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EXHIBITORS' MANUAL

47th National Congress of the Ophthalmological Society of South Africa (OSSA)

**Boardwalk Hotel, Port Elizabeth,
South Africa**

16 - 19 March 2017

We thank you in advance for your interest and participation in the forthcoming OSSA Congress and we truly appreciate your contribution. We trust that your participation will be of mutual benefit to your company and the OSSA Congress.

Level 1 within the Boardwalk Hotel, Port Elizabeth will be the venue for our exhibitions. It is booked for the exhibitors from **Tuesday, 14 March from 07:00, until 17:00 on Sunday, 19 March 2017.**

We hope that this information will help you to plan and execute your exhibition to derive maximum benefit from this powerful marketing tool.

Please ensure that you also comply with the guidelines stipulated in this OSSA Congress Exhibitor's Manual & accompanying documents. Please complete the relevant Boardwalk Hotel documents stipulated in this document.

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1. PAYMENT PROCEDURE

☒ Allocation of exhibition space will be based on the receipt of payment and the sponsorship by your company – **not later than 25 November 2016.**

- **Bank account details for a direct transfer / deposit:**

Bank: Standard bank
Branch: Menlyn
Branch code: 012 345
Account holder: OSSA Congress
Account number: 012 150 053
Swift code: SBZAZAJJ (for international transfers)
This account number is the same as the 2015 & 2016 Congress account number

☒ Kindly fax confirmation of the deposit to 086 60 60 555 or e-mail to info@rkcommunication.co.za .

Stand allocation will only be confirmed on receipt of full payment. **Cancelled stands** will result in a 50% cancellation fee of the total fee. **No cancellations will be accepted 3 months prior to the congress.**

**This account number is the same as the 2015 & 2016
Congress account number.**

2. REGISTRATION

ALL exhibitors and staff are required to register and will receive a badge displaying the exhibiting company name.

Please take note that **ALL** the representatives working on your stand **MUST** be registered.

The registration fee for **EACH** trade delegate is R 4 000 (Early Bird fee – Until 16 Nov 2016).

The Welcoming Function is **included** in this amount and the OSSA Banquet is **excluded** from this amount.

Fee entitlements:

- Congress sessions
- One social function (Welcoming Function)
- Lunches & refreshments during breaks
- OSSA Banquet excluded from fee: R 400 for all registered delegates and additional guests (Trade delegates included) Limited seating available.

3. ACCOMMODATION

We have secured group accommodation at the following hotels:

The Boardwalk Hotel, Courtyard Hotel, City Lodge, Town Lodge, Road Lodge & The Beach Hotel.

☒ These rooms will be reserved for congress delegates until 6 January 2017 and will be available on a first-come, first serve-basis. **Please book before 16 November 2016.**

You will find comprehensive information on the [website](http://www.ossa2017.co.za/Accommodation.aspx) as soon as it is live
<http://www.ossa2017.co.za/Accommodation.aspx>

4. EXHIBITIONS

4.1 Construction of stands

Exhibitors will be expected to build all custom built stands on **Tuesday, 14 March** (from 07:00 till late) No further stand building (involving activities such as sanding, painting, spray painting, sawing, welding inside the Exhibition hall) will be allowed on Wednesday, because the companies need to set up their equipment. Any stand construction activity that may damage any equipment will be prohibited on the Wednesday.

On **Wednesday, 15 March** the build-up and set-up of stands and equipment will continue and should be finished by 17:00 on Wednesday in order that the hallways can be cleaned and the venue prepared for hosting the event the following day.

By submitting an application to participate, the exhibitor makes an irrevocable commitment to occupy the space allocated and to maintain the exhibition stand until Saturday, 18 March, 18:00.

You are reminded that only the floor space is marked out. **SHELL SCHEMES WILL NOT BE PROVIDED BY THE ORGANISERS**, however you can contact PeriExpo in this regard. (Please refer to point 7)

The company constructing the stalls need to complete the Health and Safety documentation. (Please see attached file or congress website for the **Event Contractor Policy** pdf document)

An electrical certificate of compliance needs to be submitted.

All custom stands that exceed 2.4 meters in height must have a structural engineering certificate as well as an electrical COC. (This can also be arranged with PeriExpo – refer to point 7)

Any stage that exceeds 900mm or any structure where three or more people stand on must also be signed off by a structural engineer.

All **Custom Built stand builders** are required to submit a detailed plan/drawing of the proposed stand (incorporating front, side and top elevations), to the Exhibition Department for approval at least thirty (30) days prior to build-up day. Andre Bosch - andre.bosch@suninternational.com

Height restrictions:

Please refer to the floor plan. The specific height restrictions are indicated by the different colours on the floor plan. The lowest point in the exhibition hall is 2.4 m (marked in blue). Each stand on the attached floor plan indicates the height restriction above the specific stand.

Rigging:

No rigging would be possible in Level 1.

All stands must be completed by 17:00 Wednesday, 15 March.

4.2 Break-down of stands

Full scale break-down can only commence from **20:00 on Saturday, 18 March.**

Exhibitors are requested NOT to dismantle their stands before this time.

Between 18:00 – 20:00 on Saturday, 18 March, exhibitors may clear light equipment & products that can be **carried by hand** from their stands.

All exhibitors who do not have to break down stand structures will have the opportunity to clear their stands between 18:00 and 20:00 in order that full scale break-down can commence from 20:00.

After 20:00 on Saturday, 18 March, Level 1 will be deemed a construction site and all people on the floor will need to comply with the Boardwalk Health and Safety procedures as stipulated in this Exhibitors Manual as well as the official The Boardwalk Hotel health and Safety documents.

The congress closes at 10:30 on Sunday, 19 March and all stands must be completely removed by **17:00 on Sunday, 19 March.**

By submitting an application to participate, the exhibitor makes an irrevocable commitment to occupy the space allocated and to maintain the exhibition stand until Saturday, 18 March, 18:00.

The organisers and / or The Boardwalk Hotel will not take responsibility for loss or damage. Exhibitors must take responsibility for their equipment until everything is cleared from their stands.

Please see all the rules and regulations for break-down as stipulated by the documents of The Boardwalk Hotel on the OSSA Congress website.

4.3 Provided by organisers

- 1 **Table** with table cloth (on request) per stand
Size of table: Length: 182 cm & Width: 74 cm
- 2 Conference **chairs** per stand (on request)
- One **electrical point** (15 Amp plug point) will be provided per stand.
(Please contact Andrew Stewart 041 581 3733 / andrew@periexpo.co.za from Peri Expo if you need a distribution board)
- Note that **no** extension leads or adaptors will be provided by the organisers OR The Boardwalk Hotel.

4.4 Floor finish

Charcoal / grey carpet

4.5 Delivering / unloading / storage procedures

To facilitate a smooth construction and dismantling of exhibitions, the traffic management system will be operated as follows:

Goods to be delivered **on the day of stand build-up** (no deliveries in advance will be accepted): “OSSA Congress” for the attention **of the appropriate company and person responsible for collection at the venue.**

In this regard you can contact **Rhyno Kriek**

His contact details: E-mail: info@rkcommunication.co.za

Tel: +27 51 436 7733

Physical address:

Attention: Rhyno Kriek (083 265 0265)
Yellowwood Room
Convention Centre
The Boardwalk Casino and Entertainment World
2nd Avenue Summerstrand
Port Elizabeth 6001
South Africa

- **NO deliveries will be accepted before Tuesday, 14 March 2017.**
- The organisers and staff of The Boardwalk Hotel cannot be held responsible for goods sent by courier that arrive early, late or are left behind after the official dismantling period. The costs of disposing of any such items will be the liability of the exhibitor concerned.

Off-loading procedure

- Drive along Marine Drive in Summerstrand, turn into Military Road. Take the first turn to your left which will be Lodge Road. Continue down Lodge road (Behind the Road Lodge), this leads to Basement parking and Hotel Reception.
- The designated drop off zones for the Boardwalk Exhibition area is at the staff car park opposite the basement parking.
- The staff car park opposite the basement parking entrance is used as a holding area for exhibitors when dropping off.
- Vehicles (lower than 2.2m) can off load goods inside the basement area (01)
- There are 20 parking bays available which may be used to off load.
- A vehicle may not be parked for more than 1 hour, only deliveries may be done here
- Large vehicles (above 2.2m) to park in parking bay about 50m from the entrance to the underground parking area, there are designated bus lanes which would be appropriate to use. Vehicles may not be parked there for more than 1 hour at a time
- Once goods have been off-loaded vehicles can be parked in the lower basement parking area. Non-commercial vehicles may park in basement two and three at the prescribed daily rates.
- Free parking is available on the complex main parking area off Second Avenue.
- Directions to the 2nd avenue main parking area: Turn along Marine Drive to 2nd Avenue, turn

right, and turn right again at the main entrance area to the Boardwalk

- If you want to unload goods, you may park in the designated **loading dock area outside the exhibition hall. From here you will have to make use of trolleys, fork lifts or standard vehicles to off-load your goods and to take it into the exhibition area.**
- **The organisers will have a limited number of trolleys available.**
- **The use of a fork lift needs to be booked in advance at Perexpo by the company who would like to make use of it.**
- The Boardwalk Hotel does not provide staff to off-load trucks or assist with set-up's. Please advise should you require this service and casual staff will be ordered.
- Please provide your own storage space for your company's purposes. The Boardwalk Hotel encourages exhibitors to incorporate storage facilities onto their stand designs as there are no storage available on site.

4.6 Dates and exhibition hours:

Thursday, 16 March	08:00 – 20:00
Friday, 17 March	08:00 – 17:00
Saturday, 18 March	08:00 – 18:00

4.7 Unofficial competing meetings or social functions

During the Congress no unofficial competing meetings or social functions may be held without the approval of the organising committee.

4.8 Admission

Exhibitors have access to the exhibition area one hour before the exhibition opens and half an hour after the closure of the exhibition each day in order to service their stands. In case of emergency, application should be made to the organiser for an extension of these hours.

4.9 Cleaning

The exhibitor is responsible for maintaining their own stand in a tidy condition at all times. The Boardwalk Hotel is responsible for the general cleaning of the exhibition area. This only includes cleaning of corridors between stands and rubbish disposal before the exhibition opens in the morning and after the exhibition has closed in the afternoon. It excludes cleaning of exhibits and displays.

The organisers will ensure that aisles and the rest of the hall are clean at all times from the start of the exhibition.

4.10 Organiser on site

Any problem which might arise on-site affecting exhibitors or contractors should be referred to the congress organiser at the congress office immediately, so that prompt action can be taken to resolve the issue.

4.11 Indemnity

The congress committee and congress organisers of the OSSA Congress 2017, as well as the staff of The Boardwalk Hotel are indemnified against being held liable for any loss or damage at exhibition stands or on The Boardwalk Hotel premises. Exhibitors are requested to attend to their stands throughout the official open hours and especially during assembling and dismantling hours.

5. SERVICES BY PERIEXPO

Peri Expo is our preferred service provider for a range of services.

www.periexpo.co.za

You are welcome to make use of **your own** stand builders.

Please refer to the following relevant file on the Congress website –

www.ossa2017.co.za

- ◆ Periexpo Services Manual - OSSA 2017
- ◆ Periexpo 3x3 shell scheme specs - OSSA 2017

Contact at Peri Expo:

Andrew Stewart

Tel: 041 581 3733

Fax: 086 690 0697

Cell: 082 578 5987

E-mail: ideas@periexpo.co.za; andrew@periexpo.co.za

6. CATERING AND BEVERAGE REQUIREMENTS

6.1 Alcohol

The Boardwalk Hotel is a fully licensed venue and alcohol may not be brought onto the premises. A special permit is required for promotional and sponsorship alcohol and a corkage fee apply. Only The Boardwalk Hotel staff may serve alcohol and may only do so to people over the age of 18 years.

6.2 Stand catering

The Boardwalk Hotel is the exclusive supplier of food and beverage to all exhibitors. Outside food may not be brought into the Exhibition Hall either by exhibitors or third parties without the express written permission of The Boardwalk Hotel.

Orders will only be accepted if the following information is provided to The Boardwalk Hotel:

- ◆ Exhibition and stand number
- ◆ Contact person
- ◆ Contact telephone number/s

Food and/or beverage orders You can contact **Phikiswa Mbem** in this regard:

E-mail: phikiswa.mbem@suninternational.com

Tel: +27 41 507 9456

7. SAFETY REGULATIONS FOR CONTRACTORS PERFORMING WORK AT THE BOARDWALK HOTEL

Please see the **Event Contractor Policy.pdf** (attached to this mail & on the [congress website](#)) in addition to this Exhibitor's Manual. It has all the **relevant information** for exhibitors that are required from the Boardwalk Hotel as well as all the **forms** that exhibitors need to complete for exhibition and build-up at the venue.

Security & Duty Manager - Contact person: Andre Bosch

E-mail: andre.bosch@suninternational.com **Tel:** 060 992 7059

Health & Safety - Contact persons: Andre Bosch & Dean Blom

E-mail: dean.blom@suninternational.com **Tel:** 082 906 5336

E-mail: andre.bosch@suninternational.com **Tel:** 060 992 7059

7.1 Summary of Event Contractor Policy.pdf document content

BASIC REQUIREMENT
REPORTING OF INCIDENTS
ELECTRICAL INSTALLATIONS
WELDING
HOUSEKEEPING
BOARDWALK FACILITIES
NOTICES, SAFETY SIGNS AND BARRIERS
STORAGE AND USE OF FLAMMABLE SUBSTANCES
PYROTECHNICS AND HOT WORK
CATWALKS, LADDERS, PLATFORMS AND ELEVATED POSITIONS
EQUIPMENT AND MACHINERY
DRAPING, FURNISHING, THEMING AND DECORATION
DELEGATION OF RESPONSIBILITY
Annexure 1 - APPOINTMENT OF RESPONSIBLE CONTRACTOR
Annexure 2 - APPOINTMENT OF RESPONSIBLE PERSON/S
Annexure 3 - APPOINTMENT FOR SUPERVISION OF MACHINERY
Annexure 4 - BOARDWALK INDEMNITY
Annexure 5 - ENVIRONMENTAL HEALTH AND SAFETY STANDARDS
COMPLIANCE CHECKLIST (For Boardwalk Use)

7.2 Electrical matters

Please see the **Event Contractor Policy.pdf** attached, especially point **number 3**.

7.3 Covered & double tier stands

All custom stands that exceed 2.4 meters in height must have a structural engineering certificate as well as an electrical COC.

Any stage that exceeds 900mm or any structure where three or more people stand on must also be signed off by a structural engineer.

No double tier stand will be allowed at the Boardwalk as the height restriction does not allow it.

7.4 Draping, furnishing, theming and decoration (fire hazard)

Please see the **Event Contractor Policy.pdf** attached, especially points **numbered 8, 9 & 12**.

8. GENERAL

8.1 Briefcases / handbags

Please do not leave briefcases/handbags unattended on your stand. All cases etc should be placed out of the public's eye inside cupboards or office areas. Unattended briefcases and packages could be a security risk.

8.2 Emergency services

The Boardwalk Hotel has an evacuation procedure available on request.

8.3 Fire escapes

Fire escapes are located throughout the venue and are demarcated with signage. Neither the signage nor the exits must be obstructed in any way.

8.4 Exhibitor behaviour

All efforts to advertise, demonstrate and operate an exhibition must be conducted so as not to trespass on the rights of other exhibitors. No exhibit will be permitted to interfere with the use of other exhibits or impede access to them or the free use of the aisles. The Boardwalk Hotel reserves the right to limit and/or restrict operations which, for any reason, might be considered objectionable, without any liability for refund and/or damage.

8.5 Assumption of risk for exhibitors

Please refer to the attached documents

It should be understood by the exhibitor that the nature of the facilities available, the presence and circulation of large numbers of people, the difficulty of effective supervision over the protection of large numbers of removable articles in many exhibition stands and various other factors make it reasonable that each exhibitor shall assume the risk of any injury, loss and/or damage.

Accordingly, the exhibitor assumes all risk of loss for their merchandise, fixtures, displays and any other property located in the exhibition area, storage or any other area where access has been provided to exhibitors by The Boardwalk Hotel.

The Boardwalk Hotel security personnel will be furnished for the perimeter of the venue, but such personnel shall not be deemed to affect the non-liability of The Boardwalk Hotel and its members, officers, representatives, employees and/or the official service providers to modify in any way the assumption of risk and release provided for above.

8.6 Care of building

No attachment, fitting or detachment is to be made to the interior or exterior walls, floors, ceilings or pillars of the building, without prior knowledge or consent from The Boardwalk Hotel Management. This includes any equipment or device whatsoever which would be affixed to, or suspended from any structure of the building, and includes attachments that would damage any surface or structure in any part of the building.

Exhibitors are responsible for the cost of making good and/or replacing any damage to the premises, whether caused by themselves, their agents, contractors, sub-contractors or by any person/s employed or engaged on their behalf. Any event organiser found damaging the walls, carpets and/or any structure of The Boardwalk Hotel property will be charged with the replacement value of such items.

8.7 Non-smoking areas

Please note that the Boardwalk Hotel is a smoke-free venue. As per Government legislation no smoking is permitted within the venues. Designated areas have been allocated and these must be strictly adhered to as per the Tobacco Products Control Act 1999. Failure to comply with these regulations could lead to possible prosecution.

8.8 The Boardwalk Hotel - Fact Finder

You will find The Boardwalk Hotel - Fact Finder on the website with comprehensive information on the venue itself.

9. LIABILITIES

The Boardwalk Hotel Management or organisers shall not be liable or responsible to any party for any claim, damage or loss caused to any person as a result of the failure of The Boardwalk Hotel or any of its employees, representatives or assigns to comply, or to comply timeously, with any provision/s of the contract of hire. The Boardwalk Hotel or organisers shall not be responsible for the safekeeping, storage, use or otherwise of any property brought into the convention centre. Property belonging to the hirer or third parties shall be brought into the convention centre at their own risk and the hirer indemnifies The Boardwalk Hotel and holds it harmless against any and all claims, losses or damages that may be suffered by any person in relation hereto.

The Boardwalk Hotel or the organisers shall not be liable for any loss, injury or damage, howsoever caused, to goods and/or persons in the convention centre and/or on adjacent sites. The hirer shall always remain liable to The Boardwalk Hotel for the payment of any and all outstanding costs and charges incurred in respect of or attributable to any sub-hirer or participant, notwithstanding the manner in which payment is affected. In addition to the foregoing, the hirer shall be liable for all penalties, losses or damages charged or levied by any authority, service provider or third party in respect of or attributable to any or all of the sub-hirers or participants, which amounts shall be paid by the hirer to The Boardwalk Hotel on demand.

10. IMPORTANT DATES

Date	Action
25 November 2016	Payment for exhibition space and sponsorships
Tuesday, 14 March	Construction of stands. (07:00 – late!)
Wednesday, 15 March	All stands need to be completed by 17:00
Sunday, 19 March	Dismantle exhibitions from 07:00. All stands completely removed by 17:00

Should you have any queries, special requests or if you need further assistance, please contact me.

It is my wish that this congress will be a great success for you and your company, but it must also be an enjoyable congress – a congress to remember.

Kind regards

RHYNO KRIEK
CONGRESS ORGANISER
OSSA Congress 2017
The Boardwalk Hotel



Tel 051 436 7733 **OR** 083 265 0 265

Fax 086 60 60 555

ossacongress@telkomsa.net

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