



Ideas & Pasión

Feria Hábitat Valencia / España

“From A to Z”

Services and useful ideas for exhibitors and visitors.-

(Information subject to modification)

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Ideas & Pasión

Feria Hábitat Valencia / España

A

Access to Feria Valencia by road

- From **Valencia capital**: use the Ademuz motorway (C-234), take the turn to Feria Valencia and TVV (Canal 9), and by the Regional corridor road, following the Turia river bed.
- From **Barcelona and Castellón**: use the A7 motorway or national highway N-340, following the by-pass, exit 501 or 497 for Feria Valencia.
- From **Alicante, Murcia** or other southern cities, use national highway N-430 or the A7 motorway. From their respective entry points into Valencia join the by-pass and use exits 501 or 497. It is also possible to continue on into Valencia and just before the city, taking the N-335 along the right bank of the Turia, take the turn into the Fair Grounds as you come to Paterna.
- From **Madrid**: take the N-III, join the by-pass at the turn off to Barcelona and Castellon (towards the north) about 12 km before getting to Valencia, and follow that road to exits 501 or 497.
- From **Valencia international airport in Manises**: take the N-220 for 5 kilometres directly to Feria Valencia in just a few minutes.

All the routes are well sign-posted.

Acciona Trasmediterránea

Thanks to an agreement between Feria Valencia and Acciona Trasmediterránea, the exhibition institution emits discount vouchers (available over the internet) which give visitors and exhibitors travelling by sea from the Balearic Islands a 50% discount on the cost of their sea journey. (See also **Discount Vouchers**).

Activities (timeline)

The timeline, or agenda of activities is available on the website and from the first day of each event will also be available on the access forums.

AENOR (Spanish Association of Regulation and Certification)

The International Furniture Fair of Valencia and the International Decoration, Gift and Accessories Fair (integrated into Ideas & Pasión Feria Habitat Valencia), both hold AENOR quality certification regarding the organization and management of their support services.

AEO (Association of Event Organisers)

Feria Valencia is a member of AEO as an events organizer.
Information: www.aeo.org.uk - info@aeo.org.uk

AFE (Association of Spanish Fairs)

This is the main association for Spanish Trade Fairs and has over 50 members. Feria Valencia is a cofounder of the AFE which was created in 1964.

C/ Albadalejo, 4, bajo. Oficina 28 - 28037- Madrid.
Ph. +34 / 915 621 022 - Fax: 915 621 022 - afe@afe.es - www.afe.es

AFIDA (Association of International Fairs of America)

This is the main association for Latin America Trade fairs and has over 50 members from different countries, including Spain. Feria Valencia is a full member of this association.

General Secretary: Carrera 37 No 24 - 67 - Bogotá (Colombia).
Ph.: +57 / (1) 344 5193 - direccionejecutiva@afida.org / www.afida.org

Air conditioning

The Exhibition Centre has hot and cold air conditioning in its facilities. These operate during trade fairs and other events and activities. For information or to report a breakdown or irregularity in temperature, please contact the **Heads of pavilion** or **Customer Attention** staff.

Airport of Valencia

Valencia's international airport, located in Manises, is about 5 km from Feria Valencia and 8 km from the western part of the capital city.

The airport is linked to Valencia city by a public **bus** service (Valencia-Mislata-Quart de Poblet-Manises-Aeropuerto. Ph. 963 160 707 - 961 500 082), **metro** (lines 3 and 5. www.metrovalencia.es. Ph. Customer service: 900 461 046) and **taxi**.

Throughout the event there is also a **shuttle bus** service during the day from the airport to Feria Valencia (see **Shuttle Buses**).

Feria Valencia has a permanent information stand at the airport for all exhibitors and visitors (see **Information stand for Feria Valencia at the airport**). This stand is open throughout events to help any visitors and guests.

Airport of Valencia - Carretera del Aeropuerto, s/n - 46940 Manises (Valencia)
Ph.: +34 961 598 500 - 902 404 704 - Fax: +34 961 598 510 - www.aena.es
(See also **Connections by Air**).

Ambulance

Feria Valencia's installations include a full Medical Service with its own ambulance for emergencies requiring transport to a hospital.

The Medical Service is located on the Mall level right by Pavilion 3, next to the Joaquín Rodrigo meeting room and opposite the Buyers' Club.

Feria Valencia Medical Service telephone: +34 / 96 386 1214

General Emergency telephone: 112

(See also: **Emergencies** and **Medical Service**)

ATMs

FERIA VALENCIA has 3 Automatic Telling Machines onsite. They are located in the central distribution hall on level 2, next to the cafes Pericana 3 and Pericana 4.

The banks represented are: **BANCAJA, Banco de Valencia and Santander** (which also have their own offices within the exhibition centre; see **Banks**).

AV equipment (hire of)

AV equipment can be requested by using Form 22 of the Application for Services for Exhibitors. Any questions or requests for information regarding products or services not included in the documents received should be directed to the Service centre, Ph.: +34 / 902 747 309 - Fax: +34 / 902 747 345 - centraldeservicios@feriavalencia.com

B

Banks

3 banks offer their services within the exhibition centre on the Mall level next to Pavilion 3 and opposite the Authorities Room (West Forum Zone).

- **BANCAJA**. Ph.: +34 / 963 637 155
 - **Banco de Valencia**. Ph.: +34 / 963 636 482
 - **Banco Santander**. Ph.: +34 / 963 636 235
-

Basic Service Pack

Exhibitors in the Furniture Sector who opt for a “free-floor” stand can request a basic services pack which includes the following:

- Electrical Installation (connection, electrical panel and installation report)
 - Electrical power (maximum 3 kw per 16 m2 module up to a total of 50 kW per stand).
 - Obligatory fire and flood damage insurance. Coverage up to €2850 per 16 m2 (€2400 for exhibited good and €450 for the structure). You must complete the appropriate form in the Application for Services. If the total cost is higher than the above-mentioned amount, the insured company must pay a premium of 3% of the insured value.
-

C

Carpet

The carpeting service is available for free-floor stands. For key-in-hand stands or any type of pre-decorated stand, you do not need to hire this service, simply indicate the colour you require.

Colours available:

- | | | | |
|-----------------|---------------|--------------------|------------------|
| - Yellow | - White | - Jasper brown | - Turquoise |
| - Blue | - Burgundy | - Purple | - Billiard green |
| - Sky blue | - Fuchsia | - Anthracite black | - Leaf green |
| - Electric blue | - Smoke grey | - Orange | - Lake green |
| - Navy blue | - Jasper grey | - Gold | - Apple green |
| - Beige | - Pearl grey | - Red | - Whisky |
| - Jasper Beige | - Brown | - Salmon | |

This can be contracted by using Form 11 of the Application for Service for Exhibitors. Information at the event office or Service Centre: Ph.: +34 / 963 861 507 - Fax: +34 / 963 861 130 - smartinez@feriavalencia.com (see **Service Centre**).

Catering

Exhibitors can request a catering service from the Feria Valencia restaurants. Fees for each restaurant can be downloaded from the Feria Valencia website (www.feriavalencia.com), as a PDF. Restaurants:

BARRANAL: Ph. +34 / 963 861 4 10 – 963 861 279 – 963 861 242
mlopez@grupo-jbl.com - www.grupo-jbl.com
COBECA: Ph.: +34 / 627 985 629 - 686 411 033 - 963 906 893 - www.cobeca.es
PRATS FATJÓ VALENCIA, catering & services: Ph.: +34 / 963 110 960 - 963 110 964
pratsfatjovalencia@husa.es - www.pratsfatjo.com

Cleaning

Throughout the event there is a basic cleaning service for the floors of both stands and the exhibition centre. Key in hand stands are supplied ready for use.

If exhibitors require more exhaustive cleaning for their stands or a daily cleaning service, they can either make use of the cleaners that Feria Valencia usually contracts out, or choose to have their own external supplier.

In the first case, please use Form 24 of the Application for Services for Exhibitors.

Service Centre:

Ph.: +34 / 902 747 309 - Fax: +34 / 902 747 345 - centraldeservicios@feriavalencia.com

If you decide to use an external cleaning service, the staff must be previously accredited at the Feria

Cloakroom / concierge

During the event Ideas&Pasión Feria Hábitat Valencia this service will be available at all the forums.

Clubs for buyers / exhibitors / agents

The Exhibition Centre has a Club for Buyers-Exhibitors-Agents, located on the Mall level, opposite the Joaquín Rodrigo meeting rooms. Here you can get together or hold meetings throughout the event. The club has several types of equipment which can be requested by using Form 17 of the Application for Services for Exhibitors.

For more information: Ph.: +34 / 963 861 138 - mginer@feriavalencia.com

(See also **Meeting Rooms**).

Collaborators

The following is a list of associations, institutions and other entities that collaborate with Ideas&Pasión Feria Hábitat Valencia:

- **AIDIMA** (Technological Institute of Furniture, Wood, Packaging and Related industries). www.aidima.es
- **AITEX** (Textile Research institute). www.aitex.es
- **ANIEME** (Spanish association of furniture manufacturers and exporters). www.anieme.com
- **ATEVAL** (Association of Valencian Textile Businesses). www.ateval.com
- **AVIMA** (Association of Valencia Furniture and Related Industries). www.fevama.es
- **Chamber of Commerce, Valencia**. www.camaravalencia.com
- **CDICV** (Valencian Association of Interior Designers and Decorators).
- **CGAC** (General council of Business Agents' Association of Spain). www.cgac.es
- **COACV** (Official Association of Business Agents, Valencia). www.coacvalencia.es
- **FECOM – ACOMVAL** (Spanish Federation of Furniture Businesses and Valencia Province Association Furniture of Businesses, Traders, Stockists and Retailers). www.abcmoble.com/acomval
- **FEDAI** (Spanish Federation of Manufacturers and Exporters of Decorative Lighting). www.fedai-dec.com
- **FEDERMUEBLE** (Spanish Federation of Furniture Manufacturers and Industry). www.federmueble.org
- **FEVAMA** (Federation of Woodworking and Furniture Industries of Valencia). www.fevama.es
- **ICEX** (Spanish External Trade Institute). www.icex.es
- **IMPIVA** (Institute for small and medium industry, Valencia) www.impiva.es
- **IVEX** (Valencian Export Institute). www.ivex.es

Plus institutions and organizations of other autonomous communities and countries.

Communications and Press office

The dossier put together by the Press office includes the main novelties being presented by exhibitors and any activities throughout the event. This service is free of charge and presents a great opportunity for maximum exposure.

Exhibitors must send in their information in both Spanish and English, at least 30 days before the event.

For any additional information: Ph.: +34 963 861 328 - novedadesprensa@feriavalencia.com

Fax: +34 963 861 189.

Postal address: Gabinete de Prensa Ideas&Pasión Feria Hábitat Valencia /

Apdo. 476 - E-46080 Valencia (Spain)

Compressed Air

This service is available in Pavilions 1 to 5 on each level.

The connection is brought to the point requested by the exhibitor, using 13mm interior / 19mm exterior diameter high pressure hoses to deliver up to 3000L/minute, with a female screw on valve.

The exhibitor is responsible for connecting their network or machinery to the supply.

This service can be contracted by using Form 2 of the Application for Services for Exhibitors.

Technical information Ph.: +34 / 963 861 239 (plumbing service).

To contract or for general information: Ph. +34 / 963 861 507 - Fax: +34 / 96 386 1130

smartinez@feriavalencia.com (event)

Computer equipment (hire of)

This service can be contracted by using Form 21 of the Application for Services for Exhibitors. Any questions or requests for information regarding the products or services not included on the documents received can be directed to the Service Centre:

Ph.: +34 / 902 747 309 - Fax: +34 / 902 747 345 - centraldeservicios@feriavalencia.com

Computer Services

Exhibitors who have questions regarding Internet service or other technical issues can contact the Computer Systems Department:

Ph.: +34 / 902 747 342 - soporte@feriavalencia.com

(See also **Internet** and **Computer Equipment**)

Connections by air

Valencia has an international airport with links to cities throughout Spain and around the world. Flights are available to the following national and international destinations: Amsterdam, Asturias, Bacau, Barcelona, Bilbao, Bristol, Brussels, Bucharest, Cagliari, Casablanca, Cologne, Copenhagen, Dubrovnik, Düsseldorf, Frankfurt, Geneva, Gran Canaria, Ibiza, Lanzarote, Lisbon, London, Madrid, Malaga, Memmingen, Menorca, Milan, Monastir, Munich, Niederrhein, Nottingham, New York, Palma de Mallorca, Paris, Rome, Santander, Santiago de Compostela, Seville, Sofia, Stuttgart, Tenerife, Vigo and Zurich (some destinations may vary throughout the year).

List of airlines with contact details (subject to modification):

- AeBAL: +34/ 902 131 415 / aebal@aebal.es / www.aebal.es
- AIR BERLIN: +34/ 902 320 737 / serviceteam@airberlin.com / www.airberlin.com
- AIR FRANCE: +34 / 902 207 090 / www.airfrance.es
- AIR MEDITERRANÉE: +33 / 534 482 000 / www.air.mediterranee.fr
- ALITALIA: +34 / 902 100 323 / selezione@alitalia.it / www.alitalia.es
- AUSTRIAN AIRLINES: +34/ 902 257 000 / vlc@airlogisticsgroup.com / www.aua.com
- AIR ALGERIE: +213 / 021 653 340 / contacts@airalgerie.dz / www.airalgerie.dz
- AIR EUROPA: +34 / 902 401 501 / clientes@air-europa.com / www.aireuropa.com
- AIR MALTA +34 / 961 539 800 / vlc@airlogisticsgroup.com / www.airmalta.com (en Aeropuerto Valencia)
- AIR NOSTRUM: +34 / 902 400 500 / scliente@airnostrum.es / www.airnostrum.es
- AMC AVIATION: +34 / 918 043 274 / info@amcairlines.com / www.amcairlines.com
- BLUE AIR: +40 / 212 088 686 / www.blueair-web.com
- BULGARIA AIR: +34 / 902 199 839 / booking@bulgariair.com / www.bulgariair.com
- BLUELINE AIRLINES: +33 / 149 909 909 / sales@flyblueline.com / www.flyblueline.com
- CIMBER AIR: +45 / 701 012 18 / reservationscenter@cimber.dk / www.cimber.com
- CSA CZECH AIRLINES: +34 / 902 400 500 / mad@czechairlines.com / www.czechairlines.com
- CLICKAIR: +34 / 807 220 230 / www.clickair.com

- DELTA AIRLINES: +34 / 900 800 743 / www.delta.com
- DUBROVNIK AIRLINE: +38 / 520 773 700 / info@dubrovnikairline.com / www.dubrovnikairlines.com
- EASYJET: +34 / 807 260 026 / www.easyjet.com
- FINNAIR: +34 / 901 888 126 / cr.europe@finnair.com / www.finnair.com
- FLYBABOO: +0080 / 044 544 545 / www.flybaboo.com
- FIRST CHOICE: + 448 / 712 007 799 / www.firstchoice.co.uk
- IBERIA: +34/ 902 400 500 / www.iberia.es
- IBERWORLD: +34 / 971 076 622 / www.iberworld.com
- JET2.COM: +34 / 902 881 269 / www.jet2.com
- LUFTHANSA: +34 / 902 883 882 / www.lufthansa.com
- MONARCH AIRLINES: 800 099 260 / www.flymonarch.com
- ONUR AIR: +90 / 212 663 2300 / info@onurair.com.tr / www.onurair.com.tr
- PRIVILEGE STYLE Ph. central: 971 474 111 / emptyleg@emptyleg.com / www.emptyleg.com
- PRONAIR: commercial@pronair.es / www.pronair.es
- QUANTUM AIR:
- ROYAL AIR MAROC: +34 / 902 210 010 / vlc@airlogisticsgroup.com / www.royalairmaroc.com
- RYANAIR: +34 / 807 220 999 / www.ryanair.com
- SAS (Scandinavian Airlines System): +34 / 807 112 117 / www.flysas.es
- SUNDOR INTERNATIONAL: +97 / 239 714 183 / www.sundor.biz
- SWISS: +34 / 901 116 712 / www.swiss.com
- SMART WINGS: +34 / 915 590 444 / www.smartwings.net
- SPANAIR: +34 / 902 131 415 / www.spanair.es
- SWIFTAIR: +34 / 917 480 760 / swiftair@swiftair.com / www.swiftair.com
- TAROM: +34 / 915 641 883 / www.tarom.ro
- TRAVEL SERVICE: +34 / 915 590 444 / info@travelservice.aero / www.travelservice.aero
- TUNISAIR: +34 / 915 419 490 / tunisair.madrid@infonegocio.com / www.tunisair.com
- TRANSAVIA.COM: +34 / 902 010 105 / 807 075 022 / www.transvia.com
- TUifly: +34 / 902 020 069 / www.tuifly.com
- VUELING AIRLINES: +34 / 902 333 933 / clients@vueling.com / www.vueling.com
- WIZZ: +34 / 807 450 010 / www.wizzair.com
- WONDAIR ON DEMAND: +34 / 902 995 540 / comercial@wondair.com / www.wondair.com

Feria Valencia emits IBERIA and Air Nostrum vouchers giving discounts of up to 40% to exhibitors and visitors. There is a bus service during the event running from the Airport to Feria Valencia. This service has a permanent stand just by the Airport entrance (arrivals). (see **Information Stand at the Airport, Airport of Valencia**).

Contact details for Feria Valencia

Feria Muestrario Internacional de Valencia (Feria Valencia)
 Avda. de las Ferias s/n. - 46035 Valencia
 Apdo. (P.O. Box) 476 – 46080 Valencia
www.feriavalencia.com – feriavalencia@feriavalencia.com
 Ph.: +34 / 902 74 73 30 – Fax.: +34 / 902 747 345 - CIF ES Q4673004J

Customer Attention

Throughout the event there are several Customer Attention points, distributed through the interior of the exhibition centre (locations may vary):

- Between pavilions 1 and 2, between pavilions 1 and 3, Hallway level 2.
- The same in pavilion 6, near access to pavilion 6 on level 2.
- At the access point from pavilion 6 to pavilions 1, 2, 3 and 4, on level 2.

For more information Ph.: +34 / 963 861 557. Fax: +34 / 963 861 375 – atencionalcliente@feriavalencia.com

The Head of pavilion for each area can also be contacted (see **Heads of pavilion**).

Customs

At Feria Valencia the Customs office is on the Mall level right by Pavilion 3. Office hours are from 8:30 to 14:30.

Later in the afternoon you can contact Customs by phone on +34 / 963 861 225.

There are two ways to exhibit goods which come from countries outside the European Union:

- Temporary Import. The goods are consigned to a consigning company, preferably from Valencia.
- Goods hold an ATA card. For goods from countries that use this system.

In both cases the event must be informed of the chosen system before the goods are sent. The temporary character of these imports means they must be either imported for consumption or re-exported to a non-EU country within the three months following the fair, though they must not be removed from the fair ground without authorization from Customs. If the Customs authorization is misplaced, the exhibitor or their chosen representative will be held liable for any taxes and fines that are incurred.

For definitive import for consumption, the exhibitor or their chosen representative will be held liable for any taxes, fees and possible fines.

For fully international fairs or fairs that are considered international in Customs terms, exhibitors from non-EU countries can exhibit their goods without paying customs fees as long as they are returned directly to the country of origin at the close of the event. Some articles from non-EU countries require phytosanitary certificates (plants and flowers), veterinary certificates (animals or products with animal origins) or health certificates (other products meant for human consumption).

Customs procedures upon arrival of the goods must be carried out by a Spanish representative or with the help of a Customs Official or an authorized forwarding agent. Any extra information needed must be requested through the Fair, which is in no way responsible for the official procedures required.

D

DE>CO (or DECO CEVIDER)

This is the acronym for the International Decoration, Gifts and Accessories Fair which is currently included as a sector of the Ideas&Pasión Feria Habitat Valencia. CEVIDER –Ceramics, Glass and Decorative elements – was one of the pioneering events for the Fair and was first held in 1965. (see also **Exhibitors**).

Delegations of Feria Valencia

Feria Valencia has delegations in various countries. The list of offices and their contact details are available on the website: www.ideaspasion.com/contacto/delegaciones

Designers and decorators for stands

Feria Valencia offers exhibitors an extensive catalogue of designers, decorators and assembly staff for their stands. Information available through the Assembly Department (Technical Area) or the event on: czahonero@feriavalencia.com;
ideaspasion@feriavalencia.com

DIC

This is the acronym of the International Kitchen Design Fair which is currently part of the Ideas&Pasión Feria Habitat Valencia (see also **Exhibitors**).

Discount vouchers for IBERIA, RENFE and Acciona Trasmediterránea

Discount vouchers offering significant reductions on transport costs to and from Valencia by plane, train and boat are available to exhibitors and visitors from a few months before the event is held. They can be ordered from: ideaspasion@feriavalencia.com (see also **Iberia**; **RENFE**; and **Acciona Trasmediterránea**).

E

Electrical Appliances (hire of)

To hire electrical appliances at Feria Valencia please contact the Service Centre, or complete Form 26 of the Application for Services for Exhibitors.

Ph.: +34 / 902 747 309 - Fax: +34 / 902 747 345 - centraldeservicios@feriavalencia.com

Electricity

Electricity can be contracted by using Form 3 (Electrical Power) of the Application for Services for Exhibitors. When completing the form, you must indicate the voltage required for the event, both for lighting and machinery.

Exhibitors at the I&P Feria Habitat Valencia (Furniture) can request a “basic services pack” which includes electrical connection, electrical panel and the installation forms, up to 50 Kw of energy and the obligatory fire and flood insurance cover.

Habitual electrical installers for Feria Valencia:

José Aroca, S.L

Ph.: +34 963 633 884
Mobile: +34 608 061 781

Cooperativa Láser

Ph.: +34 963 639 908
Mobile: +34 607 391 400

Montoro, J.M, S.L

Ph.: +34 961 344 027

Iluminaciones Folgado

Ph.: +34 963 900 601
Mobile: +34 670 307 019

Amada Instalaciones Eléctricas

Ph.: +34 961 344 457
Mobile: +34 620 806 055

Electro Stand, S.L.

Ph +34 963 901 095
Mobile: +34 607 812 957

Iluminación Integral, S.L

Ph.: +34 961 341 045
Mobile: +34 609 661 245

Elecoms

Ph.: +34 962 698 585
Mobile: +34 627 979 050

If the exhibitor has their own electrical installer, he or she must be given Form 3C of the Application for Services for Exhibitors. For more information:

Sergio Martínez - Ph.: +34 / 963 861 507 - Fax: +34 / 963 861 130 - smartinez@feriavalencia.com

Elevators and car elevators

The exhibition centre has heavy tonnage elevators and car elevators in most pavilions. To request usage, please contact the Head of Pavilion for the appropriate area. (see **Heads of Pavilion**).

EMECA (European Major Exhibition Centres Association)

Feria Valencia is a full member of EMECA, an association to which all major European Fairs with large-scale Exhibition Centres belong (from Germany, Belgium, Spain, France, Holland, Italy, UK, Portugal and Switzerland). www.emeca.com

Emergencies

Emergency telephone (general): 112

Feria Valencia Medical Service telephone (recommended): +34 / 963 861 214

In case of fire emergency, see **Fire fighting service**

In case of theft, public disturbance etc., Ph.: +34 / **963 861 564** (Feria Valencia Security), Ph.: +34 / 96 386 1289 (security base), Customer Attention points (see **Customer Attention**) or Heads of pavilion (see **Heads of pavilion**).

Entry checkpoint

The checkpoint at the entrance to the pavilions is controlled using magnetic cards and/or barcodes. For security reasons you may also be asked to show personal identification at the checkpoints (National ID document or Passport).

Events Centre

The Valencia Exhibition Centre has large, modern facilities for holding congresses, exhibitions and other large-scale events at its Events Centre. Located near Pavilion 5 with 10000m², it offers excellent conditions for congress-fairs and many other similar types of activity.

The convention centre has 2 auditoriums which hold 400 and 750 people, 2 convertible rooms, 10 meeting rooms, 4 conference rooms, VIP rooms and press rooms.

The landscaped exterior area is about 20000m², and can be adapted to any type of outdoor activity. This makes Feria Valencia the ideal space for bringing together over 20,000 people for conventions and large-scale events.

For more information, download technical details as a PDF from the website <http://centroeventos.feriavalencia.com>, or contact the team in charge of events at the centre (see **Telephone Switchboard at Feria Valencia**).

Exhibition Centre (details of buildings and parking places)

- Covered exhibition area: 230,000 m².
 - Work and meeting spaces: 11,200 m².
 - Services: 108,800 m².
 - Indoor communications: 71,500 m².
 - Logistics: 54,300 m².
 - Other useable area: 81,900 m².
 - Total built up exhibition area: 557,700 m².
 - Total exterior street space: 45,200 m².
 - Total built up area: 602,900 m².
 - Parking spaces: 7,000
-

Exhibitor passes

This accreditation allows the bearer to enter and exit the exhibition centre during the event (not during assembly and dismantling periods). The exhibitor pass or card is the document which accredits the holder as an exhibitor.

To request exhibitor cards or passes, please complete Form 61 of the Application for Services for Exhibitors.

The passes can be picked up in the Treasury Office of Feria Valencia once the payments for stand rental and services have been made, in accordance with the Conditions for Participation in the Event. (see also **Offices**).

Exhibitors (participation)

To participate as an exhibitor at Ideas&Pasión Feria Habitat Valencia 2009:

If you exhibited in the previous edition:

For the furniture sector:

Ph. +34 / 963 861 304 - cpuente@feriavalencia.com / Ph. +34 / 963 861 379 - mespi@feriavalencia.com

For Home textiles sector:

Ph. +34 / 963 861 163 - mescorihuela@feriavalencia.com

For FIART Valencia (Modern and Contemporary Art):

Ph. +34 / 616 227 052 Lola García - lolagarcia@fiartvalencia.com

If you *did not* exhibit in the previous edition:

For the furniture sector:

Ph. +34 / 963 861 490 - libanez@feriavalencia.com / Ph. +34 / 963 861 501 - sbarbera@feriavalencia.com

Ph. +34 / 963 861 272 - breyes@feriavalencia.com

For Home textiles sector:

Ph. +34 / 963 861 163 - mescorihuela@feriavalencia.com
For DIC (International kitchen design):
Ph. +34 / 963 861 260 - mnavarro@feriavalencia.com / Ph. +34 / 963 861 135 - aruiz@feriavalencia.com
For FIART Valencia (Modern and Contemporary Art):
Ph. +34 / 616 227 052 Lola García - lolagarcia@fiartvalencia.com

For additional information please check www.ideaspasion.com
To see a list of exhibitors, see **Official Catalogue and website**.

F

Feria Valencia

Name: Feria Muestrario Internacional de Valencia. Official Public Interest non-profit institution.

Brand name: Feria Valencia

Founded: 1917, first Spanish Fair.

Fairs organized: around 40 fairs a year.

Staff: approx. 300 staff members

Annual Budget: between 75 and 80 million Euros.

Facilities: Feria Valencia has the largest Exhibition Space in Spain and one of the largest and most modern sites in the world. With over 230,000 m² of undercover exhibition space, there are 8 multi-use pavilions on different levels (18 if they are taken as individual spaces), numerous meeting rooms, conference rooms and 68,000 m² for parking.

The Feria Valencia centre is just 5 km Northeast of Valencia city, and 5 minutes from the international airport (Manises). There are also regular bus, tram and metro lines running between the Exhibition Centre and the City.

FIAM

This is the acronym for the International Lighting Fair (previously known as the International Metal Art Fair, which later separated into two sectors: Lighting and Jewellery) which was first held in 1966. Currently part of Sector de Ideas&Pasión Feria Habitat Valencia, it is held on even years (see also **Exhibitors**).

FIART Valencia

The International Fair of Modern and Contemporary Art is an external fair held to coincide with the Ideas&Pasión Feria Habitat Valencia since 2008 (see also **Exhibitors**).

FIM

This is the acronym for the International Furniture Fair of Valencia, which was first held in 1963. It is one of the first monographic or specialized fairs to have been hosted by the Valencia Exhibition and one of the first Spanish trade fairs. However, ever right back at the very first trade exhibition in Valencia, 1917, there were furniture companies exhibiting in this multi-sector show. FIM is now the main sector – based on the number of companies and occupation – at the Ideas&Pasión Feria Habitat Valencia (see also **Exhibitors**).

Fire fighting Service

Fire fighter phone **080 and 112 (Emergencies)**

The Fair has an emergency plan in case of fire.

Emergency phone numbers for Feria Valencia are:

To activate the **emergency plan**, Ph: +34 / **963 861 510**.

Security department, ph. +34 / **963 861 564**.

And Heads of pavilion (see **Heads of pavilion**)

Furniture (hire of)

This service is managed by the Service Centre at Feria Valencia. Please use Form 7 of the Application for Services for Exhibitors:
Ph.: +34 / 902 747 309 - Fax: +34 / 902 747 345 - centraldeservicios@feriavalencia.com

G

Guides and other information leaflets.

At the forums – steward areas – and at Customer Attention points (see **Customer Attention**), you will find information leaflets and maps for Ideas&Pasión Feria Hábitat Valencia.

H

Hardware stores / paint

The closest stores to Feria Valencia are in Benimámet, at the following addresses:

Hermanos Rubio – C/ Campamento, 84 - 46035 Benimámet (Valencia) – Ph.: +34 / 963 643 439.

Su Casa Comercial Ferretera, S.L. – C/ Bernardo Prieto, 28 - 46035 Benimámet (Valencia).

Ph.: +34 / 963 473 659.

TB – C/ Pintor Garnelo, 13 – 46035 Benimámet (Valencia) – Ph.: +34 / 963 901 448

Demarsán Pintura (Tiendas Monto) – Avda. de las Ferias, 10 - 46035 Benimámet (Valencia).

Ph.: +34 / 963 640 842

Decoraciones Carmen - Mtro. Alberto Luz, 20 – 46035 Benimámet (Valencia) – Ph. +34 / 963 640 881

Heads of pavilion

The Heads of pavilion are members of Technical staff and are directly responsible for the different exhibition pavilions. With their teams they are responsible for ensuring regulations are complied with, locating stands according to assembly plans, and taking care of any doubts or problems that exhibitors and assembly staff may come across.

The Heads of pavilion can be found at the following locations:

- Head of Pavilion Level 1: Distributor level 1, next to Pavilion 2. Ph.: +34 / 963 861 481

- Head of Pavilion Level 2: centre of Distributor level 2, next to Pavilion 1. Ph.: 34 / 963 861 482

- Head of Pavilion Level 3: centre of Distributor level 3, next to Pavilion 1. Ph.: +34 / 963 861 483

- Head of Pavilion Level 7 and 8: level 2, Pavilion 7, next to forum. Ph.: +34 / 963 861 414

Hotels

In Valencia, both the capital city and the province, there is a wide range of excellent hotels available to exhibitors, visitors, assembly staff etc. (hotels and apartments of all categories). Feria Valencia has agreements with different establishments which charge set prices if the bookings are made through the official Feria Valencia travel agencies:

Viajes El Corte Inglés and Viajes Marsans (see **Travel Agencies**).

Many hotels have buses for their customers to travel to and from the Exhibition Centre on a daily basis (see **Shuttle buses**).

You will also find information regarding hotels and other touristic information at:

- TURISMO VALENCIA: www.turisvalencia.com for Valencia City

-www.comunitatvalenciana.com for Valencia Province.

IAEE

Feria Valencia is a full member of the IAEE (International Association of Exhibitions and Events). The association headquarters are in Dallas, Texas (USA). www.iaee.com

Iberia

Feria Valencia has agreements with the airline Iberia and can offer discounts of up to 40% on flights for exhibitors and visitors to Ideas&Pasión Feria Hábitat Valencia. Offers are valid throughout the event and also for the two days before and after the event for national and European flights, and four days before or after for intercontinental flights (see also **Discount Vouchers**)

Industrial Property

The exhibitor promises not to exhibit any product or service which imitates another company, or that may impinge upon the exclusive industrial property rights, whether they be registered or not, or to undertake any practice that may be considered disloyal during the event. It is absolutely prohibited to display catalogues, information leaflets or any type of advertising material which in any way infringe current laws or compromise the rights of third parties.

Feria Valencia has full inspectional rights regarding the installations to ensure that there is no incompliance of the above-mentioned practices. The exhibitor is therefore obliged to allow access to their stand to any authorized staff member who is collaborating with the Evaluation Committee that has been set up by Feria Valencia. In particular, exhibitors accept that their stands and products or services offered within may be subject to inspection and will allow official Feria Valencia staff members with the appropriate accreditation take photographs or images of their stand for this purpose.

Incompliance of the regulations drawn up by Feria Valencia to fight plagiarism, or the infraction of any industrial property rights, or any other disloyal practice may lead to exclusion from participation in future events.

Arbitrage clause for the resolution of disputes among exhibitors arising from questions regarding industrial property: The exhibitor agrees to submit all litigation, dispute, questions or claims regarding the industrial property rights relating to their participation in the event which is the subject of the contract, to arbitration by the Valencia Chamber of Commerce Court of Arbitration and Mediation, which will be responsible for the arbitration and for designating the arbiters in accordance with their Regulations and Statutes.

Information

Throughout the event there are several Customer Attention points within the Centre, where you can find out about exhibitor locations, offices, services etc. (see **Customer Attention**). Throughout the assembly and dismantling periods technical information can be sought from the Heads of pavilion. (see **heads of pavilion**. See also **useful telephone numbers** and **Offices**).

Information Stand for Feria Valencia at the airport

Feria Valencia has a permanent information stand at Valencia International Airport, providing information and assistance for exhibitors and visitors. It is located on the ground floor, right near the main door into arrivals. The stand is open to the public for long hours during the event.

Phone numbers: +34 96 159 87 06 - 96 152 2341 - Fax: +34 96 152 60 28 – agutierrez@feriavalencia.com

Insurance

To guard against any incident that may occur as a result of participation in the event, Feria Valencia offers exhibitors a range of insurance policies. Flood and fire damage is obligatory. In this edition exhibitors may also benefit from a basic services package which includes this insurance as well as an electrical connection and electrical consumption.

The following insurance policies are also available to exhibitors:

- Theft with aggression (not simple theft).
- Transport of goods, including loading and unloading.
- Breakages during the event itself
- Civil liability and third party damages.

These services can be contracted by using Form 16 of the Application for Services for Exhibitors, in which the different tariffs are explained.

For additional information or to contract, Ph.: +34 / 963 861 507 - Fax: +34 963 861 130 smartinez@feriavalencia.com (event) and Service Centre (see **Service Centre**).

Internet

Feria Valencia offers exhibitors the chance to contract a standard broadband connection to Internet at three speeds, 512 Kbps, 1024 Kbps or 1984 Kbps. This connection allows for the use of common services: internet browsing, e-mail, VPN connections etc. Connection is wireless, individual and not externally addressable.

Special complementary services: Public IP address, connection via cable and other.

For more information about this service, please request a quote.

Ph.: +34 / 902 747 342 - soporte@feriavalencia.com

This service can be contracted by using Form 5 of the Application for Services for Exhibitors. To contract or send application:

Ph.: +34 / 963 861 507 - Fax: +34 / 963 861 130 - smartinez@feriavalencia.com

(see also **Service Centre**).

Invitations

Ideas&Pasión Feria Habitat Valencia carries out a major campaign inviting purchasers and professionals on a national and international level on behalf of exhibitors and in collaboration with the main sector associations -ANIEME and ATEVAL- and external trade institutes IVEX and ICEX. For more information:

National: Ph. +34 / 963 861 138 - mginer@feriavalencia.com

International: Ph. +34 / 963 861 137 - fblay@feriavalencia.com

K

Key-in-hand stands

Exhibiting companies can contract "key-in-hand" stands which are modular constructions that can be personalized and include all the elements required to participate in the event with ease (decoration, carpet, lighting, electrical supply and fire and flood damage insurance). More information available at www.ideaspasion.com and at the event itself (see **Offices**).

L

Loading and unloading goods

For technical information or to contract services please contact the company TRANSFIRA. Their office is on the Mall level next to Pavilion 3 (bank and travel agency area), opposite the Authorities Room.

On Form 6 of the Application for Services for Exhibitors you can consult fees and conditions for hiring forklifts, transpallets, self-loaders, cranes, scissor platforms (electric or diesel), articulated platforms (electric and diesel) and telescopic diesel platforms.

Ph.: +34 / 963 861 236 - Fax: +34 / 963 861 286 - transfira@transfira.es

You can also contact the Service Centre (see **Service Centre**).

Lost property / theft

If any personal or exhibition property is either lost or stolen from your stand at FERIA Valencia:

During **assembly and dismantling**, please contact the offices of any Head of Pavilion (see **Heads of Pavilion**) or speak directly with the Security service. Ph.: +34 / 963 861 564.

During the **celebration** of the event, please contact the Customer Attention points which you will find throughout the centre. Ph.: +34 / 963 861 557 (see **Customer Attention**).

To report a theft please contact the Police (see **Police**).

In case of loss or theft, you can cancel or block your **credit cards** by calling the following numbers:

- American Express +34 / 902 375 637
- CAM / Master Card +34 / 901 255 525
- Diner's Club +34 / 901 101 011
- VISA (any bank) +34 / 915 196 000
- 4B (Master Card, Visa and Visa Electron) +34 / 913 626 200 - 902 114 400
- Service 24h. Bancaja +34 / 963 875 790
- Red 6000 +34 / 915 965 335
- Servi Red (Master Card, Visa and Visa Electron) +34 / 915 192 100
- El Corte Inglés +34 / 913 090 535
- Caja Madrid +34 / 915 193 800

M

Medical Service

Feria Valencia has a full Medical Service on site, with its own ambulance for emergencies requiring transportation to hospital.

The Medical Service is located on the Mall level, between Pavilions 1 and 3, next to the Joaquín Rodrigo meeting room and opposite the Club for Buyers-exhibitors-agents.

Phone numbers for the Feria Valencia Medical Service:

- Doctor: +34 / 963 861 214
- Nurse: +34 / 963 861 532
- First aid room: +34 / 963 861 214

(see also **Emergencies**)

Meeting Rooms

Feria Valencia has several meeting rooms. To request a room please use Form 17 of the Application for Services for Exhibitors.

For more information: Ph.: +34 / 963 861 138 – Fax +34 / 963 861 130 - mginer@feriavalencia.com - www.feriavalencia.com

Rooms located in the general office area:

- Alicante
- Castellón
- Valencia
- Conference room
- VIP room

Rooms located on the Mall level:

- Buyer's Club (4 rooms)
- Joaquín Rodrigo (5 rooms)
- Ausias March (4 rooms)
- VIP Room
- Authorities Room

Feria Valencia also has an Events Centre (see **Events Centre**), which is a space that has been specially designed for conferences, congresses or any other large-scale event.

Megaphone

The megaphone is only operative and available to exhibitors and mounting staff during the assembly and dismantling periods. If it becomes essential to emit a message over the megaphone, please see your Head of pavilion (see **Heads of pavilion**).

During the event itself, the megaphone will be used to inform or remind exhibitors and visitors of specific activities and things of general interest.

MTFA (Mediterranean Trade Fairs Association)

Feria Valencia, together with other fair organizing institutions of the Mediterranean (Cyprus, Egypt, Spain, France, Israel, Italy, Malta, Morocco, Palestine, Portugal, Tunis and Turkey) was a co-founder of the MTFA in November 1995. MTFA is currently inactive.

O

Offices

Location and contact details for offices during the assembly and dismantling periods and the event itself:

- **Event:** Ph.: +34 / 902 747 330 Fax: +34 - 963 861 130-555 - ideaspasion@feriavalencia.com. All year round including assembly and dismantling periods, located in the 1st and 2nd floor of Office Block 1 and, right before the event, on the Mall level in the central area near Treasury (collection-payments).
 - **Foreign buyers:** during the event, located on level 2 in the middle of the distribution hall. Ph.: +34 / 963 861 137 - Fax: +34 / 963 861 130 - fblay@feriavalencia.com.
 - **National buyers:** during the event, located on level 2 in the middle of the distribution hall. Ph.: +34 / 963 861 138 - Fax: +34 / 963 861 138 - mginer@feriavalencia.com
 - **Treasury (collection and payment):** offices located on the ground floor of Office Block 2, near Assembly, and on the Mall level near the event offices. Ph.: +34 / 963 861 106 - Fax: +34 / 963 861 291 - tesoreria@feriavalencia.com
 - **Assembly:** offices located on the ground floor of Office Block 2, near Treasury (collection-payments). Ph.: +34 / 902 747 338 - Fax: +34 / 963 861 294 – montajes@feriavalencia.com
 - **Phone switchboard** (see **Telephone switchboard Feria Valencia**).
 - **Heads of Pavilion** (see **Heads of Pavilion**)
-

Official Catalogue

The official printed catalogue for the Ideas & Pasión Feria Hábitat Valencia, will be available from the first day of the event.

Exhibitors: can get their copy at the event offices located on the Mall level next to Pavilion 2.

Visitors: can get a copy for €15 at the Treasury Office located on the Mall level next to Pavilion 2, and also at Customer Attention points (see **Customer Attention**).

For the rest of the year the catalogue can be ordered from ideaspasion@feriavalencia.com or by other means of communication to the event.

Opening hours

The fair is open at the following times:

- Visitors: 9.30 to 19:00.
 - Exhibitors: 9:00 to 20:00.
 - Assembly/dismounting: 8:00 to 20:00 (working days / 1-19 Sept. / 27 Sept.-1 Oct. 2009)
-

P

Parking for visitors and exhibitors

Lower level undercover parking P-1 and P-2: undercover parking, payment required, located inside the grounds. Fee: 10 euros / day.

“Orange” and “Military” parking: free parking located outside the grounds. Continuous transport service to the Feria Valencia entry point free of charge.

Other parking near Feria Valencia, free of charge with continuous transport service to the Feria Valencia entry point free of charge:

- Jaime I parking: located a few minutes from the Exhibition Centre in Paterna.

- Heron City parking (signposted as P - Centro de ocio). Located on the Ademuz highway (CV-35) about 5-10 minutes from the Exhibition Centre.

Parking in the pavilion: occasionally certain unoccupied exhibition pavilions are set up as exhibitor parking lots. More information from Treasury (collection-payment): Ph.: +34 / 963 861 106 – tesoreria@feriavalencia.com

Parking (booked for exhibitors)

Feria Valencia offers exhibitors the chance to contract a parking service for the assembly and dismantling period as well as for the event itself. Use Form 18 of the Application for Services for Exhibitors.

Pre-payment is essential and can be made to the Treasury at Feria Valencia. There are limited spaces available.

Fees (VAT included):

- Assembly /Dismounting period: €0.03 / minute – Weekly voucher: €40.
- During the event: € 10 / day.

For more information contact Treasury office and Service Centre on +34 / 963 861 106 – Fax: +34 / 963 861 291 – tesoreria@feriavalencia.com – centraldeservicios@feriavalencia.com

Passes for assembly and dismantling

This accreditation allows exhibitors and mounting staff to enter and exit the exhibition centre during the assembly and dismantling periods (not during the event itself).

Please use Form 60 of the Application for Services for Exhibitors. The passes can be collected at the Assembly office (Technical Area), on the ground floor of Office Block 2. Ph.: +34 / 902 747 338 - Fax: +34 / 963 861 307.

Personal Data Protection

In accordance with Law 15/1999 of the 13th December regarding the Protection of Personal Data, and with Law 34/2002 of the 11th July regarding Information Society Services and Electronic Mail, Feria Valencia hereby informs you that any personal details given in the Application for Participation will be included in a computerized file belonging to Feria Muestrario Intl. de Valencia, with a view to sending commercial information regarding our activity, products and services, including commercial communications via e-mail.

Personal data may also be passed on to exhibitors and visitors for promotion and information that may be of interest to the company. By sending in an Application for Participation you are granting your consent that the detail therein be made available to third parties, and agreeing to receive commercial communications via e-mail.

If you wish to exercise your right to access, modify, cancel or oppose your data, please send an e-mail to feriavalencia@feriavalencia.com or write to the Feria Valencia postal address: Avda. de las Ferias, s/n. - 46035 Valencia (Apdo. 476 – 46080 Valencia), to the attention of the Dept. of Information Systems.

Pharmacies

The closest pharmacies to Feria Valencia are in Benimámet at the following addresses.

FARMACIA LES CAROLINES (a 300 m.). C/ Campamento, 54 - Ph.: 963 640 437

FARMACIA CAMPAMENTO 8 (a 420 m.). C/ Campamento, 8 - Ph.: 963 640 231

FARMACIA BLASCO CARBO (a 490 m.) C/ Santiago Lope, 15 - Ph.: 963 636 381

Duty pharmacy phone: 900 500 952 (www.cofv.es/farmacia/dsp_farmaciasguardia.cfm)

Photocopies / fax / couriers

Service offered by Mail Boxes Etc, located on the Mall level in the centre of Pavilions 1 to 4.

Ph.: +34 / 963 161 199 - 658 858 666 (24h messaging service Jeronimo Martínez) - ferval@mbe.es

Photography and video

The Exhibition Centre collaborates with several professional photographers who specialize in photography, photo-reports and videos of stands and product exhibitions.

This service can be contracted by using Form 15 of the Application for Services for Exhibitors.

More Information: Ph.: +34 / 963 861 507 - Fax: +34 / 963 861 507 - smartinez@feriavalencia.com -

Service Centre: Ph.: +34 / 902 747 309 - Fax: +34 / 902 747 345 - centraldeservicios@feriavalencia.com

Plans

Before a stand can be assembled the construction plan, including technical details and specifications must be approved. This plan must be checked and stamped, if necessary, by the Feria Valencia Assembly Office, and must comply with regulations (height, materials, safety, locks, etc.). Once stamped, the Head of Pavilion with request it for checking.

Assembly of a stand without a Feria Valencia approved plan may lead to the assembly being stopped, the exhibitor will have to carry out any necessary rectifications and the stand may even be closed for the duration of the fair.

For more information please see Form 19 (Decorative Project) of the Application for Services for Exhibitors, or contact the Assembly Office (Technical area).

Ph.: +34 / 902 747 338 - Fax: +34 / 963 861 307

Plants and flowers (floral decoration)

To request plants and flowers, please use Form 20 of the Application for Services for Exhibitors, or contact the Service Centre at Feria Valencia:

Ph.: +34 / 902 747 309 - Fax: +34 / 902 747 345 - centraldeservicios@feriavalencia.com

Plumbing

Feria Valencia has its own plumbing service for the installation of water supply and drainage, using under-floor plumbing in the pavilions. Each water supply connection has a half inch section and the drainage pipes are 25mm in diameter. To contract this service please use Form 1 of the Application for Services for Exhibitors.

To contract (Form 1): Ph.: +34 963 861507 - Fax: +34 963 861 130 - smartinez@feriavalencia.com

For technical information: Ph.: +34 963 861 239 (Plumbing service).

More information, see also **Service Centre**.

To report any incident or problem with this service or general plumbing, please see the Head of pavilion for each area. (see **Heads of pavilion**).

Police

Paterna Police Station (closest town to Feria Valencia):

Avda. Blasco Ibañez, 6 - 46980 Paterna (Valencia) - Ph.: +34 / 961 356 160

National ID and Passport Office, Paterna

Avda. Blasco Ibañez, 20 - 46980 Paterna (Valencia) - Ph.: +34 / 961 385 699

Local Police, Paterna (Citizen assistance):

Ciutat Liria, 5 - 46988 Paterna (Valencia) - Ph.: +34 / 961 344 020

National Police (for help if you are the victim of a crime): **091**, y **902 102 112** (reports. Attention in several languages).

Local Police: 092

Press - publications

At the Press Club (pavilion 1, Mall level) journalists will receive press dossiers and publications supplied by various exhibitors.

At the entry forums and Customer Attention Points (see **Customer Attention**) there are information leaflets, reports, plans, exhibitor catalogues and guides for the event.

During the event itself, there will be a number of points of sale for newspapers (in the distributor halls and pavilion access points).

Prohibitions (regarding participation in the event)

- Exhibitors must not make any sale with an immediate delivery to purchasers in the exhibition centre.
 - There will be no re-assignment or exchange, be it partial or total, of the space that has been assigned to exhibitors.
 - Company staff must not abandon or close their stand before the closure of the event.
 - There must not be any advertising outside the rented space or in the exhibition centre unless it has been specifically contracted from Feria Valencia.
 - Furthermore, distribution of advertising material (brochures, leaflets and so on) is prohibited within 500 metres of the Exhibition Centre.
 - Products which are not in keeping with the Fair, as per the application for participation, must not be exhibited.
 - Posters or samples from other companies are totally prohibited.
 - All shows or entertainment of an type, nature or characteristic are prohibited, even within the interior of the stand or for advertising purposes, unless previously authorized in writing by the Organizing committee.
-

Public Transport

BUS

To get to Feria Valencia from the city of Valencia with a stop just outside the North Forum:

Line 62 of the EMT city bus service, with stops at Editor Manuel Aguilar/Barón de Cárcer, Plaza del Ayuntamiento, Lauria, Colón, Játiva, Guillén de Castro/San Agustín, Ángel Guimerá, G. V. Fernando el Católico, Avda. Pio XII / Nuevo Centro, Cortes Valencianas/Palacio Congresos, Camino nuevo de Paterna, Benimámet and the exhibition centre. Runs every 11-16 minutes on workdays and every 15-21 minutes on weekends and holidays.

First run: 5:57. (workdays); 7:00 (Saturdays); 8:00. (holidays). Last run: 22.30.

EMT (Valencia City bus service)

Ph.: +34 / 963 158 500 - 963 924 998 – Customer attention: +34 / 963 158 515 - www.emtvalencia.es
emt@emtvalencia.es

There is a free bus service from the main hotels, the Airport, the Estacion del Norte train station, the metro station Carolines-Fira and nearby parking lots, to Feria Valencia and back (see **shuttle buses**).

For **coach** travel to and from several Spanish cities, please see the website:

www.valencia.es/ayuntamiento/infocidad_accesible.nsf

Valencia Bus station (12 national companies, 3 international companies):

Avda. Menéndez Pidal, bajo - 46009 Valencia. Ph. +34 / 963 466 266

AEROPLANE

Valencia Airport: Carretera del aeropuerto, s/n. - 46940 Manises (Valencia)

Ph.: +34 / 961 598 500 - Fax: +34 961 598 510 - www.aena.es

(See **Airport of Valencia** and **Connections by air**)

METRO

Line 1 from the city centre (Plaza España) to the Carolines-Fira station, which is about 600 metres from the Exhibition Centre. Runs every 15 minutes or so.

For more information, Ph.: +34 / 900 461 046 (free of charge Valencia Metro Customer Assistance):

There is a free bus service running continuously from the Carolines – Fira station to the main entrance at Feria Valencia. www.metrovalencia.es

TAXIS

There are permanent stand at the exhibition centre (North Forum and West Forum - Terramelar) throughout the event.

Taxi companies:

- | | | | |
|------------------|------------------|------------------|---------------------------------------|
| - Radio taxi: | +34/ 963 703 333 | - Taxistar: | +34/ 676 685 600 |
| - Tele taxi: | +34/ 963 571 313 | - Valencia taxi: | +34/ 963 740 202 |
| - Onda taxi: | +34/ 963 475 252 | - Buscataxi: | +34/ 902 747 747 |
| - Taxi Valencia: | +34/ 607 181 181 | | (searches for taxis throughout Spain) |

TRAM

To Feria Valencia, **line 4**.

Route: Dr. Lluch, Las Arenas, Eugenia Viñes, La Cadena, Serrería, Los Naranjos, La Carrasca, Univ. Politécnica, Vicente Zaragozá, Primado Reig, Puente de Madera, Sagunto, Reus, Marchalenes, Tránsitos, Benicalap, Garbí, Florista, Palacio de Congresos, Empalme, La Granja, Sant Joan, Campus, Vicente Andrés Estellés, TVV, Feria Valencia (North Forum)

Trams to Feria Valencia are marked with the word *Fira*.

During the event the service runs approximately every 20 minutes from 6 am until 10 pm every daily (subject to modification).

First tram: 6 am (from Serrería); 6.30 am (from Dr. Lluch).

Last tram: 21.29. (from Dr. Lluch); 22.19 (from Feria Valencia).

You can also reach Feria Valencia with a metro link at Empalme station, travelling to the Carolinas-Fira station on Line 1 of the metro (see **Metro**).

TRAIN

Valencia has direct high speed train links to Madrid, Barcelona, Alicante, Castellón, Tarragona and Albacete. Valencia also has direct connections to almost 170 Spanish towns and cities.

Feria Valencia emits discount vouchers which give exhibitors and visitors up to 30% discount on the price of their train tickets, during the event itself and two days previous to and after the event. www.renfe.es

Information and bookings, Ph.: +34 / 902 240 202 – International information, Ph.: +34 / 902 243 402.

(see also **Shuttle buses**).

Estacion del Norte, Valencia's main train station: Calle de Játiva 24 - 46007 Valencia. Ph.: +34 / 963 942 100.

Publicity

There are several elements in which companies and institutions can contract publicity:

Official catalogue: This is the reference document for professionals attending the event as it contains a large amount of information: list of exhibitors with contact details (alphabetic, by product/sector and company represented), maps and activities among other information.

Visitor Guide: This is an essential element which has been designed to enable easy movement through the exhibition centre. It is freely distributed over the duration of the event and is the most highly-used element, although it does not contain as much detail as the official Catalogue.

Website advertising: targeting the professional public, the insertion of banners and videos (video streaming), is an efficient way of increasing the impact of your participation in the fair, and gives national and international coverage. There are rotating and combined banners:

Rotating Banners: size = 130x130px.

Combined banners: size = 135x65px.

Advertising in the exhibition centre:

Interactive screens with advertising. Service managed by: Aplicaciones Interactivas, S.L. - Ph.: +34 / 962 913 621 - Fax: +34 / 962 381 587 - info@apliinter.com - www.apliinter.com

Other means of publicity: billboards, mupis, exterior facades, access points and inside the exhibition centre.

To contract these services please complete Forms 50, 51 and 52 of the Application for Services for Exhibitors.

Information: Service Centre. Ph.: +34 / 902 747 309 - Fax: +34 / 902 747 345 - centraldeservicios@feriavalencia.com

R

RENFE

Thanks to an agreement between Feria Valencia and RENFE, the exhibition institution emits discount vouchers for up to 30% off train ticket prices throughout the event for exhibitors and visitors (high speed, regional and conventional lines), including 2 days before and after the dates of the event. www.renfe.es (see also **Discount vouchers** and **Public Transport**).

Rest areas

During the event itself, several areas are prepared as rest areas for visitors in the passage ways between pavilions, in distribution halls, etc.

Restaurants and cafes

Inside the exhibition centre there is a wide range of restaurants and cafes available to exhibitors and visitors throughout the event and to mounting staff at other times.

Restaurants (and telephone numbers for information and bookings)

A la carte restaurant <i>El Pan y la Sal</i> (Mall level Pav. 1)	963 861 216
Buffet Restaurant <i>El Pan y la Sal</i> (Mall level Pav 1)	963 861 219
Restaurant <i>Las Hebras del Azafrán</i> (Mall level Pav 2)	963 861 237-8
Buffet Restaurant (Mall level)	963 861 280
Restaurant <i>La Pebrera</i> (Mall level)	963 861 228
Restaurant <i>La Nora</i> (Mall level)	963 861 257
Restaurant <i>Feria Palace</i> (level 3 pav 7)	963 861 279

This offer is complemented by several bars and cafes located in the distribution halls and pavilions, as well as sandwich and drink carts.

Please see guidebooks, usually on hand throughout the event or on www.turisvalencia.com for other restaurants and cafes throughout Valencia.

S

Security

Feria Valencia has a permanent basic security service for its pavilions, provided by an external company (Eulen). There are also surveillance cameras at certain points. In any case, to avoid any problems we request maximum collaboration and vigilance from all exhibitors and visitors, regarding the care of their own belongings.

Ph. Eulen (security): +34 / 963 861 564 (see also **Lost property /theft**).

Please keep a close eye on all your personal articles (bags, wallets, hand luggage, suitcases, laptops, mobile phones, cameras etc.). The stand must not be left unattended during the opening hours of the event. At night we strongly recommend that any valuable items be removed from view and safely locked away.

During the assembly and dismantling period - the day before the opening of the event – extreme caution must be taken with all exhibition items, and the stand should be as inaccessible as possible as the high levels of traffic increase the risk of loss or theft.

At the end of the closing day we suggest that all exhibitors remove all valuable items from their stands. The products that remain should be properly labelled and packaged.

Service Centre

This department coordinates most of the contracting of services for exhibitors. Through the department Feria Valencia offers the following services:

- Water
- Compressed air
- Electrical power
- Telephone lines
- Internet connection
- Cranes
- Hire of furniture and accessories
- Publicity in the centre, catalogue and on the web
- Carpet
- Floorboards
- Auxiliary staff
- Press office
- Photography and video
- Insurance
- Hire of rooms
- Parking
- Hire of decorative flowers
- Hire of computer equipment
- Hire of AV equipment
- Transports (courier)
- Cleaning
- Hire of electrical accessories
- Hire of small electrical goods
- Bookings for accommodation

Ph.: +34 / 902 747 309 - Fax: +34 / 902 747 345 - centraldeservicios@feriavalencia.com

For other services not managed by this department, please contact the event:

Ph. +34 / 963 861 507 - Fax: +34 / 96 386 1130 - smartinez@feriavalencia.com (event)

Services for the handicapped

The exhibition centre has various services available for the handicapped including ramps, lifts and adapted toilets.

Shuttle buses for travel to Feria Valencia

There is a free bus service from the major hotels, the airport and the Estacion del Norte train station to and from Feria Valencia. The stop is between the Benimámet-Fira metro station and the Exhibition Centre, near the Feria Valencia car park.

More information at the event office. Ph.: +34 / 963 861 137 and 138; or on the website.

Staired-stands

These can be requested by using Form 12 of the Application for Services for Exhibitors.

Information at the event office: Ph.: +34 / 963 861 507 - Fax: +34 / 963 861 130
smartinez@feriavalencia.com and at the Service Centre (see **Service Centre**).

Statistics

Statistic data for the trade fairs organized by Feria Valencia are audited by a company hired by the Association of Spanish Fairs (AFE) in accordance with the criteria set out by the UFI (The Global Association of the Exhibition Industry).

Furthermore, data from website access is audited by OJD.

Stewards and interpreters / other auxiliary staff

Stewards with or without languages can be hired for full days, as can auxiliary staff for assembly, and official security staff for day or night.

This service can be contracted using Form 13 of the Application for Services for Exhibitors, or by contacting the Service Centre: Ph.: + 34 / 902 747 309 - Fax: +34 / 902 747 345 - centraldeservicios@feriavalencia.com

Storage for goods

A few days before the inauguration of the event certain zones are set up for storing the packaging from articles being exhibited at the stands.

For more information contact Assembly Office: Ph.: +34 / 902 747 338.

Suggestions and reclamations

Exhibitors can send in their suggestions or proposals for improvement using Sheet 13.1 of the Exhibitors Manual, or via any other means – telephone, fax or e-mail- (see **Offices**).

Complaints and reclamations can also be made directly to the event team, or Heads of Pavilion during the assembly and dismantling periods (see **Heads of Pavilion**), or to Customer Attention staff throughout the event itself. (see **Customer attention**).

T

Telephone Switchboard at Feria Valencia

Ph. +34 / 963 861 100 - 902 747 330

Hours: approx. 8:00 – 20:00 (at other times the switchboard is manned by Security staff).

Telephones (Public)

This service is managed by MAIL BOXES ETC., whose establishment is on the Mall level, on one of the corners in the central area of the distribution hall.

Ph.: +34 / 963 161 199 - 658 858 666 - ferval@mbe.es

TEXTILHOGAR

This is the acronym of the International Fair for Home Textiles and Decoration, which was first held in 1970. It is traditionally held in January - in conjunction with Hábitat Valencia in 2008. It is currently part of Ideas&Pasión Feria Habitat Valencia, located this year on level 2 of pavilion 3 (see also **Exhibitors**).

Toilets

Feria Valencia has toilets in every Pavilion for assembly staff, exhibitors and visitors (suitable for the handicapped). Toilets for assembly staff, open during the assembly and dismantling periods, are located at the top and bottom of street D in pavilions 1, 2, 3 and 4 on levels 2 and 3. In other pavilions they are located around the pavilion. Exhibitor and visitor toilets – open throughout the event itself – are located around the pavilions and hallways.

To report any incident or problem with this service, please contact the Heads of pavilion (see **Heads of pavilion**).

Travel Agencies

Feria Valencia has two official travel agents with permanent offices in the exhibition centre, located on the Mall level by Pavilion 3.

Viajes El Corte Inglés

Ph. +34 / 963 861 544 - 545 - 358 - Fax: +34 / 963 861 359 - ferivalencia@viajeseci.es

Viajes Marsans

Ph: +34 / 969 861 537 - 538 - Fax: +34 / 963 861 599 - ferivalencia@marsans.es

Treasury (collection-payment)

This department is in charge of collecting payments for stands and services.

Ph.: +34 963 861 106 - Fax: +34 963 861 291 – tesoreria@ferivalencia.com

The Treasury office is located on the ground floor of the Office Block 2, next to the Assembly department. During the event there is also another office on the Mall level, near the event offices.

U

UFI (The Global Association of the Exhibition Industry).

Feria Valencia is the only Spanish fair organization that is a co-founder of UFI, the main international fair association founded in 1925. www.ufi.org

Useful phone numbers and websites

(If calling from outside Spain, you will need to add the 34 prefix)

Valencia Airport (www.aena.es)	961 598 500	Hospitals (www.san.gva.es)	963 862 500 / 600 / 700
Valencia Council (www.valencia.es)	963 525 478	IBERIA Bookings>Returns (www.iberia.com)	902 400 500 807 123 456
Valencia Council / Citizens Assistance	010	ICEX (Spanish exterior trade Institute Exterior) (www.icex.es)	963 509 148

Valencia Council / Benimámet Mayor's office	963 486 747	IMPIVA (Institute for small and medium industry, Valencia) (www.impiva.es)	963 986 200
Paterna Council (www.ayto-paterna.es)	961 379 600	Telephone Information (various companies)	11818 / 88 / 50 / 80 / 22 / 25
Bioparc (www.bioparcvalencia.es)	902 250 340	Valencia Tourist Information (www.valenciaterraimar.org/touristinfo)	963 514 907
Fire fighters (www.valencia.es/bomberos)	080	IVEX (Valencia Exportation Institute) (www.ivex.es)	961 971 500
Valencia Chamber of Commerce (www.camaravalencia.com)	963 103 900	Provincial Traffic Department (General information: 060)	963 413 833 963 172 000
Post office (www.correos.es)	900 506 070 963 102 730	Police headquarters	091 / 963539539
Red Cross (www.cruzroja.es)	902 222 292 963 677 375	REDIT (Valencian Network of Technological Institutes) (www.redit.es)	961 961 262
City of the Arts and Sciences (www.cac.es)	902 100 031	RENFE (www.renfe.es)	902 240 202
La Fe, Hospital (www.dep7.san.gva.es)	963 862 700	Local Police (www.valencia.es)	092
Valencian Government Delegation (www.map.es/ministerio/delegaciones_gobierno)		Civil Protection (www.112cv.com)	112
Provincial Government Delegation of Valencia (www.provinciadevalencia.es)	963 882 500 902 460 202	Valencia Port (Port Authority) (www.valenciaport.com)	963 939 500
Emergencies	112	Weather service (www.aemet.es)	902 531 111 963 690 750
EMT City buses (www.emtvalencia.es)	963 158 515	Roadside service (www.dgt.es/trafico)	900 123 505
Bus station (www.valencia.es)	963 466 266	Consumer Information Service	900 500 222 963 985 400
Duty Pharmacy (www.cofv.es/farmacia/dsp_farmaciasguardia.cfm)	900 500 952	Telegrams (www.correos.es)	902 197 197
Generalitat – Information (www.gva.es)	012	Medical emergencies	085 / 900 161 161
Civil / Provincial government	963 079 347	Valencia Palace of Congress (www.palcongres-vlc.com)	963 179 400
Tow trucks	963 411 644	Valencia Tourism (www.turisvalencia.com)	963 606 353 963 390 390
Guardia Civil (www.guardiacivil.org)	062		

(See also **Airport; Collaborators; Vehicles; Connections by air; Public Transport**).

V

Vehicles (hire of)

Vehicle hire companies operating from Valencia Airport are:

AURIGA CROWN: Ph. +34 / 961 526 973 www.aurigacrown.com - manises@aurigacrown.com

AVIS: Ph. +34 / 961 522 162 - 961 598 996 - www.avis.es

EUROPCAR: Ph. +34 / 961 520 930 - 961 521 872 - 902 105 030 - www.europacar.es

HERTZ: Ph. +34 / 961 523 791 - 961 522 221 - www.hertz.es

NATIONAL ATESA: Ph. +34 / 961 523 588 - www.atesa.es

Visas

For information concerning travel visas for foreign exhibitors and visitors, please see the website for the Ministry of Foreign Affairs: www.mae.es (Spanish embassies overseas).

Regarding official invitations required by citizens of other countries to apply for their travel visas, please contact the event on:

Ph.: +34 / 963 861 137 – Fax: +34 / 963 861 155 – 130 – fblay@feriavalencia.com

Visitors

Professionals connected to the event sectors can obtain their visitor passes from Ideas&Pasión Feria Hábitat Valencia, free of charge and in advance, over the website www.ideaspasion.com. They can also go to the desks at the entrance to the centre throughout the event (21-26 Sept.), accrediting their status as sector professionals.

For more information: Ph.: +34 / 963 861 138 - mginer@feriavalencia.com
The fair is open to the public on Saturday 26th September, with tickets at 10 Euros.

W

Water and drainage

Feria Valencia has water and drainage connections in all of its pavilions. This service is supplied exclusively from a network of hydrants under the pavilion floors. Each connection for water or drainage consists of a half-inch inlet and a 25mm outlet pipe. This service can be contracted by using Form 1 of the Application for Services for Exhibitors. Ph. Technical information: +34 / 963 861 239 (Plumbing service)
Ph. To contract or for general information: +34 / 963 861 507 - Fax: +34 / 96 386 1130
smartinez@feriavalencia.com (event).

Website

The Ideas&Pasión Feria Hábitat Valencia website is: www.ideaspasion.com
All the latest news regarding the event is posted on this website, as well as other information of interest to exhibitors and visitors.
Certain generic information is available at the Feria Valencia website:
www.feriavalencia.com
(see also **Useful telephone numbers; Collaborators**)

Workplace risk prevention

Feria Valencia has a Workplace Risk Prevention System based on UNE 81900 regulations. The main objective of this system is to ensure the health and safety of employees and external workers working for Feria Valencia, as well as to comply with the legal requirements and regulations established by the Law for Workplace Risk Prevention and all other legislation and regulations in force regarding this issue.

The Prevention Regulations must be respected by all companies operating within the Feria Valencia Centre, and must be made available to all workers (subcontractors, autonomous workers etc.). All companies and their staff will use safe work practices. Workers will not take unnecessary risks and any risk or anomaly will be reported to an immediate superior and if necessary, passed on to the Feria Valencia Prevention Unit, which is the organizational unit that manages the Prevention System, ensuring that current laws and internal procedures pertaining to the Fair Organization are complied with to ensure a continuous improvement of work conditions for the staff.

Please direct any questions to the Prevention Unit: Ph. +34 / 963 861 274 - lferre@feriavalencia.com
More information / documentation available over the website www.feriavalencia.com
