

Exhibitor Manual

Play your part:    /wtmlat



wtm®

LATIN AMERICA

São Paulo, 14 - 16 Abril 2025

Dear exhibitor,

It is a great honour for WTM LATIN AMERICA to have you as an exhibitor at the 2025 edition! We understand that you and your team have several objectives for attending this event, and we are committed to assuring that this experience is memorable for your brand.

Participating in an event is a unique opportunity to break away from the routine activities and embark on a journey filled with new possibilities! To kickstart this incredible journey, we present to you our Exhibitor Manual, a comprehensive guide with essential information to help you achieving your objectives. This document covers everything from stand set-up guidelines to tools and channels available to boost your brand beyond the exhibition hall. Our goal is to provide detailed guidance for all parties involved and facilitate the exposure of your brand during the event.

Make sure that all members of your team receive a copy of this manual and read it carefully. If you have any questions, do not hesitate to contact us. We have a dedicated Customer Service team to address all your inquiries before, during, and after the event, including the set-up and dismantling period.

We are at your disposal through the following channels:

Email: customerservices@rxglobal.com

Phone: +55 11 3060-4717

From: 9h to 17h – Monday to Friday

You can rely on RX and the WTM LATIN AMERICA team to connect your brand with the customers you are looking for!

Best regards,

WTM LATIN AMERICA TEAM



IMPORTANT NOTE

This manual contains essential information and rules required to assure the smooth operation of the trade fairs organized by RX.

All rules governing the event must be read and strictly followed by all staff, suppliers, and other contractors to provide the best possible experience during their participation in the event.

The exhibiting company is sole responsible for the stand design. It is important to emphasize that all designs must be submitted for review and approval by RX before assembly, according to the deadlines established in this manual. Submission after the deadline may invalidate the stand assembly. If the exhibitor chooses to contract agencies to assist in the preparatory measures for the event, it must notify the RX Customer Success team via email, customerservices@rxglobal.com. It is important to note that, without express authorization, no information can be shared or disclosed to these agencies.

If the exhibitor has chosen for using the assembly services by RX Solutions, this will not require the submission of the stand design and documentation.

It is strictly prohibited to assemble the stand differently from the design approved by RX, or in violation of the standards and technical specifications established by ABNT, CONTRU, and other regulatory bodies, including the specific rules in this manual.

From the moment you receive this manual, both exhibitors and their contracted service providers agree that any questions arising during the set-up, conduction, or dismantling of the stand/event will be cleared exclusively by RX, always aiming for the harmony of the event. The parties commit to accepting RX's decision to maintain the planned organization of the event. All documents mentioned here, and online forms, are available on the Operational Portal: <https://portal.reedalcantara.com.br>.

It is important to emphasize that ignorance of the rules established in this manual does not exempt exhibitors and their contractors (assemblers, decorators, subcontractors, and others involved in the event) from the penalties, fines, sanctions, and responsibilities outlined in this manual. Any violation will be assumed by the exhibitor and their representatives jointly and independently of the order of appointment. RX should not be responsible for problems arising from the failure in meeting these requirements.



CHECKLIST FOR YOUR BETTER GUIDANCE

	YES	NO
Have you read all instructions?		
Have you shared them with your employees and other subcontractors?		
Have you contracted?		
- Assembler? Inform them about the fee for cleaning services in the PAVILION's communal areas during the EVENT set-up and decoration. This fee must be paid by the EXHIBITOR		
- Buffet Services?		
- Cleaning Services?		
- Receptionist and Security?		
Requested:		
- Air tickets and lodging to your representatives?		
- Direct line / Internet?		
- Parking Tickets (close to the Pavilion)?		
- Fire Extinguishers?		
- Insurances?		
- Showcase?		
- Merchandising?		
Have you paid: - Installation and Services fees?		
- Copyright Fee?		
- São Paulo municipality fees?		
Have you requested Electric and Hydraulic Installations?		



DATES AND DEADLINES

In the Exhibitor Manual, we emphasize the importance of planning. Shown below are the key dates that should be marked on your calendar, making sure you do not miss any deadlines. This not only guarantees a seamless execution but also allows for discounts on services.

Remember that all services must be requested via Operational Portal. The Operational Portal is available through this link: <https://portal.reedalcantara.com.br/login/>. There, you will find specific forms to request services for your stand and pay the corresponding fees as well.

For completing your profile and requesting credentials, visit the Exhibitor Portal at the WTM Latin America website - [Manage my participation](#) . It is important to have your login and password always at hand, but in case of any issues, do not hesitate to contact our customer service. We are here to help!

Event	Schedule
Setup	From 10/04/2025 to 13/04/2025
Setup Hours	On 10/04: from 12 PM to 8 PM 11/04 and 12: from 8 AM to 8 PM 13/04 from 8 AM to 11:59 AM
Stand decoration hours	On 13/04: from 12 PM to 8 PM
CAEX (Exhibitor Assistance Centre) Operating Hours:)	On 11/04 – from 12PM to 6 PM From 12/04 a 14/04 - from 8 AM to 6 PM
Event Dates	From 14/04/2025 to 16/04/2025
Event Hours	On 14 and 15/04: from 12 PM to 8 PM On 16/04: from 12 PM to 6 PM
CAEX Operating Hours:)	On 14 and 15/04 - From 9 AM to 8 PM On 16/04 from 10 AM to 6 PM
Dismantling	17/04/2025
Dismantling Hours	On 16/04, from 9 PM to 2 PM on 17/04/2025
CAEX Operating Hours during Dismantling:	There will be no CAEX (Exhibitor Assistance Centre) assistance during this period.
If the mandatory services are not listed in the PLANNING, ORGANIZATION, AND ADMINISTRATION CONTRACT, the exhibitor must observe the following deadlines:	
Last day for the stand builder to access the STAND BUILDER PORTAL with the code provided by the exhibitor:	10/03/2025
Upload of the project and mandatory documentation via stand builder portal:	10/03/2025
Last day for payment of the set-up fee with discount (mandatory fee for stand builders):	19/03/2025
Last day for requests and payment of additional services with discounts via OPERATIONAL PORTAL (plumbing, electrical power):	19/03/2025
Last day to request Internet link from EXPO CENTER NORTE for your stand in the Pavilion or Conference rooms on the Mezzanine (Direct contracting with the Internet Provider – No discount):	19/03/2025

Note: Service requests made until March 19, 2025, ensure 100% availability and discounts on the payment amount. After this deadline, it is subject to technical availability of the service and full payment amount



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- GENERAL INFORMATION

1 - EVENT

WTM LATIN AMERICA 2025, referred to as the EVENT in this manual.

2 - OBJECTIVES

WTM Latin America is the business-to-business (B2B) event that brings the world to Latin America and promotes Latin America to the world. It is the event where the travel industry get together to negotiate and execute contracts that contribute to positioning the region as one of the key areas in the global travel and tourism industry.

3 - PROMOTION AND ORGANIZATION

RX GLOBAL

4 - EVENT LOCATION

EXPO CENTER NORTE – Green and White Pavilions

Rua José Bernardo Pinto, 333 – Vila Guilherme

02055-000 – São Paulo / SP

Loading and Unloading Gate:

During the Setup and Dismantling periods, access for LOADING and UNLOADING is through Gate 4, on Rua Coronel Marques Ribeiro, 200, internal gates Green Pavilion and Bank Pavilion – Gate C3.

5 - COMMUNICATIONS AND MAIL

Communications and mail related to the EVENT should be addressed to:

WTM LATIN AMERICA 2025

Attn: Vanessa Ferreira

Tel: +55 11 4659-0012

Email: vanessa.ferreira@rxglobal.com

Rua Bela Cintra, 1,200 – seventh floor – Consolação – CEP 01415-001 – São Paulo / SP

6 - PERIODS AND OPERATING HOURS

a) Setup Period and Hours

Period: From April 10 to 13, 2025

Hours: On April 10: from 12 PM to 8 PM

On April 11 and 12: from 8 AM to 8 PM

On April 13: from 8 AM to 12 PM

Specific Guidelines:

On April 13, 2025, external stand set-up must end by 12:00 PM. All materials, machines, and equipment must be removed from the streets and walkways and should remain within the stand area. Exhibitors can enter the pavilion from 12:00 PM to 8:00 PM for stand decoration. A fine of R\$ 500.00 (five hundred reais) per hour of delay will be charged to exhibitors or builders who do not fulfil the established schedule.

During the entire set-up period and until 12:00 PM on April 13, entry into the pavilion is allowed only wearing Personal Protective Equipment (PPE).



Entry into the pavilion is strictly prohibited for individuals under 18, even if accompanied by their guardians. Individuals under 18 cannot be accredited as visitors or for any other purpose.

Medical and electricity services in the stands will be available until one hour after the event's closing time. Therefore, staying in the pavilion without RX authorization is not allowed.

If it is necessary to extend the stay, you must submit a request until 4 PM each day, indicating the need and the extension hours required, in one-hour increments, to email customerservices@rxglobal.com, or go to CAEX (Exhibitor Assistance Centre) to formalize the request. This service incurs in extra costs according to the rates effective on the event day. We recommend to check the costs before confirming the request.

If the stay occurs without prior contracting, there will be a 10% surcharge on the value of the overtime hours in one-hour increments. This applies to exhibitors, builders, or exhibitors' representatives.

IMPORTANT: THE WHOLE SET-UP WORK, INCLUDING CLEANING AND HANDOVER OF THE STAND TO THE EXHIBITOR, MUST BE COMPLETED BY THE LAST SET-UP DAY. MAINTENANCE CREDENTIALS WILL NOT BE PROVIDED FOR THESE PURPOSES. REMEMBER THAT FROM THE FIRST DAY OF THE EVENT, ENTRY WITH SET-UP CREDENTIALS ARE NOT ALLOWED.

b) Event Period

From April 14 to 16, 2025, as follows:

On April 14 and 15: from 12 PM to 8 PM

On April 16: from 12 PM to 6 PM

c) Dismantling Period

Dismantling begins at 9 PM on April 16 and finishes at 2 PM on April 17.

REMOVAL OF EQUIPMENT AND SMALL PRODUCTS WILL OCCUR FROM 7 PM TO 9 PM ON APRIL 16, 2025.

Specific Guidelines:

RX recommends contracting security services for the stand during the entire event, until the equipment is removed.

During the Setup, Event, and Dismantling periods, entry of individuals under 18 (eighteen) is expressly prohibited, even if accompanied by their guardians.

Entry and STAY of individuals without identification, not wearing a shirt, or wearing shorts, swimwear or tank tops are prohibited during Setup and Dismantling periods. The use of clogs, sandals, or flip-flops is also prohibited.

At end of the dismantling time, if any stand has not been completed dismantled or if pieces or leftovers of wood, panels, glass, lining, ceiling, sheets, floor, front's, or any other materials used in the stand, are left behind, a fine corresponding to 10% of the area occupied by the exhibitor will be applied, with a minimum value of R\$ 5,000.00 (five thousand reais).

Any damage caused by EXHIBITORS or their contracted representatives to the pavilion's structures, such as floor, walls, raceways, doors, elevators, stairs, asphalt, lawns, etc., both in the indoor and outdoor areas of the pavilion, the EXHIBITOR/BUILDER must reimburse RX within 10 days after issuance of the receipt by RX for



the cost for repairing the damage paid by RX to Expo Center Norte. If there is enough time, a damage report will be issued by the operational representatives of RX and provided for signature by the BUILDER/EXHIBITOR. If this is not possible, the BUILDER/ASSEMBLER must confirm the damage and reimburse as described above.

It is mandatory to wear Personal Protective Equipment (PPE) throughout the set-up and dismantling periods. See details in this rule on how control/inspection and sanctions by RX will be performed/applied to the offender for not wearing the required personal protective equipment according to this rule.

During all periods:

IT IS EXPRESSLY PROHIBITED THE ENTRANCE OF ANIMALS OF ANY SPECIES, EXCEPT FOR SERVICE DOGS.

II - GENERAL RULES

1 - AREA REDISTRIBUTION

Although performed only in extreme cases, at any time, and for the good of all, without prior notice, the ORGANIZER may redistribute sectors or stands, provided that the square footage and characteristics established in the contract are respected, with agreement of the EXHIBITOR.

2 - NON-TRANSFERABILITY

The EXHIBITOR should not transfer, whether fully or partially, any rights or responsibilities assumed with the ORGANIZER, and neither subcontract or assign any portion or the entire area rented to them.

3 - DELAYED PAYMENTS

Exhibitors with overdue payments will be required to settle their commitments with the ORGANIZER immediately to obtain clearance for the area designated to build their stands, whether these commitments are related to contractual instalments or to installation and service fees. In case that the proof of payment is missing, their participation in the EVENT will be prohibited.

III – LEGAL REGULATIONS

1 - PROHIBITION TO PROMOTE THIRD PARTIES

It is strictly prohibited to promote third-party products, including the exhibition, distribution of gifts, and direct or indirect advertising of any products from companies that do not attend the EXHIBITOR's stand.

However, the EXHIBITOR may request such promotion in writing to the ORGANIZER, which at its discretion, may authorize or deny such request; verbal authorizations are not valid. The presentation of products not commercially sold or exclusively represented by the EXHIBITOR, but deemed essential to complement their product line, may be allowed. However, these products must be manufactured by other companies ATTENDING THE EVENT, and no promotional or marketing materials should be displayed in the stand.

It is not allowed to promote, advertise, or sell any products from other promoters within the event venue.

Failure to comply with these provisions entitles the ORGANIZER to remove the products and materials involved in the violation to their warehouse for later return. Additionally, the ORGANIZER may close the stand, and the EXHIBITOR expressly agrees to this.

2 – MUNICIPAL FEE

In accordance with laws 13.474 and 13.477, of 30/12/2002, RX is responsible for making a one-time payment to the Municipality of São Paulo (PMSP). If the PMSP fees are not specified in the Planning, Organization, and



Administration Contract, EXHIBITORS must follow the procedures for payment on the EVENT website in the EXHIBITOR's reserved area, including the values for three fees (TFE – Establishment Inspection Fee, TFA – Advertisement Inspection Fee, and TFA – Leaflet Distribution Fee).

3 – EXHIBITION OF OTHER BRANDS

The exhibition of additional brands not included in the Trade Name stated in the contract will incur a charge of R\$ 515.00 (five hundred and fifteen reais) / US\$ 299 (two hundred and ninety-nine US dollars) for each additional brand. The display is subject to prior approval from RX and applies to places and companies holding other brands within the same group.

4 – LABOUR HIRING

According to requirement of the Ministry of Labour, on 29/06/2011, we inform that the participating company and its contractors cannot enter into contracts with cooperatives if there are elements that configure an employment relationship, as outlined in articles 2 and 3 of the Labour Laws (CLT), between the contractor and the workers, or between the cooperative and the workers.

A. Temporary Labour: Legal procedures must be carefully observed if the EXHIBITOR uses temporary labour directly.

- a. When contracting services from outsourced service providers, it is advisable to request proof of legal existence (articles of incorporation, permits, etc.) of the contractor, along with the relevant social security payment receipts (GRPS), employee registration forms, FGTS payments, etc.
- b. Companies must provide individual documentation according to each worker's activity (certificates of specific training, occupational health certificates, etc.).
- c. The documents of third parties and their employees must be available at the stand for eventual presentation to the Ministry of Labor representatives.

The EXHIBITORS and their contractors are solely responsible for any irregularities or violations of the laws governing the hiring of temporary labour, and are liable for any penalties imposed by Ministry of Labor representatives.

B. Child Labor: The EXHIBITOR and/or BUILDER should not employ minors.

C. Diversity

Trade fairs provide an excellent opportunity to showcase the commitment of the EXHIBITOR companies to DIVERSITY, a crucial topic for both the market and society.

Regardless of the business model, diversity contributes to reshaping services and products. A team comprising individuals with diverse behaviours and technical competencies complements each other and is much richer.

Diversity is closely related to dignity, respect, productivity, comfort, well-being, and quality relationships. Therefore, institutions that take on social responsibility and values related to diversity have a more appealing public image. Investors, young talents, and consumers appreciate these cultural aspects.



The ORGANIZER strongly recommends that DIVERSITY is considered when hiring service providers, which will be in the EXHIBITOR's stand during the EVENT.

If the EXHIBITOR needs assistance with contracting official service providers, they can visit the Operational portal or contact the CUSTOMER SUCCESS team.

5 –OCCUPATIONAL SAFETY AND HYGIENE STANDARDS

Together with other international event organizers, RX sponsored the creation of a practical guide to assist exhibitors and contractors in the implementation of actions and attitudes aimed at the safety and hygiene of all those working or visiting an exhibition or conference. This practical guide is called g-Guide (Guide to Global Health and Safety Standards at Exhibitions and Conferences) and is available for download in the Operational Portal.

Together with Brazilian laws on Technical Standards for Occupational Safety and Hygiene, the g-Guide instructions should be observed by all EXHIBITORS and Contractors, and by all those involved in the set-up, conduction, and dismantling of the Event.

Shown below are some instructions regarding the set-up and installation of special machines, use of flame-retardant materials, fire extinguishers, prohibited equipment, hydrant obstruction, and use of PPE (Personal Protective Equipment):

5.1 – Safety and Accident Prevention

With the purpose of mitigating accidents during the stand set up and dismantling, the following rules become an integral part of the Exhibitor Manual:

- a. To facilitate the inspection of the stand set-up and dismantling process, it is mandatory to use of identification vests for Occupational Safety Technicians, and specific uniforms for Civil Firefighters.
- b. For stands with size of 900m² or more, it is mandatory to hire Civil Firefighters and/or Occupational Safety Technicians for the entire set-up/dismantling period.
- c. For stands with size of 1000m² or more, it is mandatory to hire 02 (two) Civil Firefighters and/or Occupational Safety Technicians for the entire set-up/dismantling period.
- d. Documentation proving the qualifications of Occupational Safety Technicians and Civil Firefighters should be presented to the Organizer when these professionals enter the pavilion.
- e. Regardless of the stand size, the Organizer suggests hiring Civil Firefighters and/or Occupational Safety Technicians to oversee and inspect the stand set-up and dismantling.
- f. Credentials of Civil Firefighters and Occupational Safety Technicians will be an integral part of the package available to the Exhibitor.
- g. All glass materials used to enclose stand areas must be of tempered type with protective film; use of laminated glass is forbidden.



5.2 - Special Installations:

- a. Any piece of equipment that may pose risks to the public, adjacent stands, or the PAVILION should be provided with special facilities that, at discretion of RX BRASIL, fully eliminate any hazardous conditions.
- b. It is mandatory to use and/or apply flame-retardant material (IGNITION) for flooring, partition walls, and stand ceilings. Further details are available in the document "Electrical Procedures and Flame-Retardant Materials in Stand Set-up" in the EVENT OPERATIONAL Portal.

5.3- Fire Extinguishers

Every EXHIBITOR is required to have a fire extinguisher in their stand, from the beginning of set-up, throughout the Event, and until the dismantling completion, with content compatible with the products exhibited and the materials used in stand set-up.

- c. Fire Extinguishers should not be installed on stairs, must be unobstructed, and properly marked according to the table below. Extinguishers should be distributed in order that the operator is not required to run more than 25 meters. We recommend the use of ABC Chemical Powder extinguishers, as they can replace any type of extinguisher for specific classes A, B, and C.

	Stand without partition walls	Stand with division
Area	CO2 OR DCP	
Up to 50	1	2
51 to 100	2	4
101 to 150	3	6
151 to 200	4	8
201 to 250	5	10
251 to 300	6	12
Above 300	7	14

B. Prohibited Equipment:

- a. The operation of combustion engines inside the PAVILION is prohibited during the three periods of the event (Set-up, Execution, and Dismantling).
- b. The use of explosives, non-inert gases, toxic substances, fuels, LPG, and flammable liquids is prohibited.
- c. Any activity involving fire, or the use of tools that may produce flames, sparks, smoke, etc., such as electric welding and torches, is strictly prohibited.
- d. The use of power grinders of any kind is prohibited.
- e. Adaptations to machines and pieces of equipment that do not comply with Safety Standards and/or ABNT regulations will not be accepted.

C. Hydrant and Gangway Obstruction:

- a. If your stand has a ground or floor hydrant within its area, it should not be obstructed by equipment or walls. It should have a clearly identified and easily removable raised floor.



- b. The removal of fire extinguishers from their fixed points for use elsewhere as standby extinguishers without prior authorization from RX Brazil is also prohibited.
- c. All pieces of equipment must be unobstructed, and any form of closure, even with false doors, is forbidden.
- d) Obstruction of hydrants and gangways: Less than 0.65m (sixty-five centimetres) on each side of the hydrants from the axis of their housing, keeping an access corridor towards them with minimum width of 1.30m (one meter and thirty centimetres) from the nearest perpendicular street, in any case or circumstance, clear and unobstructed from any assembly, object, material, and/or equipment;
The unobstructed area in front of the stairs must have minimum dimensions of 80cm x 100cm (eighty centimetres wide by one hundred centimetres away from the column).
- It is also prohibited to remove fire extinguishers from their fixed points for use elsewhere as standby extinguishers without prior authorization from RX Global.

D. Personal Protective Equipment (PPE):

- a. Use of PPE (Personal Protective Equipment), such as helmets, gloves, fall arresters, boots, and goggles is mandatory throughout the period of stay in the pavilion during the set-up and dismantling of the event.
- b. The EXHIBITOR and the BUILDER are responsible for providing their employees and/or contractors with PPEs suitable for the hazards, in perfect conditions, and functioning, as required by Brazilian legislation for stand set-up at events.
- c. Helmets used in the pavilion must be Class A or B, Type I, II, or III, with Certification of Approval (CA) for the PPE used.



- d. The BUILDER/EXHIBITOR is responsible for controlling the use of Personal Protective Equipment (PPE) by its employees or contractors, who must always designate an individual responsible for the distribution and control of PPE usage during the stand set-up and dismantling. Lack of use of PPEs by anyone working at the stand will result in penalties to be applied as follows.
- e. Warnings and fines will be applied to the offender and the set-up supervisor at time of the occurrence by operational inspectors or Firefighters contracted by the PROMOTER, in the order below:
 - i. 1st Offense: Verbal warning to the Worker and report of the offense to the supervisor indicated by the BUILDER;
 - ii. 2nd Offense: Fine of R\$ 500.00 (five hundred Brazilian Reais) and report of the offense to the supervisor indicated by the BUILDER;
 - iii. 3rd Offense: Fine of R\$ 800.00 (eight hundred Brazilian Reais) and report of the offense to the supervisor indicated by the BUILDER;
 - iv. From 4th Offense: Fine of R\$ 1,500.00 (one thousand and five hundred Brazilian Reais) per offense and report of the offense to the supervisor indicated by the BUILDER.



E. Entry and Stay in the Pavilion Entry and stay of individuals during the Set-up and Dismantling periods without identification, without shirts, wearing sleeveless shirts, or shorts, skirts/dresses/swimwear, or using clogs, sandals, or flip-flops are prohibited. The entry of animals of any species or sizes is expressly prohibited. Throughout the entire SET-UP, EVENT, and DISMANTLING period, the use of individual identification CREDENTIALS is MANDATORY. There will be access control during the whole event period, so it is important to note that the credential is for personal and non-transferable use.

5 CARRYING AND EXHIBITING FIREARMS

Using or carrying any type of firearm, including fireworks, is strictly prohibited within the event. The exhibition of any type of firearm, knife, or weapon of any nature—including objects or toys that resemble firearms, ammunition, knives, or weapons—as well as war materials or targets that depict or have the shape of people or human-like figures, is forbidden.

IV – PROMOTIONAL MATERIAL

1 - VISITATION

Entry is restricted exclusively to tourism professionals.

2 - PROMOTIONAL MATERIALS FOR PARTICIPATION IN THE EVENT

Materials for promoting participation in the event will be available in the event website and can be used by the EXHIBITOR to enhance participation promotion in the event <https://www.wtm.com/latin-america/pt-br/expor/gerencie-sua-participacao.html>.

3 – EXHIBITOR’S DIRECTORY

Ensure the promotion of your brand, products, and services before, during, and after WTM Latin America 2023 by accessing the exhibitor’s portal with the username and password sent to you via email. Here, you can take several actions to highlight your participation in the next edition of WTM Latin America, including, among others:

- Provide complete company information.
- Upload the company logo.
- Upload product photos.
- Add marketing materials, social media platforms, and press releases.

Industry professionals in travel, global trade, and consumer goods will visit the WTM Latin America website before the event to plan their trip and discover new business opportunities. A comprehensive profile will help these groups when visiting your stand during the event.

4 – LEAD MANAGER APP

Lead Manager APP, WTM’s digital lead capture tool, is a mobile application that reads QR codes on visitor credentials. By using the Lead Manager APP, you can make notes, include customized questions, save documents for later sharing, and categorize leads. All information saved in the apps of the entire team can be obtained in real-time via leads report in the exhibitor’s hub. The application runs offline, but internet connection is required for data synchronization and submission to the exhibitor’s hub.

Access your mobile’s app store or click on one of the links below to download the Lead Manager APP.

iOS: [RX Lead Manager \(Emperia\) on the App Store \(apple.com\)](#)



Android: [RX Lead Manager \(Emperia\) - Apps on Google Play](#)

Web: [RX Lead Manager App \(formerly Emperia\) \(emperiascan.com\)](#)

Login information will be available in the Exhibitor Portal within the Lead Manager APP Zone. Access details will also be sent via email to the company's main contact (admin).

To log in, fill in your Name, Surname, and Company Access Code.

Important: The Access Code is the same for all individuals using the app on behalf of your company. Therefore, we recommend to share the code with all individuals working at the stand during the event for maximum tool utilization.

Minimum Mobile Requirements:

Android: Version 6.0 or higher and available memory above 15 MB

iOS: Version 9.0 or higher and available memory above 90 MB

Wi-Fi or 3G/4G internet connection for data synchronization

Camera sensor of 8 MP or higher

Not recommended for use on tablets or iPads

Usage Recommendations:

Use the app connected to the internet as much as possible for constant data updates and synchronization.

Do not log off or disconnect from the app until all data has been synchronized.

Do not uninstall the app until all data has been synchronized.

Always keep the latest version of the app installed on your device.

Important: We recommend synchronizing the mobile daily and downloading the final report within 15 days after the trade fair end date to avoid data access problems due to the LGPD law. App access is valid for up to 20 days after the event termination. After this period, lead downloads will no longer be available.

RX guarantees support before, during, and after the event for exhibitors. RX is not responsible for lead losses due to misuse of the license and the application, as stated in the recommendations clause.

Exhibitor Dashboard

The Exhibitor Dashboard is the tool that consolidates the results of all digital tools used during the event. By strategically using the tool, you will be able to make data-driven decisions to optimize your investment, maximizing the Event ROI.

How to Use the Exhibitor Dashboard:

Before the Event:

Evaluate Your Online Impact:

Discover the number of online visitors accessing your profile in the event website and interacting with your brand. Learn how to complete your profile comprehensively to increase engagement.

During the Event:

Monitor the Lead Flow:



Track in real-time the number of leads visiting your stand and use filters to categorize them instantly.

After the Event:

Analyse Post-Event Metrics:

Review detailed metrics of the weeks immediately before the event and all digital engagements since your profile activation in the site.

Steps to Evaluate Performance:

Download the Detailed Report of Leads scanned during the Event:

Obtain a comprehensive report of leads that were scanned during the event.

Analyse Leads by Interest Segment:

- Categorize leads based on criteria, such as function, sector, and products of interest.
- Review Digital Engagement with Your Brand and Products:
- Evaluate how participants engaged with your brand and products online.

Check Responses to Send Recommendations:

- Analyse interactions and answers to the recommendations you sent to leads.
- Make the Most of Your Participation:
- Utilize these data-driven strategies to measure and improve your performance. Remember that accurate information and informed actions are essential to optimize the Return on Investment (ROI) in events.

3 - PRESS RELEASE

By using Communication Department/Third-party PR Agencies, the PROMOTER will periodically promote the EVENT in national and international newspapers and specialized magazines. If the EXHIBITOR is interested, they can send their news/information via email marcia@comunicahub.com.br – Marcia Leite +55 11.94334-3017, providing details about their participation in the EVENT.

Such information, sent to the press in the form of press releases/story ideas by the Communication Department/Third-party PR Agencies, may or may not be used by the media.

To strengthen efforts with the press, we recommend sending digitized photos with resolution of 300 dpi. The material will not be returned after its use.

At its sole discretion, the PROMOTER, together with its PR Agency, reserves the right, without any responsibility, to select information with journalistic value to be disclosed to the media. The accuracy of the disseminated facts is the sole responsibility of these organizations, exempting the EXHIBITOR and the PROMOTER from any liability.



V - PREPARATORY ARRANGEMENTS

1 - WHATSAPP GROUP FOR EXHIBITORS <https://chat.whatsapp.com/IJufvOueBDGEX0wQTN1hHQ>

The EXHIBITOR will receive an invitation from the RX "Customer Service" team to join a closed WhatsApp group created specifically for the Builders of WTM Latin America 2025. By joining the group, you will receive important and up-to-date operational information about the event, allowing you to meet all deadlines and required arrangements.

As the group is closed, interaction between builders and with our team is not allowed. For any contact, questions, and/or for more information, call exclusively our Customer Service: +55 11 3060-4717 or send via email atendimentomontador@rxglobal.com.

Data Protection and Privacy:

For Data Protection Law (Law No. 13,709/18) purposes: By clicking and joining the group, you agree and authorize RX to keep your mobile number in the RX database during your participation in the group, even if your name and/or related person cannot be easily identified. Due to WhatsApp's settings, your mobile number may also be visible to others in the group. If you have chosen to publicly associate your mobile number with a name and/or any other personal information, others in the group and RX may have access to such information.

Access RX's Privacy Policy for more information: [RX Privacy Policy](#).

Responsibilities:

RX is not responsible for potential contacts, as well as the eventual consequences of this contact, by individuals who have access to your personal information due to your participation in the group, according to your WhatsApp profile visibility settings. RX is also not responsible for technical instabilities in this channel, which may be caused by the WhatsApp itself and/or by connection/network problems, as well as any other groups created among exhibitors and other individuals.

Leaving the Group:

At any time, if you no longer wish to participate in the group and receive information through this channel, simply select "exit" and/or delete the group in WhatsApp settings. After doing that, your personal information associated with the profile registered in WhatsApp cannot be accessed through the group.

Invitations:

Finally, RX reminds that you can invite other people to join and participate in the group using the permissions provided by WhatsApp. For this reason, RX requests that invitations are extended only to people who need to access such information (someone from your team, a partner builder, etc.). It is forbidden to share any RX information (or part of it) with third parties, whether by screenshot or any other means, without the express consent of the RX "Customer Service" team.

2 - INSURANCE

Insurance plays a crucial role as a risk management tool, protecting your investment. Therefore, insurance is a mandatory requirement. This service can be obtained through your preferred insurance company or the official event insurer, accessing the Exhibitor Portal. The global event insurance program offered by RX is certainly more advantageous than individual contracts.



It is important to note that stands, goods, products, and all individuals involved, including agents, carriers, builders, tow truck companies, and others, are not covered by insurance during the set-up, event, or dismantling activities. Therefore, the exhibitors are solely and fully responsible for any damages or incidents.

IMPORTANT: The insurance coverage should be acquired as stipulated in the Area Acquisition Contract via Corporate Taxpayer ID (CNPJ) of each company. Therefore, if there are two different companies sharing the same stand, both of them must contract the insurance coverage individually.

A copy of the insurance policy specifying the insured items, or a Certificate of Insurance issued by an insurance company, proving that the exhibitor has adequate coverage for the set-up, event, and dismantling period, must be presented together with the documents required to start the set-up, as stipulated in the next item of this rule. If the insurance coverage has been contracted through RX, it is not required to provide a copy of the policy.

The insurance policy must include the following details:

A) Liability Insurance (R.C.)

Contratar plano:	Plano 1 - Estandes até 12m²			Plano 2 - Estandes de 12,1m² até 24 m²			Plano 3 - Estandes de 24,1m² até 50 m²			Plano 4 - Estandes de 50,1m² até 200 m²			Plano 5 - Estandes de 200,1m² até 1000m²		
Coberturas	Valores		Franquia	Valores		Franquia	Valores		Franquia	Valores		Franquia	Valores		Franquia
	LMI	2025		LMI	2025		LMI	2025		LMI	2025		LMI	2025	
- Responsabilidade Civil de Eventos:	R\$ 300.000,00			R\$ 500.000,00			R\$ 1.000.000,00			R\$ 1.500.000,00			R\$ 2.000.000,00		
- Instalação e Montagem;															
- Fornecimento de Bebidas e Alimentação;		R\$ 308,66	R\$ 1.500,00		R\$ 344,89	R\$ 1.500,00		R\$ 490,63	R\$ 1.500,00		R\$ 587,41	R\$ 1.500,00		R\$ 667,03	R\$ 1.500,00
- R.C. Cruzada;															
- R.C. Produto															
Danos Morais (Limitado a 20% da LMI sem franquia)	R\$ 60.000,00			R\$ 100.000,00			R\$ 200.000,00			R\$ 300.000,00			R\$ 400.000,00		
RC. Empregador	R\$ 120.000,00	R\$ 118,82	R\$ 1.500,00	R\$ 200.000,00	R\$ 132,80	R\$ 1.500,00	R\$ 300.000,00	R\$ 190,11	R\$ 1.500,00	R\$ 500.000,00	R\$ 251,63	R\$ 1.500,00	R\$ 500.000,00	R\$ 251,63	R\$ 1.500,00
RC. Bens de Terceiros	R\$ 30.000,00	R\$ 88,57	R\$ 1.500,00	R\$ 50.000,00	R\$ 91,77	R\$ 1.500,00	R\$ 100.000,00	R\$ 141,71	R\$ 1.500,00	R\$ 200.000,00	R\$ 187,53	R\$ 1.500,00	R\$ 200.000,00	R\$ 187,53	R\$ 1.500,00
RD. Equipamentos em exposição.	R\$ 10.000,00	R\$ 47,71	R\$ 1.500,00	R\$ 10.000,00	R\$ 53,61	R\$ 1.500,00	R\$ 50.000,00	R\$ 69,53	R\$ 1.500,00	R\$ 100.000,00	R\$ 90,76	R\$ 1.500,00	R\$ 100.000,00	R\$ 90,76	R\$ 1.500,00
PRÊMIO LÍQUIDO		R\$ 563,75			R\$ 623,07			R\$ 891,98			R\$ 1.117,34			R\$ 1.196,97	
IOF - 7,38%		R\$ 41,61			R\$ 45,98			R\$ 65,83			R\$ 82,46			R\$ 88,34	
VALOR DO PRÊMIO		R\$ 605,36			R\$ 669,05			R\$ 957,80			R\$ 1.199,80			R\$ 1.285,30	

- Covers body injuries or property damage caused to third parties during the Set-up, Event, and Dismantling periods. The insurance coverage applies exclusively to products carried by the builder contracted by the event organizer. If the exhibitor wishes to extend the coverage, they should contact the finance department (financeiro@rxglobal.com).

B) Miscellaneous Risks Insurance (R.D)

- Covers losses or damages to equipment during the EVENT. The insured amount must be agreed with the insurance broker, and all goods and equipment on display must be listed. The validity period of this insurance is from the start of set-up until the last day of dismantling.

C) Employer's Liability Insurance

- Covers cases of death or permanent disability suffered during the event. The minimum insured amount must be agreed with the insurance broker. The validity period is from the start of set-up until the last day of dismantling.

D) Third-Party Property Liability Insurance

- Covers material losses or damages caused to third-party property due to external events, including explosion, theft, and qualified robbery when such property is under the care, custody, and control of



the insured in connection with the production and realization of the specific insured event in the policy. The minimum insured amount must be agreed with the insurance broker. The validity period is from the start of assembly until the last day of dismantling.

E) Food and Beverage Supply Liability Insurance

- Guarantees reimbursement for material damages and body injuries caused to third parties. The minimum insured amount must be agreed with the insurance broker. The validity period is from the start of set-up until the last day of dismantling.

F) Cross Liability Insurance

- Covers damages caused by service providers and/or participants of the insured event. The minimum insured amount must be agreed with the insurance broker. The validity period is from the start of set-up until the last day of dismantling.

G) Moral Damages Liability Insurance

- This insurance covers the insured's expenses resulting directly from moral damages related to material damages and/or body injuries to people. The minimum insured amount must be agreed with the insurance broker. The validity period is from the start of set-up until the last day of dismantling.

Mandatory Insurance Policy for International Exhibitors

International exhibitors contracting their own stand builder are **REQUIRED TO PRESENT THE STAND'S INSURANCE POLICY**. The stand builder will be responsible for obtaining the policy, assuring coverage for the services provided during the set-up phase. Approval to begin set-up will be subject to the submission of the insurance policy by the builder.

If the insurance policy is included in the exhibitor's event participation contract, this requirement can be disregarded.

2.1 - INSURANCE COVERAGE FOR SET-UP CONTRACTED IN THE SALES CONTRACT

For exhibitors who contracted their set-up services directly with the organizer and included the SET-UP product in their contracts, the organizer already offers insurance coverage exclusively for the following item:

Liability Insurance (R.C.): This insurance covers body injuries or property damages caused to third parties during the Set-up, Event, and Dismantling periods. The insurance coverage applies strictly to products carried by the builder contracted by the event organizer. If the EXHIBITOR wishes to extend the coverage, they should contact the finance department (financeiro@rxglobal.com).

Important Note: Under no circumstances should RX assume responsibility for any of the occurrences mentioned above or for the costs of the insurance policy related to these events.

3 - CONTRACTING THE BUILDING COMPANY AND SUBMITTING MANDATORY DOCUMENTS

The deadline for document submission is March 03, 2025. Make sure that the entire process, from contracting the building company, developing and approving the project with the builder, sharing the access code to the builder's portal, is completed before this date so that the stand project and documentation submission deadline is met.



CONTRACTING AND REGISTERING THE BUILDING COMPANY

The building company contracted by the exhibitor has various obligations, including:

- Registering in the builder's portal.
- Creating the stand project and documentation.
- Requesting the set-up fee.
- Uploading all files to the portal within the specified deadline.

To ensure a seamless process, RX suggests that when contracting a building company, you check the CNAE code, which identifies the company's activity, and verify the CNPJ to assure its reputation. Use the following Federal Tax Authority's link for verification: [Receita Federal CNPJ Verification](#). Only companies with the builder's CNAE code will be approved by the organizer.

In the exhibitor portal, you will find a complete guide for contracting a building company and all actions that must be taken. The document is called "5 Steps to Make the Set-up Process a Success."

Exhibitors are advised to contract a Building company well in advance, as considering the great number of stands at the event, these companies may not accept last-minute requests due to the numerous arrangements required for set-up approval by the organizer. Recommendations for building companies can be obtained from SINDIPROM and/or ABRACE:

- SINDIPROM - Sindicato de Empresas de Promoção, Organização e Montagem de Feiras, Congressos e Eventos do Estado de São Paulo. Rua Frei Caneca, 91 – 11º andar – Cerqueira César 01307-001 - São Paulo-SP - Phone/Fax: (11) 3120-7099 www.sindiprom.org.br
- ABRACE – Associação Brasileira de Cenografia e Estandes www.abracestands.com.br Phone: (11) 2672-3833 Email: contato@abrace.com.br

Exhibitors are recommended to contract member companies of ABRACE - Associação Brasileira de Cenografia e Estandes, especially those holding the ABRACE Quality Seal. The prerequisites for the seal include:

- Being an ABRACE member.
- Having a CNPJ proving that it is a building company (not an agency, for example).
- Having its own or rented warehouse (structure for on-site set-up, not in the pavilion).
- Company registration with CAU or CREA.
- Signatory of the ABRACE Code of Ethics.
- Having Articles of Association updated and operating for 5 years.
- Five recommendation letters from clients and five from suppliers in the last 3 years.
- No fiscal debts (state, municipal, and federal).
- Declaration that it does not hire minors.

RX SOLUTIONS

Your Official Stand-Building Partner at RX

Our objective is to provide an efficient and hassle-free experience, assuring that your stand is built to the highest quality standards without the bureaucratic hurdles typically associated with project approvals. Additionally, we offer interest-free instalment plans, giving you greater flexibility in planning your event participation.



Our stands are designed with a focus on sustainability, combining elegance and functionality to enhance your business visibility at the event. We deliver high-quality solutions tailored to your specific needs, always prioritizing practicality and style.

As a part of RX, the official event organizer, we are fully prepared to provide the whole support required to assure your participation is a resounding success.

Important

Drilling or applying adhesives to the materials provided by RX Solutions without prior authorization is strictly prohibited. Any damages resulting from improper use of materials may be charged to the responsible exhibitor.

DOCUMENTATION AND STAND PROJECT

Access for DOCUMENT UPLOAD will only be done in the BUILDING COMPANY'S PORTAL, and access details are sent after approving the registration. If the contracted builder already has a registration with RX, they already have the access data. The EXHIBITOR should only inform the BUILDER CODE (information available on the Operations Portal homepage, in the purple box); only then, access to the portal will be possible. The EXHIBITOR SHOULD NOT SHARE USERNAME AND PASSWORD WITH THE BUILDER.

ATTENTION: Any documentation upload made in the Operations Portal will be cancelled so that it can be done correctly in the Builder's Portal.

PROJECTS – Images in JPEG and JPG formats (one image per item - as below) - Mandatory UPLOAD of all items at once; partial submission is not possible: a. Front view with elevations and dimensions b. Right-side view with elevations and dimensions c. Left-side view with elevations and dimensions d. Floor plan with dimensions

DOCUMENTATION – JPEG and JPG format - Mandatory UPLOAD of all items below at once; partial submission is not possible:

- a. LIABILITY WAIVER signed, stamped, and scanned– (EXHIBITOR and BUILDER).
- b. ART/RRT of the project.
- c. Proof of payment for ART/RRT of the project.
- d. ART/RRT for the set-up execution.
- e. Proof of payment for ART/RRT of the set-up execution.
- f. CREA/CAU identification card.
- g. Descriptive memorandum of the stand set-up.
- h. Complete filling of the "Responsibility Term for Work with Electric Power" signed by the BUILDER's representative, as per the document available for download in the Operational Portal.



- i. Complete filling of the "Compliance Certificate of Electrical Installations, with Electric Power" signed by the BUILDER's representative, as per the document available for download in the Operational/Builder Portal.
- j. Complete filling of the "Compliance Certificate of Electrical Installations," with the signature of the Electrical Engineer/Architect, as per the document available for download in the Operational Portal.
- l. Complete filling and payment of ART/RRT, with the signature of the Electrical Engineer/Architect, for general electrical installations; describing the project, installation, and operation of the electrical system involved in the stand and areas. For more details on all instructions on Electricity, download the document "ELECTRICAL PROCEDURE AND USE OF FLAME-RETARDANT MATERIALS IN STAND BUILDING" from the Operations Portal.
- m. Copy of the insurance policy or Certificate as defined in the previous article. If the insurance was contracted via RX GLOBAL, it is not necessary to send a copy of the policy.
- n. Complete filling of the "Builder's Responsibility Term – Use of PPE", signed by the BUILDER's representative, as per the document available for download in the Operational Portal.
- m. Proof of payment of the set-up fee.

All MANDATORY documents must be filled correctly, signed, and stamped before being SCANNED. The EXHIBITOR will have access to the same system, where they can track the progress of the delivery and evaluate the PROJECT and DOCUMENTATION, as well as receive messages and crucial information for their participation in the event.

It is important to note that the analysis of projects will begin 60 days before the event set-up start date. Projects submitted within this period will receive feedback on the analysis within 48 hours. A.R.T. or R.R.T. must cover the entire period of the EVENT, i.e., Set-up, Realization, and Dismantling. Without this complete data, A.R.T. or R.R.T. will not be accepted.

ATTENTION: A.R.T. is signed by a professional registered with CREA (competent state body). Therefore, to be valid, the professional must be registered with CREA of the state where the event will take place. Important: Exhibitors who have contracted set-up via ORGANIZER, as stated in their contract, are exempted from presenting the mandatory stand set-up documentation listed above. The Official Builder chosen by the ORGANIZER will be responsible for this delivery.

SET-UP FEE

The Set-up Fee includes services used by the building team, such as power supply, replenishment of toilet items, waste removal, cafeteria services, and others, during the set-up and dismantling period. The fee must be requested and paid via the builder's portal for each stand, and the payment receipt must be sent together with the stand documentation.

In the case of set-up performed by the own exhibitor, it must request the fee directly from the finance department via email (financeiro@rxglobal.com).



It is important to emphasize that the submission of documentation is conditioned to the payment of the fee, which must be requested within the stipulated deadline for documentation submission.

We count on your collaboration to comply with the conditions above for the best experience possible.

4 - ACCREDITATION

a) ACCREDITATION FOR EXHIBITORS, CO-EXHIBITORS

For exhibitor credentials (own staff), this edition offers a free quota of one credential for every 3m² contracted, with a minimum of four credentials per stand. If the free quota is exceeded, each additional credential will cost \$32.00 (thirty-two dollars) and R\$ 95.00 (ninety-five reais). Credential requests and payment for additional credentials must be made in the exhibitor portal, under the "Badges Purchase" tab.

Once requested in the portal, the credentials can be downloaded and printed for direct entrance in the event. But PLEASE NOTE: CREDENTIAL DATA CHANGES CAN ONLY BE MADE BEFORE PRINTING. If the credential has already been printed, and data change is required, the change must be made from the second day of set-up (April 12, 2025) at the exhibitor accreditation sector in CAEX (Exhibitor Service Centre), in the own pavilion.

ALL CREDENTIAL REQUESTS MUST BE MADE ONLY IN THE EXHIBITOR PORTAL.

b) ACCREDITATION FOR BUILDING COMPANIES

For access during the Set-up and Dismantling periods, it is mandatory for all building companies to request and pay for credentials of their teams via BUILDING COMPANY'S PORTAL. To obtain the exclusive builder code and ensure access, contact our customer service by phone (11 3060-4717). We are available to assist in the process.

Builders affiliated with SINDIEVENTOS and/or ABRACE are exempted from paying the credential but should register in the SINDIEVENTOS/ABRACE BUILDER category in the builder's portal. Credentials must be taken at CAEX (Exhibitor Service Centre) upon presentation of the membership card of each builder.

Each BUILDING COMPANY is entitled to 02 (two) Maintenance Credentials, which can be requested and printed at CAEX in advance for use by employees who will be on duty during the EVENT. Thus, we suggest that EXHIBITORS request the companies contracted for stand assembly and decoration to keep employees on duty in the PAVILION throughout the entire Event.

IMPORTANT: The use of MAINTENANCE credentials is intended only for technicians or employees of the builder that will be available for service to the exhibitor in case that repairs or support is required for the stand structure and equipment during the event. Maintenance credentials will not be provided for final cleaning or to the commercial area of the builder, which only comes for stand delivery. THE PROMOTER IS NOT RESPONSIBLE FOR ANY TYPE OF STAND MAINTENANCE SERVICE. Thus, we recommend that EXHIBITORS request the companies contracted for stand assembly and decoration to keep employees on duty in the PAVILION throughout the event.



c) ACCREDITATION FOR SERVICE PROVIDERS

Instructions for Service Providers - To ensure access to the pavilion during the event, it is essential that service companies, such as receptionists, catering, cleaning team, among others, request their credentials through the following link: Reed Alcântara Accreditation. To obtain the required exclusive code and assure the entrance, contact our customer service by phone (11 3060-4717). We are ready to assist in the entire process.

MANDATORY USE OF UNIFORM OR VEST TO ACCESS THE PAVILION

In addition to the service provider credential, the use of uniform or vest with the service provider's information is mandatory:

The obligation to wear a vest will only be necessary for professionals who do not have a proper uniform. Workers wearing the uniform of the company for which they are rendering services, regardless of the type of service performed, are not required to wear a vest.

To exempt the use of vest, the uniform must have the company name visibly and easily identifiable, preferably on the front and back sides.

In the absence of suitable uniform, the use of a vest is allowed, which must be yellow and with reflective stripes. Vests of another colour or without reflective stripes will not be allowed.

These measures do not exempt service providers from using badges or any other identification required by the event promoter.

d) SECURITY GUARD CREDENTIAL

The security guard credential is not included in the EXHIBITOR's quota and must be requested for generation of BRL 400.00 per credential invoice on the Operational Portal . If the EXHIBITOR chooses to request contracting the RX Solutions services, the purchase of the security credential will not be required.

Please pay attention to the documentation delivery for authorization to take the security guard credential:

In accordance with circular letter No. 1783/97 DELESP/SR/DPF/SP, issued by the Ministry of Justice - Federal Police Department - Regional Superintendence in São Paulo - Private Security Control and Security Delegation, the HIRING EXHIBITOR should present the following documentation to accredit the SECURITY GUARD.

Employees of the HIRING EXHIBITOR who perform the surveillance function: The EXHIBITOR must notify DELESP - Private Security Control Delegation, via letter, to transfer the qualified employee from their own organic security within 30 (thirty) days before the EVENT set-up start date, presenting the documentation to the PROMOTER for verification and archiving.

Company providing Surveillance and Security services: Authorization for operation, Security Certificate (valid for one year), Review of Authorization for Operation (valid for one year).





Security Guard(s): Certificate of completion of the security guard training course, Declaration of surveillance guard refresh training (valid for two years), Service provision contract (to demonstrate employment relation).

The security professional hired must wear a uniform and should not carry firearms, except in case of bank branches, even if institutionally entitled to. Upon presentation at the EVENT entrance, the identification of the bearer will be required, with confiscation of the identification if used by third parties.

The above procedures are intended to ensure transparency in the accreditation operation before the competent authorities, assisting and alerting the HIRING EXHIBITOR about any illegality in the CONTRACTED COMPANY. The official company responsible for the security and surveillance of the EVENT will assist the PROMOTER in collecting and archiving the documentation for accreditation of the EXHIBITOR's Security Guards, to make it available to expedite the work in case of eventual inspection by the competent authority.

Attention: Security/guard credentials will be delivered only to the individual registered, upon presentation of a personal identification document. We warn that official security and surveillance company of the EVENT is not responsible for watching over the products exhibited in the stands. Therefore, the EXHIBITOR will be in charge of taking the necessary measures in this regard, and it is recommended to hire one security guard for each stand.

Gauge of the cable provided with the female plug (manufactured by PCE).	Reference of the male plug (manufactured by PCE) required for connection.	Reference of the male plug (manufactured by Steck), compatible with PCE female plug.	Image of the Steck male plug
6mm ²	0252-6	S-5276	
10mm ²	035-6	S-5576	

Any other male plug or connector compatible with PCE female plug may be used, provided it complies with NBR IEC 60309-1.

Female plugs installed on power cables provided by Expo Center Norte will be as follows:

For 6mm² cables, 5-pole female-type connector (extension), PCE reference: 2252-6.

For 10mm² cables, 5-pole female-type connector (extension), PCE reference: 235-6.



The cable gauge and type of the plug provided to the stand and for other event needs will depend on the total electrical load to be supplied and technical availability at the time of installation.

Installers approved by Expo Center Norte, contracted by the event promoter to provide power supply points to the stands, can be consulted for any necessary technical clarifications.

Connections for loads above 30KVA must be requested from the installer contracted by the event promoter well in advance so that they can take the necessary technical measures.

The loads installed in the stand, as well as the loads for other event needs, must be properly balanced in the three phases on the power supply switchboard.

The amperage of the main circuit breaker of the power supply switchboard must be compatible with the total load installed, according to NBR 5410.

It is prohibited any interconnection with the power plug provided by Expo CN in an irregular or non-standard way.

FOR GREATER PUBLIC SAFETY, STAND INSTALLATIONS (LIGHTING, EQUIPMENT, WIRES, AND CABLES) SHOULD NOT BE VISIBLE TO NEIGHBOURING STANDS OR VISITORS.

We request the installation of raceways with removable covers from the pavilion's raceway to the stand's power supply switchboard; the same applies to hydraulic installations.

The pavilion will be energized two days before the event.

To avoid wasting electric power, we request that after the daily closure of the EVENT, the EXHIBITOR turns off the power of the entire stand. Therefore, if there are appliances in the stand, such as freezers, refrigerators, machines, or products that require continuous power supply, we request a specific connection in the power switchboard with a separate circuit breaker for these items to remain on while the stand is turned off.

If the PAVILION cannot accommodate the demand for electric power, we will use generator sets to meet the general demand. The distribution will be done for strict technical reasons by our Electrical Department. Consequently, your stand may be powered by generator sets.

ATTENTION:

Hydraulic and electrical installations require prior sizing for efficient and proper distribution and use of the equipment and components required. Therefore, the PROMOTER will not authorize the installation of these services when the request is made after the specified deadline.

6 – SET-UP STANDARDS

AIR CONDITIONING

All pavilions of Expo Center Norte are equipped with their own air conditioning system; therefore, the installation of air conditioning units is not allowed.



For a perfect use of the pavilion's air conditioning system, it is recommended NOT to cover the stands' ceiling and to use cold lighting systems, such as LED lamps, among others.

Only the use of properly sized Split-type machines will be allowed in cases that require fully enclosed rooms. Under no circumstances should the use of window-type air conditioning be allowed inside the pavilions.

The condenser unit of the Split-type equipment must be installed above the level of the mezzanine ceiling, requiring proper support structure for the equipment weight.

Exhaust of hot air produced by the condenser unit must be done above the air conditioning ducts of the pavilion, which are approximately 10 to 11 meters from the pavilion floor.

This exhaust can be made by installing a flexible Aludec duct, made of aluminium and polyester laminate, with a copper-coated steel wire spiral, anticorrosive, and non-deformable. The installation of any type of duct on the pavilion's roof structure will not be allowed.

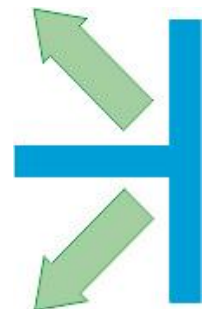
This duct must include the installation of a mechanical ventilation system to exhaust hot air to the required height.

The installation of Split-type equipment in the stands can only be made with approval of the project by the PROMOTER and presentation of ART, submitted at least 30 days in advance.

FLOOR

a) FLOOR – Marking and Assembly

a) The area of each stand will be marked by the PROMOTER on the pavilion floor. For stand assembly, the INTERNAL ANGLE of the mark on the floor must be considered. As shown in the figure:



b) PARTITION WALLS

Partition walls must be built between stands that have neighbours, establishing the limit of each area according to the marking on the pavilion floor. Minimum height of the walls should be 2.20m. Walls that exceed the partition walls of the neighbour must have finishes compatible with the internal finishes.

c) **MANDATORY MINIMUM ASSEMBLY** Regardless of the size of the contracted space, the placement of at least carpet, partition walls, basic lighting, and company identification is mandatory. Stands that contract plumbing points must have raised floors.

STAND LOCATIONS

The PROMOTER is responsible for determining the stand locations, considering the chronological order of requests, the technical assembly requirements of the set, and the market interest of the EVENT.

The EXHIBITOR will receive the area of their stand marked on the pavilion floor. The floor marking should be checked (size and location) by the Builder contracted by the Exhibitor before starting the assembly work to avoid later problems.



PERSONNEL ACCESS

During the set-up period, only individuals with the following credentials will have access to the PAVILION, and the entry of individuals under 18 is prohibited:

- Builder/Maintenance Credential
- Exhibitor Credential
- Security Credential
- Services Credential

In addition to the credentials, the service provider must be in uniform or wearing the company's vest, following the specifications below:

- To exempt the use of vest, the uniform must have the company name visibly and easily identifiable, preferably on the front and back sides.
- The uniform must have the company name/logo clearly visible and easily identifiable, stamped obligatorily on the front and back sides.
- In the absence of suitable uniform, the use of a vest is allowed, which must be yellow and with reflective stripes. No other colour or vest without reflective bands will be permitted.
- These measures do not exempt service providers from using badges or any other identification required by the event promoter.

MERCHANDISE ENTRY

All merchandise will have free movement in the PAVILION, except for tools of the employees responsible for assembling the stands, which must be registered so they can be later removed.

Note: Merchandise must enter the PAVILION through the GATE DESIGNATED BY THE PROMOTER.

RUBBISH REMOVAL FEE FOR THE SET-UP/ DISMANTLING PERIOD

A fee will be charged for the removal of rubbish from communal areas of the PAVILION during the EVENT assembly and decoration. This fee must be paid by the respective Builder or by the EXHIBITOR, if they do their own assembly. The waste removal and landfill fee must be paid in advance at the beginning of the EVENT assembly, following the instructions in the reserved area in the EVENT website. It is important to check if the fee is not included in your Event Participation Contract. No material can enter the PAVILION without presenting a document related to the payment of this fee. After the installation of carpets on the corridors, it is strictly prohibited to throw rubbish on them. All stand rubbish must be placed into plastic bags and placed in the corridors to be removed by the PROMOTER's cleaning team. FAILURE TO COMPLY WILL RESULT IN FINES AND DISCREDITATION OF OFFENDERS.

PARTITION WALLS

Partition walls must be built between stands that have neighbours, establishing the limit of each area, as marked on the pavilion floor. The minimum height of the walls should be 2.20m. Walls that exceed the partition walls of the neighbour must have finishes compatible with the internal finishes.



GLASS IN STAND ASSEMBLIES

If glass is used in the stand, and if it is laminated, the use of adhesive films and/or protective signalling bands (for public safety in case of breakage) is mandatory. In case of using tempered glass, we recommend the use of signalling bands.

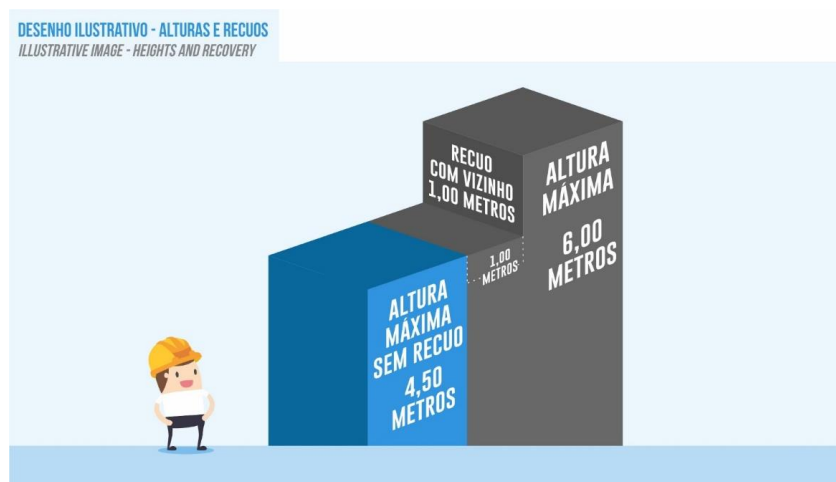
HEIGHTS AND SETBACK LIMITS

The table below determines the allowed heights and setbacks for any decorative components of the stands. These heights are considered from the pavilion floor, with no need for setbacks from the corridors for stands with areas that do not configure islands, maintaining the maximum height and setbacks on the table below in relation to neighbours.

Stands that configure islands may have the total occupation of the linear meter of their perimeter, up to 4.50m in height, with no need for setbacks. From 4.51m in height, the assembly should not exceed 40% of the perimeter. When this percentage is exceeded, observe the setbacks on the table below.

For assembly of elements, such as front's, beams, columns, and totems, setbacks will not be required, provided they are mounted within the stand area where there is no assembly of walls or panels in the same projection.

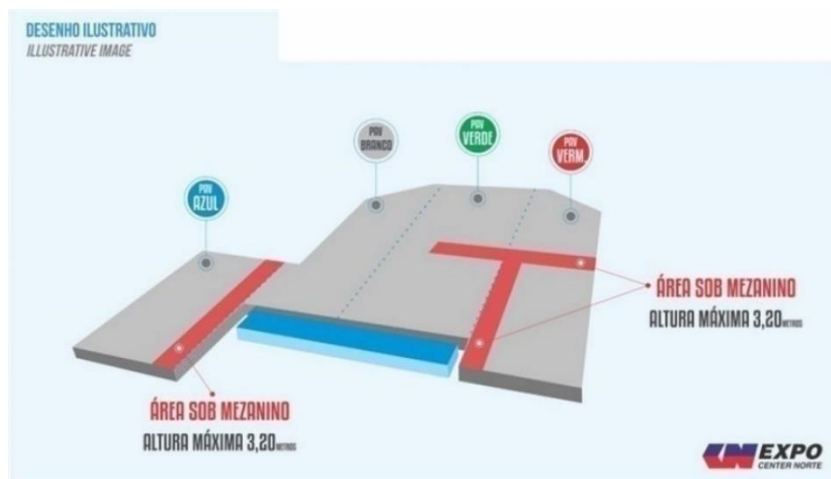
MAXIMUM HEIGHT (m)	MINIMUM SETBACK (m)
Up to 4.50m	0.00
4.51 to 6.00m	1.00m



STANDS LOCATED BELOW THE MEZZANINE:

Stands located below the mezzanine of the Pavilion must have maximum height of 3.20m without setbacks.





GRAPHICS

The application of graphics (logos, visual communication, etc.) facing neighbouring stands is not allowed.

The application of graphics on all sides (even towards neighbours) will be authorized only if the frieze is installed with a minimum setback of three meters from neighbours.



MEZZANINE OR 2ND FLOOR

Construction of a mezzanine or second floor is not allowed at WTM.

PAVILION USAGE

- a) **PAVILION FLOOR:** The pavilion floor should not, under any circumstances, be marked, painted, drilled, or excavated. The use of existing service raceways on the floor for any purpose is prohibited.



MASONRY CONSTRUCTION

Any masonry or similar constructions (floors, walls) are prohibited. Exceptions to this rule must be approved by the PROMOTER before submitting the documents for approval.

GARDENS AND PLANTS

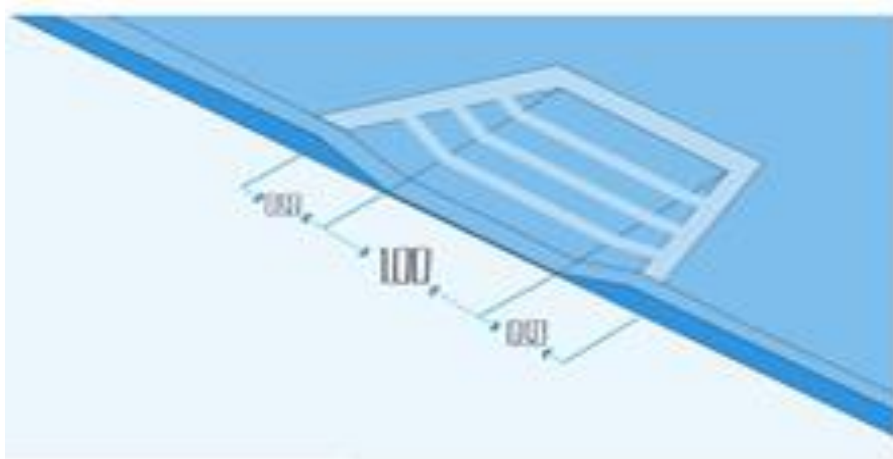
Gardens, flowers, and ornamental plants are allowed when contained in pots, baskets, or other containers, provided that loose soil, sand, or stones are not used for the execution of gardens directly on the pavilion floor.

VERTICAL PROJECTION OF THE STAND

- a) The vertical projection of any element of the set-up including (DISPLAY CASES, DECORATIVE ELEMENTS, AIR CONDITIONERS, OR EXHIBITED PRODUCTS/EQUIPMENT) must be within the peripheral limits of the stand area.
- b) Projections over adjacent stands or over EVENT circulation routes will not be accepted, except for spotlights for façade lighting and stand logos, provided they are installed at a minimum height of 4.00m.

RAISED FLOORS - ACCESSIBILITY

- a) The EXHIBITOR is responsible for the design of their stand and keeping it in accordance with the terms of the Brazilian Inclusion Law and ABNT technical standards, ensuring the right to accessibility for all audiences with disabilities and reduced mobility, under current legislation. The ART (Technical Responsibility Note) of the EXHIBITOR's stand must explicitly mention compliance with Law No. 13,146/15 (Brazilian Inclusion Law) and ABNT Technical Standards, as a condition for release by the PROMOTER, as required by the Public Prosecutor's Office of the State of São Paulo, without prejudice to other provisions contained in the Exhibitor's Manual.
- b) It is MANDATORY for each stand to have at least one ramp in an easily accessible and visible location, following the rules below. Ideally, the entire raised floor with public access should be lowered throughout its extension. Ramp Requirements according to NBR9050 (The ramp should be at least 1.00x1.00m with a corner break of 0.50m on each side):



In addition to the use of non-slip flooring, the minimum length and width must follow the standard in the table below:



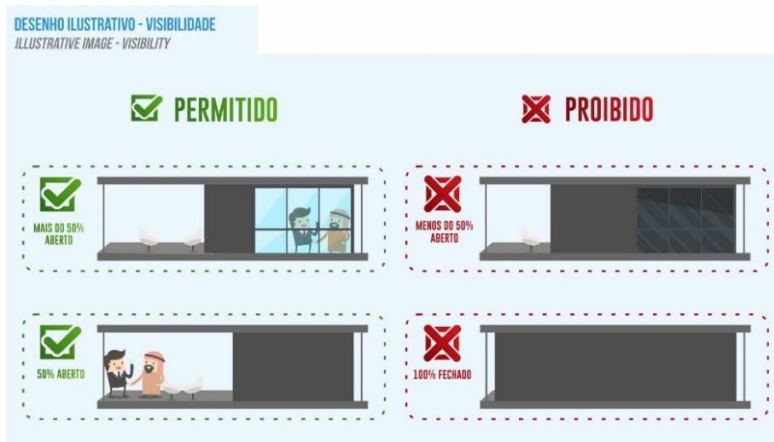
Height from Floor (cm)	Minimum Length (cm)	Minimum Width (cm)	Minimum Width of each chamfer (cm)
3	Without ramp	Without ramp	Without chamfer
4	100	100	50
5	100	100	50
7	100	100	50
10	100	100	50
15	150	100	75
20	200	100	100

VISIBILITY

EACH FACADE OF THE DESIGN MUST FOLLOW THE RULE OF 50% TRANSPARENCY.

Include in the design that the coffee and storage areas are located so as not to fully close any side.

This visibility rule has been created with the aim of keeping the fair aesthetically pleasing. Otherwise, the corridors will become too enclosed, enclosing visitors in long sections of walls and hiding smaller stands.



INTERNET REQUEST

DEADLINE FOR REQUESTS - MARCH 20, 2025

The official supplier for EXPO CENTER NORTE will be EXPO TELECOM

Telephone: 11 4210-0810

(11) 94572-5672 Karla

atendimento@mapptv.com.br



CONSTRUCTION EMBARGO

The PROMOTER has the right to embargo the stand construction/set-up if it is not in accordance with the rules of this MANUAL. If the EXHIBITOR does not review the project parameters in a timely manner, in addition to application of 25% fine on the area value, the stand cannot be used during the event period, without adverse effects on contractual costs with the PROMOTER.

To safeguard its interests, we advise the EXHIBITOR to inform the company responsible for building their stand about all the EVENT rules, making them aware of any responsibilities regarding the subject.

VII – EVENT EXECUTION

1 – EVENT PERIOD AND SCHEDULE

Period: April 14 to 16, 2025 Schedule: April 14 and 15: 12 pm to 8 pm, April 16: 12 pm to 6 pm

STAFF ARRIVAL

To ensure the best service for visitors and buyers, the stand must be ready and fully operational **at least 30 minutes before the official opening** time each day. Therefore, we recommend that service providers arrive at the stand **one hour before the event opening time**.

RX reserves the right to open the event up to **30 minutes earlier** to better accommodate visitors and buyers, depending on visitor flow in the beginning of the day and/or current conditions.

STAFF ATTIRE

All stand staff members, whether direct employees of exhibitors or contracted staff, must dress appropriately for conducting business. **Overly revealing, suggestive, or offensive clothing is not permitted.** Examples of inappropriate attire include, but are not limited to:

- Excessively low-cut or short tops
- Strapless tops, halter tops, camisole tops, or tube tops
- Noticeably short skirts or dresses
- Swimwear
- Lycra outfits (or other body-hugging fabrics)
- Offensive or objectionable attire

These guidelines apply to all stand staff members, regardless of gender, and will be strictly enforced. RX staff reserves the right to request individuals to change their attire or leave the premises immediately if their appearance is deemed offensive or disruptive to other exhibitors or attendees.

2 – SUPPLY AND MAINTENANCE DURING THE EVENT

Supply and maintenance of stands must be carried out strictly from 8 am to 10 am. NOTE: On the first day of the event, the supply schedule may change due to the opening ceremony. Please check with CAEX (Exhibitor Service Centre) during the set-up period. We recommend proper planning, as no exceptions will be allowed. All food products must be stored into suitable containers for transport (e.g., ice, containers for liquids, etc.). The exhibitor should have a responsible person in the stand to receive equipment and products. IMPORTANT: ONLY CARTS WITH SOFT, PNEUMATIC WHEELS WILL BE ALLOWED DURING MAINTENANCE AND SUPPLY. AFTER THE EVENT OPENING, NO TYPE OF CART WILL BE ALLOWED.



The set-up credential does not provide access during the event period, so each EXHIBITOR is entitled to 02 (two) Maintenance Credentials, which can be printed at CAEX (Exhibitor Service Centre) in advance, for use by employees on duty during the event period. Therefore, we suggest that EXHIBITORS ask the contracted companies for stand set-up and decoration to keep employees on duty at the PAVILION throughout the event period. IMPORTANT: ALL SET-UP WORK, INCLUDING CLEANING AND HANDOVER OF THE STAND TO THE EXHIBITOR, MUST BE COMPLETED BY THE LAST SET-UP DAY. MAINTENANCE CREDENTIALS WILL NOT BE PROVIDED FOR THESE PURPOSES. REMEMBER THAT FROM THE FIRST DAY OF THE EVENT, PEOPLE WITH THE SET-UP CREDENTIAL ARE NOT ALLOWED TO ENTER.

3 - PERSONNEL ACCESS

The following credentials grant access to the PAVILION during the Event period at the specified times. Entry for individuals under 18 is not allowed, even if accompanied by their guardians.

- Maintenance/Exhibitor/Security Credential: Throughout the EVENT, including Set-up, Execution, and Dismantling.
- Service Credential: Throughout the Event Execution period.

4 - VEHICLE ACCESS

Vehicle access to the PAVILION is prohibited throughout the Event Execution period.

5 – PARKING USAGE NORMS

Parking is the responsibility of the pavilion. Usage norms will be available on the exhibitor's WhatsApp group, so stay tuned.

6 – PRODUCTS SHIPPING

The invoice for shipping the merchandise to be exhibited must be issued on behalf of the exhibitor, with their CNPJ and State Taxpayer Registration. In case of electronic invoices, the pavilion's address and stand location must be specified in the body of the invoice as the delivery address. a) PAVILION Address: EXPO CENTER NORTE Green and White Pavilion Rua José Bernardo Pinto, 333 – Vila Guilherme 02055-000 – São Paulo / SP b) The following note must be included in the body of the invoice: "MERCHANDISE AIMED FOR EXHIBITION AT 'WTM Latin America 2025' FROM APRIL 14 - 16, 2025, AT Expo Center Norte – Green and White Pavilions." c) In the appropriate spaces, specify the quantities of products and their respective unit and total values. d) Invoices must be filled according to the state where the sender is located: **SÃO PAULO:**

- Nature of Operation = exhibition shipment Code 5.914
- ICMS tax exemption according to Article 33, Annex I, Decree No. 45,490/2000.
- IPI with tax suspension according to Article 40, Item II, of RIPI/98.

OTHER STATES (BA, ES, MG, PR, RJ, RS, SC, etc.):

- Nature of Operation = exhibition shipment Code 6.914
- ICMS tax exemption - ICMS tax suspended according to ICMS Agreement No. 30 of 09/13/90.
- IPI with tax suspension according to Article 40, Item II, of RIPI/98.



RETURN OF PRODUCTS

To return products to the exhibitor's company, an Entry Invoice must be issued, stating: "RETURN OF GOODS AIMED FOR EXHIBITION AT 'WTM Latin America 2025' FROM APRIL 14 TO 16, 2025, AT Expo Center Norte – Green and White Pavilions." Nature of operation: return **SÃO PAULO - code 1.914 OTHER STATES - code 2.914**.

7 - ARRIVAL OF EMPLOYEES:

To better serve visitors/buyers, the stand must be ready and operational daily half an hour before the official opening. Therefore, we recommend that service providers arrive at the stand one hour before the EVENT opening time. RX reserves the right to anticipate the opening time by up to half an hour for better visitor/buyer service, considering the number of visitors in the beginning of the event and/or current conditions.

8 - ON-SITE SALES OF PRODUCTS

For the EXHIBITOR, regardless of the home state of their company, to sell national products on-site and, therefore, outside the home establishment, as well as to return any remaining products, a series of procedures and legal norms determined by the Treasury Department of the State where the EVENT takes place - Fiscal Department and the exhibitor's home state must be followed. REMINDER: SUPERVISION OF RETAIL SALES INVOICES ISSUANCE IS VERY STRICT. DUE TO ITS COMPLEXITY, WE ADVISE THAT THIS MATTER BE EVALUATED IN ADVANCE TO AVOID POSSIBLE SETBACKS. RX TRANSFERS TO THE EXHIBITOR, AND THE EXHIBITOR ACCEPTS TO BE JOINTLY LIABLE, THROUGH JUDICIAL, ADMINISTRATIVE MEANS, OR IN ANY INSTANCE, ANY AND ALL SANCTIONS, FINE OR DEBTS RESULTING FROM VIOLATION OF LEGAL RULES, WHICH MAY BE IMPUTED TO RX

9 – DISTRIBUTION OF GIFTS

The distribution of gifts, samples, leaflets, catalogues, and snacks to visitors is allowed EXCLUSIVELY INSIDE THE STAND. The PROMOTER reserves the right to cease distribution if it causes disturbances or crowds, confiscating the material until the end of the EVENT for subsequent return. DISTRIBUTION OF GIFTS THAT MAKE NOISE OR GAS BALLOONS OF ANY SHAPE OR SIZE WILL NOT BE ALLOWED.

10 – PRODUCT EXIT

No product aimed for exhibition should leave the PAVILION during the Event. In exceptional cases, the PROMOTER will authorize the replacement of defective goods with others of equal characteristics. The PROMOTER will authorize the exit of samples and small objects starting one hour after the closing time on the last day of the EVENT.

11 - ARTISTIC ACTIVITIES (Live Music, Parades, Shows, Video Wall, Raffles)

EXHIBITORS intending to perform any artistic activity (including audio into enclosed spaces) must send the program description to RX (customerservices@rxglobal.com) at least 15 days before the start of Set-up and must pay ECAD fees for copyright in accordance with Law 9.610/98 – www.ecad.org.br. RX reserves itself the right to cease these activities if they cause disturbances, crowds, complaints from neighbouring stands, or if they are not in accordance with the previously approved plan. IMPORTANT: Artistic performances during the event can only be held at the following times:

- April 14 and 15: 7 pm to 8 pm
- April 16: 5 pm to 6 pm

IMPORTANT: RX complies with State Law No. 17,621, dated February 3, 2023, by notifying that it has a trained team to assist any woman who feels at risk during its promoted events. A woman in this situation may seek any RX employee identified by the RX badge or go directly to CAEX, where she will



be welcomed and offered an escort to her car, other transportation means, or communication with the police.

Furthermore, RX informs that posters are placed in women's restrooms and other locations at events, indicating the availability of CAEX to assist women in situations of risk."

"Posters will be displayed in women's restrooms and other locations at the event, indicating the establishment's availability to assist women feeling at risk.

12 - EQUIPMENT DEMONSTRATION

The PROMOTER may suspend or determine the period for demonstrating any equipment that, in its judgment, may pose risks to people, goods, structures, and elements of stands or produce a high level of noise or vibration, disrupting neighbouring stand operations. Attention: The use of replica firearms or simulators for demonstration or any other activity inside the pavilion is prohibited. The Promoter will seize the object and return it at the end of the event to prevent embarrassment, turmoil, or any situation that may compromise the event security.

13 – STAND CLEANING

Stand cleaning services must be performed daily from 8 am to 10 am, and the exhibitor's cleaning team must remove the stand's collected rubbish to the pavilion's dumpster. Outside this time, all rubbish must be placed into plastic bags in the corridors for removal by the PROMOTER's cleaning team. It is strictly PROHIBITED to throw rubbish on walkways. Non-compliance will result in fines and the disqualification of offenders.

14 – SOUND VOLUME

For the use of any audio resources, whether for promotional messages, video walls, raffles, or simple ambient sound, sound levels should not exceed 75 Decibels (dB), measured at the stand's boundaries where the sound originates, whether or not it is an island, until 7 pm on April 14 and 15, and until 5 pm on April 16. In the last hour of each event day, when artistic performances are allowed, sound levels are permitted up to 85 Decibels (dB). Sound measuring devices will be available during the event. Any EXHIBITOR exceeding the volume determined will receive, for the first time, a verbal warning from RX to lower the sound volume. The second offense will result in a written warning to the stand's responsible person signed by RX. On the third offense, a more drastic measure will be taken with application of a fine of R\$10,000.00 (ten thousand reais) per offense to the EXHIBITOR and cutting off the stand's power on that day. Therefore, we recommend building rooms with soundproofing materials in stands requiring sound levels above 60 dB for presentations with audio resources.

15 – PROHIBITION OF DISTRIBUTION OF POPCORN, PEANUTS, OR PRODUCTS THAT GENERATE RESIDUES

To ensure the event cleanliness and a pleasant environment for all participants, the distribution of popcorn, peanuts, or any other product or food that generate residues to visitors or anyone in the stands and outside them is prohibited due to the high volume of waste accumulated in the corridors when such food is distributed. Confetti, streamers, and similar items are expressly prohibited inside all areas, both indoors and outdoors.

16 – BALLOONS

The use and distribution of any type and size of balloons during the EVENT are prohibited.



17 – DRONES

DRONES IN OUTDOOR AREAS

Expo Center Norte is within an approach zone for Campo de Marte Airport. For this reason, civil aviation authorities prohibit/restrict the flight of unmanned aircraft to ensure airspace safety. This restriction applies to all outdoor areas, including the **facade, loading and unloading zones, and parking areas**.

DRONES IN INDOOR AREAS

The use of drones is restricted in enclosed spaces due to safety and privacy concerns. However, for specific controlled operations, ECN evaluates requests for authorized drone flights.

To request permission, please contact **customerservices@rxglobal.com**.

The mandatory documents for controlled drone flights include:

- Execution of the **Drone Usage Responsibility Agreement** at least **15 days before** the event date
- A valid **Civil Liability Insurance Policy for Air Transport Operators (RETA)**
- A valid **Combined Single Limit (LUC) Insurance Policy**
- **Certificate of Registration for Unmanned Aircraft – Non-Recreational Use**
- **Scheduled flight time and supervision** by the ECN-approved fire safety team
- **Approved flight zone map** by Expo Center Norte
- **Certificate of compliance, update, and maintenance of the equipment**
- The drone operator must be **certified and officially registered** with the appropriate authorities.

VIII – DISMANTLING

1- PERIODS AND HOURS

The pavilions will be available to EXHIBITORS for dismantling their stands from 9 pm on April 16 to 2 pm on April 17, 2025. The IMMEDIATE REMOVAL OF EQUIPMENT AND SMALL PRODUCTS WILL BE FROM 7 pm TO 9 pm ON APRIL 16, 2025.

2- PERSONNEL ACCESS

During the Dismantling period, individuals with the following credentials will be granted with access to the pavilion, and entry is prohibited for individuals under 18:

Assembler Credential

Exhibitor Credential

Security/Cleaning/Service Credential

In addition to credentials, all service providers must wear vests or uniforms according to the rules below:

The use of vests is only mandatory for professionals not properly uniformed.

To exempt the use of vest, the uniform must have the company name visibly and easily identifiable, preferably on the front and back sides.

In the absence of suitable uniform, the use of a vest is allowed, which must be yellow and with reflective stripes. Vests of another colour or without reflective stripes will not be allowed.

These measures do not exempt service providers from using badges or any other identification required by the event promoter.



2 – RESPONSIBILITY

The EXHIBITOR is responsible for dismantling and removing products and equipment from their stand within the stipulated deadlines and conditions. Thus, we suggest notifying your assemblers and decorators of these deadlines. The PROMOTER recommends that, on the last day of the EVENT, after its closure, all displays and other valuable items (DVD players, sound and TV equipment), as well as small objects, are removed to prevent theft, damage, loss. The PROMOTER also recommends that EXHIBITORS keep security guards in their stands while their materials are not entirely removed, as it is not responsible for any problems arising from the lack of surveillance.

3 - END OF REMOVAL

Materials and equipment remaining in the EVENT after the Dismantling period will be removed from the venue by the PROMOTER's team and sent to a warehouse, and the expenses for this operation must be borne by the EXHIBITOR.

IX - GENERAL PROVISIONS

The PROMOTER reserves itself the right to arbitrate on omissions in this MANUAL and establish new rules necessary for the proper functioning of the EVENT to facilitate harmony among EXHIBITORS. The EXHIBITOR commits itself to respect and make sure that its employees and/or contractors comply with all clauses and provisions regulating the EVENT, as well as other rules that may be established for the general good. No changes made by the PROMOTER should be a reason for cancelling the Participation Contract by the EXHIBITOR. A FINE OF 25% ON THE TOTAL VALUE OF THE EVENT ORGANIZATION AND PROMOTION CONTRACT WILL BE APPLIED TO ANY EXHIBITOR WHO VIOLATES ANY OF THE ESTABLISHED RULES FOR WHICH NO PENALTY IS SPECIFIED ABOVE.

