

ICE'19 GUIDELINES

A short guide to successful expo participation

This is a guide through the processes; arrival to Vienna airport or arrival by car, parking options, hotel check-in, expo check-in, exhibition rules, provisioning at the expo, official party, extras, hotel check-out, expo check-out.

If you should nevertheless get stuck, confused or in any kind of trouble, the **ICE'19 INFO HOTLINE: +385 92 374 0995** is available 24/7 starting from Nov.7th at 8am.

1. Basic rules – exhibiting sectors – meetings – official app

Participants of this expo are differently marked and have different rights and obligations.

Fleet operators are exhibiting in the blue sector, holding blue expo passes. There are 180+ fleets registered. It is possible for a fleet operator to visit without exhibiting; by registering for a business pass. 40 business passes are available.

Suppliers of various goods and services are exhibiting in the yellow sector, holding yellow expo passes. There are only 80+ such registered companies. It is possible for a supplier to visit without exhibiting; by registering for a business pass. 30 business passes are available.

Charter brokers cannot exhibit, only visit; they hold red expo passes. Brokers cannot own or manage charter yachts, nor supply any goods or services to the charter industry; if this is the case, they cannot be registered as charter brokers.

Only participants who have registered and have been approved by the organization can be permitted entrance to the expo.

We strongly recommend pre-arranging meetings; the official meeting software is HANDSHAKE. ICE participants are responsible for updating their profiles and setting up meetings. To use HANDSHAKE one must order and purchase an account not later than Oct 31st.

Before the opening of ICE'19, the official mobile app "International Charter Expo" is published on Google Play store and Apple Store which contains all details about the expo as well as a detailed directory of registered participants.

The ICE app will also inform you about current happenings like workshops, parties as well as changes in the agenda. The use of the ICE mobile app is included in the participation fee.

2. ICE'19 working hours

Thursday: Conference day at Marx Palast 1:00pm–7:00pm.

Marx Palast location: Maria-Jacobi-Gasse 2, Vienna. (adjacent to Marx Halle)

Expo in Marx Halle:

Friday & Saturday: 9:00am-7:00pm

Marx Halle location: Karl-Farkas-Gasse 19, 1030 Vienna.

ICE ROCKS party on Saturday, 9:00pm-11:30pm (open bar) in Passage Club.

Passage Club location: Burgring 3, 1010 Vienna.

Sunday: City meetings via Handshake app

3. Exhibiting booths – cleaning – catering – opening hours

The booths are provided by the provider Temaks and are their responsibility. Exhibitors are not allowed to do any alterations like stapling, drilling, gluing, taping, coloring or scraping without consulting a Temaks representative at the expo (Tomislav +385 91 217 2525).

IMPORTANT: Working on your booth

Exhibitors can enter the expo to setup their booths on Thursday, Nov 7th from 10:00am until 8:00pm.

If you are mounting your own graphics, you need to inform Temaks before October 31st on branko@temaks.hr. If Temaks is not contacted, the setup of your soft banners might be delayed. Charges may apply for Temaks services.

If you arrive to the show and need to do modifications on your booth be sure to contact the Temaks field representative **Tomislav +385 91 217 2525**. Please note that construction out of heavy wood or metal is not allowed as well as any work that involves significant modification of the stands.

The exhibitors are responsible for keeping their booths clean, the carpet undamaged, the booth walls unharmed. The hallways will be maintained by the organization. If a booth is untidy after end of working hours, it will be cleaned by expo personnel; the charges will be added to the exhibitor's account in the amount of 10 EUR ex. VAT, per sqm.

Here are potential costs that might apply if the expo inventory is damaged;

- carpet: 10 EUR ex. VAT per sqm
- decorative plants: 100 EUR ex. VAT per plant
- octanorm walls and furniture as per Fairleih/Temaks pricelist

Please be careful with electricity; each exhibitor is provided with 3 el. sockets. If you believe you need more, you can order them in myICE.

Please be careful with lights; they can get hot so you can ask the Temaks personnel to partially switch them off. Do not do it yourselves.

Coffee will be available at both lounges in the Marx Halle as mentioned in the participation fee. Credit cards are accepted at the bar and nearby restaurants. Entering the expo with own provisions is allowed. Be careful with food at the booth; cleaning of stains on furniture and carpeting will be charged. There are several places to have lunch around the Marx Halle.

4. Visiting – official app

Visitors are free to enter and leave the expo at will.

The official mobile app (“International charter expo”) is included in the participation fee. It will be published on Google Play store and Apple Store which contains all details about the expo as well as a detailed directory of all participants. The ICE app will also inform you about current happenings like workshops, parties as well as changes in the agenda.

5. Arrival to Vienna (airport + metro)

Once arriving to the Vienna International Airport, you can take several means of transport to the center of Vienna – train, bus, taxi.

The quickest is the CAT (City Airport Train) – from the airport taking you directly to the city center. [Link](#) with all information for the CAT. On this [link](#) you can also see where the CAT takes you compared to all other metro stations in Vienna.

To get from the **airport to the Roomz Hotel** (Paragonstraße 1).

- Take the CAT line and get off at Wien Mitte/Landstraße.
- Find the U3 (U-Bahn) underground line towards direction: Simmering.
- U3 metro line – get off at GASOMETER station.
- Walk 350m to hotel.

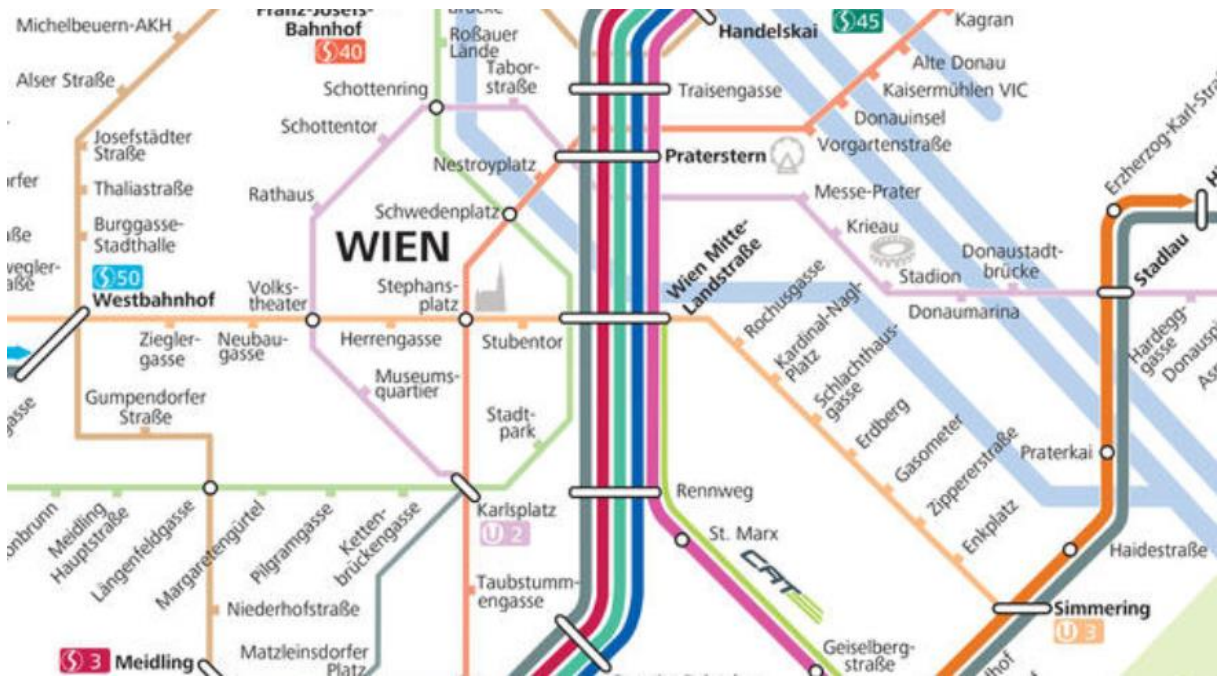
To get from the **airport to the Wilhelmshof Hotel** (Kleine Stadtgutgasse).

- Take the CAT line and get off at Wien Mitte/Landstraße.
- Find the S3 suburban train towards the direction: Stockerau Bahnhof.
- S3 line – get off at WIEN PRATERSTERN station.
- Walk 350m to hotel.

Vienna City map [link](#) – Metro and Tram.



Underground U-bahn (top map) / S-bahn Tram (bottom map)



6. Arrival to Marx Halle by public transport

From Roomz Hotel to Marx Halle

- By foot (from Hotel 15 minutes to Marx Halle)
- Walk to Gasometer U-bahn station and take U3 line one stop to Zippererstraße.
- Walk to the tram station (1 minute), and take the 71 tram line (direction Wien Börse) and get off at St. Marx.
- Walk 4 minutes to Marx Halle.

From Wilhelmshof Hotel to Marx Halle

- Walk to the Wien Praterstern Station
- Take the S7 tram line towards the direction: Wolfsthal
- After 3 stations, get off at Vienna Bio Center St.Marx Station.
- Walk 8 minutes towards the Marx Halle.

7. Arrival by car – parking marx halle

The Marx Halle does not offer free parking.

If you are arriving by car on the expo days (Friday and Saturday), you can park in two garages near the Marx Halle:

- BOE Garage Neu Marx (€1.90 per hour / €15.20 per day)
- Media Quarter Marx Garage (€2.30 per hour / €27.60 per day)



8. Booth setup / take down

You can enter the Marx Halle to setup your booths on Thursday from 10:00am to 8:00pm. Take down of booths will be on Saturday from 7pm – Sunday noon (12:00pm).

IMPORTANT: Setting up your booth on Thursday

When entering the Marx Halle on Thursday to bring your things with car, please use the drop off area next to the Marx Halle. Please note it is not a parking so once you bring your things and drop them off, you will need to move your vehicle.

Exhibitor passes will be ready for you on the main entrance (expo day) entrance; please note that credential passes are unique and must be kept during the entire duration of the expo otherwise entrance will not be possible.

Use the same car pick up / drop off area to take your things after the expo from Saturday after working hours (7pm) to Sunday noon (12:00).



9. Credential passes pickup / Registration at the expo reception

Thursday:

- Exhibitors: main entrance of the Marx Halle (Fleet operator & Supplier)
- Visitors: Marx Palast (Fleet operator, Broker/Agents, Supplier and Press)

Friday:

All passes of all sectors will be waiting for you at the main entrance of the Marx Halle at the registration desk.

Only registered exhibitors / visitors will be allowed entrance.

IMPORTANT:

Please keep in mind that entrance to the expo may be denied if outstanding payments have not been covered – be sure to **COVER ALL OUTSTANDING PAYMENTS BEFORE OCTOBER 31st**. If you haven't received a proforma invoice for ordered services, please contact the ICE organization ASAP. The final invoice will be issued after the payment has been received.

10. Official party on Saturday: @Passage Club

The official ICE party will be held on Saturday, Nov 9th.

Location: Passage Club. Burgring 3, 1010 Vienna.

Entrance to the party is possible from 9:00pm for all ICE participants with credential passes.

Please be on time; there will be finger-food and open bar until 11:30pm.

After 11:30pm drinks are charged as per standard pricelist and the club is open for the public.

The capacity of the club is limited to 700 people so please ensure your tickets on time.

Official ICE credential passes (broker, charter, supplier, press) will be checked entering the party. Be sure that your credentials have the party add-on. If you should lose or forget your credentials, please contact ICE personnel through the info hotline.

11. Hotels offered by ICE and Checkout

If you booked your accommodation at one of the two hotels offered, here are the addresses of the hotels.

Roomzs Hotel Vienna: Paragonstraße 1, 1110 Vienna.

Tel: +43 1 7431777

Wilhelmshof Hotel: Kleine Stadtgutgasse 4, 1020 Vienna.

Tel: +43 1 2145210

Please cover all additional expenses before checking out; tourist tax, mini bar consumption, pet surcharge, spa use, breakfast if necessary, etc.

HOT TIP: To avoid longer delays on check-out, it is recommended to cover your bill at check-in or during your stay.

12. Expo check-out

Visitors have no obligation to announce leaving the expo.

Exhibitors must report to the reception desk 30 minutes before departure, if departing early. The booth will be checked for damages and outstanding charges. After they are excused, they may leave the expo. Exhibitors may not leave the expo before official closing time; charges apply if booths are left unattended.

13. ICE'20 reservations

You can make booth reservations for ICE'20 during ICE'19. You will get early booking discounts of 15% on booth list prices and you can also choose your booth locations.

Friday at 12:00pm – 7:00pm → Exhibitors can confirm current booth locations for ICE'20. Booths that are not confirmed on Friday will be available to all other companies on Saturday.

Saturday at 12:00pm – 7:00pm → Exhibitors and visitors can choose new booth locations, from available booths.

ICE office is located at the entrance (booth S1+S2).

EXPO CONTACTS:

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|----------------------------|---|
| ICE team | +385 92 374 0995 (available 24/7) |
| Booth technical assistance | +385912172525 (Tomislav) +3859121744545 (Renato) (available during constructions and opening hours) |

Please note that details can still be changed but these guidelines will significantly improve your overall experience of ICE.

We wish you a productive expo and a good time.

ICE team

SUMMARY

- Exhibitors can enter the expo to setup their booths on Thursday, Nov 7th from 10:00am until 8:00pm.

If arriving with a vehicle, please use the side area to come with car and drop off your furniture and other things. It is not a parking area.

- Official / obligatory working hours; exhibitors must be present.
Friday 9:00am – 7:00pm
Saturday 9:00am – 7:00pm

Opening / non-obligatory hours; open doors and gatherings for all.
Friday 8:00am – 8:00pm
Saturday 8:00am – 8:00pm

- Exhibitors and visitors can pick up their passes;
 - Thursday at the Marx Palast, 12:00pm to 6:00pm (only visitors)
 - Thursday at the main entrance of the Marx Halle from 10am – 8pm (only exhibitors)
 - Friday & Saturday at the main entrance of the Marx Halle - registration desk (all exhibitors and visitors).
- The Conference day is on Thursday, November 7th, starting at 12:30pm. Location is Marx Palast.
- The ICE Rocks party is at the Passage Club, starting 9:00pm on Saturday, November 9th.
- Pick up of things after the expo will be possible on Saturday November 9th from 7pm to Sunday noon (12:00pm). It is IMPORTANT that all your things are picked up then!