

## Dear Exhibitor

Please take a moment to read through this letter before you arrive on-site for build, it contains important information that will assist in your preparations. Please ensure to forward this information to your stand contractor and other suppliers.

<b>BUILD UP - Za'abeel 2 &amp; 3, Hall 1, Hall 7, Hall 8, Trade Centre Arena, Sheikh Rashid Hall, Al Multaqua</b>			
Friday 21 January 2022	<b>08:00 – 22:00</b> <b>12:00 – 20:00</b>	Access to Space Only Contractors InfoHub Desk	
Saturday 22 January 2022	<b>08:00 – 22:00</b> <b>08:00 – 20:00</b>	Access to Space Only Contractors InfoHub Desk	
Sunday 23 January 2022	<b>08:00 – 22:00</b> <b>08:00 – 22:00</b>	Access to All Exhibitors InfoHub Desk	
<b>BUILD UP - Halls 2 – 6, Saeed Halls 1 - 3</b>			
Thursday 20 January 2022	<b>13:00 – 22:00</b> <b>12:00 – 20:00</b>	Access to Space Only Contractors InfoHub Desk	
Friday 21 January 2022	<b>08:00 – 22:00</b> <b>12:00 – 20:00</b>	Access to Space Only Contractors InfoHub Desk	
Saturday 22 January 2022	<b>08:00 – 22:00</b> <b>08:00 – 20:00</b>	Access to Space Only Contractors InfoHub Desk	
Sunday 23 January 2022	<b>08:00 – 22:00</b> <b>08:00 – 22:00</b>	Access to All Exhibitors InfoHub Desk	
<ul style="list-style-type: none"> <li>• <b>All Stand Construction must be completed by 13:00hrs on Sunday 23 January 2022, including removal of all stand material out of the halls and loading bays.</b></li> <li>• <b>Stand Dressing and exhibit set up should be completed by 22:00hrs on Sunday 23 January 2022.</b></li> <li>• <b>NO LATE-NIGHT WORKING WILL BE ALLOWED DURING BUILD</b></li> </ul>			
<b>SHOW OPEN DAYS</b>			
	<b>EXHIBITOR ACCESS</b>	<b>SHOW TIMINGS</b>	<b>INFOHUB DESKS</b>
Monday 24 January 2022	<b>08:00 – 18:30</b> (or access once Venue allows)	<b>10:00 – 18:00</b>	<b>08:00-18:30</b>
Tuesday 25 January 2022	<b>09:00 – 18:30</b>	<b>10:00 – 18:00</b>	<b>08:00-18:30</b>
Wednesday 26 January 2022	<b>09:00 – 18:30</b>	<b>10:00 – 18:00</b>	<b>08:00-18:30</b>
Thursday 27 January 2022	<b>09:00 – 21:00</b>	<b>10:00 – 17:00</b>	<b>08:00-19:00</b>

**BREAKDOWN - SHELL SCHEME STANDS**

Thursday 27 January 2022	17:30 - 21:00	<p>Exhibits cannot be removed or dismantled before 17:30hrs, or once the halls are clear of ALL visitors.</p> <p>Anyone found dismantling or packing their stand before the show closes at 17:00hrs, may incur a fine.</p> <p>Exhibits &amp; portable items must be cleared from the stand by 21:00hrs.</p> <p>Access to the loading bay for small exhibit removal will be given as soon as possible, but we estimate from between 20:30hrs &amp; 21:00hrs. Due to the number of vehicles we would appreciate your patience.</p> <p>The Organisers and Venue cannot be held responsible for any items left on your stand, in the aisle or in the loading bays after this time.</p>
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**BREAKDOWN - ACCESS TO SPACE ONLY CONTRACTORS****Al Mutaqa Ballroom**

Thursday 27 January 2022	20:00 - 02:00	<p>Contractors will be held at the marshalling gate until Venue rigging services, aisle carpet removal and empty boxes / crates have been delivered to stands in the main halls. We estimate this to be between 20:00hrs &amp; 21:00hrs.</p> <p>Access to the loading bay will be given from 21:30hrs.</p> <p>Contractor access from 20:00hrs onwards. Dismantling of stands and clearing of hall from 20:00 to 02:00.</p>
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**BREAKDOWN - ACCESS TO SPACE ONLY CONTRACTORS****Za'abeel 2 - 3, Hall 1, Halls 5 - 8, Sheikh Rashid Hall**

Thursday 27 January 2022	17:30 - 23:59	<p>Contractors will be held at the marshalling gate until Venue rigging services, aisle carpet removal and empty boxes / crates have been delivered to stands. We estimate this to be between 20:00hrs &amp; 21:00hrs.</p> <p>Access to the loading bay will be given from 21:30hrs.</p>
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**BREAKDOWN - ACCESS TO SPACE ONLY CONTRACTORS****Halls 2 - 4, Saeed Halls 1 - 3, Trade Centre Arena**

Thursday 27 January 2022	17:30 - 23:59	<p>Contractors will be held at the marshalling gate until Venue rigging services, aisle carpet removal and empty boxes / crates have been delivered to stands. We estimate this to be between 20:00hrs &amp; 21:00hrs.</p> <p>Access to the loading bay will be given from 21:30hrs.</p>
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**ACCESS TO SPACE ONLY CONTRACTORS ONLY**

Friday 28 January 2022	08:00 - 19:00	<p>Dismantling of Stands &amp; Clearing of Hall.</p> <p>ALL Stand fittings and waste materials must be cleared from the Halls by 15:00hrs.</p>
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## **IMPORTANT NOTE ON STAND CAPACITIES**

It is important that social distancing is always followed; please ensure that capacities within your stand is maintained at all times.

### **AllSecure**

Arab Health is an Informa [AllSecure](#) event and AllSecure is the approach we are taking to enhancing the health and safety standards in place at Informa events following COVID-19.

Measures such as digital badges, stand capacities enhanced cleaning, etc., have been put in place as we view the safety of our attendees a priority; in return, we ask that you help us do the same by respecting these measures.

### **Car Parking**

**Paid Car Parking** - Multi-Storey Car Park: Behind Sheikh Rashid Hall, Sheikh Rashid Tower Car Park: Next to Trade Centre Hall and Hall 1, Za'abeel Plaza Car Park: Front of Za'abeel Hall 6, Exhibition Plaza opposite the Ibis hotel and Exhibition Street Parking Opposite Convention Tower.

DWTC has an exhibitor parking package available. To find out more, send an email to: [info@dwtc.com](mailto:info@dwtc.com).

### **Careem**

Use code ARABHEALTH20 to get 20% off your Careem Rides from 21 – 27 January 2022. Max discount AED 20.

### **Exhibitor Badge Registration**

All exhibitors should have received individual emails about the registration process. All attendees are required to pre-register. Physical badges will not be available and access to halls require you to present your digital badge registration.

The maximum number of individuals allowed on your stand at any one point will need to comply with local and physical distancing requirements. Stand capacity must be maintained at all times.

### **Electrical Requirements**

It is MANDATORY to ensure that power supply to ALL stands are switched on 30 minutes before the show opens and MUST be switched off 30 minutes AFTER the show closes every day. It is the responsibility of the contractor to ensure that power is switched on and off daily. Failure to turn off the power at the end of each day, will result in a charge for 24 hour power based on onsite order charges. If you wish to place an order, please contact Projex Event Services on [arabhealth2022@projexuae.com](mailto:arabhealth2022@projexuae.com) to place your order. **ALL Power orders must be paid prior to arriving onsite. Cash collection will not be accepted onsite.**

### **Freight Shipping**

**Deliveries for Space Only stands must NOT be made before 08:00hrs on Friday 20/21(Based on the Hall) January 2022.** please check with your stand build contractor on an appropriate delivery date and time to ensure deliveries are not left in gangways/aisles.

**Shell Scheme Stand deliveries must NOT be made before 14:00hrs on Saturday 22 January 2022.**

GT Exhibitions have been appointed as the official freight forwarding companies for the event. Be advised that all on-site handling must be booked through GT Exhibitions.

## **Info Hub**

Arab Health Info Hub can be found in the below locations for any exhibitor assistance:

<b>EXHIBITOR INFO HUB OPENING HOURS:</b>			
<b>LOCATION 1 – ORGANIZERS OFFICE 4.2</b>			
<b>LOCATION 2 – SHEIKH RASHID A (OPPOSITE HALL 7)</b>			
Thursday 20 January 2022	<b>12:00 – 20:00</b>	Monday 24 January 2022	<b>08:00 – 18:30</b>
Friday 21 January 2022	<b>12:00 – 20:00</b>	Tuesday 25 January 2022	<b>08:00 – 18:30</b>
Saturday 22 January 2022	<b>08:00 – 20:00</b>	Wednesday 26 January 2022	<b>08:00 – 18:30</b>
Sunday 23 January 2022	<b>08:00 – 22:00</b>	Thursday 27 January 2022	<b>08:00 – 19:00</b>

## **Service list and contractors**

- Organisers – The Informa Markets Team, happy to help with any queries that you may have
- Projex – The Official General Service Contractor that can help with your furniture, power and graphics requirements
- GT Exhibitions – The Official Freight and Onsite Handling Contractors that can help with your freight requirements
- MediaPro International (AV) - For any AV requirements
- VISIT Connect - For any lead retrieval requirements
- EventLab – for any staffing requirements

**Please note cash payment will not be accepted onsite.**

## **Informa Sustainability**

Informa Markets encourages all exhibitors to consider their environmental impact and we encourage the re-use and responsible disposal of stand materials where possible.

Please refer to the Exhibitor Sustainability Checklist within the Customer Centre for further information.

Below are some key points for your reference:

- Make sure to choose the most sustainable option for travel and transport to and from the event
- Select energy efficient LED lighting and other equipment for your stand
- Minimise the waste your stand creates and recycle where possible
- Ensure you and your contractor are aware of and compliant with all health, safety and security requirements.

## **Lead Retrieval**

For Arab Health, we are using Visit Connect as our Lead Retrieval tool, to help exhibitors and visitors make the most of their event participation.

Powered by smart technology, Visit Connect enables you as an exhibitor to capture, detail and respond to leads in real time.

[View and Download the PDF](#) to get an overview of how to get your lead capture system setup, how to use the system during show days and how to access your leads post-show.

## **Labour Law**

Please ensure that all personnel working on your stand on-site carry their labour card or the relevant documentation as proof of their position in your Company. Please note, anyone found working on a different title other than the position mentioned on their labour card or documentation will be imprisoned and, in some cases, may be deported. Please note that DWTC rules mean access will not be given to anyone without a Labour Card or the relevant documentation.

## **Mobile App**

Download the official event app - [Arab Health App](#) and don't miss out on any opportunities to network, navigate the live floor plan, and access the show catalogue, right from your phone! A registered user will be able to use the log in details they used to create their account on Swapcard. It's a great interactive tool to enhance your experience during the show.

## **Nightly Cleaning & Sanitization**

In line with the COVID-19 guidelines, we strongly recommend that nightly cleaning is arranged for your stand. This is a mandatory service all exhibitors are required to order directly through the venue.

Place your service [order here!](#)

## **PCR Testing Guidelines and Facilities**

A PCR testing station is available for all attendees who may require this. The centre is located in the Pavilion Hall behind Hall 7 and will be open from 24 - 27 January 2022.

Kindly refer on the [PCR Testing Guideline](#) for more information.

## **Covid Symptoms**

If you develop any COVID-19 symptoms or receive a positive test result while at Arab Health, please alert the Organiser (Informa Markets) or DWTC staff immediately.

## **Security Warning**

Please ensure that your stands are manned at all times, do not leave small items or valuables such as mobiles, laptops or similar unattended at any time. The Organisers will not be held responsible for any lost items. However, in case of any security breach, please inform the organisers of any incidents immediately.

## **Storage**

Due to Health & Safety reasons, anything found stored behind stands or along the perimeter of the halls will be disposed of and a charge will be levied by the venue.

## **Trolley Service**

If you require a trolley service during build and breakdown, please place your order in advance with Last Minute Services. Security deposit is required, equivalent to AED 100.00/-, to be returned back once trolley is returned. Cost per trolley is AED 75.00/- per hour per trolley.

Contact Details:

Last Minute Services, Between Hall No.7&8, Next to TRUCILLO Coffee shop.

Contact No: +971 4 388 7860

Mobile: +971 55 813 2148, +971 50 652 6590

If you require any further assistance concerning the exhibition at any time, please email [ah.customerservice@informa.com](mailto:ah.customerservice@informa.com) or visit us at the Exhibitor Info Hub located in Hall 4 and Sheikh Rashid A.

We look forward to welcoming you to a very enjoyable and successful **Arab Health 2022**.

**Kind regards,  
The Arab Health Operations Team**