

FAQ AND SHOW INFORMATION

INTERNATIONAL AIRPORT INFORMATION

Visa Requirements

U.S. citizens are subject to all UAE immigration laws. U.S. citizens should familiarize themselves with such laws before traveling to, or residing in, the UAE.

- **Passport Validity:** A passport valid for at least six months beyond date of entry is required to enter the UAE.
- **Personal travel of 30 days or less:** A U.S. citizen with a regular passport may obtain a no fee visitor visa upon arrival.
- **Stays longer than 30 days:** All travelers must obtain a visa before arrival in the UAE. Visitors on a 30-day visa may request a visa extension, which is at the discretion of immigration officials. Anyone planning to work or study in the UAE must obtain the appropriate visa

TRANSPORTATION & VENUE ACCESS

How many badges will I receive and how to do I obtain them?

<i>BADGE ALLOCATION</i>	
<i>STAND SIZE</i>	<i>NO. BADGES</i>
<i>less than 20 sqm</i>	<i>7</i>
<i>20 - 40 sqm</i>	<i>14</i>
<i>40 - 60 sqm</i>	<i>21</i>
<i>60 - 80 sqm</i>	<i>28</i>
<i>80 - 100 sqm</i>	<i>35</i>
<i>100 - 200 sqm</i>	<i>60</i>
<i>200 - 300 sqm</i>	<i>80</i>
<i>Over 300 sqm</i>	<i>100</i>

Each Badge should be entered with an individual email address, since all exhibitors will be emailed a bar code that they can scan onsite to receive their badges. We advise against using generic emails such as info@, sales@ etc. Please print this bar code to have onsite so you can collect your exhibitor badge.

All badges can be collected from the Organizers Office, located in the Sheik Saeed Hall 2 Foyer opposite of Hall 4 from 12:00pm onwards on Friday, January 26th.

Please note that the organizers will be unable to pre-print your Exhibitor Badges if your submission is made after Wednesday, January 3rd, resulting in an on-site printing charge of AED 10/- per badge. We highly recommend that you submit the Exhibitor Badge form prior to the deadline to avoid any unnecessary inconvenience during the show.

Is there a shuttle service available?

No. Metro & Taxi services only.

Where Can I Access Taxis?

A taxi stand is available next to the Ibis hotel, please walk past the hotel and cross the road – you will see the taxi stand in front of you.

Where Can I Get a Bus?

No buses are available.

Where Can I Get a Train?

The World Trade Centre metro station allows direct access to the Venue from prominent locations around Dubai. The station (number 22) is on the **Red Line** within Zone 5. Trains run every 7 minutes to all major business, tourist, and residential areas and with options such as Park and Ride or feeder buses connecting neighborhoods to the metro.

Station Hours: Red Line	Green Line
Thursday – 5:30am to 1:00am Friday – 10:00am to 1:00am Saturday to Wednesday – 5:30am to 12:00 (midnight)	Thursday – 5:00am to 1:00am Friday – 10:00am to 1:00am Saturday to Wednesday – 5:50am to 12:00 (midnight)

<http://www.dubaimetro.eu/>

Where are the Car Parks?

Car Parks 1A, 1B & 1C are free of charge and located off 312th Road, close to the Convention Gate / Novotel entrance. There is additional parking near the Za'abeel Hall entrance.

There are two Multi-Story Car Parks which have a nominal parking fee per hour: (1) behind Sheikh Rashid Hall Shiekh Maktoum Hall and (2) next to Sheikh Rashid Tower (close to Hall 1). Vehicles are not allowed to park overnight. Any vehicle left overnight will incur a penalty fee and DWTC reserves the right to remove all vehicles remaining in the car park after the permitted 24-hour period.

[Click here](#) to see a Map with locations of the garages as well as indication of free parking, paid parking, and valet parking.

A parking token is issued on arrival and must be submitted for payment on departure. A lost parking token will be charged in addition to the respective hourly parking charges, and is not refundable.

Can I purchase a vehicle pass?

Pre-Booked Parking at Multistory Paid Car Park (Parking at Level 2 Only with **Multiple Entries**): Dhs.200 per car / day + Dhs.50 for the Parking access card.

Hence a Pre-booked parking for Arab Health exhibition 2018 from 29th January to 01st February (04 days) will cost you Dhs.850 (Dhs.200 x 03 days + Dhs.50 for parking access card).

You can request to include the buildup and tear down for your parking access card, the total cost would be Dhs.1650 (04 days build up & tear down and 04 days event - 08 days in total) per access card.

This option is only available in our Multistory car park, [here](#) is a map of the Multistory Parking.

If you wish to purchase Parking access card you must contact [Sanoop Pareeth](#). Then once the payment is made they will issue your parking access card. Payment can be made with cash, credit card or bank transfer to DWTC and it is non-refundable once paid.

BUILD-UP & DISMANTLE

What are the Build-Up & Dismantle Hours?

BUILD-UP DATES

Friday, January 25, 2019

8:00am – 10:00pm Access to Space Only Contractors

Saturday, January 26, 2019

8:00am – 10:00pm Access to Space Only Contractors

2:00pm – 10:00pm Access to Exhibitors (Space Only & Turnkey)

Sunday, January 27, 2019

8:00am – 10:00pm Access to Space Only Contractors

8:00am – 10:00pm Access to Exhibitors (Space Only & Turnkey)

All stand construction must be completed by 6:00pm on Sunday, January 27, 2019.

All stand dressing and exhibit set up must be completed by 10:00pm on Sunday, January 27, 2019.

DISMANTLE DATES

Friday, February 1, 2019

5:30pm – 11:59pm Dismantling of Stands

Saturday, February 2, 2019

12:01am – 1:00pm Dismantling of Stands & Clearing of Hall

Exhibits cannot be removed or dismantled before 5:30pm, or once the halls are clear of ALL visitors.

Anyone found dismantling or packing their stand before the show closes at 5:00pm, may incur a fine.

Is there a safety dress code during build-up?

Yes! You must wear safety vest, steel toe boots and hard hat.



Will there be food available onsite during Build-Up and Dismantle?

There are a number of cafés and restaurants located throughout the Dubai World Trade Centre and the two adjacent hotels. To see a complete list of the onsite cafés and restaurants please [click here](#). There will also be a number of cafés for light refreshments available in the concourse

SHOW INFORMATION

Admission Hours

	Mon. January 28 th	Tues. January 29 th	Wed. January 30 th	Thurs February 31 st
	Show Days			
Exhibitors	8:00am – 6:30pm	9:00am – 6:30pm	9:00am – 6:30pm	9:00am – 9:00pm
Visitors	10:00am – 6:00pm	10:00am – 6:00pm	10:00am – 6:00pm	10:00am – 5:00pm

When & where does the USA Partnership Pavilion Opening Ceremony & Ribbon Cutting take place?

The organizers opening ceremony will be on Monday January 28, 2019 at 10:00am. The location is TBD
The USA Partnership Pavilion opening ceremony is TBD

Is there a dress code for show days?

Wear something comfortable and appropriate for the Middle East. The weather in Dubai is usually either warm or very hot. However, the conference rooms can be cold so bring a jacket or cardigan. It is suggested that women should cover their shoulders and body down to the knees.

When and where can I pick up my Official Catalogue?

Trade Centre Arena Stand SAE01 – opposite Hall 1 – the Show Catalogue collection point.

Where can I find the Organizer's Office?

Organizers Office, located by the entrance of Hall 4.

How can I book a conference room with the USA Partnership Pavilion?

You may visit a Kallman Worldwide representative at the welcome desks located in H1.D39 Meeting Point & Hatta C&D WiFi Lounge to reserve your time. Reservations are first come, first serve and are limited to 1 hour per exhibiting company per day. Please schedule confirmed meetings only.

Will there be LEAD RETRIEVAL?

Yes, there will be a LEAD RETRIEVAL App at the show this year. The app works with all iOS and Android devices with the current and previous operating systems. The app Standard Package is \$490. The Advanced Package will be \$640 for an Advanced Package. On top of the prices there will be an addition of \$15 for the processing fee and 5% VAT. The Lead Retrieval App include 2 users, but if you want to add additional users It will cost \$199 per each additional user.

To order the app please email hilda.mallari@infroma.com

VENUE**Where does Arab Health 2018 take place?**

Dubai World Trade Centre (DWTC)
P.O. Box 9292,
Dubai, United Arab Emirates

View Location on a [map here](#).

Is dining available onsite?

There are a number of cafés and restaurants located throughout the Dubai World Trade Centre and the two adjacent hotels. To see a complete list of the onsite cafés and restaurants please [click here](#). There will also be a number of cafés for light refreshments available in the concourse.

What services are offered in the USA Partnership Pavilion?

The Meeting Point, located in stand #H1.D39 and stand #Z6.E44, will be open during show hours and is reserved exclusively for exhibitors and their guests. It is not open to the public and all exhibitors are required to wear a U.S. Pavilion lanyard or U.S. Pavilion access sticker to enter the Meeting Point.

Here, we will offer:

- Complimentary refreshments

- Coffee, hot tea, and a selection of cold beverages
- Email station & printer (H1.D39)
- Phone charging station
- Welcome desk (H1.D39)
- WiFi Lounge (Hatta C & D)

What other points of interest are onsite?

The Arab Health press office will be located in Al Ain C, above Hall 3. The facilities made available to accredited media include laptops, internet, printer, fax machine, refreshments, as well as the latest news from the exhibition and congress.

The following facilities are available at the Dubai World Trade Centre (DWTC):

- Emirates NBD Bank, located on the concourse between Hall 3 & 4, OR adjacent to Sheikh Maktoum Hall, opposite Hall 8
- Various ATM machines, on the concourse adjacent to Halls 3, 6 & 8
- A General Post Office, on the concourse, adjacent to Sheikh Maktoum Hall
- Al Rostamani Money Exchange, on the concourse, adjacent to Hall 6
- A Business Centre is located next to the Hall 3 entrance on the concourse and is called Spectrum Printing Press
- FEDEX is based between halls 3 & 4. Their hours are 8:00am – 7:00pm Sunday to Thursday. They are closed Friday and Saturday.
- A lost and found area is located on level 1, above Hall 8, in which items are stored for safekeeping until reasonable proof of ownership is presented at the collection point. The lost and found office operates 24 hours, 7 days a week and can be contacted on: Tel: +971 (0)4 306 4600.
- Gift shops, cafes & pharmacies are located along the concourse outside of each hall.

Is WiFi available?

The complex offers WiFi as a paid business service. You can also visit the U.S. Pavilion WiFi lounge located in Hatta C & D.

Which security measures are in place?

While every precaution is taken to ensure the safety and security of personnel and equipment and whilst the premises are patrolled, we cannot accept any responsibility whatsoever for any injury, loss, damage or any consequential losses which may befall on your personnel and their property.

24-hour general security for the Exhibition will be controlled by the Organizers in conjunction with the Dubai International Convention & Exhibition Centre. We strongly recommend that any valuable items be kept under constant supervision and removed each evening. Stands should not be left unattended at any time. Small / attractive items should be kept under constant supervision and removed each evening.

Fines and imprisonment may result if the police find security guards stationed on your stand and they are not supplied by DWTC.

What do I do in an emergency?

The following facilities are available during the period of build-up, exhibition opening hours, and dismantle:

- EMS / First Aid Centre is located between Halls 4 & 5.
- An Ambulance Service will be called in by EMS (Emergency Medical Services) upon need.
- A pharmacy is located adjacent to Hall 6.

Please note the phone number for EMS / the First Aid Centre is + 971 4 306 4040 and internally the extension will be 4040.