



# Guidelines for Exhibitions Salzburg Congress

## LOGISTIC

### Goods deliveries

Delivery times begin 4 working days before the event:

Monday - Thursday: 07.00 am – 03.30 pm

Friday: 07.00 am – 11.00 am

Extended delivery times are only possible upon request.

### Delivery address

Individual deliveries must be labelled with the following address:

**Name of the event**

**Exhibitor name / Booth number / Name of the recipient**

c/o Salzburg Congress

Auerspergstrasse 6

5020 Salzburg

Austria

Acceptance for incorrectly addressed deliveries may be refused. Salzburg Congress does not assume any costs for customs clearance, transport, delivery and collections.

Any customs formalities (import/export) must be completed by the sender in due time. If Salzburg Congress is wrongly listed as consignee according to Incoterms, acceptance will be refused. Salzburg Congress serves only as the delivery address.

The same shall apply to returns. Salzburg Congress only serves as the collection address, not as the sender.

## Loading area Auerspergstrasse

Salzburg Congress is situated in downtown Salzburg and has its own loading/unloading zone of the dimensions 17m x 2.5m, usage of which is restricted during events.

**Neither loading ramp nor forklift are available**, thus the use of vehicles with a lifting platform is necessary for unloading. Trolleys, hand-operated and electric pallet trucks and lifting devices for inside-use in Salzburg Congress can all be provided on request.

## Loading gate

Dimensions loading gate Auerspergstrasse: Width: 300 cm, height: 250 cm.

Dimensions loading gate parking garage Auersperg (Sheraton): Width: 245 cm, height: 208 cm

## Freight elevator

Salzburg Congress has a freight elevator that runs from the 2nd basement (Sheraton parking garage) to the 2nd floor.

Door width: 245 cm, height: 2350 cm, depth: 600 cm

Load capacity: 3.500 kg

## Receipt of goods

For goods deliveries there are an intercom and a bell in the loading area, right next to the entrance doors. Goods delivered can only be accepted with valid and complete transport documentation. Goods that cannot be attributed to a particular sender will not be accepted by Salzburg Congress.

## Storage space

Salzburg Congress only has a limited amount of storage capacity. The temporary storage of materials after assembly is completed, such as empty packaging and pallets (etc.), must be authorised by the responsible Salzburg Congress representative.

## Pick-up of goods after the event

Collections have to be made until 2 working days after the event:

Monday-Thursday: 07.00 am - 03.30 pm

Friday: 07.00 am - 11.00 am

Extended pick-up times are only possible upon request.

Exhibitors are requested to schedule the collection of items during the stipulated post-show dismantling period.

Collections must be made under instructions issued by the customer. After the show, all items must be packaged for collection, be correctly labelled with the full address of the recipient, and be accompanied by all necessary freight documentation.

Forwarding agents and parcel services are required to present the requisite transport documents when collecting items, otherwise the goods cannot be handed over.

For any consignment not collected after 3 working days appropriate storage charges will apply.

### Arrival by HGV (avoiding the underpass)

Autobahn A1 – exit at 'Salzburg Nord' and head for the city centre down Vogelweiderstraße - Schallmoser Hauptstraße - Franz-Josef-Straße. Turn right into Rainerstraße and then left into Markus-Sittikus-Straße. Turn left into Schwarzstraße, left again into Auerspergstraße (one-way only).

### Access for HGVs

Please make a note of the following information on HGV driving bans in Salzburg:

**There are weekend bans for HGVs on roads in the city and province of Salzburg from 15.00 on Saturdays until 22.00 on Sundays, and also on official public holidays.** The bans apply to heavy goods vehicles with trailers when the maximum total weight of vehicle and trailer, or of the trailer alone, exceeds 3,500 kilogrammes, and also applies to HGVs or articulated vehicles if the maximum total permitted weight of 7,500 kilogrammes is exceeded.

**There is a night-time HGV ban on all roads from 22.00 until 05.00.** The ban applies to HGVs with a maximum total permitted weight exceeding 7,500 kilogrammes. Among the exceptions from the ban are low noise-emission HGVs carrying § 8b Abs. 4 KDV 1967 certification.

**Please consider the driving bans in your plans and schedules.** Should you require special permission, the authorities in the city and province of Salzburg will be pleased to help you with the formalities:

Local authority for Traffic Laws and Vehicle Inspections:

Amt der Salzburger Landesregierung Referat Verkehrsrecht und KFZ-Prüfstelle

Tel +43 662 8042 3479 or 3480

verkehrsrecht@salzburg.gv.at; gueterausweisstelle@salzburg.gv.at

## Local authority

Magistrat Salzburg Abteilung 5/04  
Department of Traffic & Roads  
Tel +43 662 8072 3191  
verkehr@stadt-salzburg.at

## HGV parking

'Nord' bus and coach park  
Address: 'Anschlussstelle Salzburg Nord', 5020 Salzburg  
Geo-coordinates: Latitude 47.832019. Longitude 13.055515

## Loading & unloading slots for HGVs and vans

Special unloading and loading slots must be arranged for deliveries to be made by haulage forwarders. In such cases, please contact the exhibition organizer.

## Arriving by car

Car drivers can drive all the way to the Salzburg Congress facility. The loading zone in Auerspergstraße is purely for loading and unloading purposes – but not for parking.

You will find the following parking facilities around Salzburg Congress:

### Short-term parking zone:

- Monday to Friday 09:00-19:00 - chargeable, parking time maximum 3 hours.
- On Saturdays - free of charge, parking time maximum 3 hours, with parking disc
- On Sundays and public holidays - free of charge, without time limit

The fees can be paid at the parking ticket machine in cash or with ATM card (NFC function) or by cell phone.

There are the following underground parking facilities near the Salzburg Congress complex:

- APCOA parking garage Auersperg (Sheraton) – access via Auerspergstrasse
- CONTIPARK parking garage Mirabell-Congress Garage – access via Mirabellplatz
- CONTIPARK parking Mirabell Congress Garage – access via Schranngasse
- CONTIPARK parking garage at Paracelsus Bad – access via Schwarzstrasse

## ADMISSION CONTROL

An admission control booked by the organizer is responsible for ensuring that only persons belonging to the event enter the venue. The access regulations for stand construction personnel and stand supervision are specified by the exhibition organiser.

## SURVEILLANCE / SECURITY

Outside the official opening hours Salzburg Congress is locked. Salzburg Congress shall not be liable if objects are lost by the Contractual Partner, its employees, agents, visitors or guests during or in connection with events; this also applies to theft. The event organiser is obliged to organise insurance coverage for the event.

### **Salzburg Congress Security Measures**

45 video cameras around the entire facility (10 cameras in the entrance area)

Video intercoms: Loading area, 2x underground car park

Door-opener with a programmable chip card

Computer monitoring of all outer doors

Fire detectors (type: ESSER FlexES Control)

Emergency power generator

## FACILITY MANAGEMENT (WASTE, CLEANING ETC.)

### **Waste disposal**

Statutory requirements demand the organiser be held responsible for guaranteeing the disposal of all waste created during an event, and during assembly and dismantling periods. Should the contractual partner fail to do so, Salzburg Congress shall be entitled to dispose of such waste at the expense of the aforementioned partner.

The exhibitor shall be responsible for the correct and environmentally sustainable disposal of waste created during an event, and during the assembly and dismantling of the booth.

Carpets and laminate will not be disposed by Salzburg Congress but must be taken away by the

conducting company.

### Avoiding waste

The avoidance of waste on site at the exhibition is a high priority. Exhibitors and their contractual partners shall be obliged to make an effective contribution to this goal during every phase of the event. This goal must be considered during the planning phase and in cooperation with all other parties involved. It is generally expected that reusable materials and goods causing the least possible damage to the environment be used to build and run the booth.

### Waste separation

When disposing of waste, the exhibitor is obliged to ensure all recyclable waste is separated into the various statutory categories of materials and waste for correct disposal.

### Cleaning

Should the contractual partner require complete or partial cleaning at any juncture, this will be organised by Salzburg Congress on behalf of – and at the expense of – the customer. Cleaning services are provided by Salzburg Congress.

### Adhesive tapes

Only adhesive tapes authorised by Salzburg Congress may be used for the installation of floors, decorations or for other similar purposes.

### Floor and floor surfaces

The floor in Salzburg Congress is strap parquet, oiled acacia. Only non-stick or non-slip carpets may be used for expo floors. No floor surfaces or self-adhesive carpets may be adhered to floors. The only adhesive tapes permitted are those which the contractual partner can remove completely after the show. If desired, these tapes can be purchased through Salzburg Congress.

Carpets and other floor surfaces must be laid so as to guarantee there will be no accident and must not extend beyond the borders of the booth. The only adhesive tapes which may be used are those that can subsequently be completely removed from all surfaces. In all other cases, the use of adhesives or other solutions is forbidden. It must be possible to remove all materials and substances completely. Substances such as oils, fats, paints and other similar substances must be removed from the floors immediately. If drinks are served or liquids are handled at an exhibition

stand, a waterproof carpet/underground is obligatory.

Only loads up to 500 kg/m<sup>2</sup> are permitted in the entire Salzburg Congress (flat supported loads, no point loads).

The organizer is liable for any damage resulting from improper transport, assembly or dismantling

## BOOTH SAFETY

### Booth safety

Exhibition booths, including fixtures, fittings and exhibits, advertising stands etc. must be erected to be as stable as possible in order to ensure they in no way endanger public order, or the lives, health or safety of the public. Booth safety must be guaranteed at every stage of construction, and for every version of structures erected during assembly, alteration and dismantling activities.

### Structural statics

Exhibitors are responsible for the structural integrity of the booths and on demand must prove the structures have been approved.

### Traffic safety

If there is a reason to doubt the structural stability or traffic regulation compliance of a structure, fixture or fitting, even if it has already been approved, Salzburg Congress reserves the right to inspect – or have inspected by an appropriate specialist – all booth structures, exhibits, advertising banners and boards etc. as regards their stability and traffic regulation compliance at the expense of the exhibitor.

### Operational safety

The exhibitor is responsible for guaranteeing operational safety, and adherence to work safety and accident prevention regulations on his/her booth. The exhibitor is also liable for all damage or losses caused by the booth constructor, management of the booth, and by the exhibits placed on the booth.



## Hazards

Activities inside and outside the halls, on and around the exhibition spaces, during the entire assembly and dismantling period, are similar to those on a building site. All staff employed on site during these periods must be informed of the prevailing hazards.

## FIRE ENGINE ACCESS AREAS, HYDRANTS

All necessary fire service access routes and turning areas, and all those areas marked with 'no stopping' or 'no waiting' signage must be kept free for the fire service at all times. Vehicles and objects left standing on emergency service access routes and safety areas will be removed at the cost and risk of the respective owner. All hydrants in the outdoor areas must be kept fully accessible, must not be covered by any structures and must not be disguised in any way.

## EMERGENCY EXITS & ESCAPE ROUTES

All escape routes must be kept clear at all times. Automatic sliding doors along escape routes must be easily openable to the fullest extent from within. Neither the emergency exits and emergency escape options, nor their signage, may be blocked, built around, built over, covered, obstructed by any objects – suspended or standing, or be rendered unrecognisable or unusable to any degree whatsoever.

Hallways, corridors and gangway access may in no way be restricted by objects left standing there or by objects protruding into the above ways. Structures must not be built in gangways, or may only be done so if special dispensation has been granted. In emergencies they serve as escape and emergency service access routes.

## SAFETY & SECURITY INFRASTRUCTURE

Sprinkler systems, fire detectors, fire extinguisher fittings, smoke detectors, hall door closing and locking systems and other similarly marked safety infrastructure, their labels and signage, particularly for the green emergency exit sign, must be visible and accessible at all times, and must at no time be obstructed by other objects or obscured by construction work.

## GUIDELINES FOR CONSTRUCTION INCL. BFL-S1 AND MATERIALS

### Materials

The use of easily combustible materials, those which may drip when on fire and those which exude toxic vapours, such as polystyrene, PVC or other similar substances, shall not be permitted. No materials will be permitted for use which are adjudged to contribute to a strong accumulation of smoke as defined by German Industry Norm DIN 4102. In special cases, supplementary requirements may be demanded of load-bearing structural elements for safety reasons (such as non-combustibility).

### Decoration

In compliance with DIN 4102, decorative materials must be of a very low combustibility rating. That means a minimum B1, or at least class C: C-s3d2 or in accordance with EN 13501-1. Some items or areas may use decorative elements of normal flammability if these can be proven to have been integrated in such a way as not to be easily set alight.

### Construction material

Demands may be made at any time to show an official inspection certificate confirming the construction material class of any materials used. Please ensure this is always available for inspection at your booth. Deciduous and coniferous woods may only be used if the roots are kept moist. Generally, bamboo, hay, straw, bark mulch, peat and other such materials do not meet the above-mentioned standards and should not be used. Typically flammable materials and decorative items that may drip when molten, such as plastic flowers, wine leaves and fruit, must not be used for overhead arrangements.

### Cable binders

The use of plastic cable binders to fasten structurally important elements and to affix items such as lamps and other structures is forbidden.

### Naked flames

All uses of naked flames must be officially approved in advance by Salzburg Congress.

## BOOTH DIMENSIONS

### Construction height

The normal height for stand structures and advertising bodies is 2.50 m. Deviating construction heights may be accepted upon application and presentation of the stand drawing.

### Dimensions

After booth space has been allocated, all exhibitors are obliged to inform themselves about the positioning of all relevant fixtures and fittings, particularly fire detectors, the exact routing of utilities supply lines, ventilation systems etc., and to inform the booth constructors wherever necessary. Due to the prevailing architectural restrictions, structures CAN NOT EXCEED a maximum height of 250 cm. Exceptions are only possible with prior approval by Salzburg Congress. The borders of the rented floor space must be strictly adhered to.

## SUSPENDED ELEMENTS

Booth spaces do not include overhead suspension points for display elements. If the exhibitor's booth design should require the inclusion of suspended elements, he/she must include them in plans, calculate their statics accordingly and have them approved by the organiser.

## GUIDELINES FOR POWER SUPPLY & BOOTH LIGHTING

### Electricity

The facility itself can provide a power supply of 220 V ( $\pm 10\%$ ) and 380V ( $\pm 10\%$ ), 50 Hz. If other voltages and frequencies are required the exhibitor shall be expected to provide a currency converter. An uninterruptible power supply (UPS) is not provided in-house.

### Booth Lighting

For safety and ecological reasons, stand supervisors are requested to switch off the stand light and any equipment not required before leaving the venue. Therefore, the stand construction company must ensure that, if additional equipment requiring night-time power is used, a switch is installed that allows the stand lighting or equipment to be switched off separately. If this is not ensured, Salzburg Congress reserves the right to charge the exhibiting company an additional flat rate of € 250,00 net for 230V 16A power supply and € 350,00 net for 400V 16A power supply.

## APPROVAL FOR EXHIBITION PLANS

Exhibition plans must be submitted to and approved by Salzburg Congress prior to publication. Our project managers will check whether it complies with fire regulations and whether all emergency exits have been taken into account.

## BOOTH DESIGN

We recommend to have transparent structures on the edges of the booth bordering on the gangways. Long, non-transparent booth structures bordering on the gangways will not be permitted. Walls built along the edges of the gangways must be broken up by the integration of glass panels, displays and other such features aiding visibility. All visible floor surfaces must be suitably styled. All booth boundaries that do not border on the gangways must be blocked with booth walls or similar elements designed to prevent a clear view to the next booth or movement of people across these delineations. Such dividing elements must be at least 250 cm high.

Machinery and other exhibits must be set up in such a way as to ensure operation and presentation at the booth are both possible. The space required for safety and security barriers must also be considered and these must be installed according to the prevailing hazards.

### Unauthorised structures

If demanded by Salzburg Congress, unauthorised booth structures, and such structures as do not meet technical or statutory stipulations, must be altered accordingly or removed. If construction, alteration or removal have not been completed by the deadline, Salzburg Congress shall be entitled to do so at the expense and risk of the exhibitor.

## BOOTH CATERING

Sheraton Grand Salzburg is the exclusively authorised booth caterer at Salzburg Congress. Exhibitors are not permitted to offer food or beverages and are obliged, if catering is required, to use the services of the official congress caterers. Orders must be placed directly with Sheraton Grand Salzburg.

[catering.salzburg@sheraton.com](mailto:catering.salzburg@sheraton.com)

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**TOURISMUS SALZBURG GmbH** Salzburg Congress

Auerspergstraße 6 • 5020 Salzburg • Austria • Phone: +43 662 88987 0

welcome@salzburgcongress.at • [www.salzburgcongress.at](http://www.salzburgcongress.at)