

Information for Exhibitors

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1. Welcome to the KKL Luzern

The KKL Luzern unites culture and conventions under one roof.

The roof, which has become the symbol of the KKL Luzern, extends out into Lake Lucerne:

It covers an extensive range from symphony to symposium, from concerts to conferences, from a cocktail to an exhibition. And at the same time covers a building which, thanks to the unmistakable architecture of Jean Nouvel, has become the new emblem of Lucerne.

The showpiece of the KKL Luzern is the Concert Hall where events such as the Lucerne Festival are held and where the Lucerne Symphony Orchestra delights audiences with its concerts. The excellent acoustics in this cathedral of sound also attract companies as this is the perfect venue for conferences, seminars and conventions in a harmonious ambience. An extensive range of facilities, including the convertible Lucerne Hall, the fine Auditorium and a number of Seminar and Group rooms, is available for holding all kinds of event.

The KKL Luzern also houses the new Lucerne Art Museum which shows contemporary art, aspects of the collection and the work of regional artists in travelling exhibitions.

Allow yourself to be captivated by the world of the KKL Luzern, a world full of transparency and excitement. However different the requirements of the individual visitor – they are all united under the roof of the KKL Luzern.

The KKL Luzern wishes you every success with your forthcoming convention.

2. Security in the KKL Luzern

The KKL Luzern is the perfect venue in every way, including security.

Any venue which enjoys the kind of excellent reputation both at home and abroad that the KKL Luzern does has to deliver the goods as far as security is concerned – and that means the personal security of visitors, guests and employees alike. This is why security at the KKL Luzern is of the utmost importance and is organised perfectly to correspond to practical needs and requirements. The central security organ and effectively the power behind the security is the “**Chief Security Officer**”.

There are three distinct operational phases in the KKL Luzern: quiet, operational and event. In the quiet phase, all security messages are collected at the gatehouse and if necessary are transferred electronically to the Chief Security Officer. In the operational and event phase, there is a Chief Security Officer permanently on duty who is designated as being responsible for all security matters in the KKL Luzern.

The Chief of Security can be reached at any time using the internal **extension number 7090** allowing him/her to get to wherever there is a problem in the shortest time. The position entails making all security-relevant decisions, ensuring the alarm and immediate measures and leading/organising an evacuation if that is necessary.

The operational Chief of Security goes on his rounds of the building at least once a day (depending on the situation/how many people are in the building several times) as a preventive measure. These rounds include going into all escape areas. The event Chief of Security usually starts his duty one hour before the building is opened up to the public and thus takes over directly from the operational Chief of Security. Before an event, he/she carries out a complete check of all escape areas making sure there is unlimited access to them. He/she also carries out preventive checks on all event rooms and any adjacent areas.

During the event, he/she controls, instructs and supports all others involved in security matters. If anything happens, the Chief Security Officer is supported by those who are responsible for security in all internal areas who are currently on duty (catering, FM, technology, event support and the particular holder of the event). These security offices

are always kept up to date with regular training sessions and have already been assigned clear security tasks and duties alongside their standard duties.

There are clear rules/regulations and diagrams of what to do in an eventuality. All processes are defined in detail and the emergency routes stipulated. All security organs have a thorough basic training and are kept up to date with new developments in a series of further training sessions. The extensive security concept, the technical support and the training of staff are all part of the high security demanded for all people and values in the KKL Luzern.

Security in the KKL Luzern is a matter of top priority.

3. Shipment - Logistic Services

3.1 Shipment to Lucerne

The exhibitor organises the transport of any material to be exhibited himself.

Should the exhibitor have no logistic partner, then we advise you to contact our service partner in Lucerne below for details on packing services, packing material and in order to co-ordinate the delivery / pick-up of the exhibited material and the temporary stowage of the empty boxes:

Gmür + Co. AG
Mr. Peter Gmür
Brünigstrasse 25
6002 Lucerne

telephone: 0041 – 41 – 360 60 00

telefax: 0041 – 41 – 367 50 68

email: peter.gmuer@gmuer-transporte.ch

The above-mentioned transport company takes care of the transport handling (including prices / conditions) and billing. Please contact our service partner for details on packing services or to order packaging material.

We strongly recommend you to forward the following information in order to provide a perfect service:

- Date and time of the set-up and dismantling of the exhibition
- Booth number
- Name of the booth constructor
- Name of the responsible person for the booth with contact number (telephone / mail)
- Billing address

Please ensure that somebody is on site to pick-up your shipment and sign the receipt. The KKL Luzern Management AG will not forward any goods and rejects any liability for material which has not arrived or cannot be found due to incorrect addresses.

3.2 Preparation / Packaging

The goods must be packed carefully for transport. We recommend you pack on pallets in sturdy boxes or crates. All individual parcels should show details of the sender and receiver as well as the weight of the parcel.

3.3 Package delivery

Small consignments with material to be exhibited which the exhibitor wants to send directly to the KKL Luzern are accepted 2 days before the event begins at the earliest. KKL Management AG reserves the right to return packages which arrive earlier than this.

Please address all packages being sent directly to:

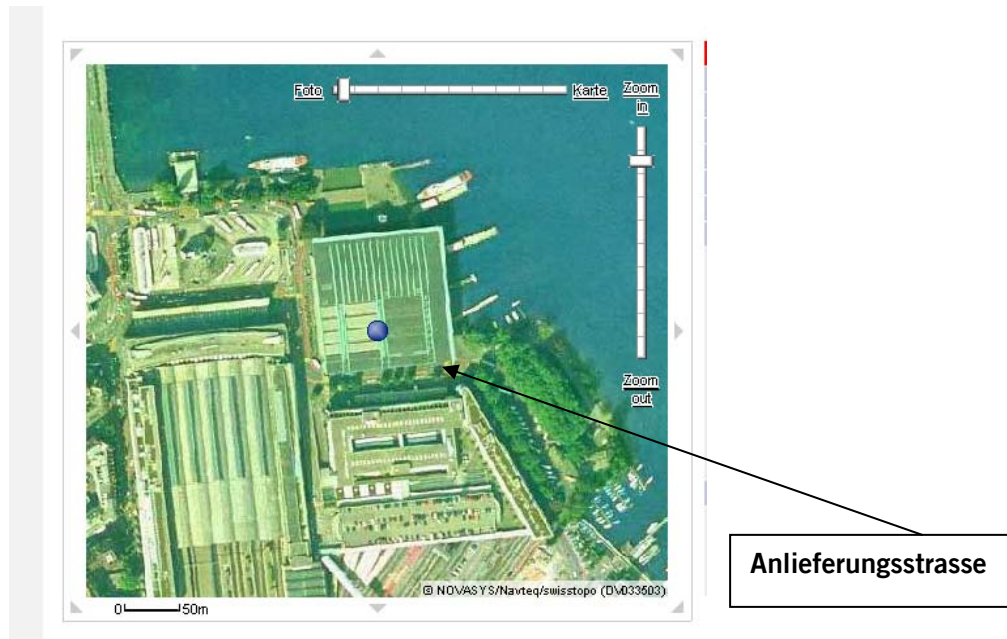
Name of the convention / event with date
KKL Luzern Management AG
Name of the Event Manager
Europaplatz 1
6005 Luzern
Switzerland

3.4 Customs formalities

Please note that Switzerland is not a member state of the European Union which means customs clearing is necessary for importing goods from abroad. Important customs information can be found on the following homepage: <http://www.ezv.admin.ch/>

3.5 Access and delivery

The grounds of the KKL Luzern can be accessed by all vehicles via Frohburgstrasse - delivery. At the gatehouse, a member of the KKL Luzern security staff will tell you where it is most suitable for you to park your vehicle to unload.



Access for heavy goods vehicle and cars via Europaplatz to deliver to the main entrance to the Lucerne Hall is only possible with special authorisation from the town of Lucerne. This has to be applied for by the KKL Luzern.

3.6 Delivery times

The gates of the KKL Luzern are manned from 7 a.m. to midnight every day by our security personnel. Please ensure you adhere to arrangements made with the event organiser. If the delivery is to take place earlier or later, the organiser is obliged to provide the KKL Luzern with details.

3.7 Parking

All vehicles have to leave the loading area once they have finished unloading. The security personnel will ensure this takes place. Their instructions must be followed.

3.8 Storage

The storage and disposal of empty cases and exhibition material in the rooms of the KKL Luzern is not possible before, during and after the convention.

3.9 Collecting exhibition material

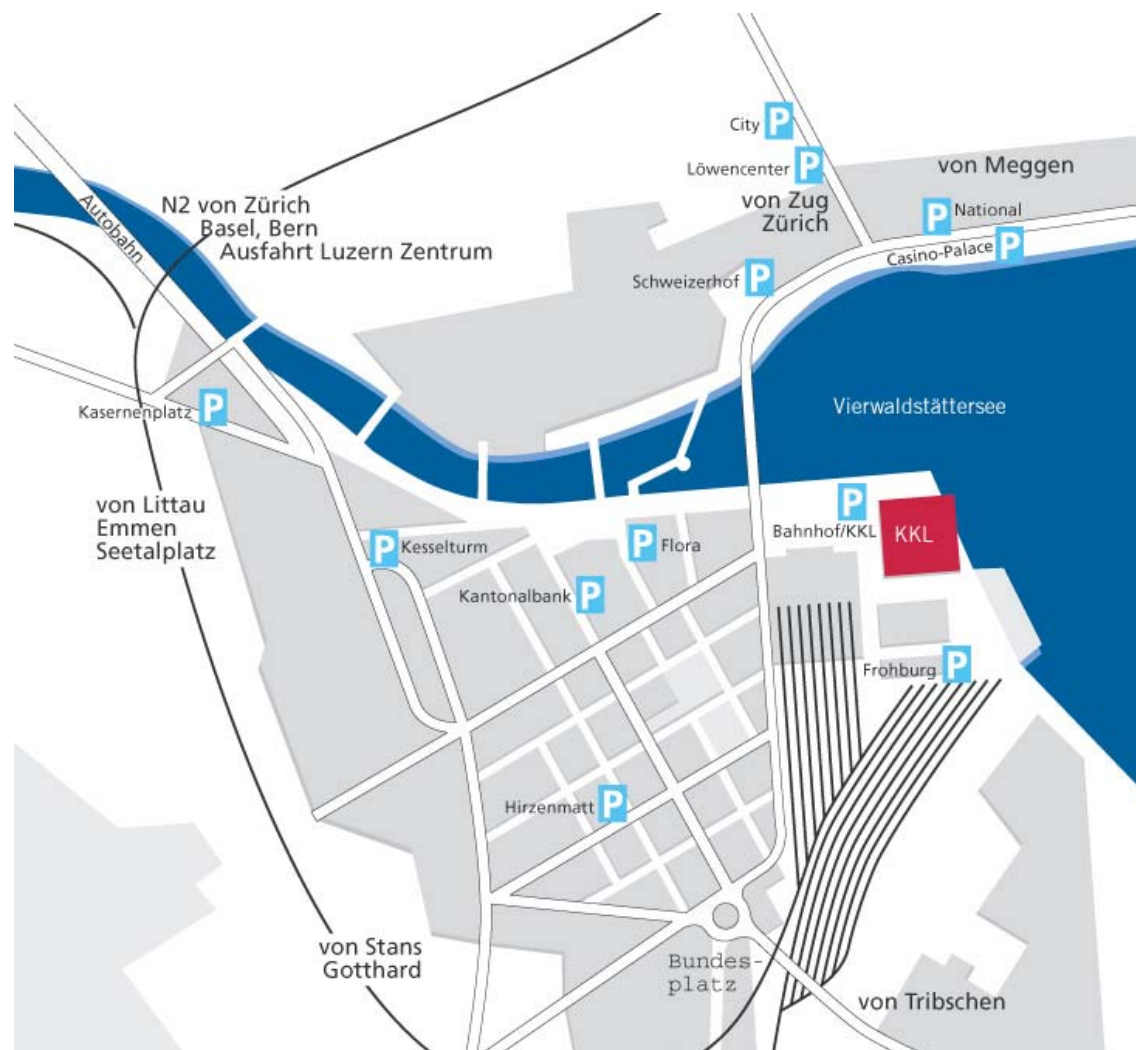
The goods must be removed from the KKL Luzern by the exhibitor on the day they are taken down. Please adhere to the time agreed for transport with the event organiser.

Small consignments with material to be exhibited which the exhibitor wants to send directly to the KKL Luzern are accepted 2 days before the event begins at the earliest. KKL Management AG reserves the right to return packages which arrive earlier than this.

4. Parking

4.1 Cars

You can park in the underground parking P1 and P2 under the station / KKL Luzern, or alternatively in P3 (Frohburg). Please contact the responsible company: Tiefgarage Bahnhofplatz (telephone: 041 210 17 12 or www.parking-luzern.ch) for further information.



4.2 Heavy goods vehicle

Near the KKL Luzern is the “Inseli” bus parking which can be used by heavy goods vehicles in wintertime. Please buy a ticket at the ticket machine – they charge the same price as for a car. In summer, you must use the parking on Landenbergstrasse or Werftstrasse (behind the SGV shipping company) or outside the city centre e.g. Allmend or Lido (near the “Verkehrshaus” = Swiss Museum of Transport and Communication).



5. Stand Construction

5.1 Construction and dismantling

5.1.1 Construction and dismantling

Please note the exact times of construction and dismantling agreed with the KKL Luzern.

5.1.2 Guidelines

Due to the lack of space around the building, we would also ask you to adhere to the following guidelines and pass them on to your employees:

- There are no ramps and fork-lift trucks. Please use trucks with raising platforms.
- There is not a great deal of space around the KKL Luzern in any of the loading zone, so please avoid using a truck with a trailer as there are some areas where there is absolutely no possibility for this kind of vehicle to turn.

5.1.3 Transport inside the KKL Luzern

- Please note that due to the sensitive floor surfaces only lift trucks with plastic rollers or transport carts with rubber wheels and a front guard can be used.
- The panorama lifts can only be used as transport paths if relevant protective measures are met for glass and lift walls.

5.1.4 Details on the types of floor & weight limits

Wing A	Type of floor	Weight limit	Height
Auditorium Stage	Dark brown parquet	500 kg / m ²	2.50 m
Auditorium Foyer	Dark green granite	500 kg / m ²	2.50 m
Exhibition Foyer	Dark green granite	500 kg / m ²	2.50 m
Group Room 1 - 2	Dark grey linoleum	400 kg / m ²	2.50 m
Group Room 3 - 8	Dark grey linoleum	400 kg / m ²	2.50 m
Business + Media Room	Dark grey carpet	300 kg / m ²	2.50 m

Wing B	Type of floor	Weight limit	Height
Lucerne Hall, Stage	Dark blue parquet	500 kg / m ²	3.50 m
Lucerne Hall	Dark blue parquet	500 kg / m ²	3.50 m
Lucerne Hall Foyer	Dark green granite	500 kg / m ²	2.50 m
Main Foyer	Dark green granite	500 kg / m ²	2.50 m
Open-Air Terrace	Dark green granite	500 kg / m ²	7.00 m
Forecourt Lucerne Hall	Stoneware tile	500 kg / m ²	10.00 m

Wing C	Type of floor	Weight limit	Height
Concert Hall, Stage	Light parquet	500 kg / m ²	2.50 m
Foyers	Dark green granite	500 kg / m ²	2.50 m

5.1.5 Minimum distance to the walls and fire extinguisher

Please ensure that the specified distance of 25 cm to the walls, ceilings and sprinklers and a 2 m-wide aisle as well as the distance of 1 m to fire extinguishers are always ensured. Many of the walls in the KKL Luzern feature artistic designs. Should these be damaged, considerable recourse claims will be incurred. It is prohibited to cross over the electricity booth (rectangular 350 x 350 mm on the floor) in all exhibition areas.

5.1.6 Floor and wall attachments

Nails, screws or hooks (e.g. to suspend heavy weights) must never be put into walls, ceilings, floors or any other furnishings in the KKL Luzern. Sticky tape must never be used on banisters, glass or walls.

Please note that all stands, panels, sign panels and such like must stand on a protective matting (e.g. carpet, rubber matting). Only sticky tape, which can be removed by the trade-fair fitters without leaving any marks, can be used to position carpets and protective measures. Cleaning measures which become necessary because of the trade-fair stand builder will be charged to the exhibitor.

Cables or anything which may cause a guest, employee etc. to stumble must be covered with mats. The stands which are erected on the Open-Air Terrace, have to be particularly well secured and stabilised as these still have to withstand wind in spite of the roof.

The event organiser / exhibitor must contact a representative of the KKL Luzern on site after his stand has been dismantled to verify that no damage has been caused. You will be invoiced for any damage if, in spite of all precautionary measures, damage has been caused.

5.1.7 Fire protection / safety regulations

- All material used to build a stand must conform to the DIN norm for highly inflammable materials. Fire protection doors must always be in working order. You are not allowed to adjust, wedge or obstruct fire protection doors. Always follow instructions from the KKL Luzern personnel.
- An open flame is not admissible. Pyrotechnics requires special permission.

5.1.8 Emergency exits

The emergency exits must not be blocked by stands, walls, cables and such like.

5.2 Official stand constructor

5.2.1 Stand constructor

The “3-D-Art Ausstellungsgestaltung” is the company the KKL Luzern officially uses to construct stands.

3-D-ART Ausstellungsgestaltung
Mr. Simon Albisser
Bahnhofstrasse 16
6014 Littau
Switzerland

telephone 0041 - 41 250 60 60
mobile 0041 - 78 737 88 44
telefax 0041 - 41 250 60 68
email sa@3-d-art.ch
homepage www.3-d-art.ch

5.2.2 Services

Our stand constructor offers the following services:

- Consulting: information, surveys
- Planning: idea, draft, conception, design, project management, implementation
- Exhibition technology: production, use of building/media, operation, logistics
- Project realisation: execution, provision of the technical infrastructure, rent, purchase, service, fair controlling

5.3 Technical stand services

5.3.1 Electricity

Connection	Price per item / day (including energy consumption)
230 Volt Type 13	CHF 30.00
400 Volt Type CEE 16A Type 15	CHF 100.00
400 Volt Type CEE 32A	CHF 150.00
400 Volt Type CEE 63	CHF 200.00
400 Volt Type CEE 125	CHF 300.00

5.3.2 Lights and electrical connections at the stand

If a light or devices cannot be switched off overnight, please mark accordingly. Our security personnel puts all lights out on their last rounds and switches all electronic devices off for safety reasons.

The KKL Luzern undertakes no responsibility for any damage (computer programme loss etc.)

5.3.3 Telephone connections

Variants	Price per item / day (including taxes)
ISND connection including inland taxes	CHF 250.00
Analog connection including inland taxes	CHF 100.00
Connection including inland taxes	CHF 150.00
Fax connection analog with fax including taxes	CHF 180.00
Cordless phone including inland taxes	CHF 100.00

5.3.4 Stand furnishings

Furnishings	Price per item / day
Chair: brown (without armrest)	CHF 5.00
Table: colour (180 x 60 cm)	CHF 10.00
Metal corpus: steel / colour: silver (115 x 65 cm / 90 cm tall)	CHF 100.00

5.4 Cleaning

5.4.1 Stand cleaning

	Price per m2 / day
Basic cleaning Vacuuming or washing the floor, cleaning of the furniture (without exhibition objects), emptying the waste paper baskets / bins and ashtrays	CHF 3.50
Daily cleaning Emptying refuse bags, cleaning ashtrays, washing floor as required	CHF 3.50

5.4.2 Refuse

Refuse disposal	CHF 150.00 per container
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These services can be ordered using the “Exhibitor’s Order Form for Technology & Cleaning”. Please let us know what you require at least 2 weeks before the event.

Please dispose of your own waste. There is a refuse container as well as a paper and box collection point in the delivery street behind the Lucerne Hall. You will be charged for any refuse which cannot be disposed of accordingly.

6. Catering

Our own catering division has exclusive catering rights for the KKL Luzern. All food and beverages must be purchased from it.

The free serving of coffee, juices and snacks provided by the company is accepted providing the range and scope is acceptable.

Order forms