



## INFORMATION SHEET 2018

Dear Exhibitor,

This information sheet contains important information regarding the GAME CITY event. We kindly ask you read this document thoroughly.

### Hotline, Office, Side-Events & Opening Hours

<u>OPENING HOURS</u>		
Thursday October 18th Press Pre Opening (Optional Attendance)	6:30 PM	Around 10 PM
Friday, October 19th	9 AM	6 PM
Friday, October 19th <i>Long Night at the Game City.</i>	7 PM	Midnight
Saturday, October 20th	10 AM	7 PM
Sunday, October 21th	10 AM	7 PM

The exhibition booths are to be fully operational throughout the opening hours of the event (Friday – Sunday)

During the entire duration of the event as well as during set up and dismantling time, you will be able to reach a team member through the available hotline number, please don't hesitate to contact this number with any wishes, concerns or suggestions here:

## **GAME CITY EVENT HOTLINE NEW NUMBER:**

**+43 678 126 34 79**

**(Active starting Tuesday 16<sup>th</sup> of October)**

You will find the event organisation team in the **GAME CITY Office** starting Wednesday October 17th located in the "Künstlergarderone" on the Grand Staircase 2 access via Felderstrasse 1/Lichtenfelsgasse 2 -> Feststiege 2. If the office is not occupied, please contact us at the event hotline number.



## **INFORMATION SHEET 2018**

### **Exhibitor passes & construction passes**

Each exhibitor will be provided with construction & exhibitor badges (kindly place your order in the online booking tool) which will be ready and available to be **picked up at the Organisation – Office at the Event**. Passes must be worn continuously during assembly and dismantling since people without an ID will be shown off the site. Please provide your various suppliers with passes as well. The construction passes are only valid for the construction and dismantling period. The exhibitor badge allows you to enter the site 60 minutes prior to official event start and allow one to remain there 60 minutes after the event closes, this applies for the construction period as well.

### **Entrance for exhibitors**

During the assembly and dismantling time, you are granted access to the City Hall at all times by using any entrance point. Should however the doors be already closed please ring the bell in the Lichtenfelsgasse and either show your exhibitor or construction pass. During the event days you will be granted access to the Game City the next to the Main Gate Entrance, located on the City Hall main Square, with your exhibitor pass. There will be an extra entrance point for Exhibitors, FROG, Team, Junge WienerInnen, and Press.

### **Deliveries/pick-ups into the City Hall (This does NOT apply for the Exhibitors on City Hall Square/Market Place)**

#### **Entrance inside the City Hall is NOT possible.**

There will be an uploading area which you will find on Felderstrasse 2-4, 1010 Vienna. Please ask the person in charge of this area for a parking permission. Written in Clear Bold letters, kindly state the drivers mobile number as well as the name of the person in charge, please place the permission slip clearly visibly on the Dashboard of your front window of your vehicle. This permission is only valid during the mantling and dismantling phase, vehicles without a parking permission or expired parking permission will be toed at exhibitors costs. Please park your vehicles in an orderly fashioned so that they don't block or disturb other parked vehicles. PLEASE pass this information on to your suppliers.

Exclusive for exhibitors who are using their exhibitor vehicles/trucks as stands in the Arkardenhof area which are being used during the event.

The entrance can be found on the side of Lichtenfeldsgasse 2 or Felderstraße 1, 1010 Vienna. After 6 PM, you must ring at the gate for the guard to allow access. Please note that the maximum entrance height of 3,54m and the maximum driveway width of 2,52m is possible for vehicles to enter. Please notify the staff in the courtyard to get a parking permit. The parking permit must include/mention the driver's/ mobile number and must be visibly displayed in the front car window. Vehicles without this parking permit or with an expired parking permit will be towed away at your cost! Kindly go to the office to get your exact stand position.

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## INFORMATION SHEET 2018

### Assembly and Dismantling

#### **City Hall Square**

Construction here may start Wednesday October 17<sup>th</sup> at 09:00AM. Please take note of the fixed schedule you have received prior to your arrival and get the approval from the **GAME CITY team** for the exact location of your stand. Dismantling of the stands begin after the event closes on Sunday October 21<sup>st</sup>, from 7:30 PM and must be wrapped up by Monday October 22<sup>nd</sup> at 12 PM, otherwise additional costs (€ 1.000, - per hour) will be charged. Dismantling must not begin before Sunday 7:30 PM.

#### **Market Place Tent**

The construction of your Market Place Stand time starts Wednesday 17<sup>th</sup> of October at 1 PM. Please take note of the plans sent to your prior of your arrival and ask the designated GAME CITY team member **for your final stand location approval assistance**. Kindly take into consideration the deliverables and the face that the entire Construction of the Exhibition is assembling parallel to the your set up of your stand, with this in mind please consider that ordered supplies from the exhibition may **not be** ready in time, but will follow soon. Dismantling begins after the event closes on Sunday October 21<sup>st</sup> from 7:30 PM and must be concluded by Monday October 22<sup>nd</sup> at 10 AM, otherwise additional costs (€ 1.000, - per hour) will be charged. Dismantling can not start before Sunday at 7:30PM.

#### **Arkadenhof & Volkshalle (North & South Vestibule)**

Assembly in the Arkadenhof, the Volkshalle and the Vestibule is possible from Wednesday October 17<sup>th</sup> at 9 AM. Kindly take note of the fixed schedule and get the approval from the **GAME CITY team** for the position of your stand. Take note of the maximum **installation height of 4.2m** under the roof in the yard. Please note the delivery/transportation conditions of the City Hall, the prescribed loading path and that booth construction must take place in parallel, that's why ordered booth supplies will not be ready. Dismantling begins after the event closes on Sunday October 21<sup>st</sup> from 7:30 PM and must be concluded by Monday October 22<sup>nd</sup> at 10 AM, otherwise additional costs (€ 1.000, - per hour) will be charged. Dismantling can not start before Sunday at 7:30PM.

#### **Gaming Room, Back Rooms & Grand Staircase**

Assembly in the Gaming Rooms, the Back Rooms and the Grand Staircase in the City Hall, is possible from 1 PM on Wednesday October 17<sup>th</sup>. Please note your allocated time slot for the freight elevator (page 3), the delivery/transportation conditions of the City Hall, the prescribed loading path and that booth construction must take place in parallel, that's why ordered booth supplies will not be ready. You can of course also access the Grand Staircase from the Banquet Hall and do not have to wait for your time slot for the goods lift. In the event rooms only transport aids **with rubber wheels** may be used. On the historic wooden floors of event space, the transportation of heavy loads is prohibited. Hanging or placing items or decorations etc. on walls, windows and window frames, as well as the chandeliers and ceiling is strictly prohibited. Always keeping in mind that the City Hall is a historic building and not an exhibition hall. Therefore kindly avoid using any types of sprays, undertake cutting work or other activities which might damage the room and/or floor. Thank you for your understanding and **please notify your suppliers in regard to these regulations**. **Any damages will be invoiced by the City Hall**. Dismantling begins after the event closes on Sunday October 21<sup>st</sup> starting at 7:30 PM and must be completed by Monday October 22<sup>nd</sup> at 9 AM, otherwise additional costs (€ 1.000, - per hour or part thereof) will be charged. Dismantling must not start before 7:30 PM

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## INFORMATION SHEET 2018

### Time slots – assembly/set up

A freight/goods lift is available (access through the Felderstrasse entrance, where you will also find the loading zone). The Gaming Room (Banquet Hall) as well as the Back Rooms and the Grand Stairs are located on the 1st floor of City Hall, in accordance depending on the stand size of the exhibitor, time slots have been awarded for the set up work on the 1<sup>st</sup> Floor (Gaming Room). Please note the prescribed load limit (Payload 2000 Kg) of the cargo lift and **follow its Directions. Please clear the way to the freight/goods lift (entrance niche is 128 cm wide and 220 cm in height, inner space: 150 cm wide 250 cm deep and 220 cm high), at least 20 minutes prior to the end of your time slots**, in order that the next exhibitor can bring his goods to the lift without any complications. **Time slots are controlled carefully by our own freight/goods lift managers.**

In the time slots only the scheduled companies may use the freight/goods lift unless this is no longer needed by the company and the latter explicitly agrees that another company may also use the slot. **The Game City organizing team (MICE & Men, wienXtra and its affiliates) and the City Hall staff reserve the right at any time to use the lift with.** Please note that the City Hall continues normal operation and therefore must also use the freight elevator. After the time slots, the freight elevator is available to all exhibitors. Deliveries on Thursday (October 18<sup>th</sup> all day) and on Friday (October 19<sup>th</sup>) in the morning (until max. 07:00 AM) are possible for this purpose, there is no extra allocation. If you do not need your time slot, please let us know.

**The time slots time table will be determined & announced two weeks prior to event begin, as we are currently still waiting for the final area bookings.**

### Deadline construction - electrical & static work

Please note that **stand set ups, to a large extent, must be completed by 1 PM on Thursday October 18<sup>th</sup>** (this concerns only larger structures that are relevant for final approval), because final approval is given by the municipal administration. If you have electrical work - (test according to ÖVE / ÖNORM by licensed electrician) or static work (testing by licensed structural engineers for various constructions), please book them in the booking tool or prepare them independently before the above-mentioned time. At the time of the final approval, someone responsible must be available for any questions by the municipal administration.

### Additional services

Please note the following deadlines and book your additional services starting today at:

<http://booking.game-city.at/>

Use the username and password that you used while booking through the booking tool for the initial step and which you were also sent to by mail (booking confirmation).

Please note: The additional services are only bookable when the plan for your area has been set. Plans are sent to you by separate mail.

### GENERAL DEADLINE: September 27<sup>th</sup>

Extra services booked after September 27<sup>th</sup>, will be charged 15% on top of final price.

Should you book extra services after October 4<sup>th</sup> an extra charge of 30% is applicable on final price.

(This offer stands only upon request and it is not guaranteed that it will follow through)

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We ask you to respect the deadlines in order to avoid additional costs. Furthermore, for all non-compliance with deadlines, smooth operations cannot be guaranteed (additional services, electricity, Internet, etc.).  
**Contact our team if you need help with our online system!**

### **Cleaning**

We want to politely remind you of the cleaning terms according to §18 of the Trade Fair conditions: "The organizer is responsible for cleaning the premises and the walkways in the City Hall." The cleaning of the stands and the exhibition area in the exhibitor areas is the task of the exhibitors. If pre-ordered and at the cost of the exhibitor cleaning can be carried out by cleaning companies approved & organised by the organizer but which does not include the final cleaning. Final cleaning can be ordered by the exhibitor, otherwise he himself has to take care of the cleaning of the stand. All stands of exhibitors that are not cleaned will be cleaned at the expense of the exhibitor by the organizer for a flat rate fee of € 10, - per square meter floor space. Packing materials and refuse which the exhibitor has left on the walkway or places at the side should also be removed by the exhibitor. The disposal of all waste must be arranged by the exhibitors themselves. Garbage containers in and around the City Hall may only be used by the City Hall, the organizer and caterers and may not be used by exhibitors. This also applies to exhibitors who have requested stand cleaning as this is only stand cleaning and not for waste disposal. We therefore ask you to dispose of any waste independently.

### **Stand handover after dismantling**

After dismantling the stand areas these must be handed over to the organizer again in a well swept condition. After dismantling please call the **GAMECITY hotline to hand over the stand** and thus **to avoid** extra costs for waste disposal or **damage**.

### **Catering**

In the catering areas you as well as visitors to Game City can purchase food available during the event.

### **Plans, City Hall terms and conditions and loading routes**

Please send us your Exhibition Booth Stand Plan prior, for final approval.

Kindly refer to the documents concerning the City Hall terms and conditions and the loading paths of the City Hall (PDFs), which came with this letter.

### **Storage & Vehicle Permission Slips/Parking Places**

There are no storage facilities on site because in the City Hall no flammable material may be stored. We therefore ask you to use your transportation vehicles/small trucks as a warehouse (please enquire about vehicle permission card: [organisation@game-city.at](mailto:organisation@game-city.at)). Due to the construction site around the City Hall, parking spots are very limited. Therefore car park permission slips for trucks and such are only given out under very special circumstances. For small cars no car park permission slips will be handed out, please use the available parking garage of the City Hall: <http://www.boe-parking.at/boe/de/garagen/custom.garagen/5.html>. We suggest you purchase a parking ticket valid for a week of 93,60 Euros.

### **Payment terms and conditions**

We would like to draw your attention to the terms of payment for GAME CITY, according to Trade Fair

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conditions §5: "The punctual payment of the invoice is a condition for the handing over of the allocated stand. If the invoiced amount has not been received by the due day the organizer, he can, without giving notice, dispose of the allocated stand." We therefore ask you to have all payments ready on time.

#### **Deliveries**

Please do not have any packages delivered to the City Hall if you are not there yourself to receive them. You can have packages delivered to the City Hall from the first day of assembly (Wednesday, October 17th) but you must have a person on site who receives it. Please describe the packages thoroughly with the name of the exhibitor, contact person and mobile number. Due to liability reasons package deliveries to the Game City office or team for a third party is not permitted.

#### **Youth Protection**

We would like to draw your attention the Trade Fair conditions §24 and keeping this in mind while planning your stand and staff.

#### **Sound Control**

In accordance to §16, sound volume regulations should be respected, throughout the entire exhibition area.

In all out-door areas, loud music or noise is not permitted on Friday until 12:00. After this time, it is only permitted to play music or other sounds at lowest volume possible. After 4:30 PM the maximum volume is permitted (according to Trade Fair conditions §16).

This also applies for the *Long Night at the Game City* event on Friday night, during which there should not be any sound blasting for instance loud music etc.

#### **Approach & Loading Zone of the Vienna City Hall (Wiener Rathaus):**

**IMPORTANT Please do NOT send any packages to this address, unless you are personally present/on site.**

Wiener Rathaus/City Hall  
Felderstraße 1  
A – 1010 Vienna, Austria

**Thank you for your cooperation and we look forward to a successful #GameCity208  
Feel free to contact us if you have any questions.**

**Your GAME CITY Team**