



RULES AND REGULATIONS FOR CONCERT / PERFORMANCE SHOW / SPECIAL EVENT / MEETING & SEMINAR

All Organizers and Contractors must strictly observe the following “Rules and Regulations” when working within the premises of True Icon Hall. The main objective of the “Rules and Regulations” is to ensure efficient operations and management of the event area and safety of every individual operating inside TRUE ICON HALL at all time.

Pre-Approved Documents

1. Floor plan layouts and perspectives, signage design specifications and public image advertising designs must be pre-approved by the Operations Department, True Icon Hall **at least one (1) month prior to the event date**.
2. The Organizers must submit all layout plans for truss installation and other rigging with its details of the number of trusses as well as their carrying weights to the Operations Department **at least fourteen (14) days prior to the event date**.
3. The Organizers must submit permission papers obtained from concerned government units to the Operations Department **at least seven (7) days prior to the event date**. These include:-
 - Fun fair or amusement activities: permission is granted by Klongsan Metropolitan Police Station, and Klongsan District Office.
 - Sweepstakes or lucky draw (except an internal party celebration within an organization): permission is granted by Investigation and Legal Affairs Bureau, Department of Provincial Administration, and Klongsan Metropolitan Police Station.
 - Selling of alcoholic beverages***: a permit can be obtained from the Excise Department, and a permission is granted by Klongsan Metropolitan Police Station, and Klongsan District Office.

All activities must comply with the Alcoholic Beverage Control Act B.E. 2551 and the Prime Minister’s Office’s announcement (B.E. 2558) on selling time of alcoholic beverage, and other related laws and regulations.

*** selling = to sell, give away, distribute, exchange

4. In order to obtain a parking fee waive for demonstrated vehicles, the Organizer must submit details of vehicles: brand, model, color, car registration number and moving-in & moving-out schedule to True Icon Hall **at least fourteen (14) days prior to the event date**.
5. Any organizer wishing to use Remotely Piloted Aircraft/Unmanned Aircraft Vehicle or “drone” inside True Icon Hall must obtain an official permission from True Icon Hall, Klongsan Metropolitan Police Station. All required documents must be submitted to Operations Department for approval **at least thirty days (30) prior to the event date**. Details of required documents are as follows:

5.1 Documents to be submitted to the Civil Aviation Authority of Thailand (CAAT) for a permission to fly in the “VT R1 Bangkok City” area

- A copy of drone ownership issued by the National Broadcasting and Telecommunications Commission (NBTC)
- A copy of drone operator permission issued by the Civil Aviation Authority of Thailand (CAAT)
- A copy of the 3rd person insurance under the drone operator’s name
- A copy of the citizen ID of the drone operator, with a signature to certify the copy
- A floor plan of the area where the drone will be operated

The organizer must fill out a request form (for VT R1 Bangkok City area) and submit all documents at the Civil Aviation Authority of Thailand (14 working days in advance). This is to comply with the CAAT announcement that prohibits all flying objects over the Bangkok City within the radius of 10 nautical miles (19 kilometers) at the height of 0-3000 feet above ground.

Once the request is approved, CAAT will send the flying permit to the organizer via an email or at the address specified in the submitted documents. CAAT is located at 333/105 Laksi Plaza, Khamphaeng Petch 6 Road, Talat Bang Khen, Lak Si, Bangkok 10210. Tel. 02-568-8800 Ext. 1504, 1505 or 063-205-8819

5.2 Documents to be submitted to *Klongsan Metropolitan Police Station* (Administration Office)

- The flying permit for VT R1 Bangkok City area
- A copy of drone ownership issued by the National Broadcasting and Telecommunications Commission (NBTC)
- A copy of drone operator permission issued by the Civil Aviation Authority of Thailand (CAAT)
- A copy of the 3rd person insurance under the drone operator’s name
- A copy of the citizen ID of the drone operator, with a signature to certify the copy
- A floor plan of the area where the drone will be operated

Should the Organizer operates drones inside True Icon Hall without proper registration and permission, they will face a fine of 40,000 baht or a maximum of one year imprisonment, or both (according to the Air Navigation Act, B.E. 2497, code section 78 - section 24).

Moving-In and Moving-Out

1. The Organizer and the Operations Department, True Icon Hall must inspect and handover the hall prior to moving in and after moving out.
2. During event days, the Organizer and its team are allowed to access the Service Area according to the time stated in the signed service contract or based on an agreement between the True Icon Hall and the Organizer.
3. Any request for extended working hours other than published in the signed service contract is subject to availability and hourly overtime charges.
4. The Organizer must immediately inform True Icon Hall if there is any damage to the premises or its asset. The Organizer agrees to repair the damages caused within (7) days after dismantling period in the signed service contract and be responsible for the cost which will be estimated by True Icon Hall. Only the repair work which meets the True Icon Hall’s standard will receive a written document as proof. However, if the Organizer refuses to repair, True Icon Hall will carry out the repair and charge all related expenses to the Organizer.

Building-Up and Dismantling

1. Operations Department reserves the right to request the construction plan which is approved by construction engineer if True Icon Hall officer finds that, the construction is not safe or may cause any damage.
2. Service Area floor surfaces must be protected from any damages from construction materials and moving items such as trolleys. Proper covering materials such as working carpets or plywood must be used. The same precautions must be observed with surfaces of walls and ceilings within the Service Area.
3. Plywood or similar materials must be used before laying carpet in True Icon Hall 1, 2 & Suralai Hall.
4. These structures must not be anchored in any way to the Service Area and must be constructed in the most stable and safe manner. In case the True Icon Hall officer finds that, the construction is not safe or may cause any damage, True Icon Hall reserves the right to stop the construction work immediately and amendment must be made.
5. Sawing, welding, spray painting, drilling, hammering, nailing, screwing, and other actions that may cause damage to the walls, floors, equipment, or facilities of True Icon Hall are not allowed.
6. Placing or leaning any equipment or materials against the building's wall and outside the Service Area are prohibited and the Operations Department reserves the right to remove any obstructed materials without prior notice.
7. Safety procedures in highly dangerous operations:
 - 7.1 Any operations relating to heat and spark, such as steel welding and steel cutting, require a hot work permit at least seven (7) days prior to the event date, and True Icon Hall firemen must be hired at the Organizer's expenses. Any operation without proper notification and approval can be terminated instantly. Moreover, during the operation of such kind, flammable chemicals of all kinds must not be used within the 10-meter radius, and all protective gears such as goggles must be worn at all time.
 - 7.2 Working in a confined space requires a permission from the Operations Department, and all work must strictly comply by law.
 - 7.3 Working at height refers to any work at least two meters above ground, which must follow the below procedures.
 - Any work at height with more than two workers requires scaffolding.
 - All work at height requires full body harness (double lanyard) or safety harness belts attached to a stationary structure.
 - In case of working over the walkway, there must be safety nets under the operating spot to prevent any tools or equipment from falling over. Workers and passers-by must also wear safety helmets in the area.
- At the time of building and dismantling, the Organizer must provide personal protective equipment (PPE) for all workers to protect them from any injuries or dangers. Necessary PPE includes protective clothes (long sleeves and long pants), goggles, helmets, and boots.
8. Early removal of exhibits before the show ends must be approved by the Organizer. The Organizer will then notify the Operations Department to further coordinate in security management.
9. All exhibited equipment and materials must be removed from the building by the specific tear-down period. True Icon Hall reserves the right to remove and store all remaining items in an appropriate area with the cost of 2,000 baht/square meter/day (subject to 7% VAT) with no responsibility to the damage in any case. All items remained after 24 hours from the date and time shown in the signed service agreement will be disposed and the expense will be charged to the Organizer or the Appointed Official Contractor. Disposal cost is at 5,000 baht/1 six-wheel truck (subject to 7% VAT).
10. Any construction or setting up at Suralai Hall can be work during 22.00 – 9.30 Hrs.

Equipment & Facilities

1. Use of the True Icon Hall facilities and its properties must be permitted by the Operations Department.
2. Loading Capacities

	Suralai Hall (Concourse)	True Icon Hall
Hang Loading	300 kgs./hang node	500 kgs./hang node
Floor Loading	400 kgs./sq.m.	1000 kgs./sq.m.

Detailed plan of standing or hanging objects and loading requirement must be submitted to the Operations Department **at least fourteen (14) days prior to move-in** so that the Operations Department can arrange the hanging weight distribution before the move-in date.

3. Water supply and drainage can be accessed from specific spots in True Icon Hall. Installation of hose is the responsibility of the Organizer and/or its Appointed Contractor. Specifics of water pipes and waste pipes must be as follows:

3.1 water pipe

- A water pipe must be 1-inch in diameter (Galvanized, PVC8.5, or PCV13.5 only)
- Valves and connectors must be installed properly to prevent any leakage or remaining water in the pipes after dismantling.
- Valves must be switched off at the end of the event hour every evening.

3.2 waste pipes

- A waste pipe must be 2-inch in diameter (PVC5 or better only)
- The Organizer must install an on ground grease trap tank with the size of at least 25 liters.
- Disposal of chemical substances such as paint or thinner into the drainage system is not allowed.

All installation and dismantling of all water pipes and waste pipes must be done by professionals only in order to prevent any leakage and/or damage to properties of True Icon Hall.

4. Public access of electrical supplies is not allowed during event days.
5. Vehicles over 2.80 meters high are not allowed to access the B1 to freight lift.
6. All freights with the height over 3.00 meters and/or **weight over 2.5 tons or 2,500 kilograms are not allowed to access the Car Lift** which is 2.50 m. wide x 6.00 m. deep x 2.90 m. high.
7. Truck Lift which is 3.00 m. wide x 10.00 m. deep x 3.90 m. high, weight not over 15 tons
8. For an installation of an internet and phone system, the Organizer must choose **True**, which is the only appointed service provider of True Icon Hall.
 - 8.1 True Icon Hall can provide three kinds of phone services:.
 - Internal Line : communication within True Icon Hall only
 - Local Line : communication within Bangkok and its vicinity (expenses included in rent)
 - IDD Line : communication within Bangkok and its vicinity; and to mobile numbers, other provinces, and other countries (expenses included in rent)
 - 8.2 True Icon Hall can provide both LAN and wireless internet system the expense of which depends on the speed and number of days using the service.
 - 8.3 If the Organizer wishes to install an internet and phone system inside the booths, an internet and phone installation request form must be submitted to the Operations Department **at least fifteen (15) days prior to the event date**.

9. True Icon Hall supplies electricity through utility hatches under the floor, and through an electrical cabinet at concourse area (Suralai Hall). The organizer must appoint an experienced contractor to carry out the installation and inform all specific details of how much power and which kind to be used **at least seven (7) days prior to the installation date**. All rules and regulations concerning electricity supply must be observed at all time.

Utilities	Event Area	Utility Power
Electricity Supply	Hall 1, Hall 2	700 Amp 3 Phase Convenient for Light & Sound
	Hall 1	150 Amp 3 Phase Main Convenient for Exhibition
	Hall 2	200 Amp 3 Phase x 5 Main Convenient for Exhibition (40 Holes)
	Suralai Hall	200 Amp 3 Phase x 4 Main Convenient for Exhibition (37 Holes)

Traffic Control and Management

1. As the loading area is at the B1, G, 7th floor, it is necessary to control the traffic and reduce congestion during move-in and move-out time. Therefore, all vehicles entering the loading area must **queue up at the holding area at Ta-Dindang Parking Lot**, then wait for their turn according to the security's direction.
2. Once the loading is complete, they must move out of the loading area immediately.
3. True Icon Hall provides vehicle parking validation for the use of Cargo Lift and/or Freight Lifts at G Floor **available from 23.00 – 7.00 Hrs.** only

Safety Precaution

1. True Icon Hall is a non-smoking venue. Smoking is not allowed anywhere inside Icon Siam Shopping Center.
2. In case cooking is required, only electrical appliances are allowed. The Organizer must inform the Operations Department **at least fourteen (14) days prior to the event date**. In addition, the Organizer must hire the firemen from True Icon Hall and be responsible for the service fee incurred. Use of Liquid Petroleum Gas (LPG) in the Service Area is strictly prohibited.
3. Use of helium filled balloon must be approved by the Operations Department.
4. Without a proper notification and request to the Operations Department, any use of pyrotechnics is strictly prohibited inside True Icon Hall.
5. In case of motor vehicle display, the Organizer must strictly observe the followings:-
 - The amount of gasoline must not exceed ¼ of its tank capacity.
 - The amount of CNG or LPG must not exceed 10% of its tank capacity.
 - The fuel tank or gas tank must be completely sealed.
 - Battery terminals and gas distributions must be disconnected during the show.
 - Only vehicles with gasoline engine system is allowed to be driven in True Icon Hall.
 - Starting of vehicle engines during the show is strictly prohibited
 - Plywood or steel sheet (a minimum of 20 mm.) must be laid on the floor for weight sharing prior to vehicle display.
6. Rules for the use of forklift inside True Icon Hall are as follows:
 - 6.1 Only electric forklifts run on battery are allowed inside True Icon Hall.

- 6.2 The size of forklift (including its batteries) must not exceed the maximum carrying capacity of the area, which is 1,000 kilograms/square meter.
- 6.3 The maximum carrying capacity allowed for lifting and moving materials by forklift is calculated based on the weight of the materials and the weight of the forklift combined, which cannot exceed 1,000 kilograms/square meter.
- 6.4 All forklifts must meet the operating and safety standard as follows:
 - They must have secure and strong roof structure for protection of any falling materials.
 - There must be a sign indicating the carrying capacity of the forklift in clear sight.
 - Users must perform a pre-start check for safety operation before each use and keep all records for later inspection by the labor personnel.
 - There must be a warning sound or light while operating the forklift.
 - Modifications of the forklift that cannot ensure safety in operation are strictly prohibited.
- 6.5 Do not stand on the forks or ride in the forklift.
- 6.6 Only trained personnel who is qualified and certified can operate the forklift.
7. All kinds of explosive and flammable substances (paint, thinner, fuel, gas, hay stack, etc.) cannot be stored inside True Icon Hall.
8. Hanging Items or Hanging Lay-out Plan must be approved by the Operations Department. Installation of lighting trusses, banners, or structures that may cause danger must be removed and re-installed in the safest manner.
9. For safety precaution, wiring across any entrance is prohibited. If necessary, electricity wire must be covered with proper materials.
10. Electricity wiring at the Fire Exit or leaving construction materials or equipment that obstruct the fire host cabinets or fire exits of True Icon Hall are strictly prohibited. Fire exits must be used for emergency only; it should not be used for any other purposes.
11. Weapons, knives, explosives or radioactive materials, or any harmful materials are strictly prohibited inside the True Icon Hall, except for exhibiting purposes.
12. In case of conflagration caused by the Organizer during the event, the Organizer will be imposed a fine of **Baht 200,000.00** immediately.

Security

1. The Organizer and its Appointed Contractor as well as workers working inside TRUE ICON HALL must wear proper uniform and badge at all times. Badge samples must be submitted to the Operations Department **at least seven (7) days prior to the first move-in day.**
2. The fire hose cabinets, fire exits and public accesses must remain clear of any obstructions at all time. True Icon Hall has 24-hour security personnel conducting regular patrols of the public area.
3. True Icon Hall will not be responsible for certain items which are not allowed to be kept inside the booth or Service Area. These items include banknotes, gold, jewelries, antique items, valuable art pieces, coins, blueprints, stock or bond papers, important financial papers, credit cards, check books, pass books, and all other business documents.
4. For additional security requirement such as booth security, please submit “*Security Service Order Form*” to the Operations Department **at least fourteen (14) days prior to the move-in day.**
5. Other security service providers are not allowed unless there is a written permission from True Icon Hall.

Cleaning

1. The Organizer, Contractor and/or Exhibitor are responsible for disposal and removal of construction waste materials and substances. If neglected, the Operations Department reserves the right to remove any waste material at the organizer's expense.
2. True Icon Hall provides cleaning of general public area (exclude the Service Area). For additional cleaning requirement such as booth cleaning, please submit "*Cleaning Service Order Form*" to the Operations Department **at least fourteen (14) days prior to the move-in day.**
3. Other cleaning service providers are not allowed unless there is a written permission from True Icon Hall.

Food & Beverage

Meeting & Convention

1. True Icon Hall reserves the right to permit distribution of food & beverage only as a sample or demonstration during the event.
2. Selling of food and beverage during the event is allowed only when the Organizer makes a request to the Operations Department **at least fourteen (14) days prior to the event date** and settles the importation fee at **Baht 5,000.00 / booth / day (Subject to 7%VAT).**
3. Use of Liquefied Petroleum Gas (LPG) is strictly prohibited inside True Icon Hall.
4. If there is a need of hot oil or electrical appliances in the event area, these equipment must be approved by the Operations Department **at least fourteen (14) days prior to the event date.** In addition, firemen must be hired from True Icon Hall at the Organizer's expense.

Banquet

1. In case the Organizer brings in food & beverage service from outside caterers, the importation fee at **Baht 150,000.00 per function will be applied (Subject to 7% VAT).** This fee does not include the rental of table utensils such as dishes, bowls, cutleries, glasses, tablecloth, etc.
2. Arrangement of the banquet area and all equipment used must be carried out by the Caterer or the Organizer.
3. The confirmed list of food items & beverages (both alcoholic & non-alcoholic) must be verified by the Operations Department **at least seven (7) days prior to the move-in day.**
4. Catering service staff must wear a proper uniform and perform in appropriate manners. Uniforms refer to – for female: strictly a hair bun with net, knee length dress or skirt only; and for male: strictly a stylist business casual with no mustache and beard.
5. If Liquefied Petroleum Gas (LPG), hot oil or electrical appliances are needed in the event area, these equipment must be approved by the Operations Department **at least fourteen (14) days prior to the event date.** In addition, firemen must be hired from True Icon Hall at the Organizer's expense.
6. Allowed Liquefied Petroleum Gas (LPG) in the Service Area must have a proper safety valve and **does not weight over 15 kilograms.** Moreover, any unused Liquefied Petroleum Gas (LPG) must not be placed in the same area or stored overnight inside True Icon Hall.
7. Liquefied Petroleum Gas (LPG) with safety valve is allowed to be used only at the pantry or designated area.
8. For reheating, only electrical appliances or hot oil are allowed in the event area.

9. Electricity and lighting wiring for cooking must be prepared by the Caterer. If such service is required by True Icon Hall, the Organizer must be responsible for an additional charge, and must inform True Icon Hall **at least three (3) days prior to the event date.**
10. The Caterer is solely responsible for moving, installing, and dismantling the True Icon Hall's tables, chairs, and chair covers. All items must be returned to True Icon Hall in the original condition at the end of the event.
11. For any damages incurred to True Icon Hall's properties, such as the event area, pantry, preparation area, table, chairs, and utensils, the Caterer and/or the Organizer must be responsible for the damage expense estimated by True Icon Hall.
12. The Organizer or Caterer must clean up the food & beverage Service Area such as pantry, preparation area, kitchen, and table utensils, and return the Service Area and all equipment properly.
13. In case of conflagration caused by the Organizer/the Caterer or food & beverage service provides during the event, the Organizer will be imposed a fine of **Baht 200,000.00** immediately.
14. Any request other than the above regulations will be considered on a case-by-case basis only.

Concert & Performance

1. In case the sponsor of such event requires the selling of food & beverage or other products which are not related to the show, the importation fee of **Baht 5,000.00 / booth/ day (Subject to 7% VAT)** will be applied.
2. The Operations Department allows food & beverage from the sponsor of such event in the event hall. However, the Organizer must pay an additional cleaning service fee of **Baht 5,000.00 per show (Subject to 7%VAT).**
3. Only disposable plastic or paper container (for one-time use) is permitted. All kinds of cans, glass bottles, and lids are not allowed in the event hall.
4. For safety precaution, the height of stage performance and grand stand must not exceed 8.00 meters.

Working on Catwalk Regulations

1. The Organizer and/or the Contractor must exchange ID card for a permission badge before working on the catwalk.
2. Using the breaker installed on the catwalk is not allowed. Wiring should be made from the ground floor where True Icon Hall provides a power outlet and all equipment and materials must conform to the safety standards.
3. Smoking, doing drugs, eating, or bringing any equipment and materials which are not related to the work are not permitted on the catwalk.
4. Working on catwalk without safety equipment is prohibited.
5. The security staff reserves the right to examine employee's personal tools/equipment at all time.
6. Urinating, leaving any rubbish, hanging or hoisting any equipment such as rope, sling or tendon on the catwalk are prohibited.

Miscellaneous

1. All personnel working on installation and dismantling must wear protective clothes and boots for safety reasons.
2. True Icon Hall provides electrical supply for main stage at **350Amp/380V 3 Phases without any charge.**
3. True Icon Hall can provide 1.22 x 2.44 m stage platforms which can be adjusted to different heights between 120 - 160 cm (each level is 10 cm apart). As the number of stage platforms depends on the stage layout plan, the Organizer must submit the stage layout plan to the Operations Department **at least fourteen (14) days prior to the event date,**

4. All kinds of official VDO record must be approved by the Operations Department in order to facilitate and coordinate between the Organizer and the security service officer. The photographer or recorder must exchange his/her ID card for a contractor badge and wear it at all time.
5. Distribution of promotion/advertising materials in Icon Siam Shopping Center is permitted under the event's name which is specified in the signed service agreement only.
6. **First Aid Service arrangement** is compulsory for all exhibitions. For emergency purposes, the Organizer must have first aid kits during build-up and dismantling periods, and arrange for an ambulance to stand by during show days.
7. **Animals are not allowed inside the True Icon Hall premises.** However, exceptions are for shows involving animals which in such case the Certificate of Pedigree must be presented to the Operations Department **at least fourteen (14) days prior to the event date.**
8. The Operations Department must be informed of any broadcasting activity **at least (14) fourteen days prior to the event date.**
9. Any violent acts (fighting or assaulting) or any other illegal behaviors in the working area are prohibited.
10. Urinating or leaving any wastes on the floor/wall of the building, or anywhere outside the toilets are prohibited.
11. During an event, the Organizer can, by law, broadcast under the level of 85 decibel (A) and/or 95 decibel (C). Any broadcast louder than the allowed level may result in suspension of electricity supply service until the adjustment is made. Any damage incurred is the sole responsibility of the Organizer.
12. If the Organizer fails to comply with any rules and regulations of True Icon Hall, the Operations Department shall notify the organizer in writing first. And if such notification is not observed by the organizer, True Icon Hall reserves the right to terminate the signed service agreement.

Acknowledged by	
Event's Name.....	Event's date.....
Organizer's Name	
Contact Person.....	Telephone No.....