

Rules & regulations – all exhibitors

Aisles

All aisles must be clear of exhibits. Interviews, demonstrations and distribution of literature must be made inside the exhibition spaces.

Alcohol

Alcoholic beverages and/or psychedelic substances may not be brought into or consumed in the Exhibition Hall during work. Likewise, working in the Exhibition Hall while under the influence of stimulants or intoxicants of this kind is not permitted.

Animals

Cats, dogs and other pets are not permitted in the Exhibition Hall, unless expressly provided otherwise in writing.

Arrangements of exhibits

All measurements and exhibit space layouts on the floor plan are as accurate as possible, but the organizer reserves the right to make such modifications and change exhibit space assignments as may be necessary to adjust the floor plan at any time to meet the needs of Show Management, Exhibitor and the Exhibits. Exhibits shall be so arranged as not to obstruct the general view nor hide the exhibits of others. Plans for specially built displays not in accordance with these Exhibition Rules and the regulations set forth in this Service Portal must be submitted to Show Management before construction is ordered and/or begun. If Exhibitor wishes to inspect this portal before submitting the Exhibit Space Agreement form, Exhibitor has the right to do so. With or without prior inspection, Exhibitor understands that by signing the Sponsorship & Exhibition Confirmation form, Exhibitor agrees to be bound by the Service Portal, which shall form part of the Agreement. Exhibitor may request the Rules & Regulations portion of the Service Portal at any time.

Buses

In order to arrange a plan for buses outside the venue and ensure a smooth pick-up of your party please inform the organizer at least 8 weeks before the show.

Please submit your details latest 3rd August 2017 to exhibitor@synergy-events.com.

Cancellations

The Sponsor/Exhibitor may not cancel this Agreement in whole or in part, unless agreed in writing by the organizer. Where the organizer agrees to any cancellation in whole or in part, all fees shall remain due and payable unless otherwise agreed by the organizer. If a Sponsor/Exhibitor attempts to unilaterally cancel this Agreement, all fees shall remain due and payable.

Changes

If Exhibitor requests an increase of its booth space after the Agreement has become effective; Show Management will use reasonable best efforts to accommodate such request, subject to space availability, additional fee payment, and other circumstances then prevailing. If Exhibitor requests a change that leads to a net reduction of booth space from original requirements, such request shall be covered by Section Cancellations above.

Delivery and removal during show hours

Under no circumstances will the delivery or removal of any portion of an exhibit be permitted during the show hours without permission first being secured in writing by the organizer.

Display of logos

Displays of logos or branding outside of exhibition stands such as light beams or projections onto bare walls or gangways are not permitted without prior written approval of the organizer.

Electricity

It is mutually understood and agreed that the organizer shall use proper and reasonable care to have all power services installed in time for the opening of the show. Proper and reasonable care shall be taken to prevent the interruption of power services during the exhibition. However, the organizer shall not be held responsible for late installation or interruption that may occur.

Exhibit hours

The organizer reserves the right to change exhibit hours and/or to change the number of days or dates of the exhibition, as it may be desirable. Exhibitors shall not, during the 3-day period of the exhibition conduct or sponsor any classes, seminars, exhibits, or similar activities other than those provided for hereunder. To see the exhibit hours, please [click here](#).

Exhibition Coordinator

The organizer of European Utility Week 2017 is Synergy. Address details and contact persons can be found [here](#). All matters not expressly covered in the Agreement are subject to the reasonable decision of the Show Management, which decision shall be final.

Exhibitor personnel and others

Technical specialists should man the stands. They must be qualified to discuss engineering details of their products. The organizer reserves the right to prohibit an exhibit or part of an exhibit, which in their judgement may detract from the character of the exhibition. Canvassing in exhibit halls or distribution of advertising matter or souvenirs by representatives of non-exhibiting firms is strictly forbidden. Exhibiting companies must have permission from the organizer.

Fire, safety and health

The exhibitor assumes all responsibility for compliance with local and national ordinances and regulations covering fire, safety and health. All exhibit equipment and materials will be reasonably located within the display and protected by safety guards and devices where necessary. Under no circumstances shall emergency exits, luminous signs, extinguishers, fire hydrants or any other fittings intended for use in an emergency be obstructed. For full Health & Safety regulations, please [click here](#).

Food and beverages

Exhibitor distribution of food and beverages for consumption in the building may only be made with the permission of the building management. Any food or refreshment distributed or consumed by the exhibitor shall, at the exhibitor's risk and expense, comply with all applicable national and local sanitary and safety laws and regulations. An exhibitor is NOT allowed to sell food or beverages. To order food and beverages at your stand, please [click here](#). Alcohol is only allowed from 16:00 hours.

Force majeure

In case the Exhibition hall is damaged or destroyed by fire, the elements, or any other cause, or if circumstances make it unreasonably difficult for Show Management to permit Exhibitor to occupy the space assigned during the whole or any part of the Show period, then during such circumstances Show Management, the building management, and their respective privies will be released and discharged from the obligations to supply space, and Exhibitor will be reimbursed a proportionate share of the booth rental previously received by Show Management from Exhibitor.

Installation

All exhibitor displays must be completely installed within the time designated for this purpose by show organizer. The installation of air-conditioning units with warm-air condensation is prohibited inside the exhibition hall.

Insurance

For the term of the Agreement, Exhibitor shall at all times maintain insurance sufficient to cover the liabilities of Exhibitor under the Agreement. The amount and scope of such insurance shall be reasonably satisfactory to Show Management. Such insurance shall also provide coverage for Exhibitor's contractual obligations to defend, indemnify, and hold harmless, as stated in the Agreement. Show Management shall be added as an additional insured to such insurance. Exhibitor's insurer shall confirm to Show Management that such insurance cannot be cancelled or changed without thirty (30) days prior written notice to Show Management. Exhibitor must be able to provide Show Management a suitable certificate verifying that the required insurance is and will remain in force for the duration of the Show.

Internet connection – IMPORTANT

During the event, the organization of EUW 2017 provides a free Wi-Fi system on the exhibition floor and in the Summit. By connecting to the network on-site, you gain access to the internet.

This network will have a bandwidth of approximately 1 to 5 Mbps. This provides sufficient capacity for browsing, using the event app, email and other non-real-time applications. You can use this network for the duration of the event, starting from 12.00PM on the last build-up day.

This network:

- Only works on the new 5 GHz Wi-Fi technology. Your device must support the 802.11a- and 802.11n- standards. Check [here](#) if your device is compatible.
- Is an internet network. Local and peer-to-peer traffic between devices is not possible.
- Does not support captive portals or URL redirect.
- Unlimited data usage, fair use policy applies to this network.
- Is not suited for critical applications on your stand. We strongly advise you to use a wired connection for any critical activities requiring internet.
- Offers no guarantee or support on device level.

Please be aware

RAI Amsterdam cannot guarantee any workings or speeds of the Wi-Fi network. There are many potential sources of interference during the show. For any critical activities we therefore advise you to use wired internet connections.

To make sure all exhibitors have a positive Wi-Fi experience, the Show Management and RAI Amsterdam have made a strict set of rules on the use of Wi-Fi:

- It is prohibited to deploy your own Wi-Fi network without authorization of RAI Amsterdam. All non-approved networks will be disconnected.
- It is prohibited to generate any kind of wireless signals without approval of RAI Amsterdam. This includes the use of Wi-Fi, Bluetooth, MiFi modems using 4G or Wi-Fi, beacons, radar and all other kinds of wireless signals.

For further information and ordering of wired internet connections please [click here](#).

IPs

If required, Exhibitor needs to be able to proof ownership of product(s) in question by showing the patent/ IP registration and/or documentation etc. If Exhibitor is unable to proof this then Show Management have the right to remove the product(s) in question from the event without any reimbursement of participation cost.

Jurisdiction and attorney fees

This agreement shall be governed and construed by the laws of The Netherlands. Should any legal action be commenced to resolve any dispute under the Agreement: (i) Exhibitor hereby consents to venue and jurisdiction in the state court located in Utrecht (headquarters of Synergy), and agrees that no such action may be brought in a forum not located in Utrecht; and (ii) the prevailing party shall be entitled to an award of litigation expenses (including, but not limited to, deposition costs and expert witness fees and expenses), interest, and reasonable attorney fees, in addition to any other remedy obtained.

Liability

Neither Show Management nor its agents or representatives will be responsible for any injury, loss, or damage that may occur to Exhibitor or to Exhibitor's employees, invitees, licensees, or guests, or Exhibitor's property from any cause whatsoever. Under no circumstances shall Show Management or its agents or representatives be liable for (i) any special, indirect, incidental, or consequential loss or damage whatsoever, or (ii) any loss of profit, loss of use, loss of opportunity, or any cost or damage resulting from any such loss. Exhibitor acknowledges that the risk allocations of this Section are reasonable based on the understanding that Exhibitor shall obtain, at its own expense, adequate insurance against any such injury, loss or damage. Show Management shall not be liable for failure to perform its obligations under the Agreement as a result of strikes, riots, acts of God, or any other cause beyond its control. Anyone visiting, viewing, or otherwise participating in Exhibitor's stand or exhibit is deemed to be the invitee, licensee, or guest of Exhibitor, and not the invitee, licensee, or guest of Show Management. Exhibitor assumes full responsibility and liability for the actions of its agents, employees, independent contractors, or representatives, whether acting within or without the scope of their authority, and agrees to defend, indemnify, and hold SYNERGY, the exhibit hall, and their respective privies, harmless from and against claims resulting directly or indirectly from the actions or omissions of Exhibitor and/or Exhibitor's agents, employees, independent contractors, or representatives whether within or without the scope of authority. There is no other agreement or warranty between Exhibitor and Show Management except as set forth in this document. This agreement represents the entire agreement between the parties into which all prior understandings are merged. The rights of Show Management under the Agreement shall not be deemed waived except through a writing signed by an authorized officer of Show Management.

Location of exhibition

The exhibition will be at the RAI Amsterdam, Europaplein, 1078 GZ Amsterdam, the Netherlands. Please read the house rules of the RAI Amsterdam carefully, available [here](#).

All measurements and exhibit space layouts on the floor plan are as accurate as possible, but the organizer reserves the right to make such modifications and change exhibit space assignments as may be necessary to adjust the floor plan at any time to meet the needs of the organizer, exhibitor and the exhibits.

Moving pictures, sound (devices) and lighting

If moving pictures are used, the exhibitor agrees to comply with requirements for the operation of the equipment. Sound movies will be permitted if tuned to conversational level and if not objectionable to neighboring exhibitors. If loud speakers or sound devices are used, they should be tuned to conversational level and must not be objectionable to neighboring exhibitors. The organizer reserves the right to restrict the use of glaring lights or objectionable lighting effects.

Please note that noise lower than 80dB(A) for speech is allowed and lower than 70dB (A) for music and sound effects. In any case the organizer, Synergy Events, reserves the right to decline its use if it is seen to be outside acceptable limits.

Remedies

If Exhibitor fails to make any payment or otherwise breaches any provision of the Agreement, and fails to cure within a reasonable time (as defined in the next sentence) after Exhibitor has received written notice from Show Management specifying the breach, Show Management shall have the right to exercise (without further notice) any one or more of the following remedies at any time after such reasonable time has passed: (i) cancel the Agreement in whole or in part; (ii) evict Exhibitor from any or all of the space being rented by Exhibitor; (iii) have any of the Agreement's violated provisions specifically enforced; and (iv) exercise any other remedy available by rule of law. By "reasonable time" is meant: (i) immediately, in the case of any breach occurring during the Show; (ii) 24 hours, in the case of any failed payment; and (iii) 5 days, in the case of any other breach. In addition, Show Management may keep any and all monies received from Exhibitor as liquidated damages, it being understood that SYNERGY's losses and damages from Exhibitor's breach of the Agreement are difficult to ascertain and that the agreed liquidated damages are not intended as a penalty. Upon cancellation of the Agreement, SYNERGY may (without prejudice to any other available remedy) rent Exhibitor's space to any other exhibitor, or use such space in any other manner, as Show Management deems necessary, in its sole discretion, without any obligation to Exhibitor.

Soliciting

Exhibitor/Sponsor is prohibited from distributing literature, souvenirs, or other items from outside the boundaries of their allocated booth, unless prior written approval has been obtained from SHOW MANAGEMENT. This prohibition includes canvassing other exhibits before, after, or during event hours. Canvassing in exhibit halls or distribution of advertising matter, souvenirs, or any other items whatsoever by anyone who is not a paid Exhibitor is strictly forbidden. Exhibitor/Sponsor is prohibited from taking photographs of other exhibits or other aspects of the show, without Show Management prior written approval. Exhibitor/Sponsor may photograph only their own booth(s).

Stand number

A stand number must appear on the fascia of all displays.

Taxes and licenses

Exhibitor shall be responsible for obtaining any licenses, permits, or approvals required under local, city, or national law applicable to Exhibitor's activity at the Show. Exhibitor shall be responsible for obtaining any tax indemnification numbers and paying all taxes, license fees, or other charges that may become due to any government authority concerning Exhibitor's activities at the Show.

Use of music during the exhibition

It shall be the responsibility of any exhibitor wishing to play music in their display to secure any necessary music licensing agreements and fee payments with the appropriate agencies. The organiser bears no responsibility for any legal action, fines, litigation, etc., incurred by exhibitors who have not obtained said agreements and/or made said fee payments.

Vehicles on display

Fuel tanks of vehicles on display and having combustion engines must be empty. It is obligatory that the vehicle has passed its MOT inspection, or has submitted the corresponding certification from the country of origin.

Young people and compulsory identification

Young persons under the age of 16 are not allowed in the event space at any time. Everyone is obliged to produce proof of his or her identity at the request of the Event Managers or Security. If the person concerned refuses, he or she may be removed from the Convention Centre.