

GENERAL INFORMATION

This Exhibitor Manual forms part of the Rules & Regulations as detailed in your contract. By the agreement between the Exhibitor and the Organiser's, all Exhibitors commit themselves to strict compliance with the Regulations contained within this Exhibitor Services Manual.

ADDRESS OF VENUE

Rotterdam Ahoy
Ahoyweg
3084BA Rotterdam
W: [Rotterdam Ahoy](#)

ACCOMMODATION

We want to make travelling and staying near the event as easy as possible for you **Bnetwork** is the official accommodation provider for **Intermodal Europe 2026**. Get discounted rates on top-quality hotel options. Here you can find tailor-made packages for your company by visiting the dedicated [online booking page](#)

Please mention **Intermodal Europe 2026** when making your reservation.

Intermodal Europe Accommodation team

Tel: +34 93 550 03 50

Email: intermodaleurope@bnetwork.com

ALCOHOL

According to 'Article 26 Catering Promotions' in the 'Advertising Code for Alcoholic Beverages', advertising in which alcoholic beverages are offered by a member of the trade or with the active cooperation of a member of the trade free of charge or at less than half of the normal selling price of the alcoholic beverage to private individuals is not permitted. During trade fairs, exhibitors are permitted to offer alcoholic beverages to visitors upon request, see 'Article 29 Trade Fairs'.

The provisions of the 'Licensing and Catering Act' prohibit the provision of alcoholic beverages to persons under the age of 18.

More information: www.stiva.nl

ALTERATION TO EXHIBIT LAYOUT

If any unforeseen circumstances occur that require an alteration to the layout of the exhibition floor plan, exhibitors will be informed at the earliest opportunity. The organisers cannot be held liable for any loss that this may cause the exhibitor. In the interest of the exhibition as a whole, it may be necessary to remove or alter anything in or on any part of the stand.

ANIMALS

Animals are not allowed in the exhibition halls for the duration of the tenancy except for registered assistance dogs. During the stand build-up and breakdown period, no animals will be

allowed on-site if deemed unsafe. The organizer's decision is final at all times. Written requests must be submitted and approved either by the local authorities and/or venue managers; contact the [Operations Team](#) for further guidance.

AUDIO VISUAL

You can order audiovisual equipment for your stand. Audiovisual presentations must be kept within the stand area. Sound and noise levels must be kept to a level that doesn't disturb neighbouring exhibitors (under 80 decibels). A range of AV, office equipment and computers can be hired. Order AV services via the [DBpixelhouse Webshop](#)

BADGES

No one is permitted into the exhibition hall during the stand build-up, open period, or breakdown without the appropriate badge.

Exhibitor Badges:

For security reasons, all exhibitors are required to wear exhibitor badges during the exhibition open days. Please register via Customer Centre.

Contractor Badges:

All contractors must register for badges and wear/display these before coming on-site. These badges will be valid during the stand build-up and breakdown periods. Please register via Customer Centre.

Police checks: Please be aware that our events are subjected to random checks by the local police to ensure that all persons working on-site are legally eligible to work. Please also be aware that contractor badges could be subject to random checks and proof of identity may be required.

IMPORTANT: it will delay your contractor's work if they are not preregistered and have not pre-printed their badges before coming on-site.

Contractor badges are not valid during the exhibition open days.

BALLOONS

The sale or distribution of gas-filled balloons at the Rotterdam Ahoy requires written permission from the organisers and the venue. Exhibitors will be responsible for any costs incurred for the removal of balloons from the ceiling and any damage they may cause.

BANKING/ATMs

There are several cash machines in the Rotterdam Ahoy. Ask one of the Ahoy staff to point them out for you.

BREAKDOWN INSTRUCTIONS

The show's closing hours and finishing times are detailed in **the Timetable section**. Breaking down is not permitted to commence until the halls are cleared of visitors and permission has been given; this is typically 60mins after the show has closed. During breakdown, it is not permitted to consume alcohol and children under 16 are not permitted.

You will be required to remove personal effects or small and valuable items from your hired furniture and stand as soon as the Exhibition closes to prevent any losses or damage during the Breakdown period. All exhibits, graphics and displays must be removed from shell scheme stands by **Thursday 13th November 2026** as shell scheme stands will be dismantled after this time. Any items to be shipped must be coordinated with your logistics company and not left unattended. Remember - any items left unattended during the Breakdown are at your own risk and may be disposed of.

A charge will be levied to any Exhibitor who leaves bulky items of an excess of waste, including publications.

Exact breakdown guidelines will be distributed to exhibitors during the exhibition

BUSINESS EQUIPMENT/ SERVICES

There is no Business Centre at Rotterdam Ahoy. The nearest printing facility is Multicopy: <https://www.multicopy.nl/rotterdam-centrum-zuid>

CARPETING/FLOORING:

For all Shell Scheme stands, carpet will be provided by AlterExpo. The Shell Scheme carpet colour will be light grey.

For space only stands needing carpet, **MJ's Event Services** is the official carpet provider for Intermodal Europe. While space only exhibitors have flooring flexibility, we strongly recommend Rewind Carpet to support sustainability and simplify preparation. This choice is crucial for achieving a minimum **Bronze level** according to the Better Stands qualifying criteria, which recognizes sustainable practices. To order Rewind carpet, contact **MJ's Event Services** directly for details on colours and installation.

By choosing sustainable flooring, you are enhancing your stand's appearance and contributing to an environmentally responsible event. For more information on the sustainability of the carpet, visit the [Rewind website](#). Orders can be placed through **MJ's Event Services**

It could be the case that the electricity outputs are not easily located within your stand. Exhibitors who order a large quantity of electricity and/or water are advised to order a raised floor to cover the cables and pipes. Please refer to the raised floors section for more information. For more information on maintaining service chests accessibility and understanding its potential impact on your carpet or raised floor, please consult the service chests section.

CATERING

Stand catering at Rotterdam Ahoy is provided by the in-house caterer. It is venue policy that no exhibitors are allowed to offer food or drink on their stand other than a sample size, unless it is ordered via the provider. To place an order, please register via the [Ahoy WebShop](#)

Exhibitors planning to use a caterer or supplier for hospitality, or who are distributing samples greater than regulation size, need approval from Rotterdam Ahoy and the organiser and there may be an additional fee. Health and safety documentation, such as a risk assessment and stand build method statement, can be submitted using the on-stand activities form.

CLEANING

During the event, there will be basic cleaning in the aisles.

For exhibitors with **Shell Scheme and ShowReady/Sustainable stand** cleaning will usually occur during the opening morning of the show. Often this will include: carpet cleaning and wiping of horizontal surfaces from tables, chairs, and desks, but not the cleaning of exhibits, glass displays or walls.

For emptying the rubbish bins on your stand, we kindly ask you to place the full bin bag in the aisle at the end of the day so that they can be collected by the cleaners. Any items left in the gangways will be considered litter and disposed of. A charge will be levied for those exhibitors who leave bulky items behind or an excess of rubbish, including publications.

Please note cleaning is not provided for **Space-only stands**. Booking waste containers is **MANDATORY** for build-up, dismantle, and cleaning during show days. **It will be enforced at the 2026 show**. Place your order via the [Ahoy WebShop](#)

Cleaning will be carried out at night to minimize the impact of the service during show days.

CLOAKROOM

The Cloakroom is situated in the Ahoy Plaza. The cost is €2.50 per item.

Please note: Intermodal Events Worldwide and Rotterdam Ahoy cannot be held liable for any missing items.

CHILDREN

An exhibition is a trade event or consumer show and the nature of the exhibits, and our attendees reflect this, as such attendance by anyone under the age of 16 is strictly prohibited. This includes during the stand build-up, open days, and breakdown of the exhibition. No alternative childcare facilities are provided. Where children are permitted during the event, all children must adhere to the Informa Markets Child Policy procedure which includes providing clear contact information and obtaining a wristband; this will be provided at registration.

COMPLAINTS

It is in the interest of exhibitors and visitors that any faults or failures in the services provided at Intermodal Europe 2026 by any contractor, the venue or the organizer should be brought to the attention of the organizers as soon as possible. If you wish to make a complaint, please contact our [Customer Service Team](#) or make it known while still at the event so we can find a solution. Contact the team on-site by visiting the InfoHub.

COMPRESSED AIR

Rotterdam Ahoy has been appointed as the official and ONLY compressed air contractor for Intermodal Europe, and you can order via the [Ahoy WebShop](#)

COOKING ON YOUR STAND & INSTALLATIONS

Cooking on stands is not permitted due to the wide health and safety and hygiene issues involved. The official caterers can supply a wide range of catering.

CUSTOMER SUPPORT DESK

For **Intermodal Europe 2026** we have a Support Desk, which will be located in the venue. Here, you will find the Informa Market Customer Service Team, along with our main suppliers, all on hand to ensure you have a pleasant experience. For operating hours, please refer to the timetable.

CUSTOMS & DELIVERIES

All shipping, customs and material handling should be booked in advance with our appointed freight contractor, **EFI Logistics**. To receive the Early Bird booking rates, order services before the order deadline:

Monday 12th October 2026

Order online at <https://www.efilogistics.com/intermodal-europe>

EFI will operate a vehicle booking system at **Intermodal Europe**.

All deliveries direct to the venue must be booked in and unloading ordered with **EFI**. A vehicle pass will be issued by **EFI**, this will be shown by your driver on arrival at AHOY. During busy times, unloading slots will be allocated.

During the heavy lift window, all deliveries must be unloaded/ reloaded by forklift. This service must be booked in advance with **EFI**.

Deliveries for space-only stands must NOT be made before **14:00** on Saturday **7th November 2026**. However please be mindful that any deliveries could delay your stand's build, so please check with your stand contractor regarding an appropriate time.

Shell scheme stand deliveries must NOT be made before **12:00** on **Monday 9th November 2026**

You can find out more about shipping instructions, place a delivery order, or see more preferred partners, by using the forms section of this exhibitor manual.

DAMAGE TO VENUE

Damage caused to the fabric of the exhibition building by an exhibitor/contractor will be charged by the venue via Informa Markets. Under no circumstances should an exhibitor/contractor attempt to repair any damage caused. A fine will be imposed equivalent to the quote Informa Markets receives from the venue managers to restore their property.

DEMONSTRATIONS & MACHINERY

All types of demonstration (e.g., the operation of machines, video and film shows etc.) require advance notification and the written consent of Informa Markets.

The organizers are entitled to restrict or prohibit such demonstrations if they interfere with the exhibition, even if consent has been given at past events.

All demonstrations must be carried out following health and safety regulations and must not constitute a fire or safety hazard to the demonstrator or audience.

Full details must be submitted using the **on-stand activities form** (together with a risk assessment in the case of moving demonstrations) to the organizers at least 30 days before the event. The organizers reserve the right to stop working demonstrations on-site if they in any way pose a threat to exhibitors or visitors or disturb neighboring stands. For more information and permission please contact the organizers.

DISABLED ACCESS & FACILITIES

All aisles are flat and spacious. Elevators and disabled toilets are available throughout the building.

Disabled persons must be afforded the same opportunities as able-bodied persons. This includes the ability to attend exhibitions and view exhibits. Please ensure your stand is easily accessible to visitors in wheelchairs e.g. by providing ramps on platform floors.

Rotterdam Ahoy has several facilities for disabled visitors. These include an area for taxis in front of the main entrance which can also be used to drop off disabled visitors. There are also disabled parking spaces close to the main entrance (a parking spot costs €19.50, -). We have wheelchairs available free of charge at the porter's lodge in Ahoy Plaza (please bring your ID as a security).

There is lift access throughout the venue. Our disabled toilet facilities are fitted with an alarm. We also have special seats available for people with disabilities.

If you would like to reserve a space in the marked wheelchair area in the Ahoy Arena, please let us know when purchasing your ticket. This area varies per event but is often a special platform for disabled visitors accompanied by one other guest. This guest must also have a ticket to the event and is responsible for the disabled visitor's wellbeing.

Every disabled visitor can take place alongside one companion on the wheelchair platform. This person is primarily responsible for the welfare of the disabled person. The companion must also be in possession of an admission ticket. Users of the wheelchair spaces can enter the Ahoy Arena via the Arena entrance.

DISTRIBUTION OF MATERIAL

All exhibitors are advised that unless they have a contractual agreement with the event organizers, all promotional activity is restricted to the limits of their stand. For details of other opportunities available in the halls, please contact [Customer Service Team](#)

Under no circumstances must activities spill into gangways – this includes the use of promotional staff or characters. If you are approached on your stand by unwanted visitors trying to sell products, please take a business card and inform the Organizers at the InfoHub immediately so that appropriate action can be taken.

ELECTRICAL REGULATIONS

For safety and liability reasons, the installation of electrical power onto stands may only be undertaken by Stand2gether who will ensure that all connections are verified as safe before use.

Exhibitors/Contractors are required to provide their own extension leads, adaptors and power tools. All electrical equipment must be tested by a qualified electrician, including insulation and earth bonding tests, and clearly labelled with inspection labels. Due diligence must always be taken by the exhibitor/contractor and their qualified electrician. All power tools must be battery operated or 220 volts or lower.

Exhibitors/Contractors are responsible for electrical equipment to be properly wired and suitable to use within the venue.

The organisers reserve the right to inspect, test and remove any electrical equipment which appears defective or has inadequate evidence of electrical inspection. Such inspection costs will be charged to the exhibitor.

As the electricity supply is pulled from the venue floor to exhibitor stands, it is not possible to install or alter mains connections after stand construction has commenced. Stand power will be switched on 1 hour before the exhibition opens and off 30 minutes after it closes. If power is required outside these periods, including 24-hour power, please contact [Stand2gether](#)

Please note, additional charges will apply. Exhibitors/Contractors must order a sufficient number of sockets to prevent overloading.

ENTERTAINMENT ON STAND

If you plan to have entertainment on your stand, you will need to provide details including date, timings and the numbers involved, and this will need to be reviewed and approved by Informa Markets. Details must be submitted via the **stand activities form**, see [Forms Section](#)

FIRE

No inflammable or explosive materials shall be used for the construction of an exhibition stand and no paint spraying, or paint coating shall be carried out inside the exhibition hall.

FIRST AID

There will be a Medical Team present at the exhibition. For any first aid enquiries please report immediately to the Organiser's Office. Alternatively, please call the number below to reach Porter's Lodge: First Aid/Medical: +31 10 293 3124.

FLOOR LOADING

The floor loading in the Exhibition Room is 700kg/m². If you have any heavy loads entering the Exhibition Hall, please contact **EFI Logistics** directly.

FLOOR SAFETY MANAGEMENT

Informa safety professionals shall monitor the stand activities and overall exhibition floor H&S risk exposure; as far as reasonably practicable, to safeguard;

- The assigned venue areas
- Encourage exhibitor appointed contractors to adopt good safety practices
- Removal and disposal of waste appropriately
- Monitor high risk activities
- Appropriate information, guidance, and supervision, on H&S issues
- Manage incidents/accident immediate scenes, including high potential near misses

Unsafe behaviour, or conditions may result in work being stopped and require additional controls to be implemented to correct issues prior to stand activities continuing. No resolution may result in offenders being asked to leave the site.

FLORAL & PLANT HIRE

Floral Services can be hired from AlterExpo. Please refer to floral section in the [AlterExpo WebShop](#)

FORKLIFTS

Exhibitors and contractors are not permitted to use their company's forklifts within the hall. All unloading by mechanical means must be ordered in advance from **EFI Logistics**

<https://www.efilogistics.com/intermodal-europe>

Our on-site logistics supplier is **EFI Logistics**. It can help with all your transport and lifting requirements. Please contact them directly using the details in the contact information section within the manual.

To aid safer working practices, there will be no forklifts operating in the halls during the initial stages of breakdown until it is deemed safe by the organisers to do so. This is to ensure the safety of all those attending the exhibition.

FURNITURE

Both **AlterExpo** can provide furniture services for Space-only, Shell Scheme, and additional furniture for ShowReady stands.

- AlterExpo order via [AlterExpo Webshop](#)

GANGWAYS

Emergency gangways **MUST** be kept clear at all times, and anything left in any gangway will be deemed rubbish by the cleaners and removed. Please ensure that your contractors are briefed on this matter.

Move-in/move-out will be targeted and controlled via a booking/pass system. Contact **EFI Logistics** to book in for unloading/re-loading. They will confirm time slots and allocate passes.

GIVEAWAYS AND PROMOTIONS

If you intend to hold any competitions, such as raffles, draws or any other activity where money can be exchanged or prizes won by members of the public, please ensure compliance with your country's competitions laws.

Please note: Remove customer samples and promotional items, unless adequate hygiene controls are in place.

HEALTH AND SAFETY

Intermodal Events maintain high standards of health and safety and require Exhibitors and Contractors to undertake their work in a safe way that does not put themselves or others at risk.

The standards and rules are outlined in **the Health & Safety** section, you can find key recommendations. It also outlines your responsibilities and those of your contractors. Therefore, we ask that you read this section very carefully.

HEAVY MACHINERY & CONTAINERS

Heavy machinery nor Containers may not be displayed without written permission via **the on-stand activities form**. They must always be treated as a special risk and advice, and permissions should be sought from Informa Markets.

If the machinery or container is over **700kg**, you must submit your order form to **EFI Logistics** no later than **12th October 2026**, late submission may not be able to arrange.

EFI will allocate a heavy lift window for the safe move-in/ move-out of large/ heavy displays, and containers.

All deliveries need to be booked in with **EFI**. A vehicle booking/pass system is in operation at **Intermodal**.

INSURANCE

The exhibitor is fully responsible for obtaining comprehensive insurance protection for their exhibits, display materials, personal property and staff personnel. The cover should be against all risks both in transit to/from, and on location at the exhibition for the entire show period. Informa Markets provides indemnity under contract as part of the terms and conditions that exhibitors are party to. If you have not signed a formal Informa Markets contract including insurance, you will not be covered by this agreement and no indemnity will be available. In this circumstance you must provide a copy of your insurance policy and be insured for Public Liability to a minimum level of £2,000,000 or €2,500,000 or \$3,000,000.

Any loss or damage that may occur during the show should immediately be notified to the Organizers and Security on-site. Please note that Exhibitor contracts do not cover stand contractors and any subsequent subcontractors, and as such contractors are now required to submit proof that they have adequate insurance cover.

Any questions relating to insurance and details of Informa's insurance policy should be directed to insurance@informa.com.

LATE WORKING

All contractors and exhibitors are reminded that they must design their stand to ensure it can be completed and dismantled within the published stand build-up and breakdown times. Working outside of these times is not permitted.

MUSIC

Music at your stand; live, mechanical, amplified, or acoustic? Always request permission in advance from the Buma/Stemra and SENA association. In almost all cases, you get permission to use the (world) music repertoire managed by Buma/Stemra and SENA for a certain amount per day.

Buma/Stemra pays out the copyrights to the composer/songwriter. SENA pays copyrights to performer(s) and record producers.

Contact information:

Buma/Stemra

Siriusdreef 22-28
Postbus 3080
2130 KB Hoofddorp
T +31 (0)23 799 79 99
www.bumastemra.nl/en

SENA

Catharina van Renneslaan 8
1217 CX Hilversum

T +31 (0)35 625 17 00
www.sena.nl/en

NOISE LEVEL POLICY

To ensure a comfortable environment for all exhibitors and attendees noise levels must remain below 80 decibels and should not cause disturbance to neighbouring exhibitors or the public.

In the event of a dispute regarding noise levels, the organizers' decision is final. Failure to adhere to this policy may result in the disconnection of stand power at the discretion of the organizers.

Please ensure compliance to maintain a positive experience for all participants.

Requirements:

1. Please note that music reproduction from a DJ and/or performing live is only permitted after written permission from the Organizer.
2. The maximum permitted noise level for the hall is 85dBA, measured at 1 meter distance from each speaker. Transgression of the permitted noise level for special activities such as performances is only allowed after written permission from the Organizer.
3. Speakers should be focused on the stand area itself at all times. During the exhibition we perform constant noise checks. If the maximum 85 dBA is not maintained, we unfortunately have to take measures. The first two measures are warnings. If after 2 warnings the maximum decibels are still exceeded, we reserve the right to turn off the sound system.

PARKING

During the build-up and breakdown, all exhibitors possessing their build-up/ breakdown pass can park free of charge in P1 and P2 located behind Hall 1. Parking at P1 and P2 is allowed till 5 PM due to other events in the evening.

Please note: Parking is NOT permitted in P4. P6 is for unloading and loading only into Halls 2 till 6.

PUBLIC ADDRESS SYSTEM

The public address system is for use by the organisers and authorities only. During the open period, only official and emergency messages will be broadcast.

PHOTOGRAPHY & FILMING

To avoid unnecessary canvassing of exhibitors and exhibition attendees, an official photographer has been appointed to undertake all photography for the show. No other photographers will be allowed into the hall without prior written consent from Informa Markets.

RAISED PLATFORM / FLOOR COVERING

- Space Only stands will not be carpeted, it is the responsibility of all space only exhibitors to lay their own appropriate floor covering.
- Carpet may only be stuck down using venue approved carpet tape, which the contractor/exhibitor must remove without a trace once the event is over. The carpet must also be removed at the end of the event. Leaving carpet and/ or tape behind may result in additional cost to be charged to the Exhibitor.
- All Space Only stands should be made to install a raised platform for cable management to avoid any cable ramps. The general height should not exceed 100mm and must include a ramp for disabled access.
- All corners of the raised flooring must be rounded off or protected.
- If a service duct is located or partially located under your stand you must ensure that the duct is accessible with a hatch
- Please note that raised platform floors higher than 5cm (50mm) are required to have integrated ramp access to provide ease of access for everyone.

RIGGING

Rigging is permitted only for space only exhibitors. For shell scheme exhibitors, rigging is not allowed. Please refer to the following regulations to ensure compliance with the organizer and venue rigging regulations.

No hanging structures are allowed for stands smaller than 30sqm.

Rigging is only permitted above your space only stand and max height is 6m to top of banner and technical truss can go slightly above this. Rigged banner heights will be checked via laser measure.

The rear side of any banner that overlooks a neighbouring stand must NOT contain any branding.

RIGGING AT ROTTERDAM AHOY

Ceiling suspensions are carried out exclusively by the **Rotterdam Ahoy** contractual partner **Stand2gether**. To clarify the feasibility and commission the required suspension points, please submit your planning documents with the relevant mandatory information (point loads, location, aids, etc.)

The suspension points provided may not be modified or converted by the exhibitor or the authorised company and may only be loaded with the weights registered and approved in advance with **Rotterdam Ahoy's** service partner.

Any deviations must be communicated in writing and may only be carried out with the approval of the service partner. To ensure the construction quality and to check the previously communicated load details, **Rotterdam Ahoy** retains the right to check the provided loads with suitable load measurement systems.

In case of questions contact the service partner.

Stand2gether

Achterzeedijk 57 Unit 3

2992 SB Barendrecht

Tel: +31-(0) 180 532 447

E-mail: info@stand2gether.nl

Website: [Home | Stand2Gether](#)

The deadline to order rigging services is **26th October** After this date rigging services will not be available, and any request will be subject to availability.

Order Rigging services via the [Ahoy WebShop](#)

RISK ASSESSMENT

Shell scheme exhibitors must complete a risk assessment which covers the activities taking place on the stand during the open period of the event. This does not need to be sent to us, although you must be able to produce it on-site if asked.

Space-only exhibitors must submit a detailed construction phase plan, risk assessment, and stand build method statement to Abraxys. Contact them for further help and advice.

Abraxys

Tel: +44 (0) 208 747 2045

Email: intermodal@abraxys.com

SAFETY

Your safety is our top priority. We have created a safety plan that you and your teams can be confident in, called Informa AllSecure. You'll see it, front and center at our shows. Come to an Informa event and connect, learn, know more, and do more business, effectively, safely and with confidence.

Read what we're doing to protect you, here:

Watch: [All Secure video](#)

Visit: <https://www.informa.com/AllSecure>

SECURITY

The Organiser's will take every reasonable precaution throughout the exhibition; however, Organiser's security is designed to secure exhibition hall not the contents of individual stands.

Exhibitors should take care to ensure that their goods are safeguarded and should not leave their stands unattended during the Build Up, Breakdown or Open Hours of the show.

The Organisers cannot be held responsible for any loss, damage or accident that may occur to any Exhibitors' property or personnel; therefore, exhibitors must arrange full insurance cover – see INSURANCE in this section.

Additional individual security can be ordered from **JNS Security Services**, please contact info@jnssecurityservices.nl

SMOKING POLICY

Smoking/vaping is prohibited in the exhibition areas, but ashtrays/trash units are supplied in external designated areas.

SOUND SYSTEMS

If you wish to use a sound system, it is mandatory to make this known to the exhibition team in advance. You can do this by completing and submitting the **stand activities form**, see [Forms Section](#).

SPACE-ONLY STAND HEIGHT LIMITS

Maximum stand height is **4m** for any ground-based structure, **6m** for rigging. **Please note: It is not possible to erect anything higher without prior approval from the Organizer's.**

SPECIAL EFFECTS

All special effects must be treated as special risks and are subject to strict controls following a risk assessment and the appropriate legal and venue requirements. Further information can be obtained by contacting [Customer Service Team](#). Details must be submitted via the **on-stand activities form**.

Smoke generators and pyrotechnics are not allowed. Low-powered lasers may be used, subject to approval, and they must always project to a surface within the stand perimeter.

At no point should it be possible for the laser beam to reach the human eye, either directly, or via reflection or refraction. The operation of laser systems is subject to approval, and The Ahoy and Informa Markets, Informa Markets, must be notified in writing via the **on-stand activities form** of the use of such devices at least six weeks before the start of the stand build-up period.

STORAGE

No excess stock, literature or packing cases may be stored around or behind your stand, due to the materials being a fire risk. If you require on-site storage, a place to store empty cartons, boxes, literature etc..... please contact **EFI Logistics** who will collect these from your stand, store them and redeliver them during the breakdown period.

EFI will operate a range of storage services at Intermodal including

- Standard storage for empty stand material pallets and cases
- Priority storage for exhibitor cases and pallets
- Full goods secure storage for tools, ladders, and full goods
- Accessible storage for replacement stand stock

These services must be booked through **EFI** in advance <https://www.efilogistics.com/intermodal-europe>

Please email intermodal@efilogistics.com for further information. Alternatively, please accommodate a storage area within your stand design.

STAND NUMBERING

All exhibitors should display their company name and stand number prominently on their stand so that they can be viewed from each approaching gangway. This will assist visitors in their location within the hall and the finding of the stands they wish to visit.

SUSTAINABILITY

We love sustainability – you'll hear us talk about it a lot. We are continuously looking for opportunities to improve our impact- environmentally, socially, and economically. You can find the exhibitor **Sustainability Checklist**. In the [Manual Section](#)

TEMPORARY STAND STAFF

All temporary staff must have a valid work permit when working at a show, failing to provide a permit upon random spot checks by local authorities will result in a penalty. It is your responsibility to ensure your staff have the required documentation, we recommend using the official temporary staff agency who are aware of the local legislation.

All temporary stand staff must have an exhibitor badge, please complete their details on the badge form.

You can find the temp staff order form. In the [Forms Section](#)

TRAVEL

Several transport options are available to and from **Rotterdam Ahoy**. How to get to the [Rotterdam Ahoy](#)

TRAFFIC REGULATIONS

To ensure efficient delivery to the exhibition hall and an orderly flow of traffic during the build-up / breakdown, the **Rotterdam Ahoy** traffic regulations must be strictly observed.

EFI will operate a vehicle booking and pass system. Only vehicles booked in/displaying a pass will have access to the unloading area. Times are allocated according to load/location in the hall.

Please ensure all vehicles for offload are booked in via <https://www.efilogistics.com/intermodal-europe> If you have any questions about your deliveries, please contact: intermodal@efilogistics.com

VEHICLES

Forklifts

In the interests of safety, only vehicles from **EFI Logistics** are allowed in the exhibition halls at any time. All forklifts should be secured when not in use to prevent unauthorized use. In

particular, keys must be removed when not attended.

Other vehicles

No vans, trucks or cars will be allowed in the hall at any time.

Vehicles for Display

Vehicles may not be displayed without written permission via the **on-stand activities form**. They must always be treated as a special risk and advice and permissions should be sought from Informa Markets. The vehicle must be made safe from risks of fire, fuel leakage and unauthorized use.

Motor vehicles used in stands must have minimum fuel, just enough to enter and leave the exhibition venue at the end of the event. Also, batteries have to remain disconnected while vehicles are in the stand.

Vehicles must have passed an MOT inspection or exhibitors must submit the corresponding certification from the country of origin.

[VENUE HOUSE RULES](#)

VISAS

The organizers are not in a position to sponsor VISA applications. However, we can send a letter of participation to help your VISA process, please request via the [Visa form](#)

Your visa application is subject to local country rules and regulations, Informa Markets cannot be held responsible for any miscommunication or changes.

For any questions or assistance, contact the [Customer Service Team](#).

WATER FEATURES

Water features which can come into contact with humans and/or create mists and sprays, such as fountains and spa baths, must be treated against the risk of spreading waterborne diseases. Of particular concern are the bacteria which cause Legionnaire's disease. Any such feature is considered a special risk requiring a separate risk assessment detailing how the risk is controlled through temperature control, water treatment and regular documented testing. Water treatment is a complex process and if you are considering using water as part of your stand display, we would strongly recommend employing an expert in water treatment and testing.

Approval from the organizers will be required for this activity and an **on-stand activities form** must be completed along with the additional risk assessment.

WATER & WASTE PIPED SERVICES

The general supply points for water, drainage and compressed air will be provided by **Rotterdam Ahoy**. The installation of any other element in the stand (washbasin, sink, connection, etc.) must be contracted independently.

Order Piped services via the [Ahoy WebShop](#)

WIRELESS INTERNET

Intermodal Events Worldwide will provide a complimentary Wi-Fi network throughout the exhibition. This is public Wi-Fi and recommended for light browsing and checking emails only.

If you require dedicated internet access for anything business critical, such as stand presentations, you are advised to order cabled internet line. To place an order, please register via the [Ahoy WebShop](#)

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Contact the [Customer Service Team](#) for any further questions.