



Sands Expo and Convention Centre

Service Manual

All possible care has been taken in compiling the information contained in this manual. However, Marina Bay Sands® will not accept any responsibility for any decisions made based on the information contained herein. Further, Marina Bay Sands ("Centre") reserves the right to update this manual from time to time.

Welcome to Sands Expo and Convention Centre.

Workplace Safety and Health is a critical priority for all operations in the Sands Expo & Convention Centre. Our company's Health and Safety Policy is attached in the appendix and it applies to all events here. Please note that as the Licensee of the licensed area ("Authorised Area") for your Event, your team and your supply chain needs to be fully responsible to:

1. Adhere to all Singapore law and regulatory requirements;
2. Adhere to all Singapore Workplace Safety and Health guidelines as listed in the Workplace Safety and Health Act (Cap. 354A); and
3. Adhere to all safety and operational guidelines listed in SS 539 : 2008 (Singapore Standard for the Guidelines for Safety and Operational Management for Indoor Exhibitions), as amended from time to time.

The Licensee must appoint a Workplace Safety and Health (WSH) officer within the operations of the Licensee or his supply chain to ensure that the onsite operations are in compliance with Singapore law, regulatory requirements and guidelines listed above.

The Licensee has full control of the access control of his Authorised Area during the Event period ("License Period"). Responsible access control must be enforced by the Licensee and his supply chain to ensure that only authorized entry is allowed into the Authorised Area at all times.

All WSH incidents will need to be logged and reported to the Centre immediately.

As professionals in the Meetings, Incentives, Conventions and Exhibitions (MICE) industry, it is the collective responsibility of the industry to provide a safe professional environment for our stakeholders, licensees, partners and guests. As the Licensee who appoints and controls your supply chain, you have a very significant and important role to play in ensuring that your supply chain is qualified and share the same professional values as you.

The success of your event starts with the foundation of a safe professional environment driven by responsible workplace safety and health practices by everyone related to your event. We look forward to working closely with your team towards your success.

Thank you.

Vice President – Conventions & Exhibitions

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1. Fire Safety

Our Centre is equipped with an alarm system and sprinkler system which is activated by heat sensitive devices and smoke detectors in the ventilation system. Fire extinguishers and other emergency equipment are strategically located in all the areas of the building. Marina Bay Sands Fire and Safety Department continually monitors all building emergency systems throughout the Centre.

1. All fire protection systems (fire alarms, extinguishers, fire hydrants, drenches, sprinkler system valves, smoke curtains, fire shutters, fire hoses, etc.) and all security systems (panic intercoms, panic buttons, closed-circuit television cameras, hot-line telephones, house telephones, optical beam sensors etc.), together with their control switches, shall be kept clear and accessible at all times.
2. Fire extinguishers, fire hose cabinets and stand pipes in all exhibition space must remain visible and accessible at all times.
3. All aisles shall be of a minimum width of 2.5 meters but 3 meters aisles are recommended (in any case, subject to the approval of the relevant authorities concerned), and shall be unobstructed by services of any nature or exhibitor products or displays; 3 meters aisles are required for all public or consumer exhibitions.
4. "NO FREIGHT" aisles of minimum width of 3 meters must be maintained across the exhibition hall longitudinally and transversally, leading to the main fire exit door for each unit of exhibition hall. These aisles must remain clear at all times during move-in, set-up and move-out periods.
5. Location and rating of block mains, power supply points required for the exhibition stands, display, stage, etc., must be indicated clearly on the layout plan for estimation of total electric load. Utility mains within the Centre shall not be used without prior approval from the Centre.
6. All points of entrance and egress shall have adequate clear space on all sides as approved by the Centre. No set up, exhibition booth or display of any type can be set up within 4 meters radius of the main entrance and exit of the Hall.
7. Dead-end aisles shall not be longer than 18 meters.
8. The layout grids shown on the plans issued by the Centre to the Licensee shall be shown on the layout plans.
9. Hall population, as regulated by safety and fire prevention measures, will be advised to Licensee by the Centre and must be observed at all times.
10. All exhibit construction and decoration materials must be flame-retardant, including scenery, backdrops, drapes, tables, and dust covers. Utilizing cardboard boxes as parts of exhibits or displays is not permissible.
11. Booths with ceiling are to be provided with an automatic fire extinguishing system for every 9 square metres of covered area
12. Any row of booths shall not exceed a continuous length of 30 meters
13. All fire and emergency exits inside and outside the building must remain clear of obstructions.

2. Emergency Procedures

Our Team Members are fully trained to handle emergency situations. Our Security Office is operational 24 hours a day and becomes the communications centre and command post in the event of an emergency. Exhibition Management personnel are responsible for keeping licensees and service contractors informed of decisions relating to emergency events in progress.

In the event of alarm activation, audible and visual alarms will be activated. This is not a signal to evacuate the building. An announcement will be made stating that the nature of the alarm is being investigated. Once the nature of the alarm is determined, further instructions will be communicated. In the event the alarm poses no danger, an “all clear” will be announced.

Should any need arise, the Centre has an Emergency Medical Technician (EMT) on duty 24 hours a day, seven days a week.

The 24 hours security hotline number is: **+65 6688 0999**

3. Property and Contracted Security

3.1 Security of Centre

Marina Bay Sands Security Services Department is responsible for security of all public spaces and common areas of the Sands Expo & Convention Centre. The Licensee is fully responsible for the security and access control of the Authorised Area. Please contact your Conference & Catering Manager / Exhibition Manager for a list of recommended private security companies.

Marina Bay Sands maintains 24-hour security over the interior / exterior of the Centre, including all life safety and equipment systems. The Centre requires copies of all incidents of injury, vandalism, theft, etc. These should be reported to your contracted security immediately so that appropriate investigations / reports may be initiated.

The Centre shall neither be responsible for any property brought into the Authorised Area by the Licensee, or any person claiming under the Licensee, or be obligated to watch, guard or protect the same; nor shall the Centre be liable for any failure to do so by any guard, watchman or protection service employed by the Licensee, or by any guard, watchman or protection service contracted for by the Licensee.

3.2 Licensee Must Abide By Marina Bay Sands Security Policies

- A. It is the Licensees' responsibility to hire the contracted Private Security Company. All security plans must be submitted to the Conference & Catering Manager / Exhibition Manager thirty (30) days prior to the commencement of service for approval by Marina Bay Sands' Security Services Department. The security plan should consist of the following details:
1. A floor plan showing all posts.
 2. A schedule showing the hours each post will be worked.
 3. Command post location where people can be directed to file any necessary reports.
 4. When contracting a security company to supply security services throughout your licensed period, please follow the listed protocol below:
 - i. Contractor must possess a valid business license issued by the Singapore Government to provide Security services per local ordinance or regulation.
 - ii. A security officer must be on guard at any specific door being used after the Centre is locked and during move-in and move-out. The Centre will not open any freight doors without this security guard being present.
 - iii. Contracted Security must provide copies of all incident reports written on property, regardless of nature, to Marina Bay Sands Security Department on a daily basis.
 - iv. Ensure sufficient security in front and around the building to maintain traffic control during your licensed period.
 5. When surveillance CCTV are deployed to monitor the licensed area, proper indicator signs must be displayed to inform guests that that the area is under surveillance.

4. Use of the Centre

The Centre shall not be used for any illegal or immoral purpose and the Centre reserves the right to remove all materials which in its sole opinion may be considered illegal, offensive or obscene.

The Authorized Area shall be used solely for the purpose of the Event as stipulated in the signed Sales Agreement and the Licensee shall not use the Authorised Area for a purpose that does not fall within the description of the Event.

1. Upon request in writing by the Centre, any stand therein, any person or persons acting in a way, or any advertising or other installation or material of any nature whatsoever which in the reasonable opinion of the Centre is or may be undesirable, inappropriate, harmful (including harmful to the commercial interests of the Centre), offensive, obscene or illegal or which constitutes or may cause a breach of any of the provisions of the Relevant Legislation and Regulations, licenses or these Terms of Use or a breach of the peace, the Centre shall have the right to deny access to, or remove from the Authorised Area such person, installation or material as aforesaid; and no person shall do, use within, or bring into the Centre or any part thereof, suffer to be done or used on or brought into the Centre or any part thereof:
 - Any act or thing which would cause, where applicable, a forfeiture of or endorsement on or constitute or cause a breach of any of the relevant Legislation and Regulations or these Terms of Use;
 - Any Act or thing which may in the reasonable opinion of the Centre be or become a nuisance to the Centre or to any occupiers of the Centre of any part thereof or to the owners, tenants or occupiers of any adjoining or neighboring land or premises.

4.1 The Centre's Control and Right of Entry

In permitting use of the Authorized Areas by the Licensee, the Centre retains and does not relinquish the right to issue and enforce such rules, regulations and directives as it may deem necessary for the safe, orderly and commercially sound operation of the Facilities. The Centre and its authorized representatives may enter the Authorized Area for the purpose of inspecting and checking the same and the uses thereof; of making necessary repairs thereto; of adjusting apparatus or equipment therein; of abating waste, nuisances or violations or law or Rules and Regulations promulgated by the Centre; of preparing food or readying other concessions; and of ejecting any objectionable person or persons from therein. The Licensee agrees that it will not allow any person at, in or about the Facilities who shall, upon reasonable, non-discriminatory grounds, be objected to by the Licensor and such person's right to use the Facilities and the Authorized Area therein may be revoked by the Centre.

4.2 Failure to Return the Authorized Area or Vacate the Facilities

In the event the Licensee shall fail to return the Authorized Area to the Centre or to vacate the Facilities, the Centre is authorized at the Licensee's expense to remove any property within the Authorised Area and to store or return to the Licensee or, except where the Licensee's failure to do so is caused by an event beyond the Licensee's control, such as an act of force majeure, to treat the same as abandoned and discarded property and accordingly dispose of the property. The Centre shall not be liable for any damage or loss to the property which may be sustained either in the course of such removal or in the course of storage, or in the course of transit, or by virtue of the Centre's disposal of the property and the Centre is hereby expressly released from any and all such claims for damages of whatsoever kind or nature. The Centre shall be under no duty, however, to so remove, store or return the property.

5. Centre Guide

5.1 Air Conditioning and Ventilation

Air conditioning is provided only during show hours. Ventilation is provided during the move in and move out hours.

5.2 Escalators and Passenger Elevators

Escalators and passenger elevators shall be dedicated for the use of passengers and shall not be blocked or used to transport freight or equipment or furniture / materials of any nature. Transportation of dollies, luggage, boxes or freight is strictly prohibited while the escalator is operational. Freight lifts must be used for transportation of freight and any support equipment.

5.3 Event Directory

Electronic event directories are available at various locations to display event information. The electronic event directories are also capable of displaying video images. For advertising opportunities, please contact your Conference & Catering Manager / Exhibition Manager for details.

5.4 Exhibitors' Property

All goods and other property brought into the Centre and the Authorized Area, including exhibitors' stands and exhibits, are brought at the owner's risk, and the Centre does not accept any such goods or other property into its charge or control and shall not be in any way responsible for any theft, loss or damage thereof or thereto. Accordingly, exhibitors shall make their own insurance arrangements. All exhibitors of jewelry, watches, fur and other high-valued goods shall have a block insurance policy covering their goods wherever situated.

5.5 Filming and Broadcasting

The Licensee shall not, without the prior approval of the Centre, engage in or permit filming, sound or video recording, telecasting or broadcasting within the Centre. If approved, in certain cases, such activities will be subject to an additional charge.

5.6 Lost Property

All property found at the Centre shall be handed to the Marina Bay Sands Security Department.

All lost and found articles are catalogued and stored for thirty (30) days. After such period, all articles will be disposed at the Centre's sole discretion and no person shall have any further claim to these articles. The Centre shall not be responsible for any items not collected during the stipulated period.

5.7 Noise Control

The use or testing of any equipment or activity in any part or parts of the Authorised Area or elsewhere at the Centre shall at all time not cause the maximum permitted noise level at 75dB (A) to be exceeded. Any exception to this shall be subject to prior approval from the Centre.

5.8 Permanent Signage

Permanent Centre signage is found throughout the Centre and shall not be visibly blocked in any manner. This signage includes directional graphics, restrooms, concessions; exhibit all signs, exhibitor service signs, etc. Emergency exit signs must not be blocked at all times. Should the operational needs of the event require the blockage of any emergency exit signage, an independently illuminated exit sign must be installed on a one to one replacement basis, subject to the final written approval of the Centre.

5.9 Banners and Free Standing Signs / Advertising for Sponsorship Signs

The Centre provides digital signage posting outside all meeting rooms and hotel event directory locations. The Centre does not provide printed signage. All printed signage brought in must be professionally made and to be displayed only within the Authorised Area without causing risk to guests and visitors at the point of posting. The Centre has the rights to remove or dismantle any materials that do not meet the requirements without prior notice. The Centre is not responsible for your signage or promotional materials left inside or outside of the function rooms after functions have concluded.

No free standing pop up banners and easel mounted signage are allowed in the public spaces and common areas. As the Centre has the ability to accommodate more than one event simultaneously, allocation of space for show banners and free-standing signs will be determined by the Centre. A detailed event signage plan must be submitted to the Conference & Catering Manager / Exhibition Manager during the operations meeting for approval.

Sponsorship Banners/Signs in the public areas are subject to media charges costs. Please contact your Conference & Catering Manager / Exhibition Manager for details.

5.10 Hanging Banner

All banners or signs hung or suspended from the ceiling or against walls must be hung by the Technical Services Team.

Please note that banners are not allowed in public areas of the Centre unless approved by the Marina Bay Sands Management Team

- a) Banners are not to be hung outside of function rooms.
- b) Signs or banners may not be taped, stapled, nailed, tacked or otherwise affixed to any of the Centre doors, walls, columns, or other parts of the building or furnishings. Any damage that may occur from the promotion will be the responsibility of the Licensee to whom the space is leased. Any such damage will be billed to the licensee to whom the space was rented when the violation occurred.
- c) All banners are to be hung by the technical support team. For all signage, banners, etc., which will be hung from the ceiling INSIDE Function Rooms, the load is not to exceed 20kg in weight and not longer than 4m in length and width. A labor charge will be assessed for the hanging of signs and banners.
- d) Permanent Centre signage is located throughout the property and may not be visibly blocked in any manner. This signage includes directional graphics, emergency exits, restrooms, exhibit hall / ballroom signs, etc. Show signs and or decorations may not be attached to the permanent Centre signage. The removal of such signage is strictly prohibited.

5.11 Public Car Parking

Licensees, guests and visitors to the Centre may use the public car parking at Marina Bay Sands on a first-come-first-serve basis at the prevailing car parking rates and according to the official operating hours (Car park is 24/7). Please note that clearance height at the Public Car Park is 2.0 meters.

5.12 Public Space and Common Areas

The pre-function areas for the Expo Halls, Ballrooms and Meeting rooms from B2 Level to Level 5 of the Centre are public and common areas for all guests.

Trolleys, pallet jacks, or mechanical lifts of any type are prohibited in the public space without proper floor protection (e.g. wooden floorboards, solid plastic foils, or thick carpet overlays). This must be approved in advance by the Centre. Proper carpet protection must be used in hallways and meeting rooms for move-in / out of freight.

All planned activities, items, structures, and equipment placed in common areas and public spaces must be approved by the Centre.

5.13 Shuttle Bus

Please note the special government permits are required to operate shuttle buses to Marina Bay Sands. Such permits are subject to regulatory approvals and will take up to 30 working days. Please consult your Conference & Catering Manager / Exhibition Manager should your event plan to have shuttle bus operations.

5.14 Smoking Policy

In compliance with the Smoking (Prohibition in Certain Places) Act (Cap. 310), smoking is strictly prohibited in all areas within the entire Convention and Exhibition Centre at all time. This non-smoking ban also includes non-air conditioned areas such as car parks, staircases, loading bays, toilets and areas within the six (6) meters radius from the Centre's outer perimeters.

5.15 Use of Marina Bay Sands Identity

All rights in Marina Bay Sands Pte Ltd's corporate identity system are vested in the Centre. The Centre maintains a consistent and unified presentation of all visual communications or representations necessitating or involving the use and application of the Centre's identity system. The Licensee shall not use and shall not permit any third party to use the Centre's identity system or any part thereof without the prior written consent of the Centre. In all cases in which such consent is given, the Centre's corporate identity policy must be fully complied with.

5.16 Wheeled Transportation & Personal Mobility Devices

The use of personal mobility devices, rollerblades, bicycles, skateboards, or all wheeled transportation not covered by the Handicap Policy is strictly forbidden from use within the Sands Expo and Convention Centre.

6. MICE Event, Logistics & Technical Services

6.1 Audio Visual Presentations

The Centre does not regulate, control, approve or disapprove any audio / visual presentations, performance or publication of music or any other audio or visual presentations. The Licensee is responsible for all licenses, permits and regulatory approvals to perform such copyrighted music or material. The Centre retains the right to regulate the volume of any sound above 75 db so that it does not interfere with other licensees within the facilities or is determined to be offensive or otherwise violates the terms or the rules and regulations or license agreement. Wireless Microphone frequencies available at the Centre are at 699.000 MHz-739.000 MHz. Other frequencies above the range of the wireless microphones set up above must be approved by the Centre in advance.

6.2 Audio Visual Services

The Centre does not practice any exclusions for audio visual services with the exception of primary rigging and power distribution. The Centre has a full-service audio visual operation and comprehensive equipment rental which can be provided at a preferential rate for competitive consideration upon the request of the Licensee. Please contact your Conference & Catering Manager / Exhibition Manager for more details.

6.3 Business Centre and Mail Package Centre

The Business Centre and Mail Centre are located on the 3rd floor of the Convention Centre.

Business Centre – Operation Hours and Contact Information

Hours: Monday – Sunday, 8.00 a.m. – 8.00 p.m.
Phone Number: +65 6688 3088
Fax Number: +65 6688 3089

Mail Centre – Operation Hours and Contact Information

Hours: Monday – Sunday, 8.00 a.m. – 8.00 p.m.
Phone Number: +65 6688 3083

Parcels and consignments can be sent directly to the Mail Centre, where they will be received and stored until the Licensee arrives on-site to receive the consignment, or alternatively, the Mail Centre will arrange delivery to the exhibition halls and/or meeting rooms. All incoming courier consignments should be delivered to the Mail Room. Handling fees will apply. Outward courier services are also provided by the Mail Centre.

Incoming Consignments

All incoming consignments must be consigned as follows:

Marina Bay Sands Pte Ltd
Sands Expo and Convention Centre
10 Bayfront Avenue Singapore 018956

Event Name:

Meeting Room No. / Ballroom No. / Booth No.:

Attention:

Contact No.:

To ensure safe receipt of consignments, please ensure that the following details are provided to the Business and Mail Centre, in advance:

1. Licensee Details
2. Consignment Details
 - Tracking or Waybill Number
 - Quantity of Packages
 - Weight of the Consignment
3. Delivery Location, Date & Time
4. Billing Arrangements
5. A processing & handling fee will apply to all incoming consignments.
6. All incoming consignments must be arranged under 'Freight Prepaid' and duties / GST / taxes must be borne by the shipper. The Centre will not accept any consignments under 'Freight Collect' and in cases where the duties / GST / taxes are under recipient's account.
7. The Centre will not accept any Cash-On-Delivery consignments on behalf of the Licensee.
8. Incoming consignments must reach the Centre no more than 3 days prior to on-site receiving date of the Licensee. Storage charges will apply for consignments kept in the Centre for more than 3 days.
9. If consignments require special handling or special storage facilities, the Licensee must communicate this request to the Centre prior to effecting shipment. The Centre will consider the request and try to accommodate wherever possible.

6.4 Exclusive Services

The following Additional Services shall be provided exclusively by the Centre and the Licensee must purchase the same from the Centre (“Exclusive Additional Services”):

- (i) Primary electrical and wiring services;
- (ii) Primary plumbing and compressed air services;
- (iii) Primary telephone systems wiring, services and operation;
- (iv) Primary data Communications including internet, wireless and wired LAN and related services and operation;
- (v) General cleaning and maintenance of Authorised Areas, trash collection and disposal;
- (vi) Rigging and Hanging points;
- (vii) Onsite-lifting/freight handling equipment
- (viii) Food and beverage services.

The following Additional Services are not exclusive to the Centre and the Licensee may purchase the same from the Centre (“Non Exclusive Additional Services”):

- (i) Secondary Electrical and wiring services within licensed area;
- (ii) Secondary rigging

If the Licensee wishes to appoint its own contractors in respect of any Non Exclusive Additional Services, Licensee undertakes to notify and consult with the Centre. Notification shall be 90 days in advance.

6.4.1 The following conditions shall apply to all Licensees who use their own contractors on the Centre’ premises: (i) Licensee accepts responsibility for any damage, injury, death or other loss caused to any person or property by its contractors’ work or operation of any equipment (including indirect, consequential or special damages, fines or penalties); (ii) Licensee undertakes to only appoint contractors properly licensed to carry out the work; (iii) Licensee provides its contractors with the Centre’s required safety manual and procedures; and (iv) Licensee complies with and procures its contractors’ compliance with such safety or other procedures. The contractor shall be considered Licensee’s agent for purposes of this Agreement.

6.4.2 The Centre has the right to: (i) check the work of the Licensee’s contractors and to request from Licensee’s contractors any certifications or other documents so as to ensure that the work is safely and properly conducted; (ii) to suspend the work and/or deny access to the Authorised Areas if the Centre becomes aware of any work in breach of the Centre’s or Singapore law required safety or other procedures or if the Centre is not satisfied with the contractor’s certifications or other planning documents; and (iii) request the Licensee to purchase or increase its insurance coverage to cover any liability arising from its Contractors’ work.

6.5 Expo Services & Information Counter

At the Expo Services Counter, we offer an on-site enquiry service and assistance for your contractors and exhibitors. On-site orders can be arranged at the Expo Service Counter subject to availability and stock. This is located on Level One of Sands Expo and Convention Centre.

6.6 Meeting Room Amenities

Standard function room amenities consist of water stations, notepads, and pens which are consolidated in Amenities Stations at the back of the room as part of the Centre's Eco360 sustainability program. Bottled water can be provided instead of water stations but is not recommended due to negative environmental impact.

6.7 Meeting Room Set-Up Policies

To expedite the planning for your activities in the meeting rooms, please forward all requirements to your Exhibitions Manager at least 30 days prior to your first day of move-in. This information may include your meeting room set-ups (inclusive of all required technical services, i.e. phone, internet, electrical, cleaning, audio / visual, catering, etc.), your schedule of events, and any other information required to serve your needs.

The initial room set-up as well as the first changeover to the original room set up is at no charge on a per day basis. However, each changeover thereafter within the same day results in additional costs per room change. Your Conference & Catering Manager / Exhibitions Manager can provide these costs upon request. Please allow for a 3-hour minimum timeframe between room changeovers.

Setup changes made less than 24 hours prior to a function may incur a labor charge. Hourly labor rates are currently SGD35 per hour per person with a minimum of 4 hours for each person.

Marina Bay Sands provides complimentary refreshing of your meeting space which includes:

- Removal of trash
- Refilling water stations and providing clean glasses
- Refilling mint/candy
- Replacement of notepads/stationary

When meeting rooms are used for exhibitions purposes, the Centre will not provide tables, chairs, trash cans, etc. from the meeting room inventory for exhibition stands. Such items can be provided on rental basis from external contractors.

6.8 Meeting Room and Staging Equipment Inventory

The Centre has a large inventory of equipment for use in the meeting rooms. Please note that our equipment is shared proportionately by all Licensees of the Centre. Should your event deplete the allocated inventory, the Centre will not be responsible for renting additional equipment or for any cost incurred. Please note that if your event requires production staging for large events, Marina Bay Sands can provide this service under a separate quote. Please check with your Conference & Catering Manager / Exhibitions Manager.

6.9 Meeting Room Sound System

Meeting rooms are equipped with sound systems utilizing built-in ceiling speakers. Additional audio-visual and technical equipment can be provided by the in house audio-visual and technical team at a competitive price.

6.10 Cleaning Services (Exclusive Service)

Cleaning services and waste management is an exclusive service provided by the Centre. No external cleaning companies are allowed to operate within the Sands Expo & Convention Centre.

Please note that:

1. All structures, empty pallets, empty wooden cases, empty wooden crates, plastic boxes and exhibit packing must be cleared by the respective exhibitors and service contractors. Charges will apply for items left after the licensed period.
2. Cleared rubbish must be loaded onto individually ordered rubbish skips. The actual quantity of rubbish skips utilized will be updated to the Licensee's account after the end of the Event, and billed accordingly.
3. The service contractors and exhibitors will be responsible for their respective rubbish skips. The Centre will not be liable for any rubbish and debris thrown into the rubbish skips other than the hirers.
4. Complete cleaning services will be carried out once daily by our cleaning team, either before opening or after closing of the exhibition during show open days.

6.11 Exhibits in Permanent Carpeted Areas

There are specific limitations on exhibits in our meeting rooms, ballroom and pre-function areas. When storing exhibits, the service contractor must lay proper padding and plywood over the permanent carpeted area before moving-in the freight or material handling equipment into the area. When installing exhibits in these areas, service contractors should not use tape to mark the carpeted floors. The movement of equipment and material in these areas is limited to hand-carried items. No lifts, carts, or other equipment are allowed on the carpet unless it is adequately protected with suitable floor coverings.

6.12 Forklifts and High Reach Equipment (Exclusive Service)

The Centre Logistics Team maintains a comprehensive inventory of forklifts and high-reach equipment, solely for hire by Licensees, service providers and contractors. Kindly contact your Conference / Exhibition Manager for the full inventory equipment list.

Note:

1. All equipment orders must be submitted to the Conference & Catering Manager / Exhibition Manager as soon as possible. Equipment will be rented out on a first-come-first-served basis.
 - i. All forklift orders must be submitted before 14 days of required period.
 - ii. All on site orders are subject to 30% surcharge on the basic rate.
 - iii. All drivers must be licensed by the Singapore accredited institution / organization.
2. No external or outside forklifts will be allowed operation within Marina Bay Sands premises, inclusive of Service Ramps, Loading Docks, Exhibition Halls, and Meeting Rooms, Ballroom, Pre-Function and Foyer areas.
3. All high-reach equipment will be supplied together with safety accessories, e.g. safety harness and safety helmets.
4. Hirers must wear the provided safety attire when operating the equipment. The Centre will take no responsibility in the event of a personal injury, accident, or damage to equipment sustained during the hiring period.

6.13 On-Site Storage Facilities

Material storage is not permitted on-site within the Centre's premises, unless the Centre gives approval in writing. Once exhibit material and stand material have been unloaded, all crates, cases and other storage means must be removed by the service contractor, who must safely store the material off-site and return them promptly to the appropriate booth locations after the end of the Event.

However, the Centre may allow storage facilities, subject to space availability within the premises. The Centre reserves the right to refuse on-site storage facilities, which may be deemed inappropriate for whatever reason. The hirer will be charged accordingly for the storage space utilized.

Any unattended materials and storage items left at the premises after the end of the licensed period shall be disposed of by the Centre. All charges inclusive of manpower equipment, cleaning and disposal shall be charged either to the Licensee or service contractors accordingly.

6.14 Goods Vehicles Traffic Management Procedures

General Traffic Guidelines

The following guidelines must be strictly observed, to facilitate the overall efficient traffic management at Marina Bay Sands:

1. A truck permit is required for all vehicles accessing the Centre. Please contact your Exhibition Manager for the appropriate form.
2. Only goods vehicles will be allowed entry. All private passenger vehicles, inclusive of Sports Utility Vehicles (SUV) and Multi-Purpose Vehicles (MPV) will not be allowed entry.
3. The speed limit within Marina Bay Sands premises is fifteen (15) Kilometers per hour. Vehicles caught exceeding the speed limit will be barred from entering Marina Bay Sands.
4. No long-term or over-night parking is allowed at the loading docks. Vehicles must leave immediately after unloading / loading operations.
5. A cash-card gantry system will be operational at the Access Ramp.

6.14.1 MICE Loading Docks

All docks delivery schedules must be approved in advance by the Centre. Your Conference & Catering Manager / Exhibition Manager will coordinate the appropriate arrangements, at least two days out, with our MICE Logistics team to ensure a successful delivery of your items to Marina Bay Sands.

6.14.2 Vehicle Pass System

1. Only vehicles with appropriate / valid vehicle passes or supporting documents to the Event will be allowed into the property
2. Licensee's official contractor must be stationed at the Access Ramp to verify authorized vehicles entry
3. Licensee's security staff must manage the traffic operations of vehicles into the loading / unloading areas

6.14.3 Goods Vehicles Temporary Entry Permit

1. Contractor/Licensees must send an email to MICE Logistics team with regards to the application of the vehicle entry permit.
2. MICE Logistics team will send them a link (https://lvsprod.service-now.com/com.glideapp.servicecatalog_cat_item_view.do?v=1&sysparm_id=9196ac9a137382002e6076022244b09e) and a vendor users guide on how to fill up the application for the vehicle entry permit.
 - 2.1 The following information must be filled up by the Licensee/contractors.
 - Company name
 - Person in charge and contact details.
 - Event name
 - Vehicle details
 - Date time of arrival/departure
3. Upon receiving the vehicle entry application, MICE Logistics team will check and verify all the details and will approve the permit
 - MICE Logistics team will reject the application if they find any discrepancies in the request, informing the requestor the reason for rejecting.

6.15 Load-In / Load-Out Approved Routes

There are various routes for load-in / load-out operations within the Sands Expo & Convention Centre, subject to approval by the Logistics team:

- Access to Marina Bay Sands meeting spaces shall be via the Freight Elevators located near Marina Bay Sands Basement 4 MICE Loading Dock or via the freight elevators located at Hall A (Level 1) and Hall D (Basement 2).
- Load-in via the Hall A is not permitted unless the Licensee contractually holds Hall A.
- Load-in via Hall D is not permitted unless the Licensee contractually holds Hall D.
- All vehicles must have the driver's contact details on the vehicles' windshield, for emergency contact purpose.

Marina Bay Sands Logistics Team may amend the truck access guidelines as it deems fit to facilitate any last-minute or ad-hoc requests.

7. Food and Beverage Catering / Banqueting Services (Exclusive Service)

Food and beverage catering / banqueting services shall be provided exclusively by the Centre.

No external food and beverage supplier or caterer will be allowed to supply or cater food and beverage into our Centre. Failure to comply with this policy will result in a corkage fee being levied, in addition to any other damages to which the Centre may be entitled.

The following general information applies to all catered functions:

1. Food and beverage requirements for staff offices, lounges, meeting rooms, registration, etc. must be submitted to us according to clause 2 below.
2. To assist you in the planning of your F&B Services, please note that :
 - a. For 500 People or Less: Menu selections and initial guarantees must be placed ten (10) business days prior to scheduled function.
 - b. For 501-1000 People: Menu selections and initial guarantees must be placed fourteen (14) business days prior to scheduled function.
 - c. For 1,001 and above: Menu selections and initial guarantees must be placed twenty-one (21) business days prior to scheduled function.
3. We are happy to accommodate any last-minute orders and / or replenishments, subject to chef's choice.
4. The Centre reserves the right to substitute or modify the menu selections for requests received with less than seven (7) days' notice, due to product availability.
5. For Exhibition Booth Catering inquiries contact them at boothcatering@marinabaysands.com or at +65 6688 8570

7.1 Concessions and Catering

The Centre reserves the right to operate all commercial enterprises, including all concessions, bars and catering operations, retail, advertising and promotional sales in the public spaces, and to sell or otherwise provide food, refreshments, beverages, candies, in the public spaces.

7.2 Food and Beverage Locations in the Expo Halls

Each Expo hall is built-in with a permanent concession stand offering a wide range of hot, cold snacks, salad, sandwiches and drinks on show days. If necessary, Licensees may make prior arrangement with the Centre for the mobile cafeteria / snack stations to be set up at designated alternative locations on the show floor within the Exhibition Halls at no additional charge or cost.

Licensee must allow at least four (4) meters of open space extending from the front of each concession stand when assigning exhibit space. This space allows adequate areas for accessing the concessions, auxiliary food stations, and the entrances to the restroom areas located at the end of the concession stands. Any additional mobile

cafeteria/ snack station may be provided subject to a minimum F&B Spend of SGD1,000 per additional concession stand / snack station.

Retail Food Concessions – Show Floor Locations

The location of these stations is determined by the Licensee with the Centre Catering Department’s recommendation and approval.

Retail Food Concessions – Seating

In order to maximize the time for your attendees to visit your show floor, we recommend that you provide an area for your attendees to be able to sit and enjoy their food and beverage. The Centre will provide round tables and chairs in your food areas at no charge.

7.3 Food and Beverage During Move-In and Move-Out in the Expo Halls

At our discretion, we may open such designated F&B outlets during move-in / out days. However, we will operate with limited menu selections and operating hours as we deem appropriate for the demand.

7.4 Food and Beverage Sampling and Distribution

For the distribution of Food and Beverage sample products within the Authorised Area, the Licensee must obtain written approval from the Centre. The Licensee is fully responsible for acquiring all permits, licenses and regulatory approvals from relevant authorities. A Liquor Licence is required for the distribution of alcoholic beverage and liquors.

Distribution and sampling of food and beverage products should be in compliance with the general standards of health, safety, sanitation and other specific requirements of the National Environment Agency (NEA) of Singapore and the Centre.

Please refer below for NEA contacts pertaining to Food Hygiene:

National Environment Agency (NEA)

Central Regional Office (CRO)
4545 Jalan Bukit Merah
Singapore 159466
Tel: +65 6272-4266
Email: Contact_NEA@nea.gov.sg Website: www.nea.gov.sg

The following are the guidelines set by the Centre for the distribution of sample items:

1. Product liability insurance is required when sample food is distributed in the Centre.
2. When alcohol applies:
 - a. One Million Singapore Dollars (SGD1,000,000) in host’s liability insurance is required and must comply with Singapore liquor laws.

- b. Alcoholic beverages served must be purchased from licensed Singapore distributors.
 - c. Alcoholic beverages must be dispensed by a person above the age of 18.
 - d. A corkage fee of Fifty Singapore Dollars (SGD50) net per bottle will be levied.
3. The Licensee must obtain written approval from the Centre if the Licensee wishes to distribute sample items during the Event.
4. Food items must be disposed of in the proper manner established by the Centre.
5. The Centre will institute a charge for any rental equipment, storage of items, or cleaning of equipment associated with the distribution of samples.
6. Distribution of samples in booths requires the “Food Indemnity Form” to be filled out completely and returned to your Conference & Catering Manager / Exhibition Manager two weeks prior to the start of the Event. Please request the “Food Indemnity Form” from your Conference & Catering Manager / Exhibition Manager.
7. Food and beverage items used as traffic promoters (i.e., popcorn, coffee, ice cream, etc.) must be purchased from the Centre’s Catering Department unless written approval is obtained.
8. Licensees, exhibitors and their contractors will be required to follow and adhere to all guidelines set forth by the National Environment Agency (“NEA”), Agri-Food & Veterinary Authority of Singapore (“AVA”), Singapore Civil Defence Force (“SCDF”) and Singapore Police Force (“SPF”). Please contact them directly with any questions.

7.5 Specialty Menus / Dietary Food Request – Vegetarian / Organic / Muslim (Halal) / Kosher Meals

Special Meals are defined as those meals requested for service other than those offered on the principal Menus, either contracted in advance or at the time of service. All special meals must be included in the guaranteed number. If the number of special meals exceeds the contracted numbers, they will be charged in addition to the guaranteed or actual number, whichever is greater.

Please note:

- Special meals will be charged at market rate at the point of request and per minimum order.
- Additional charges may be required for the usage of separate kitchen and storage of such special food items. Such charges do not include religious blessing of the kitchen and exclusive equipment usage as that will be quoted and charged according to requirements at the time of the request.

7.6 Exhibit Booth Cooking

Exhibit Booth cooking will not be permitted unless with the approval of the Centre. Once the approval of the Centre is attained, Licensee must ensure that all the necessary permits from National Environment Agency (NEA) and Singapore Civil Defence Force (SCDF), etc., are secured and distributed to all parties. No open flames are permitted.

7.7 Booth Catering Service

Booth Catering is an exclusive service of Marina Bay Sands. For all booth catering orders, please note that:

1. Paper and plastic utensils are supplied by the Centre; China service is available at an additional cost.
2. Tables must be supplied by the exhibitor or decorator or can be rented at a cost from Marina Bay Sands.
3. The exhibitor must provide necessary electrical sockets required for the service of the food item ordered
4. Marina Bay Sands Catering is responsible for clearing the ordered food and / or beverage items from the booth.

7.8 Alcoholic Beverages

Alcoholic beverages may not be brought into Marina Bay Sands from outside sources. The Liquors Licensing Unit under Singapore Police Force, regulates the sale, service, and consumption of alcoholic beverages. Marina Bay Sands is an alcoholic beverage licensee, is subject to the regulations promulgated by the Liquors Licensing Unit, Singapore Police Force, violations of which may jeopardize Marina Bay Sands' licences. Consequently, it is Marina Bay Sands policy that due to liability issues; bartenders are required whenever alcoholic beverages are served in Marina Bay Sands function space. Marina Bay Sands does not allow self-service of alcoholic beverages at any time within Marina Bay Sands premises.

In the event that you wish to order special alcoholic beverages that are not in Marina Bay Sands inventory, these items must be ordered by the case. Please be aware that these items may not be returned and must be paid for in their entirety. Due to Singapore regulations and Marina Bay Sands liquor licenses, unused cases may not be sent to guestrooms or leave Marina Bay Sands premises.

As a practice of responsible sale and service of alcohol, we reserve the right to refuse service for intoxicated guests.

Underage Drinking Policy: As per Singapore's legal drinking age, any guest that is under the age of 18 will not be served any alcoholic beverages. If a guest looks to be younger than the legal drinking age, any Marina Bay Sands Team Member has the right to check his / her identification to confirm they are of age to consume alcohol.

7.9 Banquet Labor Fees

A SGD150 labor and preparation charge will be applied to all breakfast under 50 people.

7.10 Pop Up Menus

Any menu ordered within 72 hours of the function date will be considered a “pop-up” and subject to special menu selections and pricing. Consult your Catering and Catering and Conference Manager for pop-up menus.

7.11 New Orders within 72 hours

Any menu ordered within 72 hours of the function date will be considered a “pop-up” and subject to special menu selections and pricing. Please consult your Catering & Conference Manager / Exhibition Manager for pop-up menus and pricing.

7.12 Catering Set Maximums

Marina Bay Sands “set” for events for which more than 100 persons are guaranteed, is 3% over the guarantee figure, but will not exceed more than 50 persons over the guarantee. The chef will prepare all items for the “set” figure. For events of 100 persons or less, the guarantee will equal the “set.”

7.13 Special Buffet Service

For plated menus served as a buffet, a surcharge of ten Singapore Dollars (SGD15) per person will apply for all functions over 100 guests.

In the event that a buffet is served for an amount under the minimum quoted on the banquet menu, a surcharge of eight Singapore Dollars (SGD8) per person will be imposed for guarantees between 30 and 99 guests.

7.14 Cash Food Sales in the Meeting Rooms

Special cash food carts can be set up in the Centre on special request. A daily minimum spend of SGD1,000 per cart is required for cash food cart operations.

7.15 Seating for Catering Functions

Meal prices for Western Set / Buffet Meals are based on per pax charges and on standard seating of a 6-foot round table of ten (10) people each.

Meal prices for Chinese Set Meals are based on per table charges and on standard seating of a 6-foot round table of ten (10) people each. Please advise your Catering and Conference / Exhibition Manager of any head table, stage, mixer panel or dance floor requirements in order to prepare for your Event.

8. Event Planning & Execution

8.1 Submission of Layout Plans

The general layout plans, including the selling plan proposed by the Licensee, shall be submitted to the Centre no later than ninety (90) days before the first day of the License Period. The Centre will advise the Licensee of any modifications that shall be required.

1. No work shall commence in the Centre until written consent is obtained.
2. For raw space fit out or special design fit out, the design drawings and technical drawings shall be submitted to the Centre for vetting not later than sixty (60) days before the first day of the License Period. The Centre will advise the Licensee of any modifications that shall be required.
3. No later than one (1) month before the first day of the License Period, the Licensee shall submit to the Centre for its retention, two copies each of all relevant permits, licenses or certificates granted by the authorities subject to applicable statutory requirements.
4. Floor plans in the meeting rooms that are over 300 pax must be approved by the Centre to ensure they meet SCDF standards. This must be done no later than one (1) month before the first day of the License Period.
5. No later than twenty-one (21) days before the first day of the License Period, the Licensee shall issue to the Centre reasonable number of copies of the layout plans showing locations of service drop point or termination points for use by the Centre's operational departments and contractors. These plans shall show stand identification numbers and names of exhibiting companies if applicable.

The Centre reserves the right, by written notice to the Licensee within thirty (30) days of the receipt of the Layout Plan, to require the Licensee to make such changes, deletions, and additions to the Plan of Operation as the Centre may reasonably deem necessary or desirable for the purpose of insuring the safe and orderly operation of the Facilities and the Authorized Area.

8.2 Centre handover and takeover process

8.2.1 Centre Dilapidation Inspection

A Centre dilapidation inspection will be required at the start of the License Period prior to occupation of the Authorised Area and at the end of the License Period by the Licensee or his representative with the Conference & Catering Manager / Exhibition Manager. The Licensee or his representative will be required to sign the Venue Dilapidation Survey Report for acknowledgement of the result and takeover of the Authorised Area in an as-is where-is condition.

a. Move-in Dilapidation

At the start of the Licence Period, the Centre, in the presence of the Licensee's representative, will prepare a list in duplicate of defects (if any) within the Authorised Area and other area used by the Licensee. The Licensee shall agree this list of defects with the Centre and sign two copies, one each for retention by each party, before taking possession of the Authorised Area from the Centre.

b. Move-out Dilapidation

At the end of the License Period, the Centre, in the presence of the Licensee's representative, will record all defects (if any) occurring within the Authorised Area and other area used by the Licensee during the License Period. The repair of these defects will be carried out by the Centre at the expense of the Licensee; and the Licensee will also pay on demand the cost of making good all damage to the Authorised Area or to any other part of the Centre suffered during the License Period.

The Licensee is fully responsible for the cost of reinstatement and repair of any damages caused during the License Period.

8.2.2 Building Works and Fixings

General

All fixings or attachments to or penetration of the fabric, structure, catwalk, walls or floors of the Centre is not allowed.

Suspended Fittings

The suspension of stand fittings, banners or lighting fittings for exhibition stands from the ceiling structure of the Centre will not be permitted without the Centre's prior approval.

Adhesive Tape

Contractors using adhesive tape to fix carpets or other materials to the floors will be held responsible for removing the tape after use without damage to the floors. Should the floor surface be found damaged, marked or with tape residue, the Centre will be entitled to repair or clean up the floor at the expense of the Licensee.

Exit Notices

If exit notices are obstructed by stands, decorations or exhibits, additional notices shall be provided as the Centre will require. The provision and fixing of these additional notices may be carried out by the Centre at the expense of the Licensee.

Alterations

The Licensee shall not be permitted to interfere with or make any alterations, attachments or additions to the Authorized Area or to place any loads on any beam, pillar or other part of the structure of the Centre.

8.3 Animals

Animals and pets shall not be permitted into any part of the Centre, except in conjunction with some form of exhibit, display or performance legitimately requiring the use of animals subject to the approval of the Centre. As a general rule, no animal other than an animal that qualifies as a "Service Animal" or police dog as those animals are defined by law, shall be brought onto the property without the prior approval of the Legal / Risk Management Department. This applies regardless of the type of animal or the length of time the animal will be on property.

Animals to be allowed into the Centre must have a valid license from AVA. The Licensee is encouraged to adopt guidelines set by AVA, which aim to enhance animal welfare and the professional standard of animal exhibitions and performances.

For more information please visit AVA's website:

<http://www.ava.gov.sg/AnimalsPetSector/ImportExportTransOfAnimalRelatedPrd/PetsPersonal/>

8.4 Helium Balloons (Blimps) and Toy Balloons

Floating balloons inside the Centre must remain "tethered" to a fixed object and must have approval from your Conference / Exhibition Manager prior to move-in of Event. Mylar balloons are strictly prohibited inside the Centre.

Balloons must be inflated with a non-combustible gas and the shell of the balloon must be constructed with fire retardant material. The balloon should not be installed or attached to or obstructing any fire-fighting equipment or installation.

The Licensee will be responsible for the cost associated with removing any balloons suspended or trapped below the ceiling.

Maximum ceiling height allowed for balloons is 7.5 meters in the Expo Halls. In all other areas Balloons must be at least 2 meters away from the ceiling.

8.5 Hazardous Items (Fumes, Exhaust and Smoke)

Any exhibit or process which generates noxious or toxic fumes, exhaust or smoke shall be so arranged so as to have an effective exhaust system properly connected to the fume exhaust system of the exhibition halls or to the outside atmosphere and be sited pursuant to approved locations. Full details of the exhibit or process and proposed exhaust system shall be submitted to the Centre for prior approval one month before the first day of the Licence Period. The Centre can supply all materials, install and later remove flues, exhaust ducting, extraction fans, etc for a fee.

8.6 Boilers, Stoves and Furnaces

Where a stand comprises boilers, stoves, furnaces and similar equipment in operating condition, precautions shall be taken to prevent the transmission of heat to any combustible part of the stand or to the floor or ceiling or any surface of the halls.

A suitable non-combustible insulating material of sufficient thickness shall be inserted between the equipment and the stand. If in the opinion of the Centre, the floor or ceiling or any surface is damaged by such equipment, the Centre will be entitled to repair the floor or ceiling or any surface at the expense of the Licensee.

Full details of the proposed equipment shall be submitted to the Centre for approval at least one month prior to any demonstration of the equipment under working conditions.

8.7 Machinery and Apparatus

All machinery and other apparatus intended to be operated shall be fitted with guards or other means of protection subject to the approval and the satisfaction of the Centre.

The machinery or apparatus shall only be demonstrated or operated by persons authorized by the Licensee and shall not be left running in the absence of such persons. The Centre shall be advised of such authorization.

8.8 Laser Products

In Singapore, the use for lasers is controlled by the Radiation Protection Act (Cap. 262) and its Regulations, which are administered by NEA. Under these legislations, all Class 3b and Class 4 laser apparatus, including laser pointers belonging to these classes, are controlled apparatus.

Operation and possession of these laser apparatus requires a permit from NEA. Any person demonstrating or using laser apparatus shall:

1. Observe the relevant legislation and regulations and comply with the safety requirements of NEA.
2. Submit full details of the equipment to be used and relevant detailed layout plans to the Centre for approval no later than one (1) month before the License Period.
3. Companies selling or dealing in non-ionising radiation (NIR) irradiating apparatus need to apply for the N1 licence. The Company must possess a N2 licence for each NIR apparatus. Individuals may need to apply for N3 licence if the company is going to provide demonstration or maintenance of laser apparatus. All safety rules and precautions of the product must be followed. The Centre shall have the right to have sight of the licences prior to the Event.
4. Provide suitable fire protection equipment and warning notices as required by the Centre.

8.9 Drones and Unmanned Aircraft (UA)

In accordance with Singapore law, a Class 1 Activity Permit is required for Unmanned Aircraft (UA) activities conducted for purposes that are not recreational or research in nature; or if the UA to be used in over 7kg in total mass regardless of location. Operators of UA must be in possession of an UA Operator Permit. A Class 1 Activity Permit is not valid without an UA Operator Permit. For details, please visit the website for Civil Aviation Authority of Singapore (“CAAS”) as set out in Section 9.3 of this manual.

8.10 Painting

Major painting of displays and exhibition materials are not permitted in the Centre. However, “touch-up” painting of the displays and exhibition materials is permitted in the Exhibition Halls provided such work is undertaken during the Move-In period only and all safety precautions and protective surface coverings are put in place.

These precautions include:

- Painting in an area which is properly ventilated
- Use of non-toxic paints
- Covering the floor with plastic overlay or drop sheets
- No painting near the Centre’s vertical structures (i.e. walls, columns)
- No washing of paint material within or surrounding the Centre
- Storage of paints and thinner in the Centre is strictly prohibited

The use of spray paint is strictly prohibited within the Centre. The Licensee is responsible for any damage to the Centre that is caused as a result of painting and will be liable for the cost of reinstating the damaged area to its original condition.

8.11 Sand, Soil and Similar Materials

When an event or show features, displays or individual exhibits include sand, top soil, gardens using peat moss or similar materials, the floor should be protected from stains by laying a leak proof covering on the floor. The Licensee is responsible for ensuring all precautions are taken to prevent such materials being stepped on and staining any part of the Centre. Watering must be controlled to eliminate leakage or seepage. The Licensee will bear all costs for any damage caused to the Centre. Please note that all of these precautionary measures materials must be put in place within the contractual licence period .

8.12 Secondary Electrical Works

Primary electrical and wiring services is an exclusive service to be provided by the Centre. The Licensee may hire an external contractor for the purpose of Secondary electrical and wiring services. It is the Licensee's responsibility to ensure that his supply chain holds the relevant qualification, professional accreditation and all relevant licences to deliver his secondary electrical and wiring service needs.

8.13 Workplace Safety and Health and Working at Heights

The Licensee undertakes to ensure that his supply chain adheres to all Singapore Workplace Safety and Health guidelines as listed in the Workplace Safety and Health Act (Cap. 354A) ; and all safety and operational guidelines listed in SS 539 : 2008 (Singapore Standard for the Guidelines for Safety and Operational Management for Indoor Exhibitions), as amended from time to time. All regulations on working at heights must be adhered to strictly at all times.

8.14 Connectivity

Free basic Wi-Fi is available in the public areas and common areas of the Centre. For additional and dedicated connectivity services, please approach your Conference & Catering / Exhibition Manager for further details.

8.15 Compress Air / Water in and Out

Compressed Air / Water in and out services is an exclusive service to be provided by the Centre. For orders, please approach your Conference & Catering Manager / Exhibition Manager for further details.

8.16 Professional Engineers Endorsement

All load bearing structures (including ceiling rigged structures and ground supported structures) requires a Professional Engineers (“PE”) endorsement. The PE endorsement must clearly denote the load bearing calculations, diagrams and detailed plans of the load bearing structure. Submission of the PE endorsement needs to be done 14 days before the start of the move in. Approval of the PE endorsement from the Centre is required before any works can commence.

8.17 Double Storey Booths and Covered Ceiling

All designs and plans for double storey booths must be submitted to the Centre for approval. All submissions must include detailed professional engineers calculations of the proposed structure. All covered ceilings require mandatory mobile ball sprinklers to be installed for every 9 square metres of covered ceilings.

8.18 Personal Protection Equipment

It is the full responsibility of the Licensee to ensure that adequate Personal Protection Equipment (“PPE”) is worn by his supply chain in accordance with the Workplace Safety and Health Act (Cap. 354A).

8.19 Display / Drapes / Hangings

All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth, and similar decorative materials shall be flame retardant to the satisfaction of the Centre. Canvas, cloth, cardboard, leaves, or similar combustible materials shall be completely flame retardant. Oilcloth, tarpaper, sisal paper, nylon, and certain other plastic materials cannot be made flame retardant and hence, their use is prohibited. An Official Fire Resistance Certificate must accompany all materials.

8.20 Vehicular Display

Under SCDF guidelines, motor vehicles powered by flammable liquids and/or gas motor vehicles may be displayed under the following conditions:

1. A fire extinguisher is to be supplied with the vehicles. A maximum of three vehicles is permitted in close proximity to one fire extinguisher.
2. Batteries shall be disconnected in an approved manner.
3. The fuel tank is to contain less than 1/8 of a tank.
4. Fuel-tank openings shall be locked and sealed to prevent the escape of vapors. The motor vehicle fuel filler cap must either be sealed or secured to prevent the easy removal of the fuel cap by unauthorized persons.
5. Vehicles and plants using liquid fuel shall be refueled in the open air outside the Centre.

For Electric Motor Vehicles, please ensure that the traction battery is disconnected at all times and immobilized from any accidental start up.

For details on the display of Flammable Gas (CNG) Powered Motor Vehicles, Formula One Motor Vehicles or Vehicles using highly volatile fuels, please seek advice from your Conference & Catering Manager / Exhibition Manager.

8.21 Pyrotechnics

All pyrotechnics must be approved and licensed by the relevant Singapore government authorities and Licensee must submit the risk assessment report and safety precautions to the Centre for inspection at least two (2) months in advance. The Centre may grant the licensee a letter of no objection to proceed with its licensing application. Please refer to the link below for guidelines relating to application of pyrotechnic discharge licences.

<http://www.spf.gov.sg/license/AE/Guidelines/RemovalGuidelines.html>

Licensee must schedule a demo in advance of the Event after obtaining licence from SCDF.

Smoke-generating apparatus shall be operated using water based chemicals. No oil base chemicals are allowed at the Centre.

Licensee must provide a schedule for smoke effects 14 days in advance of the Event.

8.22 Public Entertainment License and Regulations

Unless exempted, a public entertainment or arts entertainment license is required under the Public Entertainments and Meetings Act (Cap. 257) for any entertainment that is provided in any place to which the public or any class of public has access, whether gratuitously or otherwise. This would include within the Meeting Rooms or Exhibition Halls at Marina Bay Sands. To obtain this licence, please refer to Section 9.3 of this manual for the appropriate government agency's contact information.

8.23 Change of Use

Exhibition halls and ballrooms of the Centre are designed and is built for the purpose of hosting Exhibition and Convention activities. If the Licensee plans to host Exhibition and Convention activities outside the halls or ballrooms, a "Temporary Change of Use" application must be made to SCDF. Prior notice to the Centre must be given so as to obtain the "Change of Use" permission and is subject to approval on a case-by-case basis.

9. Appendix

9.1 Sands Expo and Convention Centre Directory

MICE Customer Services Centre (Order Processing, Technical Services, AV Services, Telecom Services, etc.)	Tel: +65 6688-3888 Fax: +65 6688-3889
Booth Catering Services Email: boothcatering@marinabaysands.com	Tel: +65 6688-8570
Catering & Conference Management Wedding Services	Tel: +65 6688-3133 Tel: +65 6688-3138
Business Centre (Faxing, Photocopying, Internet Services, etc)	Tel: +65 6688-3088 Fax: +65 6688-3089
Mail & Package Centre (Mailing & Courier Services)	Tel: +65 6688-3083 Fax: +65 6688-3089
24-Hour Security Hotline	Tel: +65 6688-0999

9.2 Centre Information

9.2.1 Configurations of Convention & Exhibition Centre

	Centre	Details	Area (m ²)
MEETING ROOMS	Level 5	Configuration options of 1 Grand Ballroom to 16 Meeting Rooms plus 10 Junior Rooms	6,880 8,740 (expanded)
	Level 4	Configuration options of 12 large Ballrooms to 104 Meeting Rooms	9,808
	Level 3	Configuration options of 12 large Ballrooms to 109 Meeting Rooms plus 3 Saraca Rooms	10,535
	Total Area		29,083
EXHIBITION HALLS Level 1	Level 1 Breakdown	Hall A	4,240
		Hall B	4,140
		Hall B1	890
		Hall C	4,170
		Hall C1	1,120
	Total Area		14,560
EXHIBITION HALLS Basement 2	Basement 2 Breakdown	Hall D	3,110
		Hall D1	1,360
		Hall E	4,840
		Hall E1	1,100
		Hall F	6,780
	Total Area		17,190
Total Overall			61,055
BOOTHS	Approx. Booth Capacity	Level 1	970 booths
		Basement 2	1146 booths

9.2.2 Technical Specifications of Expo Halls A, B, B1, C, and C1 on Level 1

Gross Area	14,560m ²
Ceiling Height	9.45m (max hanging height is 7.45m)
Column space	33m x 18m
Column size	1.6m x 1.6m
Concourse Net Usable Area	3,206m
Floor Loading	12 KN / m ²
Floor Finish	Concrete floor with hardening
Wall Finish	Cement paint
Ceiling	Open grid
Entrance Door Dimensions Clear Opening	2,020mm(W) X 2,495mm(H) 1,990mm(W) X 2,480mm(H)
Freight Entrance	1 no. Air Wall Partition
Freight Door Dimensions	Roller Shutter 9.5m(W) X 4.2m(H)
Freight Elevators	2 sets (located in Hall A)
Freight Elevator Loading (MAX)	9,500 Kgs max.
Freight Elevator Dimensions	3.2m(W) X 6.1m(D) X 4m(H)
Freight Elevators Door Clear Opening Size	3m(W) X 3.5m(H)
Water Supply	Available
Power Supply	Available, from columns and ceiling
Electrical Loading	3000Amp
Lighting Design	High Bay lights designed with average of 300lux
Broadcasting Facilities	Video Conference Broadcast
Air Conditioning	Standard (when provided): 23°C (+ / 1°C), 55% RH (+ / - 5%)
Internet	Wireless & Wired Broadband Network
Telephone	Local, DDD, IDD
Fire Prevention	Sprinkler, smoke detection & alarm system, fire extinguisher
PA System	Available for paging
Concession Stand	3 units on this level
Rigging Points	1 ton load capacity Reflective ceiling plan upon request

9.2.3 Technical Specifications of Expo Halls D, D1, E, E1, and F on Basement 2

Gross Area	17,190m ²
Ceiling Height	9.45m (max hanging height is 7.45m)
Column space	33m x 18m
Column size	1.6m x 1.6m
Concourse Net Usable Area	5,029m
Floor Loading	12KN / m ²
Floor Finish	Concrete floor with hardening
Wall Finish	Cement paint
Ceiling	Open grid
Entrance Door Dimensions Clear Opening	2,020mm(W) X 2,495mm(H) 1,990mm(W) X 2,480mm(H)
Freight Entrance	1 no. Air Wall Partition
Freight Door Dimensions	14m(W) X 4.2m(H)
Freight Elevators	2 sets (located in Hall D)
Freight Elevator Loading (MAX)	9,500 Kgs max.
Freight Elevator Dimensions	3m(W) X 6.1m(D) x 4m (H)
Freight Elevators Door Clear Opening Size	3m(W) X 3.5m(H)
Water Supply	Available
Power Supply	Available, from columns and ceiling
Electrical Loading	3000Amp
Lighting Design	High Bay lights designed with average of 300lux
Broadcasting Facilities	Video Conference Broadcast
Air Conditioning	Standard (when provided): 23°C (+ / 1°C), 55% RH (+ / - 5%)
Internet	Wireless & Wired Broadband Network
Telephone	Local, DDD, IDD
Fire Prevention	Sprinkler, smoke detection & alarm system, fire extinguisher
PA System	Available for paging
Concession Stand	3 units on this level
Rigging Points	1 ton load capacity Reflective ceiling plan upon request

9.2.4. Public Areas / Loading Areas Technical Specifications

Area B1 Loading	890sqm
Area C1 Loading Area	1,120sqm
Area D1 Loading Area	888sqm
Area E1 Loading Area	1,100sqm
Ramp Specifications	7.0m(W) X 4.5m(H)
Passenger Lifts	3.3m(W)X2.15m(D)X3.30m(H)
Hall A – Function Space	8m(W) X 39.5m(L)
Hall B – Function Space	9.7m(W) X 46.3(L)
Hall C – Function Space	9.7m(W) x 40.7m (L)
Hall D – Function Space	8.2m(W) X 45.6m(L)
Hall E – Function Space	14.4m(W) X 57.6(L)
Hall F – Function Space	14m(W) X 23.3m(L)
Meeting Room Foyer	10m(W) X 4.5m(H)
Meeting Room Hallways	6m(W) X 4.5m(H)
Meeting Room Floor Load	500 Kg per Square Meter
Expo Hall Floor Load	1,200 Kg per Square Meter

Located in each divisible section of these function rooms are house phones, lighting controls, and the following standard items:

At The Audio Visual Panels of Each Section:
♦ (3) Line Inputs in XLR connector
♦ (5) Internet (RJ45) CAT 5(E) -or- (20) Telephones (RJ45)
♦ 3 phase 32A 400V
♦ (2) Ceiling power tracks 60 A.M.P 3 phase

9.3 Contact Information for Commonly Used Licenses

Outdoor Advertisement Licence / Permit

Building and Construction Authority (BCA)

5 Maxwell Road

#02-01 Tower Block

MND Complex

Singapore 069110

Tel: +65 6325-7379

Email: bca_adv_lic@bca.gov.sg

Website: www.bca.gov.sg

Copyright Music Licence

Composers & Authors Society of Singapore Ltd (COMPASS)

37 Craig Road

Singapore 089675

Tel: +65 6323-6630

Email: licence@compass.org.sg

Website: www.compass.org.sg

Arts Entertainment Licence

Media Development Authority (MDA)

Customer & Licensing Services (Films & Publications)

45 Maxwell Road

#07-11 / 12 URA Centre, East Wing

Singapore 069118

Tel: 1-800-478-5478

Email: mda_input@mda.gov.sg

Website: www.mda.gov.sg

Public Entertainment Licence

Singapore Police Force (SPF)

Licensing Division

391 New Bridge Road

Police Cantonment Complex

Block A #02-701

Singapore 088762

Tel: +65 6835-0000

Email: SPF OPS_licensing@spf.gov.sg

Website: www.spf.gov.sg

General Radio Communication Licence

Infocomm Development Authority of Singapore (IDA)

Licensing & Operations Department

8 Temasek Boulevard

#14-00 Suntec Tower 3

Singapore 038988

Tel: +65 6211-0888

Email: info@ida.gov.sg

Website: www.ida.gov.sg

Food Hygiene

National Environment Agency (NEA)

Central Regional Office (CRO)

4545 Jalan Bukit Merah

Singapore 159466

Tel: +65 6272 4266

Email: contact_NEA@nea.gov.sg

Website: www.nea.gov.sg

Animal Exhibition Licence

Centre for Animal Welfare & Control

Agri-Food & Veterinary Authority of Singapore (AVA)

75 Pasir Panjang Road

Singapore 118507

Tel: +65 6471 7198

Email: ava_cawc@ava.gov.sg

Website: www.ava.gov.sg

Entertainment Lasers

Centre for Radiation Protection and Nuclear Science (CRPNS)

National Environment Agency (NEA)

Environment Building, 3rd Storey Annex Block

40 Scotts Road

Singapore 228231

Tel: 1-800-225-5632

Email: contact_NEA@nea.gov.sg

Website: www.nea.gov.sg

9.4 List Of Regulatory Bodies

List of Regulatory Bodies

<i>Activities to be Engaged In</i>	<i>Regulatory Body</i>
Lucky Draws	<ul style="list-style-type: none"> Specialised Crime Division, Criminal Investigation Department
Playing of all kinds of music	<ul style="list-style-type: none"> Composers and Authors Society of Singapore Ltd (Compass)
Public performance of music videos, karaoke videos and laser discs	<ul style="list-style-type: none"> Recording Industry Performance Singapore Pte Ltd
Flying of national flag	<ul style="list-style-type: none"> ♦ Prime Minister's Office
Livestock and all agricultural products and foodstuffs	<ul style="list-style-type: none"> Agri-Food & Veterinary Authority of Singapore
Food Hygiene	<ul style="list-style-type: none"> National Environment Agency
Display of drugs and medicines	<ul style="list-style-type: none"> Ministry of Health
Display of cosmetics	<ul style="list-style-type: none"> Ministry of Health
Display and / or sale of liquor	<ul style="list-style-type: none"> Customs and Excise Department, Singapore Customs
Smoking and tobacco products	<ul style="list-style-type: none"> Tobacco Regulation Branch, Health Sciences Authority
Flying of helium balloons in open areas	<ul style="list-style-type: none"> Civil Aviation Authority of Singapore
Defense related events	<ul style="list-style-type: none"> MINDEF
Censorship and copyrights of film / audio visual demonstration / publications	<ul style="list-style-type: none"> Board of film censors
All concerts, fashion shows, variety shows, beauty contests excluding exhibitions	<ul style="list-style-type: none"> Public Entertainment Licensing Unit, Singapore Police Force Info-communications Media Development Authority
Advertisement sign / signboard license	<ul style="list-style-type: none"> Urban Redevelopment Authority Building and Construction Authority
Activities within MRT (Mass Rapid Transit) railway protection zone	<ul style="list-style-type: none"> Land Transport Authority
Toxic wastes	<ul style="list-style-type: none"> ♦ National Environment Agency
Drones and Unmanned Aircrafts	<ul style="list-style-type: none"> ♦ Civil Aviation Authority of Singapore

The above list is non-exhaustive; licensees are advised to visit the following website to ensure that all necessary permits, licenses or notifications required are obtained in good time prior to the event:

<https://licences.business.gov.sg/SHINE/sop/WebPageHandler?p=OASIS&pn=SelectLicences>

9.5 Approved Service Provider List – Freight Forwarder

S/N	COMPANY NAME	CONTACT DETAILS
01	Agility Fairs & Events Logistics Pte Ltd	Ms Florence Ng Email: FNg@agilitylogistics.com
02	APT Showfreight (S) Pte Ltd (previously APEX Expo Logistics Pte Ltd)	Mr Samuel Chow Email: Samuel.chow@apex-expologistics.com
03	Rogers Expo Services (S) Pte Ltd	Ms Kui Siang Email: accounting.sg@rogers-asia.com
04	Schenker Singapore (Pte) Ltd	Mr Joseph Lam Email: joseph.lam@dbschenker.com
05	Transit Air Cargo Singapore Pte Ltd	Ms Hilda Mok Email: hilda.mok@tacs.com.sg

9.6 Approved Service Contractor / Exhibition Stand Contractor

S/N	COMPANY NAME	CONTACT DETAILS
01	Cityneon Creations Pte Ltd	Ms Allyse Mah Email: allyse.mah@cityneongroup.com
02	Kingsmen Exhibits Pte Ltd	Ms Sarah Chew Email: sarahchew@kingsmen-int.com
03	Pico Art International Pte Ltd	Mr Sebastian Ng Email: Sebastian.ng@sg.pico.com

9.7 Recommended List / Private Security Companies

S/N	COMPANY NAME	PLRD GRADING (*correct as at 31 August 2017)	CONTACT DETAILS
01	Asset & Crowd Management Specialists Pte Ltd	C	Mr Anthony Ong Email: Anthony.ong@acms.sg
02	Certis CISCO Security Pte Ltd	C	Mr Melvin Kwek Email: MelvinZH_KWEK@certissecurity.com
03	Enhance Security(S) Pte Ltd	C	Email: dove@enhance.com.sg
04	Focal Investigation & Security Agency Pte Ltd	C	Mr Clarence TC Khoo Email: clarence@focal.com.sg
05	Fervour Pte Ltd	C	Email: dave.chiam@fervour.sg
06	Horus I (Private Limited)	C	Mr Edwin Cheong Email: Edwin_cheong@horus-i.com

** Police Licensing & Regulatory Department (PLRD)

S/N	COMPANY NAME	PLRD GRADING (*correct as at 31 August 2017)	CONTACT DETAILS
01	Asset & Crowd Management Specialists Pte Ltd	C	Mr Anthony Ong Email: Anthony.ong@acms.sg
02	Certis CISCO Security Pte Ltd	C	Mr Melvin Kwek Email: MelvinZH_KWEK@certissecurity.com
03	Enhance Security(S) Pte Ltd	C	Email: dove@enhance.com.sg
04	Focal Investigation & Security Agency Pte Ltd	C	Mr Clarence TC Khoo Email: clarence@focal.com.sg
05	Fervour Pte Ltd	C	Email: dave.chiam@fervour.sg
06	Horus I (Private Limited)	C	Mr Edwin Cheong Email: Edwin_cheong@horus-i.com

** Police Licensing & Regulatory Department (PLRD)

9.8 Marina Bay Sands Health and Safety Policy

Marina Bay Sands Health and Safety Policy

Marina Bay Sands will be a global leader in Health and Safety management. This is consistent with Marina Bay Sands interests, ethics and shared values.

Specifically we are committed to the following

- **Team Members**

We will provide a safe and healthy workforce. Striving to prevent injuries and illnesses, promoting healthy lifestyles and encouraging respect to the environment. We will ensure that our Team Members have the awareness, skills and knowledge to carry out this policy.

- **Compliance**

We will meet all applicable Health and Safety laws and Marina Bay Sands requirements, including our own Health and Safety management standards.

- **Business Integration**

We will integrate Health and Safety considerations into our business activities.

- **Business Partners**

We will work with our business partners to help them to address their Health and Safety needs.

- **Suppliers and Contractors**

We will work with our suppliers and contractors to enhance Health and Safety performance.

- **Community and Government**

We will participate in community and government Health and Safety initiatives.

- **Continual Improvement**

We will strive to continually improve our Health and Safety performance through a framework for establishing and reviewing health and safety objectives to enhance our Team Members health and safety.