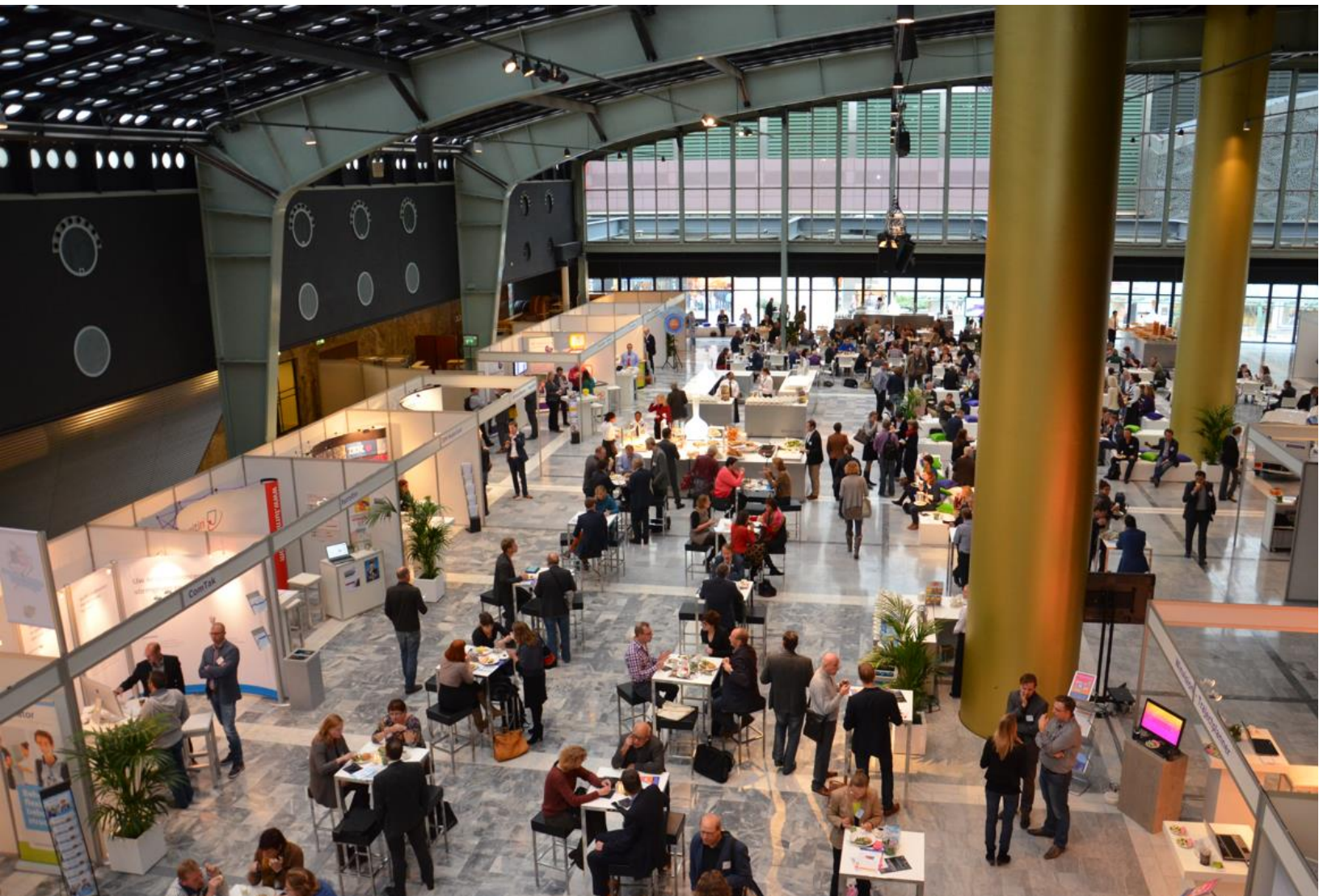


Exhibitors Manual

Postillion Hotel & Convention Centre WTC Rotterdam



1.0 Delivery of materials to venue

Postal delivery of mail, folder materials, stand equipment etc. is only allowed by permission of Postillion Convention Center WTC Rotterdam. This is not permitted sooner than 1 working day prior to the event/conference.

Address details:

- Postillion Hotel & Convention Centre WTC Rotterdam
- Beursplein 37, 3011 AA – Rotterdam
- Description of the contents of the package
- Date of the event/conference
- Name of the event / conference
- Details of sender

We don't accept packages that don't contain the above details

1.1 Storage

The materials will be stored temporarily and will be brought to the location at the event / conference as agreed upon with the organizer of the event.

We need to be notified beforehand about the delivery of pallets and large materials / equipment because we don't have enough storage space. It might be possible that, due to limited storage, your delivery is only possible on the day of your event / conference.

When necessary, an extra storage room that needs to be blocked, such as a meeting room or other space, will be charged to the organizer of the event. Therefore we strongly advise you to discuss this beforehand with the event / conference organizer.

All goods, materials, packages should be taken away immediately after the conference. As there is no space to store these items, Postillion will dispose these when not taken away. Only by agreement with Postillion and based on availability, packages can be kept in storage after the event / conference.

1.2 Import duties

Postillion Hotel & Convention Centre WTC Rotterdam does not provide reimbursement or payment of import duties to couriers or suppliers upon delivery. We will not accept the package if any form of payment needs to be made.

1.3 Liability deliveries

Postillion Hotel & Convention Centre WTC Rotterdam is not liable for missing/damaged deliveries from users or deliveries that users have delivered by a third party.

2.0 Loading and unloading on setup day / day of the event

Small materials / equipment can be either handled through the main entrance of the WTC building or via the Postillion Hotel entrance.

2.1 Visiting address WTC building

Beursplein 37

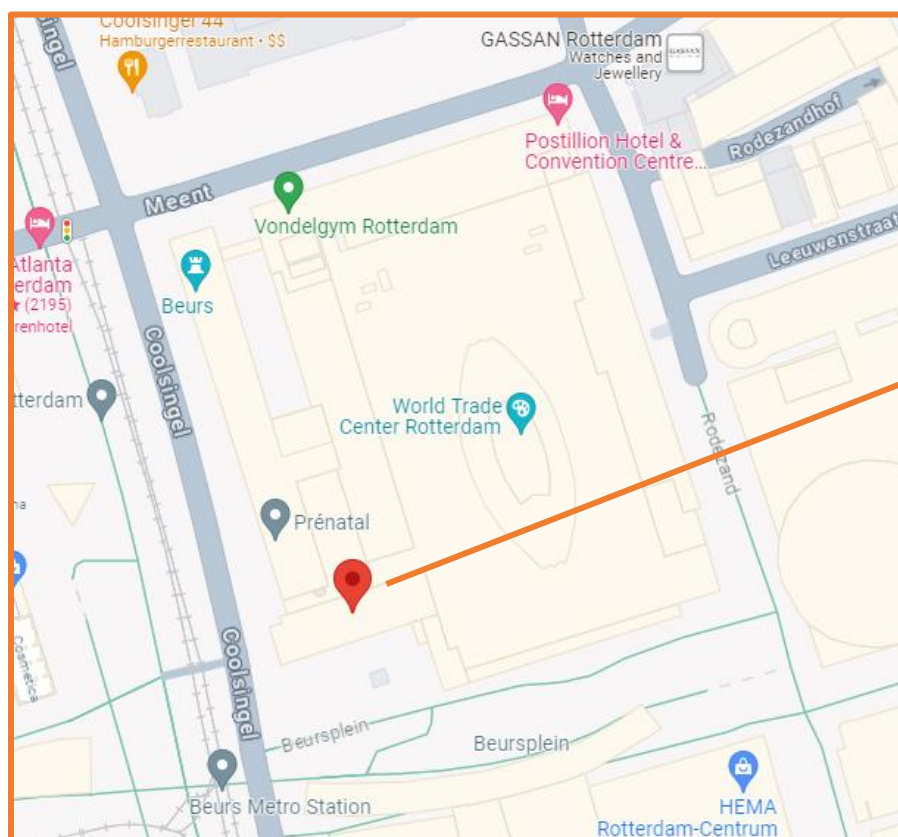
3011 AA Rotterdam

The main entrance is accessible by escalator or two flight of stairs (1 x 11 steps and 1 x 10 steps). The measurements of the doorway are height 2,15 meters and width 1,20 meters.

Upon arrival please report at the reception desk and ask for the F&B Supervisor of Postillion WTC Rotterdam.

Since the main entrance can be very busy and isn't an official loading area – we do prefer you use the loading and unloading zones at the Meent side / Rodezand side. So, only use this entrance for SMALL materials/equipment.

Damages due to careless use, will be charged to the user accordingly.



ENTRANCE WTC

2.2 Visiting address Postillion Hotel

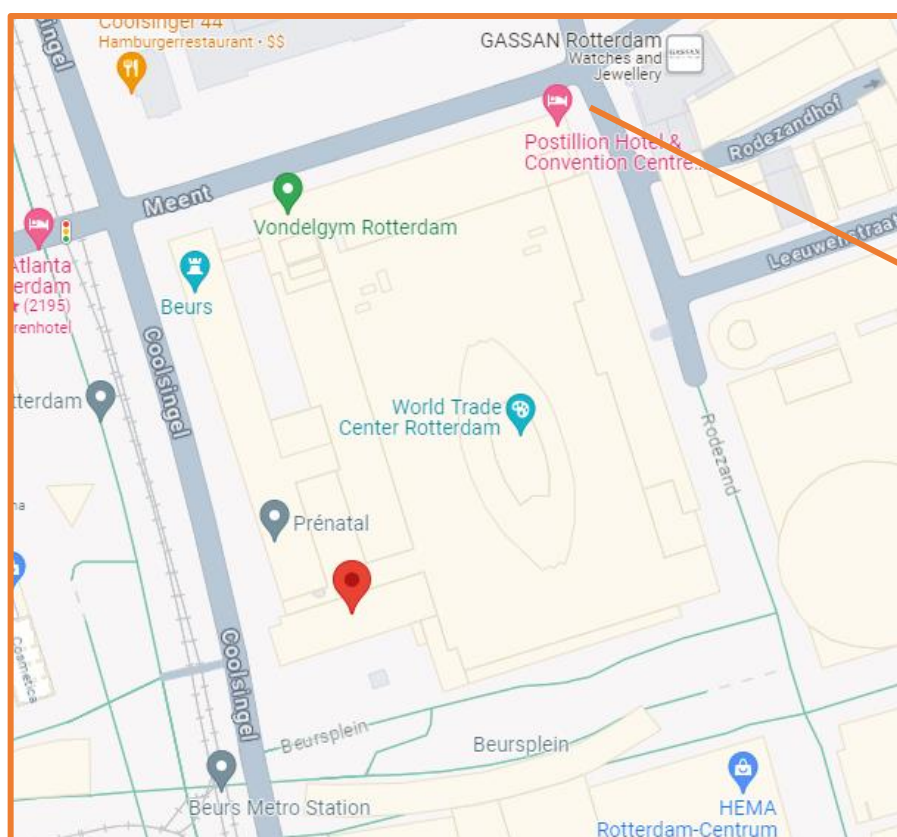
Meent 110
3011 JS Rotterdam

The hotel entrance is accessible by stairs (1 x 8 steps). The measurements of the doorway are 120 cm width and 300 cm high. After that, you can take the stairs (2 x 10 steps) or the elevator. The measurements of the elevator are 290 cm high x 90 cm width x 157 cm deep. Please note this elevator is for hotel guests and not for big materials. This elevator should not be blocked for too long.

Upon arrival please report at the reception desk and ask for the F&B Supervisor of Postillion WTC Rotterdam.

Since the hotel entrance can be very busy and isn't an official loading area – we do prefer you use the loading and unloading zones at the Meent side / Rodezand side. So, only use this entrance for SMALL materials/equipment.

Damages due to careless use, will be charged to the user accordingly.



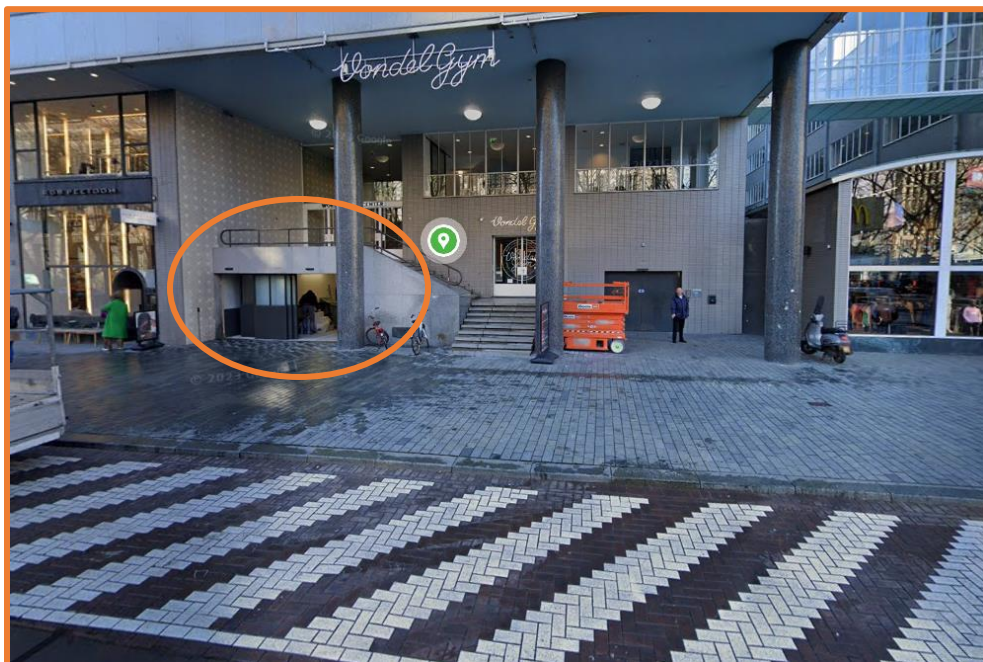
ENTRANCE HOTEL

2.3 Loading Dock, Expedition area Meent

The WTC building has an expedition entrance which is used for large materials/transport.

Adress Expedition Meent

World Trade Centre Rotterdam
Meent 130
3011 JS Rotterdam



You will recognize the expedition entrance by the sign 'Expeditie Meentzijde' on the large black sliding doors.

Loading docks/parking places are marked on the street.

Opening the doors will be done by our security once you have contacted them via the intercom (on the right side of the sliding doors). This entrance is 220 cm high and 185 cm wide.

The general terms and regulations for loading and unloading are applied. So please keep in mind that the police checks regularly. Any fines you may receive are your own liability and cannot be claimed from us.

If you wish to remain parked longer, with a small vehicle, then we advise you to use the WTC Beursplein parking garage where you can pay with credit card.

The expedition elevator has the following dimensions:

- 5,50 meters long

- 2,19 meters wide
- 2,30 meters high

The maximum weight capacity of the elevator is 4.000kg. In the elevator press number 2 to reach the main hall. Please keep in mind that the elevator has sensitive sensors. The areas are marked with yellow striping.

The main hall / exhibition area is on the second floor. When leaving the elevator, turn left and follow the long corridor.

During the set-up of the event/ conference a Floor Manager / F&B Supervisor will be present for questions and advice. The Floor Manager / F&B Supervisor can be reached through the reception desk in the main hall.

If large quantities of materials need to be delivered or collected via expedition during normal working hours, a security officer needs to be deployed (for a minimum of four hours). These costs will be charged to the organizer of the event / conference. If you do need to deliver large quantities of goods, please send us a timely message setting out the names of the suppliers/carriers and their expected times of arrival.

If you use both the Meent side expedition as the Rodezand expedition, you need to take into account that both will be deployed with a security officer.

2.4 Loading Dock, Expedition area Rodezand

Expedition area Rodezand can be used for smaller material/transport and only with permission from Postillion Convention Centre WTC Rotterdam.

Address Expedition Rodezand

World Trade Centre Rotterdam
Rodezand 17
3011 AM ROTTERDAM



The entrance is situated across from the Leeuwenstraat.

Opening the doors will be done by our security once you have contacted them via the intercom (on the right side of the doors). This entrance is 209 cm high and 145 cm wide.

Loading docks/parking places are marked on the street and are situated across from Cinema Dance club. You can recognize the expedition entrance by the big sign with the text 'Expeditie Beurs-WTC'.

The general terms and regulations for loading and unloading are applied. So please keep in mind that the police checks regularly. Any fines you may receive are your own liability and cannot be claimed from us.

If you wish to remain parked longer, with a small vehicle, then we advise you to use the WTC Beursplein parking garage where you can also pay with credit card.

The expedition elevator has the following dimensions:

- 2,10 meters long
- 1,66 meters wide
- 2,25 meters high

The maximum weight capacity of the elevator is 1.600kg.

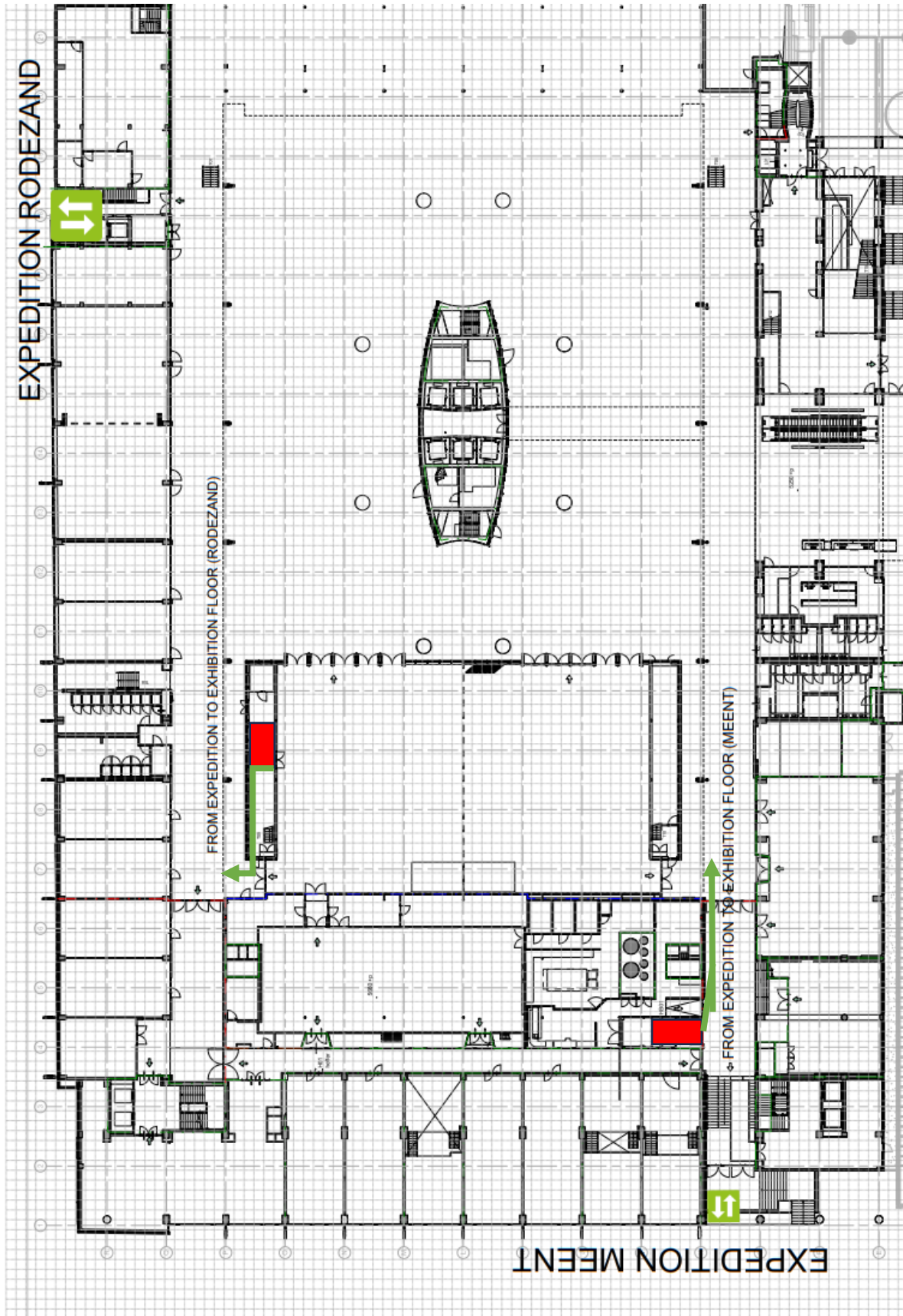
The elevator is located on the left at the end of the expedition entrance. In the elevator press number 1 to reach the Shipping Hall.

The main hall / exhibition area is on the second floor. When leaving the elevator, turn left and follow the long corridor.

During the set-up of the event/ conference a Floor Manager / F&B Supervisor will be present for questions and advice. The Floor Manager / F&B Supervisor can be reached through the reception desk in the main hall.

If large quantities of materials need to be delivered or collected via expedition during normal working hours, a security officer needs to be deployed (for a minimum of four hours). These costs will be charged to the organizer of the event / conference. If you do need to deliver large quantities of goods, please send us a timely message setting out the names of the suppliers/carriers and their expected times of arrival.

If you use both the Meent side expedition as the Rodezand expedition, you need to take into account that both will be deployed with a security officer.



3.0 Rules for exhibitors

Hereinafter referred to as user

The user will make an appointment with regard to date and time beforehand in consultation with the organizer before loading or unloading of goods and materials.

1. For loading and unloading of goods intended for Postillion Hotel & Convention Centre WTC Rotterdam, please use the expedition entrance, located at Meent (130). There is a loading and unloading area for deliveries and collections; the expedition has controlled access. If you need to use the Goods In Entrance outside office hours, you will be charged for the costs of deploying a security officer for a minimum of four hours. He or she will monitor the entrance and ensure that the loading and unloading takes place efficiently and safely. The security officer will also inform you and your suppliers about the temporary parking of vehicles in the vicinity of the Postillion Convention Centre WTC Rotterdam.

If large quantities of materials need to be delivered or collected via expedition during normal working hours we will need to deploy a security officer (for a minimum of four hours). If you do need to deliver large quantities of goods, please send us a timely message setting out the names of the suppliers/carriers and their expected times of arrival.

2. The user will make an appointment (far) in advance in regards to date and time of the loading or unloading of the shipment and the estimated time needed for loading and/or unloading.

If you do need to deliver large quantities of goods, please send us a timely message setting out the names of the suppliers/carriers and their expected times of arrival.

3. Postillion Convention Centre WTC Rotterdam:
 - a) point out the entrance where the materials and goods can enter the building and after the event can leave the building.
 - b) in consultation determine the time at which the transport can take place. The user is obligated to strictly follow these directions. Unloading and loading is not permitted outside of the agreed time schedule.
4. The user needs to strictly follow all instructions and rules of the Postillion Convention Centre WTC Rotterdam.
5. The user will only use the assigned elevator for transporting goods and materials.
6. The transport of materials and goods needs to be done as quiet as possible.
7. It's absolutely forbidden to place materials in front of fire exits, fire extinguishers, fire routes/path or other safety measures (nor for a short period of time).

8. A fire route/path needs to be a minimum of 120 centimetres wide without any obstruction (nor for a short period of time).
9. During transport it is absolutely forbidden to place materials against walls, doors or door posts or use wedges to keep doors open.
10. The means of transport must be equipped with pneumatic tires and wheels and a type that does not make noise and that cannot damage a marble floor.
11. The supplier, exhibitor or builders are responsible for their own waste disposal and cleaning of the area. Postillion Convention Centre WTC Rotterdam does not have the facilities for additional waste disposal of suppliers, exhibitors and/or builders. When not following the
12. There are no storage possibilities with Postillion Convention Centre WTC Rotterdam. All means of storage (for example flight cases, pallets, etc.) after set-up will need to be removed from the Convention Centre floor and the building by the supplier, exhibitor or builder.
13. When leaving the room, the room has to be clean and equipped with all existing inventory as it was at entering the room. The only exception is if other agreements were made with regard to cleaning with Postillion Convention Centre WTC Rotterdam.
14. In order not to get litter in the city center and around our exhibition center, we have an anti-flyer policy. This means that flyering is prohibited within the building nor the direct surroundings of the building. If you can demonstrate that this is really necessary for your event, this will be assessed by the Postillion Convention Center WTC Rotterdam.

By flyer we mean the deliberate handing out of flyer material to passers-by who did not initially request this. We also conduct a discouragement policy for other folder and/or brochure material. As an Event Organizer, you are obliged to inform exhibitors and visitors about the use of as little as possible brochure material. If you or your exhibitor still want to use brochure materials, we advise you to choose materials that are less harmful to the environment. The use of ECF (elemental chlorine free bleaching) and/or TCF (totally chlorine free bleaching) paper is the standard for this. Also paper with a recognized environmental quality mark is part of the standard. 'Milieukeur', 'Blaue Engel', 'Nordic Swan' or 'European Ecolabel'. Postillion Convention Center WTC Rotterdam is happy to help and assist in other branding possibilities which are more environment friendly!

15. Any damages determined and costs for extra cleaning will be charged to the user.

16. It is not permitted to work with materials that can cause damage to other exhibition stands and to the building and its interior.
17. It is prohibited, without prior agreement, to temporarily store goods or materials in hallways, entrances, garages or in front of elevators.
18. The provided keys need to be returned on the same day and immediately after the completion of the task.
19. The user shall ensure that our tenants and their visitors will not encounter any harm or inconvenience while unloading and loading of goods and materials. The user will always make sure that the entrances to the emergency exits are unobstructed and meet all the fire regulations.
20. The user will only use the assigned standard electricity connection / power socket.
21. The user is responsible and therefore liable for the safe use of electronic devices.
22. Costs for electricity and any costs for assistance by officials of Postillion Convention Centre WTC Rotterdam will be charged to the user.
23. The Postillion Convention Centre World Trade Center Rotterdam is not liable for any damage, loss or theft of property. This applies to damage or loss caused by the organizers of and/or visitors to your event.
24. If any damage is caused in or to the building, we will hold organizers and suppliers liable for any and all costs arising from said damage. Any damage to equipment or furniture is for the account of the organizers. No holes may be bored in floors, walls, roofs or other parts of the building, nor may nails, tape, paint, adhesive, etc. be affixed to any part of the building. It is also strictly forbidden to attach any materials or items to the building's walls, doors, windows or furniture. Please leave the areas used by you in precisely the same state as you found them.
25. Without permission it's not allowed to place banners, furniture or other (promotional) materials in the general space (for example hallways). If no approval has been granted, all items placed in general areas are allowed to be removed without consultation.
26. Banners are not permitted along the wall not side of the WTC Art Gallery where art work is exhibited.
27. When an area or walkway needs to be secluded or private and tenants will need to be redirected, we will need to ask permission of the building owner/facilitator.

28. Please note we will need to grant access to visitors for the exhibition of the WTC Art Gallery at all times.
29. To the extent not mentioned above, the Postillion Hotels General Terms and Conditions are applicable. [Link to General Terms and Conditions](#)