

شركة قطر لفعاليات الأعمال  
QATAR BUSINESS  
EVENTS CORPORATION  
**QBEC**



مركز الدوحة للمعارض  
والمؤتمرات | Doha Exhibition and  
Convention Center



Organizer's  
Manual

Connecting Cultures,  
People & Comm

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# THE VENUE

## 1.1 The Venue

Nowhere else in Qatar you will find a more central and easily accessible venue, only twenty-minute drive from the airport. 20+ hotels are within a walking-distance and major attractions are within a short-drive.

Arranged over 47,700sqm, DECC offers a versatile pillar-free event space of 29,035sqm, which can be divided into five halls ranging between 5,368sqm to 7,160sqm.

To cater to the leisure and business needs of the visitors and guests, the venue is complemented with a 9,000sqm concourse/foyer area, offering a range of amenities including: food and beverage outlets, and more.

Every element in the venue has been designed to ensure a successful and memorable event.

### 1.1.1 DECC in Numbers

- Site footprint: over **47,000sqm**
- Concourse area: **9,000sqm**
- Total indoor exhibition space: **29,035sqm**
- Can be split into 5 pillar-free exhibition halls ranging from **5,368sqm** to **7,160sqm**
- Widest and highest hall in the region: **W: 96m x H: 18m**
- **18** Meeting rooms
- **2** VVIP Suites
- **2,800** Car parking spaces



### 1.1.2 DECC Office Hours

- Sunday to Thursday, 08:30 to 16:30
- Closed on public holidays
- Weekends in Qatar fall on Fridays and Saturdays
- Local time is GMT +3 throughout the year

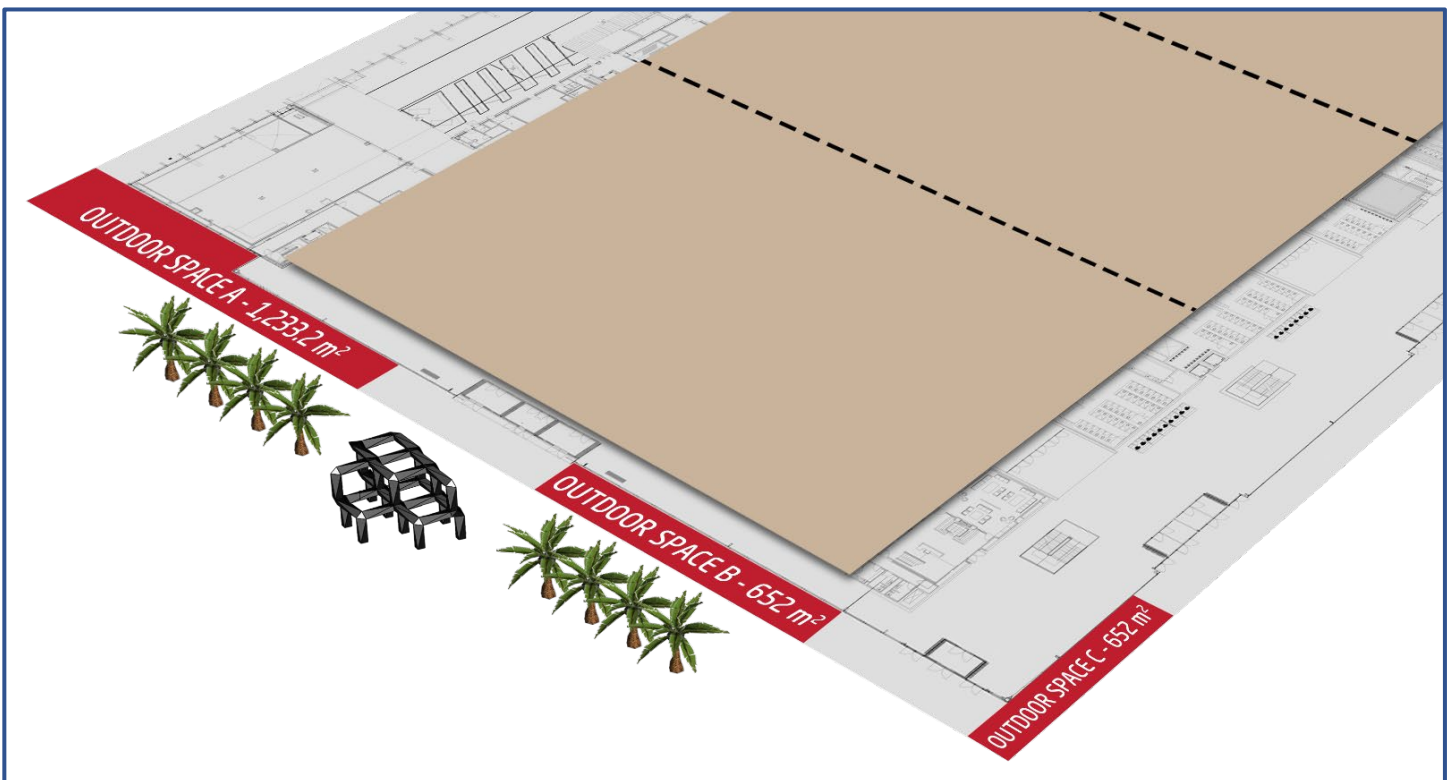
### 1.1.3 Exhibition Halls

- 29,035sqm pillar-free indoor exhibition hall.
- Can be divided into 5 halls ranging between 5,368sqm to 7,160sqm.



### 1.1.4 Outdoor Exhibition Space

DECC offers outdoor exhibition space. Contact your Assigned Project Manager for more information.

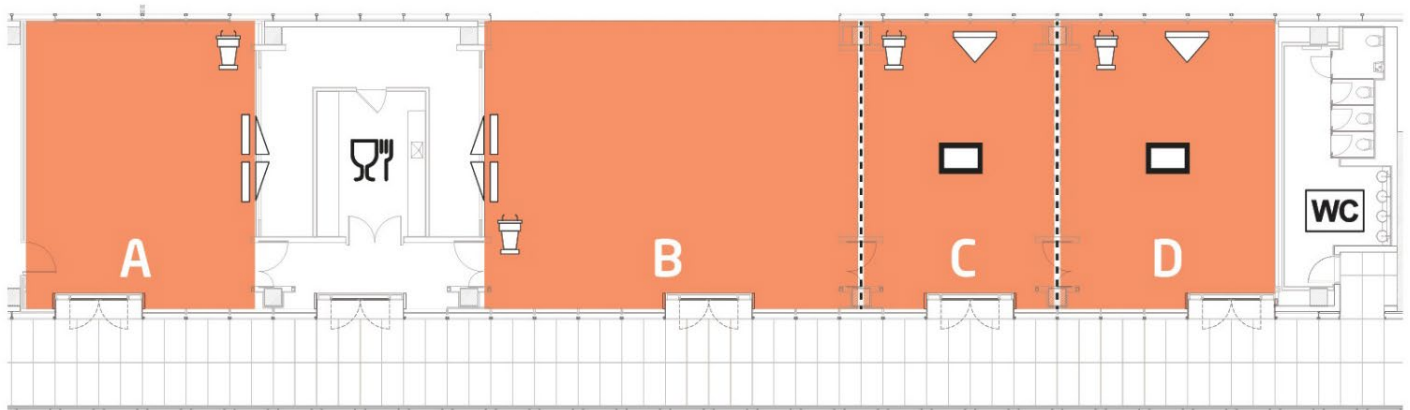


## 1.1.5 Meeting Rooms

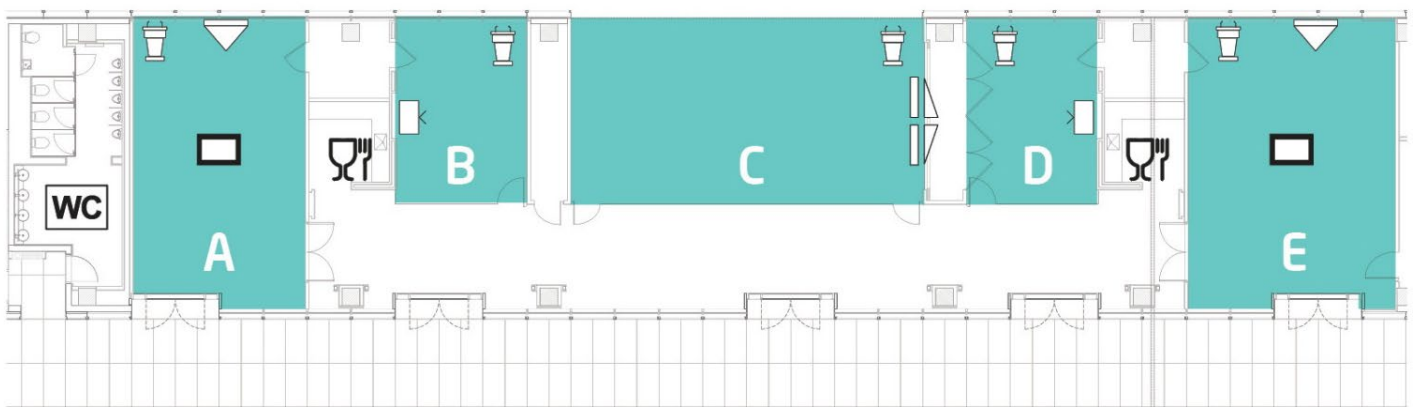
Four meeting suites with a total of 18 meeting rooms, all soundproofed and fully equipped with state-of-art AV/Technology. Located on the first floor of the concourse/foyer area.

Each suite has a direct access to a pantry to allow bespoke catering on demand.

### Meeting Suite 1 & 3



### Meeting Suite 2 & 4



#### SUITE 1 & 3 - CAPACITY CHART

Room	Space	Theatre	Classroom	U Shaped	Boardroom
A	76 sqm	40	32	20	26
B	117 sqm	100	48	28	36
C	53 sqm	30	12	14	20
D	63 sqm	40	18	16	24
(B+C)	170 sqm	135	72	48	56
(C+D)	116 sqm	80	36	34	40
(B+C+D)	233 sqm	200	114	66	72

#### SUITE 2 & 4 - CAPACITY CHART

Room	Space	Theatre	Classroom	U Shaped	Boardroom
A	55 sqm	42	24	18	26
B	28 sqm	18	-	-	14
C	74 sqm	62	36	26	32
D	27 sqm	18	-	-	14
E	66 sqm	48	24	20	28

“Due to the Covid-19 situation, the above capacity is subject to change to abide by local authorities and MOPH Health and Safety guidelines and regulations”. Please contact the assigned Project Manager for the latest updates.

## 1.2 How to Reach DECC

### 1.2.1 International arrivals to Doha

- Direct international flights to Doha from more than 150 destinations through the 5-star award-winning Qatar Airways.
- 2 billion people are within a four-hour flight.
- An award-winning airport: Hamad International Airport only 20 min drive from/to DECC.
- Airport taxis and hire cars are available at the airport and at DECC.
- The Metro Red Line connection is a direct line from Hamad International Airport - Terminal 1 to DECC Metro Stations.



## 1.2.2 Driving to DECC

DECC is located in West Bay, the commercial district of Doha (refer to the below location map).

### Location Map\*

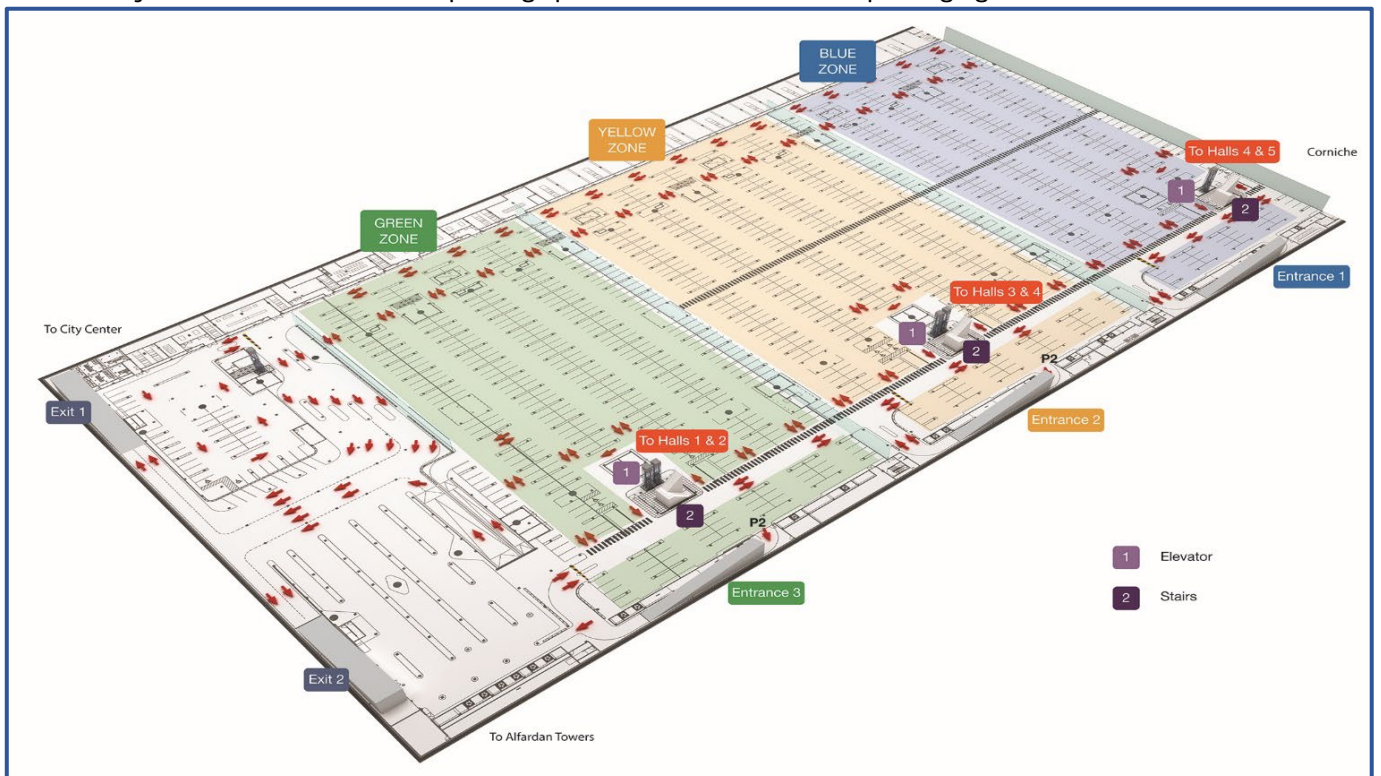


\* Arabic Version is available upon request

Latitude: 25.322703 Longitude: 51.531824

## 1.2.3 Car Parking

DECC has a total of 2,800 chargeable, secured and climate-controlled car parking spaces. A limit applies to the number of car parking spaces available during an event. The total space available depends on other events taking place simultaneously as well as the number of parking spaces allocated for annual parking agreements.



## 1.2.4 Drop off / Pick up Points

For arrival by taxi, private vehicle, or shuttle bus, drop off and collection can be made at the main entrances of the exhibition halls, accessing it from Gate 5 in front of Hall 5 (facing Kahramaa building).

## 1.2.5 Hotels Around DECC

More than 15 hotels, providing 5,400+ rooms are located within a short distance from DECC, an added convenience to your guests and visitors. For contact details of DECC's preferred hotels partners, contact your Assigned Project Manager.



## 1.3 DECC Amenities



### 1.3.1 Registration Desks

Each exhibition hall is equipped with a registration counter located outside the main entrance of the hall, which have provisions for power and data. The desks are primarily allocated (one counter per exhibition hall tenancy) to the events taking place in the exhibition space. Events with registration requirements held in meeting rooms will be allocated a counter upon availability. Registration activities shall not take place beyond the allotted registration space without the prior consent of DECC. LCD screen(s) can be provided with the counters (subject to availability).

(Refer to DECC's Branding Book for dimensions)

### 1.3.2 Venue Accessibility for People with Special Needs

All exhibition halls, meeting rooms, and public areas are accessible by wheelchair. Disabled car-parking spots are also available at DECC underground parking. Toilets on the ground floor and first floor have disabled access, while all lifts accommodate standard wheelchairs and have low-level buttons as well as announcements for the visually impaired. Doorways are wide enough to accommodate standard wheelchairs. We appreciate the assistance of the exhibitors and Organizers in maintaining reasonable access for people with special needs during events.

### 1.3.3 Drop Off / Pick Up Arrangements for People with Special Needs Visitors

If arriving by taxi, drop off can be arranged at the main entrances of the exhibition halls accessing it from Gate 5 in front of Hall 5 (facing Kahramaa building), Conference Center Street. If arriving by private car with a disabled parking permit badge, you will be directed to the nearest disabled car-parking zone. **In order to secure the available parking space for those who are entitled to it, DECC reserves the right to inspect disabled parking permit badges.** If an inspection is refused, then DECC reserves the right to deny access to the disabled parking zone.

### 1.3.4 Mobility Equipment

Wheelchairs are available in the venue (subject to availability). Contact **(+974) 4033 1353** for assistance.

### 1.3.5 Food and Beverage Outlets

Our food & beverage partners located in the public concourse areas provide snacking and beverage solutions to our visitors and guests 7 days a week. An additional food & beverage outlet is located in each exhibition hall (5 in total) and operate during events' timings.

### 1.3.6 Kiosks

2 retail Kiosks are located in the concourse by the entrances of hall 2/4.

### 1.3.7 ATMs & Banking

Bank branches and ATM machines available and located within the City Center mall with an easy access from DECC venue to the mall.

### 1.3.8 Prayer Rooms

Men's prayer room is located in the main concourse between halls 4 and 5.

Ladies' prayer room is located in the main concourse between halls 2 and 3.

Organizers are required to provide disposable prayer mat.

### 1.3.9 Lost & Found Office

The Lost and Found office is located at the security room adjacent to hall 5. DECC security is responsible for the safekeeping of items that have been found on the premises. Items will be returned to the rightful owner upon presentation of reasonable proof of ownership. Any items left beyond **one month** will be disposed of at DECC's discretion. Anyone who has lost property should report the details to DECC security as soon as they become aware of the loss. Losses may be reported by phone on **(+974) 4033 1999**.

### 1.3.10 Public Address System

Organizers are required to confirm any special request for public announcements or background ambience music at least **three weeks** in advance of the event. DECC will review the requirements and advise on the service feasibility. Note that background music will only be available outside of prayer timings.

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## 1.4 Facilities for Contractors

### 1.4.1 Contractors Toilets

Contractors' toilets are in the loading dock area. Toilets inside the exhibition halls, VIP Suites, Majlis or public foyer should not be used by staff and contractors.

### 1.4.2 Drinking fountains

Drinking fountains are available around the perimeter of the exhibition hall and can be used by staff as required.

### 1.4.3 Smoking in the Venue

As per Qatari law, the entire complex is a non-smoking venue. Anyone found smoking on the premises shall be removed and re-entry to the venue shall be at the discretion of DECC. For health and safety reasons, smoking is strictly prohibited in the loading docks. Anyone who breaks the smoking ban will be subject to a fine of QAR 3,000.

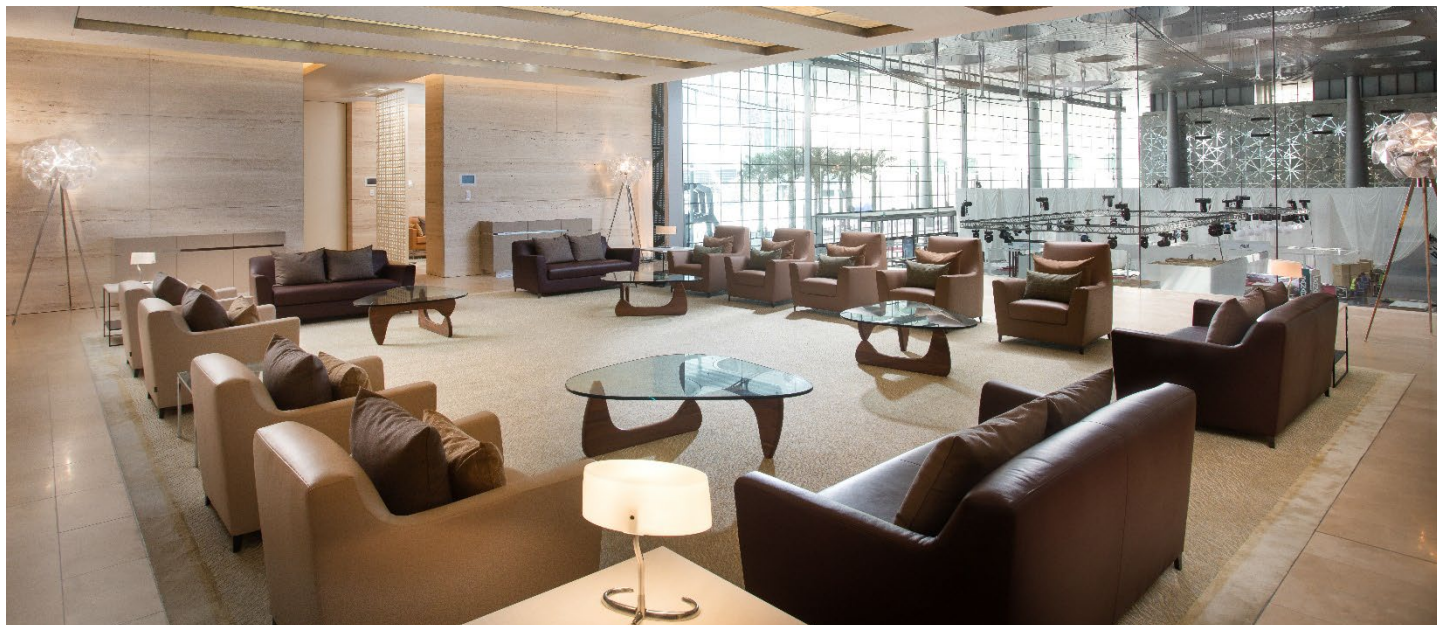


# ABOUT QBEC

## 2.1 About QBEC

Qatar Business Events Corporation (QBEC) is the executive arm of the Qatar National Tourism Council (QNTC) established as part of a new governance structure that seeks to unify and consolidate efforts to develop the tourism sector. QBEC's focus mainly covers the business events (a key sub sector that attracts thousands of visitors to Qatar every year).

QBEC organizes, manages, operates and supervises events and the DECC venue in the State of Qatar as well as participating in regional and international exhibitions and conferences to position Qatar as a leading business events destination.





**VENUE  
LICENSE  
AGREEMENT**

## 3.1 Venue License Agreement

Refer to your signed VENUE LICENSE AGREEMENT and its terms and conditions.

### 3.1.1 Inclusions/Exclusions

Refer to the VENUE LICENSE AGREEMENT for the inclusions/exclusions of the contracted halls and meeting rooms.

### 3.1.2 Tenancy & Additional Space

Refer to the VENUE LICENSE AGREEMENT to ensure the halls and meeting rooms contracted are in line with event requirements, tenancy period, capacity, and location. Only the space detailed in VENUE LICENSE AGREEMENT should be used. If there are any additional requirements, discuss details with your Assigned Project Manager.



## 3.2 Ancillary Event Space

### 3.2.1 Organizer's Office

For each exhibition hall tenancy, DECC provides complimentary office space for Organizers (subject to availability).

Your Assigned Project Manager will inform you about the room location and its maximum capacity.

### 3.2.2 The Concourse

The main exhibition concourse is a public area and cannot be used as additional event space unless the Organizer has received DECC's approval in writing. Rental fees are applicable.

### 3.2.3 Outdoor Exhibition Space

Refer to page 9 for the details. Note that the public area (e.g., pedestrians, street, etc.) cannot be used as additional event space unless the Organizers received in writing DECC's approval and the required government approvals. Rental fees are applicable.

### 3.2.4 Storage Space

DECC offers a certain amount of versatile storage areas, subject to availability. Rental fees are applicable.

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## 3.3 Build-up & Break-down Access

DECC provides 24-hour access to the venue for build-up and break-down at no additional rental charge\* on the following basis:

- **Build-up Access & Function Duration:**  
Build-up shall commence at 07:00 on the first day of tenancy (on a 24-hour basis) & should end at 22:00 on the last day of build-up.
- **Break-down Access & Function Duration:**  
Break-down shall commence 1 hour after the published closing time of the last open day of the event (on a 24-hour basis). Break-down should end at 18:00 on the last day of tenancy.

*\* Services charges are applicable*

### 3.3.1 Early Access

To request an early access to the hall(s) contact your Assigned Project Manager. Early access will not be granted to any individual exhibitor or contractor without DECC's approval. If an extension of the tenancy is required, then the insurance policy should also be extended to cover these days and DECC services will be revised accordingly. Rental charges applicable (subject to availability).

### 3.3.2 Security Deposit

A security deposit payment equal to 10% of the total Venue Hire Agreement value should be paid 10 days before the first event move-in date to cover damages/equipment loss if any. The stated deposit is refundable after adjustment of damages/losses.

### 3.3.3 General Liability Insurance

It is a requirement of the **tenancy agreement** that you arrange appropriate insurance cover for your event, a template containing the exact requirements for your event will be shared with you by your Assigned Project Manager. The insurance should be issued by a Qatar based company/broker. A copy of the insurance policy should be submitted to your Assigned Project Manager three weeks prior to the build-up.

The insurance policy indemnity amount should be as below:

### 3.3.4 Third Party Liability

Limit of Indemnity: up to USD 10 Million any one occurrence and unlimited in aggregate.

### 3.3.5 Workmen's Compensation Policy

Limit of Indemnity: USD 1 Million any one occurrence and Unlimited in aggregate.

All days of the event (move in to move out), Qatar National Tourism Council, and Qatar Business Events Corporation (QBEC) (the appointed operator of DECC) should be insured in the policy as Principal.



# SERVICES & UTILITIES

## 4.1 Services & Utilities

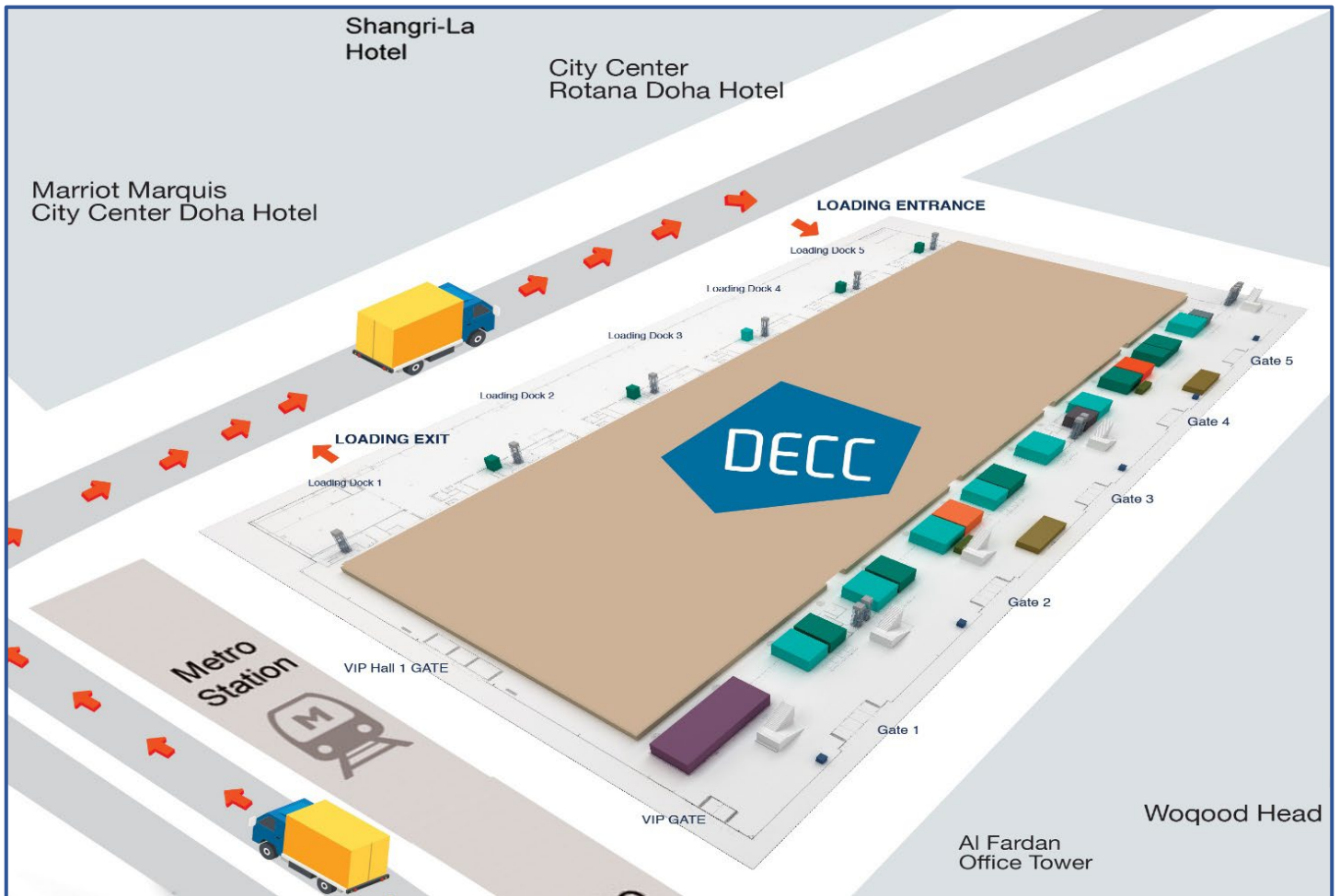
### 4.1.1 DECC Events Services

#### Exclusive Services

- Rigging Services
- Storage
- Traffic Marshalls
- Utilities
- Parking Services
- Event Security
- Information Technology
- Cleaning Services
- Branding
- Catering

#### Non-exclusive Services

- Event Logistics
- Temporary Structures & Space Design
- Stage and Audio/Visual Services
- Stand Design Consulting
- Electrical Installation and Testing from DECC Distribution Boxes
- Stand Building
- Electrical Installation & Testing from
- Trenches and Electrical Cabinets
- Furniture
- Carpeting
- Registration Services and Hostesses



To order DECC's services, refer to the "Organizers and Exhibitors Forms"- section 5.3.

## 4.2 Event Logistics

### 4.2.1 Marshalling

- The instructions of the DECC's logistics team must be followed at all times.
- All users must not exceed the speed limit in the loading docks of **10 km/h**, and all traffic control systems must be obeyed whilst on DECC premises.
- All users must be aware that vehicles and forklifts are active in the area and should have a pre-approved gate pass from the logistics department.

- No vehicle may reverse in the loading docks without the assistance of a traffic marshal.
- Dedicated pedestrian routes must be used when contractors exit the premises.

During build-up and break-down days for any event, when DECC is assigned for the marshaling services, a holding area will be used where all trucks and containers will be on stand-by until called to the docks for unloading and loading. This will prevent congestion on the roads and allow easier access to the loading docks. The same procedure must be followed by any other logistics contractor assigned for this service. Proof of an adequate marshaling yard must be submitted to the DECC logistics department in order to obtain approval to provide this service.

Note: Marshaling is not an exclusive service, however should a logistics contractor other than DECC be appointed for your event, a minimum of three marshals will be deployed in the loading docks at the organizers cost to ensure DECC's rules and regulations are followed in the loading docks.

Note the following for detailed understanding of the venue guidelines regarding this service:

- All traffic must enter DECC loading area through Omar Al Mukhtar Street located in Diplomatic Area. The service road is a one-way road and is deemed a tow-away zone to ensure continuous and clear flow of traffic.
- Movement of vehicles on the loading zone is strictly one way.
- Access to the exhibition hall will be between the hours advised in the build-up timeline.
- Abandoned vehicles, or those exceeding the unload time period, may be towed away from site if they are hindering access to the loading dock.
- Parking on the service road or pedestrian footpath is not permitted at any time.
- Only personal vehicles can park in the DECC car park. All other vehicles must find alternative parking off the DECC site.
- DECC building security/marshals, together with the official freight forwarder, provide control at the entrance of the docks from move in to move out, beginning when the exhibitor appointed contractor arrives and continuing until move out is completed.
- It is a condition of entry to all who require access to the loading docks that vehicles, equipment, and personal belongings may be randomly searched by DECC security upon entering and exiting the loading docks.
- Exhibitors/contractors are requested to report to the holding area where they will be issued with a separate official DECC Loading Dock Pass. The DECC Move-in/Break-down Loading Dock Pass must be completed and clearly visible in the front windscreen of the vehicle.
- All stands must be broken down and ready to load before vehicles are permitted to enter the loading dock. Exhibitors/contractors are asked to inform the marshaling staff that they are ready to load with details of the vehicle. This will be communicated to the holding area and the vehicle will be sent to the loading dock once suitable space is available. All collection vehicles must wait in the truck marshaling yard until called by the marshaling staff.
- For deliveries during the exhibition's operational hours, clearance must be obtained from the official freight forwarder in cooperation with DECC. A suitable access time must be arranged, as loading dock access is strictly controlled. A representative from the receiving exhibit must be present to receive the delivery and should there be any delivery charge, payable either at the time of delivery or post-delivery, this must be settled by the receiving exhibit.
- It is the organizer's responsibility to provide detailed data for trucks/vehicles entering the loading dock for unloading purposes. This data should include:
  - ✓ Truck/Vehicle Size
  - ✓ Registration Number
  - ✓ Name Of Driver
  - ✓ Drivers Qatari ID Number
  - ✓ Dates & Times Of Delivery
  - ✓ Size/Weight Of Delivery

## 4.2.2 Procedures for Cargo Delivery to DECC

- All exhibitors/contractors/suppliers who have cargo/exhibits to be delivered to DECC should submit the Material Delivery Sheet (MDS) at least **ten days** prior to move in/delivery date.
- MDS should be submitted by mail to the DECC logistics team who will cross check the MDS and approve the requested services.
- Vehicle/persons arriving for delivery should carry a copy of the approved form and report to DECC office in the marshaling yard, bearing their event badges issued by the organizer.
- Delivery from marshaling yard to venue will be scheduled depending on the location of the exhibition stand (to be monitored by the organizer), availability of space to park vehicle at cargo docks, and conduct of smooth offloading.
- Persons who accompany the delivery vehicle/cargo to the venue should have official contractor's badges issued by the organizer.
- Vehicles arriving for delivery to the venue should not carry more than two people, including driver and passenger.
- This same procedure should be followed for access to venue for return collections.
- All cargo/exhibits exceeding L 200 x W 200 x H 200 cm and a weight of 2.5 tons has to be bumped in during the first day of bump in/before the start of stand construction. Over-sized cargo, which arrives later, may face obstruction once the stand construction starts due to aisles being blocked, occupied by cargo or stand construction activities.
- Due to the existing road ban of heavy trucks above a 5 ton capacity within Dafna area, it is advised to deliver cargo in trucks up to 5 ton capacity, and therefore avoid delay in delivery to the venue. Please check the road ban timing below:

**Morning** - 6:00 to 8:00

**Afternoon** - 12:00 to 14:30

**Evening** - 18:00 to 20:00

\*Subject to changes as per Government regulations

## 4.2.3 Delivery of Over Size / Overweight Cargo & Exhibits

- Delivery of cargo/exhibits to the venue is limited to the maximum size and weight permitted as per structural safety guidelines of the venue.
- All cargo/exhibits, which are considered to be over the acceptable limit, should be delivered only after meeting the structural safety requirements of the venue.
- Max load bearing capacity of the venue floor is 2.5 tons per square meter. Cargo/exhibits exceeding the limit should not be delivered/placed at the venue unless approved by the Organizer/venue HSSE/logistics departments; and suitable safety measures are taken.
- For all cargo exceeding the permissible limit set by the venue, Organizers should submit a detailed engineering study with supporting drawings indicating the weight distribution of the cargo/exhibits, **one month** prior to delivery/bump-in date.
- All engineering studies should be prepared/acknowledged by a qualified structural engineer. Any deliveries found not in accordance to the lifting plan or the methodology, or do not prove sufficient floor protection and safety precautions, will not be allowed into the venue.
- A typical engineering study / technical document should contain:
  1. Drawing of the stand indicating the displayed position of the exhibit.
  2. Drawing showing the load calculation/weight distribution of the exhibit, and the dimensions, especially height of the structure and the structure when loaded on a vehicle to ensure they can fit through the designated loading door.
  3. Weight distribution plan.
  4. Floor protection plan.
  5. Risk assessment for delivery and positioning.
  6. Method statement for delivery and positioning of the exhibit/lifting plan if required.
- Cargo/exhibits exceeding the structural safety limits set by the venue will only be permitted upon receiving the acceptance from the venue.

#### 4.2.4 Privately Owned Vehicle (POV) Deliveries

- All deliveries should go via the loading docks.
- All other POVs that wish to unload will be directed to the designated unloading area or the marshaling area in the preferred parking lot until space is available.
- The self-unloading of POVs in the designated unloading area will require a minimum of two people. One person to accompany the exhibition materials and equipment, and one person to park the vehicle immediately after unloading.
- Any vehicle left unattended will be towed away at the owner's expense.

#### 4.2.5 On Site Handling & Storage

- DECC cannot accept any deliveries on behalf of Organizers or exhibitors.
- All shipments must be delivered via the loading docks. Deliveries to the exhibition halls via the main entrances are not allowed.
- For exhibitor deliveries that need a storage area, DECC offers storage space inside/outside the venue (subject to availability). Storage fees are applicable.
- In order to ensure safe operation, only the official freight forwarder or DECC logistics team has the right to use on-site handling equipment inside the venue premises.
- Under no circumstances will exhibitors/contractors be allowed to provide their own equipment for on-site handling purpose.
- Manual offloading is subject to approval of DECC logistics.
- On-site handling agents shall be available to un/load exhibition materials and equipment, transporting it to the designated exhibition stand. The arrangements need to be done prior to the start of the un/loading.
- All material handling equipment must be operated by trained on-site handling agents.
- Access to the exhibition halls via the bi-fold doors during operational hours is strictly prohibited once the exhibition is in progress.
- Under no circumstances will any truck or trailer be allowed to be left in the loading docks without offloading/ loading. Once the truck is unloaded, and before exhibition materials and equipment are set up, the vehicle must be moved out of the venue.
- Container grounding is not permitted in the loading docks or on any other part of the venue.
- Exhibition materials and equipment shall be loaded and unloaded in the loading dock. Vehicles are not to be driven into the exhibition hall unless pre-approved by DECC logistics.
- Should the organizer appoint a different logistics contractor to handle this service, corkage fees will apply.

## 4.2.6 Freight Forwarding

Should the organizer require freight forwarding services, contact DECC's logistics department at [logistics@decc.qa](mailto:logistics@decc.qa)

## 4.2.7 Use of Equipment Inside The Venue

All equipment used onsite at DECC should meet the following requirements:

- Only electrical powered equipment with non-marking, white tires are permitted to operate inside the halls.
- Drivers should have a valid license to operate equipment.
- Equipment should be registered with the traffic department and have a valid fitness certificate.
- Equipment should be insured against personal accident, workmen compensation, damage to property, and goods. (Plant and machineries certificate).
- All equipment used at the venue will be subject to inspection by the venue HSSE department and DECC logistics department.
- Equipment/operators who do not comply with the venue regulations will not be allowed access to venue.
- Organizers shall ensure that contractors provide documentation of equipment inspection records and the safe use of the work platform should be documented in a risk assessment.

## 4.2.8 Use of Lifting Equipment

- Organizers must ensure they employ competent contractors to carry out any lifting operations at the venue as their legal responsibility under Qatari law.
- All planned lifting operations should be clearly documented in a risk assessment and must be approved by the Organizer who holds full responsibility for any damage that may occur during the lifting.
- For large or complex lifts, a lifting plan must be submitted to the DECC logistics department at least **one week** prior to lifting.

## 4.2.9 Heavy Equipment & Vehicles

- For any vehicle display, the relevant form should be filled and sent to DECC prior to the move in. **(Refer to vehicle/equipment display form)**.
- All vehicles should have no more than a 1/4 tank of fuel when displayed in the venue and must have drip pans underneath the engine bay and pads under all tires.
- Fuel tanks are to be locked and sealed with the manufacturers approved fuel cap. Connection to the battery needs to be removed during the duration of the display.
- Running of display vehicles during the exhibition is prohibited.
- All vehicles displayed on a gradient are to be locked and no access given unless removing the vehicle from display. If the display has the vehicle totally off the floor level, chains or straps for added safety must also secure the vehicle.
- For heavy vehicles, submit together with the vehicle display form, the manufactures data sheet including weight and dimensions.
- Any work not completed before 18:00 on the last day due to third parties will be billed to the client.

## 4.3 Rigging Services

### 4.3.1 Basic Rigging Guidelines

In order to ensure a safe environment for organizers, contractors, and visitors, **DECC is the sole provider of top and primary rigging at the venue.** Our certified personnel follow industry best rigging practice and only use rated and approved rigging hardware. All DECC's rigging hardware is inspected, tested, and carries valid certification. In addition, DECC's rigging personnel are certified in both rigging and the use of access equipment.

The below guidelines must be followed:

- Fixing of rigging points will take place prior to any other activity such as on-site freight deliveries, platforms or/and stand construction.
- All rigging orders must follow the required guidelines and be submitted with a clear and precise rigging plan at the time of ordering.
- All rigging plans must show the location of each rigging point in relation to a corner of the stand's limits using metric measurements.
- The height from the venue floor to the bottom of the O-ring must be shown using metric measurements.
- All rigging must be within the perimeter of the stand.
- The maximum number of manual chain hoists for a single structure is four. For five points or more, electrical motors must be used.
- **Maximum weight per point is 200 kg per point (static load).**
- If a point exceeds 200 kg, its feasibility must be reviewed and approved by DECC Operations Department.
- All plans must show each point's static load. For more than five points, a detailed loading calculation is mandatory.
- DECC reserves the right to request detailed loading calculations at any time.
- All suspended elements need to be approved by the management of each exhibition before the final lift.
- The structure and connections must comply with all points of the DECC rigging checklist and the structure will not be lifted without final approval from DECC Operations team.
- All material must be marked with a Safe Working Load (SWL) sign, as well as a current certificate of inspection not older than 12 months (the certification must be by a third-party certification). This includes steels, shackles, motors, span sets, truss, or any other auxiliary material. If the material shows any signs of deficiency, damage, or poor installation, its use will be prohibited.
- It is mandatory to use additional security cable when using manual chain hoists, electrical motors, span sets or any element deemed necessary for safety reasons. Motors with BS7906 category A and motors BGVD8 Plus / BGVC1 do not require safety steel if you have a maintenance certification within the last **12 months**.
- The motor should always be perpendicular to the structure and must be attached with slings that tightly grasp the structure and are connected by shackle to the motor.
- All connections must be steel on steel.
- Ground support structures shall be designed and constructed to be fully self-supporting.
- No stand structure is allowed to be attached to the DECC ceiling as either a precautionary or additional safety measure.
- During build-up, gangways must be kept clear to allow access for the rigging team.
- DECC is not liable for secondary rigging installed by third party contractors.
- Rigging points that must be changed due to incorrect rigging plans will be charged at the surcharge rate.
- Any rigging plans that do not match the above criteria will not be accepted.

### 4.3.2 Hanging Banners (Refer to DECC's Branding Book)

- Banners that require rigging must be delivered **two days** prior to the first day of build-up. If banners are not delivered before this date, then installation is subject to availability and additional charges may be incurred.
- All banners must be supplied with proper support such as metal pipes with pre-drilled 10mm holes, wood battens, or 10mm grommets fixed directly to the banner.
- All holes should be separated by 3m since anchor points in the ceiling are 3m apart.
- All banners will be hung from direct points; bridles are not included.
- All banners will be disposed of immediately after the last day of break-down unless otherwise requested.
- DECC and the rigging partner are not liable for the loss and/or damage to banners during transportation, storage, installation and de-rig.
- All rigging plans submitted must be clear and concise.
- Rigging points must be plotted with metric measurements between each rigging point and from each side of the stand.
- The exact weight of each rigging point must be clearly mentioned in kilograms along with the total weight of the structure.
- The stand orientation must be clearly shown by the direction of the main entrance and by the stands or the walls on the neighboring three sides.
- The desired metric height from the floor to the bottom of the structure when fully suspended must be shown.
- The type of structure along with metric measurements of its width, length, and height must be clearly stated.
- Any rigging plans that do not match the above criteria will not be accepted.
- Rigging points that must be changed due to incorrect rigging plans will be charged at the surcharge rate.

### 4.3.3 Electrical, Water & Drainage Supply

The exhibition halls are served by wet and dry trenches offering power, data, and drainage services. Each hall is served by a three-phase power supply comprising 2 x 250Amp and 4 x 63Amp. There is also 32Amp three-phase and 16Amp single-phase power supply available in each of the dry trenches. Due to risks of electrocution, electrical fires and damage to the equipment, access to the connection boxes by any person not employed or authorized by DECC is strictly prohibited. The table below gives a summary of power availability in the exhibition halls:

[\(Refer to DECC's master plan\)](#)

HALL 1	Common Panel	Trench Number						
		1	2	3	4	5	6	7
250Amp (Three Phase)	2							
63Amp (Three Phase)	4							
32Amp (Three Phase)		3	4	4	4	4	4	4
16Amp (Single Phase)		6	8	8	8	8	8	8
HALL 2	Common Panel	Trench Number						
		1	2	3	4	5		
250Amp (Three Phase)	2							
63Amp (Three Phase)	4							
32Amp (Three Phase)		4	4	4	4	4		
16Amp (Single Phase)		8	8	8	8	8		
HALL 3	Common Panel	Trench Number						
		1	2	3	4	5		
250Amp (Three Phase)	2							
63Amp (Three Phase)	4							
32Amp (Three Phase)		4	4	4	4	4		
16Amp (Single Phase)		8	8	8	8	8		
HALL 4	Common Panel	Trench Number						
		1	2	3	4	5		
250Amp (Three Phase)	2							
63Amp (Three Phase)	4							
32Amp (Three Phase)		4	4	4	4	4		
16Amp (Single Phase)		8	8	8	8	8		
HALL 5	Common Panel	Trench Number						
		1	2	3	4	5		
250Amp (Three Phase)	2							
63Amp (Three Phase)	4							
32Amp (Three Phase)		4	4	4	4	4		
16Amp (Single Phase)		8	8	8	8	8		

Organizers are encouraged to conduct a site visit to meet the DECC FM team to familiarize themselves with the utility services and geography of the site.

As part of the pre-event planning process, the organizers are required to provide their electricity, water, and drainage requirements at least **three weeks** prior to the event build-up start date. The completed order should be sent to your Assigned Project Manager accompanied by a floor plan, both in CAD and PDF formats, showing the service ducts where the utilities are to be connected. **Note that an order is considered confirmed only if payment has been 100% completed prior to the event's move in date.**

The organizer shall designate a representative[s] who shall be responsible for communicating and requesting the DECC FM team to energize the power point[s]. A log of power point activation will be maintained and signed by organizers/main contractors, DECC facilities manager (or representative) at the time of activation. This log will be maintained to formally record all power point activation and used as supporting documentation for future invoicing purposes.

DECC FM will ensure that all requested electrical points are energized as per the pre-agreed schedule. Any request to energize power points over and above the pre-agreed requirements must be formally communicated in writing to your Assigned Project Manager before being energized. All additional points energized on the top of the pre-agreed schedule will be charged as per late rates.

Note that DECC is not liable for the quality of utility installations and connections downstream from the DECC power source and it is the responsibility of the organizer's electrical contractor to ensure all utility connections are approved and tested by **competent personnel**.

#### 4.3.4 Water & Drainage

DECC is equipped with a wet trench system with access to water supply (20 mm) and floor drains. Water and drainage requests should be channeled to your Assigned Project Manager **two weeks** prior to the event for evaluation by DECC FM. **It is important to note that the wet trench system is not equipped with commercial drainage points.** It is highly recommended for the organizer's build-up contractor to inspect the wet trench system prior to the event when water and drainage services are required.

#### 4.3.5 Compressed Air

The halls are equipped with compressed air supply points (8 mm) within the wet trenches. Compressed air supply requests need to be channeled through your Assigned Project Manager **two weeks** prior to the event for evaluation by DECC FM. Air compressors are provided upon requested. Additional charges will apply.

#### 4.3.6 House Lighting

External and internal lighting is centrally controlled and can be set according to organizer's basic requirements. There are multiple built-in programs for the skylights including a rainbow effect or fixed color schemes. Light settings can be programmed to reflect seasonal variations, time of day or for specific activities being carried out in the exhibition halls.

For any special effects and dramatic lighting displays, it is advisable to formally request the service from your Assigned Project Manager at least **eight weeks** in advance so that lighting programs can be designed and tested prior to the event. **The lighting control system may not be able to be programmed to meet every requirement and any request is subject to confirmation by the specialist service provider.**

#### 4.3.7 Blinds & Shading Systems

There are a number of blind and shading systems in the venue that can be set as per the organizer's requirements. Depending on the type of event, the blind and shading systems, coupled with the lighting control system, can be altered to give the desired effect. Systems are operated by remote control or centrally from designated control rooms. Requests for blind settings must be directed to your Assigned Project Manager.

#### 4.3.8 Heating, Ventilation & Air Conditioning Systems

DECC is equipped with state-of-the-art HVAC plant and equipment which is monitored and controlled by a central building management system. Set points can be altered according to specific requirements. All requests should be directed to your Assigned Project Manager.

## 4.4 Cleaning Services

DECC aims to provide a cleaning service that is innovative and flexible and delivered through the right mix of subcontractors, effective management systems, technology, education, training, clear performance targets, and an appropriate level of monitoring. The primary objective of the cleaning service is to maintain the image and reputation of DECC, organizers, and exhibitors hosting events as well as contribute to a safe, hygienic, and pleasant environment.

### 4.4.1 Public Areas Cleaning

DECC provides a standard cleaning service of the public areas, including the public foyer, prayer room, restrooms, and all external and back-of-house areas. Cleaning of areas available for hire such as the exhibition halls and meeting rooms are subject to additional charges.

### 4.4.2 Façade Cleaning

Cleaning of the external glass is carried out 4 times per year on a quarterly frequency. Any special request by organizers/exhibitors for a façade cleaning will be subject to additional charges.

### 4.4.3 Event Space Cleaning

Cleaning of tenanted event space is subject to scheduling, planning and additional cost that must be pre-approved prior to the event. DECC will supply the agreed number of cleaners based on the organizer's specific requirements.

- ✓ VIP "Prestige" Cleaning Services
- ✓ Exhibition Event Space Cleaning
- ✓ Night-Time Deep Event Space Cleaning
- ✓ Litter Bin Waste Removal/Replenishment
- ✓ Pre-Event Master Cleaning, Waste Removal Services (Excluding Bulky Waste)
- ✓ Hazardous Waste Removal Services

DECC provides experienced cleaners who are well versed in cleaning large exhibition halls and event-style environments. All cleaners are well groomed, fully equipped, and wear appropriate uniforms.

**Organizers are not allowed to outsource cleaning work to their own contractors.**

The Assigned Project Manager in coordination with DECC operations team will meet with the organizer's representatives to plan and schedule an appropriate cleaning service which spans all stages from pre-event, live event to post-event. DECC will advise and make recommendations to ensure the appropriate cleaning resources are provided and to avoid any undue stress and pressure that may impact on the quality of service required.

As cleaning requirements are clarified and confirmed, a cleaning schedule will be circulated to all parties for approval and shall form the basis for future invoicing. A scope of work shall complement the cleaning schedule to provide clear parameters and demarcation lines of responsibility.

**Any cleaning requests will be made directly to DECC Cleaning Supervisor.**

#### 4.4.4 Waste Collection & Removal Services

DECC provides a number of 20m<sup>3</sup> skips to the organizer at a standard fee. Skips are deployed at the loading dock area in close proximity to the relevant hall. All skip collections are recorded and charged to the organizer.

As part of the pre-event planning process, the organizer is required to confirm their estimated number of skip removals. Any skip removals over and above the estimate specified by the organizer will be formally recorded and evidenced for future invoicing purposes.

It is advised that a representative of the organizer is assigned to overseeing the skip removal process to give a level of assurance and guarantee that waste skip removals are accurate as this can often be a bone of contention.

The following waste items are **strictly** forbidden from skips:

- **Explosive materials such as large metallic objects, masonry, spray cans, solvent containers, inkjet cartridges, batteries, fuel, flammable liquids, cleaning agents, paint tins, fluorescent tubes and glass.**
- **All organic waste including food and liquid products.**

As part of the pre-event planning process the organizer is required to confirm if any hazardous waste items are likely to be generated from event activities.

Hazardous waste includes, but is not limited to, the following:

Clinical waste including needles

Oils/ fats & greases

Flammable materials such as gaseous substances

Poisonous substances such as pesticides or weed killer, acids & chemicals

Materials harmful to health such as asbestos

Glass & sharp objects

The removal of waste generated from an event remains the complete responsibility of the organizer including requesting specific waste removal services as part of the cleaning planning and scheduling process described above. **Under no circumstances shall the designated cleaning staff be instructed to remove large bulky waste or construction type waste on behalf of the organizer.**

All waste resulting from wood cutting, drilling and sanding etc. must be collected and bagged immediately and disposed of in the skips provided. Careful consideration should be given to the trenches to ensure waste and various detritus does not collect and pose a threat to utility services inside.

The organizer is required to meet with the Assigned Project Manager prior to the event to understand and clarify the waste management services required. These requirements will be confirmed and translated into a formal waste schedule and scope of work.

## 4.5 Event Security

### 4.5.1 DECC Venue Security Coverage

DECC security provides 24/7 coverage incorporating a permanently staffed CCTV control room and fire alarm monitoring station for protecting DECC assets and personnel. For all event security requirements relating to access control, asset protection, crowd, and traffic management speak to your Assigned Project Manager. Security services are exclusively provided by DECC.

### 4.5.2 Visitor and Exhibitor Search

Dependent upon circumstances, DECC security reserve the right to carry out a physical search of vehicles, personnel, and their belongings at the point of entry. DECC reserves the right to deny entry into the venue for any person/s refusing to a search.

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## 4.6 Information Technology

**DECC is the exclusive provider of information technology services within the venue.** This includes all exhibition halls, meeting rooms, and public areas. All requirements to install, connect, repair, alter, or distribute information technology services, whether originating or terminating in DECC are to be arranged and coordinated with the DECC IT department. Material and equipment provided by DECC shall remain the property of DECC.

### 4.6.1 Wi-Fi Services

**DECC offers 1mbps complimentary Wi-Fi services at the concourse area.** It is not advisable to use free wireless Internet for bandwidth intense or delay sensitive applications. Event and meeting room Wi-Fi requirements shall be considered on a case-by-case basis and charged accordingly.

No independent Wi-Fi networks are to be setup, as this interferes with the DECC wireless network. Wireless broadcasting devices such as Access Points (both 3G/4G and Ethernet based), routers and bridges are not to be setup/used in the venue. Failure to comply will result in the event's provided Wi-Fi network being blocked and LAN/ Internet services provided by DECC being deactivated, without refunds.

### 4.6.2 Wired-LAN

Bandwidth requirements greater than **4mbps** must be requested **three weeks** prior to the event move-in date.

### 4.6.3 Other IT Services

- Local telephone lines (inclusive of handset) and fax lines can be provided on request and charges apply.
- All services will be activated and available for use on the first live day of the event. If services are required earlier for configuration and testing, then additional day charges will apply.
- Printers are standard desktop A4 type unless otherwise requested. All reasonable ink/toner is provided. One tray of A4 paper is provided. Additional paper &/or ink requirements have to be requested in advance & charges apply.
- No refunds will be made for services installed and not used during the event.
- Late (on-site) orders are subject to access and appropriate data services availability of equipment and personnel.
- Wired & wireless internet speeds are asymmetric (4:1). Symmetric internet options can be provided upon request.

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## 4.7 Registration Services and Hostesses

### 4.7.1 Registration Services

DECC can provide a variety of registration services, ranging from Online/Onsite registration systems, event reports, to accreditation and check in scanners. Refer to your Assigned Project Manager should you require these services.

### 4.7.2 Hostesses

DECC can provide bilingual registration staff, bilingual welcoming staff, hostesses and models upon request. Refer to your Assigned Project Manager should you require these services.

## 4.8 Signage, Advertising, & Branding

### 4.8.1 Using DECC's Brand Name

Venue name should be always typed as: **Doha Exhibition and Convention Center (DECC)**. Usage of "DECC" short is allowed only on social media or SMS messages due to tagging or characters limitation.

Any press releases or advertorials that includes DECC's name should be shared with DECC's marketing team for approval before being published. Contact [communications@decc.qa](mailto:communications@decc.qa)

### 4.8.2 Using DECC's Brand Logo / Venue Photos

Any digital or print artwork that includes DECC's logo / venue photos should be shared with DECC's marketing team for approval before being printed or published. Contact [communications@decc.qa](mailto:communications@decc.qa)

### 4.8.3 DECC's Website Events Calendar

DECC's website provides the organizer with the opportunity to promote important event information such as event logo, name, date and description. Advise your Assigned Project Manager should you wish to use this service.

### 4.8.4 Branding Opportunities & Guidelines

DECC provides a number of branding opportunities inside and outside the venue. The rental, production and installation services are exclusively provided by DECC. Refer to the **Branding Opportunities and Guidelines**.

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## 4.9 Catering

DECC provides a one-stop solution for all the food and beverage requirements of organizers and exhibitors. Food and beverage is of paramount importance to the overall guest experience and is a core priority of DECC's catering offering. As a result, DECC has partnered with an exclusive catering provider for any events requiring food and beverage service. In case of Third-Party catering provider, corkage fees shall apply.

Due to the covid-19 pandemic, you are kindly requested to check with your project manager before placing any catering order.

### 4.9.1 Catering Packages

- ✓ Breakfast/ Lunch/ Dinner
- ✓ Themed Lunches/Dinners
- ✓ Coffee Breaks (Welcome/ Mid-Morning & Afternoon)
- ✓ Daily Delegate-Full Day Packages (3 Coffee Breaks With Lunch Or 2 Coffee Breaks With Lunch)
- ✓ Daily Delegate-Half Day Packages (1 Coffee Break With Lunch)
- ✓ Pass Around Canape Receptions (DECC Has A Strict No Alcohol Policy)
- ✓ Exhibitions On- stand Catering
- ✓ Wedding Catering Menus
- ✓ Standard Set Up For Catering

## 4.10 Rights of Sales and Distribution of Food and Beverage at DECC

### 4.10.1 Exhibitors On-stand Catering Services

Exhibitors can order catering for exhibition stands by referring to the on-stand catering form. Completed exhibition order forms should be returned no less than 10 calendar days prior to the official move-in date. However, should an exhibitor wish to utilize the services of any other caterer, it will be subject to DECC's approval and a corkage fee will apply.

### 4.10.2 Outsourced On-stand Catering

It is mandatory for any outsourced caterer to submit the outsourced on-stand catering form to DECC in order to get access to the venue. Depending on the nature of the offer, the exhibitor/client has to pay a daily corkage fee of QAR3500 per exhibition stand/booth per day to DECC for allowing such services to be delivered in the venue.

Should the caterer providing such services in DECC not have a written approval, they will not be allowed to operate in the venue. DECC also reserves the right to remove any food or beverage from the venue premises which is not supplied or authorized in writing by DECC management.

### 4.10.3 Food and Beverage Disclaimer

Any client wishing to use an outsourced caterer or supplier for providing food and beverage waives and releases any rights, actions, or claims against DECC, its subsidiaries and affiliates, for any liabilities and damages, including any food-borne illnesses and death, arising out of or in connection with client's use or consumption of any food and beverage, or products provided by any catering service provider/vendor.

### 4.10.4 Alcoholic Beverages

The sale, service, and consumption of alcoholic beverages are prohibited by law. Alcoholic beverages may not be served within DECC. It is not permitted to work whilst under the influence of alcohol.

### 4.10.5 Corkage Fees

This is a daily fixed fee to be paid directly by the exhibitors to DECC, allowing them to utilize the services of any outside caterer other than DECC's recommended service provider for any stand catering orders. For details on corkage fee policy, kindly contact the assigned project manager directly.

### 4.10.6 Café Retail Policy

DECC food and beverage partners located in the public concourse areas and within the exhibition halls provide food and beverage solutions for visitors and guests. Any other retail food and beverage café and/or restaurant operation will not be able to operate unless approved in writing by DECC and will be required to share a 25% commission on daily gross revenue with DECC.

### 4.10.7 Conditions of Sale for Food and Beverage

- An order is considered confirmed only if payment has been completed. Advanced payment of all orders is compulsory. No account or credit facilities are available.
- The stand catering order(s) and services are subject to availability.
- Successful delivery of your order is dependent on accurate information provided.
- All prices are rental only. All service equipment furnished by DECC shall remain DECC's property unless otherwise specified and shall be removed only by authorized DECC staff on the closure of the event.
- Claims/refunds will not be considered unless filed in writing prior to the close of the event.
- Cancellation of services must be made 3 working days in advance. Any cancellation made less than 3 working days of the delivery date will be subject to a cancellation fee of up to 100% price of the total service order value.

### Cautionary Note:

In the event of a venue lockdown due to VIP attendance, services may be delayed depending on the duration of the lockdown.

Power connection shall be arranged for any order as required.

Arrange with the appointed stand contractor prior to build-up.

Advise of any specific dietary requirements at the time of ordering. Outside caterers are to provide off-site dishwashing facilities.

### 4.10.8 Food and Beverage Cancellation Policy

Cancellation of ordered requests for any F&B service must be made 3 working days in advance. Any cancellation made less than 3 working days of the delivery date may be subject to a cancellation fee of up to 100% of the total service order value.

### 4.10.9 Confirmation of Guest Numbers/Minimum Guaranteed Attendees

For events requiring food and beverage service, DECC must be advised of an exact number of attendees or minimum guaranteed guests attending the event. Once the minimum guarantee has been provided and confirmed, the numbers may increase but not decrease. All increases to guarantees within three business days are subject to food availability and surcharges.

The final F & B invoice for the event will be based upon the minimum guaranteed attendees or the actual number of guests served or actual attendees, depending on whichever is greater.

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## 4.11 Main Contractor Services

### 4.11.1 Temporary Structures and Spaces Design

DECC can help design and produce any space by working together with the Organizer. These spaces include registration areas, temporary rooms, VIP areas, catwalks or relaxing areas. Should you require this service, contact your Assigned Project Manager.

### 4.11.2 Stage and Audio/Visual Services

DECC can provide a wide range of Audio/Visual equipment and professionals for any event. On request, flooring and stages can be produced as well.

### 4.11.3 Electrical Installation and Testing

For Exhibitors and Organizers, DECC offers full coverage of electric services that include: design of electrical plans, cabling and DB installation, rental of electrical devices and testing of any electrical work done for the event.

### 4.11.4 Stand Design and Consulting

DECC works to make spaces that foster relations among people, and to create designs and projects that make sure that, in each space, "what our clients want to happen, happens".

Our strength is creating engaging and unique exhibition stands for clients and to offer all our customers the same high quality regardless of the size of the project.

### 4.11.5 Stand Building

On request, DECC can construct exhibition stands, system stands, shell scheme stands or any stand construction the Organizer or Exhibitor requires. Contact your Assigned Project Manager to start designing your stand today.

## 4.11.6 Furniture

DECC offers a wide range of furniture, from chairs, tables, counters, displays to anything else you might need to make your event or stand a success. Please contact the assigned project manager to place your order. Any order should be placed min 5 days prior to the event (subject to availability).

## 4.11.7 Carpeting

DECC can supply and install different types of carpets, for all types of events. Contact your Assigned Project Manager should you require any assistance.

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## 4.12 Parking in DECC

### 4.12.1 Car Parking for Organizers

DECC provides complimentary organizers' parking passes, with an allocation of one pass per 100 square meters of gross space contracted. These passes will be distributed before the start of the tenancy. The complimentary car park passes can be used throughout the printed validity, which will correspond to the tenancy duration.

### 4.12.2 Visitors Parking

With 2,800 parking spaces spread over two basements (basement 1 and basement 2), the car park at DECC is a 24/7 automated paid parking system. Car park operators are available from 7:00 until 1:00 (next day).

**Escalating hourly basis car parking fees are applicable as follows:**

- First four hours: QR 3 each
- Every additional hour after the fourth hour: QR 5
- Maximum per day: QR 70
- Lost ticket: QR 70

Vehicles are not allowed to park within the 'no parking zones' and DECC reserves the right to remove vehicles, which are parked incorrectly or causing obstruction to other road users. Violators will be charged a daily fee plus administration fees. The maximum speed limit in the car park is 10 km/h. All vehicles are parked at the visitors' own risk and DECC will not be liable for any loss or damage to any vehicle parked within the car park, or any harm done to humans including death. Doha Police Traffic Department terms and conditions are applicable at all times.

### 4.12.3 Reserved Parking Areas

If the exhibitor requires a dedicated reserved parking area inside DECC car park, this needs to be approved by the operations team. DECC will then dispatch parking operators to lead the traffic to the reserved area. DECC will charge additional fees in order to dedicate a reserved area. Your Assigned Project Manager can provide a quotation to include the barriers, labor, transportation fees, and traffic marshals.

### 4.12.4 Valet Parking

DECC can arrange for valet service as per the requirements of the organizer. To obtain a quotation for this service, advise the date and time of the event and the number of cars expected. This should be done at least **two weeks** prior to the event. For further information, contact your Assigned Project Manager.

### 4.12.5 Car Wash

Car wash service is available at DECC underground parking.



Alfarcan

# EVENTS PLANNING

## 5.1 Planning an Event at DECC

### 5.1.1 Introduction

For large or complex events that require detailed planning and management by the organizer an event specific operational timeline (**refer to 'the organizer's checklist'**) will be shared and discussed with the DECC team. The document will be a comprehensive list of responsibilities and timelines that should be followed to ensure a smooth event delivery.

### 5.1.2 The Event Plan / Summary of Charges

The event's assigned Assigned Project Manager will ensure an event plan, or a summary of charges is shared, reviewed, and confirmed with the person designated by the Organizers capturing all ordered services and schedules against them. This process should be completed at least two weeks before the event moves in and in line with the terms and conditions of DECC and its respected service suppliers. Any additional orders will be subject to resource availability and will be considered on a case-by-case basis using the service order confirmation form for any approvals. An advance payment 100% is required for all delivery of event services.

### 5.1.3 Outside Permissions

Event organizers are required to seek all necessary approvals, permissions and licenses from local authorities. It is the responsibility of the Event organizer to acquire the necessary event licenses for the event profile prior to event. Different event licenses apply to different event profiles. Please contact your assigned Project Manager for further details.

### 5.1.4 Event Floorplan

A scaled floor plan in AutoCAD and PDF format must be provided to your Assigned Project Manager at the initial stage of the event planning process. The details of the event layout must be overlaid on the **DECC master plan**. The plan will be reviewed by the venue operations team to ensure it meets DECC regulations. The DECC master plan is designed to incorporate all necessary technical details of the Venue. Any show layout that has not be developed on the official and up to date Venue master plan will be deemed inaccurate. Event floorplans must include a full project description name of the event, the space allocated, the name of the organizer the gross square meters and the dates of the show.

### 5.1.5 Meeting Room Setup

Your Assigned Project Manager will assist in allocating any hired spaces such as meeting rooms and offices, considering the event requirements. As part of the tenancy, DECC will provide one initial setup per room, according to the seating style requested. If a change of layout is needed, advise your Assigned Project Manager at least **10 days** before the start of the event. Additional charges may apply. Refer to the **capacity chart** to ascertain the maximum occupancy of the meeting rooms.

### 5.1.6 Pre & Post Event Space Inspection

Before the start of the tenancy, the organizer will be invited to review the state of hired event space. The **pre- and post-event hall inspection checklist must** be completed. This gives the organizer an opportunity to record the general condition of the hired event space. Authorized representatives from the organizer, the appointed main contractor, and the DECC facilities management (FM) team will take part in that inspection and sign the checklist. This will enable all parties to mutually agree on the venue's condition before event build-up commences.

A reverse inspection will be conducted post event once break-down and deep cleaning activities are completed. The aforementioned representatives/parties will conduct the post-event inspection and any issues or damages to DECC properties or assets will be charged back to the organizer. If the tenanted space is not vacated in the proper state, DECC will perform the necessary cleaning and restoration at the organizer's expense, and any material left behind will be disposed and billed at a premium rate to the organizer.

### 5.1.7 Floor Loading Restrictions

The floor inside the exhibition hall has a restricted load of 2500 kg/sqm. Any damage to the floor from excessive load will be repaired at the organizer's expense, subject to assessment and evaluation. In all other areas, any load in excess of 500 kg/sqm will require prior authorization from DECC.

### 5.1.8 Loading Dock

Each exhibition hall has a dedicated loading bay. Activities at DECC loading docks are managed by the venues logistics' and security teams. **(Refer to the Event's Logistics section of the manual)**

### 5.1.9 Complex Structures

Design plans of any structure and/or installation not classified by DECC as shell scheme are to be submitted to DECC for review, together with method statements detailing, but not limited to:

- Job details.
- Method of work.
- Materials to be used.
- Risk assessments.
- Plant/equipment utilized.
- Contractor competence i.e. specialist qualifications for any electrical installation and any particular structure design (double decker booth, hanging elements, etc.)

These plans must be produced by an appropriately qualified person and will be reviewed by DECC and commented upon if required; in certain cases, authority to build may be withdrawn should DECC find errors or omissions in the design or if the responsible party fails to provide additional information upon request.

DECC may conduct inspections during the build to ensure specifications and standards are met including checks upon health and safety. Additional information may be requested midway through the construction, however, should the information not be forthcoming, or infringements be found, DECC reserves the right to order a stop to all work until the information is provided and/or infringements have been rectified.

Upon completion of the structure and/or installation and prior to use, DECC requires the end user or organizer to certify that the build is free from structural defects (to include fixtures and fittings) and is fit for purpose. The organizer shall hold any and all liability for stand safety and adequate public liability insurance is to be sought prior to the build-up phase.

### 5.1.10 Event Contractors

In the interests of safety and security, and to adhere to Qatari law, DECC requests the organizer to provide the contact details of all contracting companies (including sub-contractors) who are engaged for the whole event or part thereof.

**These companies must be able to provide additional information such as, but not limited to:**

1. Full company details including address, contact telephone numbers, email addresses and a local point of contact.
2. A copy of the Qatari company registration document (if employing local workers).
3. A nominal role of all employees to include a valid Qatari resident permit number, or passport number if not applicable.

Prior to gaining admission to DECC, or areas under DECC's control for the build-up phase, the organizer or main contractor shall sign a declaration that all workers intending to be on site are legally entitled to work in Qatar in accordance with Qatari law.

DECC reserves the right to conduct spot checks on any worker on site and if found in violation that worker maybe removed from the venue and their employer reported to the relevant authorities.

To help facilitate the physical security element of the entire event, it is strongly recommended that the event organizer provides access badges to all contractors thereby permitting both DECC and event security (if engaged) to identify and prevent unauthorized persons from entering the venue. DECC and event security reserve the right to remove anyone on behalf of the organizer not displaying an access pass and/or violating local DECC regulations.

## 5.2 Event Operations

### 5.2.1 Build-up and Break-down Operations

Organizers, exhibitors, and contractors are required to comply with DECC guidelines at all times. Please aware that this obligation forms part of the tenancy agreement.

All contractors are required to access the venue through the loading docks on the North side of the building. It is the responsibility of the organizer to provide access badges to all contractors. Those with no badges will not be permitted access to the venue.

### 5.2.2 Build-up and Break-down Power

Provision of two temporary power (32Amp three phase) outlets per hall will be available during build-up and break- down, unless otherwise requested and additional charges will apply.

### 5.2.3 Traffic Management

It is mandatory that the organizer provides a traffic management plan for their visitor drop off and pick up areas. Should you require this service from DECC, contact your Assigned Project Manager two weeks prior to the event date.

### 5.2.4 VIP Visits Protocol

In order to avoid disruption to other functions and normal operation of the venue, provide DECC with a list of VIPs attending your event, the route they will follow, and schedule of attendance, at least **two working days** before the opening day. It is the responsibility of the organizer to coordinate with all relevant local authorities regarding VIP visits.

### 5.2.5 Special Effects, High-Risk Equipment, Substances & Special Displays

If you plan to use special effects such as pyrotechnics, haze, or smoke machines, air compressors, water screens or lasers, provide DECC with a risk assessment and method statement for review. **(Refer to DECC Health and Safety Policies)** The same applies to special event displays of animals, aquariums, vehicles, heavy equipment, use of candles, naked flames, and balloons. This should be done at least **15 days** before the use of the equipment using the specific forms. **(Refer To Organizers / Exhibitor Forms and Health and Safety Policies)**

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**EXHIBITION  
PLANNING**

## 6.1 Planning an Exhibition at DECC - Information for Organizers

### 6.1.1 Exhibition Floor plan

Always use DECC's master plan and rigging plots to create your exhibition floor plan. The master plan clearly indicates areas that must not be obstructed, along with other critical details that may impact the event, such as height restrictions and service ducts (refer to DECC master plan). For example, remember:

- Leave 3m gap between the stands and any DECC glass façade or cladding.
- Leave 3m between the stands and DECC structural columns.
- Leave 3m from all glass entrance vestibules in hall 1 and entrances to all halls.
- A clear straight 5m path must be provided between fire exits on either side of the hall, and all gangways are to be at least 3m wide.
- A clear 3m path must be provided in front of each F&B outlet in the halls.

Provide a copy of your initial exhibition floor plan for confirmation before selling space to exhibitors. Once we receive this, the operations team will review it to ensure it meets all the requirements. Before your tenancy start date, provide your Assigned Project Manager with three copies in A1 format of the final plan, so that we can distribute it to DECC service departments.

The final exhibition floor plan must be submitted to DECC in AutoCAD and PDF format at least 15 days before the start of your tenancy in order to receive final approval. Any further modifications to the approved plan should then be requested in writing to your Assigned Project Manager and approved

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## 6.2 Exhibitor's Manual

DECC should receive a draft copy of your exhibitor manual as soon as it is ready, and before it goes to print. Remember that DECC service order forms have deadlines, and therefore the manual should be published well in advance to allow exhibitors to place their orders within the given timeframes.

### 6.2.1 Exhibition Stands and Structures

DECC requires the design details of all 'space-only' and 'double-decker' stands using the exhibition stand structure form. The completed form must be submitted at least one month before the start of the tenancy. Late or incomplete submissions may jeopardize the exhibitor's participation.

The submission should comprise of:

- 3D visual of the stand
- Structural diagrams
- Structural calculations
- Connection details
- Elevation drawings
- Material used
- Any storage facilities on the stand

For requirements applicable to each type of stand, see the exhibition stand structure form.

### 6.2.2 Exhibition Stand Material

Before the event opening, all materials for stands need to be brought into the halls through the loading docks. The removal of building materials from the premises must also be done through these facilities, and this includes plastic covers for carpets, which should be arranged by contractors. On the last day of tear-down, the halls must be handed over in the same state as they were at the beginning of the tenancy. The floor should remain free of debris and clear of tapes. Refer to the cleaning section for further details on the type of tapes to be used.

### 6.2.3 Utility Orders for Exhibitions

The official contractor should order the electricity, water, and waste lines required for the stands at least three weeks before the start of the tenancy. The completed order should be sent to your Assigned Project Manager accompanied by a floor plan showing the service ducts where the utilities are to be connected. Note that an order is considered confirmed only if payment has been 100% completed before the event's move in date.

Fixed prices are for the connection, consumption and provision of Distribution Boxes. It is worth noting that the same procedure will be maintained for tank filling, for example, an aquarium. Note that the official stand contractor remains responsible for checking the completion of all utility installations on all stands and the provision of relevant certifications.

### 6.2.4 Exhibition Master Cleaning

The contractors should have the stands completed 12 hours before event opening to give the cleaning department enough lead-time to master clean the area. All corridors must be cleared of any crates or other exhibition materials.

### 6.2.5 Adhesive Tape for Floor Mark-out

Recommended types of tape:

- Euro tape
- Eurocel
- Advance tape

Note that the organizer is responsible for ensuring that adhesive tapes used to fix carpets or other materials to floor areas are removed after use without damage to the floor. Do not use plastic packing tape, gaffer tape, masking tape and drafting tape as they are extremely difficult to remove. Any damage to the floor will be repaired at the organizer's expense, subject to assessment and evaluation.

### 6.2.6 Exhibition Cleaning Basic Services & Frequency

DECC will maintain the cleanliness of the public areas, such as lobbies, aisles, concourses, and restrooms. If the event has numerous space-only stands and requires additional cleaning manpower, the organizer will be responsible for the associated cost of hiring additional cleaning staff, and for the use of additional material or equipment. These will be billed at published rates.

### 6.2.7 Exhibition Stand Cleaning for Exhibitors

DECC offers exclusive cleaning services for exhibitor stands.

The Complete Stand Cleaning Solution includes vacuuming or wet mopping of floors; a dusting of counter tops and furniture; emptying of bins, cleaning of walls, glass, and partitions (except clear acrylic partitions). The role of the Stand-By Cleaner is to ensure that the stand is kept clean and presentable at all times and free from the accumulation of waste. Refer to the on-stand cleaning form.

### 6.2.8 Exhibition Waste Management

Exhibitors and their stand contractors are responsible for the disposal of waste during the stand construction and dismantling. All exhibits and construction material must be packed and removed from the exhibition area after the event. Contractors should remove the build-up material outside DECC.

Paint cans should not be thrown inside the skips and should be removed from DECC premises. The skips area must be free at all times to allow access to the skip removal vehicle. The trenches are not to be used by the contractors for dumping waste. The organizer is advised to assign a person to oversee waste management operations and sign off any additional charges for skips removals.

## 6.3 DECC Documents, Forms & Files

The following documents, forms & files are available on DECC's website under (Organizer's Zone), contact your assigned Project Manager to receive instruction regarding registering and activating your account:

- ✓ DECC Master Plan (AutoCAD)
- ✓ The Organizer's Manual (.pdf)
- ✓ DECC Meeting Room Capacities
- ✓ The Venue Map
- ✓ Health & Safety Rules & Regulations
- ✓ Emergency Procedures
- ✓ Venue Fact Sheet
- ✓ Best Practice Exhibition Floorplan Templates
- ✓ Accessibility Requirements (SASOL)
- ✓ Organizer Undertaking letter
- ✓ Good Practice Guidance for Safely Re-Opening of Business Events at DECC

### Organizers Forms

- ✓ Stand Structure Approval Form
- ✓ Labour Declaration form

### Exhibitors Forms

- ✓ Stand cleaning Form
- ✓ Security Order Form
- ✓ On stand Catering Form
- ✓ Rigging Order Form
- ✓ Outsourced On Stand Caterers Approval Form
- ✓ Vehicle Display form
- ✓ Animal Display Form
- ✓ Outsourced Retail F&B operator's Approval Form
- ✓ IT Order Form
- ✓ Aquarium - Water Tank Display Form
- ✓ Haze Smoke Form



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