

# GENERAL INFORMATION & GUIDELINES



## SERVICE COSTS

Order all services and send shipments by the published advanced deadline to ensure timely installation, delivery on-site, and avoid late charges. The Official Contractors will charge for late ordering. Moreover, the provision of required equipment and services will be subject to stock availability. Please be sure to reference the Critical Dates & Deadlines Checklist for a listing of upcoming deadlines.

## WIRELESS INTERNET

There is free wireless service available at the venue. Addresses visitors and expo attendees' basic requirements like checking emails, normal internet browsing, and surfing social media platforms. The wireless connection may fail or become slow and/or unstable during the exhibition period. If you require continuous access and a stable connection it is strongly recommended to order a dedicated broadband line Internet service.

## EXPOSITION COLORS

Walk-On Packages and Premium Walk-On Packages for the Seafood Expo Asia will include the white partition wall and blue carpet.

## SECURITY

The exposition will maintain reasonable security precautions to provide a secure environment during the move-in, show open and move-out periods. However, all exhibitors are advised that they should take sensible steps to protect their property. Any precautions you take are in your best interest as neither Diversified Communications nor any appointed contractors are responsible for any loss or damage to any goods at any time during the exhibition.

- **All persons in the exhibit hall must always wear a badge**, including during move-in, expo days, and move-out. Exhibitors are responsible for ordering badges for their workers and staff.
- Security guards will walk through the halls at the close of the expo each day to clear them of all visitors and personnel. **Only exhibitor personnel who have exhibitor badges will be allowed in the halls after closing. All exhibiting personnel will be required to vacate the halls within 30 minutes following the close of expo days.**
- Any thefts or damage must be reported to Security or the Show Organizer's Office immediately. Losses and damages for insurance claims need to be reported, in writing, to the Organizer and the police as soon as possible.

### **To help ensure effective security at the exposition, please follow these guidelines:**

- Delegate one member of your stand personnel to be responsible for your company's safety and security at the exhibition. DO NOT leave cash, handbags, phones, valuables, etc., in drawers, cupboards or on open exhibits on your stand. DO NOT leave wallets in unattended clothing.
- Exhibitors are recommended to use locks to secure notebooks or computers on display and a lockable cabinet to store personal belongings and anything valuable.
- Check all lockable desks and cupboards before leaving your stand.
- Please note that build-up and teardown days are high-risk periods. You are recommended to work in pairs so that the stand is manned at all times.
- On expo open days make sure your stand is manned before the official opening time and do not leave your stand before the hall is cleared of all visitors at the end of the day.
- At the end of each day, remove anything of value that can be easily removed. Should you have small valuables that you wish to leave on your stand, you are advised to provide yourself with lockable steel cabinets or other safe storage areas.
- DO NOT leave your stand unattended at any time during the move-in, expo opening hours, and move-out period.
- The Organizer does not guarantee the safety and security of exhibitor property or goods and shall not in any way be liable or responsible for any theft, loss, or damage thereof. The showcases, cabinets, and other storage facilities as provided by the Organizer in any part of the Exhibition Venue including, without limitation, Stands, Space, and Raw Space are for exhibition purposes only. The Exhibitors are solely responsible for the safety and security of all their property or goods stored in such showcases, cabinets, and storage facilities at all times. All property and goods, including without limitation all Publicity Material brought by Exhibitors into any part of the Exhibition Venue including, without limitation, Stands, Space, and Raw Space are brought at the Exhibitor's risk.

Exhibitors are allowed to hire security guards for their own purposes during the exhibition period. Exhibitors may procure additional security guards from the official security contractor only. To obtain more details and cost information, exhibitors can contact the Organizer, Ms Rhoda Lam / [rlam@divcom.com](mailto:rlam@divcom.com). Requests must reach the official security contractor at least three weeks before the exhibition; otherwise, a late order surcharge will be levied.



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## **IMPORTANT: PRODUCT SAMPLING / SEAFOOD REMOVAL**

Due to regulations surrounding veterinary inspections and non-consumable products, NO visitors are allowed to leave the Seafood Expo Asia with seafood products. Please DO NOT give visitors any seafood products from your stand to take home with them as they will be confiscated at the doors by security upon their exit of the halls. Any distribution and consumption of seafood products are under the sole and entire responsibility of the exhibitor with no recourse toward the Organizer or its designated agents. Refer to your freight forwarder for guidelines on seafood imports.

Exhibitors are not permitted to leave the exhibition hall with the product during the expo opening hours. If you need to leave the exhibition hall with goods/items during expo opening hours, you will need to obtain a Security Clearance Form. This can be obtained from the Organizer's Office located on the show floor.

## **STAND CLEANING**

Walk-On Package and Premium Walk-On Package Stands will have their stand cleaned each evening; Raw Space Exhibitors are required to arrange their own stand cleaning.

The Organizer will be responsible for the general cleaning of the exposition hall each day after the Exhibition. After the exposition closes each day, exhibitors should place any refuse from their stand into plastic bags. These tied plastic bags may then be placed either in a bin in the stand or the aisles within one hour of closure for removal by night cleaning staff. Under no circumstances shall refuse to be placed in the aisles other than in plastic sacks, or at other times as stipulated above.

If you need rubbish removed from your stand during the expo hours, please visit the Organizer's Office on the show floor.

During the build-up and dismantling period, exhibitors and/or appointed contractors are responsible for the removal of stand construction debris and rubbish daily. All aisles must be left clear.

***Removal of any debris or trash exhibits left in the hall will be billed back to the exhibitor.***

## **WASHING/SINK FACILITIES**

There will be a sink preparation area available within the hall for exhibitors to use.

**Exhibitors must not use any other areas for clean-up, utensil washing, or food preparation other than the designated sink preparation facilities.** Exhibitors are prohibited from using the restrooms to empty buckets of water or washing utensils. **Please take note that exhibitors are recommended to use bottled water for food preparation as tap water is not drinkable.**

## **WASTE REDUCTION AND RECOVERY MEASURES**

To protect our environment, the following guidelines on Waste Reduction and Recovery are recommended:

### ***Waste Avoidance and Minimization***

Setting up of exhibition stand: Use the re-erectable stand to reduce the amount of waste generated.

Selection of decoration material: Use environmentally friendly materials (e.g. recycled materials).

Production of publicity materials: Print publicity materials on recycled paper. Minimize the number of publicity materials printed.

Distribution of bags: When the distribution of bags is necessary, use reusable bags or bio-degradable bags instead of plastic bags.

### ***Waste Reuse and Recycling***

Reuse: Collect unused publicity items, decoration materials, admission badge holders, etc. for reuse or recycling.

Recycling: Put recyclable materials including waste paper, plastic bottles, and aluminum cans into the waste separation bins provided by the venue.

## **MANAGING YOUR STAND**

All activities must be contained within the area described in your Application for Exhibit Space. No selling or promoting will be allowed in the aisles or other public areas. Visitors viewing video monitors must be in your exhibit space and not crowded in the aisles. Loudspeakers and carnival tactics will not be allowed – Please be a considerate neighbor. **Promotion of other events is not allowed.**

## **SMOKE-FREE POLICY**

The venue is a non-smoking facility that includes vaping & electronic cigarettes. Smoking is not allowed in any areas within the exhibition halls at any time or in any location designated for the exhibition area.

## **DRONES**

Operable drones are not permitted to be used under any circumstances.

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## **PAGING SYSTEM**

Although the exposition is open to all invited and registered visitors, the public address system in the halls is to be used solely for Organizer, police, and security announcements. Exhibitor and visitor announcements are prohibited. Please provide your co-workers and family members with hotel information and phone numbers where you may be reached while at the exposition.

## **SOLICITATION BY NON-EXHIBITING COMPANIES**

For the protection of all exhibitors, only those companies whose Application for Exhibit Space has been approved by the Organizers will be allowed to present and promote their products at the Seafood Expo Asia. If a representative from a non-exhibiting company is seen soliciting business on the expo floor, please request a business card from that person and give it to an organizer representative. We will take the necessary steps to curtail this activity.

## **PROTECTION OF INTELLECTUAL PROPERTY RIGHTS**

All exhibits and the packages inclusive of publicity material or any part of the display on the Exhibitor's stand must not violate or infringe any intellectual property rights but are not limited to trademarks, copyrights, designs, names, and patents, whether registered or otherwise. Exhibitors shall reach the Intellectual Property Office of Singapore – <https://www.ipos.gov.sg/home>

## **PHOTOGRAPHING, VIDEO RECORDING, TELECASTING, ETC.**

No photography, filming, sound or video recording, telecasting, and broadcasting will be allowed in the exposition venue unless approved in advance in writing by the Organizer. Photographing and/or video recording of the exhibitor's own stand may be permitted with prior approval from the Organizer.

## **ANIMALS/PETS**

Live animals and pets, except guide dogs for persons with visual impairment, are not permitted into any part of the Exhibition Venue except in conjunction with some form of exhibit or display, subject to the approval of the Organizer. If you intend to display live animals/pets, please contact the Organizer in advance for approval consideration.

## **BALLOONS & POSTERS**

Any form of balloons is subject to the approval of the venue management. Exhibitors must apply for approval through Organizer to the venue management at least one month before the move-in day. The Organizer has the right to remove any flyers, posters, or signs that in the opinion of the Organizer do not conform to the purpose and image of the Exposition.

## **LASER PRODUCTS**

Any person demonstrating or using laser products shall:

- Observe the Relevant Legislation and Regulations
- Submit not later than one month before the first day of the License Period for full approval
- Provide suitable fire protection equipment and warning notices

## **SOUND LEVEL/ LOUD HAILERS/ ODORS**

No noisy work or work producing objectionable odors will be permitted during the exposition hours. Exhibitors with music on their stands should keep the level to an acceptable level.

All audio/visual equipment must be sited and kept at a minimum level. Exhibitors are responsible for supervising the actions of all visitors and employees operating audio/visual equipment located in their exhibit area. Exhibitors must ensure noise generated at their stand is kept to an acceptable level and does not cause inconvenience to visitors or other exhibitors. The exhibitor has the responsibility to ensure that the demonstration sound level should not exceed 75dB(A). The Organizer reserves the right to intervene and stop the demonstration immediately if the sound level causes any disturbances to other exhibitors and visitors. In the event of any disagreement and/or dispute, the Organizer's decision is final.

## **PERFORMANCE OF MUSIC AT THE SHOW**

Any musical performance, including the use of music recording for demonstration or as background music, requires the permission of:

- a) Playing of all copyright musical works:  
The Composers and Authors Society of Singapore Ltd. (Compass)  
60 Paya Lebar Road, #12-48 Paya Lebar Square, Singapore 409501  
Tel: +65.6323.6630; Fax: +65.6323.6639  
Email: [licence@compass.org.sg](mailto:licence@compass.org.sg)  
Website: <http://www.compass.org.sg>

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- b) Public performance of music videos and karaoke videos/laserdiscs  
Recording Industry Association Singapore Pte Ltd (RIAS)  
4 Leng Kee Road #03-07, SIS Building, Singapore 159088  
Tel: +65.6475.1181  
Email: [info@rias.com.sg](mailto:info@rias.com.sg)  
Website: <http://www.rias.org.sg>

- c) Such other relevant bodies are entitled to grant the relevant permission from time to time.

All fees and expenses associated with musical performances are the responsibility of the exhibitor.

## **LIABILITY INSURANCE**

Exhibitors are encouraged to carry their own general liability insurance as well as any additional property or theft insurance they deem appropriate but are no longer required to provide to Event Management evidence of that insurance or name Diversified Communications as an additional insured on the exhibitor's policy. As has always been the case, exhibitors remain exclusively responsible for theft or damage to their personal property and are advised to always secure their valuables.

## **DISMANTLING YOUR EXHIBIT**

Exhibitors must not remove any of their exhibits on display from the stands until the exposition is officially closed at 15:30 on 6 September 2024.

At the close of the exposition, all custom exhibits must be removed from the Halls at the expense of the exhibitor. It is the responsibility of exhibitors to fix any damage caused to the flooring (and exhibition stand for Walk-On Package exhibitors) inclusive of marks by paint and adhesive tapes, etc. made by the exhibitors, its agents, or contractors. Pre-inspect your area to ensure there are no damages before stand construction begins.

The organizer will pass to the exhibitor any charges for the cost of fixing, restoring, or renewing any damage to the exhibition halls caused by exhibitors, their staff, or their contractors.