



The  
**24<sup>th</sup> Annual  
BHF Conference**  
CAPE TOWN ICC | 10-14 MAY 2025

## 2025 Exhibition Service Manual

### DETAILS OF THE 24th ANNUAL BHF CONFERENCE

VENUE: Cape Town International Convention Centre

**SHOW DATES** 12-14 MAY 2024

**BUILD UP** 10 MAY 2024

**BREAK DOWN** 14 MAY 2024

[www.bhfglobal.com](http://www.bhfglobal.com)

For sponsorship information contact: Leago Molemela | +27 72 230 2526  
[LeagoM@bhfglobal.com](mailto:LeagoM@bhfglobal.com) | For conference enquiries: [conference@bhfglobal.com](mailto:conference@bhfglobal.com)  
Whatsapp Helpline: 065 814 7891 | Register online at [www.bhfglobal.com](http://www.bhfglobal.com)  
Follow us on Twitter @BHFGLOBAL

Dear Exhibitor

Re: Exhibitor Manual

The 2024 Annual BHF Conference will be held in Cape Town from **10-14 May 2025**. In order to ensure that your organization enjoys maximum exposure and that your brand is positively displayed, please note the following:

## 1. Exhibition Details

TASK	DATE	TIME
<b>Build-up</b>	Saturday 10 May 2025 Sunday 11 May 2025	6h00- 24h00 7h00-12h00
<b>Exhibition venue</b>	Hall 9 & 10	
<b>Show dates</b>	Monday 12 May 2025 Tuesday 13 May 2025 Wednesday 14 May 2025	Please note that the <b>Exhibition Hall 9 &amp; 10</b> will be the venue for the opening <b>cocktail on Sunday.</b>
<b>Breakdown</b>	Wednesday 14 May 2025	13h00

## 2. CTICC Location & Address

The CTICC is located in the city center beneath Table Mountain and is only a 20-minute drive from Cape Town International Airport.

- CTICC 2: Corner of Heerengracht & Rua Bartholomeu Dias, Foreshore, Cape Town 8001

## 3. Important Contacts & Dates

*Board of Healthcare Funders:*

Name: Leago

Cell: 072 230 2526

email: leagom@bhfglobal.com

**Scan Display**- Scan Display Exhibition stands contact:

Name :Megan De Lillie



e-mail: [megan@scandisplay.co.za](mailto:megan@scandisplay.co.za) /

[servicescpt@scandisplay.co.za](mailto:servicescpt@scandisplay.co.za) Tel: +27 21 012 5401 / +27 71 175

3359

## IMPORTANT DATES

<b>25 April 2025</b>	<b>Bag inserts due</b>
<b>25 April 2025</b>	<b>Competition and giveaways description due</b>
<b>2 May 2025</b>	<b>Exhibitor Service Manual link</b>

## 4. Access to CTICC

### PARKING AND DELIVERY LOADING BAY DETAILS

The CTICC 2 marshalling yard is situated opposite the Exhibition Halls, and only Hall 7 directly accesses the marshalling yard. The staging area located behind exhibition halls 5, 6 and 7 is where all build-up and breakdown materials will be stacked, then transported to and from the exhibition stands. For upper floor build-up and breakdown, the same procedures will apply and once at the staging area, the service lifts will be used to access the upper floors.

### LOAD-IN AND LOAD-OUT PROCEDURE

The Marshalling Yard is for off-loading purposes (i.e. deliveries load-in and load-out). Due to the space restraints in the marshalling yards, drivers will not be permitted to leave their vehicles at any time, and once the vehicle is loaded or offloaded, then it will be required to leave the yard, to accommodate other clients.

A load-in and load-out time period for vehicles is one and half hour (1½hrs) for small vehicles and three and half hours (3½hrs) for trucks. Vehicles exceeding this time limit are subject to a parking fee (please refer to the Marshalling Yard Tariffs). Unattended vehicles will be clamped and an unclamping fee of R500.00 will be applicable.

### DAY TO DAY OPERATION

Exhibitors and contractors are required to make use of CTICC Site 3 Vehicle Stacking Area located at FW De Klerk Boulevard to access the marshalling yard. General CTICC deliveries will be on a first come and first serve basis.

Clients will be required to share their exhibitor list with the CTICC Logistics Department. This information will inform the logistics plan pertaining to the upcoming event. Further to this, information will be obtained from the contracted exhibition stand builder who inherently serves a project management role in terms of liaising with all customs stand builders, services providers and exhibitors.



The level information attained from both partners (clients and stand builder) will shape the rest of the logistics plan. Once finalized, the logistics plan will contain the following: -

- Arrival location
- Arrival date and time'
- Drop off are per vehicle type
- Time allocated per load-in and load-out

Clients are required to park in P1 parking after offloading their vehicles. Free build-up parking tickets will be issued from the organizers' office. P1 Parking garages have a height restriction of 2.1m

## 5. Logos

In order to obtain maximum exposure for your organization's at this year's conference your company logo will be printed on the conference programme and sponsor banners however, to attain high quality prints, please forward a logo in vector format, or 300dpi jpeg as soon as possible.

## 6. Table Drops

Please note your organization is **not allowed** to place any branding material on delegate tables without booking a slot with BHF. Should you wish to book a table placement email: [leagom@bhfglobal.com](mailto:leagom@bhfglobal.com)

## 7. Bag Inserts

Please forward any branding material which you wish to include into the delegate bags to Leago Molemela at: BHF Offices, Lower Ground, 160 Jan Smuts Avenue, Rosebank, 2196, by no later **than 25 April 2025 COB.**

## 8. Competitions and Giveaways

Should you wish to have a draw conducted at one of the sessions and have not booked please e-mail Leago Molemela at [leagom@bhfglobal.com](mailto:leagom@bhfglobal.com) or call 072 230 2526 on or before **25 April 2025.**

- Please include description of the prize and a short brief.



## 9. Schedule of Events

DAY	EVENT
<b>Saturday 10 May</b>	<ul style="list-style-type: none"><li>• Delegate registration</li><li>• Branding of the venue</li><li>• Build-up of the exhibition</li><li>• Golf Day</li><li>• Clinical Workshop</li></ul>
<b>Sunday 11 May</b> 07h00 – 15h00 17h00 – 21h00	<ul style="list-style-type: none"><li>• BHF Governance Workshop</li><li>• Opening ceremony</li></ul>
<b>Monday 12 May</b>	<ul style="list-style-type: none"><li>• Plenary session</li><li>• Titanium Awards Gala Dinner</li></ul>
<b>Tuesday 13 May</b>	<ul style="list-style-type: none"><li>• Parallel Workshops</li></ul>
<b>Wednesday 14 May 12h00</b>	<ul style="list-style-type: none"><li>• Plenary session</li><li>• Conference closure</li></ul>

## 10. Lunch, Opening Ceremony and Gala

There will be no charge for attending the Opening Ceremony scheduled for **Sunday, 11 May 2024**. Those manning stands are welcome to join the delegates for tea and lunch for the duration of the conference. Please note that included in the package is access to the Gala evening at no additional charge for persons manning your stand.

## 11. Registration

All persons manning your stand have to get an access card at registration, which will be open on *Saturday, 10 May 2024 at 15h00 – 18h00*.

Please note that you strictly are limited to:

- Two people manning – 3x3
- Four people manning – 6x3

## 12. Best stand Awards

As part of our efforts to recognize the enormous amount of effort, creativity and innovation that goes into the exhibition process, BHF has added the BEST stand awards.

Every exhibitor will automatically be placed into the competition, which is divided into three categories



1. Best Large Stand (9 x 3 and above);
2. Best mid-sized Stand (6 X 3);
3. Best Small Stand (3 X 3 and smaller) - to reflect the many sorts of organizations that exhibit at the BHF Conference.

A team of judges will visit all stands on **Monday, 12 May 2024** and **WINNERS** will be announced at the Titanium Awards Ceremony. Please ensure that a representative is available to accept the award should your stand be announced as the winner in your respective category.

## 13. Exhibition Storage Space

There will be storage as from Saturday **10 May 2025** until **Wednesday, 14 May 2025**. Should you need storage, please email: [leagom@bhfglobal.com](mailto:leagom@bhfglobal.com) to book this.

## 14. Aisles / Ceiling Height

The minimum aisle space applicable to all exhibitions is three (3) metres. Should any item or structure be placed or protrude into the designated aisle space, the CTICC reserves the right to request the removal thereof or remove the said item without any liability for loss or damage. Aisles should be planned and laid out to ease the flow of traffic and in line with the fire exists. Stand construction to take place within the booked exhibition stand floor space (i.e. NO construction work will be allowed within the aisles).

## 15. Labour / Porterage

Porters or general assistants will be available throughout the conference, should you require this service please e-mail: [leagom@bhfglobal.com](mailto:leagom@bhfglobal.com) and the times you need the porter.

## 16. Design Stands

Please note that all exhibitors can contract their own preferred providers. However, should you need **Scan Display** to assist you, please contact **Megan De Lillie on 021 012 5401/ 071 175 3359** or e-mail: [megan@scandisplay.co.za](mailto:megan@scandisplay.co.za)

## 17. Power Point / Plugs

BHF will supply one plug point each single-phase outlet is 240volt. Should you wish to order a single- Phase Distribution board, please contact please contact Megan De Lillie on 021 012 5401/ 071 175 3359 or e-mail: [megan@scandisplay.co.za](mailto:megan@scandisplay.co.za)

## 18. Security

CTICC does provide perimeter as well as security in the evenings in the exhibition area. Please note for security reasons no one will be allowed into any conference facility without an access card.

## 19. Fire Escapes

Fire escapes are located throughout the venue and are demarcated with signage. Event organizers are to ensure that neither the signage nor the exits are obstructed in any way.

## 20. Travel Clinic

The Travel Clinic situated in the CTICC Basement Foyer (Level 1) has medical staff in attendance during normal working hours and a Medical Doctor on 24-hour call at all times.

## 21. Flammable & Hazardous Material

The venue does not allow any fire or flammable material on any of the venues.

## 22. Furniture

BHF will only supply 1 trestle table with 2 chairs for free for a standard 3x3 Shell scheme. Should you wish to book additional furniture please contact your preferred supplier or please contact Megan De Lillie on 021 012 5401/ 071 175 3359 or e-mail: [megan@scandisplay.co.za](mailto:megan@scandisplay.co.za)

## 23. CARPETING

The venue is carpeted with grey carpeting.

## 24. Stand Cleaning

Exhibitors are responsible for maintaining their own stand in a tidy condition at all times. Dedicated cleaning to stands will be for the exhibitor's account.





## 25. Food & Beverages

### FOOD

The CTICC offers a variety of platters / snacks to exhibitors which will be delivered to their stands on request. If exhibitors wish to hand out samples, it must be limited to a bite size portion and require approval from CTICC Management first.

Late orders are only allowed to be placed on the day of the event for the next day only until 15:00 and these will carry a 20% surcharge. Should there be any orders placed after 15:00, an additional 30% surcharge will be levied.

### BEVERAGES

The CTICC offers a variety of beverages to exhibitors which will be delivered to their stands on request. From custom craft gin bars to bespoke artisan barista espresso bars, we have all your beverage requirements covered. If exhibitors wish to hand out samples, it must be limited to 85ml of liquid and require prior approval from CTICC Management.

### TERMS AND CONDITIONS

The CTICC is the sole provider of all food and beverages. If exhibitors wish to sell food and beverage items on our premises, 30% of the sales will be levied to the CTICC. A Certificate of Acceptability for food services issued by the Department of Health must be produced and handed to the CTICC prior to setup. On-site cooking requires discussions with our Health and Safety Officer. Exhibitors are to advise the CTICC accordingly if they wish to practice any of the above for approval first. Any items brought onto the premises are subject to a corkage fee per item. Corkage fee will be at the discretion of the CTICC Management and must be paid prior to the start of the event.

*Note: CTICC has an on-consumption license only.*

## 26. IT Infrastructure

The CTICC is equipped with a state-of-the-art network and IT infrastructure, which is geared at providing technology solutions for the conference and exhibition industry.

The network consists of:

- Fibre-optic backbone running at 10 Gbps, as well as strategically positioned fibre-optic floor points throughout the buildings
- 3 600 Data (CAT5e and CAT6) outlets running at speeds up to 1 000 Mbps
- Fibre internet
- High Density Wireless LAN (Hotspots)

This infrastructure can be configured to offer internet access, VLAN's, public- or private IP addresses as well as a host of custom requirements.





An order placed in advance will ensure the network is securely configured at your arrival. All clients can be allocated their own VLAN (Virtual LAN), which is either 'blank' or pre-configured with the following services:

- DHCP
- DNS
- NAT or Static Public IP Addresses (if requested)
- Outgoing SMTP Mail relay
- Internet bandwidth with a 1:1 international contention ratio
- LAN connectivity
- Wireless connectivity

Note: No routers, wireless access points or connections are permitted. Only the CTICC IT Department is allowed to do installations connecting to the CTICC infrastructure.

## 27. Exhibitor Terms & Conditions

1. Exhibitor
  - 1.1. To pay BHF, upon receipt of invoice, the full amount owing in terms of the invoice in respect of the exhibition space booked.
  - 1.2. Acknowledges that the decision to or not to continue with the event shall be the absolute discretion of BHF.
  - 1.3. In the event of cancellation of the exhibition by BHF, for whatever reason, all monies paid by the Exhibitor to BHF shall be refunded to the Exhibitor within 30 days of the date of cancellation: All cancellations subject to terms and conditions on the booking form.
  - 1.4. Acknowledges that BHF shall endeavour to allocate a stand in accordance with the preferences indicated, but that BHF cannot guarantee that the stand allocated will be the same as indicated by the Exhibitor.
2. Liability to third parties
  - 2.1. Parties agree to be liable, proportional to stand size, to third parties contracted to BHF to perform functions and/or services at the exhibition;
  - 2.2. That in the event of any criminal, civil, statutory or regulatory disciplinary proceedings being instituted by individuals and organizations, the Exhibitor shall exclude the liability of BHF in so far as such proceedings relate to misrepresentation made by the Exhibitor.
3. Rules and Regulations
  - 3.1. The Exhibitor shall adhere to the Rules and Regulations as per the Exhibitor Manual.
  - 3.2. Failure to conform to the Rules and Regulations may result in the removal of the exhibition stand and the forfeiture of monies paid to BHF.
  - 3.3. To take risk insurance to secure itself against any loss and damage including theft, fraud, fire and public liability.



## 28. Shell Scheme and Space Only Checklist

It is compulsory for all exhibitors to complete the service manual link. Please [click here](#) complete this service manual order, for all shell scheme and space only orders.

For further information or assistance please contact:

**Scan Display**- Scan Display Exhibition stands contact:

Name :Megan De Lillie

e-mail: [megan@scandisplay.co.za](mailto:megan@scandisplay.co.za) / [servicescpt@scandisplay.co.za](mailto:servicescpt@scandisplay.co.za)

Tel: +27 21 012 5401 / +27 71 175 3359

## SERVICE ORDER FORM CHECK LIST

**DEADLINE FOR SUBMISSION:** 2 May 2025