

*Tivoli Hotel & Congress Center*

# **EXHIBITORS' HANDBOOK**

**Dansk Facilities Management**  
**30.05.2024**



Dear Exhibitor

Please find enclosed our Exhibitors' Information Pack which we hope will provide you with all the information you require regarding the hiring of services for exhibition being held at Tivoli Hotel & Congress Center (THCC).

We hope you find this information helpful.

Kind regards

Tivoli Hotel & Congress Center (THCC)

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## 1. EXHIBITION OPENING HOURS

08:00 – 17:00

## 2. GOODS RECEPTION & STORAGE

GEODIS is our preferred freight Forwarder and on-site handling (drayage) contractor for Tivoli Hotel & Congress Center.

1. Exhibitors are at the liberty to arrange shipment of their goods through any forwarder of their choice. However please note that all site handling can only be performed by GEODIS and all shipments (incl. courier shipments) must be delivered to their advance warehouse.
2. All shipments received in the advance warehouse will be delivered to the exhibitors stand, and will be returned to advance warehouse after the show, where GEODIS can assist with return freight, or pick up can be arranged.
3. All goods should be shipped to Copenhagen on a “freight prepaid” basis.
4. Airfreight: Shipments should arrive in Copenhagen airport no later than 3 working days before requested delivery at Tivoli Hotel & Congress Center.
5. Road freight: Should arrive at the advance warehouse no later than 2 working days before requested delivery at Tivoli Hotel & Congress Center
6. Courier: Should arrive at the advance warehouse terminal no later than 3 working days before requested delivery at Tivoli Hotel & Congress Center.
7. Please follow the separate guidelines for sending of goods
8. THCC takes no responsibility for receiving, storing or pick up of goods.
9. For more information regarding the handling of shipments, please contact GEODIS directly:  
[THCC.europe.dk@geodis.com](mailto:THCC.europe.dk@geodis.com) +45 36998193 [www.geodis.com](http://www.geodis.com)

For deliveries made directly to the Tivoli Congress Center, please be aware that this is only possible within the agreed setup time as THCC unfortunately cannot offer storage facilities and advanced deliveries will be turned away. Deliveries at all other times always have to be sent to GEODIS.

Address:  
GEODIS  
Oliefabriksvej 29-43  
2770 Kastrup  
Denmark

Please contact GEODIS before arranging your shipment!

### 3. ACCESS & PARKING

For deliveries made during the Setup period please note the following:

- Access to the loading bay is possible during 6am to 4 pm from Monday to Friday and 8am to 1pm Saturday
- Drivers of delivery vehicles must access the loading bays via an ancillary access road behind THCC that leads directly to the loading/unloading area. The bays in turn lead directly to the back of the stages.
- The ancillary access road is for loading/unloading only. No parking is allowed on this road.
- THCC has a small pallet jack which can be borrowed upon request for transporting goods to your stand.
  - We do not have forklift or electrical pallet jack in-house
  - We do not have a ramp – all delivery vehicles must be equipped with a lift.
- The area for unloading is on ground level and accessible directly connected to the exhibitions corridors.
  - The dimensions of the door from the loading bay to the hotel is door is 175cm WIDE and 215cm in HEIGHT.
- The floor in the foyer area (natural stone slabs) and meeting rooms (wood) has a weight capacity of 400 kilos pr m2.
  - Anything heavier must be moved and displayed on wooden boards to disperse the weight

In collaboration with Wakeup Copenhagen, THCC offers a video-monitored car park for guests. The car park is located between the two hotels on Kristian Erslevs gade no. 1 and have direct access to THCC through the basements. The Parking facilities are administrated by an external collaborator, APCOA SmartParking. Please note that that THCC cannot guarantee availability. Furthermore, it is not possible to book parking space in advance.

Price pr hour (2023) is DKK 55,-

Price pr day- more than 7 hours (2023) is DKK 235,-

Please find enclosed a map showing vehicle access for THCC.



#### 4. DATES & TIME AVAILABLE FOR SET UP AND DISMANTLE

Access times for setting up and dismantling your stand are as follows:

*Set-up: Thursday the 30<sup>th</sup> of May from 06:00hrs*

*Dismantle: Thursday the 30<sup>th</sup> of May from 16:00hrs*

***Stands may not be dismantled until all delegates have left. Furthermore, exhibitors will be responsible for any charges incurred if the Exhibition Area is not cleared by the stated time for end of dismantling.***

#### 5. EXHIBITION HALL DESCRIPTION AND GENERAL INFORMATION ON SETTING UP AND DISMANTLING

Description:

- Floor: nature stone
- Walls: Painted dry wall
- Floor load capacity: 400 kg/m<sup>2</sup>
- Headroom: variable height due to ceiling design, from 4 metres to 5,60 metres.
- Ceiling lights: halogen lamps
- Banners should be delivered with a 7,5mm keder in the top (will be hung from a Vulst rack) and have the possibility of a rod through the bottom for stretching the banner.
- There are 5,60 meters from the hooks in the ceiling in the foyer to the floor. If you wish to have a banner where the guests can walk underneath, the length should not exceed 2,8 meters, when hanging the banner directly on the hook. If wire is used – this should be deducted from the 2,8 meters.
- Maximum height for building stands in the foyer is 4 meters.
- Maximum height for building stands in the Pjerrot, Harlekin, Columbin, Blomstersalen, Ballonsalen & Vandsalen is 3,2 meters.
- Cars to be exhibited can have a maximum of 5 litre petrol and the weight has to be approved before arrival.
- Wifi is guaranteed with up to 2000 users, maximum 20/20 pr computer. The code is: tivolihotel.

Holes can not be made in the walls, ceiling or floor of the exhibition hall. Any alterations or damage to rooms, facilities or objects will be charged to the exhibitor responsible.

#### 6. STAND DECORATION

Exhibitors may decorate and equip their stand as they wish, as long as they take point "5: Exhibition Hall description and General information on setting up and dismantling" and the following into account:

- Stand equipment should not exceed the allocated floor surface area or the height of the walls. No installations or decoration which could offend any or all of the delegates and other exhibitors will be permitted.
- Loudspeakers and other similar devices are prohibited.
- Pamphlets and samples may only be distributed within the stand itself.
  - Food and Beverage samples must be approved by TCC in advance.
- All types of tape used to mark the stand area, to fix carpets or to hang posters is only allowed with the permission from TCC.
- A layer of masking tape underneath the adhesive tape will facilitate its removal after the event. Adhesive carpet tiles may not be used. Damage caused by exhibitors who disregard these rules will be paid for by the exhibitor.

#### 7. Flowers and plants

To buy or hire flowers and/or plants, please contact THCC's flower decorator Anna Riborg Hedegaard on [a@annahedegaard.dk](mailto:a@annahedegaard.dk) or by phone +45 28181285. Also visit her website on <http://www.annariborg.dk>

## **8. ORDERING OF SERVICES & EQUIPMENT FOR STANDS**

All ordering of services, F&B and equipment for the individual stands are to be done by using the following link. Please note that the orders can not be made before an exhibition plan with name, placement and stand number for the individual exhibitors has been submitted and approved by THCC.

Link to the shop: <http://cphexpo.com>

Amongst other services these can be ordered by using the above link;

- Food and Beverages for the stands
- Stand walls, carpeting and furniture
- Electricity
- AV
- Stand Cleaning
- Security
- Staff assistance

### **8.1. Ordering of Stand Walls**

All Stands must be left as they are found. Please do not paint them or stick paper to them, unless you use special double-sided tape which leaves no marks on the surface. The exhibitor will be invoiced for any damage caused to the stand and any additional cleaning needed upon removal.

### **8.2. Catering service and delivery of food and drinks to stands**

THCC is the official caterer of foods and drinks in the Conference Centre's restaurant, and to deliver food and drinks to stands. It is not permitted to bring own food and drinks to THCC and therefore the exhibitors are required to order catering using the web site.

### **8.3. Stand cleaning**

The exhibition halls and walkways will be cleaned after the set up. Exhibitors are responsible for cleaning their own stand during the conference.

After the event, all exhibitors must leave the stand as it was found.

If a waste container is ordered by the organizer, all trash must be deposited here. The Exhibitor must remove all empty boxes, exhibit carpet etc on their own accord, if no container is booked.

Please note that the waste disposal at the hotel cannot be used.

## **9. OTHER INFORMATION**

### **9.1. Theft**

Exhibited goods, stand components and packaging materials are left in THCC 's exhibition halls or rooms at the exhibitors' risk. As a preventive measure, THCC advises exhibitors not to leave small easy-to-carry items unguarded, or to leave their stand unattended whether it is assembled or disassembled. THCC declines all responsibility for lost or stolen items. Extra Security services can be ordered by following point 8.

### **9.2. Exhibitors' civil liability**

The exhibitor is liable for all damage caused to a third party, either by himself or his personnel or by persons authorized to act on his behalf.

### **9.3. Other information**

The exhibition organizers and THCC management reserve the right to modify these terms and conditions at any time. The exhibition organizers will inform exhibitors of any changes. All information and instructions given to exhibitors by the organizers are an integral part of these regulations.