



CENTRO DE CONVENCIONES
CARTAGENA DE INDIAS

EXHIBITOR GUIDELINES

1. TABLE OF CONTENTS

1. INTRODUCTION.....	3
2. GENERAL INFORMATION.....	4
2.1. LOCATION.....	4
2.2. CONTACT INFORMATION.....	4
3. MANDATORY GUIDELINES FOR EXHIBITORS.....	5
3.1. SETUP AND DISMANTLING SCHEDULES.....	5
3.2. ENTRY AND EXIT OF SUPPORT PERSONNEL, MERCHANDISE AND SUPPLIES.....	5
3.2.1 Support personal.....	5
3.2.2. Merchandise loading and unloading.....	5
3.3. EXHIBITION SETUP.....	7
3.4. RULES FOR COLLECTIVE COOPERATION.....	8
3.5. EXHIBITION DISMANTLING.....	9
3.6. ENTRY OF HEAVY EQUIPMENT AND VEHICLES.....	10
3.7. HEIGHTS.....	10
3.8. ELECTRIC SERVICES.....	11
3.9. WATER AND DRAINAGE SERVICES.....	12
3.10. FIRST AID.....	12
3.11. WASTE MANAGEMENT.....	12
3.12. ELEVATORS AND CARGO LIFT.....	12
3.13. SECURITY AND LIABILITY FOR LOSS OR THEFT.....	13
3.14. FIRE PREVENTION AND FIREFIGHTING.....	13
3.15. CARE OF THE CCCI'S WORKS OF ART.....	14
3.16. NON-SMOKING AREA.....	14
4. REQUEST FOR ADDITIONAL PRODUCTS AND SERVICES.....	15
4.1. FOOD AND BEVERAGE SERVICES.....	15
4.1.1. Food samplig.....	15
4.1.2. Corcage service.....	16
4.2. INTERNET AND TELECOMMUNICATIONS.....	16
4.3. TEMPORARY DUTY-FREE ZONE.....	17
4.4. FEATURES OF THE STANDS PROVIDED BY THE CCCI.....	17
5. ANNEX LIST.....	18

1. INTRODUCTION

For the Centro de Convenciones Cartagena de Indias (CCCI), it is a pleasure to have you as an exhibitor in our venue. We hope that this event grants you with great business opportunities, and that our services facilitate your commercial activities.

We have developed these guidelines to provide you with important information for the design, setup and dismantling of your commercial stands. You will find floor plans of our areas, capacity tables, forms for the request of services, instructions for customs clearance procedures, and our general regulations.

We suggest that as soon as you identify your logistic needs, to send us your requests to the Exhibitors Service Office [Oficina de Atención al Expositor] within the notice periods stipulated in this guide. Additional services will be subject to additional costs and availability.

It is crucial that all the staff participating, directly or indirectly, in the design, set-up and dismantling of your stand, is aware of these guidelines and of the regulations herein stipulated.

We wish to foster the success of your exhibition. Through an adequate planning, we will be able to provide you with all the services that you may require, as well as the security needed to carry out your event successfully. We will be waiting for you in Cartagena de Indias.

2. GENERAL INFORMATION

2.1. LOCATION

The Centro de Convenciones Cartagena de Indias is located in the city's Historical Center, just a few meters away from the walled city and leading hotels; it is also only a few minutes away from the modern tourist areas of Bocagrande and El Laguito.



Moreover, in the surrounding area of Getsemaní, you will find a wide variety of hotels and hostels for your comfort and convenience. Through our web site www.cccartagena.com you will be able to find our exact location, as well as the nearest hotels.

2.2. CONTACT INFORMATION

Exhibitors Service Office
expositores@cccartagena.com
Phone number: +(57) (5) 6544442

3. MANDATORY GUIDELINES FOR EXHIBITORS

3.1. SET-UP AND DISMANTLING SCHEDULE

The set-up and dismantling schedule is stipulated on the contracted areas.. Event organizers may modify the schedule; please check in advance with the event organizer, or directly with the CCCI's Exhibitors Service Office, the dates and schedule established for the set-up and dismantling of the event. Please note that compliance with the schedule is mandatory.

Throughout the set-up, you will be able to use the areas the event organizer leased for this purpose. We will not allow set-up beyond the times established by contract with the event organizer. Please keep this in mind when programming the design and support staff needed for the set-up and dismantling of your exhibition.

3.2. ENTRY AND EXIT OF SUPPORT PERSONNEL, GOODS AND SUPPLIES

The admission of support staff, supplies and merchandise into the CCCI takes place through the warehouse entrance. Upon arrival, our security staff will verify their credentials as exhibitors.

The CCCI has diverse access points that may facilitate the entry and exit of personnel or supplies to/from several areas. These access points can only be enabled by the event organizers/operators, provided that the safety conditions stipulated by the CCCI are fully met. If you consider that the use of access points, different to the warehouse entry, are more convenient for you, please contact the event organizers so that they can make the necessary arrangements with the CCCI.

3.2.1 Support Personnel

Please make sure that your staff carries, at all times, the badge that identifies them as set-up, support or dismantling personnel. Likewise, confirm that any workforce hired in-country has the affiliation to the Colombian Social Security System up to date. It is the responsibility of the exhibitors, who hire third party services, to comply with the labor legislation in force.

3.2.2 Merchandise Loading and Unloading

For the entry of goods to the Temporary Duty-Free Zone, please refer to Section 4, where it is explained in detail the procedures to be followed. of the exhibitors, who hire third party services, to comply with the labor legislation in force.

The CCCI only allows the entry of goods that are directly related to the commercial showcase, and during the set-up dates. For security reasons, and without exceptions, the CCCI does not receive merchandise or any other supply before the dates stipulated for entry of materials. These dates are agreed with the event organizer.

If you wish to send cargo to the CCCI through a shipping company, it must be addressed to the person or company responsible for the set-up, or to the person appointed to move the goods from the venue's warehouse to the exhibition area. Remember to label the merchandise with the name of the event in which it will be used. Please, refrain from addressing any cargo to CCCI personnel.

Exhibitors must pay for the shipment of any cargo to be delivered at the CCCI. The CCCI will not accept any collect-on-delivery charges, nor will it take any responsibility for costs related to the delivery or pick-up of cargo.

If your exhibit includes items subject to any right-of-entry fees, please perform the corresponding procedures in advance (for detailed information, refer to section 4 of these guidelines). The CCCI reserves the right to permit the entry of these items into its facilities if the procedures have not been completed in due time.

For more information please refer to Annex 3 Load and Unload of Merchandise.

3.3. EXHIBITION SET-UP

We want to provide you with quality service in your events. To accomplish this you must not incur in any actions that may damage the physical infrastructure and elements available for lease at the CCCI.

We ask you to consider the following aspects when planning your exhibition:

- A. The Exhibitors and/or third party set-up companies that have one or more booths should receive the corresponding areas directly from the event organizer.
- B. Any elements to be used in the exhibit areas must be self-standing. We will not allow the use of braces, anchors, nailing blocks, nails or bolts; any drilling or attachment of items to the floors, walls, plafonds, columns or any other surfaces are equally forbidden. The stands must be made of finished parts ready to be assembled. The CCCI does not have a workshop area for the production or finishing of these pieces, and these activities will not be permitted inside the venue.
- C. Spray painting or any compression-painting systems are not permitted inside the CCCI.
- D. Removal of the venue's carpet is not permitted. Should there be any damage to the carpet (such as painting stains, holes, cuts or burns), a charge will be issued in accordance to the damage.. Staff authorized by the CCCI will take care of the cleaning and repair of the carpets.
- E. Exhibitors must install wooden flooring or platforms, to prevent any damage to the CCCI's marble or carpeted surfaces, if any other kind of finishing is needed over these surfaces.
- F. Any set-up company must have the tools and equipment necessary to perform its work. The CCCI does not have tools or equipment for loan.
- G. Any stand that features a structural development must have been approved by an engineer who had verified its fulfillment of the new 2010 Seismic-Resistant Standards NSR-10.
- H. Exhibitors and/or setup companies are responsible for the cleanup of the stands during the setup and dismantling activities. We consider garbage any material placed on shared areas or out of the areas assigned to the exhibitors. If you require the service of garbage/ rubble pick-up, please request it to the Exhibitors Service Office in advance.

I. The CCCI will pick up any supplies, items or goods abandoned in shared or circulation areas, without assuming any responsibility for their condition or whereabouts and any costs incurred in these activity will be charged to the exhibitors.

J. If you need to hang items from the ceilings or structures of our rooms or exhibit halls, you must request permission to the Exhibitors Service Office, before the beginning of your set-up.). The CCCI reserves the right to dismantle any elements not previously approved by the Exhibitors Service Office.

K. Under no circumstances, personnel external to the CCCI will be allowed to perform activities on the roofs of the buildings.

L. Exhibitors and/or set-up companies have the duty to learn, understand and convey these regulations to all the staff involved in the design, development, set-up and dismantling of the exhibition.

The CCCI reserves the right to stop any setup process, to remove elements or dismantle stands that fail to comply with the mandatory procedures specified by these guidelines. This will bring about charges to exhibitors. For any inquiries or clarification, please contact the Exhibitors Service Office. The CCCI reserves the right to admit setup companies that have breached these guidelines consistently. The same applies to personnel who insist on disregarding minimal industrial security standards, and those relative to the physical protection of the facilities.

3.4. RULES FOR COLLECTIVE COOPERATION

To ensure that all events develop successfully, it is important that each exhibitor ensures compliance with the following rules.

A. Your setup must not invade shared areas like aisles, corridors, evacuation paths, service ways, etc. Neither should it trespass upon areas assigned to other exhibitors. If you consider that the areas delimited for your commercial showcase are inadequate, please contact the event organizer.

B. Any advertising materials like banners, skylines, furnishings, among others, must remain inside the area of your commercial showcase. Please refrain from blocking the visual areas of your neighbors. The use of obscene material or that which may violate the morality, good practice and/or public order is prohibited.

- D. Avoid making noise or sounds that may disturb or cause inconvenience to other exhibitors and visitors. Exhibitors or set-up personnel must provide adequate acoustic insulation systems, or ensure sound volumes of no more than 80 decibels at three (3) meters from the emission source.
- E. Set-ups must not obstruct, at any time, electrical boxes, fire extinguishers, fire cabinets or emergency exits, to ensure safety at the CCCI.
- F. Any goods and supplies that belong to the stands must be moved through the service corridors, halls and staircases of the CCCI. The shared areas shall not be used for these purposes under any circumstances.
- G. Coordinate the set-up logistics of your commercial showcase with your event organizer in advance. This will prevent your supplies from getting blocked within areas where the set-up of other exhibitors or the beginning of events would restrict their movement.

3.5. EXHIBITION DISMANTLE

Exhibitors must return the areas and items leased to the CCCI for their activities in the same conditions in which they were received. In the event of damages to the areas or leased items, exhibitors, or if applicable the event organizer, will be required to cover the respective charges.

Once the period agreed for the dismantling is over, any elements that remain in the exhibit areas of the CCCI will be considered to have been willfully abandoned. The CCCI will remove these elements (without assuming any responsibility for them), and will extend to the exhibitor or event organizer the respective pick-up and transportation charges, whether these elements are debris, decorations or goods.

3.6. ENTRY OF HEAVY MACHINERY AND VEHICLES

The strength of the floor surfaces at the CCCI varies from one area to another. In order to guarantee the CCCI's security, the form for entry of heavy equipment and vehicles should be requested, completed and sent back to the Exhibitors Service Office at least 30 days in advance. Please remember that this authorization is essential for the entry of your heavy machinery or vehicles during the event set-up.

Any machinery or heavy equipment shall be supported on rubber bearings or similar materials to cushion and protect the floor. Pallets must be used to distribute the weight, as to avoid concentrations that may exceed the cargo capacity of the floor surfaces.

Any vehicle for exhibition must have its battery cables disconnected. The gas tank must be sealed, locked and filled only to one fourth (1/4) of its capacity. Plastic lining must be placed underneath the vehicle for leak protection.

Vehicles placed over CCCI carpeting must have their wheels wrapped in plastic. Otherwise, an additional carpet or plastic lining must be placed beneath them to prevent floor damages. Vehicles shall not be moved, at any time, during exhibit hours.

3.7. HEIGHTS

The Area Dimensions and Capacities Table, Annex 1, specifies the maximum heights allowed inside the halls. Please consult with the CCCI on any exceeding heights and get the corresponding authorization before the set-up. Make sure that the height of your items does not interfere with the visibility of neighboring stands, nor does it obstruct the air-conditioning ducts.

3.8. ELECTRIC SERVICES

Only CCCI staff is authorized to access and manipulate the power supply areas. We recommend the use of voltage stabilizers to reinforce the protection of computers and electronic equipment.

The wiring of the booths shall not hang on the structure or columns. It must be installed in a hidden way through appropriate pipes and remain adequately protected.

If your exhibition requires additional wiring, you must submit a request to the Exhibitors Service Office providing the technical information of the equipment to be used at the exhibition for quotation, payment and further installation. The equipment to be used should be in compliance with the following:

- The circuit breakers and/or connectors must be thermo-magnetic when required.
- Cables used to feed contacts must be of the required caliber proportional to the electrical charge they are supporting..
- The wiring employed to feed lamps must be of the required caliber for the corresponding electric charge, equipped with ballasts, and not placed on the floor.
- The cable joints must be always insulated with tape suitable for this purpose.

These regulations intend to protect the event facilities against unnecessary heating resulting from unexpected electrical charges, and to ensure the adequate provision of electricity to each exhibitor.

If the commercial showcase does not meet the safety regulations mentioned above, the CCCI reserves the right to unplug and remove any devices, light bulbs, lamps, spots or any other equipment that may be endangering the safety of the facility and its personnel.

Exhibitors must ensure that the staff responsible for the electric installations is registered at the National Council of Electrical Technicians (CONTE, Spanish acronym - Consejo Nacional de Técnicos Electricistas), and that they comply with the Technical Regulations for Electric Installations (RETIE, Spanish acronym - Reglamento Técnico de Instalaciones Eléctricas). Otherwise, the CCCI will not authorize the installation of electric devices and/or equipment.

3.9. WATER AND DRAINAGE SERVICES

The CCCI may provide water-connection and drainage services. Please contact the Exhibitor Service Office to confirm beforehand that this service can be implemented in your stand.

3.10. FIRST AID

In the event of an emergency, please contact the Event Coordinator or the Event Organizer to locate the medical services available for the event.

3.11. WASTE MANAGEMENT

The CCCI's cleaning staff will collect the garbage on the schedule established internally. In the meantime, exhibitors will keep any waste produced within their stands, inside their respective containers, in a way that it does not inconvenience neighbors or visitors.

If your commercial showcase generates waste volumes above the capacity of the containers provided for each stand, or if your exhibit requires permanent cleaning services, do not hesitate to contact our Exhibitors Service Office to assist you with the handling of these residues.

3.12. ELEVATORS AND CARGO LIFT

The CCCI has one (1) cargo lift, one (1) dual-purpose elevator, and one (1) staff elevator. Exhibitors may use the elevators during the dates agreed on for the organization of an event. These elevators serve the loading and unloading zone, the warehouse, the Grand Barahona Ball Room (Gran Salón Barahona), and the Exhibit Hall.

Below is a chart with the location and weight capacity of each of the elevators available.

Elevators	Floor Levels			Entrance Dimensions		Compartment Dimensions			Weight Capacity
	1	2	3	Width	Height	Width	Height	Length	
Service 1	Warehouse	Barahona 3	Offices	1.1 mts	2.1 mts	2 mts	2.22 mts	1.7 mts	1.6 ton
Cargo	Warehouse	Barahona 3	Not Applicable	5 mts	3.9 mts	5 mts	3.9 mts	2.9 mts	4.5 ton

Exhibitors are responsible for the proper use of these elevators and for not exceeding the capacity of each of them, based on the capacity table.

Coordinate with the event organizer the order-sequence of the exhibition set-up. The booths located near the cargo lift shall be the last to be mounted.

3.13. SECURITY AND LIABILITY FOR LOSS OR THEFT

The CCCI is responsible for the protection of common areas and its perimeter. If you wish to have additional security services for your exhibition area, please request them to the Exhibitors Service Office.

Please report to our Staff the loss of any element within our facilities. Through our security camera system, we will verify the viability of resolving the situation and if necessary, will guide you through the process of filing the report with the corresponding local authority.

Our clients and event participants are responsible for purchasing insurance policies against the damage or theft of the elements that they will bring into the CCCI. The Convention Center is not responsible for any lost or stolen item.

3.14. FIRE PREVENTION AND FIREFIGHTING

The CCCI and exhibitors must ensure compliance with the rules and regulations of the Fire Department of Cartagena (Departamento de Bomberos de Cartagena).

The CCCI has an automatic sprinkler system as well as cabinets for fire hoses and extinguishers. It is forbidden to hide, obstruct or damage the exit doors and lights, the alarm stations, the fire-hose cabinets, the extinguishers, and the strobe lights.

The CCCI restricts the entry and manipulation of flammable compressed gases, helium tanks, ignitable or combustible liquids, hazardous chemicals or materials, class 2 lasers or higher, and explosive agents inside its facilities.

Likewise, the use of the following items is restricted: electric or gas-operated cooking appliances, open flame tools, welding utensils and materials, cutting torches, ammunition, radioactive devices, pressure equipment, fireworks of any kind, volatile-explosive agents, inflammable cryogenic gases, spray cans with flammable boosters, portable heating systems, hazardous processes or materials throughout the exhibition.

If your commercial showcase requires the use of any of these elements, you must inform the Exhibitors Service Office in advance. The Office will assess the request and take the necessary safety measures in agreement with the fire department, and/or issue a permit for the use of these items.

The CCCI reserves the right to remove from its facilities any of the items mentioned above if not previously authorized by its security department.

3.15. CARE OF THE CCCI'S WORKS OF ART

The CCCI is privileged to house valuable works of art, which are part of the artistic heritage of the city. It is the responsibility of all to take extreme measures for their protection, conservation and care. Access to these works of art is restricted and placing any object that may obstruct their visibility it's prohibited.

3.16. NON-SMOKING AREA

The CCCI is a smoke-free facility in compliance with Article 19 of Law 1339 of 2009.

4. REQUEST FOR ADDITIONAL PRODUCTS AND SERVICES

The CCCI has an extensive catalogue of products and services (Annex 9), specially designed to meet your needs and assist you in the success of your business. We invite you to review it and place your request with enough time in advance to ensure the availability of the services for the event.

The requests must be addressed to our Exhibitors Service Office. This office could also provide you with technical information about our facilities.

If you need especial services that are not included in our catalogue, please do not hesitate to consult with our advisors. It is crucial to file any requests at least thirty (30) days before the event.

4.1. FOOD AND BEVERAGE SERVICES

The CCCI has the infrastructure and the staff to guarantee a high-quality food and beverage (F&B) service. You may learn about our wide and diverse offers through our Service and Product Catalogue (ANNEX 9).

We do not allow the provision of food and beverage services, or logistic support, from external providers in our facilities.

4.1.1 Food Samplings

Companies whose corporate purpose is the regular manufacturing of food or beverage items may offer samplings of their products in their commercial showcases. If that is the case, and your event requires the entry of equipment and/or raw materials for those samplings, you must inform the Exhibitors Service Office at least thirty (30) days in advance. The Office will issue an access permit to the warehouse, and define the technical requirements of the stands.

We will authorize the entry of food and beverages only if the products are packaged and labeled properly with a legible expiration date. We will also require a copy of their respective sanitary registry.

Exhibitors will be responsible for the transport, storage and handling of these products. They must also provide adequate conditions to ensure the preservation and safety of the food items, under current legislation.

Serving sizes shall not exceed 3 centimeters. Beverages will be restricted to a maximum of 3 ounces in disposable containers of maximum 4 ounces.

The CCCI will directly provide any kind of food or beverage items (coffee, snacks, etc.) served to visitors or customers within promotional activities.

4.1.2 Rights of Entry for Alcoholic Beverages

If exhibitors decide not to contract any alcoholic-beverage services with the CCCI, the entry of this type of beverages requires the previous written authorization of our Exhibitors Service Office. The Office will issue such authorization once the exhibitor has paid the corresponding rights of entry. These alcoholic beverages shall meet the regulations stipulated in the Alcoholic-Beverage Entry Policy ANNEX 6.

4.2. INTERNET AND TELECOMMUNICATIONS

The CCCI has the infrastructure necessary to supply your exhibition with internet services, either wireless or cabled, subject to technical feasibility.

It may also provide access to the city's public telephone network, with complementary services such as telephone charging.

If your stand needs access to the public telephone network, or requires higher connectivity to handle on-line applications or high-speed data transmission, please contact our Exhibitors Service Office. Our technical department will advise you as needed. These services entail our filing a request with our internet-service provider; therefore, they must be confirmed and paid for fifteen (15) days before the event. Any service requests outside this margin of time are subject to availability and to the CCCI's conditions.

The network and the cabling distribution are subject to the conditions of the CCCI. The CCCI does not have dataphones for lease. Exhibitors must provide them, when needed in their showcases. However, no rights of entry are charged for them.

Any telecommunications service hired with us will count with the technical support of our IT systems department. Its staff will be available throughout the event. If you contract the telecommunications services with providers external to the CCCI, both the equipment and the connectivity services will pay the respective rights of entry. The CCCI assumes no responsibility for any damages caused by the services hired to third parties. Exhibitors will be liable for any damages caused by the provision of these externally hired services.

4.3. TEMPORARY DUTY-FREE ZONE

If your exhibition materials require temporary duty-free zone, please inform the organizer or operator of your event, so that he/she can make a formal request to the CCCI. This request must be submitted to the CCCI at least four (4) months before the first day of the event.

The CCCI can only offer an area of 15sqm for Temporary Duty-Free Zone purposes in accordance to the legal regulation of the National Tax and Customs Department (DIAN, Spanish Acronym). If your merchandise is oversized it must be transferred to a permanent duty-free Zone or request the Exhibitors Service Office a storage space for lease. In any case the storage time should not exceed the 30 days. You may put your customs agent in touch with the CCCI through the Security Officer's email: jefeseguridad@ccccartagena.com

Under any circumstances this merchandise shall be addressed to the personal name of the CCCI staff. For more information please refer to ANNEX 7 TEMPORARY DUTY-FREE ZONE.

4.4. FEATURES OF THE STANDS PROVIDED BY THE CCCI

Stands are delivered to the event organizer and they must be returned in the same conditions in which they were received. The CCCI's stands are delivered with one (1) table, two (2) chairs, one (1) electric outlet of 110 volts, two (2) light spots, one (1) wastebasket, one (1) valance.

Dividing panels: Panelplast MDF Panels, attached with aluminum frames. Dimension of each panel: 1.00m x 2.40m. Width: 7mm Wood color panels. We recommend working with 5 cm less than the standard measurement; that is, 3.95m x 2.95m. Keep in mind that the only objects that may be hanged from each panel are framed pictures, posters or banners, weighting not more than 5Kg per panel

Electric outlet: 110 volts in single-phase with ground-pole and a frequency of 60 hertz 2 kilowatts.

5. ANNEX LIST

- Annex 1: The CCCI's Area Capacity Charts
- Annex 2: Exterior Branding
- Annex 3: Load and Unload of Merchandise
- Annex 4: Embarkation and disembarkation of People
- Annex 5: Use of Floating Walkways
- Annex 6: Alcoholic Beverage Entry Policy
- Annex 7: Temporary Duty-Free Zone



CENTRO DE CONVENCIONES
CARTAGENA DE INDIAS

COMERCIAL@CCCARTAGENA.COM
GETSEMANÍ, CALLE 24 #8ª - 344 - CARTAGENA DE INDIAS, COLOMBIA



@cccartagenaco