

# FAQ's

## **Q: What is my stand number?**

A: You can view your stand number by searching your company name on our [live floorplan here](#). Alternatively you can email your Account Manager or the operations team on [assist@money2020.com](mailto:assist@money2020.com)

## **Q: Can I change the position of my stand?**

A: If for any reason you would like to reposition your stand or location please contact your Account Manager.

## **Q: When can I access my stand?**

A: Depending on the size of your stand will depend on when you can access the halls. The full event timetable can be found [here](#).

**Space only stands** can access from **Saturday 4th June at 12:00** and **shell schemes** can access from **14:00 on Monday 6th June**.

For all Space only sponsors and contractors entering the halls on **Saturday 4th June** a contractor wristband must be worn at all times which can be collected on arrival. You can rent your Personal Protective Equipment at the RAI hospitality crew centre.

Prior to coming onsite, during build up and breakdown everyone who enters the RAI must have an access badge and are obligated to wear safety shoes and a helmet. Everyone who wishes to be granted access to the halls during these periods must pre-register

Email: [hospitalitycrewcentre@rai.nl](mailto:hospitalitycrewcentre@rai.nl)

## **Q: When is breakdown?**

- A. Please refer to our official timetable in our sponsor portal for all show times. Breakdown will commence on **Thursday 9th June** at approx 5pm when it is safe to do so, please listen to updates on site.

Breakdown details which will be communicated to you on site. These can also be accessible via the organisers office.

**Q: Where can I find the build rules and regulations?**

Please view our rules and regulations document in the portal [here](#) for all relevant information and restrictions.

**Q: What is included in my package?**

A: Depending which stand size you have, will depend what is included in your package;

**Kiosk - Please see sponsor portal for full details.**

Each sponsor will receive:

- 1 x 500w socket
- 1 x high bar stool (black)\*
- Grey Carpeted area (6 m2 for singles sided kiosks and 12 m2 for double sided kiosks)
- Full print graphic, as detailed below
- Small storage area behind kiosk

Single side kiosks will have a full graphic print on the front included in the package build. Printed artwork dimensions: 992 x 2480mm Please submit all artwork to GES (money2020@ges.com) by 22nd April

Double side kiosks will have a full graphic print each occupied side included in the package build. Printed artwork dimensions: 1488 x 2480mm Please submit all artwork to GES (money2020@ges.com) by 22nd April .

***If you have a 3 x 3m shell scheme stand: (Stands have been reduced from last years 3x4)***

- Walling – approx. 2.5m high
- 12sqm grey carpet - If you wish to change the colour or type of floorcovering, please contact GES
- Electricals –1 x 3 kw mains, 1 x 1 kw socket, 3 x led lights on track earthing of the stand
- Nameboard - Your company name will be printed per open side.

***If you have a 3 x 6m shell scheme stand:***

- Walling – approx. 2.5m high
- 9sqm grey carpet - If you wish to change the colour or type of floorcovering, please contact GES
- Electricals – 1x 3 kw mains, 1x 1 kw socket, 6x led lights on track earthing of the stand
- Nameboard - Your company name will be printed per open side.

Please note that the maximum height for all shell scheme stands is 2.5m. If you wish to build inside your stand space, No inside build should exceed this height limit and rigging is not permitted for shell scheme.

If you wish to remove your nameboard please contact GES in advance to organise this. We advise that if you have your nameboard removed, that you organise your own nameboard, so that attendees can locate you.

**Q: Is there a height restriction for my exhibition space?**

A: Shell scheme stands are approx 2.5m and if you wish to build within this space you must keep to this height limit.

- 3x3m, 3x6m stand space you can build up to 2.5m high. (Rigging not permitted)
- 6x6m or above stand space, you are permitted to build up 4m high for single story stands. Rig to 5m.
- Double decker stands can be built on a 6x6m and above and can be built to 6.5m high, and this includes any rigged items.

The stability of any structure/exhibit above 4m in height must be qualified by means of producing structural calculations/technical details (in English) with stand plans. Failure to do so will result in the non-approval of plan submission.

Please see our build rules and regulations document [here](#).

**Q: I am a Shell Scheme exhibitor; how can I affix graphics etc. to my walling?**

A: All adhesive graphics/ pop up banners or seamless graphics panels may be fixed to your shell scheme walls using double sided tabs or panel brackets which GES will provide on request.

Using nails, screws, pins, staples or painting the shell scheme is not permitted and any damage caused to the shell scheme will be charged back to the Sponsor. GES can assist you with this and can be contacted on:

- Email: [money2020@ges.com](mailto:money2020@ges.com)

**Q: Can I bring my own furniture?**

A: You are more than welcome to bring your own furniture for the event. Alternatively, you can provide extra furniture and lighting upon request from our official supplier GES.

Please email GES if you require assistance in ordering.

- Email: Money2020@ges.com
- Telephone: +44 (0) 2476 380 181

GES will deliver the furniture to your stand and remove post show. If you decide to bring your own furniture please ensure you make arrangements to remove it from your stand after the event. If you don't wish to reuse your furniture post event, you can choose to donate it onsite. The RAI has a project to collect usable items left over at the end of an event to share with local charities. The location of the donation room will be confirmed closer to the event date.

**Q: What's included in my meeting room?**

A: Depending on the location of your meeting room, will depend on what is included in your package. Please see below a list of minimum items included:

- Boardroom set up table and chairs, unless otherwise specified

- Pads and pens
- Email: exhibitorservices@rai.nl
- Telephone: +31 20 549 1928

Once your meeting room has been confirmed, we, Money20/20 will let the RAI know and advise you to reach out to the RAI directly to discuss any catering requirements.

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**Q: I have a space only stand, what is included in my package?**

A: If you have a space only stand, you must provide the following:

- Walling
- Stand covering
- [Flooring](#)
- Nameboard
- Stand number
- [Lighting & electrics](#)

For further information on Space only rules and regulation please look here:

<https://europe.money2020.com/sponsor-portal/space-only>

**Q: How do I order extra furniture or lighting?**

A: You can order furniture or lighting through the Sponsor Portal, directly with GES. Your furniture and lighting will be installed on your stand during the build-up.

Please note a surcharge may be added depending on when you place your order, please do keep an eye on deadlines which can be viewed [here](#). Further information on this can be found on the sponsor portal. GES can be contacted directly on the details below and will be happy to assist with your enquiry

Email: Money2020@ges.com

- Telephone: +44 (0) 2476 380 181

**Q: What is the deadline for stand plans?**

A: Stand plans, RAMS, CPP, proof you your Public Liability insurance should be submitted by 22nd April . Please upload the below documents hereto our official stand plan approvers

Debbie and the team can be contacted on;

E: Money2020@abraxysglobal.com

T: +44 (0) 208 747 2045

Please see the sponsor portal [submit your plans](#) for approval' tab for downloadable templates should you need them.

**Q: What are the regulations for space only builds?**

A: A copy of our space only build and regulations can be found [here](#).

**Q: Am I permitted to rig above my stand?**

A: Rigging is permitted within the exhibition hall if your stand is 6x6m and above.

Stands can rig up to 5m high, topside of the banner. All rigging needs to be approved by Abraxy and [The RAI](#).

You will need to show the plans of your rigging and then it will need to be ordered via the RAI.

- Email: exhibitorservices@rai.nl
- Telephone: +31 20 549 1928.

**Q: What is the difference between a Shell Scheme and Space Only?**

A: Shell scheme stands will be built and ready for when you arrive onsite. All Shell scheme will be built by GES who are the official contractors for Money20/20 Europe.

This includes:

- Stand build
- Carpet
- Electricals
- Nameboard

Space only stands will need to seek a stand contractor to build and remove their stand onsite. Please ensure that all required documentation for approval to Abraxy.

Please remember all electricals must be ordered via GES, this can be done via their [expresso site](#).

**Q: Who are the official contractors for the show?**

A: Our official contractors and the services they provide are shown [here](#). If you require further information about the services they provide, please reach out to them directly. Their contact details can be found on the portal.

**Q: What sponsorship opportunities do you have?**

A: We have a range of sponsorship opportunities available and these can be discussed with your Account managers. We would love to work with your team to create a bespoke opportunity to suit your company's profile and requirements.

**Q: I already have insurance; do I need to take out additional insurance from Ascential?**

A: We will need to see your insurance documents prior to the event to ensure it fits in line with our policy.

Once contract signed you will receive two emails within 2-3 days:

- One from our customer accounts team [customeraccounts@money2020.com](mailto:customeraccounts@money2020.com) with insurance details & invoice for the €200 fee.
- Second email from our insurance partners Inevexo ([noreply@inevexcoevents.com](mailto:noreply@inevexcoevents.com)) with link to their online portal.

You can either pay the invoice or provide evidence of your own insurance policy via the Inevexo portal. Once documents are approved, fee will be waived. See our [General Terms of](#)

[Business for details.](#) If you have any doubts about what your insurance needs are please email [exhibitor@inevexco.co.uk](mailto:exhibitor@inevexco.co.uk) with your queries and we will respond accordingly.

**Q: What security do you provide to keep the products on my stand secure?**

A: There will be security at the event but we do advise that no valuables are left on your stand unattended. Neither Ascential or The RAI accept liability for lost or stolen goods.

If you would like security for your exhibition stand please contact the RAI directly

- Email: [exhibitorservices@rai.nl](mailto:exhibitorservices@rai.nl)
- Telephone: +31 20 549 1928.

**Q: How do I change the information on my profile?**

A: If you require any amendments to your company profile, please email [assist@money2020.com](mailto:assist@money2020.com) and we will be happy to make the changes for you. We will let you know when the change has been made and will reflect in 48 hours. Although in the lead up to show please allow up to 7 days or more.

If you haven't yet submitted your profile, we urge you to do so as soon as possible via this [link](#) to increase your brand's presence. Your online profile acts as a virtual stand that will engage and influence delegates before, during and after your appearance at the live event.

**Q: How do visitors find my profile page?**

A: Your profile can be seen under '[Who's coming - Sponsor lineup](#)' on the event page. Sponsors are shown in alphabetical order under each star rating.

**Q: How do I assign my delegate pass?**

All passes can be assigned online [here](#).

You can now access your allocated Money20/20 Europe sponsorship passes online, simply create an account or login if you have one already. To make sure you and your team get the attendee list as soon as it's released and can start planning, let's get your team registered ASAP. Names can always be swapped out later if circumstances change.



Steps:

- Once logged in, navigate to Purchased Passes
- Click on Provide more details
- Add a photo, click Save and close
- You can sign back in at any time to make changes to the pass(es), upload photos, or download a visa letter if anyone in your team requires one for the trip.

**Q: When will I get my sponsor/delegate pass?**

A: Your sponsor pass will be available for collection at the registration area within the entrance of the event.

If you have any questions regarding registration, including how many passes you have in your sponsorship package or if you wish to purchase additional passes, we have a dedicated team who will be happy to help and can be contacted on:

- Email: [europe@money2020.com](mailto:europe@money2020.com)
- Telephone: +44 (0)20 3033 2070

Please see a our show and registrations [FAQ's](#) for more information

**Q: Is there Wi-Fi inside the hall?**

A: Wi-Fi is available throughout the event and details to logon can be found on the back of your delegate badge. The Wi-Fi is public and will be used by delegates and teams throughout the event therefore if you require the internet for demonstration or consistent use on your stand we highly recommend ordering a hard wire or additional Wi-Fi for your stand space.

**Q: Is there a cloakroom**

A: The cloakroom is situated within entrance K and you can check in coats and bags, free of charge to be held in the cloakroom each day.

Items must be collected at the end of each day. Items must be a reasonable size for the cloakroom to accommodate. Any larger packing cases and sponsor items must be stored with DB Schenker.

**Q: Is there a Cash Point on site?**

A: You won't need any cash onsite for the event, as breakfast, lunch and refreshments are provided throughout the day for our sponsors, speakers and delegate.

**Q: Do you provide wheelchairs?**

A: It is possible to hire a wheelchair. A reservation is needed and can be made by sending an email to [frontoffice@rai.nl](mailto:frontoffice@rai.nl) and providing the following information:

- Name
- Address and city
- Date and time of your visit to RAI Amsterdam
- ID will be requested for collection.

**Q: Is there onsite parking?**

A: There is onsite parking and the RAI traffic team will be able to advise on where to park. There are costs for parking at the RAI, further details including how to book your parking can be found [here](#).

For cost, permits, location and height restrictions on lorry parking, further details can be found [here](#).

Any further questions please reach out to the RAI traffic team:

- Email: [parking@rai.nl](mailto:parking@rai.nl)

**Q: What are your recommended hotels nearby?**

A: We work in partnership with [RAI Hotel Services](#), who can offer the best hotels at the best possible prices to Money20/20 delegates to meet everyone's needs and budgets.

**Q: Are your staff first aid trained?**

A: There is First Aid trained staff onsite should medical assistance be required.

In the event of an emergency, call the RAI team on +31 20 549 1234 and report the accident.

1. Who you are.
2. What happened.
3. Where it happened.
4. The number of victims.
5. Stay with the victim or victims and provide first aid if possible while awaiting expert assistance.

***First aid locations are in:***

- Next to the Amsterdam Grand Café pub.

**Q. Are face masks mandatory at the event?**

- A. Please see full details of our show [covid safety protocols](#). Money20/20 and RAI work closely together to ensure that the protocols are consistently reviewed based on Amsterdam guidance.

**Q. Is there a dress code for the event?**

Anyone attending Money20/20 including hostesses/ temporary staff must be appropriately dressed for the whole duration of the show, in smart attire. It is important that you maintain a professional image and adhere to the dress code policy. Here's some general guidelines to follow:

1. All clothing should be clean and in good shape.
2. All clothing should be professional, meaning not too revealing