

**HOLIDAY
FAIR**

2024

Exhibitor's Guide

Brussels Expo

February 1st – 4th 2024

*Please consider your environmental responsibility
before printing this document*

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THE BRUSSELS HOLIDAY FAIR 2024 will open its doors from **Thursday February 1st 2024** until **Sunday February 4th 2024**. We would like to take this opportunity to communicate important information about your participation.

Please read this document carefully (even if you are a loyal participant!) and pass important information on to your booth constructor. Please consider your environmental responsibility before printing this document

The chapter “Orders” in this document will inform you where to find important technical order forms and regulations.

Place your orders before January 09th 2024 to benefit from advantageous rates!

1 CHECK LIST

A good preparation is half the battle! This checklist will help you to not forget anything while preparing your participation. First and foremost, pay attention to the points highlighted **in red**. It is **mandatory** to read, order, fill in or send in those items.

You can find these documents on the website of [Brussels Holiday Fair](#) and [Brussels Expo](#).

Good luck!

1.1 REGULATIONS AND IMPORTANT INFORMATION

| DOCUMENT | READ |
|-----------------------------------------------------|--------------------------|
| Booth confirmation | <input type="checkbox"/> |
| BRUSSELS EXPO Health and Safety regulations | <input type="checkbox"/> |
| General regulations FISA OPERATIONS | <input type="checkbox"/> |
| Plan BRUSSELS EXPO | <input type="checkbox"/> |
| Regulations of the BRUSSELS HOLIDAY FAIR | <input type="checkbox"/> |
| Safety tips for the stand constructor | <input type="checkbox"/> |

1.2 FILL-OUT FORMS

| FORM | DEADLINE | SENT |
|-------------------------------------------------|-------------------|--------------------------|
| Final booth design | 15/12/2023 | <input type="checkbox"/> |
| Press file | 15/12/2023 | <input type="checkbox"/> |
| Safety, health and environmental charter | 15/12/2023 | <input type="checkbox"/> |
| Update company information on website | 15/12/2023 | <input type="checkbox"/> |

1.3 ORDERS

| FISA OPERATIONS | DEADLINE | ORDERED |
|-------------------------------|------------|--------------------------|
| Invitations (digital) | 15/01/2024 | <input type="checkbox"/> |
| Exhibitor badges | 15/01/2024 | <input type="checkbox"/> |
| Cards for refrigerator trucks | 15/01/2024 | <input type="checkbox"/> |
| Delivery cards | 15/01/2024 | <input type="checkbox"/> |
| Pre Build-up | 15/01/2024 | <input type="checkbox"/> |

| BRUSSELS EXPO | DEADLINE | ORDERED |
|----------------------------------------------------------------------------|------------|--------------------------|
| Audio visual equipment | 09/01/2024 | <input type="checkbox"/> |
| Carpet | 09/01/2024 | <input type="checkbox"/> |
| Catering | 09/01/2024 | <input type="checkbox"/> |
| Chimney | 09/01/2024 | <input type="checkbox"/> |
| Cleaning | 09/01/2024 | <input type="checkbox"/> |
| Electrical connection (Mandatory for naked surfaces) | 09/01/2024 | <input type="checkbox"/> |
| Fire extinguisher (Mandatory for booths $\geq 72m^2$!) | 09/01/2024 | <input type="checkbox"/> |
| Furniture | 09/01/2024 | <input type="checkbox"/> |
| Gas fittings | 09/01/2024 | <input type="checkbox"/> |
| Handling & steeplejacks | 09/01/2024 | <input type="checkbox"/> |
| Hospitality & security | 09/01/2024 | <input type="checkbox"/> |
| Insurance | 09/01/2024 | <input type="checkbox"/> |
| Internet connection | 09/01/2024 | <input type="checkbox"/> |
| IT & printers | 09/01/2024 | <input type="checkbox"/> |
| Parking pass | 09/01/2024 | <input type="checkbox"/> |
| Plants & flowers | 09/01/2024 | <input type="checkbox"/> |
| Raised floor | 09/01/2024 | <input type="checkbox"/> |
| Booth construction | 09/01/2024 | <input type="checkbox"/> |
| Suspensions | 09/01/2024 | <input type="checkbox"/> |
| Telephone connection | 09/01/2024 | <input type="checkbox"/> |
| Transport & customs | 09/01/2024 | <input type="checkbox"/> |
| Trussing & lighting | 09/01/2024 | <input type="checkbox"/> |
| Waste container | 09/01/2024 | <input type="checkbox"/> |
| Water connection | 09/01/2024 | <input type="checkbox"/> |

1.4 OBLIGATIONS TOWARDS THIRD PARTIES

| APPLICATION | DEADLINE | SENT |
|---------------------------------------------------------|------------|--------------------------|
| Declaration for Temporary activities of Travel Agencies | 15/12/2023 | <input type="checkbox"/> |
| Tombola permit | 15/12/2023 | <input type="checkbox"/> |
| Unisono (SABAM and Fair Remuneration) | 15/12/2023 | <input type="checkbox"/> |

The organizer of the fair has the right to change prices and conditions mentioned in the Exhibitor Guide if circumstances or events should make such measures inevitable.

It is possible to place last minute orders during build-up days at the Exhibition Office or technical dispatching. Please note that these orders are subject to a surcharge.

2 GENERAL INFORMATION

2.1 LOCATION OF THE FAIR

BRUSSELS EXPO – Hall 5 and 6
Place de la Belgique 1
1020 Brussels

2.2 CONTACT DETAILS

ORGANISER: FISA OPERATIONS NV

Address: TRADEMART - Atomiumsquare 1, BOX 505 – 1020 Brussels

E-mail: brusselsholidayfair@fisa.be

Contact:

| | | | |
|-------------------------|------------------------|------------------|------------------------|
| Annemie Gesquiere | Exhibition Manager | +32 2 663 14 29 | a.gesquiere@fisa.be |
| Belinda Serkeyn | Account Manager | +32 2 663 14 25 | b.serkeyn@fisa.be |
| Els Gillis | Guest Relations | +32 483 54 66 77 | e.gillis@fisa.be |
| Kelly Thys | Marketing Coordinator | +32 477 72 18 54 | k.thys@fisa.be |
| Kevin Gillet | Operations Team Leader | +32 2 663 14 04 | k.gillet@fisa.be |
| Cristina Da Silva Faria | Customer Care Officer | +32 472 05 00 91 | c.dasilvafaria@fisa.be |

2.3 EXHIBITION OFFICE

The **BRUSSELS HOLIDAY FAIR** exhibition office is located at the entrance of Hall 5. Our e-mail addresses and phone numbers will remain the same during the fair, as well as the fair's general e-mail address brusselsholidayfair@fisa.be.

2.4 FINANCE DEPARTMENT

Payments have to be effected before the start of the build-up of the fair. The finance department will be present on request and will be present at the secretariat, located in the exhibition office, at the entrance of Hall 5.

Article 10.3 of the General Terms of the FISA Group:

Without prejudice to the possible application of other provisions of the General Terms, as from the first day of installation of the Fair, any late payment of the Amount Due by an Exhibitor to the secretariat of the Fair automatically results in an increase of the Amount Due by 7.5% (seven and a half percent) without this increased amount being less than €500 (five hundred euro). The increase is calculated and is payable immediately, with the Amount Due, of which it becomes a part. This increase is justified by higher administrative costs incurred by FISA to set up a secure arrangement for collection of invoices during the Fair.

NOTE: Payments by cash or cheques will NOT be accepted!

2.5 OVERVIEW OPENING HOURS

| Period | Date | Opening hours <u>technical dpt</u> ** | Opening hours office* | Hall access for exhibitors | Hall access for visitors |
|-------------------------|--------------------|------------------------------------------|--------------------------|-----------------------------------------------------------------------|-----------------------------|
| Pre build up | Sunday 28/01 | / | / | On request | / |
| Build up | Monday 29/01 | 8.30 AM – 5.00 PM | 8.00 AM – 6.30 PM | 7.00 AM – 10.00 PM | / |
| Build up | Tuesday 30/01 | 8.30 AM – 5.00 PM | 8.00 AM – 6.30 PM | 7.00 AM – 10.00 PM | / |
| Build up | Wednesday 31/01 | 8.30 AM – 5.00 PM | 8.00 AM – 8.00 PM | 7.00 AM – 12.00 PM <i>8 AM: basic booths 2 PM: no vehicles</i> | / |
| Fair | Thursday 01/02 | 8.30 AM- 12.00 PM | 8.00 AM – 6.00 PM | 8.00 AM – 7.00 PM | 10.00 AM – 6.00 PM |
| Fair | Friday 02/02 | / | 8.00 AM – 6.00 PM | 8.00 AM – 7.00 PM | 10.00 AM – 6.00 PM |
| Fair | Saturday 03/02 | / | 8.00 AM – 6.00 PM | 8.00 AM – 7.00 PM | 10.00 AM – 6.00 PM |
| Fair | Sunday 04/02 | / | 8.00 AM – 6.00 PM | 8.00 AM – 7.00 PM <i>7.00 PM: basic booths empty</i> | 10.00 AM – 6.00 PM |
| Dismantling | Sunday 04/02 | / | 6.00 PM – 8.00 PM | 7.00 PM – 12.00 AM | / |
| Dismantling | Monday 05/02 | / | 8.00 AM – 3.00 PM | 12.00 AM – 3.00 PM | / |

* During the fair, the exhibition office will close 1 hour during lunch time (12.30 PM – 1.30 PM)

** Technical dpt = Technical dispatching Brussels Expo, for all your orders placed in the [webshop](#)

Booth supplying is possible every day between 8 AM and 9.45 AM if you are in possession of an appropriate access card.

3 SUSTAINABILITY

ALL THINGS ARE DIFFICULT BEFORE THEY ARE EASY

by Thomas Fuller

It is now common sense to commit your company to an environmental approach! We have known this for a long time now. But FISA has taken the step to become more sustainable and has signed the **Net Zero Carbon Events charter**.

FISA is committed to reducing the ecological footprint of its events. And we are not alone in this. This initiative regroups more than 350 companies in more than 50 countries in the events sector.

Our common goal? Rethink our companies and the organization of our events, analyze the functioning our suppliers and of course our clients and optimize procedures to achieve more sustainable results.

3.1 HOW TO ACHIEVE A BETTER RESULT



Reduce

A first step is to reduce the use of supplies and energy, as well as to avoid carbon-intensive activities or actions. This can be done by making activities more efficient or by choosing for less impacting solutions.



Reuse

By giving materials a second life, the impact on our environment reduces. Materials can be repaired and reused for the same purpose, or they can find another purpose to serve.



Recycle

Recycling is transforming waste materials into energy or raw materials for new products. The most important step is to sort our waste as rigorously as possible. The better all types of materials are separated, the more qualitative new materials will be.

If after taking all these steps, there are still carbon emissions or waste materials that could not be eliminated, it is possible to look for initiatives that **compensate** for the environmental impact. But reduce, reuse and recycle are the key words.



3.2 WHAT DOES FISA DO FOR OUR ENVIRONMENT?

3.2.1 Within the company

Our office activities have an impact on our environment. And we want to reduce that impact by adjusting our everyday habits:

- **Digitalisation:**
We strive for paperless offices, by trying to print less documents (or none) to reduce our use of both paper and ink.
- **Reduced use of energy**
In our offices too, we turn down the heating to reduce our use of energy. We also try to limit the lighting. After all, we do have a lot of daylight in our offices!

- **Transportation**
When we visit partners, clients or events, we prefer to use public transportation or to carpool.
- ...

Obviously, this list is not exhaustive. We keep looking for ways to go the extra mile to reduce our environmental impact. All tips are welcome. Do not hesitate to share your company's efforts with us. And who knows we can learn from each other!

3.2.2 At our fairs

By signing the Net Zero Carbon Events charter, we commit to reduce our fair's ecological footprint. Below you can find the efforts that we already make to achieve that goal:

- **Reduction of single-use**
We try to reduce our ecological footprint by avoiding the use of single use items as much as possible. Therefore, there will no longer be any single use plastics in the Brussels Expo catering points.
- **Reusable materials for booth construction**
We analyse the materials used to build our booths and choose, in collaboration with our partners, materials that are more sustainable and/or can completely be reused for new booths or materials.
- **Less waste and better sorting**
We actively work on the reduction of the waste generated at our fairs. The waste that we cannot avoid, will be sorted as rigorously as possible.
- ...

3.3 WHAT DO YOU DO TO SUPPORT OUR ENVIRONMENT?

We are very curious to learn about the initiatives that you are launching to reduce the ecological footprint of your company or events. **Tell us about your projects!** We will be happy to share them in our newsletter and on our social media.

Contact:

Kelly Thys

k.thys@fisa.be

+32 477 72 18 54

4 ORDERS

4.1 WEBSHOP BRUSSELS EXPO

The webshop, allows you to place your technical orders (electricity, water, parking, suspensions, furniture, carpet, cleaning...) via the following link: <https://shop.expo.brussels/expo>.

Exhibitors must register before they are granted access to the ordering page. Exhibitors who are new to Brussels Expo and our fairs, will have to register as a new user: After choosing the right fair, you click on the 'new user' button to create a login and password. Exhibitors who have participated in the past, will receive an invitation from Brussels Expo. This e-mail invitation consists of a direct connection to the web shop of the **BRUSSELS HOLIDAY FAIR**. Your credentials (login and password) remain the same.

The **web shop** is divided in 2 sections:

1. Before logging on:
You can consult the catalogue and download important documents, such as the security charter. Important dates will be mentioned as well.
2. After logging on:
Once you've logged in, you first need to choose your booth. Click "add booth" in case your booth number isn't displayed yet. Afterwards you will access to all products and their rates. You will need to complete the stages up to the payment module in order to validate your order.

ATTENTION: Every exhibitor participating with their own booth **will have to order electricity**.

If you chose a Basic or All-in or Premium booth an electricity supply is included in your package! In case of doubt, you can contact our Customer Care department by phone +32(0) 472 05 00 91) or by e-mail (c.dasilvafaria@fisa.be).

For all questions regarding the technical orders, please contact the technical team of **BRUSSELS EXPO** at +32 2 658 42 55 or connections@brussels-expo.be.

Do not forget to place your orders in time in order to benefit from the early bird rates
(valid until January 09th 2024)

4.2 ORDERS FISA OPERATIONS

You can find the following exhibitors forms on the Brussels Holiday Fair [website](#):

- Additional exhibitors badges
- Delivery card
- Additional invitation cards
- Refridgerated vehicle
- Sub-exhibitors

ATTENTION: You will only receive the cards & badges when all outstanding invoices are paid.

4.3 SENDING OUT YOUR DIGITAL INVITATIONS

4.3.1 What are the digital invitation cards and how to send them?

- A digital invitation is an equivalent of a free entry ticket to the fair.
- To send the digital invitation cards, all the exhibitors will receive a unique code which they will then be able to send to their clients or visitors.
- The code will give clients or visitors the opportunity to register on the e-Ticket platform of Brussels Expo and obtain their [entrance ticket](#).
- This code is valid 200 times. Once the limit of 200 tickets taken with this code is exceeded, the code becomes invalid. To extend the limit, the exhibitor can order an additional quota.
- The exhibitor only transmits the code, the visitor will have to enter it manually on the platform.

4.3.2 Procedure

When the visitor receives a promo code, he is obliged to register his code to obtain an entrance ticket to the Fair.

- The visitor needs to go to the e-ticket platform of [Brussels Expo](#)
- He/she enters the code in the suggested field.
- Once the code is validated, the visitor will receive a new (admission) ticket available in his list.
- The visitor chooses the ticket and follows the suggested procedure. He/she will receive his/her entrance ticket via e-mail (which he/she indicated on the platform).

5 BOOTH AND WASTE MANAGEMENT

In order to guarantee the good course of the build-up, the fair and the dismantling, a waste procedure will be applicable. Each exhibitor will have to pay attention to three things:

- 5.1 Sorting and evacuating waste during build-up and dismantling
- 5.2 Managing responsibly the rented booth surface
- 5.3 Complying with the regulations regarding the use of your booth location

We kindly ask every exhibitor to respect the regulations. If that is not the case, we have to send an invoice for €250 (ex. VAT).

Our waste managers will circulate permanently in the hall during the entire fair (build-up and dismantling included) to make sure that everything is proceeding correctly.

5.1 SORTING AND EVACUATING WASTE DURING BUILD-UP AND DISMANTLING

All exhibitors and booth constructors are **obliged to sort and evacuate their waste**. If it is impossible to take the waste with them, a waste container can be ordered through the webshop of Brussels Expo.

During dismantling, paper and glass waste containers will be placed at the front of the halls. Please throw your empty glass bottles and undistributed flyers into these containers.

If you would generate hazardous waste (paints, solvents, oil, ...) please contact Sanivest directly to arrange the removal. Such products should not be dumped in sewers, drainage, sinks or toilets.

Contact :

Patrick Bonneel

+32 2 474 01 43

bonneel.p@sanivest.be

5.2 MANAGING RESPONSIBLY THE RENTED BOOTH SURFACE

It is our duty to look after the exhibition hall with due care. Therefore, we count on all exhibitors and booth constructors to operate responsibly. Obviously, it is prohibited to cause damage to walls, floors or other infrastructure while building the booth. Rented material and/or booths must be returned in perfect state.

5.3 COMPLYING WITH THE REGULATIONS REGARDING THE USE OF YOUR BOOTH LOCATION

The regulations of FISA OPERATIONS were drawn up to manage with care the period of the fair (build-up and dismantling included) and assure a good quality of the fair and the booths. We expect every exhibitor and its employees to read the regulations carefully and respect them.

Each booth is traced out by floor markings. The construction of a booth must be done within these markings. Each booth must have enough lighting and a solid booth construction. Modular booths and self-constructed booths are permitted. The height of the booths is 2.4 meters. Other heights are possible as well, although we advise you to present your plan to our logistics team at: production@fisa.be. Booths may not be closed more than 50% per open side.

It is imperative that each day, as from opening until closure, the personnel is present on the booth. Representatives must be dressed properly and behave decently.

Finally, for safety reasons, the use of sound systems/microphones is not recommended at the fair. Sound systems are allowed as long as they do not (directly or indirectly) interfere with neighboring stands or can hinder the audibility of the organizer's announcements.

It is authorized to install an audio system on the booth if the required licenses (UNISONO) are requested and the volume is limited to a maximum of 70 decibel.

6 BUILD-UP

6.1 SCHEDULE

| | |
|------------------------------------|---------------------|
| Monday January 29 th | 07.00 AM - 10.00 PM |
| Tuesday January 30 st | 07.00 AM - 10.00 PM |
| Wednesday January 31 st | 07.00 AM - Midnight |

All booths must be completed on **Thursday February 1st 2024 at 08.30 AM** in order to welcome the visitors as from 10.00 AM.

!!! ACCESS TO THE HALL IS ONLY POSSIBLE WITH A BUILD-UP CARD!

- On Wednesday vehicles will no longer be allowed to **enter the Halls as from 2.00 PM.**
- All **Basic booths and All-In booths or Premium** will be available on **Wednesday January 31st as from 08.00 AM.**
- The build-up cards will be sent by e-mail from the beginning of January 2024 onwards **after payment of all outstanding invoices.**
- Please ensure that you send the necessary build-up cards to your partners (booth constructors, decorators, ...) who need access to your booth.

6.2 PRE BUILD-UP

If you wish to receive more information regarding the possibilities, you can contact Kevin Gillet (k.gillet@fisa.be). Keep in mind to send us your application before **December 15th 2023.**

6.3 ACCESS FOR VEHICLES

| | |
|---------------|------------------------------------------------|
| GATE C | In front of Hall 5 and 6 – Atomium |
| GATE G | Under the pedestrian bridge – Chaussée Romaine |

ATTENTION: Opening hours may vary by gate. At the reverse side of your access card, you will find all the information regarding the opening hours of each gate.

6.4 LOW EMISSION ZONE

The Low Emission Zone (LEZ) bans the most polluting vehicles out of Brussels since January 1st, 2018. Check the following website to see if your vehicle is affected: www.lez.brussels.be.



The zone marked in blue is the LEZ. Brussels Expo itself belongs to this zone, but the main way to it (Chaussée Romaine) and e.g. Parking C, don't.

6.5 TECHNICAL DISPATCHING BRUSSELS EXPO

During the build-up a technical dispatching will be present to assist you with all your questions regarding technical connections, suspensions, parking tickets, ...

This office will be located at the entrance of Hall 5 at the exhibition office. You can also contact the office by phone or e-mail:

Technical Dispatching Brussels Expo: Front of hall 5

+32 2 658 42 55

connections@brussels-expo.be

Opening hours:

| | | |
|------------------------|----------------|-----------------------------|
| During build-up: | every day from | 8.30 AM to 5.00 PM. |
| First day of the fair: | Thursday | 8.30 AM to 12.00 PM. |

6.6 MARKING

Each booth is traced out by floor markings. The construction of a booth **must** be done **within** these markings. By no means a booth may exceed the borders of the hallway. In case of any problems regarding the floor markings, please go to the exhibition office at the entrance of Hall 5. A deputy of the technical support team will be at your disposal.

6.7 INSTRUCTIONS FOR BUILDING BOOTHS

You can find the regulation for the build-up and decoration of your booth on [our website](#). Should you have any further questions regarding this subject, please don't hesitate to contact us.

We kindly ask you to send in your booth concept (*exact dimensions, materials, lighting, shown products...*) by mail to production@fisa.be **before December 15th 2023**.

6.8 ZIEGLER (TRANSPORT – STORAGE - HANDLING)

FISA OPERATIONS recommends you to place your orders for handling, transports and/or storage in time. Keep in mind that orders for lifts and cranes should reach our partner ZIEGLER EXPO LOGISTICS at least 48h in advance.

Contact:

Olivier De Greef

+32 2 475 45 43

olivier_de_greef@zieglergroup.com

6.9 SAFETY

THE BRUSSELS HOLIDAY FAIR is concerned about everyone's safety. Therefore, it's important that everyone takes the correct safety measures while working (heights, grinders, ...). We count on every exhibitor and booth constructor to minimize the risks. We also kindly ask to keep the workplace clean (store machinery correctly, evacuate waste, ...).

In the Brussels Expo web shop you can find the Brussels Expo Safety Regulations. We do attach importance to every exhibitor reading these regulations and respecting them.

We remind you that it is **mandatory** to fill out the 'Safety Charter'. It is required by the Ministry of Labour and Employment (Law for Wellbeing, August 1996). You can download the document on the web shop of [BRUSSELS EXPO](#). Thank you for sending the completed document to aib-safety@bruexpo.be before **December 15th, 2023**.

7 THE FAIR

7.1 ACCESS FOR EXHIBITORS

| | |
|-----------------------------------------------------|---------------------------------------------------|
| Pedestrians: | <u>From 08.00 AM</u> Portillon B & Astrid Hall |
| Vehicles (in possession of a delivery card): | <u>Between 08.00 AM and 09.45 AM</u> Gate C |

Exhibitor badges:

Only by wearing an exhibitor badge, an exhibitor can gain access to the Hall during the exhibition days. These badges are **only for exhibitors and their staff**. By no means can a badge be lent out to visitors or non-participating dealers.

These badges are permanently valid during the exhibition days from Thursday February 1st 2024 until Sunday February 4th 2024. In total you will receive 4 free badges per 12 sq. m. of booth surface. Exhibitor badges **will never be sent by regular post**. They will be available at the exhibition office as from the first build-up day, i.e. Monday January 29th 2024, after payment of all outstanding invoices.

ATTENTION: During the first day of the fair, the use of digital badges will be proposed, for example for the sub-exhibitors. You can request them by mail to c.dasilvafaria@fisa.be.

7.2 ACCESS FOR VISITORS

| | |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Entrance fee: | €12 (free access for children under the age of 16, accompanied by an adult) €6 via e-tickets on www.brusselsholidayfair.be . |
| Pedestrians: | From 10.00 AM Portillon B & Astrid Hal |

7.3 BOOTH PROVISIONING DURING THE FAIR DELIVERIES

The booth provisioning during the fair is **only allowed between 08.00 AM and 09.45 AM via Gate C** (Atomium) and must be finished before 09.45 AM – **WITHOUT ANY EXCEPTION**.

ATTENTION: After 09.45 AM no vehicle may be located between the Halls or in the fire corridors, and this on POLICE ORDER.

Provisioning a booth is only allowed if the exhibitor has **a delivery card**. These can be requested by order form. Each exhibitor is entitled to 1 delivery card.

If your vehicle is still inside the premises after 10 am, your delivery card will be revoked and an invoice of €200 + VAT will be issued. Your vehicle may also be towed without notice. The costs for this will also be invoiced.

7.3.1 Delivery of brochures during build-up

If a delivery of brochures has to be made during your absence, it can be asked to be delivered to the exhibition office in the front of Hall 5 at the attention of Kevin Gillet (k.gillet@fisa.be). Please send an email with your company name, stand number as well as the name and mobile number of the stand responsible. **Only announced packages will be accepted**.

ATTENTION: FISA cannot be held responsible for any failed delivery or damaged packages.

7.4 DELIVERY ON BOOTH DURING THE LAST FAIR DAY

Provisioning on Sunday February 4th is **ONLY** possible with an **exceptional delivery card** that you can obtain at the exhibitors desk at the entrance of Hall 5. The card is **ONLY available for exhibitors with fresh products** (such as restaurants)!

In order to allow each exhibitor to access the exhibition Halls quickly and easily, FISA OPERATIONS applies a procedure that limits the time to unload **on Sunday February 4th**.

7.5 PARKING DURING THE EXHIBITION DAYS – BRUSSELS EXPO

A parking ticket for 4 days can be purchased in the [Brussels Expo webshop](#).

Tickets can be collected at the technical dispatching at the exhibition desk at the entrance of Hall 5 during build-up.

ATTENTION: Ordered parking passes that are not picked up, will not be reimbursed!

The exhibitor's parking for all types of vehicles = Parking C (Chaussée Romaine).

1 Day ticket = €12, VAT incl.

4-Day ticket = €48, VAT incl.

The automated Parkings B and T are also available at €12 / day. (no 4-day passes available here)

For more information please contact: [Brussels Expo](#) tel : +32 2 658 42 55.

7.6 CATERING – DELIVERY ON THE BOOTH

Catering service during the fair is provided by Brussels Foodie. Do not hesitate to contact them for additional information or orders via the [webshop](#) of Brussels Expo.

7.7 BOOTH CLEANING

The cleaning of your booth needs to be done before the opening or after closure of the fair. Specific booth cleaning can also be requested via the [webshop](#) of Brussels Expo.

Booth cleaning is included for All in or Premium booths.

7.8 PRESS

Press files can be send to FISA till December 15th, 2023.

Contact

Kelly Thys

k.thys@fisa.be

7.9 SAFETY

In order to guarantee everyone's safety, we ask every exhibitor to turn off the power switch (spots, heating and kitchen appliances) during the night. Of course, it is not necessary to cut the power for refrigerators.

Make sure that switches and switch boards are accessible to the technicians at all times, day and night.

Exhibitors that close off their booths for the night can only use non-flammable velums or canvas. These should be fixed both at the top and at the sides of the booth and should remain 15 cm above the floor in order to prevent them from being dragged along by the cleaning machines.

7.10 OBLIGATORY FIRE EXTINGUISHER

Stands with a surface larger than 72m² **and** stands equipped with an (active) kitchen must always have a suitable fire extinguisher. These must be installed in plain sight or have a clear indication of their location and must be accessible at all times.

7.11 STAFF REGISTER

The Belgian Social Legislation demands employers to keep a staff register at every workplace. So, make sure that you have a staff register on your booth.

7.12 CONTESTS AND TOMBOLA'S

Exhibitors that wish to organize contests or a tombola as part of their participation at the fair, must inform FISA OPERATIONS NV. They are obliged to submit the questions and regulations for approval to Fisa Operations (production@fisa.be).

If the winner of the action is determined by the knowledge of the competitors, the action is a contest. If the winner is determined by coincidence (draw, wheel of fortune, scratch card, ...), the action is a tombola. A tombola may not be organized unauthorized.

A tombola has to be approved by an authorized public organization. The association TOMBOLIST provides information and assistance free of charge and offers tailored advice. Below you can find the contact information:

TOMBOLIST

+32 2 512 11 99

info@tombolist.be

www.tombolist.be

Unauthorized tombola's or contests will instantly be put to a stop by this organisation. Any trace of a contest or tombola must be removed from the booth immediately.

7.13 MUSIC

If you would like to play music (radio, cd or other) on your stand, you will have to be in possession of the right licences. In the past, you had to request and pay two different licences: SABAM and fair remuneration. The platform Unisono simplifies these requests and payments. Unisono centralises both SABAM and Fair Remuneration, leading to one licence and one payment.

Do not forget to send in your request at least 5 days before the opening of the fair. You can do this online on <https://www.unisono.be>. Make sure your application is correct and complete in order to avoid surcharges. Unisono can increase your invoice with 15% and a minimum of €100 in case of irregularities.

Please keep in mind that the sound intensity is limited to 70 decibels.

7.14 DECLARATION OF TEMPORARY ACTIVITIES FOR TRAVEL AGENCIES

Any travel agency not located in the Brussels Capital Region (from another region or from abroad) needs a declaration to be able to exercise its temporary activities.

[Temporary-activity Travel Agency | Brussels Economy and Employment](#)

This declaration must be submitted to the Administration de l'Economie et de l'Emploi **within 15 days of the first travel** to the Brussels-Capital Region. This declaration can be submitted electronically or by post. In both cases, it must be sent by registered post (= on condition that it provides an acknowledgement of receipt by the recipient).

List of documents to be enclosed:

- 1° a copy of the professional liability insurance contract(s) of the service provider;
- 2° proof of sufficient guarantees to ensure compliance with the service provider's obligations towards its clients in the event of financial insolvency.

By electronic means

Please send the completed form by email to mpvivier@sprb.brussels

The documents to be attached must be scanned and converted into pdf format.

By regular post

Please send the completed form and the annexes to the following address:

Brussels Regional Public Service
Brussels Economy and Employment - Economy Department
Marie-Pierre Vivier
Place Saint-Lazare 2
1035 Brussels

If you need more information, please contact:

Marie-Pierre Vivier
+32 2 800 33 31
mpvivier@gob.brussels

8 DISMANTLING

8.1 SCHEDULE

The dismantling of the booths starts on Sunday evening February 4th 2024 in convoy, immediately after closing time and has to be finished by Monday February 5th.

| | | |
|--------------|---------------------------------|----------------------------|
| Dismantling: | Sunday February 4 th | 07.00 PM – 12.00 PM |
| | Monday February 5 th | 12.00 AM – 03.00 PM |

!!! NO ACCESS IS GRANTED WITHOUT A DISMANTLING CARD !!!

- The dismantling cards will be sent by e-mail from the beginning of January 2024 onwards **after payment of all outstanding invoices.**
- Please ensure that you send the necessary dismantling cards to your partners (booth constructors, decorators, ...) who need access to your booth.

ATTENTION: In order to avoid theft, we strongly recommend you to remove any valuables from your booth as soon as possible upon the start of dismantling on Sunday February 4th 2024.

8.2 CONVOY

The dismantling will be in convoy where all vehicles will be guided per Hall to the site and this under police escort.

PROCEDURE:

Sunday February 4th 2024: all vehicles/trucks gather on Parking C as from 8:00 AM

- **Departure in convoy is planned at 07:00 PM – entrance via gate G.**

Access to the premises through any other gate for dismantling will only be possible after the convoy has passed.

On Sunday February 4th, Parking C will be free of charge upon presentation of a dismantling card.

8.3 ACCESS FOR VEHICLES (AFTER THE CONVOY)

- Entrance **Gate C**
 - Sunday February 4th between 8:00 PM and 10:00 PM
 - Monday February 5th between 7:00 AM and 3:00 PM
- Entrance **Gate G**
 - Sunday February 4th at 7:30 PM (after the convoy) until Monday February 5th at 03:00 PM – **continuous.**

End of dismantling = Monday February 5th at 3:00 PM, without exceptions!

For more information: [See General Condition of FISA OPERATIONS](#)

8.4 ELECTRICITY

The electricity on the booths will be shut down at **06:30 PM** on Sunday February 4th 2024. If you need to keep it longer, please inform the exhibition office at the entrance of Hall 5 before Saturday February 3th 2024 **05:30 PM.**

8.5 SAFETY

During the dismantling it is also important to minimize the risks. We remind you to take the correct safety measures and to leave your workplace in a clean state when you leave the premises (materials stocked correctly, no waste, ...).

8.6 BASIC BOOTHS AND RENTED FURNITURE

It is very important that each exhibitor looks after his own goods. Furniture that is ordered via the online platforms must be emptied **on Sunday February 4th 2024 before 07:00 PM**.

Supplier/booth builder, nor organiser can be held responsible in case of theft and/or damage. Do not forget to take the necessary safety measures.

8.7 CATERING

During the dismantling no catering is provided.

9 VARIA

9.1 LOCATION (PLAN)



Public transport:

| | | |
|-------|-------------------------------------------------------------------|-----------------|
| Tram | http://www.stib.be/ | |
| | 7 | Stop « Heysel » |
| Bus | http://www.stib.be/ | |
| | 83 | Stop « Heysel » |
| Metro | http://www.stib.be/ | |
| | Line 6 direction. « Stade Roi Baudoin » | Stop « Heysel » |
| Taxi | http://www.taxisbleus.be/ | |
| | In front of Hall 5 | |

9.2 CLOAKROOM

The cloakrooms will be open during the exhibition days from 10:00 AM until 6:00 PM. They are situated in front of Hall 5.

9.3 FIRST AID

There is a mobile first aid agent during build-up, fair and dismantling.
When needed, our colleagues at the exhibition office at the front of Hall 5 will call them for you.
Emergency number: **+32 2 658 41 32**

9.4 USEFUL CONTACTS

| SERVICE | COMPANY | PHONE NUMBER | CONTACT |
|------------------------------|------------------------|------------------|------------------|
| Electricity, water, gas | Brussels Expo | +32 2 658 42 55 | Connections |
| Booth constructor | GL Events | +32 2 474 67 85 | Eric Dubois |
| Chimneys | Brussels Expo | +32 2 658 42 55 | Connections |
| Cleaning | Saninvest | +32 2 474 01 43 | Patrick Bonneel |
| Handling & transport | Ziegler | +32 2 475 45 43 | Olivier De Greef |
| Hostesses & promo boy | Exception ² | +32 489 77 48 15 | Coralie Polomé |
| Insurance materials on booth | Jean Verheyen | +32 2 250 63 11 | Eric Mager |
| Internet | Brussels Expo | +32 2 658 42 79 | Connections |
| Safety | AIB Vincotte | +32 479 79 02 74 | Peter Ghoos |
| Security | Protection Unit | +32 4 367 44 10 | Thomas Lewis |
| Suspension points | Brussels Expo | +32 2 658 42 53 | Connections |
| Parking | Brussels Expo | +32 2 658 43 37 | Connections |
| Web shop | Brussels Expo | +32 2 658 42 55 | Connections |

9.5 SECURITY & INSURANCE

General security is present from Monday January 29th 2024 at 07:00 AM (start build-up) until Monday February 5th 2024 at 3:00 PM (end dismantling).

As mentioned in our [Fair regulations](#) , it's obligatory to insure your booth and the products that are shown on your booth.

You can find the link to the order forms of the insurer JEAN VERHEYEN on the order page of the website of BRUSSELS EXPO.

9.6 SMOKING BAN

We would like to draw your attention to the fact that the law concerning the prohibition of smoking (January 1st, 2005) is also applicable to BRUSSELS EXPO Centre. Therefore, there will be a smoking ban during the exhibition days, as well as during build-up and dismantling. We kindly ask you to have your cigarette breaks outside, **without** using the emergency exits.

9.7 BRUSSELS BOOKING DESK

Brussels Booking Desk is the official accommodation partner of **THE BRUSSELS HOLIDAY FAIR**. Book directly in one of the surrounding hotels. Discounted prices were negotiated for you with assured availability.

For assistance, **THE BRUSSELS HOLIDAY FAIR** has associated itself with the Brussels Booking Desk, a local support from the hotel community and visit.Brussels.

Need help? Group reservation?

Olivier Nussbaum

o.nussbaum@brusselsbookingdesk.be

+32 498 71 75 42

Please note that the Brussels Booking Desk is the only official housing company associated with the "Brussels Holiday Fair". It is possible that other hotel resellers will contact you. Be aware that they are not affiliated to our event and that we do not support them.

Brussels Booking Desk is a free service of Visit Brussels, Brussels Hotels Association and Brussels' Chamber of Commerce.

[Brussels Holiday Show 2024 \(visitbrussels.be\)](https://www.visitbrussels.be)

9.8 FRAUD MAILING: FAIR TRADE CATALOGUE – EXPO GUIDE

FISA OPERATIONS has noticed that some of our exhibitors receive a letter from fraudulent firms to convince to advert in catalogues or to buy our exhibitor and visitor data base. Thank you for not responding to these e-mails. If we decide to work with an external company in the future, we will not fail to keep you posted on the matter.

Example:

EXPO-GUIDE / CONSTRUCT DATA / FAIR GUIDE / INTER FAIRS / INTERNATIONAL FAIRS DIRECTORY that offers to advert in a catalogue at € 1.271/year.

We ask you to keep in mind that it does not concern our official fair guide; this company uses the name of our fairs **WITHOUT OUR PERMISSION!**

On the webpage of our Federal Public Service, you can find a blacklist of known fraudulent enterprises.

<https://economie.fgov.be/fr/themes/entreprises/arnaques-aux-entreprises/arnaques-aux-annuaires>

We encourage you to be very careful and recommend you **not to react to this company's letters**.

10 BRUSSELS TRAVEL TOP

On 1 February 2024, together with TRAVMEDIA, we will be organising the BRUSSELS TRAVEL TOP, a new B2B event. A separate area at the front of Hall 5 will be devoted to workshops.

At the end of the day, Jan Peeters and Bart Matthys from Travmagazine will hold a tenor debate and at 8 p.m. our Networking event will begin.

If you would like to take part as a B2B partner, you can reserve a booth to meet with your business partners .

Contact:

Belinda Serkeyn

b.serkeyn@fisa.be

+32 2 663 14 25

Details of the programme are available at the following link: [plaquette_btt_v3_en.pdf](#)
([salondesvacances.eu](#))

Thank you for reading this exhibitor guide attentively.

We are looking forward welcoming you to THE BRUSSELS HOLIDAY FAIR 2024!