



INTERNAL REGULATION 2026 & APPROVAL OF EXTERNAL SUPPLIERS



Welcome to the Palau de Congressos of Palma, one of the most relevant events, convention and exhibition centre in Spain.

The facilities at the PCP have been designed and developed to offer the perfect fit for any kind of events regarding size and nature. Our main goal is working along with you for an adequate use of our facilities, to optimize their use and maximise the opportunities that Palau offers in order to achieve the highest standards for your event.

This handbook will provide you with the most important information in order for you to arrange and organise your forthcoming event. Through its pages you will find the key technical details about the PCP and all the services available for you at the facilities.

Please feel free to contact your event manager or call our Conference Management team at the telephone +34 971 62 69 10 should you require any clarification or further information and we will be delighted to help you in any way we can.

1.	HOUSE GENERAL REGULATIONS	3
2.	SAFETY REGULATIONS	3
3.	ELECTRICITY & LIGHTING REGULATIONS	4
4.	ACCES AND HANDLING GOODS REGULATIONS	5
5.	MANTLING & DISMANTLING GENERAL REGULATIONS	5
6.	ASSEMBLING AND DISASSEMBLING STANDS SPECIFIC REGULATIONS	6
7.	REGULATIONS AND PROCEDURES REGARDING SUPPLIERS AND ADDITIONAL SERVICES	7
8.	PRE-MANTLING PROCEDURES FOR EXTERNAL SUPPLIERS	8
9.	CLEANING SERVICES REGULATIONS	8
10.	SECURITY REGULATIONS	9
11.	MEDICAL SERVICE / NURSING	9
12.	GOODS LOGISTICS, CUSTOMS, WAREHOUSE & STORAGE AND TRANSPORT OF GOODS REGULATIONS	9
13.	OUTDOOR BRANDING	10
14.	LOCATION OF THE FACILITIES & PARKING REGULATIONS	10

1. HOUSE GENERAL REGULATIONS

1.1 The purpose of this Internal Regulation is informing about a series of regulations, of unavoidable compliance by all the parties and agents involved in the organization and management of any event that take place at the *Palau de Congressos de Palma*, to guarantee success in its development, as well as the health and safety of all the participants and the correct use, operation and maintenance of the facilities.

1.2 Food and Beverage: It is completely forbidden to introduce any food and beverages from any external sources into the Palau de Congressos of Palma.

1.3 Production Services: The client is committed to work with our in-house production team at the *Palau de Congressos de Palma* who coordinates a list of certified suppliers to provide an extensive variety of services such as audio-visuals, simultaneous translation service in multiple languages, hostesses, branding and signage, music entertainment of any kind, exhibition and creativity amongst many others. On these lines, the Palau is committed to guarantee good value for any services quoted by the in-house Production Department. The approval of any external suppliers will be considered and negotiated and approved in a case by case basis with the Sales Department of the Palau and in any case, it must include the contract with the in-house production partner the own material pre-installed in the facilities according to event to be celebrated.

1.4 Facilities maintenance: Client is required to respect and keep the decoration of the hired facilities without adding, moving or removing any of the ornamental elements without previous written authorisation. It is not allowed the placement of posters, banners, decals, stickers or any similar items on the walls, floors, ceilings or columns within or outside the facilities of the *Palau de Congressos de Palma* without prior written authorization. It is required the use of mounts, supports, brackets or similar for a correct facilities' maintenance. This will be further explained in point 5 and 6 in this document.

1.5 Insurance: The organizer is required to have subscribed a policy with an Insurance Company to cover any possible risk derived from their activities within the facilities during the time of the Congress or Exhibition, the mantling and dismantling days, the delegates attending any of the events taking place, as well as all the staff hired to carry out all the related operations to the event. Prior to the arrival, the Organizer is required to provide the *Palau de Congressos de Palma* a written copy of the above mentioned insurance policy.

1.6 Regulation Awareness: The organizer is required to advice exhibitors and teams about the internal regulation stated in this manual since this would be the document of reference in the event of incident.

2. SAFETY REGULATIONS

All exhibitors, workers and operators are required to be identified with a badge, at least whilst the mantling and dismantling are taking place. The badge will be worn in a visible place at all times.

The exhibitor/worker/operator accepts all health and safety regulations set and established by the Management of the Palau de Congressos of Palma.

The exhibitor/worker/operator is committed to comply with the current regulations regarding health and safety within the meeting spaces, especially with those related to maximum capacities, emergency exits and fire hazard prevention. In any case it is NO allowed to enter any inflammable materials or goods blocking or obstructing any of the exits. It is completely forbidden to obstruct the Emergency exits or block/limit the accessibility to fire extinguishers. Should be necessary to set any cabling in front of them, these should be securely placed under cable ducts or underneath of homologated taped carpet, in order to avoid any obstructions and guarantee that these do not obstacle any evacuation in case of emergency (please kindly request your events coordinator for a floor plan of the location of the emergency exits for all the meeting spaces of the Palau). The company in charge of the mantling of the event is required to send a copy of the final floor plans to the Security Department to get their written approval with the advance required by the *Palau de Congressos de Palma* organizer for approval.

No materials, goods or items will be laid against the walls, or on top of the seats, to prevent any damage; these will be stored correctly in a safe and stable manner at the location the Security team establishes. In order to keep a proper maintenance of facilities, no objects will be dragged through the facilities since they could damage and deteriorate the floors: is required to set a provisional carpet in this purpose.

The exhibitor/worker/operator will require all their services suppliers (mantling, decoration, audio-visuals, and hostesses, amongst other services) participating in the mantling/dismantling and the celebration of the event, to strictly comply with the current legislation regarding health and safety within the work environment and will be held responsible for any damages and injuries their actions might cause where, by accident, guilt and negligence can be appreciated, being the *Palau de Congressos de Palma* exempt from any responsible of any of the above mentioned.

The exhibitor/worker/operator formally declares to have all their personnel insured against accidents and injuries, as well as having all social insurances covered and other labour obligations and fiscal duties in order as per the current legislation, declining the *Palau de Congressos de Palma* any responsibility for possible claims or any kind of repercussions regarding these subjects.

The exhibitor/worker/operator will be held responsible for any damages caused into the facilities by themselves or the team they are in charge of. The *Palau de Congressos de Palma* could claim compensation due to the possible damages caused.

Smoking is strictly forbidden in all areas of the *Palau de Congressos de Palma*.

Workers are required to remain within their designated working area/s, avoiding stepping into or staying at any other unrelated areas of the Palau de Congressos de Palma.

In order to work from raised grounds where a fall hazard exists, it is mandatory the use of safety harness as well as stating that the person carrying out these works is fully trained and certified in this purpose.

Smoking is strictly forbidden within the facilities of the *Palau de Congressos de Palma*.

It is strictly forbidden the consumption of alcoholic beverages and any other psychoactive substances by all of the staff while working on set up/dismantling works, electric tasks and event operations and management.

It is strictly forbidden the access to working areas (set up / derig) for babies, kids and anyone under 18.

It is not allowed the use of any type of smoking, gas or vapour devices.

The use of any type of confetti is not permitted on the premises. For any special requests, please check with our Conference team at Palau.

The breach of the security regulations will entail the paralysation of any dangerous works and the reiteration on them or dismissal of the indications provided by the in-house team could lead to the immediate dislodge and expulsion from the facilities.

3. ELECTRICITY & LIGHTING REGULATION

3.1 General rules: Any electrical installations must meet the requirements stipulated in the Electro-technical Low Voltage Procedure. All electrical installations set within the exhibition stands or the meeting rooms are subject to the approval of the Technical Direction and Maintenance Department of the Palau de Congressos de Palma.

3.2 Electrical Supply: The electricity for all exhibition stands will be supplied by the *Palau de Congressos de Palma* and the details are as follows:

- 400V - for line voltage
- 230V for neutral to line voltage.

The Palau reserves the right to limit the power supply in interest of general safety to prevent the overload of the system or in order to protect the cabling and other installations of the venue.

Exhibitors and visitors of the Conference Center are required to keep the power factor between 0.85 and 1.

As the *Palau de Congressos de Palma* is fully dependent on the Local Electricity Board for their power supply, the Palau cannot be held responsible for inconsistencies in the supply caused by accidents, power shortages or power cuts, beyond its control.

3.3 General electrical Connections: Connections will be set up by the venue's onsite technician in order to ensure the best use of the electrical network and guarantee the safety of the installations.

It is mandatory to use fireproof cabling with an insulating voltage rating of 1000V. These cables must not be spliced, "tapped off" or joined under any circumstances.

An electric or fuse box should be placed as near as possible to the appropriate socket/power supply with at least:

- A general differential switch, 30 milliamp-sensitive and with a calibre or rating of no less than the power of the magneto thermal switch.
- Magneto thermal switches to protect the line/lines that have been installed.

The fuse box is required to be fixed to a structural feature of the exhibition stand and cannot be placed at floor level.

3.4 Stands - Electricity distribution:

- Cabling used is required to have a minimum cross-section of 2.5mm², must be fireproof and must have an insulating voltage rating of 1000V.
- Connections, splices and "tapping off" can only be done using the terminals located inside the electric box/fuse box.
- Metallic structural features of exhibition stands must always be grounded.

3.5 Stands – Electrical connection: The Organisation will settle a fee of 145,00€ (VAT included) for every stand for the single-phase electricity connection. This rate does include the power connection, electricity inspection, an individual fuse box and up to 3.5Kw of power per stand and an electrical switchboard with two single-phase electrical outlets for their use and distribution.

In the case a stand requires additional power it will be considered individually and evaluated by our technical team.

For three-phase installations, the Palau will provide an electrical connection with a Cetac IP45 electrical outlet with the required power for its use and distribution.

In the case of an electrical outlet of distribution is requested instead of the Cetac IP 45 outlet for three-phase installations, the client should contact our Technical Service Department to describe the characteristics of that outlet, which has a cost of 168,00€ (VAT included) to rent during the whole event.

The organisation and stands should inform about the requirements of permanence of electrical supply, as per energy efficiency, the *Palau de Congressos de Palma* will switch off during event non-running hours (determined by the agenda of the event). The Palau will not be responsible for any damage or incidence caused by a lack of communication and coordination with the Commercial Department about proper power needs out of event's running hours.

Every stand will be responsible of its own internal electrical installation so it is obligatory to guarantee the proper security measures and according to the current electrical technical legislation. The electricity supply will depend on the compliance of these measures.

3.6 Deadline for orders and documentation: The deadline for ordering electrical supplies and phone lines is **15 working days** prior to the start of the event.

3.7 Supplies from fuse boxes and cable duct: telephone lines and electric cables will run at floor level from the appropriate service ducts to the point in the stand requested by the exhibitor.

The Palau will assume the cost of standard consumptions of existing lighting and air conditioning. For events with a **high electricity consumption events**, the additional consumptions will be quoted according to specific needs and billed back to the client. To that effect, the Palau has in each area separated electric meters to control specific electricity consumptions. The rate for the KW/H is 0,34€ (VAT included).

3.8 Security Areas: Location and access to the fire system, hoses, alarms, and fire exits will be respected at all times, even when these located in the areas contracted for the event, as well as the access to the service areas.

3.9 Technical Service Department: The *Palau de Congressos de Palma* has a 24 hours Technical Service Department available for all the events running in the complex. In case the event requires fully dedicated maintenance personnel or any specific service in particular (an electrician, for instance), this service should be contracted in advance, applying the proper rates. For example, for an electrician in exclusivity, rates below will apply as follows:

- Day electrician rate (6:00-22:00): 42.00€ / hour (VAT included)
- Night electrician rate (22:00-6:00), weekends and bank holidays: 48.00€ / hour (VAT included)

4. ACCES AND HANDLING GOODS REGULATIONS

Access of goods and personnel to the *Palau de Congressos de Palma* will always take place through the parking bay where all shipping documents will be stamped by the organizers and it will be decided the access route for the goods to follow, either through the same loading bay or from the external entrances heading to the exhibition hall or the back stage of the auditorium. It is forbidden the use of the clients lifts to transport any materials.

All personnel willing to gain access to the Palau facilities will required to get registered and accredited at the Access Control Point at the parking bay.

In order to facilitate the loading & unloading of goods it is required to provide a detailed schedule of the delivery times, the list of names, surnames and ID/Passport numbers of all workers involved in the process. Everyone is required to have a badge.

The event organizer / main contact for the event in co-operation with the Palau's Sales Department will coordinate loading/unloading schedules in order to not block lifts neither to delay the works.

No other lifts than the ones advised by the Security Department can be used (alternative lifts should always be protected with carpet or another similar material).

For exceptional reasons, the Security and Coordination Departments or Direction of the *Palau de Congressos de Palma* will enable other suitable options for loading and unloading of materials.

It is not allowed to enter any materials, goods or parcels through the Main Entrance of the Palau de Congressos of Palma. Moreover, all the casual staff working within the facilities is required to enter into the facilities through the parking area instead of through the main entry.

The Palau reserved the right to regulate the access of vehicles as well as the length of stay in the bay during the mantling and dismantling. Once the loading/unloading of goods has been completed, all vehicles are required to leave the bay in order to speed up the operations of other participants, suppliers or clients.

It is completely forbidden to park over the sidewalks and pavement in all the surroundings of the Palau de Congressos of Palma, according to municipal regulation. If special loading/unloading permissions in the Palau surroundings are needed, don't hesitate to contact with our Sales Department in order to provide assistance with formalities with the Local Police.

For any set ups taking place in the Auditoriums, there is a dedicated loading bay with access to the back stage; it is forbidden to use of the main entrances.

Once the event is over, no goods, garbage, disposables or materials can be left behind in the Palau de Congressos of Palma.

5. MANTLING & DISMANTLING GENERAL REGULATIONS

This regulation aims to inform you about the current mandatory guidelines in terms of security of the teams as well as the security of the Palau de Congressos of Palma.

- 5.1 The exhibitions do require a set up/dismantling time that is needed to be planned in advance when initially booking the meeting spaces. The start of the unloading, set up and mantling operations will commence on the date and time established in the contract. Please note that no other operations are allowed while the truss installation is taking place in the same meeting space.
- 5.2 The boxes containing any audio-visual equipment, once empty, must be removed from the facilities only to be brought back when the dismantling is taking place, except if the Palau's Sales Department has agreed with the organizer any storage space per contract.
- 5.3 It is prohibited to move any furniture from the *Palau de Congressos de Palma* without previous written authorization from the Sales Department.
- 5.4 When materials are brought into the facilities for the setup, the vehicle will be entirely unloaded and it will be asked to leave the parking bay immediately after, with exception of these using the parking services (based on current rates). This procedure will speed up the operations of the other participants.
- 5.5 During the set ups where paintings, glazes or solvents are used, the work area must always be protected. In case of weld, this will be reported to the Security Department who will provide workers with a fire-extinguisher and will specify the most appropriate working area for that purpose.
- 5.6 It is completely forbidden to cut, drill, use glue or adhesive of difficult clearance and removal damaging the facilities and structure of the Palau.
- 5.7 In the Auditoriums, the seating area close to the mantling space should be completely covered and protected, when the set-up / derig works involves any risk of damage (dust, sparks, etc).
- 5.8 It is not allowed the placement of posters, banners, decals, stickers or any similar items on the walls, floors, ceilings, columns or woods within or outside the facilities: it is required the use of suitable mounts, supports, brackets or similar.
- 5.9 When working from raised grounds where hazard fall exists, it is mandatory the use of safety harness.
- 5.10 When the set-up of audio-visual equipment is taking place and doubts regarding electrical facilities arise, it is required to contact the Maintenance Department in this purpose.
- 5.11 Should there be any variation on the authorised floor plans by the Security Department, it is mandatory to immediately report this change to the mentioned team for approval.
- 5.12 Any hired drivers for the transportation of goods, materials and other equipment using a forklift or a lifting crane, will be required to present their relevant certificate and permit.
- 5.13 Before the start of the set-up, it is mandatory to cover with tapped carpet (attached only with double sided tape – that respect the floor materials) the entire surface where the stands and other fix elements will be placed in order to avoid the damaging of any surfaces. Should this rule not be followed the mantling will not be authorised.
- 5.14 The construction of stands with elements such as cement, sand, plaster, tile, brick or similar is not permitted. It is also prohibited the use of paints, liquids, gasses or any other inflammable substances.
- 5.15 Should be required to set-up platforms and stages, these are required to allow suitable access to the utility shaft.
- 5.16 In all of the constructions the exposed materials and the signage should be steady and secure to guarantee the safety of all individuals around the facilities. The Palau could request the relevant homologation certificates if it considers it necessary. All materials used are required to be fireproof according to the current legal regulations.
- 5.17 Any electrical or mechanical equipment of the exhibitors is required to be muffled in order to avoid any noises disruptive for other exhibitors and other areas of the Congress.
- 5.18 The *Palau de Congressos de Palma* does not accept any responsibility for any special or high value item or material, (that has not been reported to the Security Department) that has not been collected once the event has finished. The Palau will remove these elements, and the expenses will be charged to the Organization or the person in charge for the booth/stand.
- 5.19 All set-ups, signage, stands, banners are required to be represented on the scale floor plan, which has to be approved by the Palau's Sales and Security Department.
- 5.20 In case the use of any waste container is required for the set up / dismantling works, each container will be charged at 550.00€ / per unit (VAT not included). Should you require using any container(s) it is necessary to advise in advance allowing enough time to guarantee their availability. According to the Meliá Hotels International sustainability, at the *Palau de Congressos de Palma* we work pro-actively in a recycling program in which all stakeholders are required to respect and actively participate.
- 5.21 Information related to set up / working protocols to external suppliers (documentation to be presented before start workings and mandatory services to be contracted) are covered in point 8 in this Regulation.

Important: Not complying with these regulations could result in the immediate dislodgement from the facilities of the possible offender.

In order to guarantee the general security and the wellbeing of our clients, we require you to ensure an adequate use of our facilities striving to respect to the full the fire alarm systems avoiding any kind of prejudicial behaviour for the rest of the users.

6. ASSEMBLING AND DISASSEMBLING STANDS SPECIFIC REGULATIONS

- 6.1 General stands floor plans has to comply with the health and safety regulations of the building as well as the measures for the prevention of occupational risks whilst respecting mandatory corridors, emergency doors, fire protection systems and any other elements related to the current security legislation.
- 6.2 The exhibition floor plan is required to be provided to the Palau prior to their approval in terms of security and distribution. The floor plans are required to be dimensional drawings (measurements of the stands, width of the corridors, heights, etc.)
- 6.3 It is responsibility of the organizer the location of stands within the exhibition area according to their clients preferences and the technical services provided by the booked space, as well as the distribution of the individual floor plans indicating the location of the utilities shaft for the exhibitor.
- 6.4 The Palau will only delimit the space of the stands on the floor when in charge of at least the 50% of sqm built on modular structure through their official suppliers.
- 6.5 Should any of the exhibitors require starting their set up earlier than offered, it is organizers 'duty to authorize the change of schedule and plan the booking time of the meeting spaces as well as covering any related costs.
- 6.6 The organizer and exhibitors accept the possibility of some cabling going through their designated space in order to provide electrical supply to other stands.
- 6.7 The opening and closing schedule of the building will be determined by the organizers contracted time, please be reminded that security service is required at all times.
- 6.8 The Palau does not accept any responsibility for receiving information through different sources regarding one specific stand which is managed by different companies (assembler, designer, exhibitor...). It is mandatory to designate a representative to coordinate all the requests to the Palau.
- 6.9 While the mantling, event and dismantling is taking place, it is not permitted to place or leave any materials within the space designated for other exhibitors, as well as the common areas that must be kept free at all times.
- 6.10 It is completely forbidden to use "demolition or wrecking" techniques to dismantle the stands; everything must be disassembled carefully and in no case thrown, ripped or knocked down.
- 6.11 Should any of the exhibitors requite to hang any items from the ceiling, this service must be contracted through the in-house Production Team in order to assess and guarantee the most suitable location and installation.
- 6.12 A minimum of 100cm will be kept free between stands as well as from the side and back walls in order to allow easy access to the electrical boxes, the opening of the panels and the fire extinguishers. The access must be kept free at all times.
- 6.13 In case of construction of a stand with an upper floor, it is required for a descriptive memory and floor plans to be submitted to the team with the relevant signature and approval of a certified technician by the College of Architects of Palma. This person will accept the responsibility for the compliance of the project. In case of including stairs or raised surfaces with more of 50cm from the floor, it is required to submit the endorsement of the College of Architects.
- 6.14 The maximum authorized weight within the exhibition hall is 500Kg for sqm.
- 6.15 The *Palau de Congressos de Palma* will look after the phone lines and connections that will be charged to the exhibitor.
- 6.16 All the electrical installations will be carried out by a certified electrician. The company in charge of the mantling and assembling of the stands, will be in charge of all the electrical installation, always under the supervision and control of the Technical and Maintenance Department at the *Palau de Congressos de Palma* (Please refer to Electricity & Lighting regulations, point 3).
- 6.17 Food and beverage services will be contracted through the Sales Department at the Palau. (sales.pcp@melia.com)
Should any of the exhibitors needs to bring their own coffee machine along:
 - 1) The exhibitor provides their own coffee machine and consumable supplies (coffee, milk, water, etc) in which case a fee of 180.00€ (VAT included) applies.
 Any other products that the exhibitor needs to bring into the facilities will be assessed and authorized by our Sales Department and will be determined in a case by case basis the relevant applicable fee.

Additionally, it will be mandatory the signature of the Exemption of Responsibility letter provided by the Palau's Sales Department.

7. REGULATIONS AND PROCEDURES REGARDING SUPPLIERS AND ADDITIONAL SERVICES

Please note that the following in-house services will be contracted directly with the Palau de Congressos of Palma:

- ❖ Catering

- ❖ Audio-visuals
- ❖ Set up of stands & Renting of furniture
- ❖ Floral decoration
- ❖ Hostesses
- ❖ Branding & Signage & Outdoors Signage
- ❖ Cloakroom personnel
- ❖ Security
- ❖ Cleaning Services
- ❖ Electrical technician
- ❖ Communications technician
- ❖ IT support

The Palau is committed to guarantee good value for any services quoted by the in-house production team. The approval of any external suppliers will be considered and negotiated in a case by case basis.

7.1 We remind our clients that the catering is an **exclusive service of the *Palau de Congressos de Palma*** and this should be requested through the relevant form for exhibitors (please kindly ask our Sales Team for our gastronomic selection).

7.2 Should the client demand working with an alternative non-official external supplier, the following procedure is required to be followed:

- Submit a written request with all the relevant details of the non-official external supplier that will be subject to the approval to the Palau's Management Team.
- Comply with the internal regulations regarding the use of the in-house resources.

7.3 Kindly check point 6.17 in this Internal Regulation for information regarding coffee and other food and beverage services in stands.

8. PRE-MANTLING PROCEDURES FOR EXTERNAL SUPPLIERS

This protocol and manual is addressed to establish the relation of documentation required by the *Palau de Congressos de Palma* previous to the mantling of the event in order to get the temporary approval as an external supplier within the Palau facilities.

It is responsibility of the contracting company (who signs the space rental contract with the *Palau de Congressos de Palma*) that the companies subcontracted during the Event comply to the health and safety regulations as well as the measures for the prevention of occupational risks whilst mantling and dismantling are taking place, as well as registering their teams into the Social Security system. From here, the contracting company must send to the *Palau de Congressos de Palma*, with a maximum period of 15 days before the Event, the list of the subcontractors and the name of the staff of each of them that will be in the facilities during their works (event, set up and dismantling), and thus be able to carry an effective access control during the Event. The *Palau de Congressos de Palma* reserves the right to carry out audits of random documentation to verify compliance with said point.

8.1 Mandatory documentation to be presented:

- ❖ Audiovisual, Lightning and Sound System: Report and technical plans, including the power consumption, cable crossings, technical control location...
- ❖ Scenery and Stands: Location plans and power technical plans.
- ❖ Signalization and Branding: Indicate the areas where the signage will be located in case of holding them on the walls, crystal windows, doors or floor, explaining the way they will be fixed.
- ❖ Social Security: Present the TC2 or the receipt of the self-employed technicians and workers that will take part in the event.
- ❖ Civil Responsibility: Present an Insurance Policy with 600,000€ minimum

8.2 Mandatory Services to be contracted:

- ❖ Electricity System: connections to fuse boxes
- ❖ Electric groups: mobile power generator system, electrical connection, protection box.
- ❖ Rigging: rigging points, motors, personnel
- ❖ Audiovisual material pre-installed in the Palau and according to the event will take place.

The Operations Department of the *Palau de Congressos de Palma* will send the Declaration of Responsibility in Coordination of Business Activities with Subcontractors form for your signature, requesting a list of subcontractors and the name of authorized staff.

9. CLEANING SERVICES REGULATIONS

The facilities are presented in perfect cleaning conditions the first day of the event (or set up if applies), in the same way the spaces have to be presented back at the end of the event (or derig if applies). The organizer is required to hire the cleaning services available at the Palau for the general cleaning of the meeting spaces booked for their event and it's their responsibility the proper maintenance

of these areas. Cleaning services are contracted with the Palau de Congressos de Palma, and service will be delivered by the official cleaning supplier.

The Palau reserves the right to clean any spaces that are not kept in good condition and therefore affecting the image the Palau is projecting to its public, and will pass the cost of these services onto the organizer.

The established ratios for the minimum mandatory hire of cleaning services are as follow:

Less than 150 pax:	1 cleaning staff during the hours the event is taking place
From 150 to 400 pax:	2 cleaning staff during the hours the event is taking place
From 400 to 850 pax:	3 cleaning staff during the hours the event is taking place
From 850 to 1.200 pax:	4 cleaning staff during the hours the event is taking place
More than 1.200 pax:	5 cleaning staff during the hours the event is taking place

Stand: The cleaning of the exhibition area / booths area during the set-up and dismantling works is mandatory, as well as during the event days. However, the cleaning of the inside of the stands after setting up works and the maintenance cleaning during the event days is optional and could be contracted through the relevant form within the catalogue of services as well as the general maintenance cleaning services.

For the cleaning of stands, the ratios for cleaning staff (8 hours) are as follow:

	Mantling	Event	Dismantling
Up to 25 modular stands	1	1	1
From 25 to 50 stands	2	1	2
From 50 to 75 stands	3	2	3
More than 75 stands	4	2	4

Cleaning Service staff rates: Daily rate Mon – Fri (6:00-22:00) 26€ / hour (VAT included) - 4 consecutive hours' minimum service. Ask to our Sales Department for night and bank holidays rates.

Should any of the exhibitors require dedicated cleaning service at their stands during the event, this service should be requested directly to the Sales Department of the *Palau de Congressos de Palma* through the relevant service request form prior to the start of the event. The rates are as follow:

Please, check information regarding waste containers and recycling in this document (point 5.20).

10. SECURITY REGULATIONS

The security is an ultimately and compulsory liability of the organizer and must be contracted exclusively with the Palau de Congressos de Palma.

It is duty of the in-house Security Department to determine the number of security members required based on the nature and size of the event and the client will be provided with a detailed quotation. The minimum size designated team will only cover the evacuation procedures.

Security Service staff rates: Daily rate Mon – Fri (6:00-22:00) 28€ / hour (VAT included) – 4 consecutive hours' minimum service. Ask to our Sales Department for night and bank holidays rates.

Please be aware every functional access door into the facilities during the mantling, event and dismantling, must be controlled by a security member that is required to be hired by the organizer of the event.

Stand: The exhibitor requiring extra security at their stand can hire these services available at the exhibitor catalogue of services. The exhibitor accepts full liability for the materials, goods and technology placed at their stand for the full length of the event, whilst the mantling, event and dismantling are taking place.

The Palau does not accept any liability for any possible theft or petty larceny and recommends their exhibitors to be cautious with their materials and IT equipment, especially those of reduced dimensions, at all times, even after the closure of the exhibition.

11. MEDICAL SERVICE / NURSING

The exclusive medical service of the *Palau de Congressos de Palma* must be contracted with our official supplier by the organizer with the Sales Department when the number of attendees is equal or bigger than 1000 people. Our Operations department will determine the number of staff (Nurse, Services, Ambulance) based on the scale and nature of the event, spaces used and the number of attendees.

12. GOODS LOGISTICS, CUSTOMS, WAREHOUSE & STORAGE AND TRANSPORT OF GOODS REGULATIONS

Due to the complexity of the loading and unloading operations, especially during event setup, and considering the storage limitations at our facilities, it is essential that, before sending any materials, you contact the official handling company: **RESA EXPO LOGISTICS**. Their team will be happy to answer any questions and offer reception, delivery, or unloading services for your products.

Please note that the Palau de Congressos de Palma does not accept direct shipments. Furthermore, all shipments from outside the European Economic Area (EEA) require a registered importer (customs service), and therefore must be managed well in advance and in compliance with current regulations.

Please contact RESA for detailed shipping instructions:

RESA EXPO LOGISTICS

Email: melialogistics@resaexpo.com

Raquel Barreiro, Tel.: +34 93 390 54 94

12.1 Consult with the Conference team at the Palau de Congressos de Palma regarding the authorized date for receiving goods for your event. (sales.pcp@melia.com)

12.2 The Palau de Congressos de Palma does not have staff for loading, unloading, or transporting goods, nor does it provide forklifts or pallet jacks for moving materials. Therefore, the same carrier must take the material to the designated area, or a porter service must be hired.

12.3 If porters are required to move goods, please check with our Production Department for current rates.

12.4 If the Palau de Congressos de Palma accepts the material before the event, the responsibility for transporting it from the storage point to the booked hall will fall on the client. In this case, the client will be solely responsible for the contents of the boxes.

The Palau de Congressos de Palma is not responsible for any material, nor for any material that has not been delivered or cannot be located due to incorrect addresses.

SHIPPING GOODS: CUSTOMS AND LIABILITY CLAUSE

1. The *Palau de Congressos de Palma* disclaim any responsibility for the parcels content sent by the event's client and organizer. Any shipment will clearly display the name of the responsible of the goods withdrawal (client / organizer).
2. The *Palau de Congressos de Palma* disclaim any responsibility for any shipment deposited in Customs office and addressed to the venue.
3. The client undertakes to fulfil and to enforce the Customs regulations.

13. OUTDOOR BRANDING

The Palau has spaces for the placement of branding on its facades and windows.

The use of these spaces is subject to a rental cost and must be requested and approved previously by our Sales Department.

In no case is this cost included in the exclusive rental of the *Palau de Congressos de Palma*; their hiring must be done independently.

The placement of exterior branding on the south façade of the Palau is subject to the Law 5/1990 of May 24, on Roads of the Balearic Islands. The Sales Department of the Palau will provide assistance with formalities and permissions according to the regulation requests.

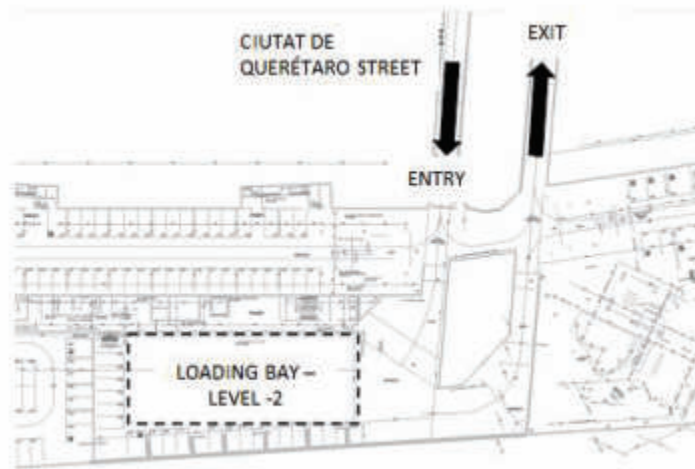
14. LOCATION OF THE FACILITIES & PARKING REGULATIONS

The *Palau de Congressos de Palma* count of an underground parking with a total capacity of 245 vehicles, including 2 charging points for electric vehicles.

Access to loading/unloading is located in this parking (except for Auditoriums).

With the only propose of offering a suitable service, please check with our Sales Department the current and applicable rates, just as heights and different access areas (specially for van and industrial vehicles).

Felicià Fuster Street, 4, 07006 Palma, Illes Balears
Contact number: (+34) 971 626 910 / (+34) 971 626 900
E-mail: sales.pcp@melia.com



SIGNATURE	SIGNATURE
PALAU DE CONGRESSOS DE PALMA	COMPANY NAME
KARINA ZAPLANA	NAME
DIRECTOR OF SALES AND MARKETING	POSITION
DATE	DATE