



# MANUAL



21 JANUARY – 26 JANUARY 2016

## INTRODUCTION

**Dear participant,**

We like to welcome you at the Caravana 2016. At this exhibition you will meet many other exhibitors from the camp sector. Companies who have participated in the Caravana for several years and companies exhibiting for the first time.

To make sure that the exhibition and the period of mounting and dismantling will be successful for everyone, you will find all the necessary information in this manual.

Please read this manual carefully and take the guidelines for participating at this exhibition into account. If you still have any questions about your participation or about this manual, we are happy to help you. You can reach us at telephone number ++31 (0)58-2941500 or by email at [info@wtcexpo.nl](mailto:info@wtcexpo.nl).

For specific questions about our catering services you can contact our department WTC Hospitality at telephone number ++31 (0)58-2941590 or by email at [info@wtchospitality.nl](mailto:info@wtchospitality.nl).

**On behalf of the management and staff of the WTC Expo we like to wish you a successful exhibition!**

## TABLE OF CONTENTS

1.	Location .....	3
2.	Period .....	3
3.	Building and decorating the stands .....	3
4.	Clearance .....	3
5.	Stand construction .....	4
6.	Electricity/Water .....	4
7.	Hall illumination.....	5
8.	Audio visual means, rigging and lighting.....	5
9.	Stand interior.....	5
10.	WIFI Internet.....	5
11.	Licences .....	5
12.	Business cards.....	5
13.	Participant/parking cards .....	6
14.	Stand cleaning.....	6
15.	Supply of plants and flowers.....	6
16.	Publicity.....	6
17.	Food and Commodity Authority (VWA)/ Non-smoking policy.....	7
18.	Public-address system .....	7
19.	Payments.....	7
20.	Prices .....	7
21.	Complaints.....	7
22.	Security.....	7
23.	Liability .....	8
24.	Catering .....	8
25.	Parking .....	8
26.	WTC Hotel.....	8

### Appendix:

Specification stand building .....	9
10 Commandments of the Fire Department .....	10
Route description.....	11
Floor map exhibition halls .....	12
The Green Key.....	13
Offer WTC Hotel.....	14

## 1. Location

WTC Expo; Saksenhal (hall 3), Keltenhal (hall 2), Frankenhal (hall 4), Friezenhal (hall 5/6) and Traverse (hall 8)

## 2. Period

Thursday	21 January	10.00 - 18.00 h.
Friday	22 January	10.00 - 21.00 h.
Saturday	23 January	10.00 - 18.00 h.
Sunday	24 January	10.00 - 18.00 h.
Monday	25 January	10.00 - 18.00 h.
Tuesday	26 January	10.00 - 17.00 h.

**For participants the exhibition halls open one hour earlier and close one hour later.  
(when shown participants' card)**

## 3. Building and decorating the stand

The following dates are reserved for building and decorating the stands:

Monday	18 January	08:00 - 22:00 h.
Tuesday	19 January	08:00 - 22:00 h.
Wednesday	20 January	08:00 - 22:00 h.
Thursday	22 January	08:00 - 10:00 h.

When you assigned WTC Expo to build your stand the decoration can take place as from Wednesday 20 January, 12:00h. From 18:00h., the large transport doors will be closed and no car or any other means of transport will be allowed in the exhibition halls. Supply of small materials is only possible through the emergency exits.

At 22:00h., your stand has to be ready and the aisles have to be vacated.

### Delivery Sunday 17 January 2016

Exhibitioners of caravans, chalets and campers can deliver their equipment on Sunday 18 January. If you want to use this extra building time please let us know at least 2 weeks before the start of the Caravana at [info@wtcexpo.nl](mailto:info@wtcexpo.nl) and someone of our Facility Service will contact you as soon as possible.

**When you want to use this opportunity you have to be present in your stand on Monday 18 January at 08.00 h. concerning placing the carpet.**

During the periods of building and dismantling no doors and/or aisles can be blocked by materials or any means of transport. De routes of transport and removal on the parking lot and at the transport doors have to be approachable at all times. Please follow the instructions of our employees in the halls and the traffic wardens.

In accordance with regulations of the Fire Department storage of packaging in or around your stand is prohibited. Fire extinguishers and fire hydrants **always** have to be approachable. Connecting points for water, electricity and telecommunication have to be approachable. Gas cylinders, radiation hazardous and chemical products in or around the stand are prohibited. Emergency exits, aisles, and other exits cannot be blocked in any way.

## 4. Clearance

You can clearance your floor space no sooner than at the end of the exhibition. Directly after the end of the exhibition on Tuesday evening the carpet in the aisles will be removed, this makes it possible to use these aisles when evacuating your stand. To let this go smoothly all the transport doors will be closed and the participants are requested not to block the aisles. Thereafter you can clearance your floor space on:

Tuesday	26 January	17.30 - 22.00 h.
Wednesday	27 January	08.00 - 18.00 h.

**As of Wednesday 27 January 18.00h. your floor space has to be evacuated completely. Furniture supplied by WTC Expo will be removed from your stand directly after closing the exhibition on Tuesday. Please make sure nothing is left in or on the furniture.**

## 5. Stand construction

Stand building is obligated. Minimally your stand has to exist of: self supporting walls and floor carpet.

There are two possibilities to have your stand built:

- a. You take care of your own stand;
- b. You have your stand built by WTC Expo

- Standard is the rent of bare floor space at the Caravana
- Walls can be applied for through the online order system of the WTC Expo or through the facility form (download on page exhibitors on [www.caravana.eu](http://www.caravana.eu).)
- Delivery of orders during the building period cannot be guaranteed and the price will be extra charged with 50%.

**For stands higher then 2,75 m. a permission in writing by the organization is necessary, just as for the attachment of flags, logo's and other objects on building.**

**For a different stand building then standard or a color other then white we can give you an estimate.**

You can find the specifications stand building on page 9.

### Kinds of stands:

- \* Row stand (only front side open)
- \* Corner stand (front + one side open)
- \* Head stand (front + two sides open)
- \* Island stand (four sides open)



**Please note: In the case of an island stand it is not permitted to place high walls on one of the 4 corners unless permission in writing is received by the organization.**

## 6. Electricity/Water

Connections have to be applied for at the latest 2 weeks before the start of the building of the exhibition. When applied for at a later time we cannot guarantee the construction. Connections applied for during the building period will be charged extra with 50%.

- **All prices are incl. assembly and excl. VAT**
- **Missing or damaged goods will be charged**
- **Metal stands have to be earthed**
- **Usage of flat cord is prohibited**
- **You have to take care of your own quality controlled extension cable**

### Guide lines concerning usage of water to prevent legionella

Concerning the safety of everyone who enters our building; tenants, visitors, participants, employees and so forth, usage of open, flowing, sprinkling or fogged/misty water, as in fountains, sauna's and whirlpools, is only allowed when the following guide lines are carried out:

- The water you use has to come from the water pipes of WTC Expo.
- It is prohibited to use water from the fire reel, this water can only to be used to extinguish a fire.
- Water from the washing rooms is not suitable for drinking but can be used for other purposes.
- The usage of air moisturizes, as in amongst others air conditioners, is prohibited.
- Water with a temperature between 20°C and 60°C, is water within the risk category. Usage of water within the risk category (between 20°C and 60°C) is only allowed when 0,3 milligrams active chloride per liter water is added.  
When no chloride is used this water has to be refreshed on a **daily** basis.
- Boilers have to be adjusted over 60°C.
- Demonstrations have to take place in closed spaces.
- You are obligated to check the temperature of the water at least once a day during the whole event and keep a log of your findings.

You are obligated to cooperate in possible tests, sampling and inspections carried out by WTC Expo and/or other official authorities

## Online order system

As of now you can order your interior, electricity etc. online on the website [www.wtcexposant.nl](http://www.wtcexposant.nl) and you can login or apply for a password.

## 7. Hall illumination

The lights in the exhibition halls are partially switched on during the opening hours of the exhibition. Nevertheless, we advice you to take care of sufficient light in your stand to gain an optimal presentation.

## 8. Audio visual means, lighting, rigging

For rent of audio visual means, good lighting, hoists, steels etc. we refer you to:

**Faber Audiovisueel b.v.**

Hemmemaweg 22

9076 PH St. Annaparochie

tel ++31 (0)518-401629

fax ++31 (0)518-401704

[www.faber-av.nl](http://www.faber-av.nl)

[info@faber-av.nl](mailto:info@faber-av.nl)

Faber is responsible for all the rigging in the WTC Expo.

Rigging is only allowed above your own stand and until a maximum height as mentioned in this manual.

Faber is the only rigging company allowed to make attachments to the roof of the building.

**Having this done by a third party is prohibited.**

Faber can also take care of assembly and disassembly of hanging objects. Electrical and manual hoists, truss systems are available.

## 9. Stand interior

At the online order system or on the facility form (download on [www.caravana.eu](http://www.caravana.eu) page exhibitors) you will find a number of possibilities regarding furniture WTC Expo can take care for you. If you have different wishes or demands please contact us. All interior will be delivered on Wednesday 20 January as from 09.00h.

## 10. WIFI Internet

The wireless network works by means of radio undulate according the 802.11b world standard. To achieve a wireless internet connection you will be issued a receiver. By means of this receiver, within the reach of the Wi-Fi Access Points, you can connect to the Internet in your stand. Average speed is app. 5 Mbit/s. Most of the time this speed is higher then can be achieved with a broadband Internet connection through ADSL, cable or satellite. The Access Points are directly connected to a 100 Mbits/s Core Router, which is linked to a fiberglass connection.

A wireless connection can be rented per exhibition, per day or per hour. Applications can be made during the exhibition at the information desk, where you can rent a card for € 100,- incl. VAT (valid during the whole exhibition) in order to make the wireless connection. If your computer is not equipped to make a wireless connection you can purchase an additional USB-stick for € 50,- incl. VAT.

## 11. Permits

In case the presentation in your stand involves noise by audio/video, open fire and/or gasses, you have to apply for a permission in writing with the organization.

## 12. Business cards

Business cards are meant for business relations you wish to invite to visit the exhibition. The costs are € 5,- per card excl. VAT.

**Extra cards can be ordered in writing by post, fax or e-mail ([info@wtcexpo.nl](mailto:info@wtcexpo.nl)). The cards will be sent immediately.**

### 13. Participant/parking cards

Free cards will be handed out by the organization depending on the size of your floor space. Participant and parking cards are meant for members of your company or organization who are present in your stand during the exhibition. The card gives free entrance during the opening hours, building hours and evacuation hours.

The maximum amount of cards handed out for free are:

For stands up until 50 rented m <sup>2</sup>	: 4
For stands from 51 - 100 rented m <sup>2</sup>	: 6
For stands from 100 or more rented m <sup>2</sup>	: 8

Extra cards can be ordered at the cost of € 11,50 a piece excl. VAT.

Extra parking cards for the period building until dismantling can be ordered at the cost of € 10,- incl. VAT. A parking card for one day can be obtained at the cost of € 4,- incl. VAT.

**Extra cards can be ordered in writing by post, fax or e-mail ([info@wtcexpo.nl](mailto:info@wtcexpo.nl)). The cards will be sent immediately.**

### 14. Stand cleaning

WTC Expo can take care of cleaning your stand on a daily basis. Standard cleaning consists of:

- Emptying dustbins, dusting chairs and seats, removal of fingerprints on closets, desks and tables and removal of dust and stains on the top of other furniture, vacuum cleaning floor.
- The cleaning will take place outside the opening hours of the exhibition.
- The stands will be cleaned on a daily basis. This means the first cleaning will take place before opening of the first exhibition day and the last cleaning before opening of the last exhibition day.

Extra cleaning can be estimated on request.

### 15. Flowers and plants

Delivery and removal of the flowers and plants are included in the mentioned costs. Delivery will take place on the first exhibition day before the official opening.

### 16. Publicity

By means of a commercial campaign attention will be drawn to the exhibition.

#### Free publicity

Press releases will be sent to regional, national and international newspapers and trade journals.

When you present a novelty on the exhibition please make sure to inform us sufficiently. If possible we can take this into account in our press releases.

#### **Twitter & Facebook**

Caravana also joined Twitter and Facebook.

<https://www.twitter.com/CaravanaBeurs>

[www.facebook.com/CaravanaBeurs](http://www.facebook.com/CaravanaBeurs)

## **17. Voedsel- en Waren Autoriteit (VWA) /**

### **“Food and Consumer Product Safety Authority” / Non-Smoking policy**

As from 1 July 2008 smoking in shopping malls, exhibition halls, conference halls and airports is prohibited by law.

This means the entire WTC Expo building is a **non-smoking area**.

There are no special smoking facilities. Smoking is only allowed outside the building. At the main entrance (entrance West) ashtrays have been placed.

In connection with the new rules considering tobacco we have to inform you that it is not allowed to advertise brands which still are available. The same rule applies for goods, for example ashtrays, which mentions a brand or logo. In case of a check by the VWA any given fine for breach of the rules will be charged to the participant. More information available on: [www.vwa.nl](http://www.vwa.nl).

## **18. Public-address system**

The public-address system can only be used during the building and evacuation period. During the opening hours this system is only available in case of emergency and for the benefit of announcements from the organization. If you want to be reached on your stand please leave your phone number at the reception.

## **19. Payments**

Costs of the rent of floor space and facilities have to be on the bank account of WTC Expo before the start of the first building day.

### **Payments abroad**

Participants located in one of the countries of the European Union, receive, according current legislation, an invoice excl. VAT provided we have a valid VAT-number.

If this number has not been specified yet, please let us know as soon as possible by e-mail; [info@wtcexpo.nl](mailto:info@wtcexpo.nl). Once we have sent the invoice we can't make any changes.

## **20. Prices**

All prices mentioned in this manual are excl. VAT.

## **21. Complaints**

Complaints about non-delivery or other matters have to be reported in writing on the first exhibition day at the latest. Complaints after the exhibition will not be dealt with.

## **22. Security**

Building and evacuating the stands take place in a hectic period. We strongly advice you not to leave your goods unattended. Place small and valuable goods as late as possible in your stand. Keep valuables behind lock and key or take it with you when you leave. As you know opportunity makes the thief. During the exhibition period security is present outside opening hours in the halls used. However, it is your responsibility to insure your goods and products and take measures to prevent damage and theft. In many cases this is included in a transport insurance. Check your policy or ask your insurance agent.

For the sake of completeness we refer to article 19 in Rules and Regulations.



## **23. Liability**

Concerning the liability of WTC Expo we refer to article 19 of the Rules and Regulations of which you received a copy earlier. In case you don't have a copy anymore, you can ask for a new copy for free at ++31 (0)58-2941500. The government issues regulations concerning safety and we are obligated to observe these regulations. Every participant has to conduct in order of these regulations concerning safety. Participants are obligated to comply with the directions of the organization and/or the Fire Department.

## **24. Catering**

WTC Hospitality is the house caterer of WTC Expo. We provide, among other things, all catering facilities at the exhibitions that are organised in the WTC. You will find us on the various catering squares in the halls for a cup of coffee, pastries, drinks and sandwiches. Also the WTC Expo has a large self service restaurant Grutte Pier, located in the main hallway. Here you can go for a cup of coffee, a quick lunch or dinner. Do you have more time, and do you want something more luxurious? Then we recommend you Brasserie The Globe on the ground floor of the WTC Hotel. Here we will often offer a buffet for exhibitors in the evening the exhibitions are open.

As a participant of our events you can find on your website: [www.wtchospitality.nl/wtc-hospitality/exposanten/](http://www.wtchospitality.nl/wtc-hospitality/exposanten/) all the information that may be useful for you. Such as order lists for lunch packages or liquor products.

You can also request a hospitality card. With this card you can put in your account everything you consume. You can also "pay" with it in our restaurants. You order, give your card to the cashier and our system registers everything on your name. After the exhibition you receive a summary invoice of all your expenses. Well organized and useful for your own administration. You can find the application forms on our website [www.wtchospitality.nl/wtc-hospitality/exposanten/](http://www.wtchospitality.nl/wtc-hospitality/exposanten/).

## **25. Parking**

On the premises of the WTC Expo there is a paid parking system. Participants receive with every participant card (free and paid for) 1 free parking card for the period of building until dismantling.

Participants have to inform their transporters that a day (parking) card has to be bought before leaving the premises at the parking terminal (payment only by chip-, credit- of pin card.) or cash at the info desk and (if open) at the cashier. The costs are € 4,- incl. VAT.

## **26. WTC Hotel**

You can spend the night in WTC Hotel in our accommodation. For reservations and extra information about the special offer for Caravana exhibitors you can reach the hotel at ++31 (0)58-2334900 or surf to their website [www.westcordhotels.nl](http://www.westcordhotels.nl). See the offer on page 14 of this manual.

## **APPENDIX:**

- ❖ **Specifications stand building**
- ❖ **10 Commandments of the Fire Department**
- ❖ **Route description**
- ❖ **Floor map exhibition halls**
- ❖ **The Green Key**
- ❖ **Offer WTC Hotel**

## Specifications stand building

### Walls:

Material:	Synthetic / Aluminum according octanorm principal	
Height:	incl. aluminum window-frame	: 250 cm.
Width:	incl. aluminum window-frame	: 100 cm.
Thickness:	aluminum window-frame	: 20 mm.
Color window-frame:	metallic-aluminum	
Color wall:	pearly white –mat	
Size window-frame:		: 5 cm.
Net wall surface:	within the frame	: 90 x 240 cm.

- It is **NOT** allowed to nail, staple or screw in the walls.
- It is **NOT** allowed to paint the walls.
- Usage of permanent stickers and foam-tape is **NOT** allowed.
- Please don't stick anything on the aluminum window-frames.

### Freeze:

Material:	Synthetic / Aluminum according octanorm-principal.	
Height:	incl. aluminum window-frame	: 30 cm.
Thickness	aluminum window-frame	: 20 mm.
Color window-frame:	metallic-aluminum	
Color freeze:	pearly white mat	
Size window-frame:		: 1 cm.
Net height freeze:	within the frame	: 28 cm.
Passing height /height attachment		: 220-250 cm.

### Carpet:

Kind	Heugafelt-escolita tiles
Size per tile	50 x 50 cm.
Color	optional anthracite, red, blue or green

Please take into account that fastening of photo material and displays has to been done with double sided tape (no foam-tape!), with chains or nylon thread fastened by S-hooks (height 45 mm.) or clipboard clamps from the top side of the stand. Usage of logo stickers and/or letters is only allowed when non-permanent stickers or letters are being used. Do not stick anything on the aluminum profiles. Usage of foam-tape is NOT allowed. Foam-tape can not be removed and causes damage to the walls. If repair is necessary the costs will be charged to participant. Please remove all stickers and letters from the walls after the exhibition has been ended.

### A few remarks:

1. In the aluminum profile on top of the stand is a groove in which you can fasten the S-hooks.
2. When you prefer using clipboard clamps make sure they can be opened at least 20 mm.
3. Don't forget to purchase nylon thread, chain, clamps, hooks in time and take them with you after the exhibition for reuse.
4. In the case of complications concerning stand building, please let us know as soon as possible.  
Tel.: ++31 58 294 15 00.
5. Please inform your employees, decorators, advertising agencies and so forth about all the regulations mentioned in this manual.
6. Damaged goods and materials will be charged to participant.

## 10 commandments of the Fire Department

1. All inflammable materials have to be fire proof impregnated. (Examples of inflammable materials: decorations existing of paper, cloth, textile, flags etc.)

**ATTENTION:**

**EEN COPY OF THE CERTIFICATE OF IMPREGNATION has to be handed out to the organisation, when there is no certificate the object/material can not be used.**

2. Gas cylinders, filled (diesel) tanks or other flammable substances can never be present at the exhibition.
3. Open fire, like candles, can not be used without supervision.
4. All the presentations have to take place within participants' own floor space; the aisles always have to stay clear of obstacles.
5. Presentations, especially from machinery and moving or hanging attributes, have to be placed safely for the public and surroundings. Hanging objects have to be attached with double anchored steel cables.
6. Emergency exits can never be blocked on the inside as well as on the outside of the building.
7. No changes or alterations can be made on the applied cables and wiring.
8. The fire-plugs always have to be approachable and visible.
9. Open spaces behind the stands can not be used for storage or litter.
10. In case of calamity always contact the organization or security immediately.

To impregnate certain materials you can contact:

Save Brandbeveiliging, Mr. J. Bakker. Tel.: [++31599 613 320](tel:+31599613320)

Sprinkling or fogged/misty water are not allowed as well as stationary water in any form. Water for coffee or tea excluded.

## ROUTE DESCRIPTION

### For participants and visitors:

From all directions: follow the signs WTC Expo.

### Public transport

At the bus terminal, take line 97 which stops in front of the WTC Expo. Check the timetable at: [www.arriva.nl](http://www.arriva.nl)

### By car:

#### From Drachten/Groningen

Follow N31 direction Harlingen, take exit 24 and follow the signs WTC Expo.

#### From Zwolle/Heerenveen

Follow N31 direction Harlingen, take exit 24 and follow the signs WTC Expo.

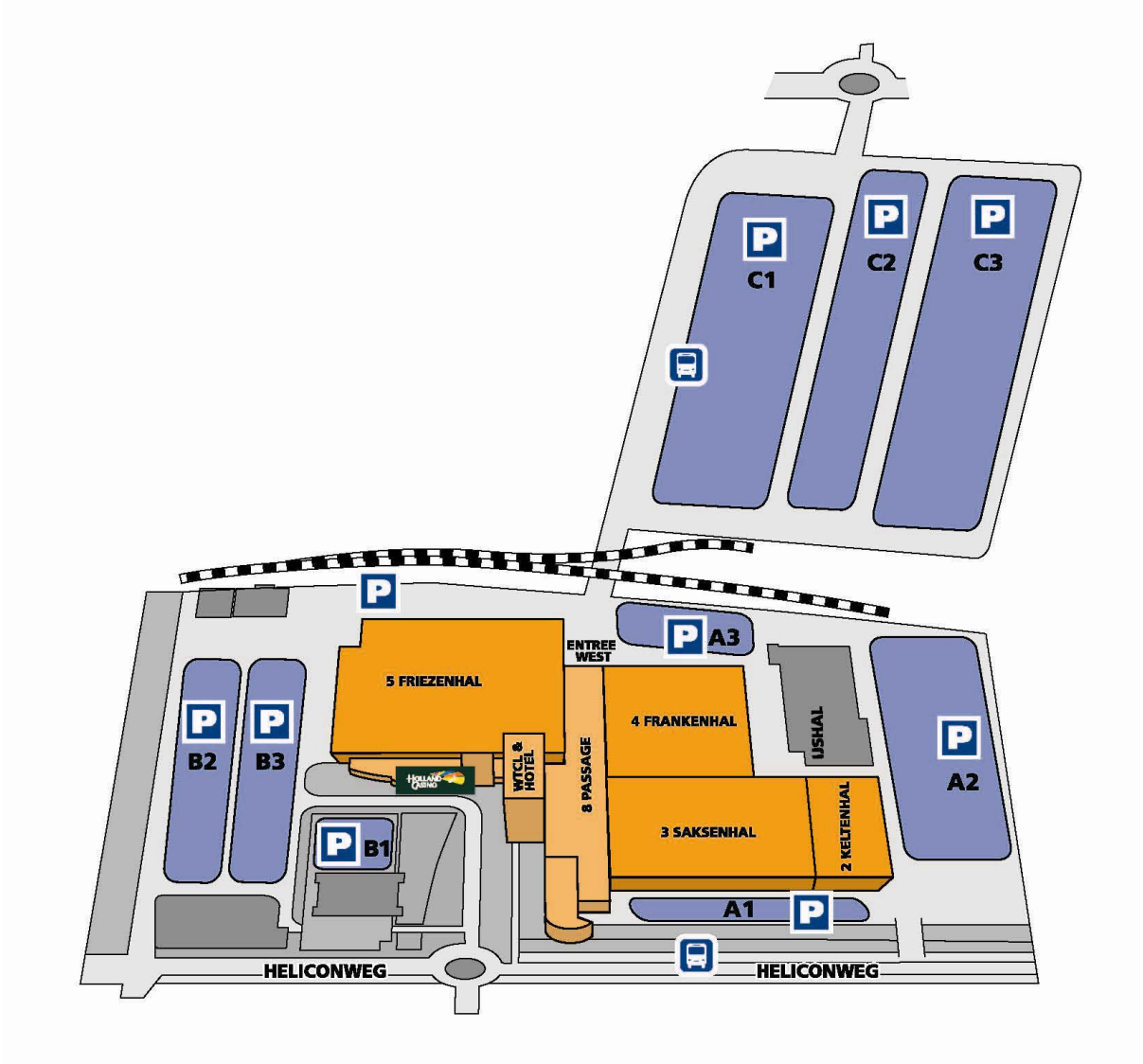
#### Vanuit Harlingen/Amsterdam A7/A31

Follow N31 direction Drachten/Heerenveen, take exit 24 and follow the signs WTC Expo.



**FLOOR PLAN**

Exhibition halls WTC Expo Leeuwarden





Dear participant,

The WTC Expo requires on predetermined environmental standards by which we can call ourselves a Green Key company.

In order to get possession of The Green Key we have to meet certain conditions. These conditions are:

- Take a large number of energy and water saving measures.
- Use of durable tableware.
- The separation of waste of at least 6 fractions.
- To require on all, for the company, relevant environmental legislation and regulations
- Set up an environmental programme in which we explain what measures we take in the next three years.
- To inform our guests how we interact with the environment
- Register of consumption and costs of gas, electricity, water and waste on annual base.

We hope to have informed you about the activities and measure we take regarding the environment in our business. We hope that you cooperate with us in order to retain The Green Key.

Managing board WTC Expo



## SPECIAL OFFER

### WESTCORD WTC HOTEL LEEUWARDEN



WestCord WTC Hotel Leeuwarden is a four star hotel located just outside the town of Leeuwarden. A new hotel, uniquely located within walking distance of the historic center of the Frisian capital.

More than 500 monuments and unique architecture are the backdrop for an enjoyable visit to the green north of the Netherlands. Leeuwarden has surprising shops, fascinating museums, exciting events and restaurants.

You must visit the Wtc Hotel, located next to the WTC Expo and the Holland Casino.

From  
€ 99,00

#### Special Offer

A single room per night including breakfast  
Inclusief free parking.

#### FACILITIES

- 143 Hotelrooms
- 12 Suites
- 11 Longstay appartements
- 18 Conference rooms (total 1192 m2)
- Direct access to the WTC
- WTC Expo has 34.000m2 exhibitionspace
- Breakfastrestaurant/restaurant/bar
- Panoramaroom
- Fitness
- Free parking space
- Lift
- Business corner
- Wireless internet
- Airconditioning
- Minibar
- TV
- Safe
- Laptop connection

Heliconweg 52 8914 AT Leeuwarden The Netherlands  
tel: +31 (0)58 233 49 00  
fax: +31 (0)58 233 49 01  
leeuwarden@westcordhotels.nl  
www.westcordhotels.nl

  
**WestCord**  
**WTC HOTEL**  
★★★★  
LEEUWARDEN