ICE'26 GUIDELINES

FOR EXHIBITORS & VISITORS | 11–13 NOVEMBER 2026 | EXPO GREATER AMSTERDAM

IMPORTANT — UPDATED EXHIBITION FLOOR PLAN

Due to a significant number of cancellations by fleet operators, the ICE 2026 exhibition floor plan has been slightly reduced and adjusted. Some booth locations may differ from earlier versions.

Before heading to a meeting, please check the current booth location in the Handshake application or consult the official floor plan displayed immediately to the RIGHT of the main entrance. Please rely on these updated sources rather than older floor plans.

1. ICE 2026 at a glance

Event	International Charter Expo (ICE) 2026
Dates	Wednesday 11 – Friday 13 November 2026
Venue	EXPO Greater Amsterdam, Stelling 1, 2141 SB Vijfhuizen, The Netherlands
Official website	www.internationalcharterexpo.com
General enquiries	info@internationalcharterexpo.com
On-site support	+385 97 757 4706
Exhibitor setup	Tuesday 10 November — access hours **for exhibitors only**: 12:00 p.m. - 6:00 p.m.
Exhibition opening hours	8:00 a.m. - 6:00 p.m.

2. Registration, badges and participant categories

Only participants registered and approved by the organiser may enter the exhibition. Collect your individual accreditation badge at the ICE registration desk. Badges are personal and must be kept for the duration of the event.

- Fleet operators & Central Agents: blue badges
- Suppliers: yellow badges
- Charter brokers: red badges
- Charter Forum: purple badges

Early badge collection for exhibitors – Tuesday, 10 November

- Exhibitors arriving one day before the exhibition to set up their booths may collect their accreditation badges at the **ICE Stand on Tuesday, 10 November 2026, between 12:00 and 18:00.**
- We strongly recommend collecting your badge during setup to avoid queues on the first exhibition day.
- From Wednesday, 11 November, badges will be available at the official ICE Registration Desk.

3. Handshake meetings and booth locations

Handshake assistance and additional purchases

For urgent Handshake-related issues during the exhibition, please contact the ICE support team directly via **WhatsApp at +385 97 757 4706**.

This includes login difficulties, meeting scheduling, account access, technical problems and any other Handshake-related inquiries.

Please send us a WhatsApp message describing your issue, preferably including your company name and a screenshot if relevant, so our team can assist you as quickly as possible.

If you need assistance purchasing additional Handshake access, Charter Meetup tokens or Visitor Passes, please contact the ICE team via **WhatsApp at +385 97 757 4706**.

Additional Handshake access and Visitor Passes can be purchased through the official ICE webshop until the exhibition begins.

ICE Webshop: https://www.internationalcharterexpo.com/shop-booking/

4. Booth setup and exhibitor responsibilities

Booths are supplied by DECORIGINALS. Exhibitors must not drill, staple, glue, tape, paint, scrape or otherwise alter booth structures without approval from the ICE team or the official booth contractor.

- Booth setup: Tuesday, 10 November 2026, 12:00–18:00.
- The foyer is occupied on 9–10 November. For unloading, exhibitors and suppliers may access the rear of the halls; follow the on-site directions and assigned access route.
- Any wall-mounted items or non-standard installations require prior written approval from the ICE team or the official booth contractor.
- Keep booth walls, carpeting, furniture and fittings clean and undamaged. Any applicable cleaning or damage charges must follow the confirmed 2026 price list and terms.

Booth equipment inspection and reporting deadline

- All exhibitors must inspect their booths and check that all ordered equipment is working properly, including electricity, lighting, refrigerators, TVs, furniture and other installed items.
- **Any missing, damaged or malfunctioning equipment must be reported to the ICE team no later than 12:00 (noon) on Wednesday, 11 November 2026.**
- Please report all issues to the ICE Registration / Information Desk so that our team can coordinate with the responsible suppliers.
- If an urgent technical issue occurs after this deadline, please call the ICE on-site support number directly: +385 97 757 4706.
- The reporting deadline does not mean that urgent problems arising later will be ignored.

Waste Disposal & Daily Cleaning

Each exhibitor will receive **three garbage bags for their booth**, one for each exhibition day.
Please note that **the cleaning service is responsible for cleaning the exhibition hall aisles and common areas only. Cleaning staff will not enter individual exhibitor booths.**
To ensure that waste is collected, all exhibitors must follow these instructions:

- At the end of each exhibition day, place your filled garbage bag **outside your booth, in the exhibition hall aisle**.
- Garbage bags must be placed outside the booth so that the cleaning staff can collect them.
- **Garbage bags left inside exhibitor booths will not be collected**, as cleaning staff are not permitted to enter individual booths.
- Exhibitors are responsible for keeping their own booths clean and tidy throughout the exhibition.

IMPORTANT: If you do not place your garbage bag outside your booth at the end of the day, your waste will not be collected.

5. Deliveries and promotional materials

EXPO Greater Amsterdam can receive participant deliveries starting 9 November 2026, between 08:00 and 17:00. Deliveries before 9 November are not accepted.

Address for deliveries:

EXPO Greater Amsterdam
Attn: ICE + Exhibitor Name / Booth Number
Stelling 1
2141 SB Vijfhuizen
The Netherlands

Every parcel MUST clearly show “ICE”, the exhibitor/company name and the booth number. Add a contact mobile number and shipment tracking details where possible. Exhibitors remain responsible for organising and tracking their own shipments.

EXPO delivery contact person and telephone number: EXPO Greater Amsterdam – Facility Management: +31 6 5743 0192.

6. Parking and vehicle access

Parking during exhibition days costs €13 per car per day, VAT included. Payment is by card at the parking machines.

Special arrangements apply on Tuesday 10 November because another event is taking place in the foyer. EXPO has proposed 80 complimentary parking passes for distribution to suppliers and exhibitors. These are limited and must be allocated by the ICE team; availability for individual exhibitors is not guaranteed.

Suppliers and exhibitors may access the rear of the halls to unload materials. Follow the directions of venue staff and the ICE logistics team.

7. Food, drinks and catering

Hot meals will be provided by 3 food trucks, operating from 11:00 to 16:00 during the exhibition.
The expo restaurant will be open from 12:00 to 16:00, offering sweets, desserts and other sweet snacks.
Snacks will also be available at the expo bars.
Beverages:
Coffee, tea, cappuccino, bottled water and soft drinks will be available from 08:30.
Complimentary beer, non-alcoholic beer, white wine and red wine will be available from 14:00 to 18:00. Before 14:00, visitors can purchase beer and wine at the restaurant. Distilled spirits are not included in the complimentary drinks package and will be available for purchase at the central bar.

Catering delivered to individual booths

Exhibitors may request individual booth catering directly from EXPO’s catering team: Libéma Catering at planbureau@libema.nl. Offers are prepared individually based on the exhibitor’s requirements.

IMPORTANT — ORDERING DEADLINE: Friday, 6 November 2026. All catering orders must be placed by this date. Orders submitted after the deadline will not be accepted.

Please contact the catering team as soon as possible; do not wait until arriving at the venue.

Refrigerators ordered for individual booths

- Exhibitors who have purchased or rented a refrigerator for their own booth are responsible for stocking, refilling and managing its contents throughout the exhibition.
- Exhibitors may fill their refrigerators with their own beverages and refreshments.

- The ICE team and EXPO Greater Amsterdam catering staff are **not responsible for stocking or refilling refrigerators ordered for individual exhibitor booths.**
- Any problems with the refrigerator itself should be reported to the ICE Registration / Information Desk.

8. Exhibition hours and conduct

Exhibitors are expected to staff their booths throughout the official exhibition hours and must not dismantle or abandon their booths early.

Official ICE'26 exhibition hours:

Exhibitor access begins at **08:00 each exhibition day.**

All participants must leave the exhibition hall no later than 30 minutes after the published closing time:

- Wednesday, 11 November: **18:30**
- Thursday, 12 November: **20:30**
- Friday, 13 November: **19:00**

On Thursday, the main bar will remain open until **20:00.**

Obligatory booth staffing: Exhibitors must ensure their booths are staffed throughout the official exhibition hours, from 08:00 to 18:00 each day.

Early dismantling or removal of exhibition materials before the official closing time on Friday, 13 November 2026, is not permitted.
Do not obstruct aisles, emergency exits or shared spaces. Obtain approval for any catering, installations or activities extending beyond the assigned booth area. Rules and any charges are subject to the applicable ICE 2026 terms and conditions.

9. Accommodation and transportation

Venue: EXPO Greater Amsterdam, Stelling 1, 2141 SB Vijfhuizen. ICE'26 official accommodation options and indicative nightly rates: Courtyard by Marriott (€169–249; breakfast included; city tax excluded), Ambassador City Centre Hotel (€154–169; breakfast €17.50 extra; city tax excluded; booking code ICE2026), Hotel 23 (€120–170; breakfast and city tax included), and Hyatt Place Amsterdam Airport (€165–215; breakfast €17.50 extra; city tax excluded). Room availability is limited; book via https://www.internationalcharterexpo.com/accommodation-amsterdam/. Prices and terms are subject to the hotel booking conditions. Bus 300 or taxi services (Uber/Bolt) are recommended for travel to the venue. ICE does not organise daily transfers.

Hyatt Place Amsterdam Airport advertises an airport shuttle for guests from Schiphol Airport between 06:30 and 23:15. Please verify service details directly with the hotel.

10. Charter Forum, Travel Agent Academy and networking

In addition to the exhibition, ICE'26 offers a programme of educational sessions, industry discussions and networking opportunities.
Charter Forum will take place on 11–12 November 2026, bringing together industry professionals to discuss relevant topics, share insights and explore developments in the yacht charter market.

Travel Agent Academy offers educational sessions designed for travel agents interested in expanding their knowledge of yacht charter products and services.
Exhibitors are encouraged to explore the programme and attend sessions relevant to their business, while ensuring their booths remain staffed during official exhibition hours.

The full programme, including session times, speakers and locations, is available on the official Charter Forum page.

Networking Events
ICE'26 also offers opportunities to connect with industry colleagues outside scheduled business meetings, including the ICE ROCKS Party.
Information about networking events, participation and tickets is available through the official ICE webshop.

11. Customer support

For questions and non-urgent issues, please use the website chat / Breeze support channel so the ICE team can register and track your request. Support operates during office hours; it is not available after hours or on weekends. Requests are normally handled within two working days. Please avoid calling for routine issues, as written requests are easier to manage and track.

During the exhibition, on-site operational issues should be reported to the ICE registration / information desk.
On-site emergency contact: Nina Čeko, +385 97 757 4706.

Handshake support: For all Handshake-related inquiries, please contact the ICE team via WhatsApp at **+385 97 757 4706.**

Medical assistance and emergencies

If you require medical assistance during the exhibition, please immediately contact the ICE Registration / Information Desk or a member of the EXPO Greater Amsterdam venue staff.

On-site medical contact: [NAME AND DIRECT TELEPHONE NUMBER TO BE CONFIRMED]

12. Payments, check-out and dismantling

All outstanding balances must be settled **by 10 November 2026**. Participants must complete their payments using the payment details provided on their invoice.
Participants with outstanding payments will not be allowed to enter ICE'26 until full payment is received.

Exhibitors must leave booths and hired inventory in good condition.
Dismantling and graphics removal are permitted exclusively on Friday, 13 November 2026, between 18:00 and 19:00. Early dismantling is strictly prohibited.

IMPORTANT – Furniture and equipment orders are closed

All furniture, equipment and booth-related ordering deadlines have passed.

No additional furniture or equipment can be ordered or purchased during the exhibition.

Exhibitors must use the furniture and equipment already confirmed in their existing orders. The ICE team cannot arrange additional on-site orders.

The following products remain available for online purchase until the exhibition begins:

- **ICE ROCKS Party Pass**
- **Handshake access**
- **Visitor Pass**

Purchases must be completed through the official ICE webshop:

https://www.internationalcharterexpo.com/shop-booking/

13. ICE’27 Booth Reservations

ICE’27 Booth Reservations: Exhibitors can reserve a specific booth location by purchasing a Reservation Token through the ICE webshop. Each token provides both (1) a reservation for that location and (2) a unique promotional code for a 25% loyalty discount on the purchase of that same booth. Token categories: Single (€150), Double (€250) and Premium (€450). The token must be redeemed and the booth purchased by 1 June 2027.

Exhibitors participating in ICE’26 will have the opportunity to reserve their **current booth location for ICE’27** during an exclusive priority booking period.

Priority booking opens: Wednesday, 11 November 2026 at 12:00 (noon).

Priority booking closes: Thursday, 12 November 2026 at 12:00 (noon).

During this 24-hour period, existing exhibitors have priority to secure the same booth location for next year's exhibition.

Open booking begins on Thursday, 12 November 2026 at 12:00 (noon).

After this time, all remaining available booth locations will be offered for reservation on a first-come, first-served basis, subject to availability.

Exhibitors wishing to change their booth location or reserve a different available stand may do so from this time onwards.

We strongly recommend securing your current booth during the priority booking period, as the same location cannot be guaranteed once open booking begins.

Following cancellations related to a period of disruption in the industry, the ICE’26 exhibition floor plan has been reduced to 134 booth locations. Only these 134 central locations are available for reservation at this stage. The exhibition is expected to expand in both length and width next year; any future expansion is not part of the current booking inventory.

For the detailed rules governing Reservation Tokens, please refer to the ICE Terms of Service.

14. Final checklist

- Check your Handshake meetings and the UPDATED floor plan.
- Register all representatives and collect individual badges.
- Confirm setup and unloading arrangements before arriving.
- Label every delivery ICE + company name + booth number.
- Arrange booth catering before the confirmed order deadline.
- Check parking arrangements, especially for 10 November.
- Settle outstanding invoices under your contractual payment terms.
- Use web chat for routine support and the on-site desk for operational issues.
- Exhibitors arriving on 10 November: collect your accreditation badge at the ICE Stand between 12:00 and 18:00.
- Check all booth equipment and report any problems by 12:00 (noon) on 11 November.
- Remember that individual booth refrigerators must be stocked and refilled by exhibitors themselves.
- All furniture and equipment ordering is closed; no on-site purchases are available.
- Purchase any remaining Party Passes, Handshake access or Visitor Passes through the official ICE webshop before the exhibition begins.
- For urgent on-site assistance, call +385 97 757 4706.
- For exhibitor deliveries, contact EXPO Greater Amsterdam Facility Management at +31 6 5743 0192.

- Reserve your current booth for ICE’27 during the priority booking period, 11 November at 12:00 until 12 November at 12:00.
- Waste disposal: Each exhibitor receives three garbage bags for the three exhibition days. At the end of each day, place your garbage bag outside your booth in the aisle. Bags left inside booths will not be collected.