

Be Smart.

Protocol for
conferences, exhibitions
and business events

Small Effort // Big Difference



We are ready to welcome you back. In a safe and responsible way...BE SMART.

As MECC Maastricht we have taken the required measures in which we are still able to provide you and your delegates/visitors with an outstanding experience despite the circumstances. These measures are summarized in this event protocol and are applicable until 31 December 2020 unless the Dutch government changes COVID-19 regulations in an earlier stage.

1. RESPONSIBILITY

The responsibility to prevent the spread of the coronavirus is a shared responsibility. This is only possible if everyone follows the guidelines in this protocol in a responsible manner.

2. STARTING POINTS

The starting points for this protocol are the guidelines of the Dutch Institute for Public Health and the Environment (RIVM) and the event protocol that has been set up by EventPlatform, the Dutch consultation platform of various event sector and trade organizations. This protocol is intended as a general framework for the safe organization and attendance of events.

3. GENERAL GUIDELINES

In general we adhere to the guidelines as stated by the National Institute for Public Health and the Environment (RIVM) and the World Health Organization (WHO). Meaning:

- Keep a safe distance of 1,5 meters from other people
- Wash your hands regularly
- Cough and sneeze into your elbow
- Use paper tissues
- Don't shake hands with others
- Avoid busy places
- Stay at home if you show mild complaints of cold or flu

4. REGULATIONS FROM THE DUTCH GOVERNMENT

The following measures apply from the Dutch government:

- Meetings up to 30 participants are allowed as of 1 June 2020
- Meetings up to 100 participants are allowed as of 1 July 2020
- Meetings larger than 100 participants are allowed as of 1 September 2020

All under the condition that the guidelines as stated below are applied.

5. SMART DISTANCE

For all events:

- Attendees always keep at least 1,5 meters distance from each other.
- The total number of people present (visitors and employees) per m² is used as a guideline for determining the capacity per event:
 - 1 person per 10 m² for exhibitions and corporate events
 - 1 person per 5m² for conferences and meetings

The final capacity per event also takes into account the layout of the location / hall / exhibition floor

- It is only possible to attend an event with an online reservation.
- When making the reservation, the visitor selects a time slot, if applicable. The number of visitors per time slot is determined based on the total number of people present per m2. Each reservation has a fixed start and end time.
- The general guidelines are displayed prominently in all public areas of our building.
- We can make use of multiple entrances/exits to minimize cross-traffic.
- We create designated routes throughout our building to guarantee the safe distance of 1,5 meters. These routes will be clearly marked on floors, walls, windows, etc.

6. CONFERENCES AND MEETINGS

- Delegates/participants can only attend a conference or meeting with an online reservation (on-site registration is not possible).
- Pathways in between meeting rooms and halls will be clearly designated, if needed there will be one-way traffic.
- All meeting rooms and halls will have a maximum capacity taking into account the safe distance of 1,5 meters (please ask your Business Development Manager for an overview of the maximum meeting room or hall capacity).
- Seating in the meeting rooms or halls will occur via a specific protocol (the first one to enter the room will take the last seat in the first row and so on), the same applies for exiting the meeting room or hall. In each meeting room or hall there will be at least one staff member to guide the seating process.
- In between sessions, sufficient time will be reserved in order to make sure the delegate flow will be flawless.

7. EXHIBITIONS AND TRADE FAIRS

- Visitors can only visit an exhibition or trade fair by online reservation (no on-site registration is not possible).
- Visitors can reserve a specific time slot to visit the exhibition with a specific start and end time, as our capacity is limited due to the safe distance of 1,5 meters. After each timeslot, the fairground will be swept by our staff.
- Signing and markings will determine pathways and designate areas where people can meet each other, bearing in mind due to the safe distance of 1,5 meters.
- Pathways will be designed in a way that visitors can keep their distance (one-way traffic or two-way traffic if the width of the pathway allows to do so).
- Exhibitors are required to design their booth in a way that the distance rule can be applied.
- If needed, exhibitors will make marks on their booth floor to draw attention to the safe distance of 1,5 meters.

8. SAFE PREPARATION AND SERVING OF FOOD & BEVERAGES

- Preparing and serving of catering will occur under strict guidelines.
- Catering facilities will not be placed in public areas but in a separate, easy to access areas.
- Most of the catering facilities will be self-service and will be subject to a one-way waiting line.
- Food and drink facilities will only be possible at the designated catering points.
- Exhibitors are also allowed to serve food and drinks if the catering rules as applied by the terms and conditions of MECC Maastricht are being followed.

9. HYGIENE

- We provide preventive means such as hand sanitizers in all areas of our building
- We provide multiple cleaning rounds during the event (every day before the start of the event, two times during all the days of the event and every day at the end of the event). Extra and more frequent attention will be paid to high touchpoints such as door knobs, hand railings, etc.
- We limit the number of people to use the toilet facilities simultaneously (if needed we will create extra toilet facilities) and provide clear instructions for the use of toilet facilities.
- We provide touchless payment methods only.

10. CORONA SUPERVISOR

A corona supervisor is appointed to monitor compliance with the established guidelines. The corona supervisor is supported by a team of employees who are involved in the event and are in direct contact with visitors.

In addition to these guidelines, we will also provide organizers with specific guidelines for their suppliers during set-up and break-down periods.



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