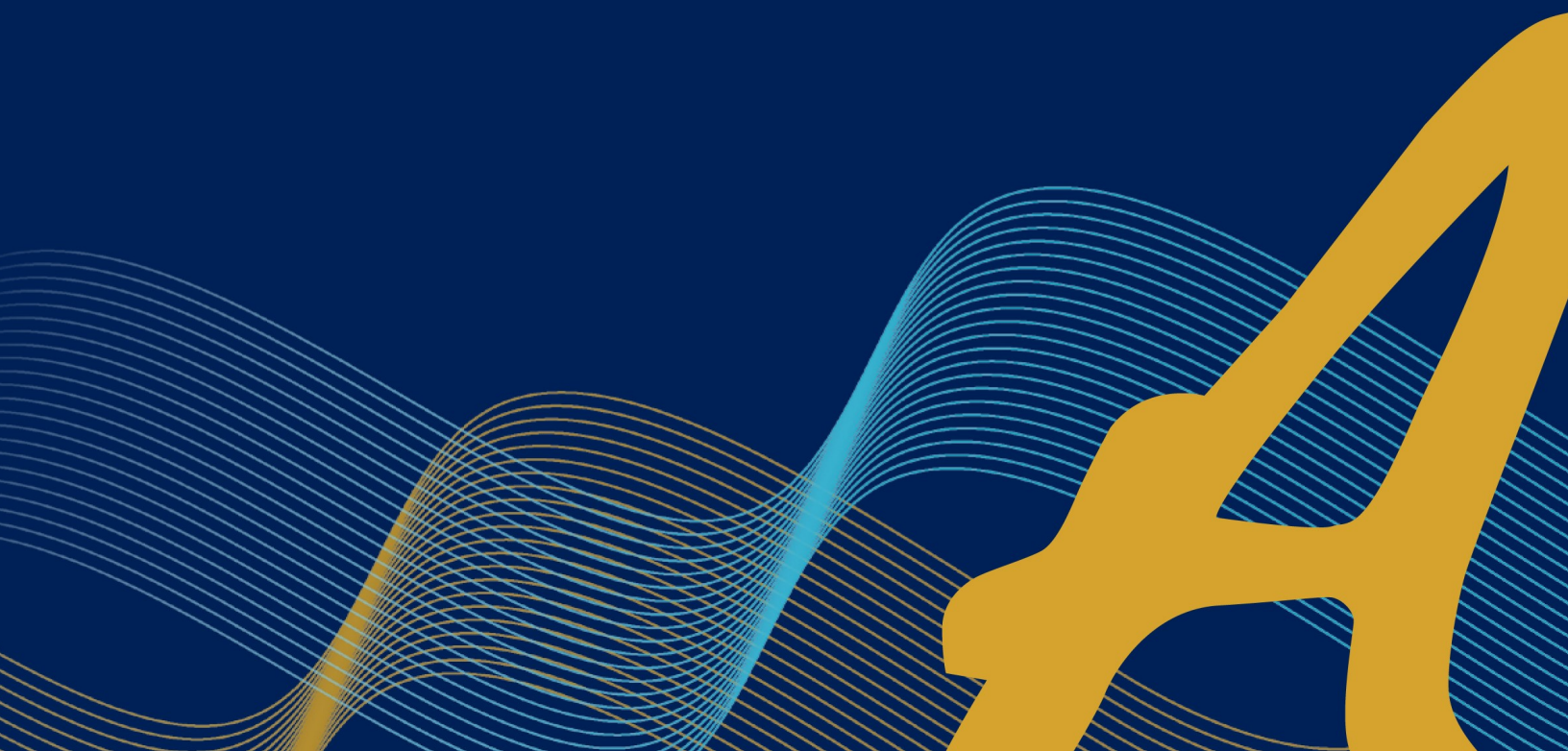




FACILITY GUIDE BOOK



This guide book provides you with the necessary guidelines to further assist your event success at the Ariyana Convention Centre.

An electronic version of the guidelines can be downloaded from our website www.ariyanacentre.com.

If you have any questions, please contact a member of our Sales Department at (+84) 236-3847-333 from Monday to Saturday, 8:00am – 5:00pm

For onsite assistance, please refer to ACC TEAM.

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I. DESTINATION & ARIYANA TOURISM COMPLEX

DA NANG CITY

Danang is the cradle of the ancient Champa civilization – monarchy of one of the most advanced civilization to rule much of South East Asia. Danang is located on the east coast of Vietnam, a thriving seaport midway between the Vietnamese capital of Hanoi in the north and Ho Chi Minh City, the main commercial centre in the south. The region is renowned for its natural beauty of the blue beach, seaside and sand which is well-preserved.

Having the third largest International airport in Vietnam, Danang is the gateway to the World Heritage sites in Hoi An, My Son, and Hue, which is very convenient for access via road, sea and airways. There are daily flights from Danang to major cities in Vietnam and direct connections to international airports in Korea, Japan, China, Taiwan, Malaysia, Singapore, Doha and more for future plans.

THE ARIYANA TOURISM COMPLEX

The Ariyana Convention Centre (ACC) managed by the award-winning Furama (hereby also known as the LICENSOR) officially opened in October 2017, is a leading destination for conventions, trade shows, exhibitions and banquets.

Being Vietnam's first and only oceanfront convention centre, the ACC is geographically located adjacent to the centre of Danang City – the most worth-living city of Vietnam and the spiritual centre of the ancient Champa civilization. Lying on Vo Nguyen Giap Road, the ACC is an ideal base for combining business travels with pleasure, with convenient travel connections to UNESCO-listed World Heritage Sites in Hoi An, My Son and Hue or to downtown dining and entertainment facilities.

Luxurious accommodation in the vicinity the ACC includes Furama Resort and Furama Villas Danang, which together forms the 27-ha Ariyana Tourism Complex, supplying a total of over 1000 rooms and suites, making the ACC truly a one-stop destination for global business travellers.

We are committed to delivering excellent services and exceeding our clients' expectations at every event. To assist Event Organisers (hereby known as the LICENSEE), we have an array of in-house services and exclusive / appointed supplier partnerships. The following is a listing of all of these services in each category.

II. GUIDELINES

THE MANAGEMENT TEAM

Engineering & Technical Services

Mr. Nguyen Trong Hai - Engineering Manager
E: eng.manager@ariyanacentre.com
T: (0236) 391 6666 ext 8700

Executive Management

Mr. Matthias Wiesmann - General Manager
E: gm@furamavietnam.com

General Management

Ms. Tran Gia Ngoc Phuong - ACC Manager
E: manager@ariyanacentre.com
M: 0989 585 071
T: (0236) 391 6666 ext 8000

First Aid Services

Dr. Nguyen Thi Minh Tam
E: doctor@furamavietnam.com

Food & Beverage Services

Mr. Le Vinh Toan - Assistant Operations Manager
E: fb@ariyanacentre.com
M: 0974 701 251

Public Cleaning & Florist Services

Mr. Ngo Tuan Phong - Public Area Manager
T: (0236) 391 6666 ext 8800

Sales

Mr. Luong Thuong Chien - Sales Manager
E: ssm.hcm@furamavietnam.com
M: 0934 825 528

Security & Protocols

Mr. Nguyen Quoc Vu - Security Controller
Email: security@ariyanacentre.com
M: 0906 444 703
T: (0236) 391 6666 ext 8900

Technologies and Communication Services

Mr. Nguyen Trung Thanh - EDP Manager
Email: edp@furamavietnam.com
Mobile: 0903 565 363

FACILITY OVERVIEW

2,500 guests

PILLAR-LESS BALLROOM

2,075 sqm

12,000 sqm ocean-front outdoor space.

4,390 sqm multi-function indoor space.

03 grand ballrooms, 20 break-out rooms.

200 - slot parking for cars & coaches.

Ariyana Convention Centre together with the Furama Danang International Convention Palace offers the largest MICE complex in Vietnam with advanced technologies, sophisticated interiors, supreme facilities, truly delectable cuisine and superb selection of menus. Not only is it suitable for conferences but also ideal for wedding ceremonies, themed parties, concerts, fashion shows, or even indoor and outdoor exhibitions.

Ariyana Convention Centre

107 Vo Nguyen Giap Street, Khue My Ward,
Ngu Hanh Son District, Danang City, Vietnam
T: (+84-236) 3847 333 / 3847 888 | F: (+84-236) 3847 666
E: ssm.hcm@furamavietnam.com | www.ariyanacentre.com

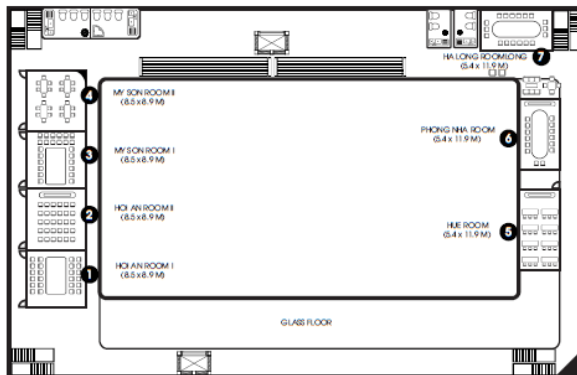
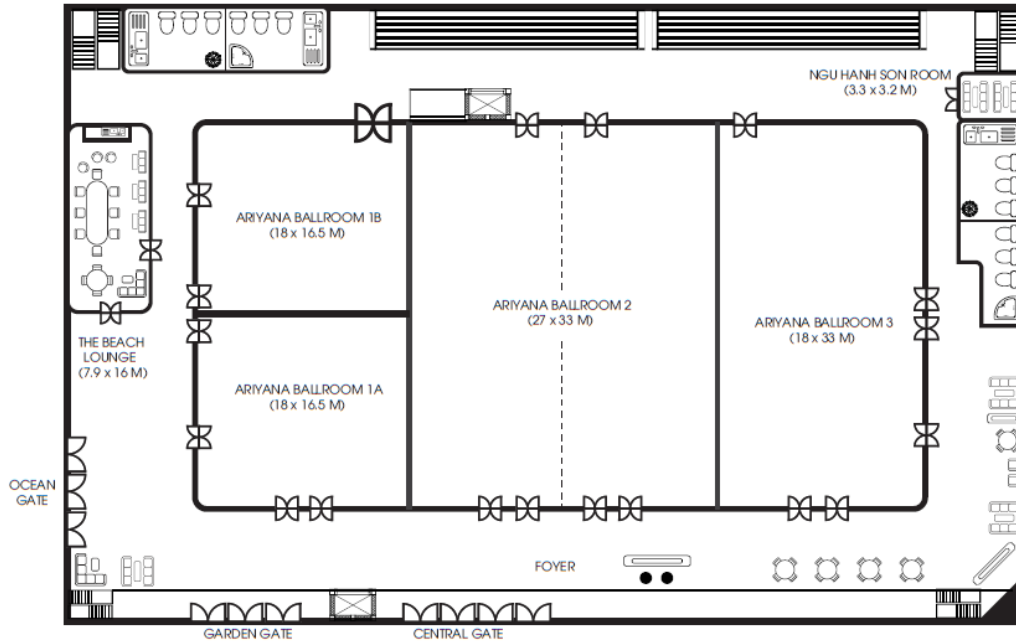
CAPACITY

The Licensee shall not admit more people to the space than it can reasonably accommodate to ensure all attendees and staff can safely or freely move about in the space, and the decision of the Licensor in this respect shall be final. Licensees are responsible for monitoring and maintaining an accurate count of their event's capacity at their own expense. Events with approved occupant loads greater than 2,000 in all areas may require additional staff and heightened security procedures implemented at the discretion of Operations Manager and Security Manager.

Meeting Rooms	Dimension (LxWxH) m	Area m2	Theatre (persons)	Dinner (persons)	Classroom (persons)	U-Shape (persons)
Ariyana Grand Ballroom	63x33x9	2,079	2,500	1,500	1,500	950
Ariyana Ballroom 1 & 2a	31.5x33x9	1,039.5	1000	750	750	600
Ariyana Ballroom 2b & 3	31.5x33x9	1,039.5	1000	750	750	600
Ariyana Ballroom 1	18x33x9	594	500	400	400	250
Ariyana Ballroom 1a	18x16.5x9	297	280	170	130	80
Ariyana Ballroom 1b	18x16.5x9	297	280	170	130	80
Ariyana Ballroom 2	27x33x9	891	800	650	600	400
Ariyana Ballroom 3	18x33x9	594	500	400	400	250
Ballroom Foyer		1,490				
The Beach Longe	16x7.9x3.5	126	100	60	60	45
Hoi An Room	17x8.9x3	151.3	120	90	80	45
Hoi An Room 1	8.5x8.9x3	75.6	50	40	36	25
Hoi An Room 2	8.5x8.9x3	75.6	50	40	36	25
My Son Room	17x8.9x3	151.3	120	90	80	45
My Son Room 1	8.5x8.9x3	75.6	50	40	36	35
My Son Room 2	8.5x8.9x3	75.6	50	40	36	35
Hue Room	5.4x11.9x3	60	40	30	24	24
Phong Nha Room	5.4x11.9x3	60	40	30	24	24
Ngu Hanh Son Room	3.3x3.2x5.4	10.5	10			
Ha Long Room	5.4x11.9x3	60	40	30	24	24
Function Room 1	9x10.5x2.5	94.5	70	50	50	20
Function Room 2	9x10.5x2.5	94.5	70	50	10	20
Function Room 3	9x10.5x2.5	94.5	70	50	15	20
Function Room 4	9x4x2.5	36	25	15	15	
Function Room 5	9x11x2.5	99	70	50	50	25
Function Room 6	9x11x2.5	99	70	50	50	25
Function Room 7	6x4x2.5	20	15	10	10	
Function Room 8	9x4x2.5	36	25	15	15	

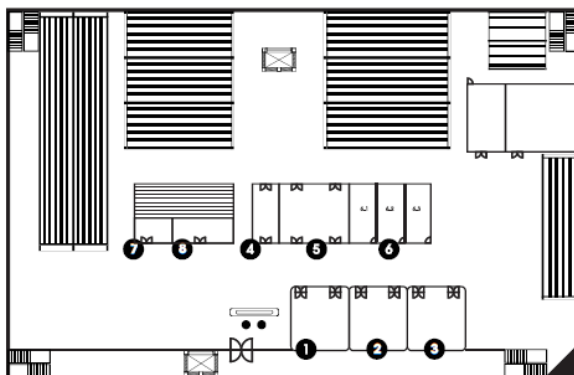
FLOOR PLANS

ARIYANA GRAND BALLROOM FLOOR PLAN 1ST FLOOR: 63M x 33M



FUNCTION ROOM FLOOR PLAN (2ND FLOOR)

- ❶ HOI AN ROOM 1 (8.5 x 8.9 m)
- ❷ HOI AN ROOM 2 (8.5 x 8.9 m)
- ❸ MY SON ROOM 1 (8.5 x 8.9 m)
- ❹ MY SON ROOM 2 (8.5 x 8.9 m)
- ❺ HUE ROOM (5.4 x 11.9 m)
- ❻ PHONG NHA ROOM (5.4 x 11.9 m)
- ❼ HA LONG ROOM (5.4 x 11.9 m)



FUNCTION ROOM FLOOR PLAN (GROUND FLOOR)

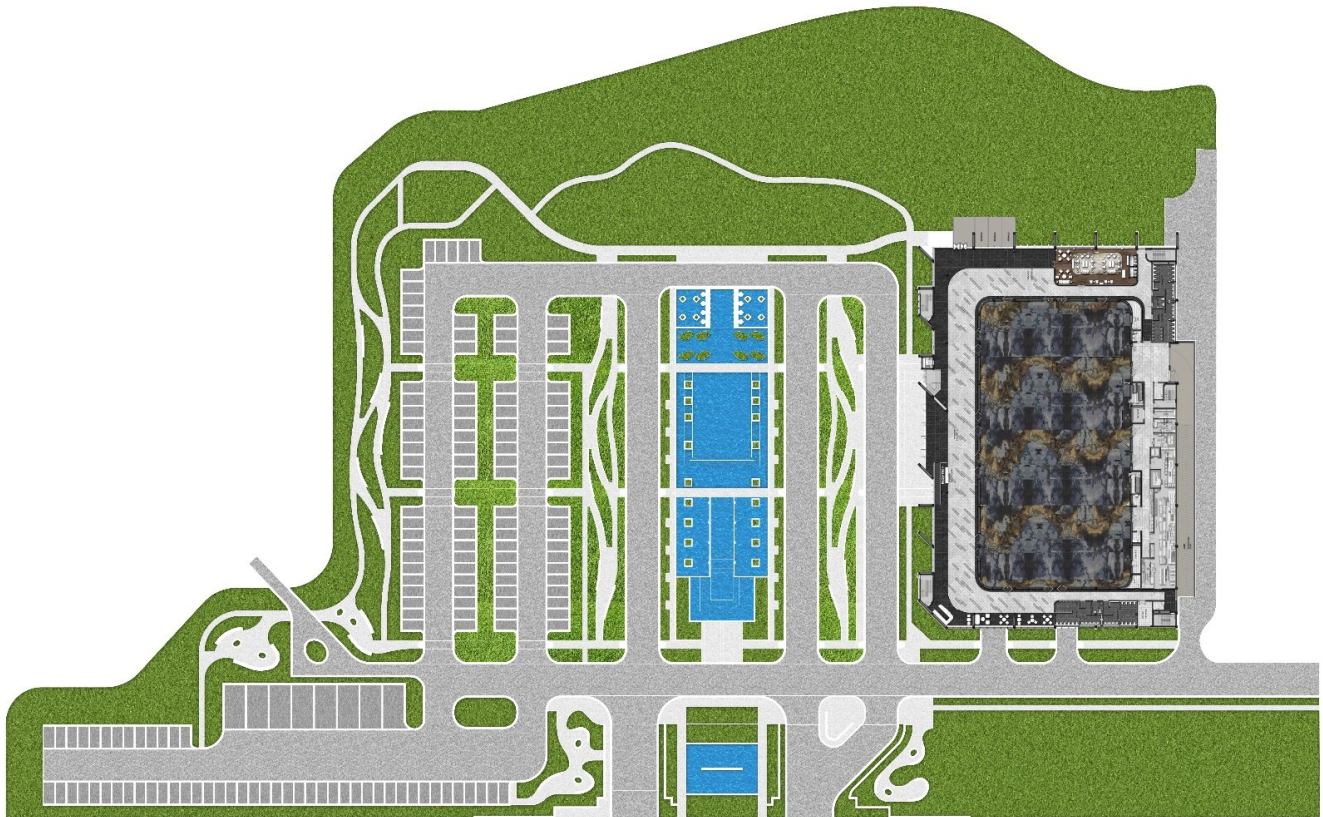
- ❶ FUNCTION ROOM 1 (9 x 10.5 m)
- ❷ FUNCTION ROOM 2 (9 x 10.5 m)
- ❸ FUNCTION ROOM 3 (9 x 10.5 m)
- ❹ FUNCTION ROOM 4 (9 x 4 m)
- ❺ FUNCTION ROOM 5 (9 x 11 m)
- ❻ FUNCTION ROOM 6 (9 x 11 m)
- ❼ FUNCTION ROOM 7 (6 x 4 m)
- ❽ FUNCTION ROOM 8 (9 x 4 m)

PARKING

The Licensor offers security-patrolled outdoor parking for guests who attend events at the ACC during the contracted time. Overnight parking is not permitted. A limited amount of oversized parking is available at our parking lot and for a limited period of time.

LANDSCAPE

The ACC offers Organisers a versatile space of 12,000m² of multi-faceted landscape. The Ariyana Marine Park stretching to the seashore is ideal for team building activities, large group photoshoot and flash-mobs. In addition to indoor functional space, our Ariyana Beachfront garden can also accommodate up to 1,800 people for welcome cocktails and 1100 people for sit-down banquet. The infinity fountain is perfect for fashion shows above water. Multi-purpose access lanes can hold up to 20 heavy-duty tractors for showcase while effective traffic control is guaranteed.



AMENITIES

ATM There are three (03) ATM machines located in the Ariyana Tourism Complex; one (01) is located at the lobby of the ACC. Kindly note that the services are provided by BIDV Bank and HD Bank. Withdrawal fees may apply.

BARRIER-FREE ENVIRONMENT We understand the importance of meeting the accessibility for people with disabilities and attempt to eliminate barriers that affect persons with disabilities. All floors in the ACC are fully compliant for people with disabilities. Wheelchairs are available for day loan; please contact our Operations Manager for more details.

CELLULAR SERVICES Major cellular services in Vietnam are Viettel, Mobifone and Vina- phone. The Licensor does not guarantee the availability or reliability of the networks/services provided through them. Please contact your mobile phone network provider to ensure roam- ing service in Vietnam. Below are standard network speeds.

SPEED / PROVIDER	Mobifone	Vinaphone	Viettel
PING	49 ms	33 ms	22ms(3G) 14ms(4G)
3G Upload	3.67 mbps	11.88 mbps	4.41mbps
3G Download	8.22 mbps	5.03 mbps	42 mbps
4G Upload	50 mbps	61mbps	50 mbps
4G Download	100 mbps	100 mbps	300 mbps

ELEVATOR Our centrally located public passenger elevator is provided for the use of wheelchairs, strollers and other similar devices. Licensor does not permit the movement of freight, equipment, materials, etc. via the guest elevators.

DIRECTIONAL SIGNAGE The ACC offers directional print standees in both horizontal (A3) and vertical (A2) formats. An event logo, show dates and agenda may be displayed on our electronic screens free of charge during the event. We have two (02) complimentary design templates to choose from. Guidelines for customised content to be displayed on electronic directional screens:

- ◇ Size: 22"
- ◇ Dimension: 1920px (H) X 1080px (W)
- ◇ File format: Static JPEG or animation / movie in file format .MP4
- ◇ Slide: 3 seconds, no-audio
- ◇ Due date: Requested 10 business days in advance.

HELIPAD Our centrally located helipad is situated in front of the Furama Villas Beach. Please contact our Sales Manager for more details should you wish to gain access to land on our helipad.

TOILETS There are toilets facilities available on all floors. Should additional toilets be required for outdoor events, please contact our Operations Manager for rates and arrangement.

WIFI & WLAN Complimentary public Wi-Fi is available and shared by all attendees and general public in the building. The service is available in all contracted venue space, the public spaces outside of meeting rooms and show offices. Our standard bandwidth is 80 mbps-international / 150 mbps-local with 6mbps per device. The service is appropriate for Web browsing, e-mail and social networking and not suitable for streaming videos, VPN connections, peer-to-peer file sharing, running internet-based workshops or presentations. For dedicated bandwidth and private network, please contact our Sales Manager for rates.

The Licensor reserves the right to withdraw any activities may knowingly or unknowingly cause disruption of the voice or data communications. Providing or distributing wired or wireless (including cellular-based and 3G) internet access in the ACC is strictly prohibited.

BUILDING SERVICES

PROFESSIONAL SERVICE PROVIDERS The followings are professional services provided to the Licensor on an exclusive basis.

- ◇ **Canvas house**
- ◇ **Exhibition booths**
- ◇ **Rigging**
- ◇ **Staging**
- ◇ **LED**
- ◇ **Professional lighting and sound systems**

ON-SITE SERVICES The ACC's on-site services are provided exclusively by the Licensor.

Accommodation The ACC is part of the Ariyana Tourism Complex with luxury accommodation in the vicinity, including Furama Resort and Furama Villas, supplying over 500 rooms. To enquire or make a reservation, please contact our Sales Manager: ssm.hcm@furamavietnam.com.

Airport transfer The ACC is conveniently located 15 minutes away by car from the International Danang Airport. For general airport enquiries or booking private transportation, please speak to a Guest Relations staff member at the Furama Resort / Villas front desk or email: concierge@furamavietnam.com.

Audio visual Our meeting rooms are equipped with audio and visual facilities. We are happy to arrange alternative solutions to your needs. Please contact our Sales Manager for further details and rates.

Concession stand The *A Boutique Café* opens to the public during event contracted time, comprises a coffee shop and a pop-up souvenir store. We are proud to bring the local touches closer to our international guests who are often short on time to shop around, providing thought-out distinctively local souvenir options. The *A Boutique Café* menu is customised not only to suite the tastes of the delegates based on their demographics but also to not duplicate items that are served at our coffee-breaks.

Cleaning services The Licensor provides complimentary cleaning services within all common areas, meeting rooms, show offices and catering areas as matter of course. However supplementary cleaning surcharges will apply to feature areas, interior booths and removal of event waste, shipment boxes, crates & pallets.

Surcharge will apply for cleaning of confetti used indoor and any outdoor activities. The Licensee is responsible for removing any tape used on venue surfaces and returning contracted space to a finished as received state at the end of the move-out period. Please refer to *Facility Inspection*.

Food & beverage catering The ACC kitchen brigade headed by Executive Chef Doan Van Tuan boasts a team of 20-year internationally experienced chefs catering to global events including APEC CEO Summit 2017, ASEAN Bankers Association and the ASEF (Asean/ European Foundation) meeting 2017.

Our culinary team is dedicated to tailor the perfect menu for your event using the freshest, top-notch quality, seasonal ingredients, offering innovative local and international cuisines. We create extraordinary dining experiences whether it's for a few dozen or a few thousand diners.

Chef Tuan is the first Vietnamese Executive Chef to oversee five-star restaurants in Furama Resort Danang. With 15 years of experience as a leading culinary expert in international and local Vietnamese cuisines, he is devoted to create unique signature dishes for themed events including Tet Village Market, Festive Season fares, Vietnam Folklore Night, Indian Food Festival, Mexican Week, Thai Cuisine Week and Italian delights. He is a true Ambassador of the Furama Culinary Team to bring the Vietnamese cuisine and culture to India, Italy, Thailand, Hong Kong, and Japan through cross-cultural food events. We will create incredible memories leaving your guests looking forward to years to come.

Floral decoration From discreet to extravagant, rustic to luxe, our approach to decoration takes the cues from the brand cultures, the customers, the season and the settings. Our florist will be at your disposal to discuss details should you wish to opt for tailour-made floral decorations.

Transportation The ACC offers complimentary shuttle bus and on-call buggy transportation services for guests who book the accommodation within the Ariyana Tourism Complex. Should the Licensee wish to extend the hours of the shuttle bus for an exhibitor party or for any other reasons, the Organiser must contact the Sales Manager for advance arrangement.

The operating times will be shown at the pick-up points. Our aim is for you to wait no longer than 20 minutes. We apologise in advance for any delay, this may be caused by volume or traffic around the Complex during peak times. Should the attendants rather take a pedestrian route, the Ariyana Tourism Complex accommodation and restaurants are within 10-15 minutes walking distance with clear guiding maps.

Security The ACC Security department maintains 24-hour security for the building perimeter areas and internal patrols. The Licensee is responsible at their own expense for complete security within exhibit areas, meeting rooms, loading dock areas, emergency exits, registration areas and any other contracted area used from the initial move-in until the completion of move-out.

Utility mains Standard electric power is available in all meeting rooms with 3-pin access points along sides of the walls and on the floors. The standard voltage in Vietnam is 16A / 220V.



Additional universal power socket bars can be ordered complimentary through our Event Manager (subject to availability).



The Licensor reserves the right to refuse electrical connection of equipment based on safety. All equipment must be properly tagged and wired with complete information as to type of current, voltage, phase, cycle, horsepower, etc. The Licensor will not be responsible for power failure or voltage fluctuation. The Licensee might be held responsible for power cuts/problems/repairs for giving false information to the Licensor. Converting electricity installation without the approval or presence of ACC Engineering Department is strictly prohibited. The ACC will provide power supply from main panel(s). Licensee and or appointed contractors will provide electricity cables and connect the electricity from the supply points to designated use areas. Please refer to the *Power Supply Layout* for the locations and voltage of power points and MCCB.

The Licensor requires that all exposed wires and cables are covered using weight-support trunkings, pedestrian cable covers or taped down using low tack cloth gaffer, depending on the sizes and quantity of the cable lines. Please see below for suggested measures.

Cable Ø	Quantity of cables	Protective measures recommended
<2.5mm	Maximum two	Low-tack cloth gaffer
2.5mm	Maximum three	D-line weight support trunking
>2.5mm	More than two	Pedestrian cable covers

Booth & stand services For exhibition serviced by the ACC, each exhibitor is furnished with the following items and equipment, unless otherwise contracted:

- ◇ A 6m2 shell scheme booth (2m x 3m)
- ◇ Aluminum frame and wall panels
- ◇ 16A / 220W electricity (x1 socket per 6m2 stand)
- ◇ 1 table and 2 chairs per 6m2 stand
- ◇ Company name Fascia (no logo)
- ◇ Lighting (x2 tube lights per 6m2)

Other equipment and services can be ordered from our Sales Manager. Please refer to *Equipment & Accessories Rental* for rates.

GUEST SERVICES

The below services can be arranged upon request, on shift x man-hour basis. Please speak to our Operations Manager for more details and rates.

- ◇ **Hostess**
- ◇ **Coordinator**
- ◇ **Dedicated cleaning services**
- ◇ **Cloakroom attendants**
- ◇ **Dedicated private security**
- ◇ **Business lounge**
- ◇ **Business Center**

SHIPMENTS AND DELIVERIES

The Licensee is highly advised to work with a professional courier/freight-forwarding service provider to handle import tax(es), clearance of papers to ensure materials arrive in good time. The Licensor has limited storage space and will not accept advance shipments from exhibitors or show management prior to contracted dates.

For other types of events, the ACC may allow shipments to arrive ONLY maximum two (2) business days in advance of the event date avoid additional storage fees. Shipments must be communicated to the Licensor (separately from the delivery notification) to ensure acceptance, and avoid being refused by the facility. Acceptance criteria include:

- ◇ Damage-free packaging
- ◇ Free of contaminants meeting fire and occupational safety
- ◇ Complete, legible and correct sender and recipient addresses on labels
- ◇ Contents of shipments clearly stated on delivery slips/notes.
- ◇ Statement of customs clearance details which will be the responsibility of the Licensee.

In the absence of receiver, the Licensor will sign for package quantity received however not check the shipment contents. If a representative from the event organising team is on-site, he/she is to receive and sign for the shipment(s). The Licensee is solely responsible for the shipment and the Licensor will not be liable for the conditions of the shipment received under any circumstances. For shipment arrives earlier than two (02) business dates, daily air-conditioned storage charges will apply at \$20 per sqm per day if space is available; otherwise the Licensor may refuse acceptance and the Licensee may be required to make alternative storage arrangement. All deliveries should be addressed as follows:

Ariyana Convention Centre / *Cung Hội nghị Quốc tế Ariyana Đà Nẵng*

Address: 107 Vo Nguyen Giap, Khue My Ward, Ngu Hanh Son District, Danang, Vietnam

Event: *(Your event)*

Recipient: *(Your organising team representative)*

Mobile number: *(Your organising team representative's contact details).*

LOAD IN & OUT

FREIGHT Freight delivery for production by contractors must arrive through Gate 4, received at checkpoint A3 and subject to security check before proceeding to loading dock. Please note the loading dock has a drive-on floor capacity of 500 kg/m² or a total of 3 tons including the truck and the goods. Otherwise, driver will be directed to load at checkpoint A3 and deliver goods to event space via freight lifts. For large and heavy shipments, please note below specifications for a smooth loading process:

- ◇ Ramp dimension: 3.3 m W.
- ◇ Load limit: 3 tons; 500 kg/m²
- ◇ Metal roll-up door access to back entrance of Grand Ballroom: 3m H x 4m W
- ◇ Wooden door access into Grand Ballroom: 2.9m H x 3.3m W.

Freight elevators are for the movement of freight and equipment and not to be used by the public. The use of the freight elevator must be authorised by the Licensor. The load limits are as below:

Symbol	Weight limit (kg)	Lift interior dimension (L x W x H)	Lift door dimension (W x H)
TM2	1,600	1.6 x 2.1 x 2.4	1.2 x 2.1
TM3	630	1.25 x 1.25 x 2.2	0.8 x 2.1

ACCESS & HOURS The flow of traffic into and out of the ACC is controlled by the Security and Safety department. Please advise Contractors and Exhibitors that they should prepare means of transporting materials to the site to reduce the amount of time it takes to load and unload. This is to ensure a smooth flow of traffic within the ACC.

Main access during contracted hours to the venue is through Gate 1. Outside contracted hours, visitors may be asked to register at the gate by our Security staff member before access is granted.

Production materials are to be delivered through Gate 4 and pre-registered with the Security department before access or loading is granted. During post-show, all materials are to be exited also through Gate 4; a Security staff member will do a final check of the materials before exit is granted.

Unless otherwise contracted, the operation hours of the ACC are from 08h00 – 17h00 Monday - Sunday, excluding statutory holidays.

GUARANTEE DEPOSIT

A Guarantee deposit (bond) of 20,000,000 VND in cash is required from each contractor for all events prior to move in to avoid damages and non-adherence to the agreed terms and conditions prior to move-in and set-up, and will be re-funded upon move out if there are no damages. If there is damage and cleaning work occurs, the Licensee or appointed contractors will be fully charged of the respective costs or charges will be deducted from the guarantee deposit. Please refer to *Set up Rules and Regulations* and *Facility Inspection* for more details.

BUILDING AC & VENTILATION

We strive to provide a comfortable environment for our guests with air-conditioning and ventilation facilities fitted in all areas. Digital temperature displays are installed in all meeting rooms to help monitor the conditions easily. The temperature parameter in function rooms is set at 24°C and in the foyer at 26-27°C. The ACC is not air-conditioned during move-in, set up and move-out. Should air-conditioning is required for these periods, charges may apply as below. All rates are subject to 5% service charge and 10% government tax.

AREA	RATES per hour (USD ++)
Foyer (whole)	125
VIP Beach Lounge	25
Ngũ Hành Sơn	10
Hội An	25
Hội An 1	15
Hội An 2	15
Mỹ Sơn	25
Mỹ Sơn 1	15
Mỹ Sơn 2	15
Huế	15
Phong Nha	15
Hạ Long	15
Ariyana Grand Ballroom 1	50
Ariyana Grand Ballroom 1.A	30
Ariyana Grand Ballroom 1.B	30
Ariyana Grand Ballroom 2	75
Ariyana Grand Ballroom 3	50
Ariyana Grand Ballroom	150

FIRE SAFETY

In accordance with the Danang Fire Code, it is necessary to place sufficient temporary fire extinguishers around the contracted event space. The quantity and placement of fire extinguishers will be according to the number of attendants, layouts, aisle widths and other factors determined by the ACC Security department and in special cases by the Danang Fire Department. All fire sprinklers, fire detectors, fire alarm pull stations, fire extinguishers, fire hose cabinets, emergency exits and surveillance cameras must be maintained visible and accessible at all times.

Safety brief may be conducted prior to events upon request and any fire drill will be announced by our Security Controller in advance. Unless otherwise stated, please evacuate according to the fire watch guidance; hearing announcement “Fire! Fire!” / “Cháy! Cháy!”; hearing continuous siren. Please refer to *Evacuation Plan* for more details. Please refer below for types of fire hose cabinet and fire extinguishers.



LIFE SAFETY

The Licensor maintains 24-hour security for the building perimeter areas and internal patrols. The Licensee is responsible at their own expense for complete security within exhibit areas, meeting rooms, loading dock areas, emergency exits, registration areas and any other contracted area used from the initial move-in until the completion of move-out.

For early move-in / late move-out from 17h00 – 07h00, additional security may be required depending on the level of activity. Arranging for this security signifies due diligence on your part to ensure access points are monitored to prevent those without appropriate PPE from entering the work area. Contact your Sales Manager for rates.

The Licensor shall have final approval of security requirements for all events conducted within the facility, which may include the need to hire contract show security, in-house security and police. Failure to meet the minimum security requirements set out by the Licensor will result in the Licensor providing additional security, for which labour costs will be charged. Approval will be determined by the Security Manager according to the nature of the event, area in use and consideration for other clients when determining requirements. Should the Licensee wish to bring in own security company, the external security company should familiarise themselves with the site and facilities, along with the emergency procedures.

FIRST AID SERVICES

Please be advised that the Licensor provides onsite first-aid amenities and on-call doctor for first-aid purposes only. On-site medical staffing is highly recommended for events with an anticipated attendance of more than 1,000 people. A minimum of one doctor, two registered nurses or certified paramedics per onsite team is recommended per 1000 guests. It is further recommended that First Aid Services be present one hour prior to attendee arrival and one hour after the event has ended. **These are minimum requirements only.**

Factors that may influence the necessity of on-site medical personnel include but are not limited to the event demographics, the number of attendees, food and beverage requirements and other factors that affect the potential risk to event attendees. The Licensee may elect or be required to provide or augment health services at the discretion of the Licensor.

III. OPERATIONS PROCEDURES

The following procedures are in place to assist the Licensee in planning and organising an event and are an integral part of the Contract Agreement. The following content must be carefully reviewed by the Licensee. Our team are available to you throughout the process to provide clarification on these guidelines as you plan your event.

ADVERTISING & PROMOTIONS IN THE COMMON AREAS

The common areas of the ACC are open spaces, and may be shared by multiple events at the same time, as well as the general public. Licensees must inform the Licensor for any requests of the pre-function spaces for their event. Approval of all signage, creative artwork and exhibit displays will be required by the Licensor; in special cases e.g. billboards will be by the government agency. The Licensor's existing logos, signs and kiosks cannot be covered or moved.

Our on-site digital media platforms might be used to enhance exposure and maximise impacts for your event. Please contact our Sales Manager to start your campaign. Guidelines on advertising rates are as below (rates might be subject to change):

Advertisement placement	Rates
Backdrops along Vo Nguyen Giap Road (1.8W x 3.5L)	\$500++ per backdrop per day
Outdoor car display	\$1000++ per vehicle per event
Indoor car display	\$1500++ per event
Indoor motorbike display	\$350++ per event
Landing page ads	\$200++ per day
Helicopter Banner Advertising	\$5,000++ per 15 minutes
Digital Signage	\$200++ per day

DISPLAY OF MOTORISED VEHICLES

The delivery and removal of all vehicles must be scheduled according to the Licensee's rental period. No motorised vehicle may be operated directly on carpeted areas under any circumstances. Application for display of motorised vehicles must be reviewed and pre-authorised by the Operations Manager.

The floor load limit inside the ACC is 450 kg/m². Any exhibit exceeding this limit will require special handling to distribute the load.

When motorised vehicles are approved for use on carpeted areas, a Commitment form need to be signed by the Organiser/Exhibitor and the following protective disciplines are to be adhered at all times by the Organiser/Exhibitor:

- ◇ Provide contact details for the person/s delivering and collecting the vehicles.
- ◇ Use of weight support pallets & rubber carpets when transporting vehicles indoor.
- ◇ A sheet of Visqueen, tarpaulin or a comparable material must be used to eliminate damage from leaks of gas, oil, etc.
- ◇ All vehicles displayed on carpet indoor must use drip pans and have pads under all tires.
- ◇ Vehicle fuel tanks containing fuel or propane, shall be less than ½ full. Fuel cap must be either locked or taped shut.
- ◇ For vehicles fueled by ethanol, methanol or nitro methane, the fuel tanks must be completely empty/ purged.
- ◇ Do not leave keys with the vehicle; a second set is to be provided to venue security in case of emergency.
- ◇ The electrical system shall be de-energised by either removing the battery, or disconnecting both battery cables and covering them with electrical tape or other similar insulating material. The fuse to the starter must also be disconnected.
- ◇ All equipment used to transport material on all levels must have rubber wheels.

Damage resulting from improper operations should be reported immediately to the Licensor's Security Departments. Liability for damages will be the sole responsibility of the Licensee.

FLOOR PLAN REVIEW

Please refer to the *Factsheet* for the venue floor plans of the meeting rooms, floor layouts and overall layouts. Our Operations Manager can also provide layouts in PDF and CAD formats. Completed event layout(s) must be submitted to Operations Manager at least five (5) business days prior to event start date for final and review before being confirmed for production. Please refer to *Evacuation Plan* and *Power Supply Layout* for further details.

FOOD ALLERGIES & DIETARY REQUIREMENTS

If any of the Licensees guests have food allergies, the Licensee is responsible for informing us of the names of the guests and the nature of their allergies so that the necessary precautions can be taken when preparing their food. Upon request, we will provide full information regarding the ingredients of any food served to your group.

FOOD & BEVERAGE POLICY

Outside food or beverage are not allowed in the ACC. If beverages are brought into the ACC, corkage charge(s) will apply.

If outside food is to be consumed inside the ACC, any food poisoning-related incidents will be solely the responsibility of the Licensee and the Licensor will require Licensee to sign a *Waiver form* prior to consumption.

LINE OF SIGHT

All seating, booths and display layouts are regulated in terms of aisle widths, aisle lengths, ceiling heights and occupant loads. The floor layouts submitted to the Licensor for approval must provide sufficient information to demonstrate that compliance with the restrictions stated herein are met.

All exhibitors are entitled to a reasonable line of sight which varies by booth size and location. Generally, nothing indoors should be over 5 metres in height and maintain a distance of at least 2 metres from the nearest exit door and staircase.

LOST & FOUND

Lost and found articles depending on their natures are catalogued and stored from minimum 3 days to maximum 12 months. After that period, all articles are disposed of at the sole discretion of the Licensor. Any inquiries regarding lost and found articles should be directed to the Licensor's Security Department.

PHOTOGRAPHY & FILMOGRAPHY

The Licensee may appoint an official photographer for the event who can take photos within the contracted functions. Should the Licensee wish to take photos in the public areas of the ACC, the Operations Manager must be notified. In case of drones, hiring a professional drone pilot is highly recommended who can deal with local license on behalf of the Licensee. Operations of drones by the Licensee must take into consideration line of sight, and ensure safety for attendees and staff at all times.

PODIUM

Portable podiums (lecterns) can be included complimentary in your meeting package. Please notify our Sales Manager for advance arrangement. Only low tack gaffer cloth tapes are allowed to be used to affix signage onto the surface of the podiums (lecterns). Any materials left on the podium surface after the event will incur a removal fee.



PUBLIC AREAS

The main entrances, registration areas and pre-function spaces are considered public or common areas and are not under the Licensee control. As such, all activities that use public areas, such as registration, special exhibits or displays and signage, must be approved in advance. Service desks and related supporting workstations are not allowed in public areas. Detailed floor plans with specifications are to be submitted to Operations Manager at least five (5) business days prior to event start date for final and review before being confirmed for production. Please refer to *Line of Sight* for further considerations.

QUIET ENJOYMENT

When an event is not an exclusive closed-door booking, there will be other guests using the venue. It is the responsibility of the Licensee to ensure that all neighbouring concurring events within the facility will remain free from outdoor or indoor distractions, disturbances and interruptions, including noise, odours, dust and debris that are generated from the construction of, activities during the course, as well as set-up and break-down periods of the Licensee's event.

Sound checks require prior approval from the Licensor, and the Licensor reserves the right to lower sound levels at any time to maintain a fair exhibiting/ conferencing environment to all exhibitors and attendees. Please see below for sound level limits allowed in the ACC:

No.	AREA	Maximum Sound level allowed (dB)
1	Ballroom 1, 2, 3	300
2	Other function rooms	60 - 70
3	Foyer exhibition booth	80

ROOM ACCESS & KEYING

The facility is equipped with a key access system for all meeting rooms and offices within the facility. The Operations Manager can make arrangements for daily loan of access keys or for the entire event duration. The Licensor is not responsible for any loss or theft of property during the course of your event. In the event of lost or unreturned keys, there will be a fee of \$150++ for each compromised set of locks that require replacement of inventory of keys and lock cores.

SIGNS AND VISUAL DISPLAYS








Placement of signs, advertisements, show bills, lithographs, posters in public common areas must have prior approval from the Licensor. The Licensor's permanent graphics and signs may not be visibly blocked nor attached by temporary signs or decorations in any manner. Signs, banners and similar materials may not be nailed, stapled, hung or attached to ceilings, walls or other painted surfaces. All signs must adhere to fire regulations. All backdrops are to be supported by a frame.

All signage and graphics must stay within the confines of the booth and not protrude into the aisles or into adjacent booths. Any portion of the exhibitor's booth including signs and graphics, must have the back side finished and must not carry identification or other copy that would detract from the adjoining exhibit.

The Licensor offers convenience and flexibility to meet varied requirements of events. Please see below recommended dimensions for stages, screens and indoor backdrops.

Meeting room	Stage (L X W)	Built- in Screen	Backdrop
AGB	14.64 X 5.49		14.64 x 5
ABG 1,3	9.76 X 5.49	300"	9.76 x 5
ABG 2	14.64 X 5.49		14.64 x 5
Hoi An	1 X 2.5	150"	4 X 2.5
Hoi An 1			
Hoi An 2			
My Son			
My Son 1		150"	
My Son 2			
Hue		150"	
Phong Nha		150"	
Ha Long		150"	
Outdoor	6 X 4 or 4 X 3	N/A	
Foyer	N/A	22" (1080 x 1920)	4 x 5

For additional decorative visuals, please refer below recommended dimensions for backdrop and other displays and rates applied.

No.	LOCATION	SIZE (W*H)	SAMPLE PHOTO	RATES (USD ++)
1	Lobby - Left side	3.1 x 4.4		Backdrop print: 10.00/m2 Frame rental: 75.00
2	Foyer – Public areas	4 x 5 4 x 2.5		Backdrop print: 10.00/m2 Frame rental: 75.00
3	Ballroom stage	14.64 x 5 (AGB or AGB2 vertical) 9.7 x 5 (AGB1 or AGB3 horizontal)		Backdrop print: 10.00/m2 Frame rental: 100.00
4	Smaller function rooms	4 x 2.5		Backdrop print: 10.00/m2 Frame rental: 50.00
5	Lobby entrance	12.2 x 1.4		Backdrop print: 10.00/m2 Frame rental: 75.00 Scaffolding & installing: 125.00
6	Lobby entrance (Archway)	6 x 4 x 1		960.00 per piece (PVC hiflex) 2160.00 per piece (PP on Foamex)
7	Gate entrance (Archway)	12 x 5.5 x 0.7		2640.00 per piece (PVC hiflex) 5940.00 per piece (PP on Foamex)

SPECIAL EFFECTS

The Licensor does not allow the use of pyrotechnics nor open flames anywhere in the ACC. Such use usually requires the show producers to obtain approval from concerned Vietnam Government Authorities, Danang Fire Department. A special effects permit, a fire watch and certificate of comprehensive general liability insurance may be required.

The use of fog machines, hazers, confetti guns and stage pyrotechnics must receive written approval from the Licensor's Security department. Fire watch will be required. Please contact our Operations Manager for a copy of the *Approval form*.

Using confetti outdoor is strictly prohibited. Surcharge for cleaning confetti indoor will apply.

STATUTORY HOLIDAYS

Statutory holidays are defined as: New Year's Day (1st January), TET Holidays, Labor Day (1st May), Constitution Day (30th April), National Holiday (2nd September) and Christmas Day (25th December).

IV. RULES & REGULATIONS

ANIMALS

Animals or pets, with the exception of working dogs, are not permitted within the facility except as an approved exhibit, activity or performance requiring the use of animals. An animal authorisation request form must be completed prior to the event.

DAMAGE

The Licensee is responsible for, and agrees to indemnify the Licensor for all damage to the facilities and its grounds during an event because of the actions of invitees, guests and other persons engaged or invited by the Licensee in relation to the event (including, without limitation, entertainers, contractors, transportation and property removal personnel). Should there be any damage to the Licensor's facilities or its grounds in relation to the event, the Licensee shall bear full costs of repairs or replacement in relation to the facilities, including any administrative costs and loss of profits as a result of any business closure of repairs.

EARLY MOVE-IN / LATE MOVE-OUT NON-CONTRACTED TIMES

Unless otherwise stated in your contract, you will have access to your contracted space at 07h00 on the first day of occupancy. For early move-in or late move-out outside normal operating hours of 07h00–17h00, it is the responsibility of the Event Organiser and the Licensee to arrange for contract security to monitor access points to the show floor. Arranging for this security signifies due diligence on the part of the Licensee to ensure access points are monitored to prevent those without appropriate personal protective equipment from entering the work area. Early move-in and late move-out charges will also apply for accessing full and partial contracted spaces.

EVENT PERSONNEL CONDUCT

ACC management requires that the con-

ducts are conveyed by the Licensee to all parties involved including appointed contractors, suppliers, show personnel and sub-contractors. Failure in compliance may result to temporary interruption of the event set up and/or removal of the concerned personnel off the property.

1. All show service providers, temporary help and other workers affiliated with an event shall enter and leave the facility through an event-designated show entrance.
2. All contractors and suppliers appointed by the Licensee must report the Security Officer to complete their registration, upon completion of which they will be provided with the Contractor Badge.
3. All contractors and suppliers appointed by the Licensee working in the facility must wear uniform. Events that generate large working crews must be handled by a main list, which shall be furnished by the Licensee or their service provider to Licensor's security.
4. All exhibitors, service providers and show management personnel working on the show floor during move-in and move-out periods are required to prepare and wear approved protective footwear and other personal protective equipment (PPE) as required. Please refer to *Life Safety* for more details.
5. All exhibitor service providers must adhere to the Vietnamese Ministry of Labor Occupational Health and Safety Act.
6. Working attire must be tidy. Contractors are not allowed to wear shorts, sleeveless shirts and must be fully clothed while being inside ACC. Make sure all shirts, jackets, vests, etc. have a clearly identifiable company name and/or logo.
7. Normal working hours are 07h00 until 17h00. For all show service provider, exhibitor or stage personnel working past normal business hours, a supervisor is required to be in charge and responsible for reporting to the Licensor's Security Office the approximate working hours of his or her crew.
8. Restricted areas of the facility, labeled "**Authorised personnel only**," are off-limits to all personnel except Licensor's staff members.
9. The Licensee and service providers are responsible for the conduct of their personnel. Employees with abusive language, threats, assault, vandalism, theft, harassment and all other inappropriate actions will result in immediate removal from the premises and prosecution where appropriate.
10. Contractors must not smoke, eat, drink or sleep in all public areas of the ACC. Only bottled drinks are allowed inside the building and the caps are to be tightly screwed. Please refer to *Cleaning Services* for more details.

11. Use of guest's facilities are strictly prohibited and may result in fines.
12. Loiter in guest's areas are not allowed,
13. Contractors and suppliers are not allowed to sleep over night at the ACC, including the car parking area.
14. As a safety precaution, it is required that persons under 16 years of age be restricted from entering the event area during move-in and move-out periods. The safety of all occupants of the facility is of the utmost concern. Any and all unsafe conditions or activities must be brought to the attention of all parties concerned and corrective measures are to be taken immediately. The venue shall not hold liability should incident happen to the third party workers due to their negligence.
15. During event days, contractors and suppliers are not allowed to be inside the function areas unless required by the Event Organisers and permitted by ACC Management.

Please refer to *Pre-event Set up Rules & Regulations* for more details.

FACILITY INSPECTION

A facility inspection will be conducted on the first day of occupancy with facility representatives for the Licensor (Security Controller, Engineering Manager, Housekeeping Manager and/or Operations Manager) and authorised personnel representing the Licensee. The intent of the entry and exit facility inspection is to fairly assess the condition of the contracted space. The Licensee will be responsible for ensuring the facility space is returned in the same condition upon exit. The Licensor and the Licensee will mutually inspect the space at the end of the occupancy period. The Licensee will be responsible for the cost of any repairs, replacements or cleaning.

FIRE & SAFETY REGULATIONS

The safety of all occupants of the facility is our utmost concern. The procedures and Licensee's responsibilities described herein are intended to expedite the necessary approval for conventions and trade shows. Approvals are required from both the Licensor's Fire Safety Officer and the Danang Fire Department. Following these procedures, and adhering to the requirements stated herein and in the Danang Fire Code, will prevent costly delays and changes to show designs.

Please refer to *Fire Safety, Life Safety and Evacuation Plan* for more details.

GIFTS OF THANKS

Staff members of the Licensor are prohibited from accepting gifts of a financial nature. If gifts are provided in the form of cash or a gift card, it will be accepted as a financial contribution to the Licensor's social fund. Customers who wish to compliment Licensor staff for an excellent performance may provide an incidental gift, such as flowers, a plant, a pen or other desk ornaments, which are common expressions of courtesy and are within normal industry standards and practices. We have a recognition program that rewards our employees who "Go the Extra Mile". We may need to ask the gifter(s) to sign a gifting consent form for the employees to be able to receive the gift(s). Please refer to our Operations Manager to acquire said form.

HARASSMENT-FREE WORKPLACE POLICY

Harassment is a form of discrimination that is prohibited by law. The Licensor embraces the freedom from harassment and discrimination provisions outlined in the Vietnamese Human Rights Code. We invite our customers, their staff and all suppliers to support the Licensor in its efforts to create an environment free from harassment, discrimination and violence.

HOUSE RULES

In order to protect and maintain our building, we constantly try to identify and eliminate activities that may lead to potential damage of the facility.

- ◇ All contractors must make a deposit of 20,000,000 VNĐ in cash at the Furama Reception before commencing work at the ACC. This refundable deposit is to guarantee timely completion of work, responsibility with all work carried out and no damages caused to the facilities of the ACC. The deposit will be returned to the contractor upon completion of the event tear-down and ACC Management certifies that there is no damage or loss towards the property caused by the contractors.
- ◇ List of registered devices must be presented to ACC 's security controller before entering/leaving the Convention Centre.
- ◇ List of registered workers must including ID number and team-leaders' phone number must be presented to ACC 's security controller before entering/leaving the Convention Centre.
- ◇ Always wear the badge issued by security while inside the premises. A fee equivalent to the badge value will be charged in case of loss: 50,000 VND/badge.
- ◇ Any worker or contractor without the badge during working duration registered at the ACC will be forced out of the premises immediately by ACC Security personnel.
- ◇ All contractors must complete an orientation prior to event move in, which includes the familiarisation of the venue's emergency procedures.

- ◇ Any religious activity during any point of time must be informed to the ACC Management and could only be conducted at designated area allowed by the ACC Management.
- ◇ Do not enter unauthorised areas.
- ◇ Working over-time after 5.30 pm must be allowed by the ACC Management. Surcharge may apply.
- ◇ Do not cause any noise after 10 pm until 8 a.m the day after. Outdoor sound test must be conducted at a reasonable level determined by ACC Management and should not exceed 7 pm.
- ◇ No parties including the Event Organiser are allowed to request or to add/reduce queue lines, opening/locking any doors without the approval of the Security Controller in charge.
- ◇ Working at height requires safety belts.

RESTRICTED USE The Licensor reserves the right to restrict the use of the following items, materials and acts within the facility:

- ◇ The use of confetti and glitter is discouraged; however, under certain circumstances this may be authorised. Cleaning costs will apply.
- ◇ Non-helium, non-latex balloons may be used as booth decorations if securely fastened, but balloon distribution is prohibited.
- ◇ Misting fans are not allowed to operate indoors. Outdoor exhibits using misting fans must ensure that neighbouring exhibits remain dry.
- ◇ The exhibit, displays and signs must arrive prefinished and ready to be assembled. No painting or additional carpentry will be allowed inside the ACC. Fines may impose.
- ◇ Sand, soil and similar materials: If a display or exhibit has sand, soil, peat moss, bark chips or similar, please safeguard the floors against staining or other damage from these materials including mechanical damage from handling equipment used in placement or removal. Make sure measures are in place to prevent water leakage. Cleaning or repair costs are chargeable.
- ◇ Gasoline-powered equipment or vehicle for display on site shall not contain any fuel and shall not be used for demonstrations without permission from the ACC Security Department. Please refer to *Motorised Vehicles* for more details.
- ◇ All hot works intended to be carried out at the venue requires permission from ACC Management. Work must only be carried out between the approved hours specified on the corresponding permit. Personnel in charge of welding and hot work will be directed by ACC Engineering personnel to an exclusion zone. Appropriate warning signage must be displayed to identify hazards and/or safety requirements. The worker is to remain present in the work area for at least 30 minutes after work completion to check for possible fire.
- ◇ Disposing of any paint, thinners or other potentially hazardous substances in the drainage system is not permitted. Water-based paint is to be used wherever possible.
- ◇ Disposing garbage and debris into ACC garbage compartments is strictly prohibited.

INSURANCE Whilst the Licensor will take every care with security and the protection of property and guests, the Licensee agrees that the Licensor shall not be responsible for any responsibility for damage, loss of property or injury before, during or after the event. We recommend that the Licensee arrange for its own insurance. To the fullest extent permissible by law, the Licensor shall not be liable for any direct, indirect incidental, special or consequential damages of any kind whatsoever in any way in connection with, due to, resulting from, or arising in connection with its agreement regardless of any liability in contract, tort (including negligence or breach of statutory duty), bailment or otherwise arising out of or in connection with this agreement regardless of any act or omission of any director, employee, subcontractor or agent of the Licensor.

MUSIC The Licensee shall arrange with the concerned Government offices in Danang with respect to use of instrumental or recorded music if such services are required by the Licensee, and the Licensee shall hold the Licensor harmless in connection with any infringement of any copyright or other property rights. The Licensee shall reimburse the Licensor for such fees as are required to be paid by the Licensor to the Government for the copyright works used by the Licensee.

OCCUPATIONAL HEALTH & SAFETY ACT For the purpose of this provision, “hazard” means any condition or activity on the premises of the ACC. The officers, agents and employees of the Licensee and of the sub-contractors, service providers and exhibitors of the Licensee shall not do anything or omit doing anything that may create a hazard. The Licensee shall save harmless and indemnify the Licensor from any expense incurred by the Licensor, including reasonable legal fees and expenses on a solicitor/client basis, incurred in defending any charge laid against the Licensor as a consequence of any breach of this provision. The Licensee shall immediately notify the Licensor of any known hazard. Where any employees of the Licensor discover a hazard that constitutes a breach of this provision, the Licensor may take such action as is deemed necessary to eliminate the hazard and shall be reimbursed by the Licensee.

All event service providers, event management and personnel working in the ACC during move-in and move-out periods are required to wear approved (PPE), e.g. safety shoes, hard hats, harnesses, gloves and safety eyewear. All contractors must adhere to the Provincial Ministry of Labor Department’s Regulations. The Licensor will not take responsibility for any accidents, damages or loss to individuals, property or materials.

PENALTY The Licensee is fully responsible for any damages and repair costs as well as cleaning costs or misconducts from contractors hired by Licensee which occur during move-in, event period and dismantling. Penalty will be deducted from the Guarantee deposit (Bond).

SMOKING POLICY We aim to provide a healthy, smoke-free environment for the safety and comfort of all customers, visitors and staff members. All indoor areas of the ACC are designated non-smoking areas. Our designated smoking areas are located outside of the lobby on the First Floor. Electronic cigarettes are not allowed to be used indoors.

V. FREQUENTLY ASKED QUESTIONS

PRE-EVENT

- 1. Why should I read this manual?** *To help us help you better prepare for your event. We understand that event planning can be quite hectic and a complicated process therefore we aim to provide you, your team and event personnel with all the answers possible.*
- 2. Who do I contact for certain inquiries?** *Please refer to **THE MANAGEMENT TEAM**.*
- 3. Can I ship items to the venue before the event?** *Please refer to **SHIPMENTS & DELIVERIES**.*
- 4. Where do I unload?** *Please refer to **FREIGHT DELIVERY LIMITS**.*
- 5. Is AC provided during event set up?** *AC is not provided during set up however this can be arranged. Please refer to **BUILDING AC & VENTILATION**.*
- 6. Is there accommodation close by the venue?** *Yes, there are plenty of accommodation options with Furama Resort and Furama Villas within the **Ariyana Tourism Complex**.*
- 7. Is there storage where we can store our equipment, crates and boxes?** *Storage space is limited and may not be available if the venue is fully booked. Charges may apply. Please contact our Operations Manager for more details.*

DURING EVENT:

- 1. What can our team and contractors do or not do at the ACC?** *Please refer to **RULES & REGULATIONS**.*
- 2. Can I or my guests smoke at the ACC?** *There are designated non-smoking and smoking areas. Please refer to **SMOKING POLICY**.*
- 3. What do I need to do in case of fire?** *Please refer to **FIRE SAFETY and EVACUATION PLAN**.*

4. **Is the venue wheelchair accessible?** *Yes, all floors are designed and built to accommodate wheelchair access. Please refer to **BARRIER-FREE ENVIRONMENT** for more details.*
5. **Can we have a dedicated Wi-Fi network for the Organising team and the main network remains public for the guests?** *Yes, absolutely. We can set up customised Wi-Fi networks that suit your required bandwidth, privacy settings and special streaming requests. Please refer to **WIFI & WLAN** for further details.*

POST EVENT


1. **Can I dispose of my debris at the venue?** *Disposing of garbage and debris at the ACC is prohibited. Post-event cleaning is a chargeable service. Please refer to **CLEANING SERVICES** if you wish to make advance arrangements.*
2. **Is AC provided during event tear down?** *AC is not provided during set up however this can be arranged. Please refer to **BUILDING TEMPERATURE**.*
3. **When can I get back the Guarantee deposit?** *Once the venue is handed over to ACC management, clear of materials and free of damage, the deposit will be available for retrieval at the Furama Resort Front Desk.*





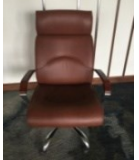




OTHER FAQs










1. **Where can I get a map of the ACC and the Ariyana Tourism Complex?** *Please refer to our **Brochures**. Soft copies are available to download from our website www.ariyanacentre.com.*
2. **What is the appropriate attire for my crew / event personnel?** *We aim to provide a fair and professional working atmosphere for all. Please refer to **EVENT PERSONNEL CONDUCT**.*
3. **What do I have to take into consideration when planning the event layouts or concepts?** *Please refer to **FLOOR PLANS, LINE OF SIGHT, SPECIAL EFFECTS, VISUAL DISPLAYS**, and our **Emergency Evacuation Plan**.*
4. **What kind of vehicles can access the ACC?** *The ACC can accommodate motorbikes, cars, coaches and trucks up to 10 tons of weight. Only trucks weighing less than 3 tons can access the loading dock.*
5. **Can our contractors set up for the event at night? Will there be power?** *Yes, contractors can set up in the evening and overnight if requested with basic lighting provided. Please contact our Sales representative to arrange the set-up in the contract terms and conditions.*






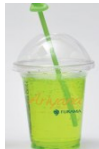




VI. EQUIPMENT & ACCESSORIES RENTAL

All rates are subject to change and availability. Please contact our Operations Manager for enquiries and booking.

ITEM	IMAGE	RATES/unit/day (US\$++)
IBM table with tablecloth (1.83 x 0.46)		15.00
Cocktail Table		12.00
Standard Counter table (without lock)		65.00 15.00 for logo print
Wooden Counter Cabinet with lock (M: 1m x 1m & L: 1.83m x 1.2m)		135.00 (M) 155.00 (L) 25.00 for logo print
Sofa table		9.00
Banquet Chair without cover		10.00

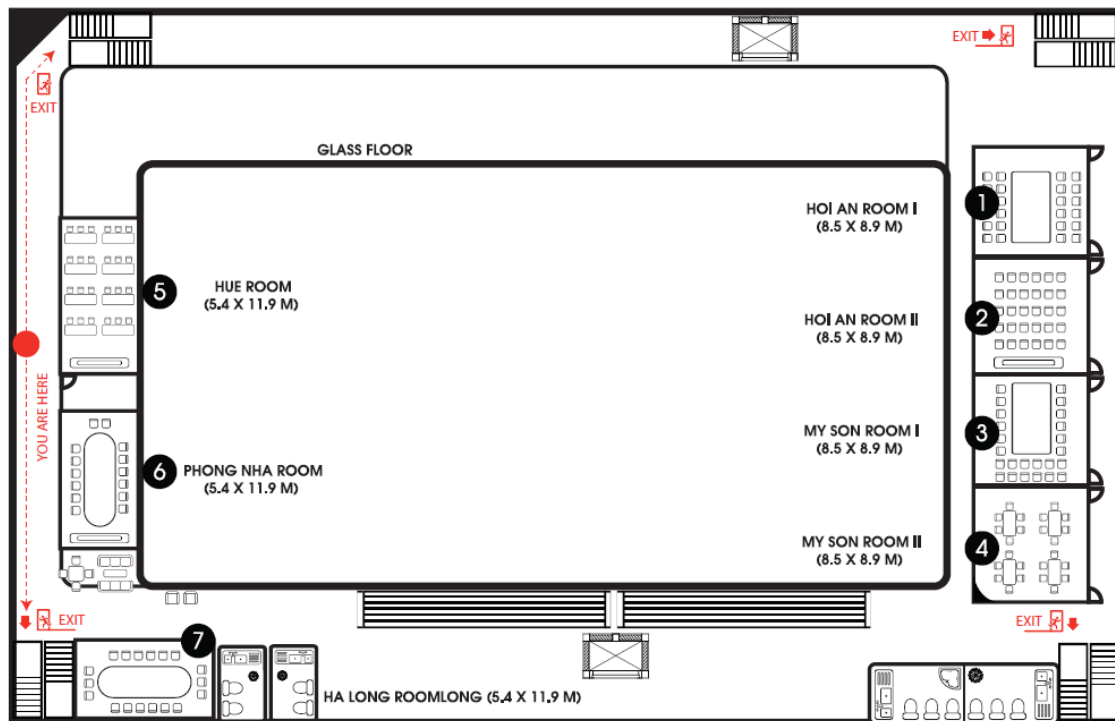
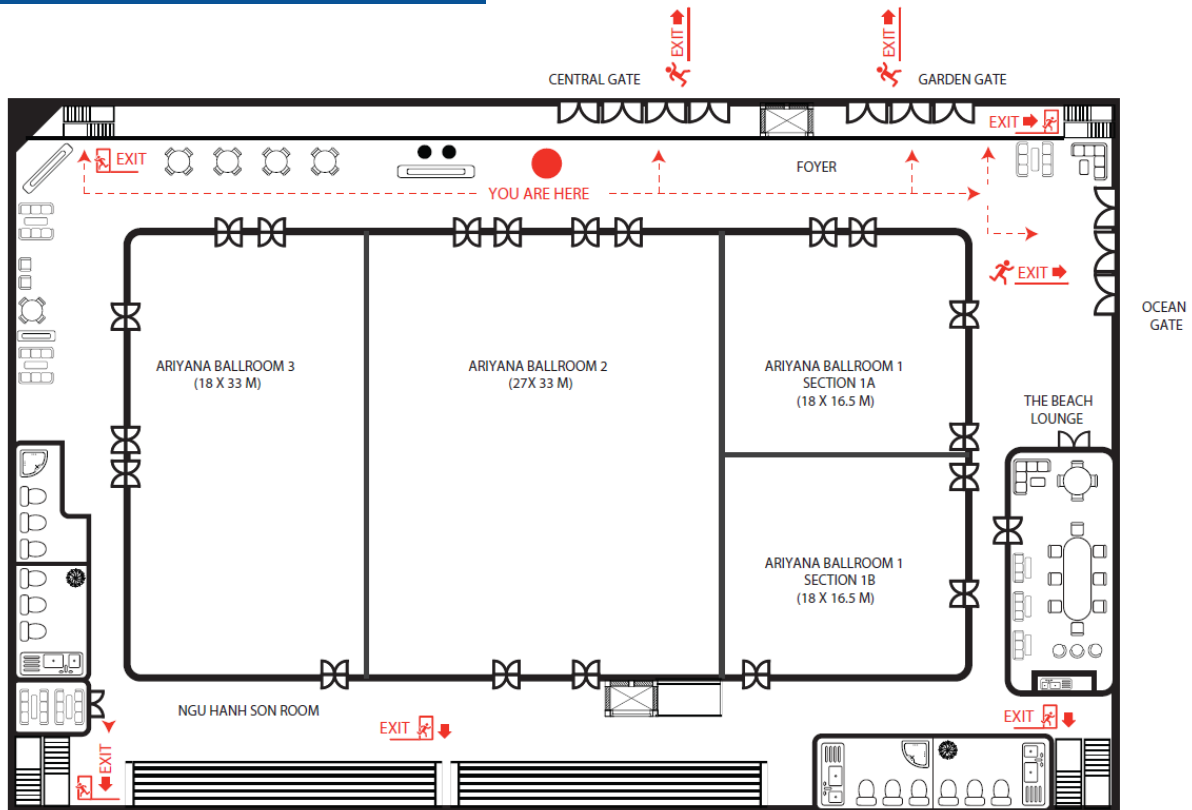
Banquet Chair with cover		12.00
Tiffany Chair		10.00
White Armchair		25.00
VIP Armchair		39.00
Rotatable Leather Armchair		25.00
Cocktail chair		19.00
Plastic Chair		5.00
Leather Sofa		70.00
Carpet (per m2) Colour: Grey, Blue, Red, Black		10.00

Pull-up Banner + frame rental (0.8m x 2m)		30.00
PP Banner (0.8 x 2m)		70.00
X-stand Banner + frame rental (0.6m x 1.6m)		25.00
Bin		7.00
Brochure Rack		30.00
Flip Chart (LxW) (1 x 0.6)		10.00
Decorative Plant		5.00
Stationery pack (Pen x1, Ruler x1, Scissors x1, Tape x1, Stapler x1, Staples x1, Notepad x1)		15.00
Laser pointer for projector screen		5.00

Laser pointer for LED screen		15.00
Carpet-friendly tape (5m)		12.00/roll
Coffee pot (tea/coffee not included)		50.00
Coffee machine (coffee not included)		250.00
Paper cup for hot drink (with lids)		10.00 per 50 cups
Plastic cup for cool drinks		8.00 per 50 cups 3.00 per 40 straws
Desktop / Monitor Screen (with VGA receiver)		50.00
Electric Kettle		10.00
AQUA Fridge (90 litre)		50.00
Fridge (300 litre)		75.00

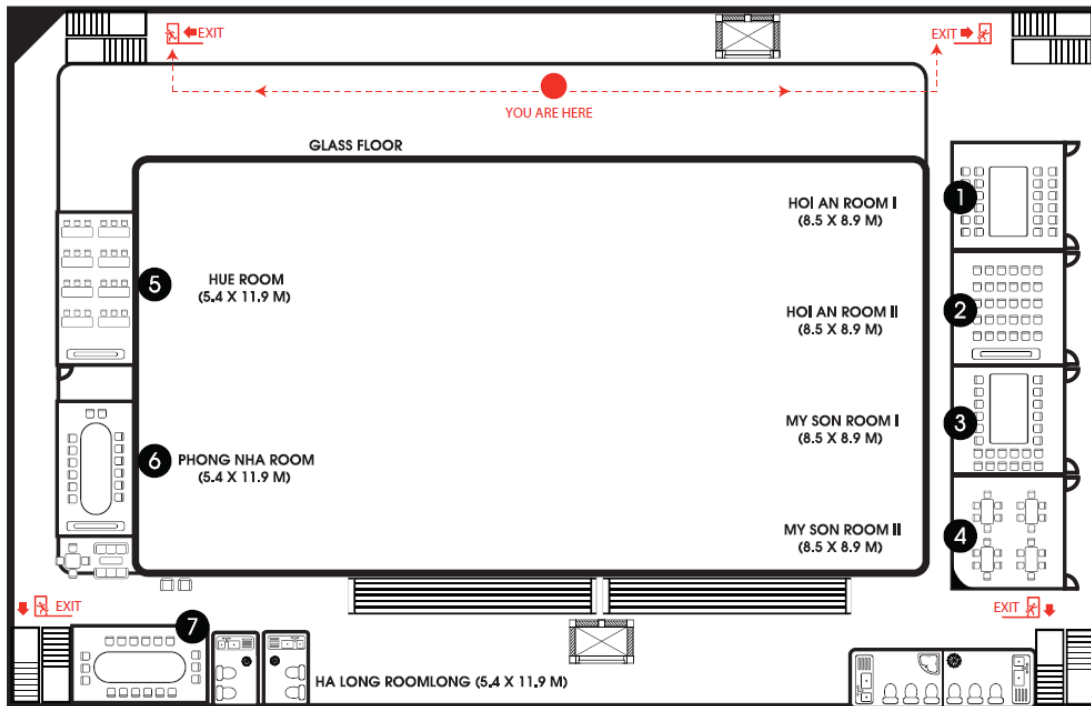
Laptop		50.00
Laser Printer (B&W)		60.00
Laser Printer (Colour)		120.00
Plasma Screen (42") with HDMI & USB receivers		160.00
Plasma Screen (52") with HDMI & USB receivers		250.00
Portable Air Conditioner		950.00
Projector 5000 ansilumen	 	250.00
Projector 12000 ansilumen		750.00
Scanner		60.00
Smart Phone/Tablet Charger		15.00
Standing Fan		35.00
Water Cooler / Heater (Water not included)		50.00 10.00 for 20 litre water bottle

FIRE EVACUATION PLAN

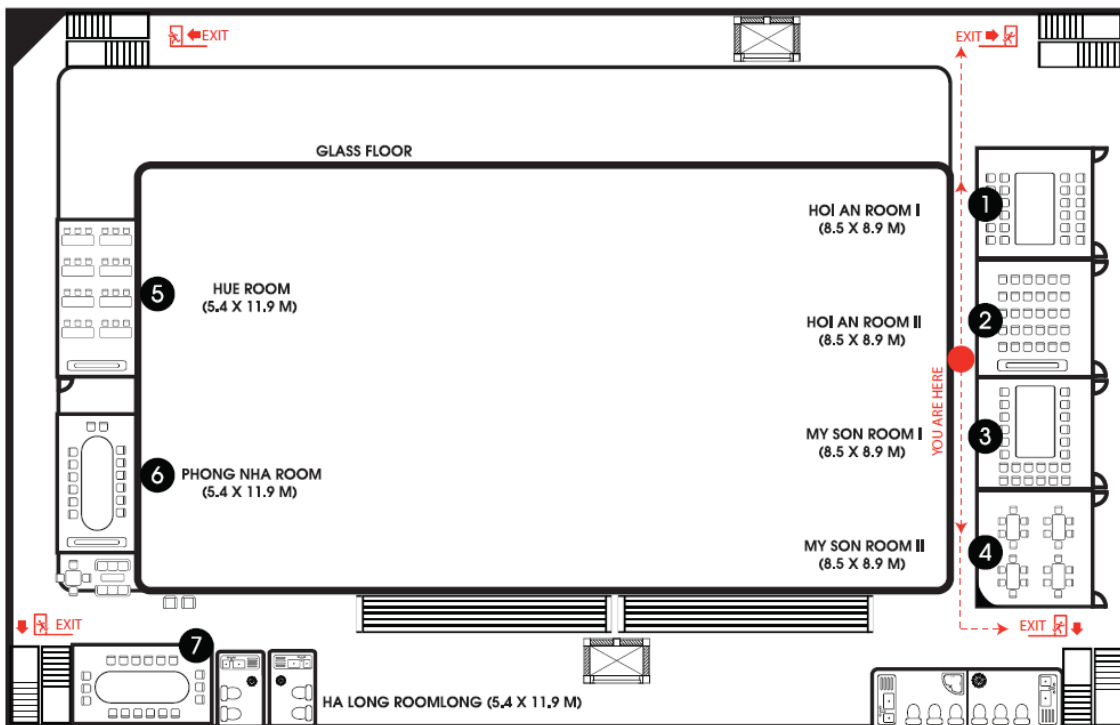


FUNCTION ROOM FLOOR PLAN (2ND FLOOR)

FIRE EVACUATION PLAN

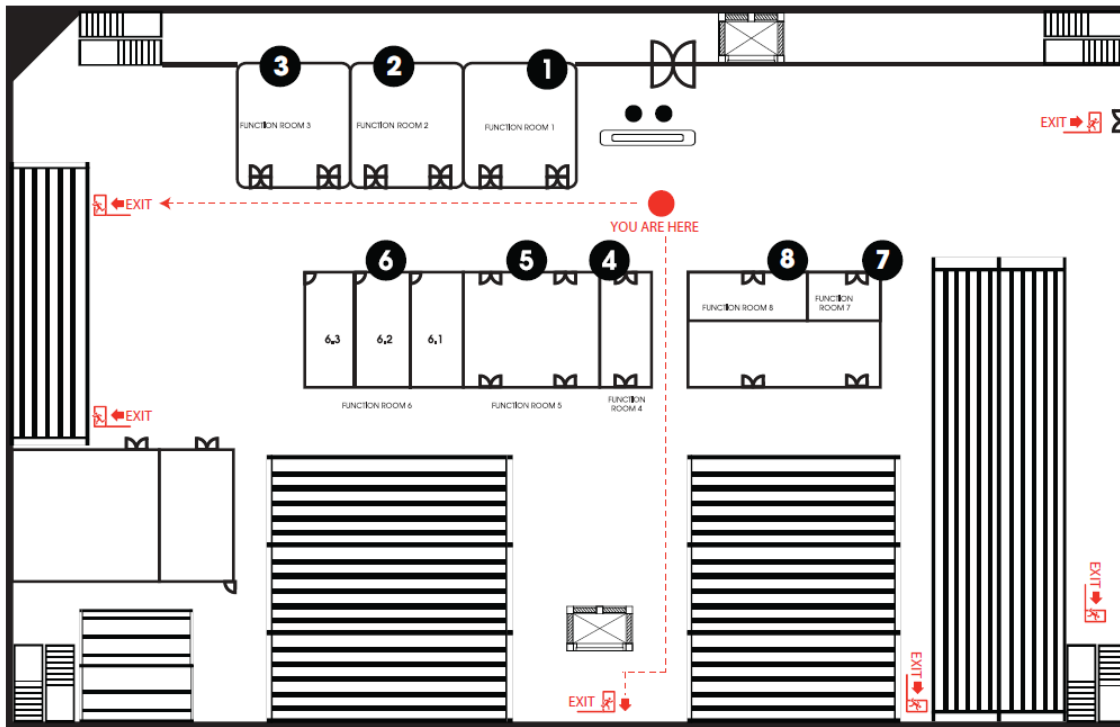


FUNCTION ROOM FLOOR PLAN (2ND FLOOR)

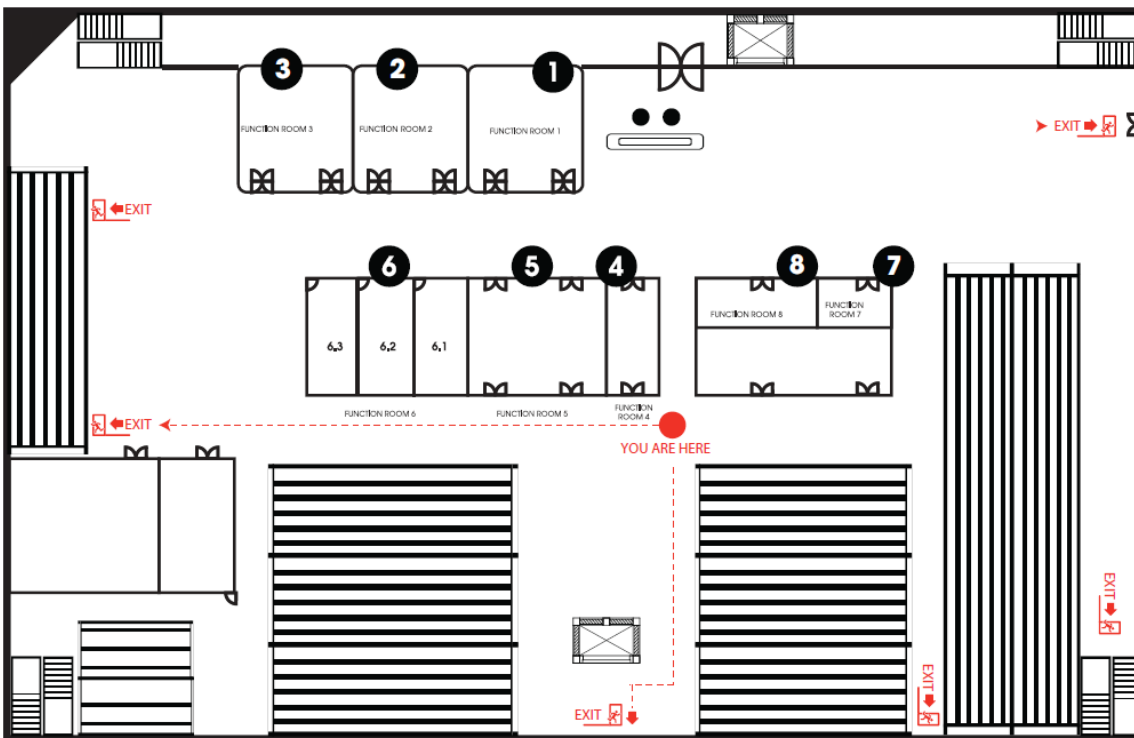


FUNCTION ROOM FLOOR PLAN (2ND FLOOR)

FIRE EVACUATION PLAN



FUNCTION ROOM FLOOR PLAN (GROUND FLOOR)



FUNCTION ROOM FLOOR PLAN (GROUND FLOOR)

POWER SUPPLY PLAN

