

USER MANUAL

WTC EXPO

PREFACE

Dear Exhibitor,

To make sure that the exhibition and the period of mounting and dismantling will be successful for everyone, you will find all the necessary information for participating in Caravana 2027 in this manual.

If you have any questions about the manual or other subjects regarding the exhibition, do not hesitate to contact us via email info@wtcexpo.nl or phone +31(0)58 - 2941500.

For specific questions about our catering services you can contact our department WTC Hospitality:

WTC Hospitality
telephone number +31(0)58-2941590 or e-mail info@wtchospitality.nl

On behalf of the management and staff of WTC Expo, we wish you a successful exhibition!

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1. THE COMPLEX

1.1 Location

View the route here

WTC Expo Leeuwarden
Entrance west: Fryslânplein/Stadionplein, Leeuwarden

From all directions there are ANWB traffic signs which will guide you to WTC Expo Leeuwarden.
The Main Entrance for this Exhibition is Entrance West, which you can reach via the Fryslânplein/Stadionplein.

1.2 Opening hours visitors

Wednesday	27 January 2027	10.00 tot 17.00 hour
Thursday	28 January 2027	10.00 tot 17.00 hour
Friday	29 January 2027	10.00 tot 17.00 hour
Saturday	30 January 2027	10.00 tot 17.00 hour
Sunday	31 January 2027	10.00 tot 17.00 hour

To supply your stand with extra products during Caravana, the halls open one hour earlier and close one hour later (when shown exhibitor card). Loading and unloading is only possible via Head entrance West.

1.3 Hall illumination

The lights in the exhibition halls are partially switched on during the opening hours of the exhibition.
In order to achieve an optimal presentation of your stand, we recommend to supply sufficient lighting in your stand.

1.4 Public-address system

The public-address system can only be used during the building and clearance period. During the opening hours this system is only available in case of emergency and announcements from the organization. The installation is not available for exhibitors, only for the organisation.

1.5 Security and liability

Building and evacuating the stands take place in a hectic period. We strongly advice not to leave your belongings unattended. You may keep valuables behind lock and key or take it with you when you leave. During and after opening hours of the exhibition period, security is present in the exhibition halls. However, we emphasize that you store your belongings at your own responsibility in your stand. WTC Expo is not liable for theft, damage or loss of goods. In many cases, a transport insurance includes participation in exhibitions. Check your insurance policy or ask your insurance agent.

For detailed information about the security and liability of WTC Expo, we refer you to the General Rental Conditions WTC Expo B.V.

1.6 Smoking policy

Throughout the entire complex of the WTC Expo smoking is prohibited.
There are no special smoking areas. Smoking is only allowed outside the complex.
Ashtrays have been placed outside at the main entrance for this purpose.

1.7 Dogs

Dogs are **not** allowed on the exhibition floor, except for (visible) assistance dogs.

2. STAND CONSTRUCTION

2.1 Building and decorating the stands

The following dates are planned for the building and decoration of the stands for Caravana 2027 in WTC Expo:

Sunday	24 January 2027	08:00 tot 18:00 hour
Monday	25 January 2027	08:00 tot 22:00 hour
Tuesday	26 January 2027	08:00 tot 22:00 hour
Wednesday	27 January 2027	08:00 tot 10:00 hour

When you assigned WTC Expo to build your stand or ordered a standard unit, the stand can be decorated from **Tuesday 26 January, 12:00 h.** From Tuesday 18:00h, the large transport doors will be closed and no car or any other means of transport will be allowed in the exhibition halls. From that moment supply of small materials is only possible through the main entrance. At Tuesday 26 January 21:00h, your stand has to be ready and the aisles have to be vacated.

During the periods of building and dismantling no doors and/or aisles can be blocked by materials or any means of transport. De routes of transport and removal on the parking lot and at the transport doors have to be approachable at all times. Please follow the instructions of our employees in the halls and the traffic wardens.

2.2 Clearance

You can clear your floor space no sooner than at the end of the exhibition. Directly after the end of the exhibition the carpet in the aisles will be removed, this makes it possible to use these aisles when clearing your stand. To make this go smoothly all the transport doors will be closed and the exhibitors are requested not to block the aisles. Thereafter you can clearance your floor space on:

Sunday	31 January 2027	17:30 tot 22:00 hour
Monday	1 February 2027	08:00 tot 18:00 hour

As of Monday 1 February 18:00h your floor space has to be cleared completely. Furniture supplied by WTC Expo will be removed from your stand directly after clo sing the exhibition. Please make sure nothing is left in or on the furniture.



2.3 Stand construction

Stand construction is obligated. At the least, the stand construction has to exist of: self supporting walls and floor carpet. Party tents/parasols are not allowed.

There are two possibilities for stand construction:

- You provide the stand construction by yourself by means of your own stand builder or your own firm;
- You rent the standard stand construction which is built up by the in-house stand builder of the WTC Expo.

For stands higher than 2,75 m., the attachment of flags and logos and other objects on the hall construction, a permission of the exhibition management is necessary. Please contact info@wtcexpo.nl.

For a different stand construction than standard or a color other than white, the price is calculated on request.

Please note: In the case of an island stand it is not permitted to place high walls on one of the 4 corners unless permission is granted by the exhibition management in writing.

Please note: Orders during the building period cannot be guaranteed and an addition of 50% will be charged extra to the price.

3. FACILITIES

3.1 Webshop

WTC Expo works with a webshop where you can arrange facility requests. Think of stand construction, furniture, landscaping, stand cleaning, etc.

- Username: https://webshop.wtcexpo.nl/inloggen/
- Password: DeelnemerWTCexpo26/27

Click here to enter the webshop

Stand cleaning

WTC Expo can take care of cleaning your stand on a daily basis. Standard cleaning consists of:

- Emptying dustbins, dusting chairs and seats, removal of fingerprints on closets, dusting and cleaning desks, tables, and other furniture, on the top side, vacuuming the floor.
- The cleaning takes place outside the opening hours of the exhibition. The stands will be cleaned on every exhibition day. This means the first cleaning will take place before opening of the first exhibition day and the last cleaning takes place before the opening of the last day of the exhibition. Extra cleaning can be requested separately.

Green decoration

Decorate your stand attractively by using plants, among other things. Plants and other green decoration are easily rented via the webshop. The rates of all green decoration includes placing and clearance. Delivery takes place on the first exhibition day before the official opening.

Please note: you can arrange your orders no later than 4 weeks before the start of the event online via our online shop.

Please note: orders are always subject to delivery.

3.2 Audio-visual means, truss construction, lighting, rigging

Are you interested in renting audio-visual means, lighting, standing / hanging truss construction, hoists, handles, et cetera?

Please contact the exhibition organization via info@wtcexpo.nl

Creative Technology is responsible for all rigging in the WTC Expo.

Creative Technology Netherlands B.V.
Charles Lindberghlaan 14-16
8218 NS Lelystad

Tel: +31 (0)88 322 3700
Website: https://ct-group.com/nl/
E-mailaddress: nl.info@ct-group.com

Rigging is only allowed above your own stand and up to a maximum height, as specified in the user manual. Creative Technology is the only rigging company that is allowed to make suspension points on the roof of the WTC complex.

It is not permitted to have suspension points provided by third parties.



3.3 Electricity/ Water

At the latest 2 weeks before the start the building of the exhibition the connections for electricity and water must be requested. When a connection is requested at a later time we cannot guarantee the construction. Connections requested during the building period will be charged extra with 50% and cannot be guaranteed.

- All prices include assembly and exclude VAT
- Missing / damaged goods will be charged to the tenant / user
- Metal stands must be earthed
- The use of flat cord is prohibited
- You must provide a quality controlled extension cable by yourself

Guidelines for the use of water to prevent Legionella

Concerning the safety of everyone who enters our building; tenants, visitors, exhibitors, employees and so forth, the use of open, flowing, sprinkling or fogged/misty water, as in fountains, sauna's and whirlpools, is only allowed when the following guidelines are carried out:

The water you use should only be obtained from the WTC Expo pipe system.

- It is prohibited to use water from the fire reel, this water can only to be used to extinguish a fire.
- Water from the washing rooms is not suitable for drinking but can be used for other purposes.
- The usage of air moisturizes, as in amongst others air conditioners, is prohibited.
- Water with a temperature between 20ºC and 60ºC, is water within the risk category. The use of water within the risk category (between 20ºC and 60ºC) is only allowed when 0,3 milligrams active chloride per liter water is added. When no chloride is used this water has to be refreshed on a daily basis.
- Boilers have to be adjusted over 60ºC.
- Demonstrations have to take place in closed spaces.
- You are obligated to check the temperature of the water at least once a day during the whole event and keep a log of your findings.
- You are obligated to cooperate in possible tests, sampling and inspections carried out by WTC Expo and/or other official authorities

Click here to request a water- and/or electricity connections.



3.4 Stand decoration

In our webshop you will find a number of options for facilities in your stand. For example, a counter for the payment of products, a corner storage / dressing room, tables and chairs, presentation cabinets, refrigerators and more. If you have special wishes that you cannot find in the webshop, please contact the exhibition organization via info@wtcexpo.nl.

All stand decoration will be delivered no later than Tuesday 26 January.

Via the webshop you will find facilities* for your stand. For example green decoration such as plants, furniture, cleaning etc. Click here to enter the webshop
**All facilities are on a rental basis per exhibition period*

Please note: you can arrange your orders no later than 4 weeks before the start of the event online via our online shop.

Please note: orders are always subject to delivery.

Click here to enter the webshop

3.5 WIFI

Wi-Fi is available during the exhibition. This is a paid service. You can purchase access to this network through our webshop and on location at our information desk. You need a code per device. It is not possible to use this code on other devices. A wireless connection can be requested per exhibition period.

Applications can be made at the information desk in the Traverse, where you can pick up a ticket for € 75 incl. VAT (for the entire exhibition period) with which you can establish a wireless internet connection. We always recommend using a wired connection for critical activities on the stand. You must request this before the start of the building period of the exhibition. The price for cable internet is calculated on request.



3.6 Requests of presentation and activities on the stand

If your presentation / activity at the stand involves sound by audio / video, open fire and / or gases, you must submit a request for this to the organization via info@wtcexpo.nl

3.7 Parking

Parking at WTC Expo and surrounding parking places is **free** for exhibitors as visitors. Follow the instructions of the traffic wardens and make sure that the roads are kept clear.

3.8 Complaints

Only written complaints will be handled up to 1 week after the event. Handling will take place no later than 3 weeks after receiving the complaint.

3.9 Forklift / aerial work platform

If you wish to use a forklift truck or aerial work platform including driver during construction or dismantling, you can request this in writing, stating the stand number, date, time and duration of use*.

The rates are as follows:

Forklift		**Aerial work platform**	
Monday to friday		Monday to friday	
08.00 - 18.00 hour	€ 55,- per hour	08.00 - 18.00 hour	€ 67,50 per hour
18.00 - 22.00 hour	€ 80,- per hour	18.00 - 22.00 hour	€ 90,- per hour
Saturday and sunday	€ 80,- per hour	Saturday and sunday	€ 90,- per hour

*Minimum purchase of 15 minutes



4. APPENDICES

4.1 Specifications of the standard units

Stand walls:

Material:	synthetic / aluminum	
Height:	including aluminum window-frame	: 250 cm.
Width:	including aluminum window-frame	: 100 cm.
Thickness:	aluminum window-frame	: 15 mm.
Window-frame colour:	metallic-aluminum	
Wall colour:	pearly white matt	
Nett wall surface:	within the frame	: 97 x 230 cm.

Placing items on the stand walls is only permitted when using the appropriate double-sided tape, non-permanent logo stickers and lettering. Placing items on aluminum profiles and the use of foam tape is not permitted. If plasterings leave residues on the walls, this will be considered damage and costs will be charged for this. The use of nails, staples, screws and paint on the walls is also prohibited.

You can decorate the walls with lightweight materials by attaching them to S-hooks(45mm) with nylon thread or by using clipboard clamps (20mm) from the top of the stand. Do not forget to coordinate these guidelines carefully with any employees who will later take care of the stand design on site or hired decorators, advertising agencies and / or (additional) stand builders.

Fascia:

Material:	synthetic/ aluminum	
Height:	including aluminum window-frame	: 10 cm.
Thickness:	aluminum window-frame	: 15 mm.
Window-frame colour:	metallic-aluminum	
Fascia colour:	pearly white-matt	: 28 x 110 cm.
Passing height / attachment height		: app. 220 cm.

Carpet:

Kind:	Heugafelt-escolita tiles
Size per tile:	100 x 100 cm.
Colour:	The colours of the carpet can be found in our webshop.

Webshop

If you are in doubt and/or if you have any questions, please contact the exhibition management
Tel.: +31 (0)58-2941500 Mail: info@wtcexpo.nl

4.2 Guidelines of the fire brigade

- All inflammable materials have to be fire proof impregnated. (Examples of inflammable materials: decorations existing of paper, cloth, textile, flags etc.)

ATTENTION: A COPY OF THE CERTIFICATE OF IMPREGNATION has to be handed out to the organisation, when there is no certificate the object/material can not be used.

- Gas cylinders, filled (diesel) tanks or other flammable substances cannot be present at the exhibition.
- Open fire, like candles, can not be used without supervision.
- All the presentations have to take place within participants own floor space; the aisles always have to stay clear of obstacles.
- Presentations, especially from machinery and moving or hanging attributes, have to be placed safely for the public and surroundings. Hanging objects can only be used when consulted with our in-house rigger Faber AV (as seen earlier in this user manual).
- Emergency exits can never be blocked on the inside as well as on the outside of the building.
- No changes or alterations can be made on the applied cables and wiring.
- The fire-plugs always have to be approachable and visible.
- Open spaces behind the stands can not be used for storage or litter.
- In case of calamity always contact the organization or security immediately.

To impregnate materials you can contact:

BHV Friesland, Master de Jongwei 28, 9219 VN De Tike.
www.BHV.frl

We wish you a successfull exhibition!

