

# GENERAL TERMS AND CONDITIONS OF CONTRACTING

## 1. TERMS AND CONDITIONS OF CONTRACTING

A signed application form and the General Terms and Conditions comprise a contract concluded between the applicant (hereinafter: the Exhibitor) and the Novi Sad Fair (hereinafter: the Fair).

**Application is irrevocable and obliges the applicant unless cancelled in writing form (official letter) 30 days before the opening of the event.**

**Should the applicant cancel his appearance within 30 to 20 days prior to fair event opening, Novi Sad Fair shall keep the previously paid 20% of the total amount specified in the last pro forma invoice, for obligations stemming from contractual relation and made reservation of exhibition area (design, location, postal and telephone charges, etc.), due to given notice of cancellation within the specified period.**

**Should the applicant cancel his appearance within a period of less than 20 days prior to fair event opening, the applicant is obliged to pay the entire amount specified in the last pro forma invoice, as principal debt, for made reservation of exhibition area and other services, regardless of whether he will be exhibiting in the area he registered for or not, whereas Fair reserves the right to designate the relevant area to another exhibitor, or to arrange and decorate the area not used by the above exhibitor in a manner suited to the concept of the event, to be encumbered to the above the applicant.**

Upon completion of the event, the applicant will be sent a final invoice for the services that have been used. The applicant is obligated to pay the remaining debt according to the final invoice within the specified period.

The Fair reserves the right to:

- approve or reject the application
- determine the location and size of the exhibition space
- modify the already assigned location
- cancel the accepted application 15 days before the opening of the event
- registered exhibitors by commodity groups.

The minimum size of the exhibition space that can be leased is 12 m<sup>2</sup> of the indoor space, other than standard stand offered in packages of services which are an integral part of the application - contract for participation. The Fair reserves the right to increase or decrease the exhibitor's space depending on possibilities for determining location. The Fair will notify in writing the applicant of the location of the allocated exhibition space and will submit the Space Plan.

Without the approval of the Fair, the applicant may not transfer the right to use the leased space to another user.

A single booth may not be used by more than one exhibitor, unless the present business entities have been registered with the Fair as co-exhibitors alongside the lead exhibitor.

If the exhibitor does not register co-exhibitors or indirect exhibitors, or fails to provide complete information in his registration, Fair is entitled to subsequently charge the exhibitor for costs of co-exhibitor and indirect exhibitor registration fees.

**All complaints for the exhibition space and technical services may be submitted only for the time of the event in writing (official letter).**

## 2. PAYMENT TERMS AND CONDITIONS

**On the basis of signed application, the Fair will deliver a pro-forma invoice, based on which is required that the applicant settle the payment in advance of 20% of the total amount of the invoice within 5 days of the date of invoice, and the remaining 80% no later than 15 days before the event.**

## 3. PUTTING UP BOOTHS

Design of exhibition area includes structural design of booth, work on booth (erection of aluminum construction, erection of water-supply and electric power supply), expert and technical supervision.

**Standard booths** have aluminum construction in natural aluminum color OCTANORM, with duplex interior, white, floor covered in floor covering, booth has lighting, small floodlights, sign on booth in block letters (logotype charged additionally), furniture – as per applicant's choice.

**Price of setting up standard booth includes services related to erecting and disassembling of following booth elements:**

STANDARD BOOTH

| NAME               | QUANTITY                                     | Up to 25 m <sup>2</sup> | 26 - 50 m <sup>2</sup> | 51 - 100 m <sup>2</sup> | > 100 m <sup>2</sup> |
|--------------------|--|-------------------------|------------------------|-------------------------|----------------------|
| OFFICE             | ITEMS  | 1                       | 2                      | 2                       | 4                    |
| COFFEE ROOM        | ITEMS  | 1                       | 1                      | 1                       | 1                    |
| TABLE              | ITEMS  | 1                       | 2                      | 4                       | 5                    |
| CHAIR              | ITEMS  | 4                       | 8                      | 16                      | 18                   |
| KITCHEN SHELF LOW  | ITEMS  | 1                       | 1                      | 1                       | 1                    |
| KITCHEN SHELF HIGH | ITEMS  | 0                       | 1                      | 1                       | 3                    |
| FLOOR COVERING     | ACCORDING TO SIZE OF STAND IN m <sup>2</sup> |                         |                        |                         |                      |

**Terms and conditions for renting stand construction and furniture:**

Stand elements must not be covered, painted, dismantled or appropriated.

The applicant is responsible for maintenance of elements at the stand during the fair event.

The applicant shall compensate for any possible loss or damage of any rented element in accordance to its market value.

The Fair retains the right to make minimal changes in the project.

The Fair guarantees that all elements shall be delivered, provided there are enough items on stock, which depends on the time of application for exhibiting. If the applicant chooses not to use all elements belonging to the particular stand type, the price of stand construction shall not be lowered.

**Custom booths can be made** (maxima, particleboard, craft, etc.)

The applicant may order **additional equipment**, the prices of which are not specified in the registration, by completing an order form, all in line with the current Fair price list. The complete price list is available on the Novi Sad Fair website at [www.sajam.net](http://www.sajam.net).

**The applicant may carry out the construction and the arrangement of the exhibition area in the manner as follows:**

- Engaging Novi Sad Fair, in which case design certification is not charged;
- Engaging other contractors in which case design certification is charged 2,75 EUR/m<sup>2</sup> (VAT not included);
- If applicant independently carries out work on his booth and possesses the necessary materials for the booth (to be determined by a committee), he will be charged design certification in the amount of 1 EUR/m<sup>2</sup> (VAT not included).

In case the applicant executes the construction himself or contracts his own constructor, works cannot start until the Novi Sad Fair acknowledges the project of the stand.

If applicants independently decorate leased area or enlist the services of a decorating company, they are obliged to submit the design to the Fair for APPROVAL, including the following attachments, namely:

1. Specification of materials for setting up booth
2. Specification of furniture
3. Registered own blank bill of exchange (signed by authorized person) and proof of bill of exchange registration (for contractors from Serbia)
4. Vehicle license plate number
5. List of workers who will be carrying out works.

If any of the above is missing, they will not be able to access Fair Halls.

Contractor is obliged to pay the invoiced amount or to deposit a bill of exchange upon design certification and prior to commencing works.

**The attestation of the project and the project attestation fees are solely the obligation of the contractor.**

**The applicant may take over the obligation of paying for the project attestation fee, in case, before the assembly has been started, he provides a certified document wherein he confirms such obligation.**

Works not mentioned in the application, but wanted by the applicant to be done at his stand in the hall or outdoors, can be ordered, in writing, in an order form, not later than two days (48 hours) before the beginning of the event.

For all timely extra orders of the applicant, the current pricelist will be used.

#### 4. OTHER TECHNICAL INFORMATION

**The applicants obliged to provides the application of required measures of safety and healthcare at work in accordance with the law and other bylaws for all his employees, other persons engaged or for the company he engages for assembling stands or other activities.**

**The applicant is obliged to empower the engaged employees for the above mentioned jobs for safe and healthy work, to provide equipment for work, i.e. material and equipment for personal safety at work to which safety and healthcare measures have been applied.**

**Pursuant to the Law on Protection of the Population from Exposure to Tobacco Smoke in Facilities, it is forbidden to smoke in the halls of the Novi Sad Fair.**

The applicant may begin arranging and decoration of the exhibition area, as well as delivery of merchandise to Fair premises five (5) or ten (10) days prior to fair event opening in the closed and in the open area, respectively, but no later than 48 hours prior to the opening. Activities may commence earlier than stated above, subject to special approval of the Fair. Otherwise, Fair shall not be liable for untimely arranging and decoration of the exhibition area.

**The applicant is obliged to complete arranging and decoration of the exhibition area 24 hours prior to fair event opening, as well as to remove any packaging and other materials which will not be exhibited, by the same deadline.**

Upon arrival at the Fair, each applicant shall report to the relevant inspector, in order to receive precise information regarding the location and dimensions of the designated premises in the hall, as well as in the open exhibition area. Should an applicant occupy a location other than the one designated to him, he shall bear all costs of relocating to his designated exhibition area.

The applicant is obliged to be present during pavilion opening and closing during preparations for the fair event and during the fair event itself. Fair shall in no way be liable for any disappearance of or damage to exhibition materials or exhibits.

Exhibition goods can not be amounted and changed before the closing of the event, and the applicant are required to ensure the presence of their authorized representatives by the end of the event.

The applicant is obliged to be present during pavilion opening and closing during preparations for the fair event and during the fair event itself. **Fair shall in no way be liable for any disappearance of or damage to exhibition materials or exhibits.**

**The packing and despatch may begin one day after the closing of the fair event.**

The applicant may take out the goods only with a permit issued at the Exhibition Service of the Fair, after all the debts to the Fair have been settled.

The applicant is required to upload their property from the area of the Fair within two (2) days after the end of the event. After this period, the Fair has the right to charge the cost storage of the applicant's assets in its space for the price by the current price list of the Fair Services. If the applicant at the expiration of the period of 15 days from the date of completion of the event does not upload their property, it becomes the property of the Novi Sad Fair.

Any earth works to be carried out in the open exhibition area must be announced and completed no later than 10 days prior to fair event opening.

Should the applicant decide to perform plumbing works at the Fair, the applicant should ask the Novi Sad Fair to inspect the installations.

**Novi Sad Fair will supply electrical power for installations in exhibition areas.**

**If applicant (exhibitor or his contractor) will be doing electrical wiring from the main power supply, he is obliged to submit the wiring diagram to Novi Sad Fair for inspection prior to commencing works.**

**Applicant (exhibitor or contractor) shall be liable for correct electrical wiring from the main power supply.**

The applicant shall pay for the damage done by the applicant's workers or third parties hired by the applicant to perform works at the Fair. The amount shall be determined by a committee established by the Fair.

The applicant may use the exhibition space to organise demonstrations of equipment, provided it does not disturb other exhibitors and visitors. During the demonstration, all safety and precaution measures should be taken by the applicant, who takes the whole responsibility for possible damage.

**The sound equipment at the exhibition stand can be tolerated only within the space covered by the stand.**

If the applicant does not transport the goods using their own means of transport, the transport and despatch of the goods from the entrance to the Fair to the exhibition space may be done by a forwarding agency.

#### 5. COMPULSORY CATALOGUE LISTING, MOBILE APPLICATION, INTERNET AND PASSES FOR EXHIBITORS

**All exhibitors, regardless of the application deadline, are obliged to pay the catalogue listing, mobile application and internet. The Fair has defined the following categories of exhibitors:**

**EXHIBITORS** - economic entities who present their own products or services, rent a designated exhibition space and who are obliged to be listed in the official Catalogue. If the Exhibitor lists its representative offices (outside of headquarters) pays the registration fee that applies to indirect exhibitors for each of the specified representative office.

**CO-EXHIBITORS** - If on the stand rented by the Exhibitor are the other economic entities, they are required to be registered as co-exhibitors. The co-exhibitors are registered by the Exhibitor and the Exhibitor is also obliged to pay the Catalogue listing fee. The information about the co-exhibitor shall not be listed under the first letter of the company's name, but are listed alongside the information about the Exhibitor, in accordance with the text submitted by the Exhibitor.

**INDIRECT EXHIBITORS** - If business entities (manufacturers and countries of origin) which are not Fair exhibitors, and which have a business relationship with an exhibitor, are listed in the catalogue of exhibitors, they shall have the status of indirect exhibitors. The Exhibitor shall the Fair a fee for each listed indirect exhibitor. The information about the indirect exhibitor shall not be listed under the first letter of the company's name, but are listed alongside the information about the Exhibitor, in accordance with the text submitted by the Exhibitor.

**The fee for compulsory Catalogue listing for EXHIBITORS includes the following:**

- publishing of information about the Exhibitor (exact name, address, phone and fax number, e-mail address, http, logo) in the list of exhibitors in the Catalogue
- publishing of up to 20 words about the products or services in the list of exhibitors in the Catalogue, in accordance with the commodity groups published in the Catalogue
- entering data in the list of exhibitors on the Fair website
- entry in the Fair information system (a multimedia information centre)
- a copy of the Catalogue
- Mobile app – publishing data on exhibitor, products or activity
- Internet – implies basic package, single connection per exhibitor 1/512 Mb/s.
- The passes for a fair event shall be allocated as follows:
  - for indoor or office space of up to 25 m<sup>2</sup> three passes, for each additional 25 m<sup>2</sup> additional two passes
  - standard stand 6 m<sup>2</sup> and 9 m<sup>2</sup> - one passes
  - standard stand 12 m<sup>2</sup>, 16 m<sup>2</sup>, 20 m<sup>2</sup> and 24 m<sup>2</sup> - two passes
- **The organiser of a collective exhibition that does not have its own stand shall receive three (3) passes from the Fair, and a copy of the Catalogue, and for each registered company the number of passes as stipulated above.**
- Number of exhibitor passes with bar code defined under registration.

**The fee for compulsory Catalogue listing for CO-EXHIBITORS, includes the following:**

- publishing of information about the co-exhibitor (exact name, address, phone and fax number, e-mail address, http, logo) in the list of exhibitors in the Catalogue
- publishing of up to 20 words about the products or services in the list of exhibitors in the Catalogue, in accordance with the commodity groups published in the Catalogue
- entering data in the list of exhibitors on the Fair website
- entry in the Fair information system (a multimedia information centre)
- a copy of the Catalogue
- Mobile app – publishing data on exhibitor, products or activity
- Internet – implies basic package, single connection per exhibitor 1/512 Mb/s.
- Passes for co-exhibitors:
  - two passes for each co-exhibitor listed in the Catalogue
- Number of co-exhibitor passes with bar code defined under registration.

**The fee for compulsory catalogue listing for INDIRECT EXHIBITOR includes the following:**

- name of the indirect exhibitor, town/city and country
- Mobile app – publishing data on exhibitor, products or activity

The Catalogue is printed in Serbian and English. The Exhibitors are responsible for correctness of the information published. The Fair retains the right to adjust the names of products listed in the Catalogue application form in accordance with the commodity groups, which are integral part of the Catalogue.

The Catalogue application form is submitted with the application for exhibiting and the two forms are regarded as the same application. **The information received after 18<sup>th</sup> September 2017 shall be printed in a supplement for late-entries.**

## TICKETS AND ADDITIONAL TICKETS

Based on the introduction of a system of electronic controls, all cards and tickets have a bar-code. All cards and tickets for applicants can be taken in the Exhibition Activities Service, before and during the Fair.

If there is a need to hire more staff at the stands or for the guests of applicant, permanent tickets can be ordered in the Exhibition Activities Service.

Note:

All cards allow the user an unlimited number of entries into the exhibit space during the working hours for exhibitors, whereby the user must comply with the below terms of use.

Pass holder must permit person in charge of monitoring entrance to scan the bar code and record entrance, on every single occasion of entrance.

Pass must be scanned on every occasion of departure, as well.

Pass holder whose pass has not been recorded at departure will not be permitted re-entry; i.e. the only way to re-enter will be by purchasing a one-day pass.

Only pass holder may be subject to recording of entrance and departure; a single pass may only be used by a single person.

Pass is property of Novi Sad Fair. In the event of misuse or use contrary to rules, pass shall be blocked and/or confiscated without right to reimbursement, and without Fair's obligation to issue a replacement pass.

## 6. INSURANCE

The applicant is obliged to insure exhibition material with a domestic or foreign insurance company. Fair shall not be liable for disappearance of or damage to applicant's property at the Fair.

The applicant shall be fully liable for damage to exhibition material and other applicant's property, unless the above has been insured as specified in the above paragraph.

## 7. GENERAL TERMS AND CONDITIONS FOR CONTRACTING MARKETING SERVICES

### MATERIAL DELIVERY DEADLINES:

The signatory applicant for marketing services is obliged to deliver the material ready for print (advertisements on CDs or in electronic format) to the Novi Sad Fair not later than 20 days prior to the beginning of the fair event. In the event that he does not deliver the material, the Fair will realise the ordered service according to the data it has at its disposal, and if it is not possible, the applicant will bear all the costs stated in the application as if the service were done.

Materials for a CD: format jpg 800 x 600

Materials for the Internet site - banners: format jpg or gif, 120 x 60 pixels or 180 x 150 pixels

### DEADLINES FOR AND TERMS OF CANCELLATION OF SIGNED REGISTRATIONS

Once submitted, the application for marketing services is irrevocable and legally binding, unless cancelled in writing, as follows:

#### - THE CATALOGUE

- **At least 20 days before the start of the event**, the applicant is obliged to pay on behalf of the obligations of the contractual relationship 10% of the ordered services (final invoice).

- **In period shorter than 20 days and if the Exhibitor do not submit the material for publication**, the applicant is obliged to pay on behalf of the obligations of the contractual relationship 100% of the value of ordered services (final invoice).

#### - ADVERTISING SPACES

Renting and making advertising signs may be stipulated for the duration of the fair or for a period longer than the duration of the fair event.

In case the contract is terminated due to any applicant's fault, the applicant shall bear the costs of the dismantling of the advertisement from the advertising space.

Once submitted, the application is irrevocable and legally binding, unless the applicant submits a cancellation in writing:

- within 5 (five) days before the start of the event (cancellation deadline less than 5 days)-the applicant is obliged to pay on behalf of the obligations of contractual relationship 10% of the ordered services (final invoice).

The applicant is obliged to make the payment in full not later than before the works begin, according to the stated prices for the services.

## 8. RENTING HALLS IN THE CONGRESS CENTRE

Once submitted, the application is irrevocable and legally binding, unless cancelled in writing seven (7) days prior to the fair event.

In the event of cancellation / termination of this Contract in a period shorter than seven (7) days before the event, the Lessee is obligated to pay on behalf of arising liabilities from the contractual relationship the full amount of the last invoice issued pursuant to this Contract, whether using lease or not, and the Fair reserves the right to issue contracted services to another user.

### RENTING TERMS AND CONDITIONS

The price of renting the hall includes the complete audio-visual support:

#### a) from Great Hall (350 seats)

- frontal projections with two projectors, 6,000 ANSI Lumen each
- two automatic screens 4 m
- plasma screen in front of the Hall
- PC (PowerPoint, DVD, CD, Video, USB drive)
- audio (Radio, CD, DVD, Mic, PC)
- video (DVD, DV, SVHS)
- two cameras on the ceiling
- wireless microphones
- desk microphones
- monitors on the chairperson's desk
- monitor on speaker's desk
- access provided for notebooks, both on the speaker's desk and the chairperson's desk

#### b) for halls accommodating between 100 and 400 people

- frontal projection with a projector, 4,500 ANSI Lumen
- automatic screen 3 m
- PC (PowerPoint, DVD, CD, Video, USB drive)
- audio (CD, DVD, Mic, PC)
- video (DVD, DV, SVHS)
- a camera on the ceiling
- wireless microphones
- desk microphones
- monitors on the chairperson's desk
- monitor on the speaker's desk
- access provided for notebooks, both on the speaker's desk and the chairperson's desk
- plasma screen in front of the Hall (halls 3, 4, 5 and 6)

The Renter is responsible for possible damage to the equipment which is an integral part of the rented space during the renting period. The Fair is not responsible for possible loss or damage to technical devices, material, equipment and other items brought in by the Renter before, during and after the renting period agreed.

Novi Sad Fair reserves the right to set the final date and time in accordance with the order of registrations.

Catering and hospitality services shall be arranged separately. Food assortment depends on the number of persons, variations of daily menus, as well as on the need for a broader selection of refreshments.

#### The basic buffet menu is comprised of the following:

**Hors d'œuvre** (smoked sirloin, minced pork sausage, ham, chicken breast, feta cheese, trappista cheese, vegetarian, tuna, seafood, etc.), **pies** (cheese, meat, greens, cheese cornbread, etc.), **cocktail barbecue** (mini kebabs, bacon-wrapped chicken skewers, pork noisettes, chicken fillet cocktail, cocktail wieners, etc.), **short-order meals** (chicken, mini Karađorđe's schnitzels, orly catfish – Lenten, etc.), **filled pastry shells** (chicken salad with peanuts, Russian salad, beef salad with pickles and mushrooms, ham salad with corn, grilled vegetables, sesame-corn salad, etc.), **fresh salads, mixed pastries, homemade petits fours.**

**Beverages:** unlimited quantity of coffee and domestic non-alcoholic beverages.

## 9. QUALITY APPRAISAL OF FACILITIES, SERVICES AND PRODUCTS

Quality appraisal committee will work in accordance with "Basic rulebook of product and service quality appraisal", "Rulebook of facilities and services quality appraisal", "Rulebook of equipment for hotels and catering quality appraisal" and "Rulebook of bakery confectionery products quality appraisal" of the Novi Sad Fair.

Each awarded participant in the quality appraisal process will be entitled to use the fair logo in media promotion of his product(s) and in his own market promotion, in line with current regulations.

Quality appraisal results will be published on the Novi Sad Fair website [www.sajam.net](http://www.sajam.net), where quality appraisal rulebooks and registration forms are also available.