



CENTRO DE CONVENCIONES —  
CARTAGENA DE INDIAS



# REGULATION OF OPERATIONS 2025

CTG-GC-ET-002 | Version 2025

by **HEROICA**

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# **1. INTRODUCTION AND PRESENTATION**

Located in the heart of the Historic Center of the city on the Bahía de las Ánimas, the newly renovated Cartagena de Indias Convention Center (CCCI) offers a memorable setting for events with high international standards.

The CCCI has more than 20,000 m<sup>2</sup> of versatile meeting spaces, making it accessible due to its value proposition and adaptable for events of all sizes, including associative, business, social, and others. Additionally, it offers a wide range of complementary services such as food and beverages - where the Marea restaurant stands out - audiovisual, technology and a and a dedicated service office for exhibitors.

The infrastructure and strategic location in the Historic Center of Cartagena de Indias, a World Historical and Cultural Heritage city, has given the CCCI an important competitive advantage allowing it to host every main event that has taken place in Colombia since 1982, the year in which it was inaugurated as the headquarters of the XXIII Meeting of the Assembly of Governors of the Inter-American Development Bank (IDB). Nowadays, the CCCI hosts national and international meetings for associations, corporations, festivals, government summits and is the premier venue for trade associations, among others.

It is the first venue in Latin America and the only one in Colombia that holds the Gold Certification of the International Association of Congress Palaces (AIPC) and the ISO9001:2015 quality certification of Bureau Veritas, awarded for excellence in its operation processes. All of the above is the result of the commitment of Grupo Heroica SAS, formed by Grupo GHL, Sala de las Américas and Conconcreto, which has been operating the venue for ten years, and which promotes the positioning of Cartagena de Indias and Colombia as a destination for tourism and meetings.

With recent investments of more than \$15,200 million pesos made by the shareholders of Grupo Heroica, interventions were carried out between 2016 and 2017 focused on ensuring the venue's completely renovated areas and multipurpose spaces equipped with cutting-edge technology, which offer a world-class experience for its guests. These investments were aimed at the development of an efficient and safe operation for employees and visitors focused on environmental conservation.

# **1. INTRODUCTION AND PRESENTATION**

As a strong confirmation of our commitment to promoting the Meetings Industry through a sustainable venue with high environmental awareness that positively impacts the city, Grupo Heroica installed 1,656 solar panels in 2018. This will allow the Cartagena de Indias Convention Center to self-generate 18% of the energy required for its operation through a partnership with the energy company Celsia, a leader in non-conventional renewable energies in Colombia.

We are very pleased that you have chosen the CCCI to carry out your event. Our commitment is to make it a memorable experience for you as an organizer and for your guests.

**DIANA M. RODRIGUEZ AROCHA**  
General Manager

## **2. COMMERCIAL MANAGEMENT AND SALES**

The initial contact with the CCCI should be directed to our Commercial Department. An Account Coordinator will review the solicited requirements for the event including the date, space needs and other services.

The booking of spaces in the CCCI is subject to availability and will be analyzed to find the best option for our clients. Once the allocation of areas has been set, the Account Coordinator will make the reservation of a room or space, either as a first or second option.

Any natural or legal person, national or foreign, can request a quote and availability of dates for their event, however, this does not mean approval of it by the CCCI. All applications are subject to approval by the administration. Please note that sending a quote does not imply the booking of a room or services, this is only possible through contractual processes.

An event will be considered as confirmed after signing a contract and transferring the minimum deposit or 30% of the contract's total value guarantee payment, which must be sent by email to the CCCI offices. All events must be paid for in full 72 business hours before they take place.

If an event has been quoted, but is not confirmed, it is subject to the space being allocated to another client. However, it is the commercial department's policy to contact all our customers by phone or email before booking a previously quoted area.

### **2.1 TYPES OF RESERVATIONS**

#### **2.1.1 First choice**

It provides a potential client with the priority of using a specific space booked on a fixed date. If the event is not confirmed before the quotation expires, the space will become available in the system for a new request.



### **2.1.2 Second choice**

It allows a client to make the reservation of an area on a fixed date that has been previously reserved by another client as their first choice. If the event is not confirmed before the quotation expires, the space will become available in the system for a new request.

When the second choice is offered, the first-choice client will be informed immediately, and from the notification, they will have a period to formalize the contract and make the deposit. Otherwise, the space will be assigned to the client in the second choice.

### **2.1.3 Confirmed**

Space assigned to a client by formalizing a contract and transferring a 30% deposit payment.

## **2.2 RESPONSIBILITY FOR THE RESERVATION**

The reservations of dates and areas in the CCCI must be made to the commercial team either by physical or digital means.

All reservations are subject to the policies and restrictions presented in this document.

For any questions you may have about reservations, feel free to reach out to our Sales Department.

## **2.3 RESERVATIONS PROCEDURE**

### **2.3.1 Quotation request**

To request a space or room, a quotation request must be sent to the Account Coordinator, either by physical or digital request. The CCCI reserves the right to accept or decline the request.

### **2.3.2 Contract formalization**

Once the quotation has been accepted and without prejudice to being modified later, the reservation of the areas will be formalized, as well as the provision of the services on the established dates.

The contract must be signed by the contracting party (natural or legal person) and by the legal representative of Grupo Heroica S.A.S. The quotation is an integral part of the contract and must contain the features, goods and services of the event. The payment methods, dates and amounts must be stipulated in the contract.

The client must send the original version of the contract with the requested signatures and supporting documents to the CCCI. Until this contract is received, the event will not be confirmed and will remain subject to the booking conditions.

### **2.3.3 Modifications of dates, areas and services for the event**

The client may request the event's date modification as long as they comply with the notice established in the contract. The CCCI will verify the availability of the new requested dates and may approve the modification request according to the status of existing reservations.

The equipment and services modifications will be subject to the contractually established conditions and the availability of the CCCI.

In all cases, up to 72 hours before the event, only up to 10% increases in the number of food and beverage services contracted will be accepted.

### **2.3.4 Additional deposit for contingencie**

The client must deposit 10% of the total event value, which will be used to cover any additional expenses authorized by the client and/or damages caused to the CCCI's or third parties' property as a result of the event. This percentage will be notified by the Account Coordinator during the negotiation process.

This deposit amount will be refunded to the client if no additional expenses arise, aside from the agreed ones, at the end of the event or if there were no incidents that affected the CCCI's movable and immovable property. The refund of this money will be made according to point 3.5 of this regulation.

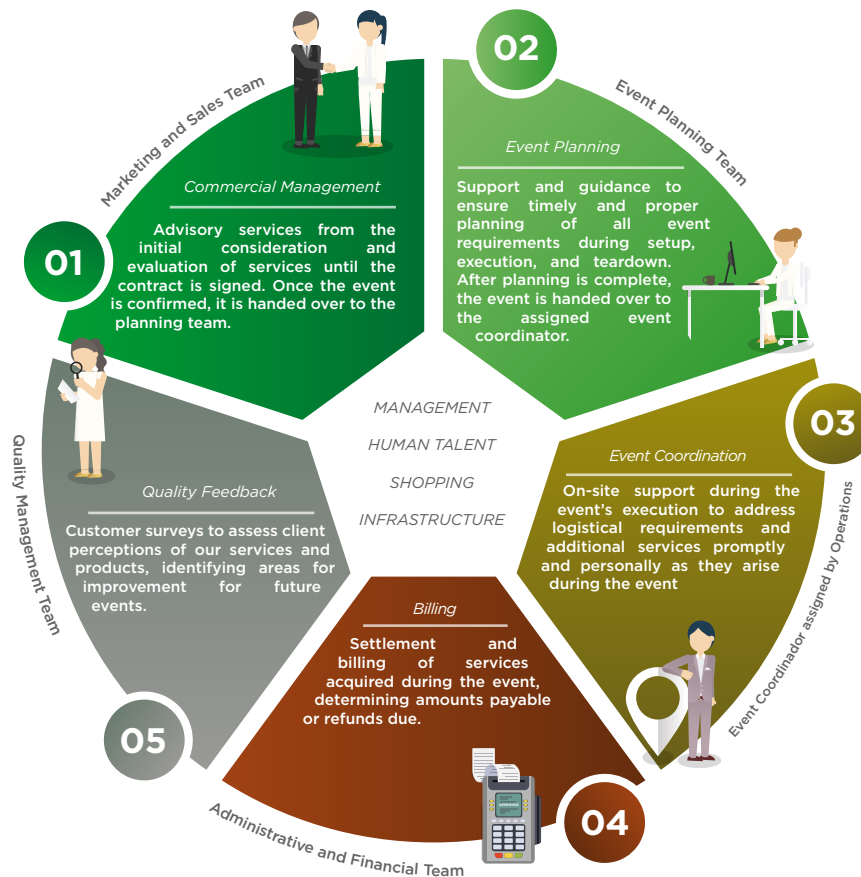
If the amount corresponding to unforeseen events becomes insufficient to cover the additional expenses and/or damages caused, the client must pay the additional value directly and before the provision of these additional services or together with the final settlement of the event.

### 3. EVENT OPERATION

The Cartagena de Indias Convention Center implements an operational scheme called "Circle of Experience". It aligns the areas involved in the operation (Commercial Management, Event Planning, Event Coordination, Billing and finally; Quality feedback) for an impeccable event development.

#### EVENT HANDOVER PROCESS

GRUPO HEROICA operates under an operational framework that aligns the areas involved in quoting, planning, and executing events to ensure their flawless development. The stages of this process are outlined below:





After the contract is signed, the Account Coordinator will introduce the client to the Event Planning and/or Coordination team who from this moment on, will be responsible for working hand in hand with the client in the event planning and development.

The Head of Planning or Planning Coordinator will be your contact and will always remain as the client's main link with the CCCI during their planning. Their main task is to collect all the information and event requirements and distribute it to the different departments.

To guarantee the event is successful, it is essential to plan and coordinate all the details in advance, as last-minute changes may generate risks or non-conformities. Good communication between the client and the CCCI is important to determine the special requirements for the event in advance.

Subsequently, the Event Coordinator, who will be responsible for ensuring the success in the event development, is presented to the client. The Event Coordinator will be able to address requests made by the client or the person designated by them as the organizer or responsible for the event.

### **3.1 SPACES**

The CCCI is committed to delivering the booked area/s on the stipulated dates and times, and with the layout requested during the event planning process. The Client may request changes for the layout type up to three (3) days before the start of the event setup.

Modifications to the requested layout outside this period will be subject to availability and will have an additional charge that the client must cover. The requested layouts must be those referred to in "Annex 1- Table of Dimensions and Capacities of the CCCI Areas".

The client must guarantee that the established capacities in terms of number of people per area will not be exceeded for the correct service provision, as well as for the participants' safety and the appropriate space temperature.

If the event requires a different layout than the one pre-established in the "Annex 1- Table of Dimensions and Capacities of the CCCI Areas", this setup will need to be reviewed and approved by CCCI staff. Do not forget to contact the Event Planning and Coordination team to arrange your required setup and the rates review for planning and budgeting purposes.

### **3.1.1 Space handover**

On the first day of the event setup, the protection management team and Event Coordinator must schedule an area inspection and handover tour with the client or person assigned by them.

This space or area handover is done through the 'Area Handover Report' format and the film record, which shows the client's acknowledgment of receipt in accordance with the agreed terms. If the client does not participate in these inspections and handover, it is assumed that he accepts and receives the areas in perfect condition.

At the end of the event disassembly, the client hands over the areas to a person designated by the Head of Protection Management using the 'Area Handover Report' format, checking if any damage occurred during the event. In the event the client does not participate in this handover, it is assumed that they accept the contents of the form and will bear the cost of any necessary repairs in case of any damage. Any damage that occurs during the event must be reported to both parties. The cost of repairing the damages is the client's responsibility, and the CCCI will carry out all the repair activities.

### **3.1.2 Layout Description**

The CCCI will provide the client with a plan of the contracted areas so that they can design the setup, indicating the layout of the spaces to be used and the arrangement of the elements that make up the service (stages, tables, stands, chairs, etc.). This plan with its corresponding layout must be submitted to the CCCI event planning process for review and approval.

The CCCI is not responsible for the design of event rooms or areas. This is the responsibility of the event organizer. The CCCI does not assume any responsibility for areas in floorplans that have not been previously approved by the Event Planning process.

The area floorplan submitted for approval must include the name of the event, booked dates, name and address of the service contractor. The floorplans must be drawn to scale, including the dimensions, heights and locations of stages, elements such as backings, registration counters, banners, registration areas, corridors, exits, entrances, and other similar elements that make up the event.

If the CCCI requires changes in the setup designed by the client, a communication with the recommendations will be sent. The customer must submit the corrected floor plan again.

### **3.1.3 Entrance of vehicles and heavy equipment to the CCCI Explanada**

The CCCI has the Explanada de San Francisco as a special area for exhibiting and displaying machinery, large equipment and any other element that could not be indoors due to its dimensions or weight.

If your event or trade show requires to enter vehicles or heavy machinery into this area, you must provide floorplans showing the location of each of them, including a description of each one (dimensions, weight, transportation means) at least 90 calendar days before the area handover. This, to determine the total load to be installed and ensure that it does not exceed the area's capacity.

The CCCI will not be held responsible in the event of damage to the items being brought in (products, materials, equipment, machinery, or any other type of goods), as their handling and maneuvering will be the sole responsibility of the Client and will not be under the control and/or supervision of the CCCI. Damages caused to the CCCI facilities will be covered by the client.

**Local authorities' restrictions:** Kindly be aware that traffic regulations restrict heavy vehicles in the city's historic center. These rules include keeping pedestrian areas clear and limiting the movement of such cargo to nighttime hours only, specifically between 10:00 PM and 6:00 AM. For further information see Annex 3 (CCCI Loading and Unloading of Goods). The measure is outlined in Decree 0876 of 2023, in Articles 7, 8, 9, and 10, which aims to regulate mobility around the economy's dynamics in the Historic Center. The circulation of cargo vehicles is prohibited, except for those with a capacity of 3.5 tons or less. Those with higher capacity can circulate, subject to a special permit granted by the Administrative Department of Traffic and Transportation.

**Location restrictions:** The maximum allowed weight is 0.5 tons per square meter, except for the Explanada de San Francisco in the area between the Obelisks and the first stairs, where it is 1 ton per square meter. Vehicles with these features, including crawler-bearing vehicles, should only be located in the first section of the flag square (mast area).

**Damage prevention:** Please consider the necessary security measures to avoid damage to the equipment or elements that are being brought in and for the proper care of CCCI facilities. We recommend the use of protective elements on access roads and internal facilities for vehicle entry. In the case of crawler-bearing vehicles, the event organizers must provide and use, at their own expense and risk, protective materials such as high-density



rubber mats for heavy traffic, wood with the same resistance features or others in order to protect the floors of the Explanada.

### **3.1.4 Limitations of use**

- It is prohibited for the client to attach objects or fix signs, posters, or any other material to the walls, panels, doors, floors, or windows of the CCCI. Nails, hooks, or tapes that may cause damage to the rooms finishes cannot be used. The client must consult with their Event Coordinator to review any requirements and materials that they wish to use in the different areas of the facilities.
- No decorative or advertising material that could affect the appearance or image of the CCCI may be affixed.
- It is forbidden to apply paint to the floors, ceilings, panels or walls of the building, to fix decals, stickers, plotters, posters and other similar in the CCCI.
- Clients or their staff may not occupy the corridors, access roads, passages, lobbies or elevators with samples, equipment, lights or objects without the consent of the CCCI administration.
- Clients or their authorized personnel may not modify the electrical, hydraulic, telephone or lighting installations unless such changes are consulted and studied by the Head of Infrastructure or a responsible official who has been designated by the administration at least 72 hours before the start of the event.
- The entry of minors is prohibited during the setup/disassembly of events.
- It is prohibited for individuals, setup staff, or companies to bring intoxicating beverages, psychoactive substances, or any material prohibited by Colombian law into the facilities, or to be under the influence or in a state of impairment because of the consumption of such substances.
- If the client or their staff cause any of the damages mentioned above or engage in similar behavior not covered in this manual, the amount will be deducted from the contingency deposit in order to cover the repair costs.
- When using carpeted areas as exhibition space, the event setup staff is required to place plastic or wood on top of the carpet before bringing in the load, material or equipment into the

area. Taking these measures will prevent damage caused by direct contact with forklifts, manual pallet trucks and/or similar equipment. Any damages will be charged to the final invoice of the event.

- The audio intensity used during the event should not exceed 60 decibels in the inside and outside of the event space/s in order to avoid interruptions or interference between different rooms, whether they are part of the same event or different events. If your event requires the use of high audio volumes, you must notify your Account Coordinator from the very moment of the negotiation.

**Note:** The maximum level stipulated on the Article 9 concerning the "Maximum Permissible Noise Emission Standards" of Resolution 0627 of April 7, 2006, of the Ministry of Environment, Housing and Territorial Development.

- While the areas are under setup, whether by third parties or by CCCI staff preparing the contracted services, the transit and/or presence of attendees, participants, and personnel other than those responsible for the setup will be restricted for safety reasons. Personal protective equipment must be used. Likewise, in order to guarantee the correct provision of services, the CCCI may restrict access and/or transit through areas that are under setup.

- The temporary location of materials or objects supplied by decorators must be approved by the CCCI.

- The CCCI staff must carry out all the use and/or movement of furniture, accessories, supplies, equipment, and other items owned by the venue.

- Lighting, ventilation and air conditioning will be provided during the event hours. Energy conservation is critical and lighting and minimum comfort levels will be maintained during setup and disassembly hours.

- Passenger elevators and all stairs are for public use and should not be used for loading or moving equipment.

- All motorized vehicles and mobile equipment must have prior authorization from the Convention Center to circulate within the facilities.

- All floor load capacities must be strictly observed. Any variation must be approved in writing by the CCCI. The floor capacity should be considered at all times and the infrastructure department should be consulted.
- The use of flammable materials is prohibited unless prior authorization of the CCCI. Candles are allowed only if they are fully protected or on a base.
- The CCCI offices telephone numbers are reserved exclusively for the venue's administrative operations.
- CCCI phone numbers will not be published as event phone numbers.
- All utility services are the property of the CCCI and their access is prohibited, as well as handling them or any other interference of said utility services without prior written authorization from the administration.
- The costs of repairs, damages, etc. resulting from the unauthorized use of these utilities are the responsibility of the client.
- Street vending, begging, and prostitution are not allowed in the CCCI or its vicinity.
- Any situation and activity caused by the client that the CCCI considers unsafe will be immediately communicated to the client or his representative, who must stop them until safety conditions are guaranteed. In the event of any disorder or misconduct during an event that puts the safety of the facilities or personnel at risk, the CCCI in coordination with the National Police, will take control of the event and terminate it.
- It is prohibited for the event to hire personnel under the age of 18 to work during the event or its setup and disassembly.
- All electrical cables must be taped immediately once installed on the floor with special tape or tread cable to prevent any accidents.
- It is against CCCI policy for any employee to personally accept tips or gifts of significant value from a client. In case the client wants to make a donation of leftover materials, please report it to your event coordinator, who will be in charge of managing it internally. If the donation of any details is presented, the Gift Authorization form must be completed.

### **3.1.5 Simultaneous events**

The CCCI may book different events in different rooms or areas, taking the necessary precautions so that no acoustic interference or operational problems occur and in such a way that allows attendees to enjoy the different contracted events.

### **3.1.6 Common areas**

The CCCI reserves the right to use and rent the areas that are not committed within the contract and that do not affect the normal event development.

### **3.1.7 Non-smoking area**

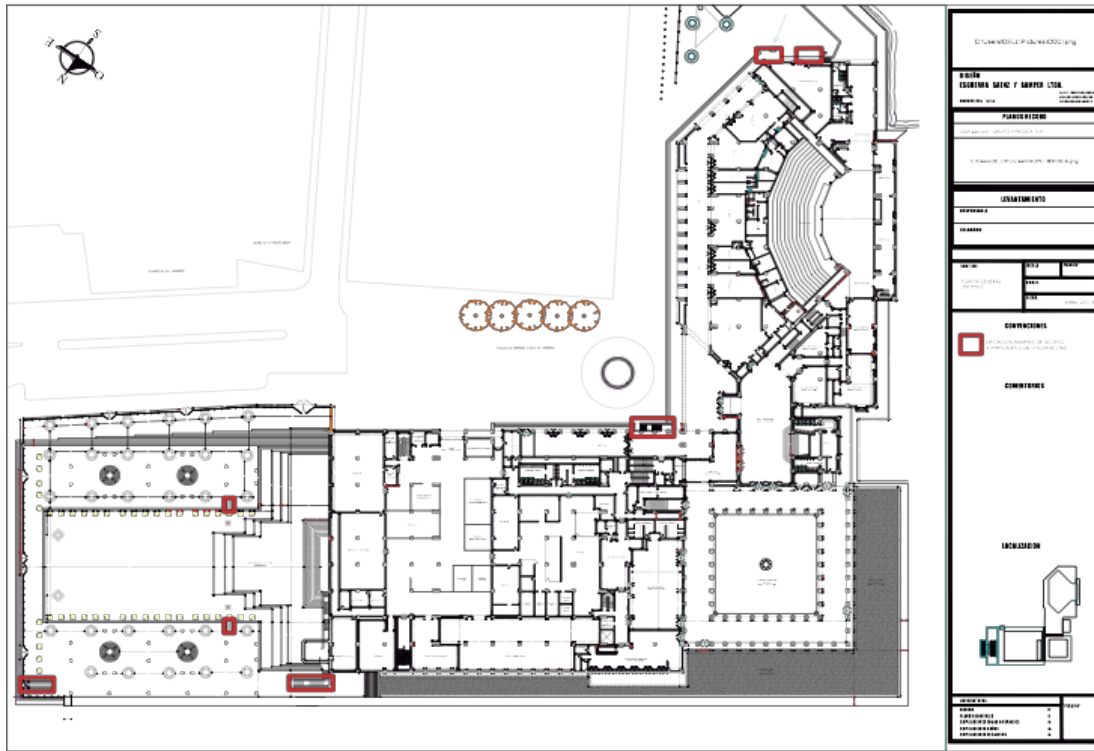
Smoking is not allowed in the meeting rooms or indoors public areas. The CCCI is a smoke-free facility and smoking is prohibited in the exhibition halls, trade fair halls, meeting rooms, bathrooms and setup areas. Article 19 Law 1335 of 2009.

### **3.1.8 Access for people with disabilities or reduced mobility**

In accordance with Statutory Law 1618 of February 27, 2013, (which establishes provisions to ensure the full exercise of the rights of individuals with reduced mobility).

The CCCI has different access routes to the facilities for people with reduced mobility, such as access ramps, elevators and lifts and sufficient space for autonomous mobility. We also have adapted bathrooms, wide corridors, and boxes in the Auditorio Getsemaní, as well as proper signage. All this to ensure equal access, use and enjoyment of the facilities of the CCCI by people with reduced mobility.

Below is the general layout of the CCCI facilities and the location of the access points for people with disabilities or reduced mobility.



### 3.1.9 Exclusivity of events

The CCCI reserves the right to rent or not the common areas to a particular event. The specific areas for the event development will be for exclusive use as long as the Client has paid for the corresponding amount established in the contract.

No event will have exclusivity over the common areas unless such exclusivity is expressly granted in writing in the contract. If the event requires exclusivity in common areas, this is subject to prior written approval by the CCCI.

The CCCI team will ensure that the event organizers, exhibitors, attendees and / or contractors do not transit through areas different from those assigned for their event.

If this behavior occurs repeatedly or if a situation arises that could affect the development or execution of an event, the Convention Center will notify the event organizer and may apply appropriate measures. If necessary, it may even remove the responsible person or people from the premises and/or restrict or prevent their entry in order to ensure the safety of other organizers, exhibitors, attendees, or guests, or that the event can proceed as planned.

### **3.1.10 Dress code**

One of the fundamental aspects for the success of any event are its attendees and participants, and therefore their attire and presentation. Be sure to inform your event participants and/or attendees about the conditions and proper attire they should wear.

If your event requires specific dress code conditions, please communicate them to your Event Coordinator in order to agree on the different elements and methods that will ensure compliance with these conditions.

## **3.2 GASTRONOMY**

The Gastronomy Area provides food and beverage products and services of the highest quality to meet the client's needs and requirements, from coffee breaks to gala menus for any type of event. For specific details and access to the portfolio, request it from your Account Coordinator or Head of Planning.

The Gastronomy team is committed to offering an experience through its cuisine, featuring a wide variety of personalized options including buffets, appetizers, food stations, drink bars, gala menus, and corporate dinners.

Guidance and creating gastronomic proposals and menus are available to all attendees, organizers, and exhibitors who hire the service, even during the trade show or setup times.

The CCCI adheres to current regulations regarding service gratuities. It is customary to tip 10% of the total cost of food and beverage services as a gesture of appreciation for the staff who assisted with the event. This tip is voluntary, and the client can refuse it or allocate a lower or higher amount as they deem appropriate.

### **3.2.1 Confirmation, modifications and increases**

In order to provide you with an excellent service, we kindly request that you communicate your menu selection and the estimated number of attendees for your event to our gastronomy department through your Account or Planning Coordinator at least twenty (20) days prior to the event.



The estimated number of food services confirmed by contract is the minimum guaranteed. This amount cannot be decreased.

The client may increase the quantities up to ten (10) days before the event. From that date and up to 72 hours before the event begins, an increase of up to 30% of the confirmed amount may be requested. Furthermore, an increase of up to 10% of the previously confirmed amount can be requested 24 hours before the event.

For any changes requested within the established 72 hours, the increases will be subject to the availability of the CCCI and may generate an additional surcharge on the price, which will be communicated to the Client at the time of making the request.

### **3.3 Menu tastings**

The CCCI provides clients with the opportunity to sample the selected menu items in advance for the various food services that will be offered during the event. The tastings will be held once the event has been confirmed and guaranteed. If the event has not been confirmed and the client wishes to conduct a menu tasting, they must cover the cost of the tasting.

These tastings must be held at least thirty (30) days before and requested to the event planning area at least forty-five (45) days before the start of the event.

The gastronomy team will be attentive to your needs and preferences to ensure the success of both the tasting and the event.

### **3.4 Food and beverage entry**

Entry of food, drinks, or other food products is only allowed as sample tastings.

Clients and exhibitors may offer tastings samples of food, beverages, or products they produce, provided they receive prior coordination and authorization from the relevant management and the venue's Quality department. Food and beverage sample tastings must meet the following minimum conditions:

- The beverage tastings is limited to a maximum of a 4 oz or 3 oz container, and food items are limited to 60gr snacks.
- The items offered to attendees are limited to products manufactured or produced by the exhibiting company. Written request with the products that will be offered as sample tastings is needed prior to the event. Please reach out to the Event Planning and Coordination Area for more details.
- If the food and drinks that you wish to enter do not comply with this sample tasting policy, they will not be allowed to enter the CCCI. Please keep in mind that our food and drinks department offer a wide variety of alternatives.
- The Client and their exhibitors will be jointly responsible for the quality, sanitation, and health standards of the sample tastings they offer. Therefore, they will be held liable for any damages or harm caused by such tastings and will address, take on, and pay for any lawsuits, claims, actions, judgments, penalties, or fines arising from the tastings, keeping the CCCI harmless. The client and/or exhibitor must be aware of and sign the document "Waiver of Liability and Assumption of Risk" in order for entry to be authorized.

### **3.5 Corkage and Liquor entry fees**

The CCCI will charge a corkage fee and liquor entry fee for alcoholic beverages brought into the premises that were not provided by our gastronomy department and when the CCCI has authorized it.

The administration reserves the right to admit the entry of liquor in any case and if allowed, the liquor must be checked by our staff so that it complies with the legal requirements, stamps and taxes. The liquor must be delivered to the CCCI at least 48 business hours before the start of the event.

The Customer will be solely responsible for the quality and conditions of the liquor brought in. For more information, please review our "Annex 6- Liquor Entry Policy". The CCCI will not refund money for corkage of liquors not consumed during the event.

### **3.6 Uneaten food**

It is CCCI policy to charge for all contracted gastronomy services, regardless of the number of people who attended the event.

Under no circumstances will the CCCI assume the costs of food and beverage supplies that were prepared but not consumed due to an unforeseen decrease in the number of attendees or force majeure reasons that result in a lower number of people being served. This is a common risk for any event and its derived costs should be covered by the client.

All gastronomy services offered in our facilities are prepared and presented exclusively by the Cartagena de Indias Convention Center. All food is prepared to be consumed at the CCCI during the event. For reasons of safety, quality, conservation, traceability and hygiene, any food that has not been consumed during the event cannot be removed from the CCCI premises nor will its value be deducted from the contract price.

### **3.7 AUDIOVISUAL, INTERNET AND TELECOMMUNICATIONS EQUIPMENT**

The CCCI offers a wide range of audiovisual services including multimedia projection lighting equipment, sound reinforcement, video production, cameras and simultaneous translation.

Third party suppliers are allowed to operate in the areas with prior notice; however, the sound system of the Barahona Hall and the Getsemaní Auditorium is for the exclusive use of authorized CCCI staff. If necessary, and under a special written permit with previously established conditions, it may be operated by a third party with prior CCCI approval. If you wish to use our systems for your event, leasing and fit-out fees will apply.

Please reach out to the Event Planning and Management Department who will provide you with information about the audiovisual services offered through our wide portfolio of products and services. For exhibitors, they must contact the Exhibitor Service Office.

The entry of audiovisual equipment by clients, organizers, representatives or exhibitors is totally prohibited unless the infrastructure rights of use fee has been previously paid.

Please consult with an Account Coordinator in advance for more information.

All CCCI equipment will be assembled and operated by authorized personnel under their supervision. The equipment will be available depending on inventory. Any equipment required for the event that is not available in the CCCI inventory must be obtained or outsourced by the client.

The handling, installation and operation of third party's equipment will be their sole responsibility. The equipment owned by the CCCI, as well as the sound booths, may only be operated by our staff. The CCCI will not provide support or technical assistance to any equipment belonging to the client.

### **3.8 GENERAL SERVICES**

General services will be provided by the CCCI according to the conditions established in the quotation. Below is a brief description of these services and the most important aspects for clients to consider when planning their event.

#### **3.8.1 Entry Rights**

The CCCI reserves the right to allow the entry of goods, equipment, materials, products, services, and any other items included in the portfolio of products and services offered by the CCCI, conditioning their entry to the payment of the corresponding entry fees.

The CCCI has arranged an entire physical, technological and human infrastructure in order to ensure that all of your event's needs are available. In case it is essential for you to enter products, services, or different elements for your event, we appreciate you checking in and agreeing with your Event Coordinator about the conditions.

#### **3.8.2 Maintenance and cleaning**

Every feature of the premises is carefully maintained to provide you with a clean and attractive environment for your event and to welcome its members, participants, sponsors and guests.

The CCCI will keep the common areas and meeting rooms clean in accordance with the event program. In case a situation arises that requires the attention of our public areas department, please contact your Event Coordinator.

The restroom service will be provided according to the conditions established in the quotation. Any additional services required for the event must be requested by the client and will be included in the initial quotation of the contract or as an additional service at the end of the event.

An increase in the number of participants as well as additional hours of event duration, will create an additional charge that must be covered by the client. Please inform your event coordinator about it, who will provide you with the respective rates.

### **3.8.3 Protection Management**

The CCCI has a permanent Protection Management team inside and outside its facilities. In the event that the client requests additional security services or that the Protection Management department recommends it and with the client's prior authorization, the cost of these will be included in the initial quotation or in the final event settlement.

The CCCI has security cameras for monitoring the perimeter of the building, parking, indoor public, and basic security system. The activities of the Protection Management staff cannot be restricted by the activities of the client organizing the event.

The CCCI will inform the client about the minimum level of security coverage for the event staff in any rented space and in other areas (e.g. public areas, secondary roads, registration areas, etc.). This service is provided by the CCCI and covered by the client.

No door will be secured or locked without written approval from the management. The Protection Management Department has keys for all locks, they are not to be lent, nor their handling delegated except for the area assigned as the client's work office, who must fill out a form of the receipt and handover of keys. Ask your Account Coordinator for the floorplans of the premises, which will point out the emergency exits and security resources that cannot be hindered.

The opening or use, even temporarily, of one or more doors providing access to the building requires the presence of a CCCI Protection Management Officer for each door, gate, or access point. This action must be coordinated in advance. Please contact your Event Coordinator to make the necessary arrangements.

All working personnel related to the event must enter and exit the CCCI through the designated routes and must be properly identified. It is the Client's responsibility to have them properly identified with a uniform, badge, ribbon, etc. The administration and the Protection Management department reserve the final right to allow event staff access to any inside area.

### **3.8.4 Telecommunications**

The CCCI has a wired data network (horizontal, vertical, and converging) for the transmission of Data, Voice, and Video, as well as a secure Wi-Fi wireless network with access rights based on the event's contract. Any device configured in Automatic mode, basic mode, or via DHCP (configured to automatically obtain an IP address) with proxy detection disabled can connect and transmit data according to the service type contracted.

Dedicated internet and telephone channel services must be requested by the client, or an infrastructure usage fee must be paid if acquired by an individual or guest.

The internet connection service through dedicated channels, telephone or Digital TV signal required by the event must be confirmed four (4) business days in advance before the event and they must designate a responsible person to receive the services as established in the quotation and the Quality Plan. The CCCI commits to providing the requested services under the established conditions and ensuring service compliance regarding connectivity and bandwidth in the requested areas.

Modifications to the wired and/or wireless voice and/or data network required within the four (4) business days prior to the event, which involve changes to the pre-established configurations, will incur an additional charge for setup and technical support. This charge will be added to the client's final bill settlement and is subject to availability.

The CCCI will guarantee 95% service availability for the internet, calculated based on a 24-hour service day. In case the event requires connectivity greater than 5 Megabytes, you must contact the CCCI I.T. area to establish the conditions of use and availability.

In the event of inconsistencies in the requested internet services, the event organization must report it to the Convention Center I.T. department through the Event Coordinator. They must prove connectivity availability, recording the test results in the Periodic Service Verification Log.



If the event has its own telecommunications and computer services provider, they may provide their services within our facilities as long as they cover the entry rights fee of the services and / or equipment or U.I.D. (Infrastructure Right of Use). If using the wired or wireless network of the Cartagena de Indias Convention Center (only applicable if the dedicated internet channel to be propagated through Wi-Fi is contracted with our ISP or Service Provider), you must also pay for the rental of this network.

The CCCI will not provide any support or be liable for damages that occur to third-party equipment, including the services.

### **3.8.5 Air-conditioned areas**

Air-conditioning service is included in our booking rates. It will be turned on one hour before the start of the event and until the end of it. This service can be provided during setup and disassembly days, as long as payment has been agreed for it. The CCCI has an air conditioning standard for setup and disassembly times of 24°C - 26°C and for event times of 22°C - 24°C. If a different standard is required, it must be notified during the Event Planning and Coordination process.

### **3.8.6 Electrical and lighting services**

The CCCI will provide general lighting, and the client will not be allowed to use gasoline-powered or other fuel-based lights in enclosed spaces without prior authorization from the management. The use of any other form of artificial light or the use of plants or similar electric motors will not be allowed without the administration's prior approval.

The client must notify the CCCI about special electrical system requirements for connections higher than 110V or network designs different from those already in place. The Event Planning and Coordination Department will prepare a budget with the total amount. Any technical aspect must be reported to the maintenance staff, who will provide the necessary authorization.

The CCCI has an electrical capacity of up to 3000 KVA. The electrical system has a grounding system so it can accommodate any electrical installation needs at 460 V / 208 V with a ground pole. However, the standard electrical connection available is the American standard with 110V / 60 Hz.

- **Emergency power plants** In the event of a power outage, the CCCI has two automatic emergency plants with a 30-second response time to supply the lighting of the areas and 110V equipment (does not supply air conditioning). It has the following features:

Brand: Caterpillar

Capacity: 750 KVA each, for a total of 1500 KVA

Output voltage: 440V

### **3.8.7 CCCI Event Staff**

The number of attendees and contracted food and beverage services must be confirmed at least ten (10) days prior to the event in order to accurately define the staffing needs. The CCCI is responsible for the hiring or outsourcing of the food and beverage service staff required to attend your social or business event with the highest levels of service quality.

The CCCI staff can carry out the setup in all event spaces, excluding the exhibition areas for trade fairs. The assembly and setup of audiovisual equipment and event production can be carried out by personnel hired by the event, provided it is done under the supervision of the CCCI technical staff.

### **3.9 EVENT SETTLEMENT**

The CCCI commits to settling and making the corresponding disbursements for the event within the timelines and conditions agreed upon contractually. If the deadlines for the refund of any balances and/or remaining amounts in favor of the Client were not expressly agreed upon, the CCCI must process the refund within no more than 15 business days from the settlement, and it must include the detailed settlement.

In case the client does not agree with the refunded amount, they must submit a formal notification to the Event Coordinator specifying the aspects in which they need clarification. The Event Coordinator must respond to this notification within no more than two (2) business days. If an agreement is not reached, the differences will be resolved under the terms established in the contract.

## **4. COMPLEMENTARY SERVICES**

### **4.1 MEDICAL SERVICES**

The event is required to comply with all regulations required by Colombian legislation and its respective regulatory bodies regarding emergency prevention and response. The characteristics of the medical services required vary depending on the type of event and its attendance capacity. These conditions are described by Colombian legislation, which must be fully complied with by the client and the event.

Based on the type of event and the number of attendees, it is mandatory for medical emergency personnel to be present for the complete duration of the event, in accordance with applicable regulations. In any case, they must be present at least one hour before the event begins, throughout the entire event and until the last attendee has left. All the above will be agreed on in advance according to the event schedule.

The client may hire the necessary medical services with the CCCI. If the decision is made not to contract these services, the event organization must submit a copy of the third-party service contract to the CCCI no later than 72 business hours before the event begins, ensuring coverage for the hours corresponding to the event's duration and complying with regulations based on the event's purpose and the number of attendees.

If the medical services availability requirements are not met according to Colombian legislation, the CCCI may cancel the event without them being liable for any refunds. In no case can an event start without having the required medical services.

### **4.2 PARKING SERVICE**

The CCCI provides a parking lot for the public and event attendees, with management, control, and fees determined in accordance with the applicable regulations.

The parking lot has a fixed rate per car per day, hour or fraction. If you are interested in paying for your guests' parking, the total cost will be included in the final bill settlement. The administration reserves the right to set the rates and policies related to the parking lot, complying with current regulations.

Similarly, if the client decides not to cover the parking service, each of the attendees must pay the corresponding amount at the parking lot's ticket booth, located at its main entrance.

The CCCI vehicle parking areas are divided into parking lot 1 and 2. In parking lot 1, three (3) spaces are included for people with disabilities or reduced mobility. The total parking area has more than 10,000m<sup>2</sup>.

For the event organizers, the CCCI will grant 3 complimentary parking spaces for the duration of the event, these spaces are subject to availability in the parking lot. The event planning or coordination area will request the driver's name and license plates of the 3 cars that will have this benefit. This information must be sent at least 72 hours before the event begins; otherwise, delays may occur when processing the courtesy procedure at the ticket booth.

#### **4.3 TRANSITORY FREE ZONE**

The CCCI offers its clients the possibility of using a Transitory Free Zone (ZFT) during their events to facilitate exhibitors in displaying their merchandise and equipment at the event, which complies with the legal provisions of the Ministry of Commerce, Industry, and Tourism (MinCIT) of the Republic of Colombia. To request this service, the client must submit the request to the CCCI Account Coordinator at least four (4) months before the start date of the event. The application request must include:

- Name and dates of the event
- Type of merchandise that will enter
- Participating countries
- Explanation of the event's importance for the country's economy and international trade

Once the ZFT approval resolution is issued by the MinCIT, the Account Coordinator will send it to you to confirm the service.

The Cartagena de Indias Convention Center will not process the documentation for the Transitory Free Zone for requests submitted outside the established timeframe, as it would not meet the required timelines for each stage set by the Ministry of Commerce, Industry, and Tourism.

The Cartagena de Indias Convention Center will be responsible for enforcing the current regulations set by the Ministry of Commerce, Industry, and Tourism, who authorizes, and by the DIAN, who controls of the Transitory Free Zone. Under no circumstances will the goods or equipment brought be allowed to leave our premises without complying with the legal provisions.

The staff of the CCCI is not authorized to carry out any type of procedure outside the facilities for the purpose of coordinating the entry or withdrawal of goods from the customs Transitional Free Zone; the coordination for the material's arrival or departure is at the expense of the client or customs agency of their choice.

For more information see Annex 7 (Transitional Free Zone Guidelines)

#### **4.4 CCCI FLOATING WALKWAY**

One of the unique features of the Cartagena de Indias Convention Center, setting it apart from other venues, is the authorized use of the floating walkway by the General Maritime Directorate (DIMAR). This allows for the docking of ships and naval vessels to embark or disembark personnel, particularly event attendees.

In case you require the use of this walkway, you must submit the request according to the instructions set out in the "Annex 5- Use of CCCI Floating Walkways". Please consider the required documentation and the necessary timeline for the approval.

## **5. HANDLING OF LOADS AND GOODS**

The CCCI has a storage area where the loading and unloading of goods is carried out. For loading and unloading, you can have 2 medium-sized small trucks at the same time or 1 large-sized one.

All goods that the client enters our warehouses will be registered for control and follow-up. Similarly, when it is time to remove it, the exit procedure will be carried out with the form. If the person removing the goods is different from the one who entered it, the client must send a written authorization.

If at the end of the event you cannot remove your goods, you must place them in the security hold in well-sealed boxes for a maximum of 48 hours.

The designated days for delivery and receipt of goods and items owned by the client will be those established with the event planning or management department.

For further information see Annex 3 (CCCI Loading and Unloading of Goods).

### **5.1 CARGO RECEPTION - DELIVERY AND DISPATCH**

The CCCI has two (2) warehouses that may be used for the event depending on their availability. These will be enabled 24 hours before the event setup times and may continue to be used until 24 hours after the event disassembly according to availability. After this time, the cargo will be declared abandoned by the owners and the CCCI will dispose of it.

The cargo should not be addressed to CCCI staff but to the assembly staff or event participant who will pick it up. The cargo to be received must have the following information: Name of the event, booth number and the owner of the cargo.

Any cargo scheduled to be delivered at the CCCI must be sent at the customer's expense. The CCCI does not accept shipments with payment upon delivery, nor does it accept responsibility for the costs associated with the delivery/collection of goods.

The center will not be responsible for the safety of the cargo left after the dates of event disassembly, nor will it be responsible for the shipment of such cargo.



All loading and unloading of exhibits done in the warehouses must be carried out through the entry gates intended for this. The entry of goods through the Convention Center visitors' entrances is prohibited. The goods can only be transported through the elevators located in the warehouse area and the freight elevator.

The loading and unloading for transport vehicles must be done through the warehouse entry gates. This entrance can accommodate 2 vehicles with a capacity between 3.5 and 7 tons simultaneously. Vehicles with a higher capacity of up to 7 tons will be able to maneuver only individually. Vehicles may not wait to load or unload in the vicinity of the CCCI.

The CCCI has provided a series of guidelines for loading and unloading maneuvers, which are laid out in Annex 3 - CCCI Loading and Unloading of Goods. Please take these indications into account in order to speed up the setup and disassembly processes.

## **5.2 MOVEMENT OF CARGO WITHIN THE CCCI.**

The transportation of materials for the events must be carried out through the corridors and service stairs in the CCCI premises. The client must establish the areas that will be used for this purpose with their Event Coordinator. It is the responsibility of the event organizers to communicate and coordinate with their assembly staff the use of these areas.

The CCCI has one (1) freight elevator and one (1) mixed elevator (for both personnel and light goods), which serve the loading and unloading area, the warehouse, the Gran Salón Barahona and the Hall de Exposiciones. These elevators will be available for the event as per the conditions agreed in the quotation. The customer must not exceed the capacities of each elevator.

<b>ELEVATORS</b>	<b>SERVICE ELEVATOR</b>			<b>FREIGHT ELEVATOR</b>		
<b>LEVELS</b>	<b>1ST FLOOR</b>	<b>2ND FLOOR</b>	<b>3RD FLOOR</b>	<b>1ST FLOOR</b>	<b>2ND FLOOR</b>	<b>3RD FLOOR</b>
<b>1st Floor</b>	<b>WAREHOUSE</b>			<b>Warehouse</b>		
<b>2nd Floor</b>	<b>BARAHONA 3</b>			<b>BARAHONA 3</b>		
<b>3rd Floor</b>	<b>OFICINAS</b>			<b>N/A</b>		
<b>Capacity of cargo</b>	<b>1.6 TONS</b>			<b>4.5 TONS</b>		
<b>Dimensions</b>	<b>Width</b>	<b>High</b>	<b>Lenght</b>	<b>Width</b>	<b>ALTO</b>	<b>LARGO</b>
<b>Compartment Dimensions</b>	<b>2 M</b>	<b>2.22 M</b>	<b>1.7 M</b>	<b>5 M</b>	<b>3.9 M</b>	<b>2.9 M</b>
<b>Entry Dimensions</b>	<b>1.1 M</b>	<b>2.1 M</b>		<b>5 M</b>	<b>3.9 M</b>	

Inside CCCI facilities, the entry of items exceeding the areas load capacity is not allowed. For the case of Claustro de las Animas, the load capacity is 2 tons per square meter. For the rest of the areas, it is 0.5 tons per square meter.

Event organizers are advised to coordinate the logistics for transporting goods with their setup staff in order to avoid having the goods held up in spaces where they cannot be moved once the event begins.

### 5.3 WAREHOUSE STORAGE

It is important that both the organization and suppliers and/or exhibitors are familiar with Annex 3 of the Operations Regulations – CCCI Loading and Unloading of Goods, which provides the guidelines to follow procedure.

It is very important that both the organization and the exhibitors comply with the timelines sent from Event Planning. Priority for warehouse space is given to the event that is currently underway, so if you wish to send goods before the established event dates, it will be subject to availability.

It is important to highlight that the established dates only apply to POP (Point of Purchase) materials. All other cargo such as structures, paneling, machinery, motors, and tools transported in containers and large structures must arrive on the day of setup to be unloaded directly at the space assigned for the exhibition.

Crates, cardboard boxes, hazardous materials, waste products, gases, and any other packaging materials are prohibited from being stored or kept inside the premises.

The facility's storage rooms, hallways, emergency exits, concession stands, and meeting rooms cannot be used for storage at any time. All emergency exits must be completely free of storage and waste.

If staff is required to move goods from the warehouse to the event and/or exhibition area, the service can be requested through the Exhibitor Assistance Office with at least 24 hours' notice.

#### **5.4 LOSS OR THEFT LIABILITY**

The CCCI will be responsible for any damages or other incidents related to the Client's items if the damage or incident was caused by gross negligence or fault on the part of any CCCI staff member.

The CCCI does not accept personal items such as laptops, mobile phones, video cameras, digital planners, pens, cameras, voice recorders, personal belongings, among others, whether for safekeeping or any other purpose, and therefore will not be responsible for their loss or theft.

It is the responsibility of the client and event participants to obtain insurance policies that guarantees coverage for damage or theft of the items they bring into the CCCI. The client must request, well in advance, the issuance of the respective insurance policies directly from their insurance company.

## **6. GENERAL REGULATIONS**

### **6.1 INSURANCE, ARL CERTIFICATES AND POLICIES**

All clients must process the insurance policies deemed appropriate by the CCCI management, based on their risk assessment specific to each event.

No contractor, artist or representative of the organizer who attends an event setup may enter without the last month proof of payment for the ARL or occupational risk administrator. The Protection Management area reserves the right of admission.

### **6.2 PERMITS AND TAX PAYMENTS**

The Client is solely responsible for processing and obtaining the permits, licenses, and/or authorizations required for each event from the local, departmental, and/or national authorities, in accordance with the applicable regulations. The CCCI does not define or determine whether the event is public or private, nor its due requirements, permits, or authorizations.

If the Client does not have the required permits for the event issued by the competent authorities, the event will not be able to take place, and the full value of the contract must be paid.

For events with ticket sales and open to the public, the client must make the arrangements with the relevant authorities for the payment of taxes. The CCCI will not manage the necessary permits on behalf of the client nor assume the payment of taxes related to the execution of the event.

In the case of events with live music broadcast or recorded phono, the client must present the proof of payment for the SAYCO and ACINPRO rights fee.

It is the client's responsibility to get all necessary permissions. The CCCI will assist by providing the technical information concerning the specifications of its infrastructure, but the CCCI cannot process these permits on behalf of the client nor commit to obtaining the required permits and/or authorizations for a specific event.

### **6.3 EVENT SCHEDULE**

The client must strictly adhere to the schedule set forth in the event quotation in compliance with:

- Local Police Code
- Resolutions
- Local Authority Circulars
- National Regulations
- Local Regulations
- Decrees

The schedule may be extended in special cases, duly justified and agreed upon with the CCCI. This additional service must be paid by the client according to the established rate. Under no circumstances will events be extended beyond the times stipulated in the permits granted by the regulatory entities.

### **6.4 SIGNS, BANNERS AND ADVERTISING**

The client must submit the advertisements they plan to display in the contracted rooms or areas to the administration for approval. Under no circumstances can these advertisements be placed on the facade of the CCCI facing La Bahía de las Ánimas.

The client guarantees that they hold the necessary rights or have obtained the required permissions and licenses from the owners of the images and/or trademarks used in the advertisements. The client will indemnify the CCCI against any claims related to this matter.

The client will be responsible for the advertising and information they promote and will hold the CCCI harmless from any liability in this regard.

#### **6.4.1 Indoor Advertising**

Although there are no specific legal regulations for advertising within the CCCI, the CCCI reserves the right to approve or reject these publications based on commercial or operational considerations. Such publications must not be obscene or harmful to the image of the CCCI, nor violate moral standards or good customs. The installation of any advertising will be at the client's expense and responsibility.

These advertisements and/or setups must be directed towards the areas where the event is taking place to prevent interference with other concurrent events. Additionally, they must not obstruct designated pathways for personnel movement, service provision, evacuation, emergency response, or air conditioning outlets.

It is recommended to request approval from the Event Coordinator before setting anything up in order to avoid setbacks caused by inappropriate assemblies.

If any indoor advertising setup fails to comply with the requirements specified in this guideline, the event must dismantle it and coordinate with the CCCI for a new location based on availability and regulations. In case the event does not comply with the dismantling, the CCCI may carry it out and charge this service to the event.

#### **6.4.2 Outdoor advertising**

Outdoor advertising installation must be carried out in accordance with the guidelines set forth in “Annex 2 - Outdoor Advertising.” The CCCI agrees to perform a single setup and takedown of exterior signage and advertising, provided it meets the requirements outlined in the referenced Annex. If additional setup and/or disassembly is required for the event, these services will be billed separately. The CCCI is not responsible for setting up or removing any exterior signage or advertising beyond what is specified in the referenced Annex.

The installation of advertisements and outdoor publicity at the client’s sole consideration is prohibited, all must be approved by their Event Coordinator. If the event sets up installations that do not meet the requirements established herein or those outlined in the aforementioned guidelines, the CCCI reserves the right to dismantle them and charge the client for the related costs.

#### **6.5 INSULATING AND MASKING TAPES**

To protect the electrical installations and ensure the attendees’ physical safety, CCCI clients are requested to use insulating electrical tape.

The use of high-residue tapes is prohibited in the areas of stone floors and carpets.



The client is responsible for properly removing all adhesive tape, masking, insulation etc. and all its residues from the showrooms, corridors, floors, and meeting rooms. The cost of any damage repair caused to the surfaces or carpeting by using unsuitable chemical cleaners, materials or tools will be covered by the event.

### **6.6 PETS OR ANIMALS' ADMISSION**

If the admission of live animals to the CCCI is required, it is necessary to request the Event Coordinator's guidelines to review the authorization for entry.

If approved, the necessary documentation is a copy of the vaccination certificate, the health certificate, the municipal license/certificate and a registered coach (must be present during the event).

Guide dogs can accompany a person with a disability or reduced mobility within the Convention Center.

### **6.7 CARE OF ARTWORKS**

Access to the artworks displayed is restricted. Participants and organizers are not allowed to touch them or attach objects to them. Protective measures should be strictly followed, and organizers must cooperate in preserving the CCCI artistic heritage.

If the event includes a commercial exhibition in front of the murals, it is essential to protect the area with paneling, ensuring a 1-meter distance from the artwork. Except for the artwork "Mural of Obregón" located on the first floor, it is strictly prohibited to place or attach objects that obstruct the view of the artwork.

The damages and losses caused to any of the artworks must be covered by the Client. The restoration process can be highly expensive, so we recommend taking extreme security and protection measures for these works.

The works of art currently installed at the CCCI are:

- Mural of Obregón: "Galerna"
- Grau Mural "Aquelarre"
- Rivera Mural "Historia Cartagena de Indias"
- Painting Olga de Almaral
- Red Cross Painting "Escultura Joseph Cha"

- Sculpture by Alfredo Tomas Tatis Benzo “El Tuerto Lopez”
- Sculpture by H. Larrate
- Painting by Pierre Saint
- Oil painting “Doña Tera”
- Oil painting “Rafael Gama”

### **6.8 COMPLIANCE WITH THE FIRE DEPARTMENT PROVISIONS**

Both the CCCI and the client hiring our services are responsible for ensuring compliance with the fire department’s regulations. The event floorplans must fully adhere to the fire department’s requirements, especially for trade fairs, exhibitions, artistic and cultural events (such as graduations, fashion shows, and others), as well as events with large audiences.

The following materials are prohibited in the CCCI without prior authorization or approval by the administration in writing:

- Electric equipment for cooking
- Open flame appliances
- Welding equipment and materials
- Cutting equipment or open flame
- Ammunition
- Radioactive devices
- Pressure devices
- Exhibitions involving hazardous processes and materials
- Fireworks for outdoor events
- Cold volcanoes, ventury or cryojet
- Explosions and explosive agents
- Flammable cryogenic gases
- Aerosol jars with flammable boosters
- Gas-operated cooking equipment
- Portable heating equipment.

### **6.9 VEHICLES INSIDE THE EXHIBITION**

Any vehicle displayed at a trade show must have its battery cables disconnected. The gas tank must be sealed or have a lid with a key, it must be with maximum ¼ tank, and a plastic cover must be put under the vehicle to avoid any possible spillage. Any damage to the floor or carpets will be charged to the client.

Cars placed on the CCCI mat must have their tires covered in plastic. If not, a mat or plastic sheet must be placed underneath to cover the tires to prevent damage. Vehicles will not be moved at any time during display hours.

## **7. CONTRACTORS AND SUBCONTRACTORS' MANAGEMENT**

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To ensure the safety of contractors, attendees, and employees in their daily activities, the CCCI has an Occupational Health and Safety Management System, which follows the policy outlined below:

We provide expert advice and support to ensure the success of flawless events, with customer satisfaction as our primary goal. Our team is skilled and qualified, dedicated to excellence in service, continuous improvement, and maintaining modern, competitive physical infrastructure.

We are committed to adhering to all relevant legal regulations and safeguarding the environment by efficiently using natural resources, preserving heritage, and fostering regional development. The well-being and safety of our employees and visitors are a priority, and we provide the necessary resources to minimize or eliminate occupational health and safety risks, creating a secure environment for everyone.

In line with this system, our Industrial Hygiene and Safety Regulations and the Health and Safety Policy must be displayed in at least two visible locations within the work areas. These regulations should be communicated to all contractors, attendees, and employees as they enter the premises.

For Grupo Heroica S.A.S, the health and well-being of our personnel, suppliers, contractors, and clients are essential for the effective delivery of our services. Therefore, to comply with the legal requirements set by Colombian legislation on Occupational Health and Safety, we inform you that it is the responsibility of your assembly company, as well as your exhibitors, to meet the following requirements and submit them to your Event Coordinator and Exhibitor Services Office Coordinator for the successful execution of your activities within our facilities.

### **7.1 GENERAL REQUIREMENTS**

- Proof of Payment to the General Social Security System (Health, ARL, AFP).
- PPE personal protection elements suitable for each worker, according to the tasks to be performed such as gloves, helmet, mouth cover, earplugs, among others.

- List of the personnel who will be carrying out work in the facilities.
- Personnel duly uniformed and identified by the company.
- List of Machines and Tools to be used in the work inside the facilities.

## **7.2 REQUIREMENTS FOR WORK AT HEIGHT (GREATER THAN 1.5 METERS)**

- Certifications (Height, Operation of Equipment, etc.) for workers who will carry out activities of this nature, with suitable personnel supervision.
- Certified and suitable equipment in good condition for working at heights, such as scaffolding, ladders, among others.
- EPCC, certified fall arrest equipment and in good condition for work at heights such as harness, slings, lifelines, among others.
- Height Work Permits issued by an appropriate company.
- Elements to delimit the area where they will work at heights, such as hazard tape and safety cones.

During the event's entry, setup, and dismantling phases, the Occupational Health and Safety department will carry out inspections to verify compliance with the aforementioned points. If any non-compliance is identified, the CCCI may halt the continuation of work until the issue is handled.

For more information please reach out to our Occupational Health and Safety area at the following email [talento2@ccccartagena.com](mailto:talento2@ccccartagena.com) who will provide you with all the information you require.

## **7.3 RULES AND REGULATIONS**

Any alteration or activity that may leave permanent effects or damage to the CCCI are not allowed. Any damage incurred by the organizer during the setup, dismantling, and development of the event will be charged.

The center's own equipment (such as forklifts, scissor lifts, pallet lifts, or any type of loading equipment) is not available for use or lending to subcontractors.

Equipment and materials should not be leaned against walls or any other painted surfaces. Care should be taken, and a reasonable distance should be maintained at all times.

All personnel working within the CCCI facilities must wear appropriate work attire and personal protective equipment based on the risks they are exposed to, in compliance with current regulations. If discrepancies are found in meeting these safety standards, the CCCI may halt the activities until the safety conditions necessary for their completion are met.

The installation and removal of anti-noise panels in the exhibition halls and meeting rooms must be carried out solely by Convention Center staff.

Service subcontractors must protect all covered areas during setup, disassembly, and the event itself. Dragging or moving any equipment on or over the marble floor is prohibited. Any damages will be charged to the client's final invoice.

The client must notify the Event Coordinator in advance about the selected contractors so that the process can begin. Event organizers must submit a written request to the CCCI, detailing the following aspects of the contractor:

- Company address
- General office address
- Contact personnel cell phones
- E-mail address
- Names and position of responsible personnel
- Name of the person responsible for the company's operations

## **8. EMERGENCY PREVENTION AND RESPONSE**

### **8.1 RISK AND DISASTER MANAGEMENT PLAN**

The CCCI has a Risk and Disaster Management Plan that contains the contingency plan for evacuations. This is controlled by the Protection Management area. The plan includes the actions to be taken by the staff in case of:

- Fires
- Earthquakes
- Floods
- Terrorist attacks
- Structural failures
- Toxic gas leakage

The plan contains the basic instructions in case of an emergency, with the priority of preserving human integrity and life. Additionally, it is necessary to display a 1-minute safety video at the beginning of each event.

### **8.2 FIRE PROTECTION**

The CCCI is protected by an automatic sprinkler system. Additionally, fire hoses and fire extinguishers cabinets are located throughout the facility. It is forbidden to hide, obstruct or damage exit doors, exit lights, alarm stations, automatic sprinkler systems, fire hose cabinets, extinguishers and strobe lights.

The CCCI has emergency warning stations in case of fire. These manual stations should not be operated unnecessarily; they are monitored, and their misuse may be considered an aggressive act against the event, as well as causing panic among a crowd or damage to people's integrity or the facilities. Permanent measures may be taken by the CCCI against people who act abusively, and they will be held liable for the damages caused to the CCCI, to its facilities and to third parties.

All NFPA life safety code guidelines are observed by the CCCI, as well as all state and local fire codes that apply to meeting facilities, whether public or private. Any decisions made by the local authority will be considered final.

Flammable compressed gases, helium tanks, flammable or combustible liquids, chemicals or hazardous materials; and Class II or major laser, explosive agents are prohibited inside the showrooms.

Liquid propane is prohibited inside the facility, except when used as fuel to propel a vehicle into the premises. In such cases, the tanks must be removed immediately afterward.

Rags with oil, tarred paper, nylon and other plastic materials cannot be treated to make them fire-resistant, therefore their use is prohibited. All electrical equipment must comply with the International electrical code.

### **8.3 EXPOSED FLAME APPLIANCES**

All exposed flame appliances use must be approved in writing by the CCCI administration. Appliances and implements for cooking and/or heating food at tastings must be isolated from the public. The appliance must be at least four (4) feet away from the cubicle, or it must provide a barrier between the heating/cooking appliance and the public.

Individual cooking/heating appliances shall not exceed a surface area greater than 228". There must be a minimum space of two (2) feet between cooking appliances. The surface supporting the cooking appliance must be made of non-combustible material.

Combustible materials shall be kept two (2) feet away from the cooking appliance. An extinguisher and lid or an automatic extinguishing system is required in every cubicle where cooking/heating appliances are to be used.

### **8.4 REQUIREMENTS FOR MASS EVENTS OPEN TO THE PUBLIC**

The organizer of the event must contact the city's Secretaría del Interior office to carry out the procedures that his event requires and receive the necessary permits for its execution. The procedures and permits for your event are indicated by the Secretaría del Interior office according to its features such as event space, type of event, capacity and duration.

Some of the commonly requested requirements include restrooms for attendees, cleaning and security services, logistics personnel, medical staff and ambulance, a contingency plan tailored to the event, noise prevention measures, approvals from entities such as IDER, SAYCO, and ACIMPRO, EPA, fire department clearance, and traffic coordination if public roads are used, among others.



## **9. THE CCCI'S ENVIRONMENTAL COMMITMENT**

The CCCI is committed to the conservation of a clean environment and promotes eco-friendly practices. It supports activities that encourage its staff to participate in recycling and waste treatment programs, raising awareness among employees and event operations through targeted campaigns. Likewise, it actively strives to conserve and optimize water and energy resources.

### **9.1 IMPACTS ON THE ENVIRONMENT**

Operational control measures are established for each significant environmental aspect, and potential treatments are developed to address any environmental impacts that may arise, along with the assignment of responsible parties for their implementation.

The following programs and activities are in place to mitigate, control, and compensate for the impacts generated by the operation of the site:

- Environmental management program for facility suitability and operation
- Comprehensive solid waste management program
- Chemical product management program
- Water quality management program
- Air quality management program
- Vegetation management program
- Organization and cleaning program

## **10. MODIFICATIONS TO THE REGULATION OF OPERATIONS**

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GRUPO HEROICA S.A.S. retains the right to modify, update, and revise this plan as necessary to align with new market demands and the operational needs of the CCCI.



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