



Exhibitor Manual

21 – 23 April 2026

Dubai – United Arab Emirates

www.uitpsummit.org

Dear Exhibitor,

This exhibitor manual has been specially prepared to assist you with your participation of the **UITP Summit 2026 Exhibition, to be held in Dubai from 21 to 23 April 2026.**

You are kindly requested to read this manual carefully and thoroughly in order to be familiar with the preparations and procedures for the show.

To facilitate your participation and to ensure smooth operations, you must adhere strictly to the stipulated deadlines.

While every effort will be made to maintain the procedures and rates quoted in this manual, these may vary in accordance with any changes and fluctuations in the cost of labour or materials occurring prior to the exhibition which may be beyond the control of the Organiser.

For further information or assistance, please contact Jean-Frédéric Charles at +32 2 788 01 20 or by email: jeanfrederic.charles@uitp.org.

We look forward to welcoming you in Dubai at the UITP Summit Dubai 2026.

Organizer contact details

UITP, 6 rue Sainte-Marie, BE- 1080 Brussels, Belgium

Contact Person : Mr. Jean-Frédéric Charles

Tel: +32-2-788 01 20

Email: jeanfrederic.charles@uitp.org

Website: www.uitpsummit.org

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EXHIBITION OVERVIEW/ GENERAL INFORMATION

The Venue Map / Car Park Map

The exhibition will take place in **halls 3 to 8** of DWTC.

Click on the image to download the pdf file



Exhibition Venue Address

Dubai World Trade Centre – DWTC
PO Box 9292
Dubai
United Arab Emirates
Tel: +971 (0)4 389 3999
800DWTC (3982) – <http://www.dwtc.com>

Exhibition Timetable

Item	Date (From)	Date (To)	Timing (From)	Timing (To)
Official build-up	17-04-2026	20-04-2026	00:01	23:59
Finalizing of the stand and light works (check of the Exhibition Organizer)	20-04-2026	20-04-2026	16:00	20:00
Access for shell scheme exhibitors	19-04-2026		12:00	
Deadline for completion of stand build	20-04-2026 at 20:00 Note all empty packing must be available for removal not later than 18:00 hours 20-04-2026			
Event Days and Opening Hours				
Exhibitors				
Day 1	21-04-2026	21-04-2026	08:00	18:30
Day 2	22-04-2026	22-04-2026	08:00	18:30
Day 3	23-04-2026	23-04-2026	08:00	17:30
Visitors				
Day 1	21-04-2026	21-04-2026	09:00	18:00
Day 2	22-04-2026	22-04-2026	09:00	18:00
Day 3	23-04-2026	23-04-2026	09:00	17:00
Freight collection and empty cases	23-04-2026	23-04-2026	17:30	19:00
Official Tear-down	23-04-2026	23-04-2026	19:00	23:59
	24-04-2026	25-04-2026	00:01	23:59

Note that the service desk for deliveries, cargo handling, forklift for booth works will be available daily from 08:00 until 18:00 during the build-up and breakdown dates, services required after these times must be ordered in advance and may be subject to additional charges. (more info in Logistics, page 10).

CONTACTS

Official Services Contractors

<p>Official Stand Contractor</p> <ul style="list-style-type: none">• Electricity, Water, Compressed Air• Shell scheme (equipped stand)• Furniture and equipment• Audio-visual• Stand construction <p>Order forms to be found in Appendix B</p>	<p>DOME Exhibitions</p> <p>P O Box 52 641 Abu Dhabi, United Arab Emirates Mobile: +971503288596 Tel: 02 674 4040 Fax : 02 672 1217 Email : rejo@domeexhibitions.com Web site : www.domeexhibitions.com</p>
<p>Venue Services</p> <ul style="list-style-type: none">• Audio-visual• Telecom (Internet, Telephone, ...) *• Rigging *• Catering *• Cleaning *• Security * <p>* Services exclusive to DWTC venue</p>	<p>DWTC Exhibitor Service Shop (Event Plus)</p> <p>Exhibitor Service Shop</p> <p>More details next page</p>
<p>Official Freight Forwarder and Customs & On-site handling</p>	<p><u>International Exhibitors:</u> European International Fairs Limited Email: uitpops@european-intl.com Tel: +44 1732 860 330</p> <p><u>UAE Exhibitors:</u> Al Naboodah Cargo Centre LLC Contact: Reza Ahmed Telephone: +971 4 4559099 e-mail: rezaul.ahmed@alnaboodah.com</p>
<p>Accommodation</p> <p>Beware of fake accommodation agencies contacting you pretending to be official</p> <p><u>The only official agency is BNETWORK</u></p>	<p>BNETWORK</p> <p>Official site for individual bookings: https://uitphotels.bnetwork.com</p> <p>Any group bookings requests can be sent to: uitphotels@bnetwork.com</p>

Exhibitor Service Shop

For the services listed below,

- Audio-visual
- Telecom (Internet, Telephone, Fax, etc.)
- Rigging
- Catering
- Cleaning
- Security

Please pass by the Event Plus Shop of DWTC:

Exhibitor Service Shop

For other services like booth personnel, plants & flowers, etc. you are free to choose your suppliers. Please check the contractor badges info further in this document.

24/7 Contact Centre – General Enquiries about venue:

For exhibitor and visitor services, please reach out to 24/7 Contact Centre on:

UAE Toll-free: 800DWTC (3982)

Global Helpline: +971 4 389 3999

Event Plus phone :

Global contact number: +971 4 389 3899

UAE toll-free: 800 655

Live Chat:

Visitors – General Enquiries and Feedback: www.dwtc.com

Email:

Visitors – General Enquiries and Feedback: care@dwtc.com

Exhibitors – Orders and Support: support@eventplus.ae

Event Plus Shop

Located in Concourse 1 by Hall 2., the Event Plus Shop ensures that all DWTC products and services (pre-ordered or new orders) placed by exhibitors and contractor are delivered during the event. It is open during build-up and throughout the opening hours of the exhibition. The team can advise exhibitors and contractors on existing orders and help them place additional orders.

EXHIBITOR CHECKLIST

Item	Deadline
Submission of Stand Design and Plans + Stand Structure, Risk Assessment & Method Statement Forms (Appendix A) More info page 16	17-03-2026
Electricity, Water and Compressed Air Related forms and document to be found in Appendix B (DOME) <u>Still possible after this deadline but with surcharge</u> More info page 28	02-04-2026
Deadline to order shell scheme - Appendix B (DOME) Company name on fascia for Shell Scheme exhibitors If any artwork to print and paste on shell scheme (logo, etc.)	07-04-2026 07-04-2026 07-04-2026
Venue Services ordering (DWTC Exhibitor Service Shop – Event Plus) Rigging, Cleaning, Catering, Data and Telecoms, Security, etc. <div data-bbox="220 1093 564 1160" style="background-color: #00728f; color: white; padding: 5px; display: inline-block; text-decoration: none;"> Exhibitor Service Shop </div>	Early bird: Until 24-03-2026 Standard price: Until 16-04-2026 Late rate: From 17-04-2026

EXHIBITOR'S ONLINE VISIBILITY

All exhibitors will receive access to the online visibility platform from January 2026. In their dedicated area, they can upload their visibility materials (logo, company profile, etc.), which will appear in their exhibitor profile within the exhibitors' list on the Summit website (<https://uitpsummit.org>). Access codes are provided by the Organizer; if you have not received yours by 15 January 2026, please contact jeanfrederic.charles@uitp.org.

We encourage you to upload your information as early as possible to maximise your visibility.

LOGISTICS

Shipping

We have appointed **European International Fairs Ltd** as the Official Freight Forwarder and Sole On-Site Cargo Handling Contractor for the **UITP Summit 2026 Exhibition**.

European International Fairs Ltd
Units 6/10, Skitts Manor Farm
Moor Lane, Marsh Green
Edenbridge, Kent TN8 5RA

Tel: + 44 1732 860 330

Email: uitpops@european-intl.com

Please refer to the link below for the shipping guidelines
http://portal.european-intl.com/showdocs/uitp_si

Nominated Partners

Please open the link to view European International's [experienced and reliable partners](#) who can take care of all your shipping needs from your door, your supplier's door or anywhere in the world, to your stand in Dubai and back again. All are experienced in shipping exhibition materials and work with European International on a regular basis. They will take care of all the necessary arrangements and can guide you through the whole process at a local level. Alternatively European International are happy to work with your own preferred forwarder, booth contractor or with you directly.

Shipping via Courier

If you plan to ship by courier please note Dubai World Trade Centre **will not** receive or sign for any shipments on your behalf. European International offers a small package handling rate. Please ship DDP to their warehouse (full details can be found in European Internationals full [shipping guidelines](#)).

Please note to access the handling tariff please register your company via our portal by [clicking here](#). If you have already registered, please contact us directly.

Shipping & Labelling for Branding/Sponsors' material, Delegate bag insert & Media partners

For those shipping materials as UITP Sponsors, delegate bags inserts and media partners for free distribution as agreed with UITP it is vital that you contact European International Fairs Ltd for specific shipping instructions, delivery address and shipping labels.

We and or UITP cannot be held responsible for items that cannot be identified or located if shipped without prior notification and or correct labelling. For further information please contact uitpops@european-intl.com and one of the team will be on hand to assist.

Shipping Deadlines

All shipments should arrive by the following dates:

Airfreight International shipments (arr. Dubia DXB airport)	At least 7 working days prior to your preferred delivery date
Ocean Freight (FCL) Jebel Ali Seaport	At least 10 working days prior to your preferred delivery date
Ocean Freight (LCL) Jebel Ali Seaport	At least 10 working days prior to your preferred delivery date

Marking & Packing

Please ensure that your items are packed in robust, re-usable crates/cases, suitable for transit both to and from the event. Cases will be opened during the customs inspection process. We strongly recommend using screws or hinges rather than nails.

All packaging materials being shipped from outside the UAE that will return to origin or another destination must be compliant with ISPM15 regulations. Please contact your local Government Plant Health Department for further information. All pieces / crates should be clearly marked in accordance with our shipping instructions. With our shipping instructions we have formatted labels for your use.

Contractor Badges & vehicle passes

All contractor staff must obtain a DWTC contractor badge (and if needed passes for their vehicle(s)) via the new platform: **Contractor+** : <https://contractorplus.dwtc.com/>
[Here is the link to the document explaining how to use the system.](#)

Should you have any questions, please contact: AccreditationLiaison@dwtc.com

Access of Exhibitors to the Exhibition Halls during Build-up and Dismantling

As per the DWTC Health & Safety regulation and the latest guidelines on PPE (Personal Protective Equipment), **high-visibility vests and safety shoes are mandatory for anyone accessing the halls during build-up and tear-down**, including contractors, exhibitors and organisers.

In addition to the mandatory high-visibility vests and safety shoes, to be allowed to enter the exhibition halls during build-up and tear-down periods, exhibitors must obtain a contractor pass via <https://contractorplus.dwtc.com/> (see point above for more info.).

Exception: on last day of build-up, 20 April 2026, from 14:00, exhibitors will be allowed to enter the exhibition halls with their exhibitor pass (PPE still required).

Summit Passes

Information about the Summit different types of passes and related benefits is available on the [Summit website registration page](#)

Exhibitor Passes

There are 2 kinds of Exhibitor Pass :

- Exhibitor **EXPLORE** pass: **Free of charge and unlimited**

- ✓ Access to the exhibition area on the last day of build-up from 14:00 (closed shoes mandatory)
 - ✓ Access during the exhibition opening hours (+1 hour before and 30 min after the official exhibition visit hours). More details in timetable on page 6.
 - ✓ Access to the exhibition activities: the Expo Sessions and the Innovation Guided Tours.
- Exhibitor **EXCHANGE** pass: **Paying**
- ✓ Access to the exhibition area on the last day of build-up from 14:00 (closed shoes mandatory)
 - ✓ Access during the exhibition opening hours (+1 hour before and 30 min after the official exhibition visit hours). More details in timetable on page 6.
 - ✓ Access to the Full Summit Experience ([More info here](#)).

[Here is the link](#) leading to the **Exhibitor Registration System**. You will have the possibility to choose between the Exhibitor Explore Passes and Exhibitor Exchange Passes.

Please register each booth staff before the event. This link is [exclusively for your booth staff and must not be shared externally](#).

ATTENTION
If you have booked Exchange Passes as part of your space booking contract, the process is different. Our registration team will contact you to follow up on your Exchange registrations.

Invite people to visit the exhibition

The visitor passes (or the regular "EXPLORE" passes - value early-bird rate 70 EUR) give access to the exhibition within the official exhibition opening hours, as well as the exhibition activities: the Expo Sessions and the Innovation Guided Tours.

As an exhibitor at the UITP Summit, you are entitled to invite your clients, partners, prospects, etc. to register **free of charge** as visitors (EXPLORE pass). Please share this link so they can register for free: [THIS LINK](#).

The use of this link is unlimited. To make a success of the exhibition we encourage you to invite as many people as possible.

Dilapidation

Exhibitors are liable for any damage they may cause to buildings, floors, walls, columns or to any shell scheme equipment or any other exhibitor's property. Exhibitors are also responsible for any damage caused by their agents or contractors.

No exhibitor may apply paint, lacquer, adhesives or coating to the building or shell scheme panels nor drill holes into the floor.

The organizer will inspect the halls before build-up and after dismantling of the stands and any damage caused will be charged directly to the exhibitor. This includes a charge for removing any carpet tape or heavy building waste left behind.

Adhesive Tapes used for Stand Mark-out

In an effort to keep the exhibition hall floors at an optimum standard of cleanliness and appearance, please adhere to DWTC's below guidelines during the exhibition build-up:

- No chalk is to be used to mark floors in any permanently carpeted areas.
- The only approved brands of tapes to be used are:
 - Euro Tape
 - Eurocel
 - Advance Tape

Please do not use markers, plastic packing tape, gaffer tape, masking tape and drafting tape as they are extremely difficult to remove. A higher rate will be charged for the removal of tapes that are not DWTC-approved.

Please note that you are 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.

Removal and Wastage

Exhibitors are responsible for their own waste removal during build-up and tear-down. Your contractor(s) should remove the build-up material outside DWTC premises and not inside the marshalling yards. The paint cans should not be thrown inside the skips and should be removed from DWTC premises instead. The skips area must be kept free at all times to allow uninterrupted access for DWTC.

The tenanted space must be vacated with all adhesive tapes, paint and similar traces completely removed.

Cleaning

Cleaning for exhibitor stands must be ordered directly from [DWTC Exhibitor Service Shop \(Event Plus\)](#).

Contact details page 7.

Please note that the shell scheme (equipped stand) package does not include stand cleaning.

Shell schemes

Shell scheme stands must be directly ordered to the official contractor, DOME Exhibitions. Please see info and contact in appendix B.

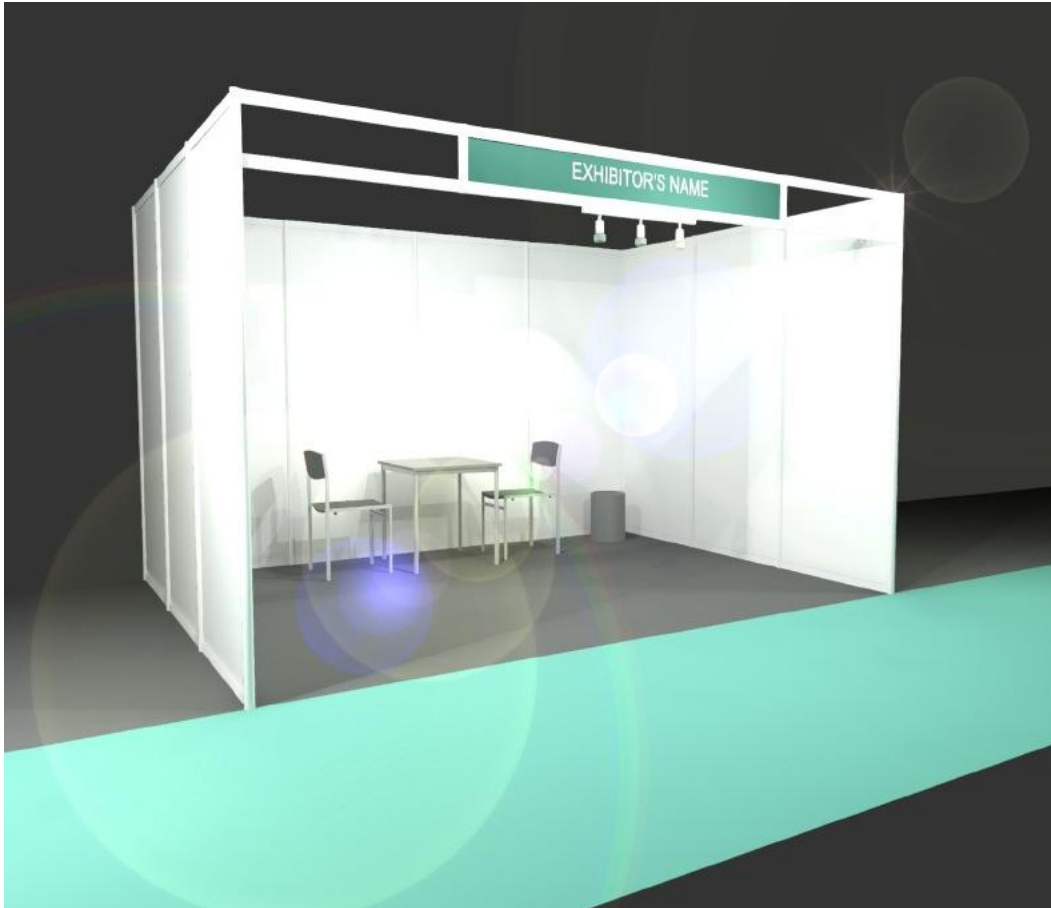
The shell scheme (equipped stand) includes separation walls, carpet, fascia with company name of the exhibitor, electrical connection & consumption, spotlights, table and chairs and waste bin. [Design on the next page.](#)

The shell scheme does not include the stand cleaning on event days.

Please contact the shell scheme provider DOME Exhibitions (contact details on page 7) and communicate the **exact company name you would like to see appear on the fascia** of your stand before **7 April 2026**. Should you need **special design and/or logo printing for your fascia**, please inform DOME Exhibitions and provide them with all the useful material before **7 April 2026**.

Related forms to be found in Appendix B.

Shell scheme design



Shell scheme equipment by size of stand

9m² : walls, carpet, fascia, 1 table, 2 chairs, 1 waste basket, 1 socket, 3 spot lights

12m² : walls, carpet, fascia, 1 table, 2 chairs, 1 waste basket, 1 socket, 3 spot lights

15m² : walls, carpet, fascia, 1 table, 2 chairs, 1 waste basket, 1 socket, 3 spot lights

18 m² : walls, carpet, fascia, 2 tables, 4 chairs 1 waste basket, 2 sockets, 6 spot lights

21 m² : walls, carpet, fascia, 2 tables, 4 chairs 1 waste basket, 2 sockets, 6 spot lights

24 m² : walls, carpet, fascia, 2 tables, 4 chairs 1 waste basket, 2 sockets, 6 spot lights

STAND CONSTRUCTION

Sustainability at the Heart of our Event Planning

We strongly encourage all stakeholders to consider local providers for their needs, as this choice helps build a resilient local economy and reinforces our collective responsibility toward sustainable practices. By prioritizing local service providers, we not only reduce the environmental impact associated with transportation and storage but also support the sustainability of the local economy.

In addition, we urge exhibitors to consider the sustainability of their giveaways. Promotional items can be designed to minimize waste and environmental impact by prioritizing eco-friendly, reusable, or biodegradable materials. Thoughtful giveaways (such as items made from recycled materials, practical tools, or digital alternatives) reflect not only your commitment to sustainability but also resonate with attendees who value environmentally conscious practices.

Guidelines for Space Only Exhibitors

Note:

- Satellite communication can be provided from an external source in all the exhibition halls.
- Water and waste lines are available in all exhibition halls. Please note that the water from the mains is not drinkable.

Please ensure you have reviewed the 'DWTC Health and Safety Rules and Regulations' that can be found in Appendix A of this document.

Organizer's basic rules for stand design & construction

- The maximum permitted construction height is 5 meters, including any suspended elements (lighting truss authorized higher, if permitted by the building structure). Exceptions may be considered for double-decker stands or stands featuring tall vehicles, upon request and approval.
- The partition wall: The other side of your partition wall (your neighbor's side), above 2,50 meters, will have to be flawless painted in white and without any graphics or logos of your company.
- An access ramp for disabled persons is obligatory if the stand's floor is higher than 4cm.
- When a stand is positioned against another stand, any possible hanging banner should be positioned at least 1 meter away from the partition wall.
- The exhibitor is required to provide their own walls for all closed sides of their booth, with a minimum height of 2.50 meters.

Stand design approval process

Not for shell schemes

Space-only Exhibitors are required to submit their stand design to DWTC **by 17 March 2026** on DWTC's online stand design submission platform.

The stand design submission platform should be accessible on 15 January 2026.

If after 15 January, you haven't received the access to this platform, you/your stand contractor should request it to jeanfrederic.charles@uitp.org ; you/your stand contractor will then receive the access and will be able to upload the requested documents.

The following documents will be requested on the platform:

- 1. Structural calculation**
- 2. Structural drawings**
- 3. Technical drawings**
- 4. 3D drawings**

Please note that there will be a fee for the stand design review by DWTC

The amount of this fee is **500 AED for a normal stand and 1000 AED for a double decker stand.**

You/your stand contractor will be able to pay online via the stand submission platform

Please also send to jeanfrederic.charles@uitp.org the following documents:

- 5. Stand Structure Form completed** (to be found in **Appendix A** of this document).
- 6. Risk Assessment Form completed** (to be found in **Appendix A** of this document).
- 7. Method statement Form completed** (to be found in **Appendix A** of this document).

Stand construction rules

Example 1 : One side closed with neighbors.

Warning :

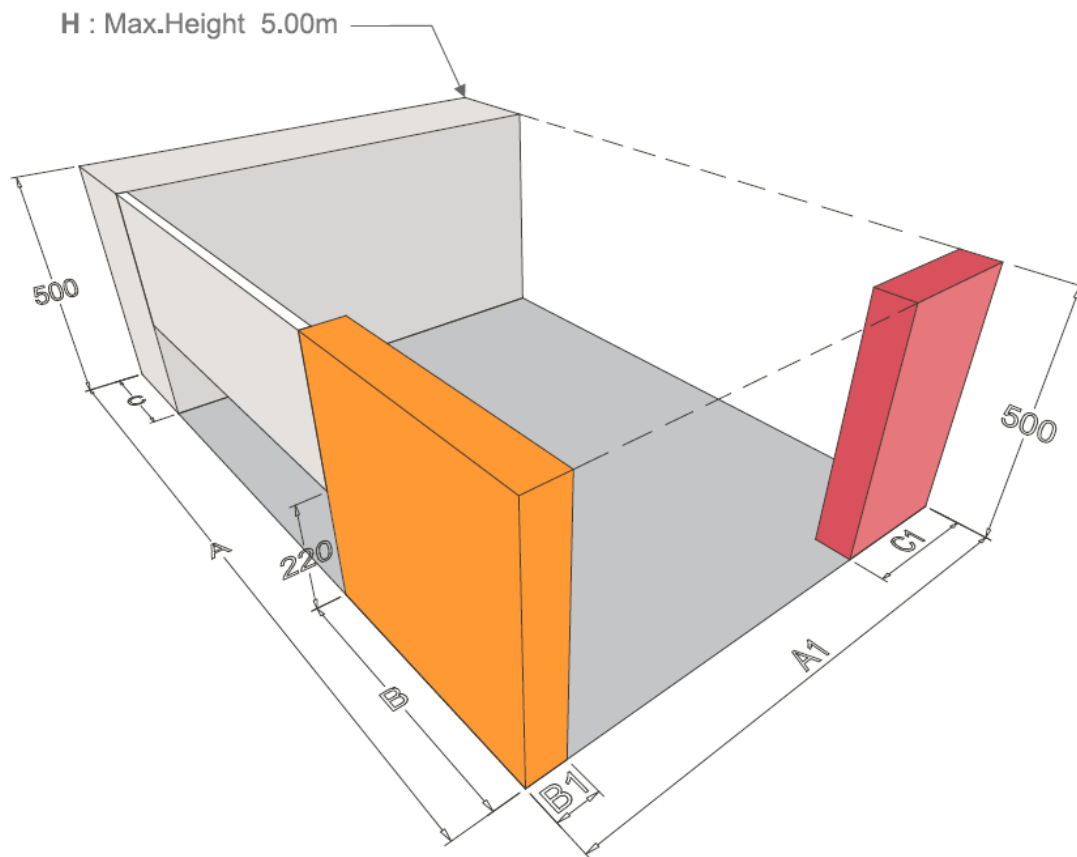
For each open side, only 1/2 closed is authorized.

$B+C$ (or $B1+C1$) = max. 1/2 of A (or $A1$).

Under the fascia, the passage is of minimum 2.20m

H = The maximum height authorized in this example is 5.00m.

The back side of your partition wall (your neighbor's side), above 2.50m, will have to be flawless painted in a white color and without any graphics or logos of your company.



Example 2 : Two sides closed with neighbors.

Warning :

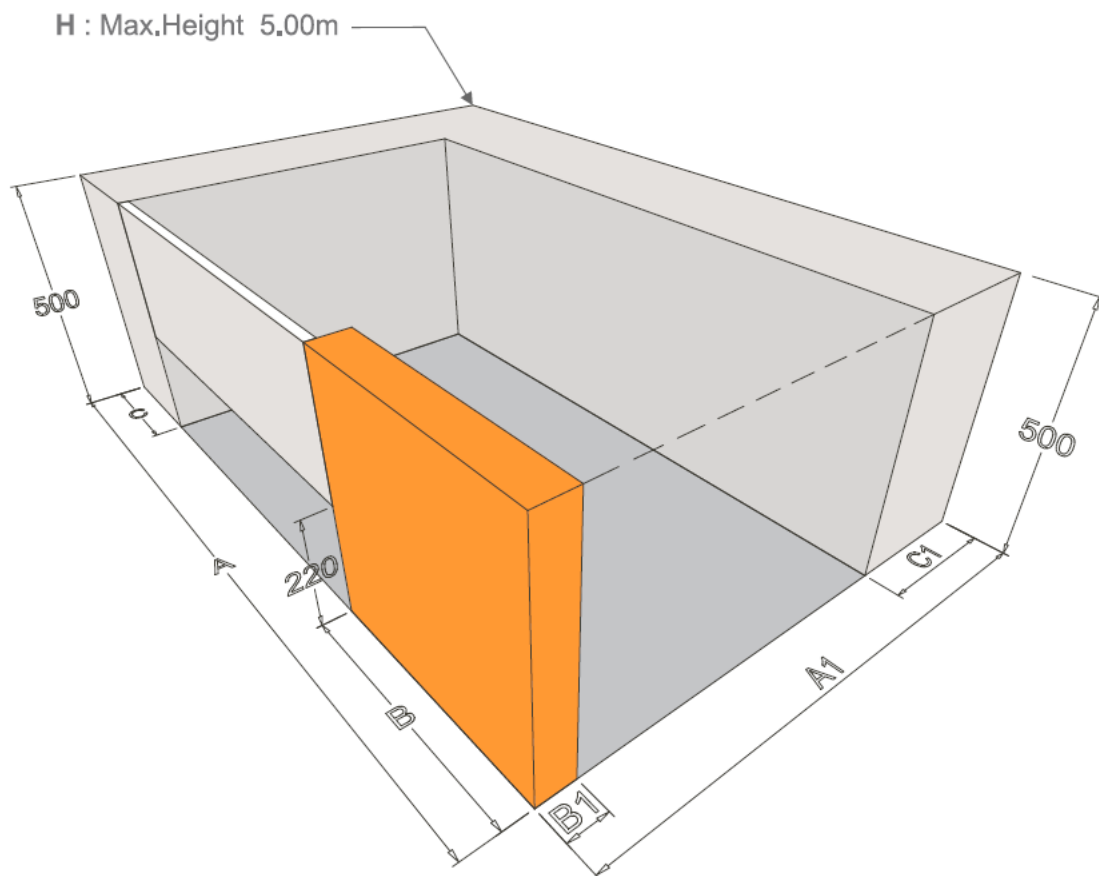
For each open side, only 1/2 closed is authorized.

$B+C$ (or $B1+C1$) = max. 1/2 of A (or $A1$).

Under the fascia, the passage is of minimum 2.20m

H = The maximum height authorized in this example is 5.00m.

The back side of your partition wall (your neighbor's side), above 2.50m, will have to be flawless painted in a white color and without any graphics or logos of your company.



Example 3 : Three sides closed with neighbors.

Warning :

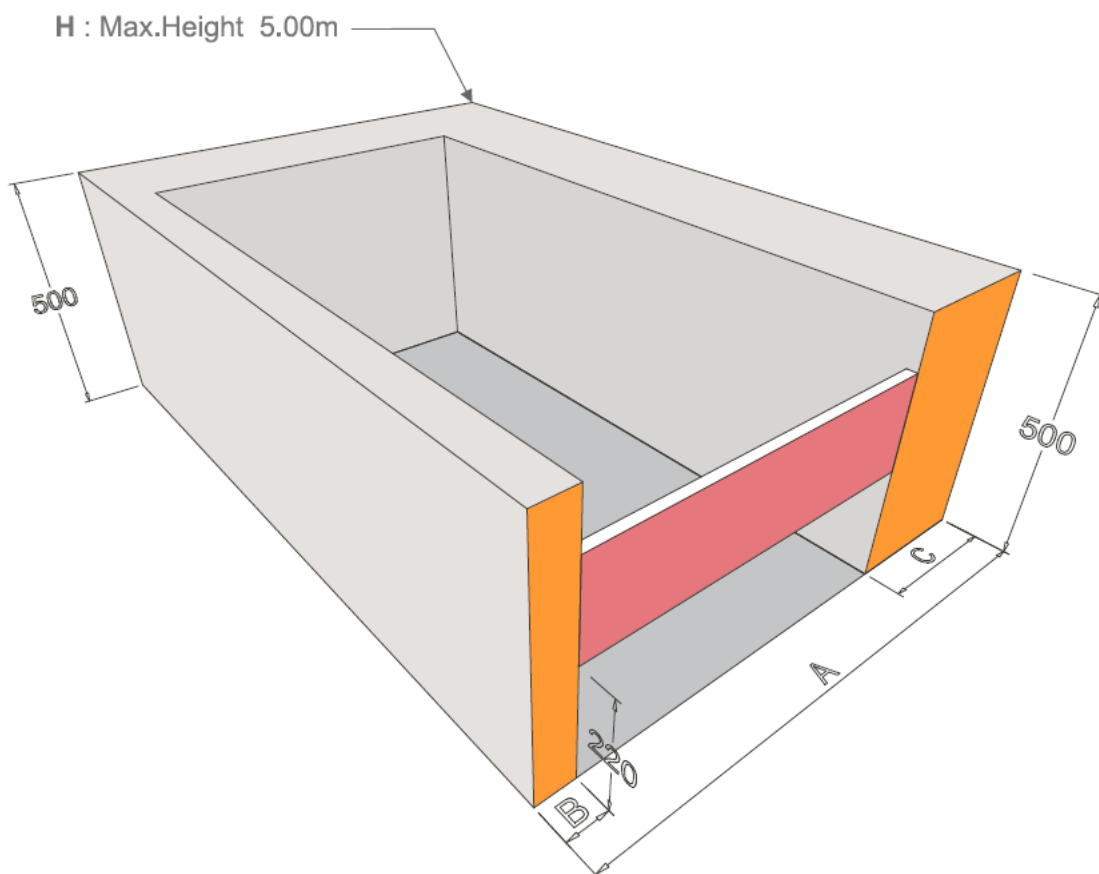
For each open side, only 1/2 closed is authorized.

$B+C = \max, 1/2 \text{ of } A.$

Under the fascia, the passage is of minimum 2.20m

H = The maximum height authorized in this example is 5.00m.

The back side of your partition wall (your neighbor 's side), above 2.50m, will have to be flawless painted in a white color and without any graphics or logos of your company.



Example 4 : Four sides open.

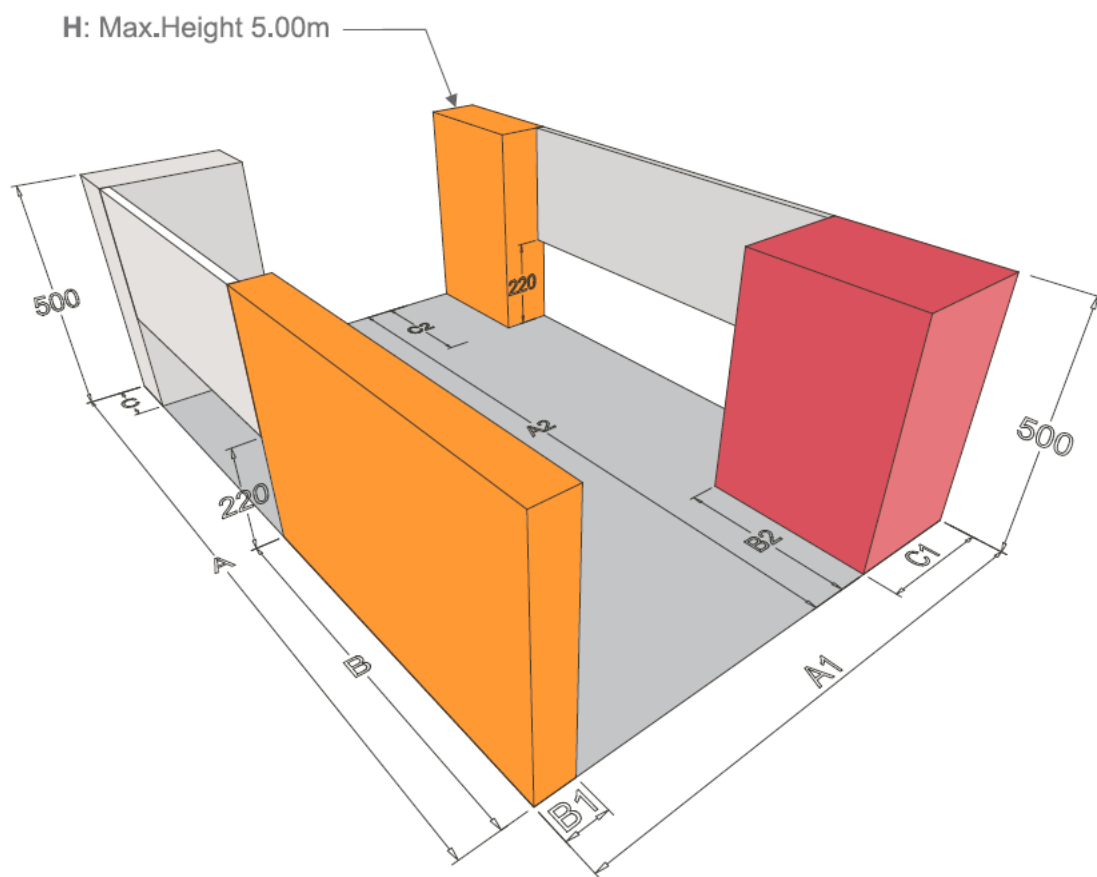
Warning :

For each open side, only 1/2 closed is authorized.

$B+C$ (or B_1+C_1 or B_2+C_2 etc ...) = max. 1/2 of A (or A_1 or A_2).

Under the fascia, the passage is of minimum 2.20m

H = The maximum height authorized in this example is 5.00m.



Electrical Guidelines

The official stand contractor is in charge of the installation of electrical power onto the stands:

Dome Exhibitions
P O Box 52 641
Abu Dhabi, United Arab Emirates
Tel: 02 674 4040
Mobile: +971503288596
Fax : 02 672 1217
Email : rejo@domeexhibitions.com
Web site: www.domeexhibitions.com

Order form to be found in **Appendix B** of this document.

Please note that adaptors and extension leads must be provided by the exhibitor or by his stand contractor and that they are responsible to wire and test them accordingly as DWTC does not provide those.

The power supply within the Venue is as follows:

- Single Phase: 15amp, 30amp
- Three Phase: 15amp, 30amp, 60amp, 100amp, 125amp

Buildup days power to be ordered separately (if required)

Please ensure you order a sufficient number of sockets to prevent overloading. 24 hour electricity supply must be ordered separately through the official stand contractor.

Electricity supply is brought to the stands from underneath the flooring thus it is not possible to install or alter mains connections after commencement of stand construction. Please ensure you order electrical connections in advance to avoid delays onsite.

- **Plus 50% Surcharge (If ordered after 2/04/2026)**
- **Plus 100% Surcharge (If ordered on site)**

Rigging

DWTC holds the exclusive right to all primary rigging services (roof points) within the Venue. However secondary rigging services (trusses, banners, etc.) can also be ordered through Event Plus: <https://www.eventplus.ae/UIIP> or by phone (contact details on page 8).

RULES & REGULATIONS

The rules and regulations produced by Dubai World Trade Centre and the Organizer will be observed and enforced, at all times by exhibitors, contractors, and subcontractors.

Insurance

a) Postponement or cancellation of the Exhibition: Each exhibitor is reminded that he is responsible for effecting insurance cover for expenses due to the postponement or cancellation of the exhibition for any reason.

b) To avoid theft, we advise you to remove any loose items immediately after the exhibition closes. Please note that DWTC and the Organizer cannot be held responsible for any thefts during construction, exhibition and/or dismantling periods.

Exhibitors are responsible for insuring their goods against loss or theft. We recommend them to take out a trade fair and exhibition risk insurance.

Consignment of the exhibiting space

Exhibitors are required to register at the Organizer's office before starting any construction works.

All parties granted access to the venue shall comply with the instructions and dispositions given by DWTC in the present regulations as well as those given in the form of signs or written notice. Access to the fairground for the stand's building up and dismantling phases is limited to the days and times indicated on the timetable. Outside these periods, it will not be permitted to bring in or out material or for personnel to remain within the exhibition centre premises.

Access to the fair site requires a valid admission ticket issued by the Organizer. Visitors may only enter the fair site during opening hours; exhibitors may gain admission at the times indicated in the timetable in this handbook.

Organizer's responsibility

The Organizer shall neither be held responsible for any restriction which prevents the construction, finishing, alteration or dismantling of the stand nor for the movement of exhibits or the failure of any service provided by the hall personnel or caused by circumstances which are not under its control.

Occupying space conditions

An exhibitor will not be permitted to occupy the space booked or allocated until the Organizer and DWTC in respect to the contract **have received full payment** of the agreed rental and services fees.

All the payments should be fulfilled before starting the building up as there will be an entrance control at the doors. Failure to make such final payment by the agreed date will result in the loss of any deposit previously paid and the full amount for the rental of exhibition space will still remain due. This will also result in the cancellation of the space booked, which will be immediately reallocated to another exhibitor.

Availability of the stand area

The premises will be made available to exhibitors from 17 April 2026 at 00:01 and must be completed for occupation of the exhibition at 23:59 on 20 April 2026. The exhibitors must make sure that stand constructors commit themselves to respecting this deadline. Exhibitors shall keep their stands open throughout the opening hours. It is expressly forbidden to start any sort of stand dismantling on 23 April 2026 before closing time at 17:00.

Smoking in the Venues

DWTC venues are no smoking. Smoking is permitted outside the building only, away from the building entrances. Failure to comply with this legal requirement may result in a fine.

Offensive Displays

Organizers reserve the right to request the withdrawal of any visual display that may be considered offensive or is subject to reasonable complaint.

Animals at the Venues

No animals are allowed in the venues.

Exhibitor Access to the Halls

Exhibitors accessing the halls must display their exhibitor badges for entry into the halls.

Persons without exhibitor badges will not be allowed to enter.

Exhibitors setting up their displays must only do so after completion of the stand. Persons accessing the stand whilst it is being constructed, which includes all fittings and fixtures work, will do so at their own risk.

Contractors Access

Contractors must only be in the halls during an exhibition where they have been asked to attend a stand that requires attendance due to an urgent safety situation otherwise all works must be carried out after visitor hours.

Access for stand equipment and contractors will only be via the rear marshalling yard access.

Promotional activities

Promotional activities should be staged within the confines of the stand and not at the edge of thereof; No trading or advertising activities may be carried on within the fair site premises without the Organizer's permission.

Parking

Vehicle operators requiring parking or off-loading shall only do so in designated areas, the use of any other area is not permitted without authorization. Vehicles violating the parking requirements may have their vehicles removed without notice. In order to assist in the control of the marshalling yard the vehicle operator is required to provide contact detail, preferably a mobile telephone number, at the entrance gate of the security cabin. Vehicles must be maintained in good operating condition when at the venues. Vehicles with faulty health and safety related aids such as reversing lights or sounders, mirrors and similar will be prevented from use and removed from the venues; this includes fork lift trucks.

Noise prevention

In order to prevent excessive machine noise exhibitors shall, if necessary, use sound absorbers, exhaust silencers, soundproof confinements or shields. Demonstrations of machines, musical instruments, loudspeakers, bells, sirens, high-frequency appliances, etc., which are associated with noise or other forms of disturbance, may only take place at times reserved for this purpose by the Organizer. The Organizer reserves the right to restrict or prohibit such demonstrations. Exhibitors shall have no claim to compensation in the event of such prohibition.

The sound should be directed towards the interior of the stand and not outside; the noise level at the perimeter of the stand may not exceed 70 db.

The neighbouring stands should not suffer of visual or acoustic interference.

Housekeeping and Discarding of Materials

DWTC requires exhibitors and contractors to maintain clear and safe walkways around the halls during build-up, operation and tear-down in order that staff, contractor personnel and emergency equipment can move around the halls without unreasonable obstruction.

Stand material and equipment must be kept in a reasonably orderly arrangement and any materials that are to be discarded must not be left lying around the floors to act as a fire, trip or slip hazard. We would request that discarded material be bagged to enable a safe and efficient removal. Any perishable or food products must be removed by the exhibitor and not left in the halls where it may become a hazard.

All timber sections that are not contained within a dedicated area and where there is risk to persons from protruding nails must be de-nailed to eliminate this hazard.

The exhibitors and contractors must take a responsible approach to the building up of combustible material in the halls.

Cleaning

Exhibitors shall keep their rented spaces in a clean and orderly condition.

VENUE GUIDELINES AND POLICIES

Health and Safety Rules and Regulations

To be found in Appendix A.

Risk Assessment and Method Statement

The document 'Risk Assessment Template' helping you to identify work related hazards and to evaluate whether enough precautions have been taken is to be found in Appendix A.

Special Effects / High Risk Substance and Equipment

If you plan to have special effects such as pyrotechnics, haze, laser or smoke machines or use air compressors, compressed gas, aquariums, fountains, water screens, balloons, candles or flames on your stand, please complete the 'Submission forms for High Risk Equipment and Substance Approvals' (To be found in Appendix A) to get the required approvals from DWTC Health and Safety team and if necessary from Dubai Police and / or Dubai Civil Defense.

The deadline for submitting the documents is at least 2 weeks prior to the use of the equipment.

Vehicles Displayed on Stands

If you plan to display one or more vehicles (any size) on your stand, please complete the Vehicle Arrival form (in Appendix A) and send it back to the Organiser at least 2 weeks prior to the exhibition.

Emergency Procedures and Evacuation Plan

To be found in Appendix A.

Telecommunication Services

Wireless and wired internet services as well as telephone lines and telecom services for exhibitors must be ordered online: <https://www.eventplus.ae/UITP>

Wi-Fi Internet Connectivity

DWTC operates a Clean Air Policy and according to this policy exhibitors are not allowed to set up their own Wi-Fi Internet within the Venue.

As the Wi-Fi wireless networking uses the shared resource of the unlicensed radio frequencies, it is necessary to regulate the usage of such devices within the Venue.

By applying this policy, reliable and secure Wi-Fi based services can be provided at DWTC. This policy applies to all wireless networking devices and users on DWTC premises.

- **Ownership and Management of Radio Airspace**

DWTC is the owner of the unlicensed radio frequencies on its property. These include the FCC 2.4 GHz Industrial / Scientific / Medical (ISM) and the 5 GHz Unlicensed National Information Infrastructure (UNII) bands used in wireless networking. DWTC is responsible for managing these radio frequencies for the benefit of DWTC users and may restrict use of any devices that can cause interference in the unlicensed radio frequencies ranges. These include cordless phones, microwave ovens, high voltage audio speakers or any radio transmission devices.

DWTC is solely responsible for providing wireless networking services at the Venue. No other entity may deploy wireless network access points or other wireless service in its space. Private wireless access points in the exhibition halls, concourse areas, meeting rooms or offices are strictly prohibited. DWTC reserves its right to sanction non-compliance.

DWTC is responsible for maintaining a secure network and will deploy adequate security mechanisms to support wireless networking at the Venue.

DWTC deployed a wireless network to cover all its venues, based on the 802.11 standards and will work with other entities to accommodate special needs, where technically feasible. DWTC will collaborate with organizers and exhibitors where devices used for specific business reasons may require specific solutions.

- **Wireless Service Considerations**

Wireless networking has bandwidth limitations compared to the wired network. The wireless network should be viewed as augmenting the wired network, to provide more flexible network use. Applications that require large amounts of bandwidth or are sensitive to changes in signal quality and strength may not be appropriate for wireless access.

- **Standards Supported**

IEEE 802.11a is the preferred wireless networking standard. Security standards may be applied as needed.

Live Entertainment

If you are planning any form of live entertainment such as singers, musicians, fashion show models, dancers, DJs or band players on your stand you must apply for an Entertainer's Permit through the organizer.

If you do not apply for the Entertainer's Permit on time (3 weeks before the performance) or if you do not receive an approval and the performance goes ahead, please note that you will be subject to a fine issued by the Dubai Department of Tourism and Commerce Marketing.

Raffle Draw

If part of your stand activities includes conducting a raffle draw, you must be aware of the policy that has been issued by the Dubai Department of Economic Development. The Raffle Draw Form is to be requested, completed, and returned to the Organizer, at jeanfrederic.charles@uitp.org.

Service of Alcohol and Alcohol Display

DWTC is the sole alcohol license holder for the premises and reserves the right to serve alcohol at events after prior approval. As per the local regulations any kind of alcohol service during an exhibition **is not allowed** on stands or on the exhibition floor. The service of alcohol at a private event is subject to Dubai Police approval.

VENUE OVERVIEW

Parking Access

The following car parks are available for Organisers, Exhibitors, Sponsors and Visitors. The parking facilities at DWTC operate on a first-come, first served basis:

Multistory Parking and Location	Parking Space	Green Parking Spaces	People of Determination Spaces	Bicycle Racks
Al Mustaqbal Street Parking (Located across Convention Gate)	2,603	3	28	7
Exhibition Street Parking (Located behind Sheikh Rashid Hall)	1,398	3	24	N/A
Sheikh Rashid Tower Parking	300	4	8	N/A
Za'abeel Plaza Parking (Located in front of Za'abeel Hall 6)	364	4	7	N/A
Exhibition Plaza Parking (Located at the Exhibition Plaza)	173	2	2	N/A

Paid Parking Policy

A nominal parking fee per hour is applicable from Saturdays to Fridays. A parking token is issued on arrival and must be submitted for payment on departure. Lost parking token will be charged in addition to the respective hourly parking charges and is not refundable.

Vehicles are not allowed to park overnight neither to park within the 'no parking zones'. Any vehicle left overnight or parked incorrectly and / or causing obstruction to other road users will be charged a daily fee plus administration fees. DWTC reserves the right to remove all vehicles violating the above.

Disabled Access at the Venue

All exhibition halls, meeting rooms and public areas are accessible by wheelchair. Car park spaces are also reserved for the disabled. Toilets on the ground floor and above Exhibition Halls 6, 7 and 8 have disabled access, whilst all doorways and lifts accommodate standard wheelchairs and have low-level buttons. Visitor wheelchairs are subject to availability and can be borrowed from our Emergency Medical Services Station, located next to Exhibition Hall 5, by depositing an appropriate identification.

Stand Catering

DWTC is the exclusive supplier of food and beverage to all exhibitors at the Venue. As per DWTC's policy and Dubai Municipality's Hygiene and Food Safety regulations, it is not allowed to bring any food or beverages from external sources into the premises during build-up, event days and tear-down.

DWTC can prepare custom-made menus to accommodate your special requirements. All our food is strictly halal and does not contain any pork products nor alcohol. For orders, please find the information on: <https://www.eventplus.ae/UITP>

Exhibitors are welcome to use DWTC's snack bars, cafés and trolley services in the exhibition halls.

Organising a reception on a stand during or around the exhibition official inauguration is not permitted for security reasons.

Lost and Found

Tel.: +971 (0)4 306 4600

The Lost and Found office is located on Level 1, above Hall 8 and is responsible for the safekeeping of items that have been found at the premises. Items will be returned to the rightful owner upon presentation of reasonable proof of ownership. The Lost and Found office operates 24 hours, 7 days a week.

DWTC assumes no responsibility for the care and / or protection of any personal belongings left unattended on DWTC property or for the loss, under any circumstance including theft, vandalism, or malicious mischief of any such belonging.

Anybody losing property should report the details to the Lost and Found office as soon as they become aware of the loss. Losses may be reported by phone to the Lost and Found office or in person and must be followed up with an official report of loss, theft or disappearance.

Emergency Medical Services (EMS)

Tel.: +971 (0)4 306 4040

The EMS station is located in the main concourse (Concourse 2) between Exhibition Halls 4 and 5. If you need assistance during your time at DWTC, please call +971 (0)4 306 4040 to speak to the on-duty medic or call the Command Control Centre on +971 (0)4 306 4600 / +971 (0)4 308 6212 for assistance. If you have no telephone, you can speak to the nearest member of the DWTC security staff who will assist you.

The EMS team is available from 08:00 to 22:00 during build-up and tear-down. During event days, this service is operational from 1 hour prior to the start of the event until 1 hour after the event closure.

Prayer Rooms

The women's prayer room is located on Level 2, opposite Hall 7.

The men's prayer room is located on Level 2, opposite Hall 5.

Retail Outlets

There are a number of retail outlets available in Concourses 1 and 2 with most of them being operational from Saturdays to Thursdays. Please note that those shops are not managed by DWTC.

Services provided in these retail outlets are: printing, courier, flowers and plants, post, freight services, car rental, telecommunications, pharmacy, money exchange, banks, etc.

Food Outlets

DWTC has a vast variety of food outlets to offer in addition to the ones from the adjacent 'Ibis' and 'Novotel' hotels with the majority operating from Saturdays to Thursdays.

DWTC also operates several themed food counters in Concourses 1 and 2.

Their locations and opening times depend on the number of concurrent exhibitions.

APPENDICES LINKS & DETAILS

[Appendix A - DWTC Forms and Information Sheets](#)

- Contractor Access and Admission Process
- Display Vehicle-Equipment Arrival Schedule Form
- Emergency Procedures and Evacuation Plan
- Factsheet - Exhibition Halls
- H&S Violation System Terms and Conditions and Applicable Fines
- Health and Safety Manual
- Map - Al Warsan Map for Venues
- Map of Al Warsan Holding Area
- Map - DWTC Parking
- Map - Map - Service Yard
- Method Statement Form
- Risk Assessment Form
- Safety Instructions Mandatory PPE
- Stand Structure Form
- Submission Forms for High Risk Equipment and Substance Approvals
- Venue Map

[Appendix B – DOME Forms](#)

Click on the links below to download the forms separately

- **[Electricity, Water and Compressed Air Order Forms](#)**
- **[Shell Scheme Order Form](#)**
- **[Stand Graphics Order Form - for Shell scheme stands](#)**
- **[Furniture Order Form](#)**
- **[Audio-visual Order Form](#)**