nor do the Organisers accept any responsibility for the safe return of said goods.

**Cleaning and Waste Removal**
It is the Exhibitor’s responsibility to maintain their stand in a clean condition at all times. The Organisers will only be responsible for general cleaning of the venue and aisles and not individual stands. Bins will be placed in the halls for paper and general waste. Cleaning of the Exhibition halls will be done between closing time in the evening and opening times the following morning. To avoid confusion only rubbish left in the aisles will be removed. Should you have any special requirements or anticipate a consistently heavy production of rubbish please contact the Organisers.

**Fire Fighting Equipment**
Exhibitors should familiarise themselves with the location and use of all available fire equipment in the vicinity of their stand(s). No person shall remove, obstruct or damage any of the provided fire equipment. The Fire Department may, depending on the circumstances of each case, require an Exhibitor to provide additional fire extinguishers if deemed necessary by the inspecting officer. It is an offence to use fire hoses to supply water to Exhibition stands.
Emergency Escape Routes
Emergency escape routes are never to be obstructed. No structure or display may be placed or constructed so as to impede the ordinary movement of people, nor shall the existing facilities and signs be obstructed. No surface irregularities at floorlevel shall be placed in any exit route.

Safety Precautions and Emergency Procedures
All Exhibitors should ensure that there are no potential fire or safety hazards on their Exhibition stand. All appliances, water, lights and equipment should be switched off before leaving your stand at the close of the Exhibition each day. Please be aware of the emergency procedures applicable to the venue - familiarise yourself with the emergency exits and firefighting equipment and where security is stationed. Check your stand for unidentifiable packages, cases or bags that have been left at the Exhibition Stand. If suspicions arise, do not touch the item but notify the Organisers or security. In the case of an emergency, all Exhibitors must comply with procedures and instructions given by the Organisers, the official security company or the relevant emergency personnel.

Reply and Service Application Forms
The deadline for service forms: 15th March 2020.
The supply and installation of services and equipment needs to be carefully planned and co-ordinated. For this reason the Organisers need to receive completed Service Forms and payment (where necessary) timeously. For a copy of the service form please mail spaceops2020@whaam.co.za

Payment for Services
Payment for additional services is required in advance of the Exhibition.

Payment For Stands
Payment is due upon booking of the Exhibition stand.
All cancellations on or before the 15th March 2020 will attract a 50% cancellation fee.
No refunds will be granted if cancellations are made after the 15th March 2020.
No Exhibitor is entitled to sub-lease any part of their stand without written permission by the Organisers.

Exhibition Office
The Organisers will relocate to a temporary office at the venue during the Exhibition, including Build-up, and this will serve as the central point for enquiries. The organising staff will be happy to assist you with any queries or problems you may have.

Exhibitor Badges
Exhibitor badges will allow Exhibiting companies and their staff access to the Exhibition during the official Expo times. Exhibitor badges must be worn during build-up and break-down of the Exhibition.

Security
Only official security contractors appointed to the Exhibition will be allowed in the Exhibition area. The Organisers and Venue will provide general 24-hour security from the beginning of build-up until the end of breakdown. Further specific security needs can be discussed with the Organisers.

First Aid
A basic first aid kit will be held at the Organisers Office and a First Aid Post will be situated within the Exhibition area. The Organisers will arrange with on-site medics for serious emergencies to be taken to hospital. They will not, however, be liable for any costs incurred.
Disclaimer
Anyone entering the CTICC or partaking in the SpaceOps 2020 Exhibition, including all related activities, including but not limited to shipping of stands, does so entirely at their own risk. The Organisers, CTICC, Affiliates, Employees, Agents, Contractors, or any other person will not be liable for any injury to, or the death of, any persons or for the damage to or destruction or loss of any property, whether caused by the negligence of the Organisers, CTICC, Affiliates, Employees, Agents, Contractors, or any other person, or resulting from vandalism or theft by any person. The terms of this disclaimer are severable. Should any legislation restrict or prohibit the effect of this Disclaimer, such restriction or prohibition shall not invalidate the balance of the Disclaimer.

Exhibition Freight
The Organisers have appointed a preferred Freight Forwarding supplier to SpaceOps 2020. For all Freight Forwarding needs contact:
Whaam Concepts: Email: spaceops2020@whaam.co.za | Phone: +27 21 045 0551

A Freight Forwarding employee will be in touch with each Exhibitor regarding your individual shipping requirements, once your Exhibition stand has been booked and paid for.
All items will need to be shipped by 10th of March 2020 in order to arrive in South Africa on time and to clear Customs, this also allows time to assist with any clearance issues with items at the port of entry.

Please Note: All items displayed on Exhibition Stands will need to be approved prior to shipping
For Exhibition queries please contact:
Whaam Concepts on spaceops2020@whaam.co.za or +27 21 045 0551

For Sponsorship queries please contact:
Tourvest on info@spaceops2020.org or +27 21 525 2552