

Exhibitor Terms and Conditions Hotel Papendal B.V.

1. These Exhibitor Terms and Conditions apply to all exhibitions, trade fairs, meetings, and other events (hereinafter referred to individually as “the Event”) at Hotel Papendal.
2. Prior to your Event, the spaces reserved by you will be delivered clean by Hotel Papendal.
3. At the end of your Event, all spaces must be vacated and returned empty. Excessive soiling and the removal of waste and/or materials will be charged based on actual costs.
4. Prior to the Event, you must provide your account manager by email with a list of contact details of the stand construction and dismantling companies, including a mobile number at which they can be reached during setup and dismantling.
5. You are responsible for ensuring that stand construction companies are aware of these Exhibitor Terms and Conditions and any additional agreements made.
6. In consultation with you, we will create a floor plan of the spaces, which you will receive prior to the Event. The wishes of exhibitors will be accommodated as much as possible.
7. The layout of the stands will be marked on the floor with tape by Hotel Papendal, based on the agreed floor plan. If an exhibitor exceeds the allocated stand space or blocks emergency facilities and/or exits, Hotel Papendal reserves the right to adjust, relocate, or dismantle the stand.
8. If more than 75 m² of stand space is reserved for your Event, you are required to book exhibition supervision during setup and dismantling for a minimum of 4 hours. The supervisor will be the first point of contact for exhibitors and ensures smooth operations during setup and dismantling. The supervisor ensures compliance with these Exhibitor Terms and Conditions and coordinates assistance with planning changes or adjustments. In case of disputes, the supervisor’s decision is final.
9. After setup, responsibility is transferred from the exhibition supervisor to the Party Manager of Hotel Papendal. During your Event, the Party Manager is the primary contact for questions, disputes, and emergencies.
10. All stands must be built and dismantled within the agreed schedule. Outside of this schedule, setup and dismantling cannot be guaranteed, and Hotel Papendal is entitled to charge additional costs for room rental and supervision. If a stand is not properly or temporarily dismantled, Hotel Papendal may remove it without liability for any resulting damage. Removal costs will be charged.
11. The display of vehicles with combustion engines is permitted. Vehicles may not be started. Fuel levels must be minimized in accordance with fire department regulations, and the battery must be disconnected.
12. Hotel Papendal applies a maximum floor load of 25 kN/m². Placement of heavy objects must always be discussed in advance and requires written approval from Hotel Papendal.

13. Dimensions and Maximum Access

Maximum access to the Athene Hall: 2.50 x 3.19 meters

Maximum access to the Foyer: 1.85 x 2.52 meters

Maximum access to the Sydney Hall: 3.61 x 2.70 meters

Maximum access to the Entrance: 1.29 x 2.47 meters

Maximum stand height in the Athene Hall: 4.00 meters

Maximum stand height in the Sydney Hall: 2.30 meters / 2.90 meters

14. Hotel Papendal is not responsible for the transport and storage of materials for an Event. You must ensure proper insurance yourself. Storage of goods is only possible with prior written approval from Hotel Papendal.
15. Placing or attaching objects, banners, or other materials in, on, or to the building is only permitted with prior written approval from Hotel Papendal.
16. Hotel Papendal is not liable for theft, loss, or damage to exhibitor materials, unless caused by intent or gross negligence on the part of Hotel Papendal. Any (technical) equipment you bring must be properly secured by yourself.
17. Employees of Hotel Papendal and third parties engaged by Hotel Papendal must have access to the rented space at all times if necessary for the performance of their duties.
18. Objects and/or materials deemed by Hotel Papendal to be contrary to public order or good morals will be removed. Any removal costs will be charged.
19. Hotel Papendal provides catering during Events. Serving your own food and/or drinks is not permitted unless agreed in writing in advance.
20. Our technical equipment may only be operated by Hotel Papendal staff.
21. The lobby, Dug Out bar, Olympic Club restaurant, coffee square, and Centre Court are public areas accessible to all guests. Placement of banners, posters, or other promotional materials in these areas is only allowed with written permission from Hotel Papendal.
22. As the client, you are responsible for any damage caused. The setup of the spaces must be approved by Hotel Papendal and comply with the regulations of the Arnhem Fire Department. The main provisions are:
- Curtains and other fabrics must be flame-retardant;
 - The use of flammable plastics and other combustible materials is not permitted;
 - Spaces behind stands may not be used for storage;
 - Gas installations are only permitted under constant supervision of a fire watch and after written approval from the Arnhem Fire Department;
 - All fire extinguishers, fire hoses, and signage must remain accessible, as well as all emergency exits;
 - The use of pressure cylinders is not permitted inside the building; outside, cylinders must be properly secured against falling (due to explosion risk).