



# Alfândega do Porto

## General Rules for Rental and Use of Rented Spaces

### **General Rules**

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# General Rules

## Access and Logistics

1. **Vehicle access for loading and unloading** of event materials must be done through the access points marked with the **letter A** in **Fig. 1**, unless otherwise instructed by the Alfândega do Porto Congress Centre (CCAP).
2. **Materials must enter the building** through the doors marked with the **letter B** in **Fig. 1**, unless otherwise instructed by CCAP.
3. The building has four **freight elevators** (see **Fig. 1**) that may be used to transport materials to the allocated event areas, unless otherwise instructed by CCAP.

## Set-Up and Dismantling

1. All infrastructure **assembly and dismantling** operations necessary for events must take place during CCAP's working hours, daily from **08:00 to 19:00**, unless otherwise authorized.
2. **No materials** used in the construction/assembly of stands or other display may remain **outside the rented spaces** without express permission from the CCAP. If so should happen, any costs arising from the removal of such materials or from any related damages may be charged to the responsible parties. Even if the presence of such materials outside the designated areas is permitted, it is strictly limited to the set-up and dismantling periods. The CCAP may still request their removal at any time within those periods.
3. The use of **forklifts inside the building** is **prohibited**. It is also forbidden to move heavy materials — such as pallet jacks, lifting platforms, or similar — over floor-mounted electrical boxes.

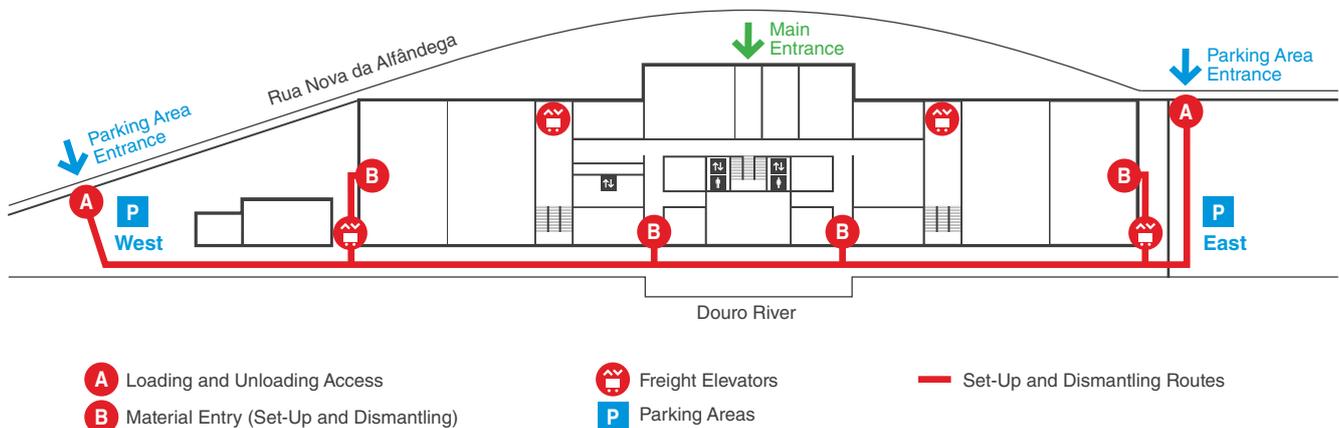
## Furniture and Equipment

All **furniture and equipment** owned by the CCAP **may be loaned** to event organizers upon written request, subject to availability and timely notice.

## Advertising, Promotion, and Sponsorships

1. Advertising and sponsorship **elements may be placed** in non-rented areas only with prior express authorization from the CCAP, requested with appropriate notice and under agreed conditions.

Fig. 1 Alfândega Building Floor Plan





2. It is the **event organizer's responsibility** to **remove all** promotional and advertising elements immediately after the event concludes.

### Electricity and Electrical Connections

1. Available **power points** and their capacities are detailed on the **technical information factsheets** of each space.
2. **Electrical connections** for stands or other structures must be made by **qualified technicians** contracted by the event organizer and must comply with [Low Voltage Electrical Installation Directives](#), including differential circuit breakers and protective grounding systems.
3. Any special requirements, such as power capacity or number of outlets, must be communicated to the CCAP at least 15 days in advance to assess feasibility. If approved, installation is the organizer's responsibility.

### Water Connections

Any **water connections** other than the existing ones must be arranged by the event organizers with **specialized service providers** and with prior knowledge and authorization from the CCAP. All related costs are the sole responsibility of the organizers.

### Telephone and Internet

Any **installation of telephone or internet lines** must be arranged by the event organizers with **specialized providers** and with prior knowledge and authorization from the CCAP. All related costs are the sole responsibility of the organizers.

### Receiving and Shipping Materials / Customs Operations

1. **CCAP is not responsible** for customs operations, nor for the transport, receipt, or shipment of materials related to the events, including quantity or content verification.
2. Materials must be received on the **set-up days** and shipped out on the **dismantling days** by the event organizers, unless otherwise expressly authorized.

### Stand and other Infrastructure Installation

1. It is strictly **forbidden to use** adhesives, nails, plugs, rivets, screws, or any other fastening systems that **may cause** direct or indirect **damage to the floor**. When fixing materials is necessary, adhesive tape should be used, and masking tape must be applied beforehand on the surface.
2. It is also **forbidden to attach** any items to **walls, ceilings, beams**, or access areas using systems that may damage the surfaces (such as nails, plugs, rivets, screws, glues, adhesive tapes, etc.). The placement and method of securing such items must be agreed upon in advance with the CCAP.
3. The use of **paint** or similar products on **walls, ceilings, floors**, or other building structures is strictly **prohibited**, unless expressly authorized by the CCAP.
4. The use of **flammable and/or toxic materials** in the construction of stands is **prohibited**.
5. In spaces with **wooden floor**, stands and other structures must be installed over **carpeting** thick enough to prevent damage to the floor.
6. The **installation of infrastructures** such as trusses, lighting systems, projection systems, sound systems, and others **must be** submitted to and **approved** by the CCAP.
7. **Coffee machines, ice cream storage units, popcorn machines, beverage coolers, or similar equipment** may only be placed in the building with the CCAP's express authorization, and must be installed in a way that does not damage the floor or walls —



specifically, by placing them on appropriate insulating material (e.g., carpet with plastic backing) of a significantly larger size than the equipment.

8. Facilities must be returned to the CCAP in the same condition in which they were provided.

### Catering

1. Catering services may **only** be provided by CCAP's **official "business partners"**. **Only one** catering partner is allowed **per event**.
2. Any **distribution of food products** not included in the catering service may only occur with express and specific **authorization** from the CCAP, upon the event organizer's request.
3. **Food preparation is not allowed** in stands or any other spaces not previously designated by the CCAP. Cooking is strictly forbidden unless a prior written agreement is made.
4. The storage or display of any food items in stands or other infrastructures that release odors or smoke is also prohibited without the CCAP's express authorization.
5. In **food and beverage distribution areas**, the floor must be protected with appropriate **insulating material** (e.g., carpet with plastic backing), covering at least 1 meter around the entire area to avoid damage to the flooring.

### Audiovisuals

1. Audiovisual services must be provided **exclusively** by the CCAP's **official "business partners"**. **Only one** audiovisual partner is allowed per event.
2. Any audiovisual equipment to be used in stands or other structures that is not included in the services provided by the audiovisual partners may only be used with the CCAP's express and specific authorization, requested by the event organizer.

### Cleaning and Waste Removal

1. **Cleaning services** will be provided **exclusively** by the entity designated by the CCAP.
2. The CCAP provides a cleaning team for the common areas of the building. For the areas assigned to each event, **cleaning is the sole responsibility of the event organizer**, who must contact the CCAP in advance if they wish to request this service.
3. It is the **client's responsibility to collect all carpet and other waste** at the end of the event and ensure its proper disposal at an Ecocenter.  
Nearest Ecocenters: Prelada (+351 228 305 981) and Antas (+351 225 509 403).

### Security

1. **Security services** will be provided **exclusively** by the entity designated by the CCAP.
2. CCAP assumes no responsibility for theft or damage occurring in the building.

### Licenses and Authorizations

**Obtaining any licenses or authorizations** required for the event, other than those under CCAP's civil responsibility, is the sole **responsibility of the event organizer**.

### Parking

Event participants may use the CCAP's parking lots, located on the East and West sides of the building, identified in Fig. 1, whenever possible.

### Damages

Any damage caused by the non-compliance of the rules hereby established are of the entire responsibility of the event organizer.



# Operational and Conduct Regulations

In **case of emergency or accident**, the **event promoters/organizers** (temporary tenants) and their **collaborators** should ensure **total and controlled evacuation** of the rented area and **guide all occupants** to the nearest **meeting point** and should use the rented spaces in a way that doesn't increase any risk for occupants and for the Alfândega infrastructures.

## Duties:

- + Making sure that the **safety regulations** for rented spaces are delivered by the **intervention coordinator** before the event;
- + Knowing the **location of all safety equipment** in the rented areas, namely fire **extinguishers** and **fire hydrants**;
- + **Ensuring permanent clearance and visibility of intervention instruments** in the rented areas for immediate use, in case of need;
- + Acting in order to prevent the occurrence of personal injuries or material damage, and intervene directly in order to minimize the effects of an accident.

## During the event:

- + **Complying** with the **safety regulations** applicable to each area..

## Prevention

### Viability of Evacuation Routes

1. Always keep **evacuation routes unobstructed**;
2. In **evacuation routes do not place**, even if temporarily, any objects, material, pieces of furniture or decoration that may create the following effects:
  - + **Reduce the width** of evacuation routes;
  - + **Complicate the opening** of exit doors;
  - + **Reduce the visibility** of signage or mislead to the exits;
  - + **Damage the functioning** of security installations, namely **alarms**.
3. **Keep all exit doors** that are part of **evacuation routes unobstructed** and always capable of being **easily opened/unlocked**.
4. Maintain all **exit doors that are part of evacuation routes**, as well as all accessories (anti-panic bars, emergency command buttons etc.) **perfectly operational**, so that they can be opened easily from the inside in an emergency situation.

### Accessibility to Safety Resources

1. Permantely **maintain all safety resources**, namely fire extinguishers, **accessible and visible**.
2. Do not obstruct accessibility to resources of protection against fire (extinguishers or fire hydrantes), or obstruct or damage the evacuation of the spaces while installing equipment or decoration.
3. Whenever there is the need to change the location of safety resources, consult the AMTC safety delegate.



### **Maintenance and Preservation of the spaces**

1. **Maintain all spaces in perfect cleaning conditions**, namely the vertical evacuation routes (stairs) and corridors that conduct the occupants to the outside of the building.
2. **Keep all equipment and technical installations in good operating conditions.**
3. **Do not make or use improvised electrical installations** without the knowledge of the AMTC safety delegate.
4. **Do not perform any fire related actions**, or production with naked flames, **without removing any nearby flammable material** and without prior authorization of the intervention coordinator.

### **Hazardous Material and Substances**

1. The **use of flammable or explosive material** or substances requires written **authorization** by the **intervention coordinator**;
2. The use of combustible gases must comply with existing legislation;
3. The production, handling and storage of **hazardous material is not allowed in evacuation routes** or in **public access areas**.

## **In case of emergency**

### **Alarm**

1. If you sense the **smell of burning** or notice any other sign that may suspect of a **fire**, **convey your suspicion** to the **central reception** by phone (+351 913 072 576).
2. If you **detect an emergency**, **contact the central reception**, indicating
  - + **Affected area**;
  - + **Type of emergency**.
3. If convenient, **activate the emergency alarm** and initiate immediately the procedures of space evacuation (see *Evacuation – Procedures*).

### **Fire**

1. Inform the **central reception** by phone (+351 913 072 576).
2. **Turn off** the **electric panel** of the area.
3. **Fight the fire** with **first response resources** (namely extinguishers and fire hydrants) and **remove flammable material** from nearby.
4. If the fire is not banished, **request assistance from external aid and activate an emergency alarm**, in order to initiate immediately the procedures of evacuations (see *evacuation – procedures*).
5. If you must **abandon the area**, **close all windows and doors**.

### **Suspicious Package**

**Do not touch suspicious packages.** The characteristics that may indicate if the package is suspicious are:

- + **Smell** that it may include some **type of explosive (scent of bitter almond)**;
- + **Incorrect address** or **absence of sender**;
- + Package **delivered by hand, without prior notice** and with unspecified or **strange content**;
- + **Place of delivery**, stamps or senders that may be suspicious.



Once detected, the suspicious package, the following procedures should be followed:

- + Inform the **central reception** by phone (+351 913 072 576);
- + **Do not open, press or pick up** the suspicious package;
- + **Cover the suspicious package** with a cloth, paper, plastic bag, box or bin, etc.;
- + **Inform** only the **security station** about the existence of a suspicious package;
- + **Turn off all electrical equipment** nearby;
- + **Evacuate to an area** far enough;
- + **Wait** for instructions from the responsible or emergency team.

#### Accidents with victims

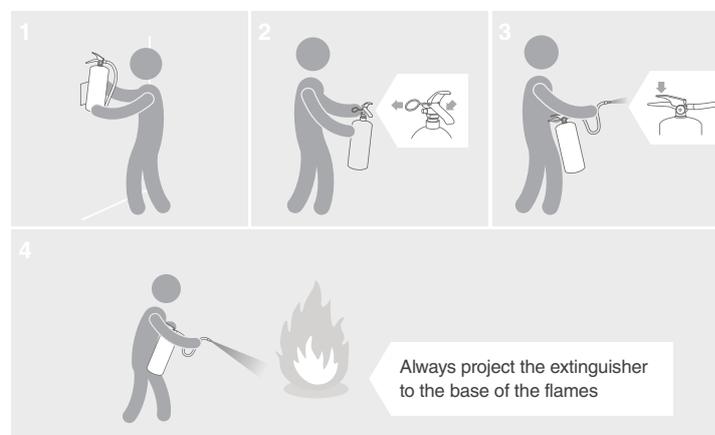
1. **Inform** the central reception.
2. **If you do not have technical knowledge** for first aid, **stay in the area** and wait for an AMTC employee to arrive.
3. **If you do have technical knowledge** for first aid, initiate procedures accordingly to the situation and with the **available material**. Always **verify** if the **safety conditions are adequate** for you and **for the victim**.

#### Evacuation – Procedures

As soon as an evacuation process is communicated or the **evacuation alarm sounds** (continuous sound of the automatic fire detection system), **initiate a quick and safe evacuation** of the occupants, while executing the following actions:

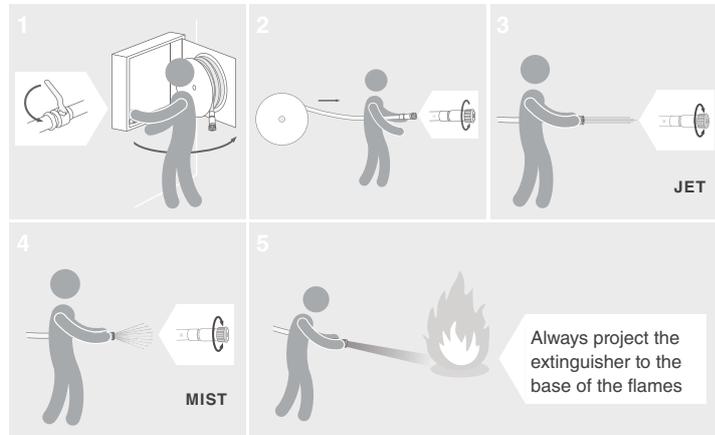
1. **Open the exit doors** to the outside;
2. If near to an exit, **clear the evacuation routes** if there are any obstacles;
3. **Do not allow anyone to access** areas where any type of function will be performed;
4. **Comfort people**, acting firmly to ensure a prompt and orderly evacuation;
5. **Assist occupants** while crossing any possible obstacles;
6. **Do not allow** anyone to **turn back**;
7. **Lead** occupants to the nearest **meeting point** (see figure on pg. 14);
8. Look through all areas of the occupied floor, to **confirm that nobody is left behind**;
9. The **person responsible for the area must inform the event coordinator** once the space is completely evacuated.

#### How to use an extinguisher





### How to use a fire extinguisher reel



### Contacts

Central reception: +351 913 072 576

### Safety delegates:

Artur Rodrigues: +351 917 768 828

Flávio Silva: +351 917 768 837

### Meeting points

