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salzburgarena

Staff rental: stand security

Order form, please return at least 4 weeks prior to fair opening by fax +43 (0)662 / 2404-20 or email service@messezentrum-salzburg.at

EXHIBITOR NAME		NAME OF EVENT	
BILLING ADDRESS			
VAT-NO.:	RESPONSIBLE PERSON	HALL/STAND NO.	
TELEPHONE		E-MAIL	

Order

In accordance with the General Terms and Conditions (see Chapter D.3) we order the following from Messezentrum Salzburg GmbH:

Item No.	Quantity	Description	Unit price EUR/h	Total price EUR
E-301		Stand security per hour	27,50	

All prices are quoted excluding statutory taxes and a 1 % contract fee. Please avoid double orders! Orders placed less than 14 days prior to fair opening are marked up 25 % on all services.

Date	Time (minimum quantity 4 hrs/day)	
	from	until
	from	until
	from	until
	from	until
	from	until
	from	until
	from	until
	from	until
	from	until
	from	until

100% surcharge from the 13 th hour; 100% bank holiday surcharge; 50% surcharge cancellation fee and for changes 3 days before the beginning of booked time period.

Date Place Authorized signature and official company stamp

Staff rental: hostess service

Order form, please return at least 4 weeks prior to fair opening by fax +43 (0)662 / 2404-20 or email service@messezentrum-salzburg.at

EXHIBITOR NAME		NAME OF EVENT	
BILLING ADDRESS			
VAT-NO.:	RESPONSIBLE PERSON	HALL/STAND NO.	
TELEPHONE		E-MAIL	

Order

In accordance with the General Terms and Conditions (see Chapter D.3) we order the following from Messezentrum Salzburg GmbH:

Item No.	Quantity	Description	Unit price EUR/h	Total price EUR
F-301		Hostess per hour	29,80	
F-302		Foreign language hostess per hour	On request	

All prices are quoted excluding statutory taxes and a 1 % contract fee. Please avoid double orders! Orders placed less than 14 days prior to fair opening are marked up 25 % on all services.

Date	Time (minimum quantity 4 hrs/day)	
	from	until
	from	until
	from	until
	from	until

100% bank holiday surcharge; 50% surcharge cancellation fee and for changes 3 days before the fair.

Date

Place

Authorized signature and official company stamp

Status Quo 07/2019 – errors and changes excepted · All prices are quoted excluding statutory taxes and a 1 % contract fee · All prices are quoted for a period of up to seven days

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Site rules

Messezentrum Salzburg GmbH (MZS), Fn 67914z, Status Quo 01/2017

1. Emergency contacts
2. Entry onto premises
3. Presence on the premises
4. Presence of young people
5. Presence of visitors
6. Photography, filming, drawing
7. Smoking
8. Security check
9. Weapons and prohibited items
10. Dogs and other animals
11. Safety instructions
12. Opening hours
- 12.1. Set-up and dismantling times
- 12.2. Duration of the event
13. Driving is forbidden in all halls

The exhibition centre is private property. The owner is Messezentrum Salzburg GmbH. Together with the respective event organiser, it reserves the right to refuse entry at its discretion. The house and usage rules apply to all persons who enter, drive onto or stay on MZS private property.

1. Emergency contacts

Fire service	122
Police	133
Ambulance	144
European emergency telephone number	112
First aid	Information point of the current exhibition/ event

2. Entry onto premises

Exhibitors, contracting parties and installation companies can buy long-stay parking tickets from the respective event organiser or from the car park operator, which allow unlimited access, passage and stay during the set-up, dismantling and exhibition/event time. The car parking fees are binding as displayed at all entrances and exits.

3. Admission onto premises

Being on the exhibition property is only permissible for the times and buildings specified on the ticket or pass. Visitors must carry their tickets with them. Individuals who are not able to present a valid ticket or pass issued by MZS/the event organiser at any point may be ejected from the premises.

4. Presence of young people

Children under fourteen years of age are only permitted in the exhibition centre if accompanied by a parent or legal guardian. Exceptions only apply when expressly noted at entrances and sales counters.

5. Presence of visitors

The areas and facilities made available to visitors should be treated with due care. Visitors may not enter or operate any other areas or facilities. Exhibition stands may only be entered in the presence of stand personnel. Event visitors must leave the event and premises at closing time.

6. Photography, filming, drawing

Photography, filming and drawing on all exhibition premises and in the halls/ Salzburg arena, especially of the exhibits and events, is only allowed for people who have been authorised by the event organiser and who display a valid pass.

7. Smoking

Smoking is strictly forbidden in MZS buildings. Smoking areas are marked with appropriate signs.

8. Security check

Depending on the nature of the event, carrying bags and similar containers may be prohibited. For security reasons, bags and similar containers, clothes such as coats, jackets and cloaks, as well as the content of vehicles, may be checked.

9. Weapons and prohibited items

Weapons or items intended as weapons may not be brought onto or used on the premises. Exceptions only apply when expressly noted at entrances and sales counters at specific events.

10. Dogs and other animals

Dogs and other animals may not be brought onto the premises or into the buildings. Exceptions only apply when expressly noted at entrances and sales counters. Where exceptions do apply, dogs must be kept on a lead and wear a muzzle.

11. Safety instructions

Instructions issued by building personnel, i.e. exhibition management as well as the security and supervisory staff, must be followed at all times.

12. Opening hours

12.1. Set-up and dismantling times

Set-up and dismantling may take place at the times specified in the contract. Early set-up as well as extended dismantling time may be requested. The approved times are subject to costs (see event organisers' service folder).

For general security reasons, the halls and exhibition premises will remain closed outside of these times.

After the official end of the set-up period, only finishing work on stands within the exhibitor's own exhibition space is permitted. The visitor aisles must be cleared at this time.

12.2. Duration of the event

For the duration of the event, halls will be opened an hour before the exhibition begins and closed an hour after the exhibition ends. MZS/the event organiser may impose special rules. Exhibitors who in justified individual cases need to be at their stands beyond this time require special written permission from the MZS/ event organiser.

13. Driving is forbidden in all halls

No cars or lorries may be driven in the halls.

Vehicles may only be driven in the halls with special permission.

Technical Guidelines

Messezentrum Salzburg GmbH (MZS), Fn 67914z, Status Quo August 2015

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1. Preliminary Observations

The Messezentrum Salzburg GmbH, Am Messezentrum 1, 5020 Salzburg, Austria, Tel.: +43 (0)662 2404 0 – “MZS” below – has issued guidelines for trade fairs, exhibitions, and other events in order to give all exhibitors and organizers the optimal opportunity to present their exhibits and to address their visitors.

These guidelines apply to all contracts with MZS over rental or other use of the fairground or parts of it over the participation in fairs organized by MZS over service deliveries by authorized service partners (below summarized as “partners”). The fairground are all halls, foyers, corridors, meeting- and press rooms, Salzburgarena, open-air ground and car parks even if there are run by others than MZS. These guidelines also apply to contractual partners of the tenant, e.g. if a partner sublet the rented halls for an exhibition to another company or give it further rights of use. In this case the partner is liable for the observance of the guidelines by the contractual partner. Whenever the term “partner” is used in these technical guidelines it also includes the contractual partners. MZS is also entitled to demand the adherence to the Technical Guidelines from contractual partners of the partner. This includes giving instructions or taking measures in order to enforce the observance of the guidelines.

All partners are liable for the observance of the Technical guidelines by its assistants, staff and contractual partners. In any case MZS is entitled to execute its domestic authority and demand the observance of the Technical guidelines from everyone present on the fairground.

At the same time, these guidelines contain security provisions providing a maximum of safety of the technical and creative equipment, which benefit exhibitors, organizers and visitors alike. In any case the partner must obey all regulations given by technical norms or laws. The partner is also liable that its subcontractors obey these regulations.

The building code, fire regulations and miscellaneous safety regulations must be observed.

MZS reserves the right to verify the adherence to these provisions or have this verified by a third party, and to take appropriate measures should any of these provisions be violated.

MZS is entitled to enact safety and event construction regulations that extend beyond the provisions in the Technical Guidelines.

The order forms for services (Service folder) are sent in time; these must be filled and returned in due time according to the fair provisions; otherwise MZS/the organizer cannot guarantee proper and timely execution. MZS cannot guarantee that services are provided due in time and correctly if the applications are submitted too late. An order requires approval. Approval may be given by implication – by providing the goods and service ordered. There is no legal entitlement to the approval of an order. The approval of an order may be denied, especially to partners who failed to comply with financial obligations towards MZS/the organizer in previous events. Furthermore MZS reserves the right to levy a surcharge on the fees for delayed orders as outlined in the service folder.

Depending on the event conception it may also be possible to place orders through the Online Service Center via the Internet.

Additional information on the details of the preparation and execution of the exhibition will be mailed to partners.

Due to structural and legal factors of the various fair locations the respective implementations rules of the Technical guidelines may vary.

MZS reserves the right to amendments. Valid is the German text as of October, 2015.

2. House Rules

MZS executes the domestic authority. The house rules apply to all persons who present on the fairground.

2.1 Emergency numbers

Fire brigade 122
Police 133
Emergency 144
Euro emergency 112
First aid Info point of the respective fair/event

2.2 Site accessibility

Partner and their staff can buy permanent parking tickets entitling to unlimited access, transit and stay during buildup, dismantling, and fair/event opening hours from the respective organizer or at the counter of the parking space manager. The parking fees displayed at all access and exit points are binding.

2.3 Stay at the fairground

The stay at the fairground is only permitted for the times defined by an admission ticket or an exhibitor pass. Persons who cannot legitimize themselves during their stay with a valid ticket or an exhibitor pass can be asked to leave the fairground.

2.4 Minors

Minors below the age of 14 may enter the premises only when accompanied by a parent or legal guardian. Exceptions are valid only by express notice at the access points or ticket offices.

2.5 Visitor regulations

The facilities cleared for visitors are to be treated with care. Visitors may not access or utilize any other facilities or premises. Booths may be entered only in presence of booth staff. Event visitors must leave the premises by the end of the opening hours.

2.6 Photographing, filming, drawing

Only persons authorized by the organizer and who have been issued a valid pass by the organizer are allowed to photograph, film or draw anywhere on the fair premises and the pavilions/Salzburgarena; this refers to the exhibits and presentations in particular.

2.7 Smoking

Smoking is strictly forbidden in all MZS buildings. Smoking areas are identified as such.

2.8 Security check

Depending on the type of event it may be forbidden to take bags or similar articles to the event. For security reasons the contents of bags and similar articles, coats, jackets, capes as well as cars may be checked.

2.9 Weapons and dangerous articles

Weapons and articles qualifying as weapons may not be carried on the grounds, nor may they be used thereon. Exceptions for certain events are expressly announced at the access points and the ticket offices.

2.10 Dogs and other animals

Dogs and other animals may not be taken onto the grounds or into buildings. Exceptions only apply when express permission is granted on signs at the access points and ticket offices. In the event that exceptional permission is granted, dogs must always be on a leash and wear a muzzle.

2.11 Safety instructions

Instructions issued by building management and security or supervision personnel must be obeyed at all times.

2.12 Opening hours

2.12.1 Setup and dismantling schedules

Setup and dismantling works may be carried out at the contractually defined schedules only. Setup ahead of schedule or dismantling beyond schedule is only possible with a special agreement. The hours approved are subject to charge (see organizer's service folder).

The halls and fairground remain closed outside these times for security reasons. After the official setup time only finishing booth works are permitted within your own exhibition space only. The visitor aisles must be cleared at this time.

2.12.2 Duration of event

For the duration of the event the halls will be opened one hour before the start of the fair and closed one hour after the end of the fair.

Partners and their staff are not allowed to enter or to stay in halls where booths are positioned.

Partners who need to access the premises at other times require written consent from MZS/organizer).

2.13 Driving into halls

It is generally forbidden to drive into the halls with trucks or cars. Exceptions require a special permission of MZS/the organizer.

3. Traffic on the fair grounds Escape routes, Safety Equipment and Devices

3.1 Traffic regulations

The respective traffic regulations apply on MZS grounds. The garage and parking provisions are binding.

In order to ensure a smooth traffic flow during construction and dismantling times and for the duration of the event traffic regulation and directing rules must be strictly observed.

The parking space manager assigned by MZS is authorized to execute and enforce all effective regulations with regard to the garage terms and conditions. Furthermore, instructions issued by the personnel in charge of traffic regulation and direction must be strictly obeyed.

Parking tickets with special authorizations are to be visibly displayed on the vehicle.

The maximum allowed speed on the fairgrounds is 30 km/h. Restricted ways and greens must not be driven on.

Motorhomes and travel trailers may not be parked on the fairground for accommodation purposes overnight. Parking areas designated for motorhomes and travel trailers by the MZS/event organizer are exempt from this regulation. There is stopping restriction for the entire fairground except for the specially designated areas. MZS reserves the right to remove vehicles, semitrailers, containers, reservoirs and other empties or crates of any kind at the risk and expense of the originator, keeper or owner, respectively.

In addition, the event-specific provisions and access regulations apply.

The MZS reserves the right to regulate the access to halls and various booths respectively.

For fairs and exhibitions it is recommended to utilize the entire construction period since experience has shown that the fair grounds are overcrowded on the last two construction days. Delays caused due to overcrowding of the fairgrounds or to directives issued by the MZS/organizer for traffic control on the fairgrounds or booth access do not entitle the partner, its stand construction company or its subcontractors to assert any legal claims against MZS/the organizer.

3.2 Escape routes

3.2.1 Areas reserved for fire brigade vehicles, fire hydrants

Areas designated as areas reserved for fire brigade vehicles, escape routes and safety zones may not be obstructed by parked vehicles, trucks or by the storage of exhibits, construction and packaging materials or the like at any time.

Vehicles and objects obstructing areas reserved for fire brigade vehicles, escape routes or safety zones shall be removed at the owner's expense.

Fire hydrants and their corresponding signage may not be obstructed, barricaded, covered, or made unrecognizable in any way.

3.2.2 Emergency exits, emergency hatches, hall aisles

All exits and aisles designated in the hall diagrams must be kept fully accessible. In case of emergency they serve as escape routes and therefore may not be obstructed by objects placed on or extending into aisles or exits. The doors in the course of escape routes must be maintained in such a way that they can be easily and completely opened from the inside. The exit doors and emergency hatches may not be obstructed, barricaded, covered, or made unrecognizable in any way.

Should such escape and emergency routes lead through a booth, then these areas designated as such may not be obstructed, barricaded, covered, or made unrecognizable in any way.

3.3 Safety installations

Sprinkler systems, fire alarm boxes, emergency telephones, fire-fighting equipment, smoke detectors, electronic locking mechanisms of the hall doors and other safety installations, their markings as well as the green emergency exit markings must be accessible and visible at all times; they may not be obstructed in any way.

3.4 Booth numbering

All booths shall be marked with booth numbers by the organizer.

3.5 Security

The organizer and the security service licensed for the fairground are in charge of the general supervision on the fairgrounds during the event, the mantling- and dismantling times.

The security service is not asked to supervise the equipment of partners.

MZS is not liable for damages or thefts (also not in case of a break-in) of the partner's equipment (neither exhibits nor other equipment). MZS/the organizer is not responsible for the custody of the partner's booth, exhibits or any equipment on the booth.

The exhibitor is obliged to arrange for the booth and security himself with a MZS-authorized service partner. This service must be ordered separately at MZS. The exhibitors are expressly advised that there is a higher risk for the exhibits and other objects brought by the exhibitors during the construction and dismantling periods. Valuable or easily moveable objects should always be under lock at night or be additionally insured.

3.6 Evacuation, vacation

For security reasons, especially due to official directive, the closure of rooms, buildings, halls and/or outdoor exhibition areas and their evacuation and vacation may be directed.

In this cases the partner is not entitled to demand replacement or abatement of rent except the evacuation was made intentionally by MZS.

4. Technical data and equipment of the halls and the open air area

4.1 Technical specification exhibition halls

Hall	Length m	Width m	Total area approx. m ²	Height m	Flooring	Load approx. in kg/m ²	Gates	Gate size approx. in m
1	45,4	55,7	2.529	9,1	Asphalt	1.700	2	5 x 4,5
2	60	49	2.933	6	Asphalt	1.700	2	5 x 4,5
3	50	40	1.860	6	Asphalt	1.700	3	5 x 4,5
4	70	35	2.172	5,6	Asphalt	2.000	2	4,2 x 4,2
5	50	40	1.958	6	Asphalt	1.700	2	5 x 4,5
6	60	49	2.877	6	Asphalt	1.700	3	5 x 4,5
7	60/30	46	2.235	6,6	Asphalt	2.000	3	4,2 x 4,2
8	60	46	2.768	6,6	Asphalt	2.000	4	4,2 x 4,2 open 10m wide
9	50	40	2.215	6,6	Asphalt	2.000	2	4,2 x 4,2
10*	127,5	120	15.165	9,0	Asphalt	PL=1.500 kg, DL= 900 kg/m ²	10	4,5 x 4,5
10 A	42,5	40,5	1.720	9,0	Asphalt	PL=1.500 kg, DL= 900 kg/m ²	1	4,5 x 4,5
10 B	42,5	39,5	1.671	9,0	Asphalt	PL=1.500 kg, DL= 900 kg/m ²	2	4,5 x 4,5
10 C	42,5	46	1.882	9,0	Asphalt	PL=1.500 kg, DL= 900 kg/m ²	1	4,5 x 4,5
10 D	42,5	40,5	1.675	10,0	Asphalt	PL=1.500 kg, DL= 900 kg/m ²	0	
10 E	42,5	39,5	1.627	9,0	Asphalt	PL=1.500 kg, DL= 900 kg/m ²	0	
10 F	42,5	40,5	1.720	9,0	Asphalt	PL=1.500 kg, DL= 900 kg/m ²	2	4,5 x 4,5
10 G	42,5	40,5	1.720	9,0	Asphalt	PL=1.500 kg, DL= 900 kg/m ²	1	4,5 x 4,5
10 H	42,5	39,5	1.671	9,0	Asphalt	PL=1.500 kg, DL= 900 kg/m ²	2	4,5 x 4,5
10 I	42,5	40,5/18,5	1.479	9,0	Asphalt	PL=1.500 kg, DL= 900 kg/m ²	1	4,5 x 4,5
Area halls			36.712					
*Hall 10 is divisible into 9 segments: hall 10 A - 10 I. The dimensions of each segments are specified.								
Arena			Max. 2.545	15	Coating Exposit resin		1	3,5 x 4,0

Notice: Fixed catering areas are designated in the halls listed below; these areas are used by the fair caterer and must be deducted from the usable floor space:
Hall 4 4,01 m² Bistro
Hall 5 80,00 m² Café/ Restaurant

4.1.1 General Illumination, Type of Current, Voltage

The general artificial illumination in the halls at the time of the trade show is ca. 300 lux/m² (Measurement: 1.00 m above the hall floor).
In each hall there is natural light and artificial light.
Existing type of current and voltage on the fairground:
Type of mains: TN-CS-System
Alternating current: 230 Volt [+6%/- 10%]/50 Hz
Three-phase current: 3 x 400 Volt [+6%/- 10%]/50 Hz

4.1.2 Compressed Air, Power and Water Supply

The power and water supply of the booths is carried out in the halls from floor ducts and/or connection units in the hall floor, which in general run in a pattern of ca. 7.50 m x 10.00 m. In hall 1, the power supply can also be carried out via the side walls to foyer D and/or C. A firmly installed compressed air system does not exist (see item 6.6). Power supply up to 200 W / m²
Water supply ½" / min 3.5 bar
Drain DN 100

4.1.3 Communication System

The supply of the booths in the hall with telephone, fax and data connections is carried out predominantly via floor ducts. The fairground of MZS, including the Salzburgarena, halls and meeting rooms are equipped with a comprehensive WiFi (see item 6.8)

4.1.4 Sprinkler Systems

The halls 1, 2/6, 3/5 and 10 are equipped with sprinkler systems. The legal regulations must be observed.

4.1.5 Heating, Ventilation

The MZS provides heating and ventilation for the halls. Halls 1, 2/6, 3/5 and 7 - 10 are partly air-conditioned.

4.1.6 Interference

MZS building services must be informed immediately in the event of interference with the technical supply (e.g. of power, compressed-air, heating, ventilation, etc.). The MZS assumes no liability for damages which result from output fluctuations or force majeure interferences or in cases where the power supply is interrupted by order of the public authorities and/or the power, water or energy supply companies.

4.2 Salzburgarena-Hall Specifications

4.2.1 Overview – Premises, Cloak Room, Offices

Room Number	Description	m ² (without WC)	Telephone Connections (Extension line = ext.)	Internet connections	WC	Shower	Wall hook	Window	Fridges	Carpet	Facilities
1	Room	19,19	2 ext.	1	1	1		yes		yes	
2	Room	19,25	2 ext.	1	1	1		yes	1	yes	
3	Room	19,23	2 ext.	1	1	1		yes		yes	
4	Room	19,25	2 ext.	1	1	1	6	yes		yes	Dressing table + lighted mirror
5	Room	24,74	2 ext.	1			6	yes		yes	Dressing table + lighted mirror
6	Room	19,25	2 ext.	1	1	1	6	yes		yes	Dressing table + lighted mirror
7	Room	19,25	2 ext.	1	1	1	6	yes		yes	Dressing table + lighted mirror
8	Room	23,7	2 ext.	1				yes		yes	
9	Room	25,36	2 ext.	1		2	35	yes		no	
10	Room	19,75	2 ext.	1		2	36	yes		no	
11	Room	18,34	2 ext.	1		2		yes		no	
12	Room	19,2	2 ext.	1		2		yes		no	
13	Room	19,71	4 ext.	1				yes		no	
14	Room	19,71	4 ext.	1				yes		no	
15	Room	19,71	4 ext.	1				yes		no	
16	Room	19,66	4 ext.	1			2	yes		no	
17	Room	19,66	4 ext.	1			2	yes		no	
18	Room	19,71	4 ext.	1			2	yes		no	
19	Room	19,71	4 ext.	1			2	yes		no	
20	Room	19,71	4 ext.	1				yes		no	
21	Room	19,71	4 ext.	1				yes		no	
22	Stagehands	19,71	X	1				yes		no	
23	Stagehands	18,65	X	1				yes		no	
24	Men's Room				2			no		no	
25	Ladies' Room				3			no		no	
26	Disabled Restroom				1			no		no	
27	Storage	25,78						no		no	
28	Room	25,39				3	34	no		no	
29	Room (Buffet)	22,96				3	35	no	1	no	
30	Backstage Kitchen	39,51						no	3	no	Exhaust hood + sink
31	Ladies' Room				4			no		no	
32	Storage	27,59						no		no	Tiled floor
33	Engineering	46,21						no		no	
34	Men's Room				2			no		no	
35	Storage	39,51						no		no	
	Catering, Bistro	814									

Not usable rooms	Rooms with connecting door
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4.2.2 Height of Hall, Floor Loading

The clearance height of the Salzburgarena equals 15 m. The floor loading in the hall and the truck access equates to bridge capacity BK1, truck traffic-ability, area load 9kN/m², point load 150kN. The floor loading in the foyers equates to the capability for elevating trucks with an area load of 5kN, Point load 5kN/m².

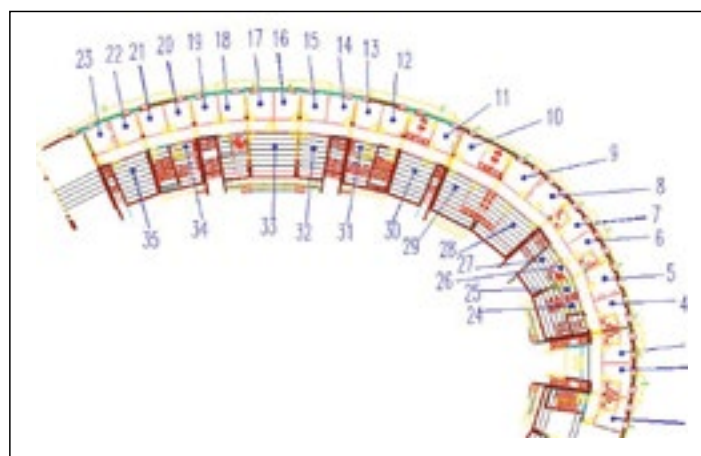
4.2.3 Stage, Monitor, FOH, Pursuer

The Salzburgarena has 280 m² Bütect stage elements with platforms between 1.0 – 1.5 m.

Positions of the monitor and the FOHs are determined with the MZS according to the event type. The hall does not have pursuer spots.

4.2.4 Type of Current, Voltage

Existing type of current and voltage in the Salzburgarena:
Kind of mains: TN-CS-System
Alternating current: 230 Volt [+6%/- 10%]/50 Hz
Three-phase current: 3 x 400 Volt [+6%/- 10%]/50 Hz



4.2.5 Suspensions from hall roof

The provision of the suspension points as well as the design and modifications on the mounting construction is exclusively carried out by the obligated contracting party and/or height worker (rigger) of the MZS. Pendant objects are to be secured – regardless of their weight – by two independent suspension arrangements. Cf. item. 5.14

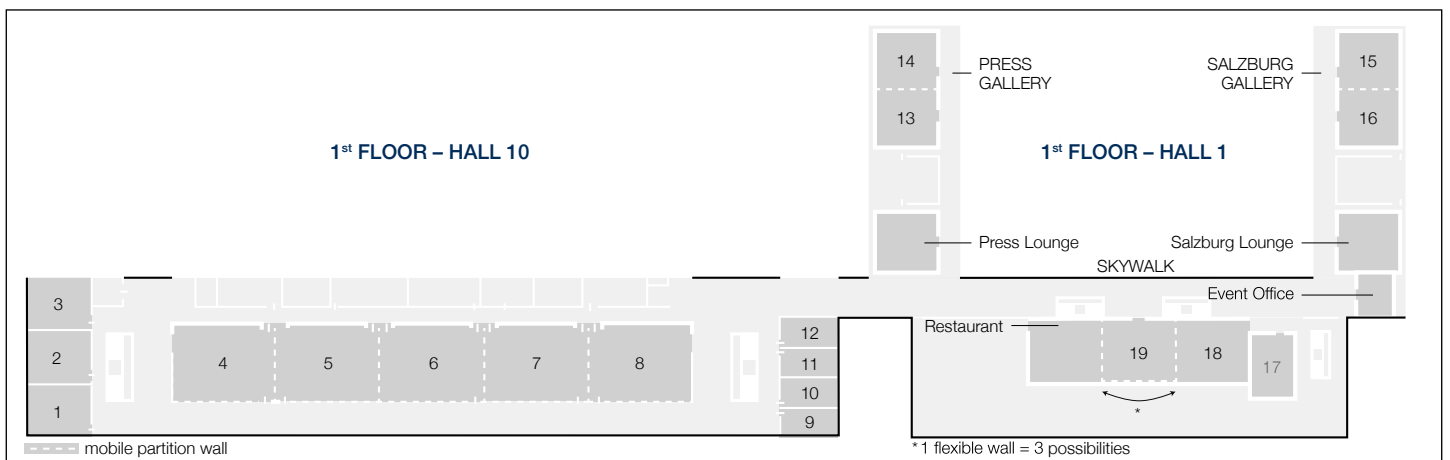
4.3 Conference rooms

4.3.1 Overview rooms

Meeting rooms	Length m	Width m	Total area in m ²	Height m	Flooring	Max seats (row) *	Max seats (parliament) *
1	10,94	8,09	90	4,40	Parquet	86 pax	44 pax
2	10,94	8,26	90	3,40	Parquet	86 pax	42 pax
3	10,94/10,29	8,49	90	3,40	Parquet	86 pax	42 pax
4	16,67	12,32	200	4,40	Parquet	204 pax **	120 pax**
5	16,17	12,32	200	4,40	Parquet	204 pax **	120 pax**
6	16,73	12,32	200	4,40	Parquet	204 pax **	120 pax**
7	16,17	12,32	200	4,40	Parquet	204 pax **	120 pax**
8	16,67	12,32	200	4,40	Parquet	204 pax **	120 pax**
9	8,69	5,19	40	4,40	Parquet	44 pax	24 pax
10	8,69	4,83	40	3,40	Parquet	44 pax	24 pax
11	8,69	4,91	40	3,40	Parquet	40 pax	24 pax
12	8,69	4,86	40	3,40	Parquet	44 pax	24 pax
Salzburg-Lounge	10,27	8,88	91	3,0	Parquet	84 pax	45 pax
Press Lounge	10,24	8,73	89	3,0	Parquet	55 pax	36 pax
13	8,75	9,42	82	3,0	Parquet	84 pax	48 pax
14	8,75	9,72	85	3,0	Parquet	84 pax	48 pax
15+16	19,23	9,24	178	3,0	Parquet	180 pax	99 pax
18	9,87	8,72	86	3,0	Parquet	84 pax	48 pax
18+19	19,89	8,72	173	3,0	Parquet	192 pax	99 pax

* maximum seats without stage direction seat / technical equipment / incl. distance for speaker's desk

** incl. stage 3 x 2 meters



4.3.2. Floor loading capacity, trafficability

The maximum floor loading capacity in Foyer 10 is 500 kg. Foyer 10 is not suitable for supply of hall 10. Exclusively hand lift trucks with rubber tires are allowed. The maximum floor loading capacity in the conference rooms in the upper floor is 200 kg. If loads heavier than 200 kg are to be brought in to this area boards for load distribution must be used. Hand lift trucks of any kind are not allowed in the conference area in the upper level. MZS will provide suitable transport vehicles if needed.

4.3.3. Illumination, Energy, air conditioning

All conference rooms are air conditioned. Rooms 1-3 and 9-12 also have a controllable shadow cover. Die general illumination is dimmable. The general energy supply is 230 V due socket-outlets in the floor. In room 4 and in the corridor 2 x 32 Ampere high-voltage power supply is available.

4.4 Open-Air Ground

There are paved parking areas available on the MZS, which serve as open-air/exhibition grounds. Parking lots are marked all around the Salzburgarena for productions and the backstage entrance. This area may only be used as exhibition, parking or advertising space with consent of the MZS/organizer and it is subject to licensing requirements.

Open-air ground ca. 56.000 m²

The open-air grounds comprise different surfaces, e.g. asphalt, turf grid, humus gravel compound. At night the area is lit by general street lighting. Power supply connections are available in a limited amount. Bus bars are available from 16 – 32 A. Options for water supply and waste water connections must be jointly agreed upon in any case with the MZS/organizer. The areas are cleaned by the MZS, kept free of snow and strewn if required.

4.5 Clearances

The clearance between hall 6 and hall 7 to the courtyard is 5.00 m. The clearance to the parking level is 2.00 m. The headroom to the parking area P3 is 2.10 m. The clearance of the truck loading area of the Salzburgarena is 4.00 m. The clearance of hall doors is 4.0 m as well.

5. Regulations for booth constructions

5.1 Booth safety

Booths and stage facilities, including equipment and exhibits, as well as advertisement media, are to be erected in a manner that does not pose a hazard to public order and safety – in particular to life or health safety must be ensured for every construction phase (assembly, modifications, and disassembly). Rules and legal regulations regarding industrial safety must be observed by all active companies on the premises.

The partner is responsible for the static security of the booths and the stage. If required the partner has to provide a verification by means of a static acceptance test. If this verification is not provided immediately MZS can obtain a survey at the expense of the partner and can make the proper arrangements to establish the stand safety at costs of the partner.

All hall fixtures are to be erected and operated according to the applicable guidelines and laws. The respective inspection certificates and results are to be presented prior to the start-up, if necessary.

MZS reserves the right to close booths and exhibits if the legal requirements of the event are not met and/or if there are reasonable doubts whether the booth or traffic security is ensured, even when an acceptance test has been provided. Booth constructions on the open-air grounds are to be rated for respective wind forces and – if necessary – for snow loads.

5.2. Authorization for booth constructions

In compliance with the Technical Guidelines, in the design and execution of the booth, it is not necessary to present drawings for an authorization for a single-floor booth construction in halls that are not higher than 2.50 m. If required, the MZS/organizer can inspect the presented construction plans (in duplicate) for the partner. MZS assumes no liability for personal or material damages due to unprofessional execution, including but not limited to liability toward third parties.

Furthermore, all other booth constructions and flying constructions etc. are required to obtain a permit.

5.2.1. Inspection and approval of constructions subject to authorization

Each partner, contractual partner or service provider is obligated to check whether provisional fixtures or constructions planned by him, be it in the halls or the open-air grounds, require authorization. In cases of doubt, please contact the organizer.

Booths in the halls:

Dimensioned booth plans for single-storey booths from a height of more than 2.50 m must be submitted to the MZS/organizer on schedule according to the trade fair regulations in duplicate (ground plan, overview sketches, and technical description) for authorization. Provided that an authorization is granted, one copy with the note of authorization of the organizer is returned to the exhibitor/booth builder. With this, the construction permit is granted.

Booths on the open-air ground:

Dimensioned booth plans for single-storey booths from a height of more than 2.50 m must be submitted to the MZS/organizer on schedule according to the trade fair regulations in duplicate (ground plan and overview sketches) for authorization. Provided that an authorization is granted, one copy with the note of authorization of the organizer is returned to the exhibitor/booth builder. With this, the construction permit is granted.

Possible costs of the construction licensing procedure (pre-acceptances, inspections of the presentation office) are charged to the account of the partner.

5.2.2. Vehicles, Containers, Fairground Rides

Vehicles, containers, fairground rides and tents are to be approved by the organizer as exhibits on the entire fairground.

5.2.3. Removal of Non-Approved Booths

Booths that are not approved, do not meet the Technical Guidelines or do not conform to the the Event Location Act of the city of Salzburg and/or the applicable guidelines and regulations, must be modified or removed at the organizer's request.

In the event that this work is not executed on schedule, the organizer or the event office is entitled to close the booths or to make modifications at the expense of the exhibitor, if necessary.

5.2.4. Scope of liability

The partner is liable for all damages done by himself or his staff, no matter if it is done intentionally or by accident.

Furthermore the partner has to exempt MZS from all claims of third parties that are arising from a malpractice of the partner, its staff, or its subcontractors.

5.3 Construction Heights

The regular construction height of a booth is 2.50 m. The part facing the neighboring booths above 2.50 m is to be designed with neutral faces (gray or white). The construction height is determined specifically for the event and can be requested from the organizer.

In all cases in which the booth and promotional display constructions exceed a height of 2.50 m, the booth design is to be presented to the organizer for authorization. Exhibits are generally not subject to this restriction, but notice has to be given to the MZS/organizer prior to the event.

The accessibility of permanently installed electrical distributors and other technical facilities must be ensured.

5.4. Fire Protection and Safety Regulations

5.4.1. Booth construction and decoration materials

Easily inflammable materials or materials that produce burning droplets of gases or toxic gases may not be used.

Specific requirements may be imposed on supporting structural parts in certain cases due to safety reasons (e.g. non-flammable).

Booth construction and decoration materials must at least comply with fire classification B1, G1 and T1 according to ÖNORM A 3800 Part 1 for materials or comply with the classifications B-s1d0 and C-s1d0 (slow-burning, low smoking and non-dripping) according to EN 13501/1. An inspection certificate indicating the fire protection classification of the used material may be required.

The use of cable straps in order to fix parts that are statically stressed and/or to fix lamps is not permitted.

Trees and plants may only be used for decoration purposes when they are freshly cut (leaves and needles must be green and lush.) If during the exhibition it is determined that trees and plants have become dry and are thus easily inflammable then they will need to be removed. Bamboo, reed, hay, straw, bark mulch, turf or similar materials normally do not meet the requirements and are not permitted in general.

Waste is strictly to be removed and cleaned up immediately, and/or collected in appropriate containers and brought to a professional disposal. In halls with sprinkler systems, these may not be impaired in their function; facilities of fire prevention are to be kept free and must not be impaired in their function.

5.4.2. Exhibition of automobiles

Vehicles with combustion engines may only be exhibited on the fairground with consent of the MZS/organizer and only according to official licensing requirements. The battery must be disconnected and the fuel tank must be locked. Combustion engines may not be demonstrated in the halls and in the booths constructed by the exhibitors. Fuels may not be stored in the booths.

5.4.3. Explosive substances, ammunition

Explosive substances and materials are subject to the Explosives Act in the respectively applicable version and may not be exhibited or stored on fairgrounds, exhibitions and the premises of the MZS. This also applies to ammunition as defined by the firearms act.

5.4.4. Pyrotechnics

Pyrotechnical shows are subject to authorization and must be coordinated with the MZS/organizer.

5.4.5. Usage of balloons, airships and other flying objects

The usage of balloons, airships and other flying objects on the fairground must be authorized by the MZS/organizer. Should authorization be given, the balloons and the airships may only be filled with non-flammable and nontoxic gases.

5.4.6. Fog machines

The usage of fog machines is to be coordinated with the MZS/organizer.

5.4.7. Ash Bins, Ashtrays

The no-smoking rule prevails in the buildings of the MZS.

5.4.8. Waste bins, recycling bins and residue bins

Waste bins, recycling bins and residue bins made of inflammable materials may not be placed in the booths. Waste, recycling material and residues that accrue in the booths must be disposed of regularly in the evening on each event day at the latest. If larger amounts of flammable waste accrue, e.g. wood shavings, wood scraps, sawdust and the like, then they must be removed several times a day.

The disposal can be carried out by the contracted cleaning company. This service is available for a fee.

Further information on the waste disposal may be requested from the organizer [Cf. item 7.1].

5.4.9. Airbrush, nitro lacquers

The use of airbrushes as well as the utilization of nitro lacquer is not permitted.

5.4.10. Abrasive Cutting and all hot works

Welding, cutting, brazing, constructing and abrasive cutting works must be announced to the MZS/organizer in written form. The approval is given by the MZS/organizer. During the works, the surrounding area is to be shielded adequately in order to protect it from damage. Extinguishing devices must be kept at hand in direct proximity.

Open flame and combustible operations are prohibited.

5.4.11. Empties

The storage of empties of any kind [e.g. packaging and packaging containers] in the halls, (both inside and outside of the booth) and in front of the hall gates is not permitted. Accumulating empties are to be removed immediately. The storage of empties on the fairground may be removed by the contractually bound site agent. This service is available for a fee.

The MZS/organizer is entitled to initiate the disposal at the expense and risk of the partner if the partner does not comply with the request to remove the illegal storage.

5.4.12. Fire Extinguishers

In special cases, the use of fire extinguishers in the booths may be required.

5.4.13. Cleaning agents, solvents

The usage of flammable liquids for cleaning purposes inside the fairground is not permitted. Cleaning agents that contain harmful substances are to be used in accordance with the regulations [Cf. item 7.2.2]

5.5 Booth covers

Booth covers of any kind are - regardless of their size - subject to approval and the MZS/organizer must be informed of their presence. A maximum of 50% of the booth may be overbuilt.

Booth covers (metal grates, metal grids and textile ceiling covers) are to be designed at a minimum using slow-burning materials according to ÖN A 3800 - 1 and/or EN 13501/1 [Cf. Item 5.4.1] The covers must be suitable for sprinklers and must not interfere with the optical smoke detector. The test certificate is to be submitted and/or to be kept at hand at the booth.

5.6 Glass and Acrylic Glass

Only glass suitable for the respective application may be used. Only security glass may be used for constructions made of glass. Edges and rims of glass planes must be processed and protected in a way that prevents the risk of injury. All glass components are to be marked at eye level.

5.7 Recreation rooms, lecture rooms, cinema

All rooms with a floor space of more than 100 m² that are closed on all sides (enclosed space) and which have neither optic nor acoustic connections to the hall must have at least two exits each as distant from each other as possible and in opposite directions to each other, which serve as escape routes and/or emergency exits. Exit doors must be identified [Cf. § 14 Event Location Act of the city of Salzburg].

5.8 Exits, escape routes, doors

5.8.1 Exits, escape routes

The distance from any given place of an exhibition booth to the visitor aisle may never exceed 25 m.

In the MZS the clear width of the visitor paths must be at least 2.00 m. The clear width of escape routes (visitor aisles to emergency exits) must be at least 3.00 m. Emergency exits and escape routes may not be covered or obstructed. This goes for the construction and disassembly stages as well. All information and identifications must be executed and designed according to all effective laws and regulations.

5.8.2. Doors

The implementation of swing doors, revolving doors, code doors, sliding doors, lever doors, or any other access obstruction in escape routes and emergency exits is prohibited.

5.9 Platforms, Ladders, Steps, Runways

Generally accessible areas directly adjoining areas that are more than 0.40 m below must be enclosed with railings. These must be at least 1.00 m high, it must not be possible to scale them and they must ensure safe passage.

A static certificate is to be submitted for the podium. The height of accessible, single-tier platforms may not exceed 0.20 m. Ladders, steps, catwalks, stairs and podiums must comply with accident prevention regulations.

5.10 Booth Design - Appearance

The equipment and design of the booth and the required construction is the responsibility of the partner. However, the partner has to consider the character and the appearance of each trade fair and exhibition.

Exhibitors are obligated to confine their rented booth within boundary walls unless they bring their own booth. Existing wall elements along the hall walls are subject to a fee and must be ordered. Booth boundary walls can be ordered and rented using the organizer's service folder.

Solid floor-covering, booth labeling and decorated booth boundary walls that are visually suited to the surroundings are a mandatory minimum requirement.

The MZS/organizer is entitled to request modifications in the booth design. The MZS/organizer also reserves the right to determine the frame structure at individual trade fairs and exhibitions.

The name and booth number of the exhibitor must be attached to the booth in a clearly visible manner.

Above a construction height of 2.50 the walls facing the neighboring booths must be kept neutrally white or gray and clean so that they do not interfere with the neighboring booth [Cf. item 5.3].

5.11 Inspection of the leased premises

The leased premises are sized by the organizer on the hall floor and marked at the edges.

After the booth allocation, each partner is obligated to obtain information about the location and measurements of possible built-in components, especially fire detectors, the layout of water and energy supply lines, ventilation systems, etc. and to inform the booth constructor if necessary. The boundaries of the leased premises are to be complied with unconditionally.

5.12 Interference with the building fabric

Hall elements and technical devices must not be damaged, soiled or otherwise modified (e.g. drilling, nailing, and screwing). Likewise painting, wallpapering and pasting is not permitted.

Hall elements and technical devices not designated for this purpose may not be laden with booth constructions and exhibits.

However, pillars and supports of the hall within the booth area may be built around within the admissible construction height, as long as care is taken not to damage them.

Joints at hall walls, ceilings and floors may not be damaged in any case by caulking, foundation or similar works. Inserting bolts and anchoring is not permitted.

5.13 Hall floors

Carpets and other floor coverings must be anti-slip and accident-proof and must not go beyond the borders of the leased premises.

Only duct tape that can be removed without leaving residue may be used to install carpets or floor coverings. Likewise, the hall floor may neither be taped nor painted.

All utilized materials must be removed without leaving residue. Substances such as oil, grease, paint and the like must be removed from the hall floor immediately. Any expenses arising from the restoration to the original condition are charged to the account of the partner who causes the damage.

The utilization of the floor ducts is exclusively reserved for the appropriate contractual partners of the MZS.

Anchoring and fixation, e.g. while planning two-storey booths, need to be applied for at the MZS. There is no right for the placement and use of floor anchoring. The restoration to the original condition is the exclusive responsibility of the MZS. The arising expenses are charged to the account of the party who causes the damage.

5.14 Suspended mounting from the all ceiling in the fair halls

5.14.1 Provision of anchoring supports

The suspended mounting of lightweight covers, advertisement frames, banners, lightweight fitting and lightweight bridges on the hall ceiling is possible at the designated technical fixtures. The possibility of suspended mounting is not given in all halls. The authorization for it can only be taken out by the organizer by indication of positioning, heights and loads after submission of the booth design. With the help of the submitted documents the organizer checks the realization of the desired anchoring supports.

The provision of the supporting points, as well as the design and modifications at the mounting construction, is exclusively carried out by the contractual partner and/or height worker (rigger) of the MZS.

5.14.2 Installations of Objects on the Anchoring Supports

The objects to be mounted (lamps, spotlights, etc.) on the ordered anchoring supports may only be installed by specialists of the trade fair or accredited specialized companies in accordance with the regulations applicable in Austria and/or the EU according to the state of the art, and are to be secured – regardless of their weight – by two independent suspension arrangements.

5.15 Booth boundary walls

Boundary walls are subject to a fee and can be ordered via the organizer or the contractual partner.

The boundary walls and supports must neither be modified nor processed by the partner. The exhibitor is liable for all personal and material damages resulting in the event of a violation.

5.16 Advertising Material/ Presentations

Booth and exhibition labeling, company logos and trademarks may not exceed the stipulated construction height. They should present an attractive image.

All types of demonstrations and presentations, as well as all forms of optical, moving or acoustic advertisement, must be submitted to the organizer in written form. They must not disturb other participants of the trade fair, evoke visitor crowds leading to overcrowding in the hallways, and must not drown out the trade fair announcements in the halls. The volume may not exceed 80 dB(A) at the booth boundary.

The distribution of printed papers and the utilization of advertising material is only admissible inside one's own booth. Advertisements going beyond these limitations are to be discussed with the MZS/organizer. The organizer and/or his contractual partner is entitled to remove, cover or prohibit advertisements violating the aforementioned regulations at the expense and risk of the exhibitor.

5.17 Open-Air Grounds

Apart from the canopied fairground there are also open-air grounds available. Portable buildings such as tents, pavilions and the like – even for short periods – are subject to approval without exception and the MZS/organizer must be notified of their presence.

Partner with booths adjoining the boundary fence of the fairground may not use the fence for their own purposes. It is not permitted to use the exterior side of the fence as an advertising space. This also applies for the assembly and disassembly period.

For the remainder, the general regulations and the regulations for the hall area apply, provided that they are analogously applicable for the open-air grounds.

5.18 Two-Storeyed constructions

Two-storeyed constructions may be built only after prior approval of the MZS/organizer and the responsible authorities. The approval also depends on the intended position in the hall and the respective floor space. The effect on the design and clarity of the hall as well as the neighboring booths is decisive for an approval. The maximum construction height is determined separately for each event and can be obtained from the organizer.

For the remainder, all regulations regarding safety and booth design of single-storey booth constructions apply, provided that they are analogously applicable to two-storeyed booth constructions. The necessary construction of two-storeyed booth constructions according to all applicable laws, guidelines, regulations and technical standards remains unaffected.

5.19 Disassembly of the Booths

All booth construction materials, all exhibits and items as well as all remaining exhibition objects must be removed without leaving residue and restore the original condition of the exhibition area by to the end of the announced disassembly period of each trade fair.

MZS is entitled, but not obligated, to have exhibits still remaining after the end of the disassembly period removed and stored by the trade fair carrier, at the expense and risk of the exhibitor and to charge an appropriate processing fee for this service. The MZS/organizer is entitled to dispose or sell all exhibits and all other items left behind by the partner after the end of the disassembly period at the expense of the partner.

6. Industrial Safety, Technical Safety Regulations, Specifications, Supply

6.1 General Specifications

All mantling and dismantling works which are resulting from orders from the service folder may only be carried out by MZS-authorized service partner.

6.2 Damages

All damages to the fairground, its buildings or facilities caused by the partner or its authorized agent are remedied by the MZS at the end of the trade fair, at the expense of the party who causes the damage.

6.3 Usage of Work Equipment

All work equipment used must be in accordance with the accident prevention regulations.

Only cranes, forklifts and working platforms provided by the contractual partners of the MZS/organizer may be used.

All work equipment must be operated in such a way that there is no risk for third parties.

6.4 Electrical Installation

6.4.1 Connections

Electrical installations from the collector ducts to the booths may be performed only by the contractual partner of the MZS. The exhibitor is not authorized to obtain electricity for his booth from persons that have not been authorized by the MZS for this purpose.

The partner is in particular not permitted to obtain the electricity from the neighboring booths. Furthermore, the partner is not authorized to supply third parties on the fairground with electricity, except his fellow exhibitors. The exhibitor is in particular not permitted to supply neighboring booths with electricity.

A basic sketch must be enclosed with the electricity orders (forms can be found in the service folder of the MZS/organizer), on which the desired position of the connections, as well as the required power requirements is evident. Otherwise, a secure power supply cannot be ensured. The material listed on the form is provided on a rental basis.

Generally the power consumption is calculated all-inclusive, it is calculated by means of the connected loads and the theoretical on-time (starting with the official assembly period, through the trade fair and to the end of the disassembly period). If the booth has an installed counter, then the consumption is calculated per kW and/or kW/h at the prices determined in the service folder.

6.4.2 Booth installation

Electrical installations inside the booth may be carried out by exhibitor's qualified personnel under consideration of the valid technical norms. Prior to the connection of power supply the professional execution is to be confirmed by an acceptance report from electrical engineering and to be submitted on-site. Should the partner refuse to submit the electronic acceptance report, then the organizer is not obligated to provide the power supply. If fluorescent lamp equipment with a rated voltage of over 1 KW is used, the technical documents and test certificates of the constructor and/or the manufacturer must be enclosed.

6.4.3 Assembling, Operation and Security Instructions

Equipment and devices must be in accordance with the applicable regulations of the ÖVE (ETG, ETV, NspGV) and the local EVU. MZS assumes no liability for any damages resulting from power breakdown, voltage fluctuation and the resulting damages on the partners equipment.

No liability is assumed for the consequences of blackouts, voltage fluctuations and damages to equipment.

Lighting gear in arm's reach of the hallways is not permitted. Suspended lighting gear must be secured by two independent suspension attachments – regardless of their weight.

Lamps must possess a safety screen, protective cage or an arrester device preventing the lamps or lamp components from falling out. Booths in which the existing general safety lighting is not efficient due to the particularity of their construction require additional safety lighting.

A sufficient distance to flammable materials [check the marking of the lamp] is to be adhered to. Open strip connectors are inadmissible. Clamping of electrical lines must be carried out in fully enclosed junction boxes.

An earth leakage circuit breaker with a rated leakage current of 0.03 A is generally binding for all facilities.

In cases of severe violations of the regulations for electrical engineering the power supply will be turned off. In any case, the costs for the initial connection are charged to the account of the partner/organizer.

6.5 Water and Waste Water Installations

6.5.1 Connections

Water installations and plumbing from the collector ducts to the booths may only be performed by the contractual partner of the MZS.

The partner is not authorized to obtain water for his booth from persons not authorized by the MZS for this purpose.

The partner is particularly not permitted to obtain water from neighboring booths. Furthermore, the partner is not permitted to supply third parties on the fairground – with the exception of his fellow exhibitors – with water. The partner is particularly not permitted to supply neighboring booths with water.

A basic sketch must be enclosed to the water and sanitary requests [forms can be found in the service folder of the MZS/organizer], on which the desired position of the connections is evident. Otherwise, a secure water supply cannot be ensured. The material determined in the form is provided on a rental basis.

If the water consumption is not calculated as all-inclusive, then it is calculated by means of the installed counter per m³ at the prices indicated in the service folder of the organizer.

Chemically polluted waste water must not be discharged into the canal system. The MZS/organizer reserves the right to disconnect the exhibitor's water supply after the end of the trade fair for safety reasons.

6.5.2 Booth Installations

Inside the booths plumbing [water and waste water installations] may be carried out by specialists of the trade fair or accredited specialized companies according to the state of the art. On request, plumbing works inside of the booths may also be performed by the MZS and/or the contractual partner.

Connections, machines and devices not authorized or not in accordance with the regulations are not admissible. They can be removed from the booth by the organizer and stored at the expense and risk of the exhibitor.

In order to prevent water damages, the installed outlet valve must be closed before leaving the booth. The partner assumes liability in cases of damages resulting from improper installation or operation by the exhibitor or the water engineering company.

In cases of drain gradients, dishwashers without installed waste water pumps are not connected to the water system for safety reasons.

The connection of cooling units with an open cooling circuit must be reported to the organizer. The MZS/organizer reserves the right to prohibit the usage of cooling units with an open cooling circuit.

6.6 Compressed-Air Installation

6.6.1 Connections

Compressed-air installations in the booths may only be carried out by the contractual partners of the MZS/organizer.

The partner is not authorized to obtain compressed air for his booth from persons not authorized by the MZS for this purpose.

The partner is in particular not permitted to obtain compressed air from neighboring booths. Furthermore, the partner is not authorized to supply third parties on the fairground with compressed air, except his fellow exhibitors. The partner is in particular not permitted to supply neighboring booths with compressed air.

A fixed compressed air system is not present [see item 4.1.2]

A basic sketch must be enclosed with the compressed-air request [forms can be found in the service folder of the MZS/organizer], on which the desired position of the connections as well as the required output power is evident.

The possibility of a compressed air outlet is examined upon request for all halls. In case of feasibility a quotation on the rental compressors and the required booth installation is issued. The request for compressed air must thus be taken out on time and directly with the organizer according to the trade fair regulations.

The MZS/organizer reserves the right to discontinue the compressed-air supply of the exhibitor after the end of the trade fair for safety reasons.

6.6.2 Booth Installations

Inside the booths, the compressed-air installations may be carried out by specialists of the trade fair or accredited specialized companies according to the state of technology.

Compressed air works inside the booths may also be performed by the MZS and/or the contractual partner.

Connections, machines and devices that are not authorized or that have energy consumption levels that exceed the indicated limits are not admissible. They can be removed from the booth by the organizer and taken into storage at the expense and risk of the partner.

6.7 Gas Installation

Gas connections are not provided in the entire area of the fairground. The utilization of fluid gas is strictly prohibited by the public authorities. In exceptional cases gas bottles until 2 kg weight can be approved for exhibiting reasons. This is under the condition that only 1 gas bottle is stored at the booth. If possible this bottle must be stored tethered or lashed in a closed room. It is not allowed to store further gas bottles at the stand. The approval is to be applied for in time.

6.8 Information and Communication Services at Trade Fairs

All cable connections for information and communication services for the booth are provided exclusively by the MZS and/or the contractual partner.

The MZS is equipped with an area-wide Wi-Fi in the halls, furthermore access to the LAN can be installed. A utilization right of this infrastructure may be requested by means of the form provided in the service folder of the MZS/organizer.

The partner is not permitted to operate any Wi-Fi equipment (except for Wi-Fi clients), as this may cause interference with the in-house system.

Exceptions from this regulation need an approval of MZS. In case the partner or its subcontractors operate a Wi-Fi and cause a disturbance in the in-house Wi-Fi which leads to damages such as costs for trouble-shooting or claims of Wi-Fi users the partner is responsible for its subcontractors and partners.

MZS will approve exceptions only under the following guidelines:

The user may only use his Wi-Fi for own purposes. He may not offer the Wi-Fi for free or with costs to other partners or visitors. MZS reserves the right to block single devices (e.g. laptops, tablets etc.) as well as specific ports. The operation of an own Wi-Fi is only permitted if the in-house Wi-Fi does not fit the partners needs or the configuration would cause disproportionate costs.

The Wi-Fi station should preferably be operated using the 5 GHz frequency. If the Wi-Fi station (access point) is operated using the 2.4GHz- frequency band, then channel 11 is to be used on the device and the transmission power is to be reduced to a minimum. The operation of the own Wi-Fi can be prohibited despite a given approval if it is disturbing the in-house Wi-Fi.

In case of an interference with the trade fair's technical equipment resulting from the operation of a Wi-Fi station, the organizer has the right to take any actions required, to the point of switching off the supply systems for the booth (Internet, power) required for securing a trouble-free operation of the technical equipment of the trade fair.

The partner must follow the respective instructions of the organizer. If necessary, he is obliged to switch off the Wi-Fi operated by him upon request of the organizer and in case of a violation to compensate for the expenses arising from the localization and removal of the interference.

For the use of the Wi-Fi-system and the LAN-system the terms of use applying. These can be found under www.conova.com/messe and in the MZS service folder.

6.9 Machinery, pressure container, exhaust systems

6.9.1 Machine Noises

The operation of machines and devices causing noises requires prior written approval from the organizer. The noise must not disturb other participants of the trade fair, evoke visitor crowds leading to overcrowding in the hallways or drown out the PA system/loudspeaker devices of the trade fair. Noise emitting machines and devices may only be used in short intervals and only as long and as often as the presentation requires. The volume may not exceed 80 dB(A) at the booth boundary.

Despite the initially given approval, the organizer has the right to limit or prohibit those presentations causing noise and visual disturbances or which lead to significant disturbances of the trade fair and/or the participants of the trade fair due to other reasons.

6.9.2 Equipment and Product Safety

During presentations, the required provisions for the personal protection need to be arranged by the booth staff. The booth staff is also responsible for ensuring the elimination of unauthorized switching operations.

Machines and device components may be launched only with all safety devices in place. The regular safety devices may be replaced by a safe cover made of glass/transparent material.

The safety devices may be removed when the devices are not in operation in order to present the construction and design in detail to the visitor. The safety devices must then be placed visibly next to the machine.

6.9.3 Test Method

The exhibited technical work equipment may be inspected by the responsible regulating authority with regard to their industrial safety and their safety-related design, when indicated in conjunction with the expert committee of the Accident Prevention & Insurance Association in charge in order to verify the compliance with safety requirements.

6.9.4 Operation Ban

The MZS/organizer has the right to prohibit the operation of machines, apparatuses and devices when safety-related deficiencies and personal risks are evident.

6.9.5 Pressure Tanks

Pressure tanks are generally not admissible anywhere on fairground.

6.9.6 Emissions and Vapors

Exhibitors are prohibited from discharging flammable and noxious vapors and gases emitted from the exhibits and devices into the halls or vapors and gases that disturb the participants of the trade fair.

6.9.7 Exhaust System

Flammable and noxious vapors and gases emitted from the exhibits and devices or vapors and gases that disturb the participants of the trade fair must not be discharged into the halls/Salzburgarena. The outlets must be mounted by specialists of the exhibition or by accredited specialized companies in accordance with the regulations applicable in Austria and/or the EU and according to the state of the art.

6.10 Flammable Liquids

The storage and usage of flammable liquids on the open-air ground is permitted only after prior approval of the MZS. The respective storage regulations are to be observed. There is an absolute no-smoking rule at the storage location. Corresponding labeling is to be provided. Appropriate hand-held fire extinguishers must be available.

Access may be granted to authorized personnel only.

6.11 Film, Photo, Music, Television and other Presentations

Presentations and acoustic advertisements require prior consent of the organizer and must be performed in such a way that they do not disturb the neighboring exhibitors. The volume may not exceed 80 dB(A) at the booth boundary.

Notwithstanding the initially granted approval, the organizer has the right to limit or prohibit those presentations causing noise and visual disturbances or which lead to significant disturbances of the trade fair and/or the participants of the trade fair due to other reasons.

The official regulations need to be observed.

6.12 Music playback/AKM

Musical playbacks of any kind require the authorization of the AKM under the premise of the currently applicable Copyright Law. The application for the permission by the AKM may be submitted using the form in the service folder of the organizer.

6.13 Radiation Protection

Contact with radioactive materials and substances is prohibited on the entire fairground.

The operation of x-ray equipment, sources of stray radiation, laser systems, high frequency units, radio installations and electromagnetic fields is subject to official authorization.

6.14 Cranes, Forklifts, Exhibits, Packaging Goods, Shipments

The contractual carrier of the MZS – in the following the trade fair carrier – exercises the sole carrier right, i.e. for the shipment of exhibits, booth constructions, etc. into the booth, including provision of possible auxiliary devices (forklifts, cranes) as well as customs clearance for the temporary and/or the definite import. Only the trade fair carrier may be assigned for carrier performances within the fairground.

MZS does not assume any liability for any risks arising from the activities of the trade fair carrier. The storage of empties of any kind inside the booths is prohibited.

6.15 Dispensing Equipment

The installation and operation of dispensing equipment for draught beverages in the booth must be carried out in accordance with all applicable laws, guidelines, regulations and technical standards.

6.16 Food Quality Control

All legal regulations, in particular currently applicable food and hygiene regulations are to be observed for handing out of samplings and the sale of food and beverages for on-site consumption.

The partner must observe the Food Hygiene Act when commercially producing or marketing food. It is his responsibility to stay informed of and observe all relevant regulations, including those of the local National Security Authority.

6.17 Disturbance caused by Exhibits

Exhibits inducing a significant disturbance of the trade fair operations due to appearance, noises, shocks or similar characteristics, especially those resulting in a significant endangerment or disturbance of the participants or exhibits of third parties on the trade fair need to be removed immediately upon request of the MZS/organizer. This obligation of the partner prevails even when he has indicated this information in his application and has been granted participation in the trade fair.

Should the partner not comply immediately with his duty to remove the exhibit the MZS/organizer has the right to remove the rejected exhibits at the expense and risk of the partner or to close his booth, without any claims of the partner arising towards the MZS/organizer. The time of dismantling the closed booth is to be determined by the MZS/organizer.

7. Environmental Protection

The MZS is committed to the preventive environmental protection.

The exhibitor is obligated to ensure that all environmentally related regulations and specifications are observed by his subcontractors as well.

Only materials and products should be used on the fairground that are designed for longevity, ease of repair, reusability or recyclability, and which compared to other materials or products produce little or easily disposable waste and/or which are made of residue or refuse.

Catering should abstain from the use of disposable plates and cutlery. Beverages should preferably be obtained in reusable containers.

7.1 Waste Management and Disposal

Anyone producing waste on the fairground is responsible for the appropriate and ecological disposal of the waste. Anyone producing waste has the choice of either taking all the waste produced and disposing of it properly and independently outside the fairground, or commissioning the organizer and/or contractual partner with the waste disposal [Cf. item 5.4.8].

The waste producer is responsible for the compliance with legal and official regulations, as well as the following stipulations. Should the waste producer be directly or indirectly employed by an exhibitor/organizer, then he is also responsible for the conduct of the waste producer. If the waste producer violates any legal or official regulations and/or the following stipulations, then the MZS has the right to hold the exhibitor/organizer responsible as well in addition to waste producer himself. In this case the waste producer and the exhibitor/organizer are liable as joint debtors.

7.1.1 Waste that requires special monitoring

The waste producer is obligated to report hazardous wastes and other wastes which are extremely harmful to health and environment and which are explosive or easily flammable due to their nature or amount to the organizer, and their appropriate disposal must be arranged for by the responsible contractual partner of the organizer. This particularly applies for the following wastes:

Oils, cleaning agents, aerosol cans with contents, impregnating agents, chemicals, salts, quicksilver (e.g. embedded in switches and thermometers), emulsions, acids, bases, lacquers, adhesives, waxes, solvents (such as gasoline, ethyl alcohol, tri-acetone, paint thinner, glycerin), batteries, rechargeable batteries, electrical switches, fluorescent tubes, PVC leftovers (e.g. floor plates and wall plates), television sets and radios, engines and refrigerators.

The same applies for the disposal of building rubble, bulky waste and the disposal of carpets.

Does the partner not comply to the named conditions MZS is entitled to dispose the waste on costs of the partner.

7.1.2 Off-site Waste Materials

Materials and wastes that are not produced in the course of the trade fair period, assembly or disassembly phase may not be brought to the fairground.

7.2 Water, Waste Water, Soil Protection

7.2.1 Oil and Grease Separators

The discharge into the water network may not exceed the usual contaminant amounts for domestic homes.

If oily or greasy waste waters exceeding these amounts are discharged, it will be necessary to use oil and grease separators.

Mobile catering must ensure that grease and oils are collected separately and discharged into a separate disposal.

Anyone producing, processing or presenting oily or fatty goods in their booths and operating a dishwasher whose flush period is 2 minutes or less is required to discharge the accumulating waste water through a grease separator.

7.2.2 Cleaning/Cleaning Agents

The cleaning of the booth is the responsibility of the partner (in case of renting whole halls the conditions are defined in the rental contract; in case of renting a stand space the conditions are defined in the application).

Cleaning works are generally to be performed with biodegradable products. Liquids or substances or other materials that are absolutely necessary for the cleaning of the booth and/or for the cleaning, operation and maintenance of the exhibits must be used in a professional and proper manner to ensure that no pollution impacts on the environment. Residues, including additives (e.g. soaked cleaning rags) are to be disposed of properly as hazardous wastes. Cleaning agents containing harmful solvents are to be used only in exceptional cases and according to the regulations [Cf. Item 5.4.13].

7.3. Environmental Damages

Environmental damages/contaminations (e.g. by gasoline, oil, solvents, paint) are to be reported immediately to the MZS/organizer.

Messezentrum Salzburg GmbH
Last updated: August 2015

General Terms and Conditions ÖWD security & services

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A. JOINT CONTRACT TERMS AND CONDITIONS

1. Jurisdiction

All legal relations between client and contractor (ÖWD) are subject to these "Joint Contract Terms and Conditions" as well as to the Special Conditions of each agreed upon contractual service. These terms and conditions also apply to future amendments and follow-up orders, even if no reference hereto is explicitly made in a particular case. ÖWD is hereafter to be understood as the definite contractual partner of the client.

2. Range of Services

The establishment of the agreed upon range of services is to be defined by the contracting parties in the form of a written agreement, which serves as the basis for the contract fulfilment. If services agreed upon are not established in writing, ÖWD will render services at its own discretion according to criteria of expediency.

3. Written Notice, Alterations to Contract

Alterations to the Joint Contract Terms and Conditions cited here and/or to the services agreed upon with the client must be, without exception, completed in writing and shall be deemed as part of the contract. This pertains to all subsidiary agreements, later changes or amendments to previously existing contracts. The requirement for the written form may only be waived in writing. Agreements with ÖWD personnel are not valid.

4. Terms and Conditions of the Client:

The client's terms and conditions are not valid. Upon placement of the order with ÖWD, the client's terms and conditions are therefore deemed rejected for this contract and all future contracts, even if the general business and insurance terms and conditions should not form the basis of the order in individual cases. These general business and insurance terms and conditions are accepted upon the placement of the order by the client.

5. Performance of Services

ÖWD uses its employees as agents for the agreed upon service. The selection of personnel and the right to issue directives, except in cases of imminent danger or unless explicitly agreed otherwise, lie with ÖWD. The Temporary Employment Act (Arbeitskräfteüberlassungsgesetz) does not generally apply to the personnel of ÖWD, except if explicitly otherwise agreed upon in the contract. No transfer of holdings or business units shall be established through contractual relations between contracting parties.

6. Subcontractors

ÖWD reserves the right to enlist other commercial companies to fulfil its duties.

7. Conclusion of Contract, Length of Contract

The contract fundamentally becomes effective with ÖWD's written offer and with the client's written acceptance of the offer. Additional verbal agreements are not valid. In cases of changes to the offer by the client, the agreement only becomes effective if ÖWD approves this change in the form of an order confirmation. Insofar as it concerns continuing obligation and nothing else is otherwise agreed upon in writing, all contracts are valid for a period of five years, unless another length is deemed as agreed upon in the Special Conditions. If a contract with a certain period of validity is not terminated in writing at least three months before the end of the contract, it shall be renewed for the hitherto existing contract period.

8. Early Termination of Contract

In cases of continuing obligation, upon complete relinquishment of a contractual property, the client may – provided that no assignment occurs – withdraw from the contract early with three months' period of notice. If it simply concerns re-

location, the services are to be resumed at the new location as long as ÖWD does not object. ÖWD is to be made aware of such changes promptly in writing. If the range of services or the service description changes upon relocation, ÖWD reserves the right to adjust the service charge agreed upon accordingly. Due to economic reasons, ÖWD reserves the right to terminate the contract with a period of one month's notice. However, the company is required to do whatever possible to secure the services of another commercial company. Upon default of payment despite an extension, ÖWD may terminate the contract effective immediately. Upon early termination of the contract, the client must pay back the price reductions which were guaranteed due to the place of performance or a longer contract period. This section does not apply to the Insurance Services Division.

9. Disruption of Service

If unforeseen events necessitate, the planned services may be suspended. In particular, in cases of force majeure, strike or war, ÖWD may suspend or alter services accordingly if their performance is hindered by these events. The client is not required to pay the service fee for the duration of the suspension.

10. Prices and Terms of Payment

All prices are exclusive of value added tax. All additional costs of the order, such as the costs of carriers and forwarders, including duties, other border taxes, etc., are to be paid by the customer. With the exception of advance payment invoices, all invoices are payable when claims – such as notice of defects – are made, within eight days after the invoice date without deduction. ÖWD is furthermore entitled to issue partial invoices regarding (partial) services provided.

For continuous obligations, the payment is due in advance each month without deductions, unless otherwise agreed upon in writing. Invoicing can also take place electronically. Set-offs or retentions of the amount invoiced are excluded unless these claims are explicitly recognised or legally established in court.

In case of default, 12 percent default interest plus the incurred dunning and recovery costs will be charged. For the first dunning, collection fees in the amount of € 11.00, the second € 15.00 and the third € 20.00 will be charged. The claim for collection fees and default interest assumes no fault of the customer.

Before payment of the invoiced amounts due, including default interest, ÖWD is not required to provide any further services from any current contract for the duration of the default.

All payments must be made with debt-discharging effect to the bank account specified on the order and/or the order confirmation. Payments will always be credited first against expenses (collection fees, legal costs, etc.), then against the interest and finally against the capital, and this always against the oldest debt. Payments of other invoices by the client are not valid for these transactions.

Bills of exchange will only be accepted as payment by ÖWD only by special agreement. Exchange and discount charges are to be paid by the client.

The client explicitly acknowledges that the ÖWD employees are not entitled to accept payments, and are therefore not authorised to collect payments.

11. Complaints, Notice of Defects, Damage Claims

Complaints, notice of defects and damage claims of any kind (insofar as these are not excluded by the provisions described below), which relate to the fulfilment of the contract, must be immediately, however at the latest within 14 days (as long as not otherwise stipulated in the Special Conditions) after discovery (as long as not otherwise stipulated in the Special Conditions), disclosed and fully documented in writing (according to Section 25 of the Joint Contract Terms and Conditions) for the purpose of remedy. If these terms are not met, ÖWD is exempt from compensation for damages or for other fulfilment of services. In cases of untimely notification, rights cannot be asserted from such complaints. Only significant violations of contract fulfilment which jeopardise the intended purpose of the job order entitles the termination of contract without notice if ÖWD does not arrange for remedy of the written complaint within a reasonable period of time, at the longest, however, within 7 business days.

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12. Liability

ÖWD is only liable for damages caused intentionally or by gross negligence, which are caused upon fulfilment of the contract by the company or its personnel – however, only up to the amount of: € 10,000,000 for personal injury and damage to property, in total per case of damage; € 250,000 for damages from break-ins or robbery per case of damage – provided that it was reported to the security service in accordance with the regulations; € 250,000 for pure financial losses, per case of damage except for all financial losses atypical for ÖWD; € 5,000,000 for damage from environmental disturbances, per year. If ÖWD also assumes services outside the security sector in accordance with a contract, the liability is limited to 10% of the quoted maximum amounts. A liability claim exists only if the client has not defaulted on the payment of the fee due at the time of the damage. For insurance services, specific rules, as described in the Special Conditions for Insurance Services, apply.

13. Disclaimer of Liability

The liability claim lapses if the client does not immediately report and give proof of the damage and the resulting claims from it – at the latest, however, within 14 days (as long as not otherwise stipulated in the Special Conditions) from the time of knowledge of damage and author of damage – in writing and/or does not pursue the claim in court within three months after rejection. Upon loss of a key, the lost key is simply replaced; no further compensation for damages occurs. ÖWD does not assume liability for other damage besides the cited damage, particularly not for damage for which there is no insurance coverage guaranteed due to the general insurance conditions of the liability insurance. The option of dispute on grounds of gross disparity (*laesio enormis*) is excluded.

14. Proof of Insurance

ÖWD is required to take out liability insurance within the scope of the liability assumed, of which the limits correspond to Section 12. The client can request proof that the insurance has been taken out.

15. Contact

The client is required to promptly notify ÖWD in writing regarding any change of address or changes relating to contact persons. If the client fails to do so, notices will be deemed as received if they were sent to the last known address or contact person given.

16. Access Authorisation

The keys necessary for job execution and/or for technical equipment are to be provided timely and free of charge by the client in the required quantity. A late or incomplete delivery or refusing to replace access authorisations which are no longer usable do not absolve the client from payment.

17. Information Signs/Decals

At the start of service, ÖWD may – as long as there are no instructions to the contrary – put up the normal signs or decals. The signs and/or decals remain the property of ÖWD. After the conclusion of the job, these signs and/or decals will be removed. ÖWD is not required to restore the facility to its previous state.

18. Assignment

The client pledges to inform ÖWD in writing upon transfer of a contractual property to an assignee, at the latest by the handover of property. In cases of a company transfer, the assignee enters into the contract, unless ÖWD objects to this within three months after being made aware of the transfer. Upon death of the client, the assignee enters into the contract, provided that the main purpose of the contract was not for personal needs, such as in cases of guard services for the protection of the client's person. The contract is not affected by an alteration or assignment on the part of ÖWD.

19. Employment of ÖWD Personnel/Non-Solicitation Agreement

During the duration of the contract between the client and ÖWD and for one year thereafter, the client may not headhunt or employ personnel, neither personally nor through a third party, who are/were commissioned by ÖWD for execution of services or who were introduced to the client for this purpose. If the client violates this agreement, he is required to pay ÖWD the replacement costs in the amount of an annual gross pay of the employee concerned, at least however a sum in the amount of € 5,000.00. As basis of calculation, the average earnings of the last three months of employment are used.

20. Employee Protection

The contract partners agree that security-related care and occupational health care, as well as assessments of the permanent places of work for ÖWD employees in the client's business (for example, telephone service, concierge service, site security, etc.), is carried out by the client's institutions. Meeting the requirements of the Waste Management Act (*Abfallwirtschaftsgesetz*) also falls to the client. ÖWD employee representation capacities remain unaffected by this.

21. Data Protection

The client gives his consent that personal data, in fulfilment of this contract, will be automatically saved, processed and passed on by ÖWD within ÖWD Security & Services and, to the extent necessary, to third parties (for example, notifying executives). ÖWD agrees to take reasonable technical and organisational measures in order to protect the client's data in terms of the Data Protection Law and explicitly requires its employees to maintain confidentiality regarding data in terms of the data protection law currently in effect.

22. Severability Clause

If one or more provisions of this agreement or specific conditions are or become legally invalid, the other provisions will remain in effect. In such a case, the invalid, contestable or unenforceable provision is to be amended or replaced, so that the intended economic purpose of the invalid, contestable and unenforceable provision is achieved.

23. Consumer Protection

The Joint Contract Terms and Conditions, as well as the Special Conditions, have primarily been drafted for legal transactions between companies. For clients who are consumers in terms of the Consumer Protection Law (*Konsumentenschutzgesetz*), the general and special terms and conditions apply according to the lawfulness of the Consumer Protection Law.

24. Place of Performance, Jurisdiction and Applicable Law:

The place of performance is the registered office of ÖWD. All disputes arising from the contract, including whether a valid contract has been brought about and whether it has an effect before conclusion and after termination, shall be resolved exclusively by the competent court of the city of Salzburg. It is at the discretion of ÖWD to choose the competent court at the place of the customer's registered office, place of business, usual residence or assets. The contract (including the general and special terms and conditions), including the matter of whether the contract is valid and whether it has an effect before conclusion and after termination, is subject to Austrian law. The validity of the United Nations Convention on Contracts for the International Sale of Goods is explicitly waived.

25. Notifications and Statements

Notifications and statements of the client, which are provided for in this contract or by law, shall be effected by registered letter, telefax (fax confirmation) or e-mail. For the calculation and meeting of deadlines, the date stamp of a post office at the office or place of residence of the respective contract partner is significant.

Complaints in the cleaning services division should be additionally forwarded in writing immediately in other cases of caveat emptor to the fax number 06628151-3766 or to the e-mail address cleaningservices@owd.at.

The client agrees to the use of his name and/or company logo for ÖWD's marketing purposes and reference information. This agreement can be retracted in writing by the client at any time.

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B. SPECIAL CONDITIONS FOR THE ÖWD SECURITY DIVISION (BBSEC):

1. Performance Records

Performance records and protocols (electronic reports) are subject to a charge and can be retroactively requested for a time period of 30 days.

2. Adjustment of Prices

ÖWD is, in any event, entitled to adjust the fee to the extent in which a change in wages occurs in the security industry. Moreover, ÖWD is entitled to raise the fee if other general cost increases occur.

3. Change in the Basis for Calculation

If a certain number of hours is ordered by the client, this forms the basis for calculation of the hourly wage for ÖWD; however, if fewer hours are used by the client during the contract period than originally requested, ÖWD reserves the right to raise the determined hourly wage on the same scale as the hours ordered differ from the hours used. This does not apply if the client is the consumer.

C. SPECIAL CONDITIONS FOR THE ÖWD CLEANING SERVICES DIVISION (BBCLE):

1. Range of Service and Assessment

The services will be carried out according to the agreement. Changes to the service description or scope of services during the length of the contract are to be agreed upon in writing with the contractual partner, without exception. Agreements with the cleaning personnel are not valid. Additional services of a qualitative or quantitative nature (for example, building alterations, trade work, atypical or disgusting messes, etc.) will be additionally charged as cost-plus services (direct labour work) at the price customary for the industry.

Normal cleaning agents and equipment will be supplied by ÖWD, unless otherwise agreed upon. Only cleaning agents which are in accordance with environmental regulations will be used. Water and electricity shall be provided at the workplace by the client, free of charge. Furthermore, the client shall provide for the storage of the cleaning equipment and materials as well as a convenient, lockable changing room for the ÖWD employees. The client shall ensure that the ÖWD service personnel have free access to the rooms to be cleaned. Keys must be provided free of charge.

Any possible losses should be reported in writing immediately. The client ensures that ÖWD can carry out the work without disturbances and without delays. All delays that are beyond ÖWD's control (other professionals working, various instructions from the customer, etc.) will be charged to the client separately. The monitoring of the constant quality of service is carried out by ÖWD administrators free of charge in irregular intervals on site. In order to make direct communication with the client possible, the client shall inform ÖWD of at least one person who will be an on-site contact person. The client may check the proper implementation of services by ÖWD at any time.

2. Length of Contract

A contract for permanent service is generally valid for one year, unless a longer contract length has been agreed upon. If a contract is not terminated in writing at least three months before the end of the contract (according to Section 25 of the Joint Contract Terms and Conditions), it shall be extended by a period corresponding to the previous contract periods in each case. In cases of extra cleaning, the contract is only for the one time execution of the order. Immediately after job completion, the client, together with the person responsible from ÖWD, agree to carry out an acceptance of services and to immediately report in writing – as described in Section 25 – any defects, damages, etc. Damages and defects which are objected to at a later point will no longer be taken into account by ÖWD. If a final inspection does not take place, the contract is considered to be duly completed.

3. Warranty and Liability

Warranty claims of the client are limited to repairs.

ÖWD is liable for competent and proper service. With other losses, warranty and damage claims are to be reported in writing immediately upon completion of the task, describing the defects in detail (according to Section 25 of the Joint Contract Terms and Conditions). There is no warranty or liability claim for damages to the materials to be cleaned which were not of obvious quality before the start of service (for example, previous improper handling, carpets laid with water-soluble adhesive, damages due to insufficient strength of fabric or due to insufficient fastness of dyes and prints, shrinkage, etc.) If the client or someone authorised by the client makes a change to the materials to be cleaned during the contract period without notifying ÖWD, all liability claims are generally cancelled. Consequential damages and damage for which there is no insurance coverage awarded (according to the General Terms and Conditions of Liability Insurance) are excluded from any liability.

The option of dispute on grounds of gross disparity (laesio enormis) is excluded.

4. Prices

The overall cost situation in effect for personnel, material and resources at the time the offer was made is the starting basis for the creation of the prices by ÖWD. All labour costs, all legal operating fees, all collective agreement allowances, all equipment, material and transportation costs as well as insurance costs are included in the prices, except if a cost factor is reported separately. The prices apply to normal working hours on work days. For night hours and overtime, as well as for Sundays and holiday work, additional costs are charged. Lumpsum agreements, which the client can enter into with ÖWD, remain unaffected by these pricing agreements. Lumpsum agreements must be made in writing and will only be finalised after ÖWD inspects the order. Company holidays and long bank holiday weekends have already been taken into account for the monthly fee. Sunday and holiday surcharges are not included. The monthly fee is based on each agreed scope of work and is to be paid completely even when a service does not take place due to reasons for which ÖWD is not responsible; in such a case, ÖWD is not required to provide a substitute service. Upon changes to the scope of service or description of service, which is associated with additional work for ÖWD, ÖWD is entitled to additionally invoice costplus services, provided that no new lumpsum is agreed upon.

ÖWD is, in any event, entitled to adjust the fee to the extent in which a change in wages occurs in the industrial cleaning industry.

Moreover, ÖWD is entitled to raise the fee if other general cost increases occur.

5. Winter Services

For the Winter Services Division, the following applies (supplementary to the Joint Contract Terms and Conditions as well as to the above): The contract is entered into for an indefinite number of winter periods and may be terminated in writing by each party without reason by 31.07 of each year.

The service provision is based on the statutory provisions (§ 93 of the Road Traffic Act – RTA – Straßenverkehrsordnung) as well as, where necessary, valid municipal winter service ordinances and is provided in the period from 1 November until 31 March.

In the period of service referred to, the areas included in the contract will be cleared of snow and ice and/or gritted in cases of black ice.

However, the contractor is not required to remove contaminants in terms of the § 92 RTA. The contractor is not required to eliminate the causes that lead to the formation of ice (from leaking gutters), the accumulation of snow or to contaminants. This also applies for snowdrifts and the formation of ice on roofs (this is to be removed by specialised companies) as well as for the removal of snow and/or ice after a roof avalanche. The contractor is explicitly authorised by the client to remove roof avalanches which are on the area to be cleared for a separate charge of a fee in the amount of at least € 30.00/hour (a minimum of 1 hour).

The on-site service takes place within an interval of 4 – 8 hours according to the weather situation. The client has no influence on the working method, time and execution of the cleaning. The complete clearing of snow from the pavement is not required by law. The client therefore accepts the remaining quantity of snow, which will be made safe for traffic with grit. The client is to have the relevant areas ready for snow disposal, otherwise such areas will be chosen by the contractor as appropriate. In these areas, one must anticipate restrictions on the space available due to the snow piles. This will be explicitly accepted by the client. In cases of force majeure (for example, breakdown of private transport, extreme amounts of snow, snow drifts and constant freezing rain), on schedule clearing within the above mentioned intervals cannot be guaranteed. The assigned work will be executed four hours at the latest after normalisation.

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Parking spaces and driveways will normally be maintained by machine. Going over the area manually (for example, between vehicles) is not a subject matter of the contract and must be agreed upon separately.

The fee for a winter period is to be paid as a prepayment promptly after billing. If fee payment in instalments has been agreed upon, the partial payments must be made within the required time limit.

If a (partial) payment is not promptly paid by the due date, the contractor has the right to terminate the winter service contract with immediate effect and to cease services.

The entitlement to payment is independent from the degree of necessary work caused by the weather and also exists in full if the services must remain undone due to circumstances of which the contractor has no control (road work, clearing by third parties, etc.)

The client is required to clearly indicate borders around green areas and demarcations of areas not to be cleared, which are not obviously evident with snow on the ground, to the contractor or to outline these in the plans submitted. The contractor is not liable for damages to such unmarked areas, green spaces and demarcations as well as for frost damage or damages from permissibly used de-icing agents or grit. The contractor is not required to remove grit from the green spaces.

The contractor is not liable for damages of any type to the ground area which may arise from customary use of clearing equipment (with the machine or manually).