

Frequently Asked Questions

IPS 2010

Registrations

- **We typically have staff that are present in a technical role but do not attend conference proceedings. It would be helpful if we can register them in advance and receive credentials that give them access to the planetarium/presentation theaters and exhibition areas for setup, technical support and tear-down.**
 1. The IPS organizing committee will give a limited number of technical staff nominated by vendors and exhibitors according to their sponsorship package.
 2. Special name tags will given to them to give them access to the venues for setup and technical procedures.
 3. Library registration benefit will be given to them during the conference proceedings only.
 4. With this name tag they will have easy access to the Library venues starting two weeks before the conference.
- **Is there any possibility to have a registration option for our technical staff so that they can join delegates during meal times?**

Any additional nominations for technical staff who wish to benefit from the registration services has to pay the full IPS registration fees to have full access to the IPS venues and join delegates during meal times and coffee breaks. Otherwise, the Library has a cafeteria that is open to the public which they can use.
- **Exhibition staff often arrive well before IPS delegates. It may be appropriate to have registration services available during exhibitor setup times.**

The registration services will only be available during the conference (27-30 June 2010).

Venues

- **What is the layout of the various venues used for the conference? Planetarium, exhibition, papers/presentations, alternate theaters, hotels, etc.**

All layouts will be available in the vendor document and conference website by August 2009.
- **It would be helpful to have floor-maps of all IPS venues well in advance**

These maps will be available for the vendors and exhibitors by August 2009.

- **It would also be helpful to have larger scale maps showing the spatial relationship between the various venues**

These maps are available for the vendors and exhibitors upon request.

Freight Shipping and Handling

We will likely have exhibition freight and possibly freight for presentation equipment. What are the exact shipping addresses for the various venues?

Bibliotheca Alexandrina,
IPS 2010,
att. Mr. Hassan Ragab
P.O. Box 138, Chatby
Alexandria 21526, Egypt
Mob. 0101842248
Tel.:+(203)4839999
Fax: +(203) 482 0464

- **Are there particular freight labeling requirements?**

Please use the above mentioned name and label, to avoid any delays in delivery.

- **Are there any recommendations for shipping temporary exhibition equipment into/out of Egypt?**

It is highly recommended to deliver the equipment at the airport 15 days before the conference. If they are sent by sea, the shipments should arrive to Egypt minimum 20 days before the conference, as too many administrative work is required at the Port, including clearance restrictions on movies displayed in Egypt. We would also appreciate receiving the consignment number upon shipping the equipment from your side to track it from our side.

A full list of the shipped items should be sent to the Library upon shipping it from the home country.

- **Any particular customs requirements?**

Customs and duties clearance procedures and costs will be posted on the IPS conference website by September 2009.

The Library may assist with the clearance and transport procedures at the vendors own expense.

The fees are around 300 USD which is the cost to bring the material from the airport to the Library.

The wooden boxes which carry the equipments should all be stamped for fumigation. Please note that it would be preferable if the equipments were put in containers, as the LCL are subject to loss or damage.

- **Egypt does not accept ATA Carnets – are there other procedures that can be used for temporary import of exhibition equipment?**

The Participants will not pay any custom duties or taxes, as these equipments are only temporary and will not remain at the Library of Alexandria. However the participant will have to cover the cost of the clearance and transportation from the airport/port to the Library and the official receipts (delivery orders, storage cost). Mr. Hassan Ragab a Library representative will be present during the arrival of each shipment, in order to make sure that the wooden boxes that carry the equipments are not broken or opened by force; Mr. Hassan's contacts are:
Mob. 0101842248

Fax: 03/4820453

e-mail: hassan.ragab@bibalex.org

It would be appreciated if a copy of the documents related to the shipping (bill of loading, invoices, packing list if available), is sent to Mr. Ragab, as early as possible.

- **Is there a proper freight loading dock at each IPS venue?**

Yes

- **What is the height of the loading dock?**

The height is 4 meters.

- **What truck lengths can be received?**

Truck lengths are 6 m length x 240 cm width and maximum 12 m length x 240 cm width.

- **Are there loading/unloading tools available (forklift, lift jacks, trolleys, carts, etc.)**

Yes, all necessary loading and unloading tools will be available on site.

- **What are the acceptable freight receipt hours for each venue?**

From 8:30 am till 4:30 pm.

- **Is there storage space available for freight?**

Yes, an area of around 200-250 m² will be provided as a storage area available for the IPS conference use for one month. The participant has the right to use this storage area only for a period of 15-20 days. The given storage area is Proportional to exhibition area given for each company. An extra space may be provided upon availability.

- **During the conference it is best to keep freight crates and boxes out of sight of IPS attendees?**

There are special storage areas for these items for free.

- **Is adequate storage for exhibition and presentation freight available?**

Yes

- **Is the location nearby? For example, each venue will likely require an on-site storage area for exhibition/presentation equipment crates/boxes.**

The storage areas are available on site, and assisting staff will be available at all times upon request.

- **Is the freight storage area relatively secure yet still accessible by exhibitor staff?**

Security officers are on duty for 24 hours/day and exhibitors staff will access the area with special permissions.

- **Do you have any recommendations for local courier services for urgent deliveries? (In the US we typically use FedEx, UPS or DHL)**

The library receives the items from all national and international courier services, however we recommend Aramex, DHL , UPS and FedEx for shipping aboard.

Hotel freight

- **Some hotels charge fees for receipt of small packages/parcels/letters. It would be helpful to know these fees in advance.**

It is preferred to send your material and equipment to the conference venue. The hotels do not assist in customs clearance if needed.

- **If exhibit or other freight is destined for a hotel, is there a specific contact person we should coordinate with on the IPS planning committee or at the hotel?**

You should contact your own hotel.

Exhibitions area

- **Can freight be received in advance of the exhibition setup date?**

Yes, but not before 15 June 2010

- **What is the delivery window for exhibition/presentation freight?**

15–25 June 2010

- **How much time do we have in the exhibits area for setup? For teardown?**

Three days for setup and one day for teardown.

- **Typically we need a full day to setup and half a day to tear down. Some exhibitors may require additional time depending on the complexity of their exhibition booth.**

There are two days for setup before the exhibition opening (25 and 26 June 2010) and one day for teardown after the closing of the conference(1 July 2010).

- **Is it possible to work in the exhibits area overnight for extra setup time?**

Yes, with a special permission for security measures.

- **Is the exhibit/vendor area tear-down time opposite any conference activities? This often causes a problem because exhibitors are not able to attend other activities during booth teardown.**

No, teardown procedures will start after the closing session.

- **What is the path between the freight loading dock and the exhibits area?**
The storage areas and the exhibition venues are on the same site at Library of Alexandria. It is a walking distance.
- **Is the freight receiving area/loading dock large enough to accommodate crates up to 5x9x4 feet in dimension? (width x length x height)**
Yes.
- **Are there freight elevators available if necessary?**
Yes
- **Stairs should be avoided wherever possible!**
Yes
- **Is the entire path large enough to handle large crates?**
We have to know the dimensions to help you.
- **Can this path be mapped out and provided to exhibitors?**
Yes

The electrical provisions

- **What power standards should we expect, and what plug types are most common?**
The plugs used at the BA are of the European type, and the power is 220v./ 50 HZ.
- **What power facilities are included with various sponsorships/exhibition booths?**
As for the electrical service, the engineering department will provide 220 V./ 16 Amp. Additional power and amp are available at vendors own expense.
- **How many amps can we pull on exhibition power outlets?**
Power supply: 220 V/ 50 HZ, electrical outlets are available (one power socket, as shown, is available for each booth) extra ones can be installed upon request;



- **Will there be a fee for enhanced electrical service? (additional outlets, larger than normal amp support)**
Depends on the definition of extra electrical service.
- **Are there opportunities for internet access in the exhibit area?**
There is wireless internet coverage in the Conference and exhibition venues.
- **Is mobile phone service available in the exhibit area?**
Yes

- **What is the ceiling height of the exhibit space?**
The exhibit's space ceiling height is 4 m.
- **Are there any lighting fixtures, beams or other protrusions into that space?**
BACC is outfitted with the necessary light systems, and extra spots can be installed upon your advanced request and the BA availability .
- **Is it possible to hang signage from the ceiling of the exhibition space?**
Available on walls but not from ceiling but you will not need to hang signage from the ceiling if you will use the booths as the design has a signage place.
- **Is it possible to see a map of the exhibit space and select the location of our booth?**
A map of the exhibition area is available. Selection of booths location depends on the level of sponsorship and will be based on first in–first served.
- **Where are the primary delegate entry/exit locations?**
At the Library conference building. Staff and volunteers will be available to guide the delegates/people during the conference, in addition to the signage that will be clearly visible to guide visitors.
- **Where are fire/emergency escape routes?**
Fire and emergency routes are available onsite in-line with international standards and the guiding signage is clearly visible.
- **Please be sure to plan appropriate free corridors in your exhibition booth plan so that exhibitors know very clearly what areas may be occupied and which areas are designated as public space/entry/exit-ways.**
This is considered in the layout.
- **Is it possible to see a map of the facilities surrounding the exhibit space?**
Yes.
- **In general, exhibitors prefer that snacks/food/beverages are not hosted in the exhibits area**
There are two restaurants on the Library premises opening from 9:00 am till 5:00 pm, in addition to the new coffee shops annex with sea view , all are outside the exhibition area.
- **Can we control overhead lighting in the exhibits space? We would prefer it to be dimly lit.**
Yes, according to your request.
- **We would like to have access to the exhibition area outside of the conference schedule – is that possible?**
Yes, upon prior request and with special permission.
- **It is often helpful to have a local IPS planning committee representative on-site during exhibits setup to answer questions and locate resources.**
Yes, an allocated staff member will be available to facilitate procedures.

- **Are there any local sources for temporary exhibition furnishings? This will help reduce our need to ship items like shelves, chairs, tables, etc.**

One table is available for each booth, 125 cm width, 70 cm length, 90 cm height;

Two chairs are available for each booth upon request.

Any additional furniture needed can be offered upon prior request and for a set fee.

- **Do you have any local sources of greenery (potted plants, miniature trees), along with fresh-cut and/or potted flowers? Exhibitors sometimes like to decorate their exhibits booth with rented plants and/or fresh flowers.**

Extra plants and flowers are available upon prior request and for a set fee.

Miscellaneous

- **Is there time in the conference schedule that is set aside for delegates to visit the exhibition areas?**

Yes, there are time slots for the exhibition tours.

- **It is helpful to have any special hotel accommodations extended before/after the dates of the conference to accommodate exhibit staff and others performing on-site equipment installation.**

The library will assist in hotel booking, accommodation and tours information will be available on the website by early August 2009.

- **Are Egyptian tourist visas (available upon arrival at the airport) appropriate for exhibits staff and delegates?**

Yes for some nationalities but it is advisable to check in advance.

- **Technical assistance on site**

Yes, available (working hours from 8:30 am to 4:30 pm).

- **Availability of computer cables and other spares in Alexandria**

Yes, upon prior request and for set fees.

- **Positioning of the inflatable planetarium and seating**

Not yet decided, it is a pending issue.

- **Sponsorship/range of costs: I would like to make sure that the individual registration/conference attendance fees truly reflect the actual cost of hosting and that the sponsorships are used to best effect. Sponsors have expressed worries that they thought that the sponsorship fees were becoming too high.**

There are benefit packages reflecting the sponsorship level.

- **Display spaces for the vendors in the halls**

The layouts of the halls are available, and the organizing committee will prepare the final plans after registration to show the position for each vendor.

- **Proximity of the hotels**

There are three and four stars Hotel within a walking distance from the Conference venue.

- **Air Conditioning facilities - is the AC always on (i.e. a 24 hour service) or is it only available certain times of the day?**

The Library of Alexandria ventilation system relies 100% on AC.