



# **INTERNAL REGULATION 2011**



**PALAU DE CONGRESSOS  
DE CATALUNYA**  
BARCELONA

## INTRODUCTION

**The Palau de Congressos de Catalunya** is located on the Avenida Diagonal, the most prestigious avenue and business center in Barcelona.

Surrounded by the exceptional garden of the Hotel Rey Juan Carlos I and the exclusive Royal Club de Polo, excellent and fast access to the airport, with good connections of public transport: subway, bus and taxi.

**The Congress Centre** is part of the **“Hotel Rey Juan Carlos I Business & City Resort”**, a vast complex with facilities devoted to provide the very highest standard and quality in catering and hospitality, confidentiality and unsurpassable service.

The other biggest building in the complex is the luxurious five stars **Hotel Rey Juan Carlos I**, one of the most famous hotels in the world. Further services are provided by **“The Royal Club Fitness & Spa”**.

## CHARACTERISTICS

The Palau de Congressos de Catalunya offers:

- **Auditorium** of 2.141m<sup>2</sup> with capacity for 2.027 people.
- **Banquet Hall** of 1.240m<sup>2</sup> with capacity for 1.300 covers.
- **Exhibition Hall** of 2.050m<sup>2</sup> with capacity for 2.000 covers.
- **32 Meeting Rooms, 2 Press Rooms.**
- **Public Parking** with capacity for 100 cars.

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## 1. GENERAL RULES

- 1.1 It is totally forbidden at the Palau de Congressos de Catalunya to introduce food and beverages from outside.
- 1.2 The placement of posters, banners or decals, stickers or similar things, on the walls, floors, ceilings or columns within or outside the installations of the Palau de Congressos de Catalunya are not allowed without a prior written authorization. It is obliged to use supports.
- 1.3 Moreover, the ornamentation of the installations rented must be respected at all times, without adding, moving or suppressing anything present in them without prior authorization.
- 1.4 The organizer must have subscribed an insurance policy to an Insurance Company in order to cover every risk occurred during the time of the Congress or Exhibition, the loading and unloading days, the delegates who attend the events and the hiring of personnel to carry out the event, as well. Prior the event, the Organizer needs to hand in a written copy of this insurance policy in writing.
- 1.5 The organizer agrees to respect the exclusivity of the services mentioned on the manual.
- 1.6 The Catering (Food and Beverages) is exclusive of the Palau de Congressos de Catalunya and has to be requested in advance.
- 1.7 If the client is authorized to work with an external company or supplier, they must be aware of the strict legislation in questions of safety and hygiene at work. They will respond to the damages, which might be caused by accident where there is fault or negligence, leaving the Palau de Congressos de Catalunya exempt from the same.
- 1.8 The Palau de Congressos de Catalunya provides an internal manual addressed to external companies and suppliers that must be obeyed.

## 2. SECURITY RULES

- 2.1 The organizers, as well as the exhibitors, must be always accredited. The accreditation should always be situated on a visible place.
- 2.2 The organizers/exhibitors agree to permit the adoption of all control and safety measures established by the Municipal Government of Barcelona or by the management of the Palau de Congressos de Catalunya.
- 2.3 The organizers/exhibitors agree to observe the norms in force on safety, and especially in what refers to the maximum capacity of the halls and rooms, emergency exits and fire prevention measures. In no case may any inflammable material or object be introduced in the exhibition. In no case may any access fire exit or fire hydrant be blocked. (Please request the floor plans). The Company in charge for all the set up will have to send the final floor plans to the Congress Center since our Security Department has to approve them.
- 2.4 The exhibitor formally declares that his staff is insured, and covered by social security and other labor and tax obligations foreseen in the legislation in force, declining the Palau de Congressos de Catalunya any possible claim or involvement in these matters
- 2.5 The organizers/exhibitors are responsible for the damage caused to the installations rented by all staff under his orders or the public in general, which attends the acts organized during the Congress or Exhibition.
- 2.6 Smoking is totally forbidden in the entire installation area of the Palau de Congressos de Catalunya during the time of loading and unloading.

### 3. RULES AND PROCEDURES TO FOLLOW IN ORDER TO CONTRACT SUPPLIERS AND EXTRA SERVICES

3.1. The following services are exclusive of the Palau de Congressos de Catalunya and they have to be requested directly to the Palace & **PCC Global Services**:

- Audiovisuals
- Stands set up & renting furniture
- Florist's
- Hostesses
- Branding & Signaling & exterior canvas
- Stand/stages cleaning
- Cloakroom staff
- Security Guard
- Electrician
- Technical on communications
- Technical on computers and Internet
- Catering

3.2. **PCC Global Services** is the department in charge of the audiovisual services, stands set up & renting furniture, Florist's, Hostesses and Branding & Signaling & exterior canvas **with the exclusive rights on all of them.**

3.3. Every mechanical movement done inside of the Center (elevator platforms, cranes, pallets...) is mandatory to be directly contracted through this department

3.4. Any increase on the electrical power supply is mandatory to be contracted through the Palace.

3.5. In the event the client comes up with any external company or supplier it is of the utmost importance the following:

3.6. In the event the client comes up with any external company or supplier it is of the utmost importance the following:

3.7. The client must send us an application letter including full details of the external company or supplier, which have to be accepted by the manager of The Palau de Congressos de Catalunya.

3.8. The external company or supplier will have to pay to the Palau de Congressos de Catalunya the % of the grand total of the invoice stipulated depending on the services given as canon, for the rights to enter in The Palau de Congressos de Catalunya.

3.9. The client will follow the internal politics and rules of the Palau de Congressos de Catalunya.

### 4. ELECTRICITY RULES

4.1. Electrical Supply: The electricity for all exhibition stands will be supplied by the Palau de Congressos de Catalunya and has the following characteristics: 380V - for line voltage and 220V - for neutral to line voltage.

4.2. The center reserves the right to limit the power supply in the interests of general safety to prevent overloading or for the protection of the cables and other installations of the venue.

4.3. As the Palau de Congressos de Catalunya is fully dependent on the Electricity Board for its power, it can in no way be held responsible for inconsistencies in the supply caused by accidents, power shortages or power cuts, beyond its control.

4.4. The Palau de Congressos de Catalunya is not responsible for providing any kind of material needed by exhibitors that functions on a direct current (DC) or any other kind of current that differs from the general supply, that being 220V or 380V. This being the sole responsibility of the exhibiting company's electrician or the exhibiting company itself, with prior authorization from both the Office of the Director of Technical Affairs and the Maintenance Department of the Palau de Congressos de Catalunya.

4.5. Electrical Connections: Connections will be made from the high safety power outlet deemed most appropriate by the venue's onsite technician, to ensure the best use of the electrical network.

- 4.6. The deadline for ordering electrical supplies, phone lines or audio-visual material as well as for sending in documentation is **one week** before the start of the event.
- 4.7. Telephone lines and electric cables will run at floor level from the appropriate service ducts to the point on the stand requested by the exhibitor.
- 4.8. Electricity Supply: The Palace will bill 3,75€ /KW/day + 18% VAT for the power required by the event when it is arranged by an external supplier.
- 4.9. Every stand has to pay 109€ + 18% VAT for the electricity connection (until 20Kw). This charge includes the electricity inspection and the consumption for 20Kw and lower stands; it does not include the fuse box. In case of working with external suppliers, the organizer will be in charge of paying the total amount of the stands.
- 4.10. Safety measures: The location of any fire-fighting material such as fire hoses and fire alarms, as well as access to emergency exits, must be strictly respected at all times, even when these fall within a contracted space or stand area. Access to service areas, cables, socket outlets and fuse boxes must also be respected at all times.
- 4.11. The Congress Center has a maintenance department 24 hours. However, the personnel of this department do not exclusively work for any concrete event. The requirement of maintenance personnel (an electrician for instance) has to be contracted in advance.

Electrician day rate (6:00-22:00) 38€ + VAT / hour

Electrician night rate (22:00-06:00), weekends and bank holidays 44€ + VAT/ hour

## 5. SECURITY

- 5.1. The security is an obliged responsibility of the organizer and will be exclusively requested to the Center. (Please request a budget)
- 5.2. Our Security Department will determine the number of Security Guards that your event needs. We will make a budget depending on the number of assistants, and space rented. The minimum guaranteed will only cover evacuation functions.

Security guard day rate (6:00-22:00) 31€ + VAT / hour (6 hours min.)

Security guard night rate (6:00-22:00), weekends and bank holidays 38€ + VAT / hour (6 hours min.)

## 6. EXHIBITION HALL

- 6.1 The placement of materials in the emplacements of other exhibitors and areas in common is prohibited. These must always remain free for the circulation of people and materials.
- 6.2 Should exhibitors want to hang things from the ceiling must request it through the PCC Service Department.
- 6.3 The maximum weight authorized in the Exhibition hall is 500 KGs. per square meter.
- 6.4 The Palau de Congressos de Catalunya will install the telephone lines and faxes requested on the account of the exhibitor.
- 6.5 The Palau de Congressos de Catalunya is the only one authorized to use the showcases, if the client wants to use them, it has to be requested.

## 7. CLEANING SERVICES

- 7.1 Cleaning included in the rental rate: Only the cleaning of the meeting rooms contracted and common areas understanding such to be: stairways, hallways, lifts, bathrooms, hall, which will be carried out daily, once the sessions are over.
- 7.2 Cleaning not included in the rental rate: cleaning for stands, stages, and extraordinary set ups, cleaning during the setting up and the dismantling dates, not included the workers to take out all plastics and cartons. This cleaning will be charged to the organizers. A budget will be given according to the number of booths as well as square meters used.
- 7.3 General cleaning and all necessary containers during the set up & dismantling days will be on account of the organizer.
- 7.4 The daily cleaning of each stand (including hovering and emptying of dustbins and ashtrays) is obliged and has to be requested directly to the Exhibition centre. It is to be requested by the exhibitors from before the beginning of the event.

Cleaning staff day rate (6:00-22:00) 29€ + VAT / hour

Cleaning staff night rate (22:00-6:00), weekends and bank holidays 36€ + VAT / hour

### Stands cleaning

Setting up / dismantling

Small stand (9m<sup>2</sup>) 41€ + VAT

Medium stand (10-18m<sup>2</sup>) 69€ +VAT

Large stand (19m<sup>2</sup> +) 75€ +VAT

Event day

Small stand (9m<sup>2</sup>) 19€ + VAT

Medium stand (10-18m<sup>2</sup>) 32€ +VAT

Large stand (19m<sup>2</sup> +) 37€ +VAT

- 7.5 The container needed for the setting up and the dismantling will be billed to the organizer. (Request information and rates)

## 8. ASSEMBLING AND DISASSEMBLING RULES

- 6.1 The main objective of this regulation is to inform about a bunch of rules that have to be unavoidable accomplished, in order to guarantee the security of the people and the Palau de Congressos de Catalunya.
- 6.2 The access to the facilities of Palau de Congressos de Catalunya, must always be from the Service Door (Torremelina Street). Whenever the parking is used for any loadings / unloading of materials. Then the parking can be used.
- 6.3 To displace goods, it is obligatory to use the lifts which depart from the Basement 1. It is prohibited to use the elevators destined for people. For exceptional reasons, the Security and Coordination Departments Direction of the Palau de Congressos de Catalunya will be able to authorize other options for the load and unload of materials.
- 6.4 The lift n<sup>o</sup> 8, "gran montacargas", is prohibited for personal usage; it is exclusively exploited for goods.
- 6.5 It is prohibited blocking both the emergency exits and the fire exit doors.
- 6.6 At the end of the event, materials or warehouse goods will not be able to stay in the facilities.
- 6.7 It is prohibited to move the furniture of the Palau de Congressos de Catalunya without previous authorization from the Coordination and Security Departments. It is prohibited to leave material or clothes on the above mentioned furniture.
- 6.8 When materials are brought for the assembly, the vehicle will be entirely discharged and the vehicle will have to leave the wharf. Thus, it will speed up the maneuvers of the rest of participants.
- 6.9 Electrical and other mechanical apparatus must be muffled so that the noise does not disturb other exhibitors or other areas of the Congress Centre.
- 6.10 The Palau de Congressos de Catalunya will not be responsible for any item or material that has not been removed once the event is finished. The Exhibition centre will proceed to remove/take away them, and the

expenses caused for this service will be charged to the Organization or the person in charge for the booth/stand.

## 9. MERCHANDISE ACCESS

- 10.1 Owing to the complexity of the loading & unloading and with the only purpose of minimize the risks, especially during the events, we encourage working with a logistics company which can be in charge of the operations.
- 10.2 Moreover, we recall that the Palau de Congressos de Catalunya does not have a warehouse, so we recommend contracting the services of **RESA EXPO LOGISTICS** for the storage, delivery and the pickup of exhibition material.
- 10.3 **RESA EXPO LOGISTICS** C/ Ciencias, Entrada nº 1 - P.O Box 2045 - 08908 Hospitalet (Barcelona) - Spain – Phone 00.34.93.233.47.45 – Contact Sir. Pablo Martinez  
  
[pmartinez@resainternacional.com](mailto:pmartinez@resainternacional.com) - [www.resainternacional.com](http://www.resainternacional.com)
- 10.4 In case of not contracting the services of the recommended company, the client is committed to make their suppliers obey the intern regulation for external suppliers.
- 10.5 The Palau de Congressos de Catalunya rejects any liability for all the material sent and the material which has not arrived or cannot be found due to incorrect addresses.
- 10.6 It is not permitted to enter with any type of package from the main entrance or the garden door. It is prohibited to use the elevators destined for people.

## 10. PARKING

- 11.1 Private cars can be parked in the parking of the Palau de Congressos de Catalunya. Availability for 100 cars, (rates upon request). Please ask for additional information regarding big and exclusive events since we can offer an special rate if the organizer pays all the Parking spaces.
- 11.2 The Palau de Congressos de Catalunya does not have any parking for trucks, coaches, vans... However, they can contact with Parking Mestres to check the possibility of parking the vans at the Outdoor Parking (Heliport Area) located at Hotel Rey Juan Carlos I.

Contact: Mr. Enric Mestres [parkmestres@park.e.telefonica.net](mailto:parkmestres@park.e.telefonica.net) Cell-phone: 669881414

## 11. LOCATION

Should you need any further information, please do not hesitate to contact us.

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