

## HOUSE RULES

### Preamble

The operator of the Austria Center Vienna (ACV) is Internationales Amtssitz- und Konferenzzentrum Wien AG (IAKW – AG). Most of the events held at the ACV are not subject to the *Wiener Veranstaltungsgesetz* (Vienna Events Act) or the *Wiener Veranstaltungsstättengesetz* (Vienna Event Venues Act), and there are only isolated instances of events to which these laws apply. Nevertheless, these house rules apply to all events held at the ACV. All visitors to the ACV, all event organisers and their employees and contractors, as well as all of IAKW-AG's contractors (hereafter referred to as "visitors") indicate their acceptance of these house rules by entering the ACV's premises.

**1.** Visitors to the ACV are required to behave in a manner which does not endanger, harm, obstruct or cause disturbance to others. All of the facilities must be used for their appointed purpose in a manner which as far as possible protects the structural integrity of the building and the inventory. All visitors are liable for any damage caused by them, in particular to halls, rooms, furnishings, fittings and equipment, and works of art, under Austrian civil law. IAKW-AG accepts no liability for accidents involving visitors to the ACV facilities and premises beyond that required by law.

**2.** During the official opening hours only the entrance hall of the ACV (coffee shop and information desk) is open to visitors. Access to all other areas is restricted to holders of admission tickets, or ground passes issued by IAKW-AG or event organisers.

**3.** For security reasons and to protect property, the areas of the ACV that are open to the public, and the circulation routes are under video surveillance.

**4.** Overcoats, umbrellas, walking sticks, suitcases and the like may only be deposited in the cloakrooms provided for this purpose. Attention is drawn to the fact that all of the cloakrooms at the ACV are operated by third-party firms, and not by IAKW-AG. All liability on the part of IAKW-AG for the loss of, or damage to items deposited in the cloakrooms is excluded.

**5.** Prams and pushchairs must be left in the rooms reserved for this purpose or the cloakroom areas. Prams and pushchairs may be taken into exhibitions and trade fairs provided that they are constantly attended by adults, and are not left in the circulation routes or exits.

**6.** Unless express consent is given for specific events or in specific cases, photography, filming and the production of sound recordings in the ACV are prohibited.

**7.** Smoking is strictly prohibited at the ACV, except in the designated smoking areas. Smoking restrictions under the *Tabakgesetz* (Tobacco Act) as amended must be observed at all times.

**8.** Escape routes, emergency exits and circulation routes must be kept free from obstructions at all time, and must be safely accessible. The escape routes and emergency exits may only be used in emergencies. IAKW-AG reserves the right to remove objects illegally deposited and vehicles illegally parked within the ACV building, and in the outdoor and parking areas, at the expense of those responsible.

**9.** Modification to or the rearrangement of existing furnishings, fittings and equipment, such as chairs, tables, decorations, works of art or, in particular, safety equipment, and any tampering with technical equipment is prohibited.

**10.** It is prohibited to bring weapons of any kind whatsoever onto the premises, to bring in and light sparklers and other fireworks, to bring in and store flammable liquids, and to bring in objects made of fragile, easily splintered or particularly hard materials (in particular, bottles, cups, jugs and cans).

**11.** Children under the age of 12 may not use the escalators and lifts unless accompanied by an adult.

**12.** Lost property should be handed in to the information desk at the main entrance. Items which are not claimed will be sent to the responsible lost property office.

**13.** All sales activities and the distribution of printed materials or goods of any kind whatsoever on the premises of the ACV are prohibited. Postering and the distribution of leaflets, etc. is prohibited. Persons flyposting or flyering will be charged lump-sum compensation of at least EUR 30 per occurrence. Special exemptions for such activities must be obtained from IAKW-AG in advance, in writing.

**14.** Animals, except for guide dogs and assistance dogs, are not allowed on the premises. Handlers of such dogs must on entering the ACV present a disability ID or pass and proof of the dog's training. Guide and assistance dogs must wear a harness or be kept on a lead. Assistance dogs must wear a muzzle.

**15.** Rallies and demonstrations are prohibited on the ACV premises, and such gatherings represent an infringement of IAKW-AG's rights.

**16.** The event facilities at the ACV are regularly cleaned before and after events, but only urgent cleaning is performed whilst events are in progress.

**17.** Lighting, including ancillary lighting, is not switched off until all visitors and employees have vacated the building. After the normal lighting has been switched off the emergency lighting (escape lights) continues to operate.

**18.** For reasons of safety and hazard prevention, the instructions of the safety and security staff, and stewards must be adhered to at all times. All notices, such as signage prohibiting access to specific areas, posted in the ACV's facilities, circulation routes and outdoor areas must be precisely complied with.

**19.** In the event of fire or other safety hazards, supervisory and security staff must be informed immediately, and their instructions and announcements complied with. If the alarm sirens are activated the premises must be vacated via the closest escape routes. Assistance must be given to endangered or injured persons.

**20.** IAKW-AG reserves the right to bar from the premises persons under the influence of alcohol or drugs, and other persons infringing the house rules, or whose behaviour clearly indicates that they are likely to do so, if necessary. IAKW-AG also reserves the right to request the identity documents of such persons in order to record their personal details and to forward such details to the police, if necessary. In such cases payments for admission tickets will not be refunded.

**21.** Attention is drawn to the fact that persons violating the duties of action and abstention in respect of the operation and use of event facilities, imposed on spectators (persons attending events) by statute and order under the Vienna Events Act, are liable to prosecution.

Approved by MA (Municipal Department) 36-V under number .....

Vienna,

in accordance with the Vienna Events Act, Provincial Law Gazette No. 12/1971 as

amended

on behalf of Regine Brustbauer, Head of Department

AUSTRIA CENTER VIENNA  
Internationales Amtssitz- und  
Konferenzzentrum Wien, AG

Susanne Baumann-Söllner  
CEO

# EXHIBITION MANUAL

## Technical Guidelines and General Information



Version: February 2021



## TABLE OF CONTENT

<b>1. DELIVERIES, IN-HOUSE TRANSPORTATION AND SHIPPING INSTRUCTIONS</b>	<b>5</b>
1.1 TRANSPORT OF STAND CONSTRUCTION MATERIALS AND EXHIBITS TO AND FROM THE PREMISES	5
1.2 USE OF FREIGHT ELEVATORS	6
1.3 USE OF PASSENGER LIFTS AND ESCALATORS	6
1.4 STORAGE OF EMPTIES	6
1.5 VEHICLES AND FORKLIFTS	6
1.6 PARKING	7
<b>2. EXHIBITION AREA TECHNICAL SERVICES</b>	<b>7</b>
2.1 GENERAL INFORMATION	7
2.2 GENERAL INFORMATION ON STAND CONSTRUCTION	8
<b>2.2.1 Build-up of stands – General</b>	<b>8</b>
<b>2.2.1 Maximum construction heights</b>	<b>9</b>
<b>2.2.2 Stand assembly guidelines</b>	<b>10</b>
<b>2.2.3 Utilities</b>	<b>11</b>
<b>2.2.4 Approval of construction</b>	<b>11</b>
<b>2.2.5 Suspension points/rigging - general</b>	<b>11</b>
<b>2.2.6 Connection to electricity supply/Assumption of liability (document)</b>	<b>12</b>
<b>2.2.7 Assumption of liability</b>	<b>12</b>
<b>2.2.8 Water</b>	<b>13</b>
<b>2.2.9 Compressed air</b>	<b>15</b>
2.3 DISMANTLING AND REMOVAL	15
2.4 CLEANING AND WASTE DISPOSAL	15
2.5 DAMAGE AND INSURANCE	16
<b>3. FIRE AND SAFETY REGULATIONS (INCL. DECORATION/MATERIALS)</b>	<b>17</b>
3.1 SCOPE	17
3.2 GENERAL PRINCIPLES	17
3.3 NOTE:	18



<b>3.3.1</b>	<b>Table 1: Classification and testing standards for decorations and materials</b>	<b>18</b>
3.4	REQUIREMENTS FOR DECORATIONS	19
<b>3.4.1</b>	<b>Table 2: Requirements for decorations and brought-in materials at events</b>	<b>19</b>
<b>3.4.2</b>	<b>Table 3: Minimum requirements for materials, in accordance with applicable standards</b>	<b>20</b>
3.5	SAFETY CERTIFICATE OR REPORT	21
<b>3.5.1</b>	<b>Responsibility</b>	<b>21</b>
3.6	MOTOR VEHICLES IN THE EXHIBITION AREA	22
3.7	SMOKING BAN	22
3.8	FLAMMABLE PRODUCTS	22
3.9	OPEN FIRE / PYROTECHNICS	22
3.10	HOT WORK / HEATING/COOKING	23
3.11	EMERGENCY EXITS	23
3.12	GOODS NOT ALLOWED	23
3.13	COMBUSTION ENGINES	23
3.14	STORAGE OF FLAMMABLE GOODS	23
<b>4.</b>	<b>RESPONSIBILITY</b>	<b>23</b>
<b>5.</b>	<b>RIGGING POINTS – INFORMATION KIT FOR HALLS X1-X5</b>	<b>24</b>
5.1	PROCEDURE AND INFORMATION – VERY IMPORTANT:	25

The following technical guidelines shall apply as soon as the Contractual Partner has hired rooms and facilities for exhibition purposes. An exhibitor in the meaning of these technical guidelines shall mean every exhibitor who is active on the premises of Austria Center Vienna by reason of the event described in the Agreement Concerning the Event.

Where the exhibitor is not the Contractual Partner, the Contractual Partner is obliged to require each exhibitor and all involved subcontractors to comply with these technical guidelines. In case of any violation of these guidelines or resulting damages etc. the Contractual Partner will be held accountable.

## 1. DELIVERIES, IN-HOUSE TRANSPORTATION AND SHIPPING INSTRUCTIONS

---

### 1.1 TRANSPORT OF STAND CONSTRUCTION MATERIALS AND EXHIBITS TO AND FROM THE PREMISES

The exhibitor is responsible for the transportation of exhibits and any stand construction materials to and from the premises at their own expense and risk. Deliveries must arrive shortly before scheduled unloading and must depart promptly after loading. If exhibition material is delivered by the exhibitor's own freight forwarding partner, the freight forwarder must contact IML upon arrival at Austria Center Vienna, as in-house delivery is only handled by IML.

If the exhibitor is working with IML, companies delivering materials will be directly advised by them. If delivery is arranged by the exhibitor or by the exhibitor's exhibition stand builder themselves, the official set-up time for the event must be observed. The following access route should be used:

After entering the "Leonard-Bernstein-Strasse" continue to the end of the tunnel and turn right at the sign for "Saturn Tower" in front of a height barrier of 2,20m. You will then come to a goods vehicle parking area and the sign for the IML office (Tor 1/Gate 1). Delivery must be done via the IML delivery entrance (Tor 1/Gate 1) and must be announced in advance. In exceptional cases, delivery is also possible via the delivery entrance (Tor 4/Gate 4) on the other side of the building (height limit of 3,90m). Please request access for delivery with the according project manager of Austria Center Vienna through the congress organizer and respect the clearway around this entrance. Please be aware that loading/unloading at Gate 4 can only be handled by the exhibitor. Neither transport goods like pallet jacks nor staff can be provided.

Night-time noise regulations: About the use of Exhibition Halls X1, X2, X3, X4 and X5 attention is expressly drawn to the need for the Contractual Partner to comply strictly with the night-time noise regulations. Noise restrictions generally apply between 10pm and 6am.

Information on lorry driving bans can be found at: <https://www.asfinag.at/traffic/hgv-bus/lorry-driving-bans/>

For deliveries to Hall X5 vehicles may only use the access ramp to Bruno-Kreisky-Platz one at a time and with a gross vehicle weight of 38 tons. Austrian traffic regulations must be observed. It is forbidden to leave engines running. Exhibitors shall not be entitled to

compensation for any waiting times. Goods vehicles may only be parked on Austria Center Vienna's premises in exceptional cases, and with the written permission of Austria Center Vienna. Instructions given by Austria Center Vienna must be followed at all times.

Freight elevators are located at Gate 1, Gate 4 and downstairs below Hall X3 to deliver the goods to the correct level. IML should be contacted if forklift rental is required and for any other in-house transportation services, as well as for storage of empty crates.

## 1.2 USE OF FREIGHT ELEVATORS

The Austria Center Vienna has 6 freight elevators available. Four of them are located inside the building, two are in the exhibition halls leading from level -3 to Halls X3 and X4.

Exhibition materials may be brought into the freight elevators, each with a maximum payload of 3 tons. Two freight elevators allow delivery of materials directly to Halls X3 and X4 from the truck and vehicle parking area. Materials are brought into Halls X1, X2 and X3 also at street level. Freight elevators may not be used to transport people. Instructions given by Austria Center Vienna staff must be followed at all times. Austria Center Vienna accepts no liability in the event of any contravention of these regulations. All freight elevators inside the Austria Center Vienna and in the exhibition halls can only be operated from outside, with a key. The keys are available at Gate 4 and will be handed out after signing a form. All keys must be returned immediately after finishing all deliveries as there is only a limited amount available. Freight needs to be stored and secured within the yellow lines in the elevator. The elevator must be called from the level to which the freight needs to be delivered. All freight elevators have the following dimensions: 6.20m (length) x 3.20m (width) x 3.10m (height).

## 1.3 USE OF PASSENGER LIFTS AND ESCALATORS

Passenger lifts and escalators may not be used to transport heavy freight, goods or equipment.

## 1.4 STORAGE OF EMPTIES

Empties must be stored directly with IML, an external partner of Austria Center Vienna. The Austria Center Vienna does not provide any additional storage facilities.

## 1.5 VEHICLES AND FORKLIFTS

Vehicles and forklifts are not allowed inside exhibition areas. Only forklift trucks operated by IML are permitted within the loading bay. Only pallet jacks and trolleys are permitted in the exhibition areas. Halls X1, X2 and X3 are accessible at street level. Considering the limited number of delivery entrances, please respect the clearways and waiting times. All

exhibitors, including those that prefer to carry out unloading themselves, must apply for loading and unloading slots. Please contact IML directly for your loading and unloading slots. Exhibitors must respect and consider delays or waiting times if no slots are agreed with IML.

## 1.6 PARKING

Trucks and vehicles higher than 2m: parking spaces are available at the Parking lot West (located next to Gate 1) on a first come, first serve basis until further notice. Please also note that parking spaces cannot be reserved and therefore can be occupied. Also, trucks must always be placed in the most space saving manner and contact details of the drivers (Name, Phone number) must always be placed in the front shield.

All other vehicles and cars lower than 2m must use the Austria Center Vienna's parking garages.

Information regarding access and fees can be found online:

<https://www.acv.at/en/exhibit/arriving/>

*(For detailed information and prices scroll down to our download area on our Website)*

## 2. EXHIBITION AREA TECHNICAL SERVICES

---

### 2.1 GENERAL INFORMATION

Load-bearing capacity of the floor is 500kg/m<sup>2</sup> in all areas (incl. the forecourt). In exceptional cases that require the approval of the Austria Center Vienna and the engagement of a structural engineer, the costs of this must be borne by the exhibitor or the organizer.

In Halls X1, X2 and X3, power supplies and other utilities are supplied to stands via the ceiling, from the hall walls or along the pillars. In halls X4 and X5 it is a mix between ceiling and floor resp. along the four big pillars in X5, depending on the position.

Water connections are only available at a selected number of locations. The requested position must be announced well in advance and must be approved by the Austria Center Vienna.

The construction of double-story stands is permitted in Halls X3, X4 and X5, but subject to permission. Detailed stand drawings and structural reports are required. Roofs may be built on single-story stands provided that the roofing complies with the fire regulations.



For rigging the organizers as well as the exhibitors are obliged and required to use the venue's ceiling grid for the preparation of the rigging points which must be announced as early as possible. The Austria Center Vienna reserves the right to deny rigging requests in case the instructions and rules are not followed (please see separate rigging point information kit following this document). All exhibition halls have pillars – for exact positions and measurements please see the official floor plans. The exhibition halls have areas with limited daylight and areas with no daylight.

The floor in exhibition halls X1, X2, X3 and X4 is covered with asphalt and a grey sealing on top. The floor in hall X5 is mainly made of wooden boards. It is recommended that exhibition spaces are carpeted – especially in Hall X5. Tape used to fix carpet must be fully removable. If tape is used that is not fully removable or leaves traces, additional cleaning costs will be incurred.

Please find here a recommendation for a suitable tape:

**3M™ Double Coated Tape 9195** (Producer: 3M Company) or **ORABOND® 1362** (Producer: ORAFOL Europe GmbH)

Oil, grease, paint and similar substances must be removed from the floor immediately. The hall floor may not be painted or drilled, nor may anything be stuck to it which is not completely removable. All additional costs for any kind of contaminations will be charged upon actual expenditure.

## 2.2 GENERAL INFORMATION ON STAND CONSTRUCTION

### 2.2.1 Build-up of stands – General

Austria Center Vienna makes the stand area allocated to the exhibitor available without structures, technical equipment or furnishings. The exhibitor is responsible for assembly and furnishing of the stand and for all required technical equipment. The construction and furnishing of the stand is at the exhibitor's discretion, always subject to the instructions in this Manual and the legal regulations regarding safety, permitted furnishings and general appearance.

**ONLY** for events and exhibitions which are subject to the Vienna Events Act and/or the Vienna Event Venue Act:

Exhibitors wishing to construct their own pavilions on the premises must obtain the permission of the Baupolizei (building inspectors). The proposed location, construction and design of such structures must be agreed with Austria Center Vienna before application to the Baupolizei.

Austria Center Vienna accepts no liability for the safety of the design or construction of exhibition stands or the equipment contained therein. Any requirements for alterations to the structure, furnishings and equipment of the stand and any special operating requirements imposed in the interests of public safety by the external and/or internal authorities during the official inspection must be complied with by the exhibitor promptly, before the start of the event, and at the latest before the subsequent final inspection.

### **2.2.1 Maximum construction heights**

#### **IN THE EXHIBITION AREA INSIDE THE BUILDING:**

<b>Entrance Hall I/II/III:</b>	2,80m/2,60m	Higher/lower area
<b>Entrance Hall IV:</b>	5,00m	
<b>Halls E/F:</b>	5,00m/2,50m	Higher/lower area
<b>Halls D/G/K:</b>	4,00m/2,50m	Higher/lower area
<b>Foyers A/B/C:</b>	2,80m	
<b>Foyers D/G/K:</b>	4,00m/2,00m	Higher/lower area
<b>Corridors Level 1:</b>	2,00m	
<b>Corridor Foyer D/Hall X2:</b>	2,50m	
<b>Foyers E/F:</b>	2,80m	
<b>Corridor Level 2:</b>	2,30m	
<b>Gallery:</b>	2,50m	
<b>Foyers M/N:</b>	2,80m	
<b>Halls L 1-8:</b>	2,80m	

**IN THE EXHIBITION HALLS:**

<b>Hall X1:</b>	3,50m	
<b>Hall X1:</b>	2,50m	At smoke barrier
<b>Hall X2:</b>	3,50m	
<b>Hall X2:</b>	4,00m	front section towards Foyer D
<b>Hall X3:</b>	5,50m	
<b>Hall X4:</b>	6,50m	
<b>Hall X5:</b>	7,00m	

**2.2.2 Stand assembly guidelines**

All entrance and exit doors to the halls, including emergency exits, escape routes, passageways, staircases, etc., must be kept free and unobstructed at all times in their complete width. Fire safety equipment such as portable fire extinguishers, fire alarms and hydrants must be visible and accessible at all times. Fire safety equipment may not be obstructed or enclosed by structures. Stands may be constructed using the exhibitor's own materials, as described in section XIII.1.1. of the General Terms and Conditions of Contract. It is not permitted to drill, insert screws or hammer nails into the building's walls, ceilings, floors or pillars. Stands and exhibits may not impose loads on walls, pillars, windows or doors, nor may adhesives be used on these features of the building. The hanging of lightweight suspended ceilings, advertisements, banners and light fittings, etc. is not possible in all exhibition areas, and is only permitted subject to written request and approval by Austria Center Vienna. The necessary wall or ceiling mounts for hanging such items must be installed by Austria Center Vienna staff. The exhibitor or organizer shall bear the costs incurred. Pillars may be covered up to the maximum permitted construction height, if they are not damaged in the process. Combustible materials such as jute, crepe paper, cardboard, corrugated cardboard, reed mats or flammable plastics may not be used to construct or cover stands, or for decorative purposes. All items brought onto the premises must comply with the applicable fire safety regulations. Special protective measures must be taken in the aisles of the exhibition space, during build-up and breakdown, or otherwise special care must be taken to prevent damage to floors. Wood cutting and shaping tools must have dust collector bags. Painting and wallpapering is only permitted in the exhibition halls if the floors are first covered using PVC sheeting or any other protective material.

### **2.2.3 Utilities**

Special requirements for electrical, telecommunications and water connections can only be met where permitted by the official regulations and the technical services in the exhibition halls. Such services shall be provided at the exhibitor's expense. Requests must be made in writing. The installation of all such connections requires Austria Center Vienna's permission, and may only be undertaken by skilled personnel employed by Austria Center Vienna, or by approved Austria Center Vienna specialist subcontractors on behalf of and for the account of the exhibitor. No changes to such connections by the exhibitor are permitted. The exhibitor must comply with the rules and regulations of the Austria Center Vienna and the telecommunications, electricity and water companies. Austrian safety regulations must be complied with. Infringements of regulations will result in the immediate disconnection and removal of the connection, and the exhibitor shall not be entitled to claim damages. A three-phase power supply with approx. 3 x 400/230V and alternating current with 230V and 50Hz frequency with TN earthing are available. There are residual current circuit breakers in the exhibition halls. Austria Center Vienna shall not be liable for any loss or damage resulting from technical defects. In the event of non-compliance with these regulations and instructions Austria Center Vienna may, after expiry of due notice given for remedy of the breach, make any improvements or modifications it deems necessary, at the exhibitor's expense.

### **2.2.4 Approval of construction**

It is the exhibitor's responsibility to send a drawing of the proposed stand construction (floor plan and elevation) for approval, at their earliest convenience. Apart from shell scheme stands, this regulation applies to all self-constructed stands and all stand assemblies that include rigging. Two-story constructions are only possible in Halls X3, X4 and X5. For approval (when not handled through the organizer or the organizer's Exhibition Service Partners) please contact the responsible ACV project manager.

### **2.2.5 Suspension points/rigging - general**

Suspension points may be mounted in the exhibition halls and in the center of the Entrance Hall (Part IV). All suspension points must be inspected and approved by Austria Center Vienna. The weights of suspended objects must be supplied for this purpose within a fully dimensioned plan (CAD, PDF etc.). All Exhibition Halls are equipped with a ceiling grid, from which objects can be suspended by the exhibitors via the hanging points which are prepared in advance by the Austria Center Vienna. All suspended objects need to be inspected and approved on-site by a structural engineer (at the organizer's expense) once mounting is completed. The appropriate date and time will be agreed between the Austria Center Vienna and the organizer.

For more detailed information please see the separate Information kit for rigging points following the general information.

### **2.2.6 Connection to electricity supply/Assumption of liability (document)**

To provide any power connection the type of connection required should be indicated on the order form, and all the connections required for electrical devices, lighting, etc. should be listed. To make sure that power connections are available at the right locations, a dimensioned plan must be provided together with the order form, indicating the required position and connections on the service sheet for the technical layout.

Electrical installation work can be ordered from our external partners or from a licensed electrical firm of the exhibitor's choice, which must submit a report on the electrical wiring installed („Elektrobefund VD 390“) to the Austria Center Vienna staff on the last assembly day at the latest (see House Rules & Regulations), including details of all connections installed.

### **2.2.7 Assumption of liability**

#### Self-constructed booths / different or separate stand builders:

All external stand builders have the possibility to order a distribution board via the ACV. In that case the distribution board will be provided and tested/measured from the ACV electricians.

All test and inspection records for the electrical installations on the booth must be valid and shown on the ACV's request.

If the stand builders do not order a distribution board via the ACV they are obliged to complete and return the attached document to the electrician on duty (the latest before the stand construction is completed / before the exhibition officially opens). Their test and inspection records must be shown on the ACV's request as well.

If none of the above is applicable (attached document not completed and returned / no test and inspection records onsite etc.) the ACV executes an obligatory onsite check for the electrical installations which will be charged upon actual expense (but at least one hour of electrical staff costs per exhibitor check).

If not returned electronically in advance, the attached document will be collected onsite. In any case the ACV electricians will do regular visual checks during the complete set-up period.

Standard Shell Scheme Stands through the Stand building partners of the Austria Center Vienna:

In case of hiring one of our stand building partners (StandOut or Syma) the ACV will handle and deal directly with the responsible project manager of the chosen stand building partner for the event and/or their electrical supplier. In that case the ACV will collect all forms from the stand building partner. The stand building partner is obliged to hand the form(s) to the ACV the latest before the opening of the exhibition.

Please note that all stand builders are obliged to install the earthing for all metal objects etc. according to the valid regulations. The ACV electricians will do visual checks for the earthing as well and if it there is not a proper installation it will be pointed out to the stand builder. If the stand builder does not have the possibility to readjust their installation the ACV electricians are obliged to install the earthing which will be charged upon actual expense. The installation of the earthing must be completed before the exhibition officially opens.

In case of small Tabletop stands or backdrop only stands where no stand builder is involved, the attached document is not mandatory. Therefore, the ACV electricians will do their obligatory visual checks for all the small stands during the set-up. If any deficiencies are noticed, the ACV electricians will point them out to the responsible person on the stand and make sure that any deficiencies will be corrected and/or defect items will be removed. If there is no way of correction via the responsible person onsite, the ACV electricians will handle it within their possibilities. Any service out of the ordinary including material supplied by the ACV will be charged upon actual expense.

All regulations mentioned above are applicable for on/in all premises and facilities of the Austria Center Vienna.

### **2.2.8 Water**

Water pipe installations to and from the service pipes may only be carried out by employees of the Austria Center Vienna. Water connections cannot be installed in areas with parquet flooring. In the entrance hall, the total number of water connections is limited to four, and these may only be along the walls of Halls E and F (two connections on each side). Water connections in the gallery are also limited to four connections along the walls. For both locations – Entrance hall and Gallery the positions for the water connections must be agreed with the Austria Center Vienna well in advance. The flat rate includes the costs of providing a connection, water supply costs and drainage connection charges for one device/tap at the stand. Connection of a sanitary fitting (e.g. sink) provided by the customer is possible upon request, by arrangement and on additional costs per device

connected. Repairs to equipment provided by the exhibitor will be charged additionally. Please be advised that such repair work cannot be performed on the last move-in day. The exhibitor is responsible to bring all the equipment, necessary siphons, fittings and materials for their devices etc. The Austria Center Vienna cannot guarantee for availability of different materials onsite. A flat rate per connection will be invoiced (for supply and drainage) for the duration of the event.

The fresh water is a ½" pipe/hose with a ball valve with a 3/8" external/outside thread and a 10mm copper pipe. The waste water is a 40mm / 1" plastic pipe/hose. We have our own pumps which we install/connect with the pipes. We cannot guarantee a certain pressure for each stand – the whole system pressure is 4-6bar. Depending on the number of stands we can evaluate a possible pressure, but not guaranteed as well. We cannot guarantee a single/dedicated line since we have an overall common supply system for the exhibition halls.

**PLEASE NOTE THE FOLLOWING IMPORTANT INFORMATION:**

To prevent blockages, food waste and coffee grounds must not be disposed of in sinks. The exhibitor is obliged to make sure that all equipment is up to date and in a good condition. The ACV staff does not supply extra material. The ACV staff will also not do any repair work on damaged or old equipment.

**PLEASE OBSERVE THE FOLLOWING IMPORTANT INSTRUCTIONS:**

All branch pipes must have a main stopcock, which must always be accessible and appropriately protected against unauthorized tampering by means of a special lock. Installation of water connections is dependent on the existence of a direct sewerage connection for the water used. Drainage of waste water into natural springs is prohibited and may require an official permit. In some cases, mud traps and grease extractors must be properly fitted ahead of the junction of the drain with the sewer system.

All plumbing work must comply with current regulations and will be examined at the time of the official inspection of the event. To ensure that the taps are installed at the position where they are required, a sketch of the water connections ordered must be submitted in advance together with the order for the connections. The exact position for each connection will be examined during set-up in case of any deviations during the planning.

Inside Hall X5 it is highly recommended to use a raised floor of min. 40mm in order to reach the requested position for the water connection.

### 2.2.9 Compressed air

Compressed air connections (only possible in Halls X2, X3 and X4) cannot be guaranteed and therefore they are only provided upon request. The organizer or the exhibitor must provide detailed specifications and information for the devices which require compressed air as well as the stand sketch with exact position of the required connection.

## 2.3 DISMANTLING AND REMOVAL

Removal of exhibits and breakdown of stands before the end of the event is prohibited. After removing exhibits and dismantling the stand, the exhibitor must leave the hired space in the same condition it was in when it was first placed at the exhibitor's disposal. Any damages or failure to leave the premises in a clean state will be rectified by Austria Center Vienna, and the related costs will be charged to the Contractual Partner. If the stand is not vacated on time, Austria Center Vienna shall be entitled, at the Contractual Partner's expense:

- to have any materials, objects or packaging belonging to the exhibitor removed from the site and stored;
- to return the area to the condition it was in when placed at the exhibitor's disposal.

In such case Austria Center Vienna is entitled to charge the exhibitor for any storage or other costs. The exhibitor bears the risk for any materials, goods and packaging stored on the Contractual Partner's behalf.

Materials, goods and packaging material not collected by the exhibitor within three months of the end of the exhibition shall become the property of Austria Center Vienna unless the exhibitor has reached an agreement with Austria Center Vienna for the safekeeping and storage of such materials, goods or packaging. The exhibitor shall have no claim to compensation by the Austria Center Vienna on his own behalf or that of third parties if the Austria Center Vienna becomes the owner of the goods in the manner described above.

## 2.4 CLEANING AND WASTE DISPOSAL

Cleaning of the aisles will be arranged by the venue once a day. Individual cleaning services for the stands are done by the Austria Center Vienna as well, but must be ordered separately.

Services include cleaning of the floor, tables and chairs and all horizontal surfaces up to a height of 1.70m (not including exhibits and locked cabinets). Prices are quoted per square meter of exhibition space and include a thorough cleaning once before the start of the event, as well as daily cleaning (not including exhibits). Daily cleaning on event days takes place before the event opens. In case of any deficiencies of the cleaning services they can



only be considered if made on the same day as the inadequacies are noticed. Additional costs resulting from improper waste disposal will be charged to the Contractual Partner. We would like to point out that it is not permitted to dispose waste of any kind on the exhibition premises. Any materials left behind will be disposed of, without ascertaining their value, at the exhibitor's expense.

Special waste disposal requirements such as medical waste etc. must be announced in advance by the organizer or exhibitor and comes at additional costs.

Austrian packaging regulations that entered into force in 1993 introduced a statutory obligation to separate refuse into individual, recyclable materials. Organizers, exhibitors and stand builders are therefore required to contribute towards the avoidance of waste, and the recycling and proper disposal of waste materials at all stages of an event. Exhibitors are requested to prepare unavoidable waste for disposal by separating it by type during the move-in and move-out periods and the event itself. More information can be found on <https://www.ara.at/en/>

## 2.5 DAMAGE AND INSURANCE

No part of the premises may be damaged or disfigured in any way. Should any damage occur, the exhibitor will be invoiced for the costs of repairs. We highly recommend that Exhibitors acquire sufficient insurance, such as public liability insurance covering all injuries to persons and damages that might occur in connection with the exhibition. It is also recommended that exhibitors take out additional coverage against loss or damage to exhibition materials during transportation and during the exhibition itself. Austria Center Vienna shall not be liable for any loss or damage to exhibition materials.



### 3. FIRE AND SAFETY REGULATIONS (INCL. DECORATION/MATERIALS)

---

These guidelines provide the basis for information required regarding the minimum requirements for decorations and materials at events at the Austria Center Vienna. The rules and statutory requirements in force reflect lessons learned from past incidents, and have been put in place to ensure the safety of all individuals during events.

#### 3.1 SCOPE

These guidelines apply to all events and congresses that take place within the Austria Center Vienna (ACV), regardless of the size of the event or the number of participants. This includes open-air spaces outdoors that are adjacent to escape routes or assembly points.

The term "decorations" applies to:

- Event furnishings such as seating, stands and booths, lecterns, and other constructions
- Fabric coverings and curtains
- Carpets, floor coverings
- Roll-ups, inflatable pillars, stand-up displays
- Pin boards, projector screens
- Vehicle displays
- Table linen, plants, etc.

Rules and procedures for bringing motor vehicles inside the Austria Center Vienna are not covered by these guidelines, and are set out in a separate set of guidelines.

#### 3.2 GENERAL PRINCIPLES

These guidelines are based on the following laws, orders and standards:

- The ACV House Rules and Fire Safety Code
- Vienna Events Act
- Vienna Event Venues Act
- Employee Protection Act
- ÖNORM EN 13501-1 Fire classification of construction products and building elements
- ÖNORM EN 13773 Classification scheme - Textiles and textile products - Burning behaviour - Curtains and drapes
- ÖNORM A 3800-1 Burning behaviour of materials excluding construction products
- ÖNORM B 3822 Burning behaviour of interior materials - Decorative items

### 3.3 NOTE:

The issuance of Austrian standards ÖNORM EN 13501-1 "Fire classification of construction products and building elements - Part 1: Classification using test data from reaction to fire tests" and ÖNORM EN 13773 "Textiles and textile products - Burning behaviour - Curtains and drapes - Classification scheme" necessitated the withdrawal of ÖNorm B3800.

Based on this, the following standards currently apply:

**3.3.1 Table 1: Classification and testing standards for decorations and materials**

Brought-in materials	Burning behaviour	Smoke production	Droplet formation
<b>Construction products including floor and wall coverings</b>	EN 13501-1 <sup>1)</sup>	EN 13501-1	EN 13501-1 <sup>2)</sup>
<b>Curtains and similar textile products</b>	EN 13773	ÖNORM A 3800-1	EN 13773
<b>Furniture textiles</b>	ÖNORM B 3825	ÖNORM A 3800-1	N/A
<b>Decoration materials</b>	ÖNORM B 3822	ÖNORM A 3800-1	ÖNORM B 3822
<b>All other materials</b>	ÖNORM A 3800-1	ÖNORM A 3800-1	ÖNORM A 3800-1

Source: BRANDverhütung, March 2017 issue

1) Including floor, wall and ceiling coverings

2) Not applicable to floor coverings

**Please note that all testing and evaluation certificates must correspond to the current state of the art and regulations. If the standards stated here are superseded or replaced by more recent regulations, the currently applicable standard must be applied, regardless of the standards stated in the table.**

### 3.4 REQUIREMENTS FOR DECORATIONS

Only decorations and structures that demonstrate compliance with the following standards may be used for events:

**3.4.1 Table 2: Requirements for decorations and brought-in materials at events**

Parameter	General requirement	ÖNORM B 3800 (withdrawn)	ÖNORM EN 13501-1 (for construction products)
<b>Burning behaviour:</b>	"Non-combustible or difficult to ignite" <b>and</b>	<b>B1</b> – hardly combustible <b>and</b>	<b>A1/A2</b> – non-combustible <b>or</b> <b>B</b> – very limited contribution to fire <b>and</b>
<b>Smoke production:</b>	"low smoke production" <b>and</b>	<b>Q1</b> – low smoke production <b>and</b>	<b>s1</b> - no smoke development <b>and</b>
<b>Droplet formation:</b>	"no droplet formation"	<b>Tr1</b> – no dripping	<b>d0</b> – no droplets

As the requirements of decoration materials with regard to burning behaviour, smoke production and droplet formation, according to the applicable standard, may differ, the respective minimum requirements are stated explicitly in the following table.

**3.4.2 Table 3: Minimum requirements for materials, in accordance with applicable standards**

Brought-in materials	Burning behaviour	Smoke production	Drip formation
<b>Construction products incl. floor, wall and ceiling coverings</b>	EN 13501-1: <b>A1, A2, B</b>	EN 13501-1: <b>s1</b>	EN 13501-1: <b>d0</b> (not applicable to floor coverings)
<b>Curtains and similar textile products</b>	EN 13773: <b>Class 1/2</b>	ÖNORM A 3800-1: <b>Q1</b>	EN 13773: <b>Class 1/2</b>
<b>Furniture textiles</b>	ÖNORM B3825: <b>Hardly combustible</b>	ÖNORM A 3800-1: <b>Q1</b>	N/A
<b>Decoration materials</b>	ÖNORM B3822 <b>Hardly combustible</b>	ÖNORM A 3800-1: <b>Q1</b>	ÖNORM B3822 <b>No dripping</b>
<b>All other materials</b>	ÖNORM A 3800-1: <b>B1</b>	ÖNORM A 3800-1: <b>Q1</b>	ÖNORM A 3800-1: <b>Tr1</b>

In the event of a fire, each additional fire load that is introduced into an event space significantly increases the risks associated with smoke inhalation, which is why all materials and construction elements must be classified according to the applicable standards.

All decorations must be stable and adequately secured to prevent them from toppling over.

**ESCAPE ROUTES MUST BE FREE OF DECORATIONS OF ANY KIND.**

### 3.5 SAFETY CERTIFICATE OR REPORT

The event organizers must present, on request by the Austria Center Vienna, a safety certificate or safety report for all decorations and brought-in constructions, which meets the following specifications:

- The certificate must be issued by an accredited certification body (displayed in the letterhead and identifiable in the circular stamp)
- Valid issue date / expiry date in accordance with the applicable standard,
- e.g. ÖNORM EN 13773, ÖNORM EN 13501-1
- Classification in the fire safety classes required by these guidelines
- Scope of the certificate/report, including details of the following:
  - Description of item
  - Applicant or client
  - Basis for test
  - Description of test execution
  - Evaluation
  - Classification
  - Table with test results (optional)

In line with the scope of application of national standards, test certificates must be compiled in German. However, the Austria Center Vienna also accepts test certificates issued by certification bodies accredited in other EU countries, provided they are submitted in German or English.

Safety certificates must be submitted in good time before the event, and at least one week before bringing the items onto the Austria Center Vienna premises. Decorations may only be put up and materials may only be used following authorization by the fire safety officer.

#### **3.5.1 Responsibility**

The Safety, Health & Security (SHS) department is responsible for approval and authorization of constructions and decorations for events.

### 3.6 MOTOR VEHICLES IN THE EXHIBITION AREA

If motor vehicles are to be brought into the exhibition space, all technical safety precautions must be complied with and evidence of compliance in the form of the necessary official and technical permissions must be submitted to Austria Center Vienna. All such events require prior authorization by the Austria Center Vienna's fire safety representative or one of his/her deputies.

For petrol or diesel driven motor vehicles older than three years, the requirements are as follows: The fuel tank is to be drained and flooded with nitrogen, and the battery is to be disconnected. For each motor vehicle, the relevant Austria Center Vienna form detailing the work done is to be completed and signed by the Contracting Partner.

For petrol or diesel driven motor vehicles less than three years old, the requirements are as follows: The fuel tank may contain no more than 3 liters of fuel. The battery need not necessarily be disconnected. Flooding the fuel tank with nitrogen is only required if the authorities or Austria Center Vienna require it.

### 3.7 SMOKING BAN

Smoking is prohibited in all indoor areas of the Austria Center Vienna, including private areas of exhibition space.

### 3.8 FLAMMABLE PRODUCTS

Notification of the handling and installation of flammable products should be given well before the event. This must be submitted in writing, quoting the name of the event and the stand number, to the exhibition organizer or directly to Austria Center Vienna. The storage and use of compressed gas and/or liquid gas in the exhibition halls or elsewhere on the premises is not allowed. Balloons filled with gas (except Helium) are not permitted on all premises of the Austria Center Vienna. Welding and spraying work within the confines of the exhibition premises is prohibited. Only fireproof adhesives may be used for glue work within the exhibition premises.

### 3.9 OPEN FIRE / PYROTECHNICS

The use of open fires is prohibited, as are naked flames.

Explosive or pyrotechnic articles may not be used on or taken onto the premises of Austria Center Vienna, either indoors or outdoors, without written permission from the organizer and Austria Center Vienna.

### 3.10 HOT WORK / HEATING/COOKING

Hot work such as welding, soldering, cutting, and circular-motion grinding, drying, heating or work over a naked flame is not allowed within the Austria Center Vienna without special permission from Austria Center Vienna. Stoves, heaters and open fires may not be used for any purpose, including cooking, frying or baking. This also applies to demonstrations. Stoves and heaters can only be used in designated catering areas, which can be rented upon request.

### 3.11 EMERGENCY EXITS

Escape routes and emergency exits (indoors and outdoors) should be kept free of any obstruction and kept in full view at all times. Fire safety signs, emergency alarm buttons, emergency exits and exit signs may not be covered by any products/company signs, decorations or stand roofs.

### 3.12 GOODS NOT ALLOWED

The following goods are not permitted on the premises of the Austria Center Vienna:

Goods causing nuisance by their smell or otherwise, or appliances emitting objectionable noises or radiating disturbing light; any hazardous objects that have not been mentioned in the stand construction design but have been introduced by the exhibitor.

Wireless communication devices (walkie-talkies, handheld microphones, etc.) may be used as long as they do not interfere with Austria Center Vienna's technical services or appliances. Exhibitors wishing to use these devices must include the brand name and frequencies to be used when submitting their stand design for approval.

### 3.13 COMBUSTION ENGINES

Any machine (generating sets, compressors, etc.) with an internal combustion engine, whatever the use, is forbidden inside the Austria Center Vienna, except for exhibited motor vehicles, subject to the guidelines above.

### 3.14 STORAGE OF FLAMMABLE GOODS

Empty packaging, refuse, wood, paper, straw, cardboard and other flammable material must not be stored in the halls.

## 4. RESPONSIBILITY

---

Exhibitors are wholly responsible for all displays and demonstrations they organize.





## 5. RIGGING POINTS – INFORMATION KIT FOR HALLS X1-X5

---

Rigging/suspension points are available in all five exhibition halls.

There are four different types of ceiling constructions and therefore also varying building heights and different kinds of rigging points in the halls.

### Hall X1:

- Max. building height is 3,50m – below/around the smokescreen – 2,50m
- Eyelets mounted to the ceiling

### Hall X2:

- Max. building height X2 (front section) is 4m – eyelets mounted on the ceiling
- Max. building height X2 (main area) is 3,50m
- Suspended grid of power and lighting rails – eyelets or shackles

### Hall X3:

- Max. building height is 5,50m
- Suspended grid of power and lighting rails – eyelets or shackles

### Hall X4 (excluding the Entrance foyer):

- Max. building height is 6,50m
- Ceiling construction completely consisting of different steel beams; therefore, the rigging points are mostly prepared with steel flex and shackles

### Hall X5:

- Max. building height is 7m
- All standard rigging points are prepared with steel ropes and an O-ring. Depending on the requirements and feasibility aggravated rigging points will for example be prepared with a supporting truss.

### Weight restrictions – max. allowed weight (WLL) per rigging point:

- **Hall X1:** max. 100 kg per eyelet
- **Hall X2:** max. 100 kg per eyelet (front section only)
- **Halls X2, X3:** max. 60kg per point and running meter
- **Hall X4:** max. 100 kg per point
- **Hall X5:** there are different weight limits (1000kg / 500kg / 250kg) – please check individually for the different points according to the layout provided

All above-mentioned weight limits are calculated for unloaded points without any supporting or pre-construction. As soon as there is a supporting or pre-construction needed the above-mentioned weight cannot be guaranteed anymore. All points must be re-calculated – in case of Hall X5 by the responsible rigging person of the ACV. For more complex structures with a high weight load it needs to be forwarded to a structural engineer and the costs will be forwarded to the organizer.

**Important: Please be aware of the different transfer heights:**

- **Hall X1:** Eyelets at 5m.
- **Hall X2:** Eyelets in the front part at 5m / Rails with pipes at 3,70m.
- **Hall X3:** Rails with pipes at 5,70m / next to both freight elevators at 4,90m.
- **Hall X4:** Steel flex with shackles between 6,0 and 7,0m.
- **Hall X5:** Steel flex with O-ring between 7,50m and 9,50m

That transfer height depends on the position of the stand inside the hall, the requirements and feasibility of rigging points (for example aircon installations in X5 at a height of about 8m etc.).

**If the organizer specifies different building heights which changes the given transfer heights of the Austria Center Vienna, the Austria Center Vienna will not compensate that difference. All material work and staff needed to equalize those heights must be done and organized by the exhibitor.**

## 5.1 PROCEDURE AND INFORMATION – VERY IMPORTANT:

Please send a complete (ideally also 3D) plan showing all the heights and booth elements etc.

Please indicate and plan your rigging points on/within the ceiling grid - the ACV reserves the right to deny any rigging points which are not on the ceiling grid due to safety and/or technical reasons.

The plan must include all necessary information like weight per rigging point and total overall weight, etc. The max. weight limitation per point/running meter must include all weights for any other material like hoists, PA, spots, cables, etc. Please note that the stand builder is obliged to provide all necessary safeties with steel inside or steel chains to affix your banner, structure and any technical equipment etc. displayed above audience – that will not be provided by the ACV.

The ACV does not provide any Pre-Riggs or other Trussing for your booth; therefore, please make sure that you/your stand builder bring/s the relevant connections,

assembling and suspension parts.

The whole construction with all material used must comply with the valid Austrian law and safety regulations. The material must be checked, and a valid inspection record/plate must be shown on the structural engineer's request. The ACV staff will not install any external structures or equipment. If, in this case, any assistance is needed it must be requested well in advance. Requests for mounting external equipment will be handled upon request and all possible expenditure will be charged accordingly.

The plan will be checked, and the final number of feasible rigging points will be confirmed by the ACV. Due to liability reasons it is not allowed for any external company/stand builder to hang or install anything in the basic ceiling structure of the building. All rigging points are prepared by ACV staff only.

**A HAND DRAWN SKETCH OR LAYOUT WILL NOT BE ACCEPTED AS BASIS FOR APPROVAL!**

Upon reconfirmation no further changes or additions of rigging points are possible, and the number of points will be invoiced to you by the organizer or exhibition service management company.

Based on the complex ceiling structure in Hall X5 all approval and re-calculation work will be charged upon actual expenditure (hourly rate) based on the valid prices. All Onsite Support Staff for any set-up or dismantling days must be ordered and paid in addition.

**All suspended objects need to be inspected and approved by a structural engineer (at the organiser's expense) once mounting is completed.** The appropriate date and time will be agreed between the Austria Center Vienna and the organizer.

**PLEASE NOTE the strict deadline of 4 weeks in advance of the first set-up day!**

Any orders placed after this deadline will be handled upon request, but preparation/installation in time cannot be guaranteed! Upon confirmation and installation of any late notice rigging points there will be a **surcharge of 15% on both** – material and staff.

Following some sample pictures for the ceilings as well as the rigging points provided by the venue:

#### HALL X1 AND FRONT SECTION OF HALL X2



#### HALL X2 (MAIN AREA) AND HALL X3



#### HALL X4





**Hall X1 and front section of Hall X2 – Eyelets/Eyebolts (M12 and/or M16):**

- eye is fixed directly into the ceiling
- outside diameter: 4.50-4.80 cm
- inner diameter: ca. 2.50 cm



**Hall X2 and Hall X3 - metal pipes:**

- diameter: 4.80 cm
- distance from ceiling: 15 cm
- distance between the 2 vertical fixings: ca. 25 cm



**Hall X4 – sample with steel flex:**

