

# Exhibitor Event Information



We look forward to welcoming you to The Convention Centre Dublin (The CCD). Our aim is to ensure you enjoy a pleasant experience while exhibiting here. The following document outlines our policies and procedures and includes other useful information about the venue to ensure the safety and convenience of all visitors. For example, we have a comprehensive environmental and waste management policy in place and we are committed to increasing our recycle rate to 85% and reducing our landfill by 15%. As part of this initiative, we have a dedicated green team with members from every department who help to make our venue and your event even greener.



## ACCESS

Please visit the location and travel section for information about access to The CCD at:

<http://www.theccd.ie/ccd/locationtravel>

Vehicle access is via a ramp located off Lower Mayor Street at the rear of the venue leading to an underground basement car park with a height limit of 4.5m, 14' 3". The weight limit of the ramp is 12.5Kn/m<sup>2</sup> with an axle load of 8.5 tonnes.

## Truck Lift

Access to the exhibition halls is via a truck lift or van lift. As space is limited, once your vehicle loading or unloading is complete, you will be asked to move on to allow others to use the lifts. A separate entrance to the Forum Hall is also available on ground road level. This access is via North Wall Quay, along the East Access Road of The CCD and through a roller shutter door.

The Truck Lift can accommodate a trailer size of maximum 13,600mm long x 2500mm wide x 4000mm high or, 2 x vans of maximum 7345mm long x 2360mm wide x 3055mm high. The maximum dimensions of the truck lift entrance and exit are 3900mm wide x 3200mm high. The maximum dimensions of the Van Lift entrance and exit are 2900mm wide x 3200mm high. Each lift serves our exhibition and conference halls. Please note that once your trailer or van is unloaded, you will be asked to remove it from the lift to facilitate the next vehicle requiring access.

## Van Lift

The Van Lift can accommodate a vehicle of maximum 2360mm wide x 7345mm deep x 3055mm high. The maximum dimensions of the Van Lift entrance and exit are 2900mm wide x 3200mm high. Each lift serves our exhibition and conference halls. Please note that once your trailer or van is unloaded, you will be asked to remove it from the lift to facilitate the next vehicle requiring access.

## East Access Door to Forum

The dimensions of this door are 4560mm high by 5000mm wide. Please note, we do not accept exhibitor deliveries at our main entrance. Please be aware there is very little space to back an Artic Trailer into the Forum. For convenience, access to the East Road is controlled by our Security Traffic Marshals, who manage a strict loading and unloading time schedule.

## Loading Bay Doors into Halls

Dimensions as follows for loading doors in the Forum and Liffey as follows:

### Forum:

- **Door 1 (on front of the van lift):**  
3225mm high & 3590mm wide
- **Door 2 (on front of the truck lift):**  
3225mm high & 3775mm wide

### Liffey:

- 3225mm high & 3960mm wide

Where the exhibition organiser has supplied The CCD, contractors and exhibitors with specific load-in and load-out times, these times will be strictly implemented by the traffic marshals. Any vehicle arriving outside its allotted time will be asked to depart and return at their scheduled time. Similarly, during the exhibition breakdown, we will not permit access to any stand contractor for at least 1 hour after the closing time of the exhibition. This is to allow exhibitors sufficient time to break down and pack up their stand.

During build-up, vehicles requiring access to The CCD should be directed to the relevant goods entrance, where they should be unloaded as quickly as possible and then immediately removed from the loading area, and taken off site. Depending on the operational constraints of the event, a time allocation may be enforced in order to make space for other vehicles.

### Passenger Lifts

There are also 2 smaller passenger lifts available, with a maximum of 1600Kg capacity in each, for transporting smaller boxes and handheld items only. We must be notified in advance of any requirement to transport goods to levels 4 & 5, as these levels are only accessible by passenger lifts in front of house areas and lift protection must be installed to facilitate this. We do not permit the transport of any items on our escalators without prior approval.

### BABY CHANGING & FEEDING FACILITIES

|                     |                        |
|---------------------|------------------------|
| <b>Ground</b>       | Unisex West side       |
| <b>First Floor</b>  | Unisex East side       |
| <b>Second Floor</b> | Unisex Middle of foyer |
| <b>Fourth Floor</b> | Unisex East side       |

### BALLOONS, AIRSHIPS & BLIMPS

The use of balloons, airships and blimps within the Venue is strictly regulated. Please note that if you do wish to have balloons at your event, and if any balloons escape to the roof, there could be a cost in retrieving them.

### BUSINESS CENTRE

We do not have a business centre. However, Snap Printing on Mayor Street, just five minutes' walk from us, offers full printing and design services for printing documents or creating posters. Please ask your Event Manager for further details. CCD staff will also be on hand to give you directions.

### CARPETS

There are red and green carpet tiles throughout the exhibition halls. Please note that all exhibitors and contractors should only use B3/A5 Exhibition Tape when fixing anything to carpets and ensure it is lifted and removed at the end of the show. Exhibitors who leave tape on the floor at the end of an event will be subject to a dilapidation charge of at least €15.00 per linear metre, depending on the amount of damage. Carpet tiles damaged as a result of stand materials or the building and removal of stands will be charged €45.00 per carpet tile. Please be aware that carpet brought in to furnish exhibition stands becomes waste after the exhibition and must be removed and disposed of by the stand contractor. Exhibitors wishing to build a space-only stand with secondary flooring must lay hardboard over the affected area of carpet before laying the secondary flooring.

### CASH POINT

The nearest ATM is inside the MACE supermarket on Lower Mayor Street. The next closest cash point is at the AIB Branch on Mayor Square. Both cash points are within five minutes' walk of The CCD. Please ask our staff for directions.

### ONLINE ORDERING

Our online ordering facility lists equipment, technical, cleaning, internet and hospitality available to hire for your event at [www.theccd.ie](http://www.theccd.ie) Click on the online ordering tab and follow the directions on screen. Early bird online ordering service closes 15 working days before the first build day of the event. Online ordering closes 3 working days before the build for your event commences. Your exhibition organiser will be able to provide you with the event code for booking this service. Please have your credit card details, stand name and number to hand when ordering.

### CCD HOSPITALITY (CATERING)

All food and beverage consumed on The CCD premises must be purchased through The Convention Centre Dublin Hospitality department. For a full menu, please contact CCD Hospitality ([Claire.Foley@theccd.ie](mailto:Claire.Foley@theccd.ie)).

The Convention Centre Dublin does understand the need to provide samples of food and drink products when demonstrating and exhibition. The CCD's approval is required in writing for such activities. If permission is granted, the exhibitor will be advised of rules and regulations which apply to providing food and of the facility fee incurred. Food sampling must be carried out in such a way that consumers do not touch food that other people will eat; cross-contamination cannot occur.

Representatives of The CCD's Health & Safety team will monitor compliance with any relevant legislation.

Please note that samples should be no more than:

|                             |                      |
|-----------------------------|----------------------|
| Beer/Cider/Larger/Alco pops | 100ml                |
| Wine                        | 50ml                 |
| Spirits                     | 5ml                  |
| Soft Drinks                 | 100ml                |
| Food Items                  | 2 Bite-size portions |

### Cooking on Stands

Any exhibitor wishing to do a cookery demonstration should notify your exhibition organiser, who will notify The CCD.

### Stand Catering

For further information on the hospitality services available, please use our online ordering facility at [www.theccd.ie](http://www.theccd.ie)

### CHILDREN ON SITE

For Health & Safety and legal reasons, children, under the age of 16, are not allowed on site during an exhibition build or breakdown. This rule is strictly enforced by The CCD Security team.

## CLEANING

General cleaning of the exhibition hall will take place during exhibition build and prior to the exhibition opening each day. This service is free of charge to exhibitors. Unwanted paper and packaging should be placed in the aisles at the end of each day for collection and recycling. It is the responsibility of each exhibitor to ensure their stand is clean and tidy. We are not responsible for cleaning exhibits, unless pre-ordered, at a cost of €30 plus VAT per single decker stand and €45 plus VAT per double decker stand. The individual exhibitor can order this via our online ordering facility at [www.theccd.ie](http://www.theccd.ie). Please be aware that, with the exception of recyclable paper, cardboard and food and beverage packaging materials (except polystyrene), all exhibitors are required to dispose of their own rubbish. This includes wooden pallets, unwanted stand building materials, unwanted carpet and associated flooring materials. Costs for proper disposal will be re-charged where materials are left behind. If you need to dispose of a lot of materials at the end of the exhibition, or your waste is of a medical nature, please contact your Event Manager and a skip or appropriate safe disposal can be arranged by quotation.

## COMPLEX STRUCTURES & HEIGHT LIMIT OF STANDS

If a stand is not constructed from shell scheme, it is the responsibility of the stand designer to submit plans to the venue for approval.

### Submission Procedures

Permission to build any complex structure will not be given until the Event or Technical Production Manager has received two copies of the following:

1. Detailed, scaled drawings showing:
  - Plan view of each storey of the stand
  - Sections through each storey of the stand
  - Elevations, including full steelwork and staircase details
  - Width position of gangways within the stand
  - Floor and/or floor loadings
  - Specifications of materials used
2. Structural calculations
3. Risk Assessment (to include fire hazards) and method statement

### Complex Structures

If the structure is deemed to be a complex structure by The CCD, they will appoint an independent structural engineer who will confirm the design is safe for its purpose and issue a design certificate to Dublin City Council. A construction certificate will also need to be completed and submitted by the independent structural engineer to Dublin City Council once the structure has been built.

If any complex structure is modified after submission of the above information, plans must be re-submitted to the venue with details of all modifications, so this can be approved by the independent structural engineer and submitted to Dublin City Council. Final submissions must be received **6 weeks before exhibition build commences**.

Please note, there is a cost to engage the independent structural engineer and payment is made on submission. Please contact the Event or Technical Production Manager for more information.

Examples of Complex Structures:

- Any stand over 4 metres in height (this limit includes the overall height of the stand fitting, any branding and all raised platforms as measured from the hall floor)
- Any structure regardless of its height which requires structural calculations
- Any part of a stand or exhibit which exceeds 4 metres
- Multi-storey stands
- Platforms and stages over 600mm high and all platforms and stages which are accessed by the public for viewing purposes (not including stand floor flats and platforms) will need to be signed off by an independent structural engineer, unless you are using the Venue in-house staging
- Temporary raised or tiered seating
- A stand requiring foundations
- Sound/lighting towers

### Onsite Management

All construction must be monitored during build up by the organisers appointed Health and Safety Representative. Structures which appear to be complex, which have not been submitted for approval, will be challenged and construction may be stopped until satisfactory information and certification has been received.

The Venue reserves the right to monitor all construction activity and to challenge risk assessments and the methods used.

### COMPRESSED GASES

1. Details of any proposed use of compressed gas must be submitted to the venue no later than 30 days prior to tenancy and must include the gases or liquids proposed, and sizes of cylinders or vessels with their working pressures.
2. No compressed gas or Liquefied Petroleum Gas (LPG) shall be used within the venue without the prior written consent of the venue.
3. Flammable gases must comply with the Non-Domestic Gas Installation Standard and Part 8: Explosive Atmospheres at Places of Work of the Safety, Health and Safety at Work (General Application) Regulations 2007 and Dangerous Substances Regulations.
4. Suitable warning notices shall be provided where appropriate, drawing attention to the flammable nature of the materials.
5. Compressed gas cylinders or vessels containing liquids or gas under pressure shall be stored in a position agreed by the venue and only those cylinders required for immediate use shall remain on a stand.
6. All such materials in excess of the requirements for one day's exhibition shall be stored away from the stand in a properly constructed flammable materials store.

7. All connections must be made by a Registered Gas Installer with RGII in conformance with Irish Installation Standards (I.S. 813 or I.S. 820).
8. Cylinders and other vessels shall not be connected or disconnected during the time that an exhibition is open to visitors.
9. Cylinders shall be constructed and stamped in accordance with EN 1089-3 and be painted with identifying colours in accordance with BS 349: 1973, 'Identification of Contents of Industrial Gas Cylinders'.
10. Vessels containing liquids or gases under pressure (other than compressed gas cylinders complying with EN 1089-3) shall be fitted with safety valves of an approved type.
11. Where such vessels are used, a certificate in respect of a recent pressure test of each vessel shall be available for inspection.

#### DAMAGE & LOSS

The CCD and exhibition organisers accept no responsibility for damage or loss of materials introduced into the venue by exhibitors and/or their contractors. You should take every step to ensure the security of your stand and the items contained within, with the recommendation that insurance be undertaken where applicable.

#### DELIVERIES & COLLECTIONS

Deliveries and collections may only be made during contracted exhibition tenancy times and, where applicable, the exhibition organiser should provide us with a delivery schedule no later than 5 working days before the exhibition is due to commence build. Due to limited storage space, deliveries arriving outside tenancy will be turned away and asked to return at the appropriate time. The CCD and the exhibition organiser will not be responsible for accepting deliveries on an exhibitor's behalf. Please ensure a stand representative is available to receive and sign for each on-site delivery. When arranging deliveries to us, as well as the venue address, please ensure the delivery is marked up as follows:

- name of event
- event dates
- hall name
- stand number and exhibitor's name
- on-site contact name and phone number

Exhibitors should provide sufficient staff, and where possible, bring goods trolleys to move goods from their vehicles to stands. During the show, we will not permit exhibition materials to be stored on or behind exhibition stands. Materials must be placed in exhibition storage areas, if provided. Arrangements must be made for the collection of goods before the final close of the exhibition. Unaccompanied goods must not be left for collection in the exhibition hall. We will not be responsible for materials left behind following an exhibition and reserve the right to dispose of materials after one week.

We cannot accept any large deliveries through the front of the building instead handheld box-sized deliveries only will be accepted through this entrance/exit. In addition, nothing can be transported via the escalators without prior approval and anything positioned on Level 4 and 5 Foyers will require lift protection in our Front of House lifts, as this is the only access to those areas for set up.

#### DEMONSTRATIONS ON STANDS

Please contact the exhibition organiser as soon as possible or at least 14 days before the exhibition if you wish to hold a live demonstration on your stand. This includes loud electrical appliances or displays requiring the use of heat, naked lights, lamps or gas.

#### DILAPIDATIONS

A pre-event dilapidation inspection will take place before the exhibition build commences. This will identify any damage to the exhibition hall already in place. The hall will be monitored during build up, open dates and break down. It is important to note that you will be charged for making good any damage to the hall or stand area, including the floor, caused by your staff or contractors. Tape used to secure flooring must be removed at the end of the exhibition. All stands must be entirely self-supporting; under no circumstances should anything be attached to the fabric of the venue. Nails and screws must not be used in the floors or the walls of the venue, nor must anything be attached to roof bars or trusses. Once the exhibition breakdown is complete, a final dilapidation inspection will take place. Please note that items stuck to the fabrication of the building in any area will not be tolerated and will be removed immediately.

All fixings or attachments to, or penetration of, the fabric, structure or floors on The CCD's premises shall be carried out by The CCD appointed staff at the expense of the exhibitor requiring the service. In order to enquire about this service please contact your appointed Event Manager.

#### DISABLED ACCESS

We ensure disabled visitors are given the same opportunities as able-bodied visitors. Exhibitors should also make sure their stands allow unrestricted access to disabled visitors. We welcome assistance dogs when aiding visually or hearing impaired visitors. Stands should be designed to ensure that it is not unreasonably difficult for a disabled person to access the stand.


#### EXHIBITION OPEN AND CLOSE TIMES

Exhibitors must ensure their stand is ready for display 60 minutes before the pre-determined open time on the first day of the event. This allows a final inspection of the exhibition by CCD Management and the Exhibition Organiser. Any stand not ready at this time will be asked to stop construction until it is deemed safe for stand building to continue. Exhibition stands must not be dismantled until after the published close time on the final day of the exhibition. Likewise, stand build contractors will not be granted access to the exhibition hall during open times.

## EVACUATION PROCEDURES

If it is necessary to evacuate the building, you will hear a public address evacuation announcement. In the event of evacuation, please follow directions from our Hosts in grey/purple themed uniforms and Fire Marshals in hi-vis jackets. You will be directed to the assembly point. Please take extra care when crossing the road and use the pedestrian crossing where possible. More information is available in the Exhibitor Safety Handout.



 Assembly Point

## FABRICS

Please ensure all furniture & fabrics have relevant fire proofing solutions and comply with the Code of Practice legislation for Fire Safety of Furnishings & Fittings in Large Places of Assembly. If necessary, additional controls, such as fire extinguishers, will be required on site during the exhibition. It is the exhibitor's responsibility to provide this equipment. Further information can be found on the fire and emergency services section of the website.

<http://www.environ.ie/en/Publications/LocalGovernment/FireandEmergencyServices>

All materials used in the construction of stands, features and displays, including signs and fascias shall be:

- Non-combustible, inherently non-flammable or durably flameproof, in accordance with BS476-Part 7.
- Water based, where applicable, e.g. adhesives and paint.

## FIRE EXTINGUISHERS

The CCD will provide an appropriate level of fire extinguishers to cover the building and catering points within your event. If there is an additional requirement for firefighting equipment on your stand, as identified in your fire risk assessment, e.g. cooking demonstrations on stands, it is the exhibitor's responsibility to provide same.

## FLOOR LOADS

Full details of floor loadings in each hall and foyer are available on request. As a guide, weight loads for main spaces are;

- Forum Exhibition Hall - 12.5kN/m<sup>2</sup>.
- Liffey Exhibition Hall - 14.5kN/m<sup>2</sup>.
- Auditorium Stage - 7.5kN/m<sup>2</sup>.

This does not take into account foyers or ancillary spaces.

## FORKLIFT SERVICE

Please contact your exhibition organiser directly if you require a forklift service. A forklift or both forklift and driver can be hired from us, with prices on application. Where the forklift is hired without a CCD driver, the hirer must provide evidence that their driver has the necessary competency certificate before the forklift is released for hire. The hirer must also provide a "spotter" to work alongside the forklift driver at all times.

## FURNITURE/FLORAL

Please use our online ordering facility at [www.theccd.ie](http://www.theccd.ie) for any equipment, furniture and floral requirements. If you cannot find the item you would like to hire on the online pricelist, please contact us at [onlineorders@theccd.ie](mailto:onlineorders@theccd.ie)

## GANGWAYS & AISLES

Under no circumstances should exhibition stands, materials or furniture encroach into the aisles and gangways. These aisles are pre-determined and act as a means of escape in the event of an emergency.

Fire exits should be kept free of obstruction at all times including build up and breakdown. This includes vehicle entry doors, main entrances to the exhibition halls, foyer exits, and conference room exits.

## HEALTH & SAFETY

When in The CCD, all exhibitors and their contractors must comply with the Safety, Health and Welfare at Work Act 2005, all other relevant legislation and our Health & Safety Policies and Procedures.

It is the responsibility of The CCD to ensure the following actions are brought to the exhibitors and contractors attention. This includes but is not limited to:

- The need to maintain emergency exits and keep gangways clear (through build, open and breakdown).
- Knowledge of the fire and emergency evacuation procedures, location of the assembly point for the relevant part of the building.
- Good housekeeping must be maintained throughout build, open and breakdown to allow any potential hazards to be easily identifiable.
- Ladders, mobile scaffold towers and cherry pickers must be used in a safe manner, using suitable equipment in the approved way, e.g. safety harness to be worn when operating MEWP's.
- The consumption of alcohol is not permitted on the exhibition floor during the build and breakdown periods of an event. The use of drugs or smoking is strictly prohibited throughout the duration of the event.
- Borrowing tools, ladders, forklifts or cherry pickers from The CCD is not permitted.
- All portable power equipment must be used only for the purpose for which it was designed and the correct safety guards and devices must be fitted and used. All such equipment must have up to date evidence of PAT testing. Trailing power leads must be kept to a minimum and not across gangways. Petrol and diesel powered equipment must not be used within the venue.

- Exhibitors of space-only stands will be required to wear appropriate PPE (Personal Protective Equipment), that is, hi-vis waistcoat or jacket, appropriate footwear and hard hats (where applicable) whilst in the Exhibition Halls during event build-up and break-down periods.

**Please be aware that the wearing of hard hats will only be required in defined hard hat areas.** This requirement will be clearly displayed at various access points in and around the Venue and will be strictly enforced.

For further assistance with the completion of Safety Statements and Risk Assessments, please visit: [http://www.hsa.ie/eng/Publications\\_Forms/Publications/Safety\\_and\\_Health\\_Management/Guidelines\\_on\\_Risk\\_Assessments\\_and\\_Safety\\_Statements.html](http://www.hsa.ie/eng/Publications_Forms/Publications/Safety_and_Health_Management/Guidelines_on_Risk_Assessments_and_Safety_Statements.html)

### INTERNET & WI-FI ACCESS

If you require cabled internet access to your stand, please use our online ordering facility at [www.theccd.ie](http://www.theccd.ie) All internet and WI-FI orders close 15 working days before the first build day of the event. There is a free WIFI service for delegate use in the foyer spaces in the building, however this is unsuitable for exhibitor use.

### LOST PROPERTY

Lost property should be handed to our Hosts or our Security Team.

### MEDICAL EMERGENCIES/MEDICAL ASSISTANCE

If you require First Aid Assistance please contact a member of The CCD Team or The CCD Security Team who will dispatch a qualified Occupational First Aider to deal with the incident.

Emergency Services can be contacted on 999 or 112.

Additionally there are a number of medical centres in close proximity to The CCD.

### Custom House Square Medical Centre

2 Gandon House  
 Mayor Street Lower  
 International Financial Services Centre  
 Dublin 1

Tel: +353-1-8290902 - Appointments  
 Fax: +353-1-8290906  
<http://www.custommedical.ie/>

Opening Hours:  
 Monday to Friday: 7.00 am - 7.00 pm.  
 Saturday: 10.00 am - 2.00 pm.

The practice remains closed on Bank Holiday Saturday and Monday. In case of emergency outside our working hours please contact D-DOC clinic on 1850-224477.

### Hanover Medical

1 Forbes Street, Sir John Rogerson's Quay, Dublin 2.  
 T: (01) 678 6086  
 F: (01) 670 6020  
<http://www.hanovermedical.ie/>

Opening Hours:  
 Monday to Thursday: 8am - 7pm  
 Friday: 8am - 3pm

### MICROPHONES

Microphone usage is only permitted with the prior approval of the exhibition organiser and should not disturb other exhibitors. The CCD reserve the right to test the noise levels if it believes there is a need to and, to terminate the activity if necessary.

### MUSIC

Please refer to the Irish Music Rights Organisation website regarding the playing of music in a public domain and associated copyright legislation [www.imro.ie](http://www.imro.ie). Playing music on stands is only permitted with the prior approval of the exhibition organiser and should not disturb other exhibitors. The CCD reserve the right to test the noise levels if it believes there is a need to and, to terminate the activity if necessary.

### PARKING (CARS, SMALL VANS, MOTORCYCLES)

There are 321 low-ceiling underground public car parking spaces on The CCD site; Spaces can be reserved directly with the operators Park Rite by telephone on +353 (0) 1 542 5600. If the public car park below The CCD is full, the nearest car park is located at the National College of Ireland, approximately two minutes' drive away and the Irish Financial Services Centre (IFSC) is about five minutes' drive away. These car parks offer 400 additional spaces in total.

### The Convention Centre Car Park

Opening times:

Monday to Saturday: 7.00am to Midnight  
 Sunday: 8.00am to Midnight

#### Rates

|              |                                    |
|--------------|------------------------------------|
| Hourly rate  | €3.00                              |
| Daily rate   | €15.00                             |
| Evening Rate | €9.00 - valid from 5.30PM to close |

Note: Pre-booking Group Discount rates available.

### Group Discounts

#### Day Rates:

|                                  |                        |
|----------------------------------|------------------------|
| For a booking of 10 cars or more | maximum of €12 per day |
| For a booking of 20 cars or more | maximum of €10 per day |
| For a booking of 40 cars or more | maximum of €8 per day  |

#### Evening Rates:

|                                  |                       |
|----------------------------------|-----------------------|
| For a booking of 10 cars or more | maximum of €8 per day |
| For a booking of 20 cars or more | maximum of €7 per day |
| For a booking of 40 cars or more | maximum of €5 per day |

### Access

- On Guild Street (coming from Samuel Becket Bridge) take the first right turn and then right turn down the ramp to the car park under the Convention Centre building.
- Along North Wall Quay past the front of the Convention Centre and take the next Left Turn, take the next left and then left turn down the ramp to the car park.

### Contact Details

Please contact Park Rite for further information in relation to parking for events.

Tel: 01 542 5600

E-mail: [info@Park Rite.com](mailto:info@Park Rite.com)

### Types of Payments accepted

- Cash
- Credit Card, Visa or MasterCard

### Process for Lost / Damaged Tickets

- The customer should to the Automatic Pay Station located in each of the Car Park Lobbies
- They should press the help button for assistance
- The operator will then assist them

Pending the set up of Remote Monitoring a Park Rite Car Park Attendant will be available to assist customers.

What is the process around change not been given out?

In the event that the a client has an issue the Car park attendant will be available in the car park to assist

Is the car park manned at all times?

Pending the set up of Remote Monitoring the car park will be manned while the car park is open.

In an emergency who should be contacted.

The following is the list of contact numbers in the event of an emergency.

|                       |              |              |
|-----------------------|--------------|--------------|
| Park Rite Call Centre |              | 01 602 2500  |
| Car Park Manager      | John Maher   | 086 609 0320 |
| Operations Manager    | Pat Magennis | 086 225 6837 |
| General Manager       | Mark Feeney  | 086 536 6000 |

### PARKING (HGVs, LONG WHEEL-BASE, TRANSITS, SPRINTERS)

On-site parking is limited for HGVs, long wheel-base, transits and sprinters. In order to maintain a free flow of access into and out of the service bays and the East Access Road, HGVs etc. arriving on site will be subjected to the pre-determined timeframe for unloading and re-loading. All times will have been agreed and communicated beforehand by the Exhibition Organiser. Vehicles will be directed to the Tedcastles Car Park on North Wall Quay, where they will be met by a member of our Security Team. Once at the Tedcastles site, the driver will be logged, given an access permit and informed of the approximate waiting time. Once their pre-determined slot is available, they will then be asked to proceed to The CCD for un-loading or loading. Our Security Team operating on site remains in constant dialogue with the officers at the Tedcastles site and control and maintain the access to and from The CCD. Any contractor operating outside of their allotted time slot will be asked to move their vehicle. There is a public waiting area located in the Topaz Service Station, close to Dublin Port, on Promenade Road, which is perfect for HGVs and long wheel-base vehicles. Please also note the HGV 5-axle ban in force throughout Dublin City Centre, by checking the Restriction Zone Map on the [www.hgv.ie](http://www.hgv.ie) website to plan your access point and route beforehand.

### DIRECTIONS TO THE CCD

#### By Air:

Dublin Airport is Ireland's busiest airport, with over 75 airlines flying to over 200 destinations, including direct scheduled daily flights from North America, mainland Europe, Britain and the Emirates. It's new passenger terminal, Terminal Two, which opened in November 2010, increased the annual passenger capacity to over 35 million.

The airport is conveniently located 10km north of Dublin city centre, with excellent roads links to The CCD, only 20 minutes away via the Port Tunnel, which brings visitors directly into the Spencer Dock area. Bus and car hire services are also available at the airport for your journey to The CCD.

#### By Bike:

Dublin Bikes are a perfect way to get around the city, while minimising your effect on the local environment. There are 40 Dublin Bikes stations distributed throughout the city centre to enable easy access and optimal use. Located in close proximity to each other, every station has a minimum of 15 stands in place.

There are two stations located in the Docklands area beside The CCD:

- Custom House Quay - Northside beside the Sean O'Casey Bridge
- Pearse Street - Southside near Pearse Street Train Station

### By Car:

The CCD is easily accessible by road, given its city centre location and proximity to Ireland's motorway network. It is only minutes from the Dublin Port Tunnel with connections to the upgraded M50 motorway and Dublin Airport. It is also next to the new Samuel Beckett Bridge which spans the River Liffey, aiding access between the North and South of the city.

The CCD has its own underground car park, and there are 1,600 spaces nearby in local car parks, as well as considerable on street 'pay and display' parking on North Wall Quay and adjoining roads.

#### SAT Navigation

If you are using a satellite navigation system, please enter the coordinates

N 53 20 51.5  
W 6 14 24.6

#### Loc8 Code

Our Loc8 Code is NN6-16-S23

#### Traffic Information

AA Roadwatch provides regular updates on traffic and weather conditions on major routes throughout Ireland. You can also plan your journey with AA Routeplanner.

Dublin City Council runs LiveDrive 103.2FM Radio, which gives live traffic updates from around the city during peak drive time Monday to Friday (except bank holidays). Tune in on weekdays mornings from 07.00 to 10.00 and weekday evenings from 16.00 to 19.00 hours.

### By Rail:

The CCD is less than 15 minutes from Dublin's two mainline railway stations (Connolly and Heuston) which serve all the major towns and cities in Ireland.

Irish Rail is the state-owned company responsible for operating rail services in Ireland, providing rail links between Ireland's main towns and cities. The Dart and The Luas are light rail networks which provide transport within the Dublin City and Suburban areas.

#### DART

The DART (Dublin Area Rapid Transit) is the rail line running along the coast of Dublin, from Malahide and Howth southwards as far as Greystones, Co Wicklow. You can connect to the regular train service for communities north of Dublin, right up to Belfast. Pearse Street and Tara Street stations are both located about ten minutes walk from The CCD.

#### LUAS

The Luas Red Line runs directly behind The CCD, conveniently linking to downtown Dublin and to Connolly and Heuston rail stations. Stops are provided at George's Dock, Mayor Square and Spencer Dock.

### By Sea:

Dublin Port is only ten minutes from The CCD, and has frequent ferry services to the UK and mainland Europe for both passengers and freight. Its close proximity and direct road links to The CCD make it the perfect location for bringing in goods for use on your event.

### Public Transport:

#### Dublin Bus

Dublin Bus offers a high frequency, accessible and easy to use service from all over Dublin City Centre and the surrounding area. These services include city bus services, Railink, School link, Airlink, Nitelink and DART feeder buses. Dublin Bus also operates day tours and is obliged to provide services to people with disabilities.

#### Taxis

Increased availability of taxis in Dublin means that it's easy to travel to and from Dublin city, day or night. There are now nearly 12,000 taxis available in Dublin city. Fares are regulated and tips are at your own discretion.

### POWER

All stand power requirements should be confirmed to the exhibition organiser 4 weeks before the exhibition build date. When placing your order please confirm any requirements for a 24-hour power supply. All on site additional power requests must be made through the exhibition stand power contractor. Additional power cannot be provided once the stand has been built.

### PUBLIC ADDRESS SYSTEM

Please be aware that announcements will be made throughout the build and breakdown process to inform exhibitors and contractors of key information regarding inspections and opening times etc. Unfortunately, this public address system is not available to exhibitors.

### RIGGING

There is an extensive range of hanging products available, which can enhance your event from banners, lighting rigs, support structures to tall stands. Please use our online ordering facility at [www.theccd.ie](http://www.theccd.ie) to order any rigging required.

### SECURITY

We will provide stewarding throughout the exhibition halls on event open days. However, each exhibitor is responsible for their stand and its materials. All stand valuables should be secured overnight or when your stand is unmanned. Please be extra vigilant during build and breakdown times. Please contact us if you wish to arrange additional security cover for your stand. In the unlikely event of theft, please report the incident to exhibition organisers immediately.

### SMOKING & ALCOHOL

In accordance with the Public Health (Tobacco) Act, 2002, it is an offence to smoke in any enclosed workplace in Ireland. If exhibitors or contractors wish to smoke they may do so outside the venue in designated venue smoking areas. Any contractor suspected of being under the influence of alcohol, during build or breakdown periods, will be asked to cease working on site for safety reasons.



### STORAGE

We do not provide storage facilities for exhibitors. Storing of packaging and literature to the side or behind stands is forbidden as it creates a fire risk. We advise that, where feasible, storage areas are built into exhibition stands.

### TROLLEYS

Exhibitors should bring trolleys to transport goods from their vehicles to stands. The CCD will not provide these on site.

### VEHICLE DISPLAYS

We have strict regulations concerning the display of motor vehicles on exhibition stands. Please contact us if you wish to display a vehicle.

### WATER SUPPLY

The CCD does not offer water or waste supplies directly to exhibition stands.

### APPENDIX

|            |                                 |
|------------|---------------------------------|
| Appendix 1 | Emergency Procedure Information |
| Appendix 2 | Erection of Drapes              |
| Appendix 3 | Display of Vehicles             |
| Appendix 4 | Fire Exits                      |