

MANAGE YOUR EVENT



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An Event Executive is assigned to each CTICC event unless confirmed less than one month before the event date. In such cases, the Sales Executive remains the point of contact until an Event Services Manager is assigned. The Event Services Manager ensures the smooth flow of the event according to the function sheet and is the primary contact for build-up, event days, and breakdown. Build-up and breakdown times are from 06:00 to 23:59, unless otherwise arranged.



EVENT PERMITS

Some events may require a permit. Permit applications must be submitted in a timely manner to the City of Cape Town Events Permit Office to ensure approval before your event. The following plans must also be submitted to the CTICC as part of the application process:

- Floor plan (indicating fire equipment, emergency exits and available floor space)
- Public liability insurance
- Appointment letters
- Safety plan and risk assessment
- Security plan with deployment and risk assessment
- Medical plan and risk assessment
- SAPS risk categorisation rating
- Fall protection plan

All exhibition floor plans must be approved and signed off by the CTICC and a City of Cape Town fire and safety official. Proposed plans must be submitted to the Sales or Event Executive for approval three months prior to build-up and before the sale of floor space and/or stands to exhibitors.

Licence costs apply for:

- The approval of exhibition floor plans by the City of Cape Town
- Permission to hold events
- Permission to use special effects, such as fireworks
- Population certificates



BY-LAWS

The following laws and regulations applicable to the staging of events must be adhered to:

- Occupational Health & Safety Act (No. 85 of 1993) and Regulations
- Safety at Sports and Recreational Events, Act 2 of 2010
- City of Cape Town Event Safety By-law, 2009, and as amended in 2016
- City of Cape Town Fire Safety By-law
- National Building Regulations and SANS code
- Disaster Management Act, 2003
- SANS 10336 (2015)



LICENCES & COSTS

Licence costs apply to any special requirements needing official endorsement and are payable by the event organiser. The CTICC liquor licence does not permit for off-site consumption and our licence is valid from 11:00 until 02:00. The CTICC operates an on-consumption licence and complies with the National Liquor Act 59 of 2003 and Amended Regulations 2008 and 2013, as well as City by-laws.



KEEP IN MIND

Any exhibitor intending to present/display/exhibit products on their stand must:

- Consider all safety measures for the exhibit.
- Securely install all working machinery to prevent base slippage and ensure the safety of passers-by.
- Guard all moving machinery parts.
- Conceal starting devices so that machines cannot be operated by unauthorised persons or visitors.
- Ensure toxic fumes and other irritants caused by an exhibit are not released into the Exhibition Hall. Prior approval from the relevant controlling authority, in addition to that of the CTICC, must be obtained.
- Ensure there is adequate protection for the hall flooring, carpets and facilities.
- Ensure that any product or display, such as roofing, awnings or lighting, is highlighted in your stand plan and then submitted to the CTICC for the Fire Department's approval. Without the approval of the Fire Department and the CTICC, no such product or display will be permitted.
- Ensure that relevant local government authority licences and/or permits are obtained, and stipulated regulations and conditions are observed.



ASSUMPTION OF RISK

Each exhibitor assumes the risk of injury, loss and/or damage to their own merchandise, fixtures, displays or any other property located in the CTICC. The use of CTICC security personnel for perimeter security does not affect the non-liability of the CTICC, its members, officers, representatives, employees, or official service providers. Exhibitors are strongly advised to take precautionary measures and arrange additional security through the CTICC's preferred security providers.



ACOUSTICS

The CTICC adheres to international best practice for acoustics. The centre is designed to contain exterior noise and provide superior sound quality, limiting sound leakage to adjacent areas, and the floors above and below. Meeting Rooms incorporate specialised insulation and sound cladding to provide superior speech acoustics. The partitioning walls between the Exhibition Halls, Meeting Rooms and the Ballroom provide soundproofing of up to 50dB. Acoustic draping is highly recommended in halls where acoustic clarity is vital to event success.



AISLES

The minimum aisle space for all exhibitions is 3 m. Any items or structures placed in or encroaching on designated aisle space, may be removed by the CTICC.



ANIMALS

Except for registered guide dogs and emotional service support animals (trained and registered), animals are not permitted into the CTICC without the prior management consent. Management may allow access for animals in:

- Displays taking place at the CTICC
- Animal-related events

Events on the CTICC premises involving animals require prior notification and approval by the CTICC, as well as written approval from the Animal Welfare Society in South Africa, and/or the SPCA. The event organiser assumes full responsibility for any loss, injury or damage that may occur to people, animals or the venue that may result from allowing animals access to the centre.



CITY OF CAPE TOWN EVENTS BY-LAWS

Please note the applicable timeframes outlined in the City's Events by-law and Amendment by-law of 2016. Failure to provide the CTICC with the signed event permit application will result in clients not obtaining the necessary permits for their events.

Size

Crowd size/ number of participants

Minimum time for submission of an application to the City by the event organiser before the date of an event*

Late submission penalty charges

Small	200 to 2 000	25 working days (five weeks)	R 2 500.00
Medium	2 001 to 5 000	30 working days (six weeks)	R 5 000.00
Large	5 001 to 10 000	35 working days (seven weeks)	R 7 500.00
Very large	10 001 and above	70 working days (four months minimum, six months ideal)	R 10 000.00

**All required information relating to the application must be submitted in terms of section 3(2).*



DANCE FLOOR

A standard 10x10m dance floor is available for hire from the CTICC. Larger dance floors can be arranged on request.



DRAPING

Ceiling draping is not allowed in the venue as it poses a fire hazard by covering air conditioners, sprinklers, and smoke detectors. Only perimeter draping is permitted. All draping fabric must be flame-retardant, with a certificate of conformity required. The use of scaffold structures, whether mobile or static, is prohibited.



EMERGENCY SERVICES

The CTICC's Management co-ordinates and manages emergencies. Event organisers are responsible for implementing emergency and safety procedures for their events, as per the SASRE Act. Organisers must appoint a safety and security team, document the plans in a safety file, and make them available to the CTICC. The organiser is also responsible for arranging medical assistance. Exhibitors should contact the organiser in case of an emergency.



ENTERTAINMENT

Quotations from our contracted suppliers are available upon request. Contact your Event Executive for more information.



FIRST AID & EVENT MEDICS

The Safety at Sport and Recreational Events Act 2010, National Health Act 2003, Event Safety by-law, Emergency Care at Mass Gatherings Regulations 2017, and SANS 10336 stipulate the requirement of medical assistance during events. It is the organiser's responsibility to source this service and conduct a risk assessment in accordance with the tables listed in SANS 10336 (2015).

To assist organisers, the CTICC has appointed an event medical service provider to provide medical care during events. The event medical service is a 24/7 operation that accommodates all CTICC events, including build-up and event breakdown. Contact your Event Executive for quotes.

If an alternative medical supplier is used, a medical plan approved by the Department of Health must be submitted to the CTICC before venue occupation. Medics are included in all our day conference and banquet packages.

In the event of an emergency, contact the event services manager on extension 5252 (internally) or +27 21 410 5252 (externally). For CTICC Reception, dial 9.



FLAMMABLE & HAZARDOUS MATERIALS

Written permission from management and the Fire Department is required for the use of flammable or hazardous substances, including gases and liquids. Liquid petroleum is not permitted at the CTICC. Should LP gas be used, only 19 kg alongside one backup gas cylinder is allowed. The Fire Department enforces a strict 'no fires in the CBD' policy, and naked flames, candles, barbecues and open flame torches are prohibited. All approvals must be requested in writing.



FLAME RETARDANCY

- Flammable materials such as fabric, paper, banners, wood pallets, hessian, thatch, and straw are considered major fire hazards and require a fire-retardant certificate before the event.
- Only battery-operated flameless candles are allowed as part of your décor. Ensure that all tablecloths and napkins are fire-retardant, with certification required prior to the event.
- Draping must not touch electrical wiring, fittings, or globes and should be at least 5 cm above the carpeted floor.
- Halogen lights are not permitted. All light displays must be low wattage or LED.
- CTICC management ensures that products are suitably treated. If a registered fire contractor is required, please contact CTICC management.



FREIGHT HANDLING

Freight handling services, including customs clearance, are available upon request from the CTICC's recommended supplier. Off-site storage for early deliveries, late dispatches, and packaging materials is provided. The supplier also manages the movement of large equipment within the CTICC that cannot be manually carried.



CUSTOMS CLEARANCE

Customs clearance and freight handling services are available through the CTICC's recommended supplier. Contact your Sales or Event Executive for more information.



INFORMATION TECHNOLOGY (IT)

The CTICC partners with an industry-leading internet service provider to offer high-capacity, world-class bandwidth. The venue is equipped with a 10 GB fibre-optic backbone, feeding into CAT5e and CAT6 cabling. The CTICC's internal lettable venues are covered by high-density wireless (Wi-Fi) network. This Wi-Fi network can be tailored to suit specific client and exhibitor needs. Third-party Wi-Fi access points and hotspots are strictly prohibited.



WIRELESS

A free public entry-level wireless service provides internet access and is available in all lettable venues, with bandwidth dependent on the number of users accessing the network simultaneously. For meeting spaces and other Wi-Fi-enabled venues, you can purchase world-class, high-density Wi-Fi catering for 802.11 5GHz frequencies with a management and monitoring platform. Wireless is not recommended for any critical services, streaming or demonstrations that are dependent on stable connectivity. Wireless is inherently susceptible to interference.

Should dedicated connectivity be required, a premium option with dedicated internet bandwidth and a nominated SSID, is available for hire on the 5 GHz frequency. The event organiser should review the available bandwidth options and adjust the connectivity allowance to suit the expected delegate numbers.

Network and internet connectivity

Connectivity is provided over a high-redundancy, fibre-based link, with 24-hour link monitoring and proactive notifications for link failures or performance issues. The premium bandwidth supplied is symmetrical and uncontended, allowing users to move across different spaces in the CTICC while staying connected to the network. However, access is limited to authorised persons only. Dedicated networks can be customised for special requests; quotes are available 21 days prior to event build-up. For details, contact your Sales or Event Executive.

Important wireless internet feedback to be taken into consideration

Details regarding interference issues resulting from exhibitors or delegates broadcasting wireless services within the venue, can be found below. The CTICC is not able to guarantee the functionality of any wireless service where exhibitors or delegates deploy their own wireless equipment and broadcasts at an event. Delegates 'hot-spotting' from their own individual wireless-enabled devices are common in the events space. Limiting this behaviour is not something the CTICC can police. It is the organisers responsibility to ensure that their exhibitors, contractors and delegates do not install or operate Wi-Fi broadcast equipment at the CTICC.

Wireless Interference

Private wireless routers, access points or broadcasts, such as any IEEE 802.11 wireless broadcasts, are not permitted within the CTICC. Private wireless networks are often unstable due to overlapping networks from delegate hotspots or exhibitor stands. Wireless networks are highly susceptible to interference, degrading connectivity to a point where services become unusable. The CTICC reserves the right to disable or disconnect any non-CTICC supplied wireless networks to mitigate interference.

The CTICC's dedicated wireless services are supported on the 5 GHz (802.11a/ac/n) frequency range only. Risks relating to wireless services include, but are not limited to, wireless interference, service instability,

service interruption, reduced throughout and connectivity loss.

To mitigate wireless interference risks, we strongly advise that devices used to connect to the CTICC's wireless services are 5 GHz frequency band compatible. While 5 GHz-compatibility will not guarantee wireless access, it significantly improves the chance of connectivity.

Wireless networks (SSIDs), required by the client, to be delivered on 2.4 GHz frequency, will be identified with a '2.4' suffix added to the SSID name. The limited 2.4 GHz service is provided on a 'best efforts' basis and is unsupported due to the limitations of this legacy technology. This legacy 2.4 GHz wireless service should not be relied upon to deliver a stable service or connectivity to multiple devices. 2.4 GHz wireless does not operate with any degree of reliability.

The CTICC's ICT Division recommends a dedicated hard-wired connection for event-critical services such as demonstrations, streaming or presentations to avoid interruptions associated with wireless connectivity. For wired connections, please provide the number of connections needed and a stand plan indicating cable point locations. Ensure your stand builder routes cables correctly and prevents damage during the set up. Damaged cables will incur replacement charges.



NETWORK SECURITY POLICY

- The CTICC requires that all devices directly or indirectly accessing the network(s) have the latest virus scan software, security updates, system patches, and any other technological precautions installed to protect the client and others against viruses, malicious programmes and disruptive applications. Any device(s) adversely impacting the CTICC's network(s) may be disconnected from the network(s) with or without prior notice. The device(s) in question will remain disconnected until all issues are adequately resolved. All charges will apply, and no refunds will be given. Additional charges may apply for troubleshooting, problem diagnosis and/or problem resolution.
- The CTICC has implemented filtering policies on all internet routers. These filters block all inbound Internet Control Message Protocol (ICMP) – ping, traceroute, etc. – destined for any CTICC networks. The CTICC understands that ping and traceroute are valuable troubleshooting tools and therefore allows outgoing ICMP (ping and traceroute) packets sourced from any CTICC network(s).
- Customers requiring inbound or outbound access to any of the filtered ports should contact the ICT Division 21 days before the start of the event, and detail specific requirements so that the CTICC may consider a customised alternative. Costs may apply.
- Event organisers will need to inform all on-site personnel of the importance of the CTICC's network security compliance terms.



INSURANCE

The CTICC is not responsible for the loss, damage, safety or security of anything brought onto the premises. Public liability insurance, with a minimum cover of R10 million per occurrence is mandatory for all events. The CTICC can arrange this insurance at reduced rates. Event organisers can also aid you in procuring special eventing insurance. Exhibitors are advised to secure all-risk insurance from their country of origin to the exhibition stand, covering the entire event period and return. Exhibitors should ensure full coverage with public liability and comprehensive protection.



EVENT RULES

- The exhibitor's period of liability is deemed to run from the time they or any of their agents or contractors first enter the exhibition site and continue until all exhibitors and property have been removed.
- The exhibitor shall insure, indemnify and hold the CTICC harmless in respect of all costs, claims and expenses to which the CTICC may in any way be subjected as a result of any loss or injury arising to any person howsoever caused, because of any act or default of the exhibitor, his/her agents, contractors or guests, to the fullest extent permitted by law.
- Exhibitors shall be responsible for covering any loss or damage to rented or hired items from exclusive outsourced contractors.
- Exhibitors should take all necessary precautions to prevent any damage to their equipment, exhibits and displays before connecting to the electrical supply of the CTICC's exclusive outsourced contractors.



POOLS & JACUZZIS

All pools and jacuzzis must adhere to floor load capacity and a containment area must be established to prevent leaks. Water use is subject to availability, as per City by-laws.



SOCIAL EVENTS

A variety of social events can be staged at the CTICC. Including: weddings, receptions, bar mitzvahs, birthday parties, and engagements. If the event includes religious ceremonies, the organiser is responsible for arranging the relevant officiant. Contact your Sales or Event Executive for more information.



SPACE SURCHARGE (NON-EXHIBITION)

R105.00 excluding VAT (low season), R109.00 excluding VAT (high season) R110.00 (peak season) per net m² per day applies to any exhibits in any area that is a non-dedicated exhibition space. Venue rental surcharges may apply for events that continue/begin before or continue after pre-arranged times. This includes the Galleries, North Terrace and Marshalling Yard.



SUSTAINABILITY

The CTICC is committed to environmental sustainability, ensuring that hosted events at the CTICC have opportunities to reduce their environmental impact. For more information, please refer to the Sustainability Manual.



SIGNAGE & BRANDING

Various branding and signage opportunities are available throughout the centre. The placement of branding and signage is at the discretion of CTICC management.

Branding and signage opportunities include:

Interior branding

- 20 x A1 poster cabinets are available throughout the building at a fee.
- LCD screens are positioned at the entrance of each venue. Text and graphics must be provided in the following formats: *.bmp; *.ico; *.jpg; *.jpeg; *.gif; *.swf; *.mpg; *.avi; *.mov; *.asf; *.mpeg; *.dat and will be projected at no additional charge for the event organiser.
- All branding and signage must be free-standing.
- Branding is not permitted in any public areas unless agreed to in writing.
- Branding and signage may not obstruct or cover venue signage or artwork.
- Event organisers must submit their branding, signage and banner rigging requests in writing to the CTICC for approval, at the onset of the reservation.
- For further details, please refer to the CTICC's Banner Site Guide, available from your Sales or Event Executive.

Exterior branding

- Refer to the CTICC's Banner Site Guide for all exterior branding opportunities.
- All banner hanging and branding within the building require CTICC approval. Three banners can be displayed outside Entrance 3 at a fee.
- Flags hung on flag poles are subject to CTICC discretion and availability. The flags are produced, erected and dismantled by the CTICC's preferred supplier and must be dismantled and removed at the end of the hire period.
- Approval is needed for gallery walkway branding due to simultaneous events.
- Highway billboards facing the N1 are available, with priority given to events taking place in the Exhibition Halls.

The CTICC provides external electronic signage subject to availability. The signs overlook Cape Town's major highways and are static and programmable from a single point on the outside of the centre (one on each of the four Exhibition Halls of CTICC 1). Current legislation prohibits scrolling or flashing. Each sign can display up to 19 characters in one line. The technical specifications are as follows:

- HB red dimmable LED signage
- 19 characters on one line
- 6 LEDs in each cluster
- Character size: 400 mm
- Display size: 9 160 mm x 520 mm
- Viewing distance: 200 m
- Auto dimmer

Building code signage

- The CTICC complies with all relevant legislation and regulations on signage for exits, fire escapes and fire prevention, and hazardous areas.
- The CTICC reserves the right not to accept the erection of additional event signage. All additional signage is to be approved by the CTICC's management prior to erection. Signage may be erected only in areas defined by the CTICC and must be free-standing. Emergency and directional signage must always be visible.

Bunting & advertising signage

Signage may not block CCTV cameras, firefighting equipment or statutory signage

Facility signage

Signage directing visitors to toilets, restaurants, floor levels, escalators, lifts, venues, entrances, and exits is displayed throughout the centre. CTICC lifts are equipped with Braille writing.

Local area signage

Signage is displayed to direct visitors to and from all parking garages.

Poster cabinets

CTICC 1 has 20 x A1 poster cabinets available in designated areas of the public gallery and foyer, and six poster cabinets available on the exterior of the building. Poster board dimensions are 150 cm (high) x 120 cm (wide). These cabinets can be hired for a fee and are allocated at the CTICC's discretion and availability.

Preference will be given to consumer events. The period of advertising is determined based on demand. There are no poster cabinets in CTICC 2. Finished material must be submitted by the event organiser for CTICC approval prior to mounting.





LOGISTICS: BANNER HANGING

CTICC 1: Exhibition Halls 1 to 4A

The convex ceilings range from 10 m to 18 m in height. The maximum weight per node is 600 kg, with a total of 3 000 kg per truss.

Hall 4B:

The flat ceiling has a height of 9 m. The maximum weight is 250 kg per node, with a total of 1 500 kg per truss. Banner displays are allowed in designated areas with hanging bars, provided they do not obstruct venue signage.

Branding in public spaces, such as foyers and galleries, is limited. Banner hanging or flags above stands in the Exhibition Halls must be mutually agreed upon by the event organiser and the CTICC.

CTICC 2

The ground and upper Exhibition Halls have rigging points spaced 4 m apart from front to back. The maximum weight to be hung from the ceiling is 500 kg per node.

Rigging services are handled by the CTICC's preferred supplier. The CTICC's preferred supplier is fully compliant with national safety standards. Contact your Sales or Event Executive for a list of pre-approved banner hanging positions.

Accurate plans showing the positioning, weight, and height of suspended items are required by the CTICC. Design and construction services for banners and signs can be provided by the CTICC's preferred supplier if needed.

Further requirements include:

- Banners must be approved by the CTICC's management 30 days prior to hanging.
- Banners are to be delivered on the first day of build-up. Late delivery will incur a surcharge.
- Banners have a minimum of two points of suspension. If more are required, these will need to be quoted accordingly.
- Banner position and height must be agreed upon in writing before installation. The organiser is to provide an overall décor installation plan before build-up.
- Banners must be double-sided. Single-sided banners requiring assembly will incur a surcharge.
- Banners must have a suspension bar at both the top and bottom (including finials). Sewn sleeves must easily accommodate the suspension bar, which must protrude a minimum of 50 mm on both sides of the banner.
- The event organiser must ensure banners are clean and prepared.

- Banners can only be hung from areas accessible by the cherry picker or by rope access.
- The cherry picker must be operated by a licenced driver. Banners can only be hung from areas where there are appropriate hanging bars and weighting.
- Banners are to be constructed from flat fabric and should have no lighting or other attachments.
- Banner design and/or production must be organised and confirmed at least two weeks prior to build-up. Your Sales or Event Executive will provide further information in this regard.
- Banners must be made of flame-retardant materials.



VACATING THE VENUE

All equipment, décor or structures belonging to event organisers or their suppliers and contractors must be removed directly after the function, within the designated time, unless otherwise agreed to by the CTICC. All venues must be left in the same state in which they were received.



VEHICLE DISPLAY

Motor vehicle display arrangements can be made with a Sales or Event Executive ahead of the event.

However, the following points are necessary:

- The weight and a schematic of the vehicle.
- Weight limits must be advised and confirmed.
- The vehicle should contain only enough fuel or be fully charged to drive in/out of the centre.
- A drip tray must be placed under the vehicle's oil sump.
- Battery terminals are to be disconnected should the vehicle be left in the venue overnight.
- Fire fighting equipment must be displayed at every corner of the display.
- Vehicles must be locked, and the keys handed to the appointed Safety or Security Officer.
- If the vehicle is on display and open, the exhibitor must always be present.
- All details must be included in the load-in plan.



VENUE CAPACITY

For detailed information, please refer to the Capacity Chart. Capacities are based on maximum floor space using CTICC standard furniture with recommended aisle space. The capacity chart does not take into account audio-visual equipment, décor and menu requirements. The CTICC reserves the right to change the location of the event organiser's designated function room based on guest number, or if dictated by additional requirements.

Maximum capacities of venues may not be exceeded. A floor plan must be approved by the CTICC's Safety Manager and by the City of Cape Town at least one month prior to the event.



VENUE CONFIGURATION

CTICC venues are hired with one configuration per day. Should any turnaround of rooms be required, additional costs will be incurred and negotiated individually.



VENUE RENTAL HIRE PERIOD

Venue rental rates are charged per day. The standard hire period is from 06:00 to 23:59. Using facilities beyond these hours incurs a surcharge. Extended rental times are subject to CTICC management's approval.



VENUE SET-UP PLANS

Room layouts and floor plans from external providers must be to scale, based on the CTICC footprint, and should clearly show emergency exits, fire hydrants, and recommended aisle spacing. These drawings must be submitted to the CTICC as a PDF file and at least one month prior to the event.



WASTE REMOVAL

The CTICC adheres to an environmentally-friendly and strict recycling policy. This exceeds local standards and applies specifically to events taking place in the Exhibition Halls. The event organiser is responsible for ordering skips for exhibitions or events. Should additional skips be required during any stage of the event, this will be communicated to the event organiser. An event waste plan is available upon request.

CONTACT



CTICC 1:

Convention Square, 1 Lower Long Street, Cape Town, 8001, South Africa
GPS co-ordinates: -33.915141°, 18.425657°

CTICC 2:

Corner of Heerengracht & Rua Bartholomeu Dias, Foreshore, Cape Town, 8001, South Africa
GPS co-ordinates: -33.91747°, 18.42908°



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Cape Town International Convention Centre



NURTURE
OUR
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we are a green conscious convention centre

