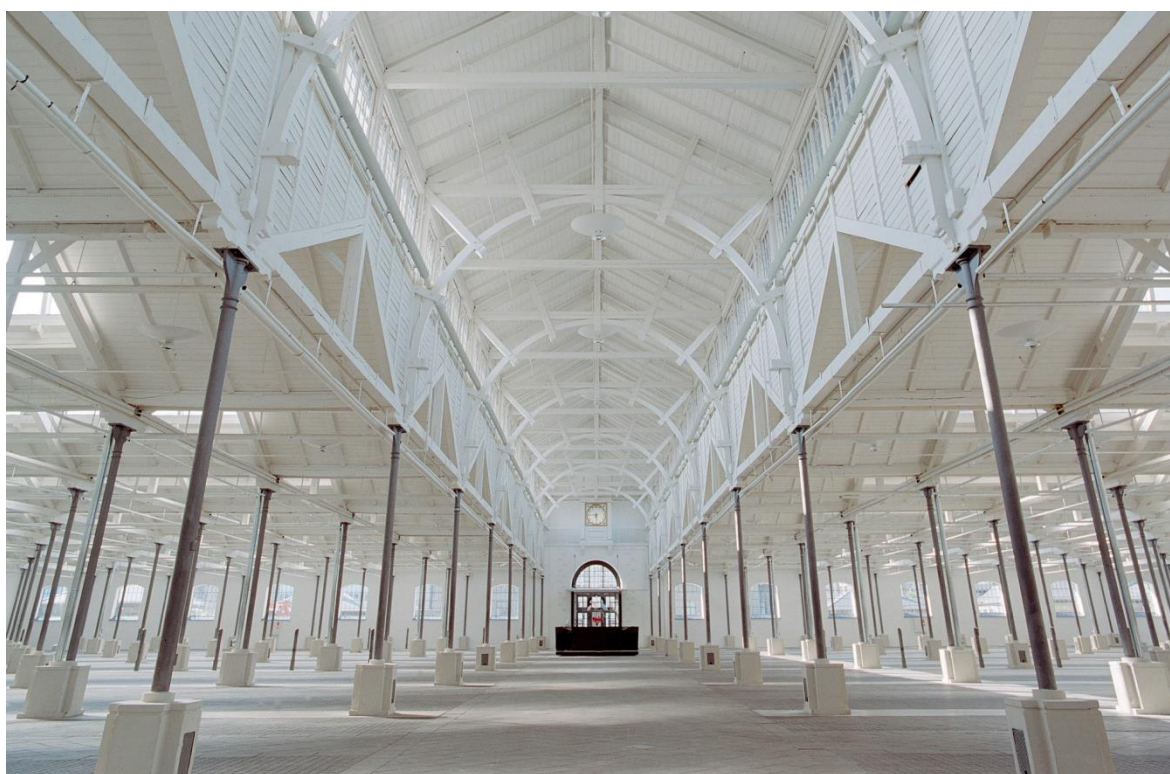


# The City of Copenhagen International Citizen Days 2024 27-28 September 2024



Dear stand holder

This fair guide contains all the practical, technical, and general information regarding International Citizens Days and Øksnehallen in DGI Byen as a venue.  
All questions related to the fair must be sent to organiser.

You can take a virtual tour of Øksnehallen [here](#)

### **Contact information**

E-mail: [icd@kk.dk](mailto:icd@kk.dk)

Address for delivery:

Øksnehallen  
Halmtorvet 11  
1700 Copenhagen V

Please write name of fair, name of contact and stand number on all orders.

### **Opening hours**

#### **Mounting**

Fredag den 27.09.2024	kl. 10.00 til 12.00
Lørdag den 28.09.2024	kl. 07.00 til 10.00

#### **Access for standholders during fair**

Fredag den 27.09.2024	kl. 10.00 til 18.00
Lørdag den 28.09.2024	kl. 07.00 til 18.00

#### **Access for guests during fair**

Fredag den 27.09.2024	kl. 12.00 til 16.00
Lørdag den 28.09.2024	kl. 10.00 til 15.00

#### **Dismantling**

Lørdag den 28.09.2024	kl. 15.30 til 18.00
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Note: Time frames for dismantling of stands must be coordinated further with organiser

## FAQ

### **Storage use**

Storage use can be ordered online via the webshop.

Empty packages, card boards etc. cannot be placed on or near stand due to fire safety.

### **Picking up items after fair**

All items, materials etc. must be removed and collected within the time frame of dismantling. Øksnehallen is not responsible for things being removed or thrown out afterwards.

### **Parking**

Parking in front of Øksnehallen is forbidden, however, loading and unloading of items is allowed.

A parking lot with multiple floors can be found near Øksnehallen via the following address:

Ingerslevsgade, 1704 København V.

### **Garbage**

Large containers can be found at the back entrance of Øksnehallen. Garbage bins for smaller waste can be found inside the venue.

### **Smoking**

Smoking is prohibited in Øksnehallen.

### **Cloak room**

Please contact organiser regarding cloak room

### **Personal items**

Please refrain from placing bags and other personal items on stands. Use cloak rooms if possible

### **Toilets**

Toilets can be found near the back entrance of Øksnehallen. The venue also provides toilets for wheelchair users and baby changing facilities.

### **Water supply**

Connecting water, a sink and reservoir is possible in Øksnehallen. The venue does not, however, have a drain for use. Stand holders have to connect water for devices themselves.

### **Cleaning**

Standholders are responsible for their own cleaning. If a stand holder wants assistance, they can order it on the webshop.

### **Hotel**

If stand holders want to book hotel rooms, they can book via CPH Hotel, which is also a part of DGI Byen

Click here for more info: <https://www.dgibyden.dk/en/hotel-tourism/cph-hotel/online-booking/>

Read more in the link below under "Frequently Asked Questions"

<https://www.dgibyden.dk/en/meetings-and-conferences/facilities-equipment/oksnehallen/>

## Practical Information

### When arriving at Øksnehallen

During mounting, stand holders must contact the production team when arriving, which will then allocate them to their stand. Load-in of products, materials etc. during the fair has to be done via the back entrance. Measurements for the back entrance of Øksnehallen are the following: W: 255cm x H: 315 cm

Please note that it is not allowed to drive any vehicle inside the venue during fair opening hours.

### Production in Øksnehallen

Øksnehallen's production team are responsible for setting up of stands, lights, sound etc. and are available during the entire mounting for guidance and technical assistance for stand holders.

If stand holders need to borrow tape, ladders etc. or need any form of assistance they must contact Øksnehallen's production office, located on the right side of the back entrance. Certain products may be sold out or not available due to limited deadlines.

Please be aware that Øksnehallen's production team will invoice any form of assistance during mounting if it exceeds 30 minutes. Use of external equipment must be preapproved by Øksnehallen's production team.

Orders placed after organiser's deadline will have a 20 percent add-on fee.

Please note that Øksnehallen is not responsible for orders delivered before or during the fair. Orders must also be delivered carriage free.

### Rental of forklifts or lifts.

It is only allowed to use vehicles that belong to the production team in Øksnehallen. Stand holders are not allowed to use their own forklifts or lifts, but can ask the production team for assistance in case it is needed. Øksnehallen recommends standholders to bring their own trolleys and alike.

The production team can help with transportation of deliveries if they are properly packaged and marked as fragile, caution etc. Øksnehallen is not responsible for deliveries that do not live up to the above mentioned. An invoice will be sent, in case of elapsed time.

### Internet connection

Øksnehallen offers wireless internet or wired internet access, which can be ordered on the webshop

Ask the production team for the password upon arrival. Please note that it is not allowed to connect DHCP servers on the wired internet access at the venue.

### Hanging and setting up materials

Øksnehallen's production team will assist stand holders regarding set-up of banners, signage etc. Signs and banners cannot be placed or hung outside the stand. Stand holders are not allowed to build anything above 3,7 meters, which is the maximum height for a stand, without permission from organiser or venue.

All walls for stands consist of white drop paper banners. Øksnehallen uses wired tubes to hang up any printed materials, which hangs in front of the drop paper. For further information please look under technical information in the webshop.

It is forbidden to damage Øksnehallen's floors, outer walls, materials etc. with screws, seams, etc.

It is also forbidden to fasten or stick any materials on the drop paper banners. In case of damage, stand holder will be fined for liability of damage

### Floors

Øksnehallen's floors can sustain liquids, paint, oil, red wine and alike. Heavy, sharp objects will however scratch the floors and stand holders must be careful to not harm it. A carpet, mat etc. that can absorb the above mentioned may be necessary depending on the situation. Materials weighing over 750 kilos must be discussed with Øksnehallen. Stand holders can use double sided tape as well, but only the following: TESA nr. 4964. Production must approve other tapes before use.

### **Complaints**

Any complaints from stand holders regarding deliveries from Øksnehallen must be sent in writing the day after the fair. Complaints sent afterwards will not be approved.

### **Alarm**

Øksnehallen's side gates are always secured with alarms and must only be opened in case of a fire. This is to ensure the safety of materials, products on stands but also to ensure that guests can only enter via the main entrance. Opening gates without permission will result in a stand holder being fined for liability of damage

### **Food and beverages in Øksnehallen**

Coffee, tea, sandwiches etc. can be pre-ordered on the webshop. Stand holders can also buy food or beverages during the fair in Café Øksnehallen. Please note that it is not possible to buy food or beverages outside of the fair's opening hours.

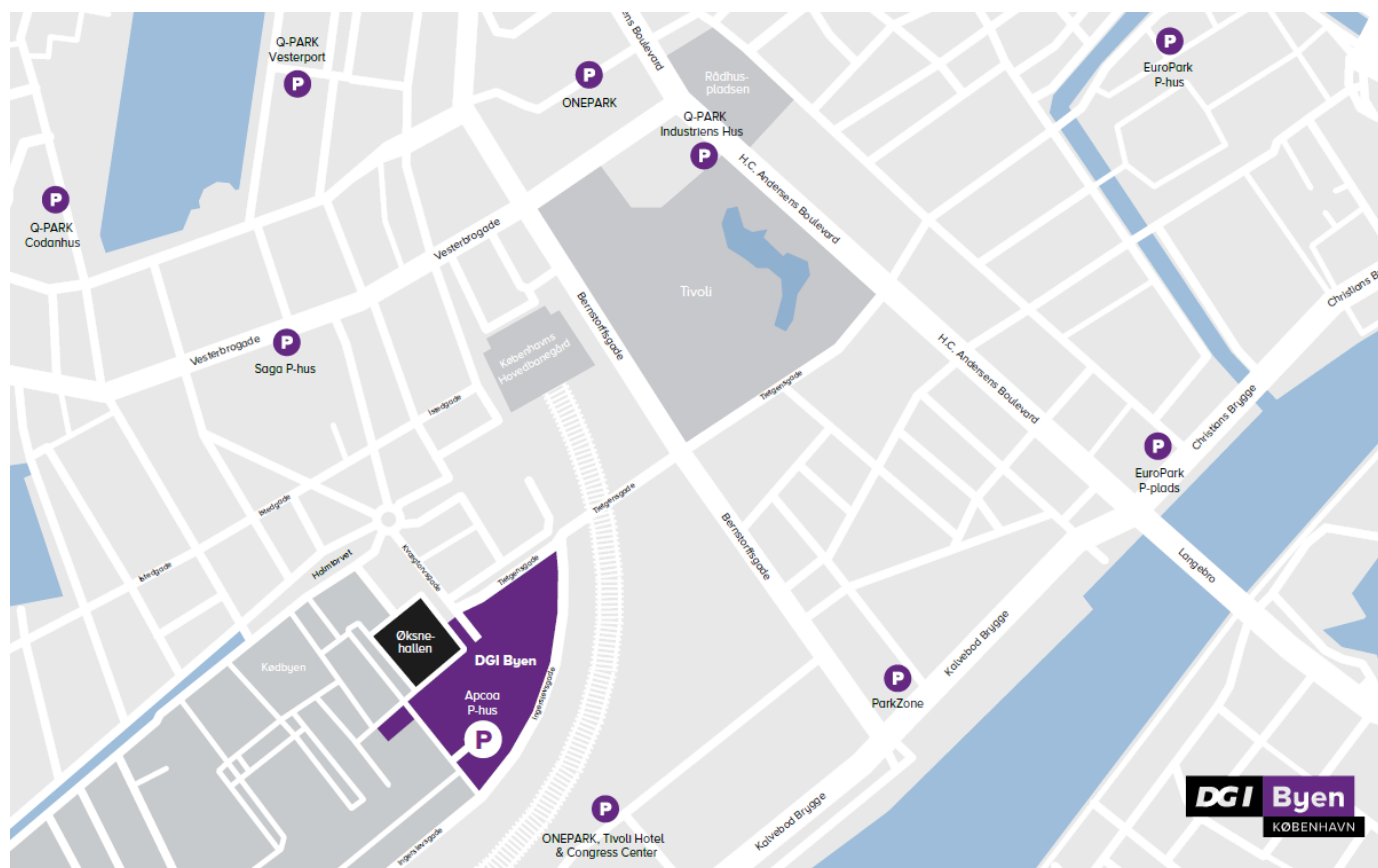
It is not allowed to bring your own coffee bike, water bar etc. either. Read more on the webshop regarding customized solutions for food and beverages.

In case stand holders want to hand out taste tests, they have to contact [fair@dgiby.dk](mailto:fair@dgiby.dk) for further information.

### **Fire exit and safety rules**

- Fire exits must never be blocked, exceptions can be made but has to be discussed with Øksnehallen
- Fire and electric enclosures must never be hidden or covered
- It is not allowed to bring any smoke, steam etc to Øksnehallen
- Any flammable materials brought to Øksnehallen have to be fire resistant
- Any coverage of stands must be approved by Øksnehallen before mounting
- Any usage of fire must be approved by Øksnehallen
- No objects, materials can be placed by fire exits. Stand holders will be asked to move them in case of relevance

## CITY MAP



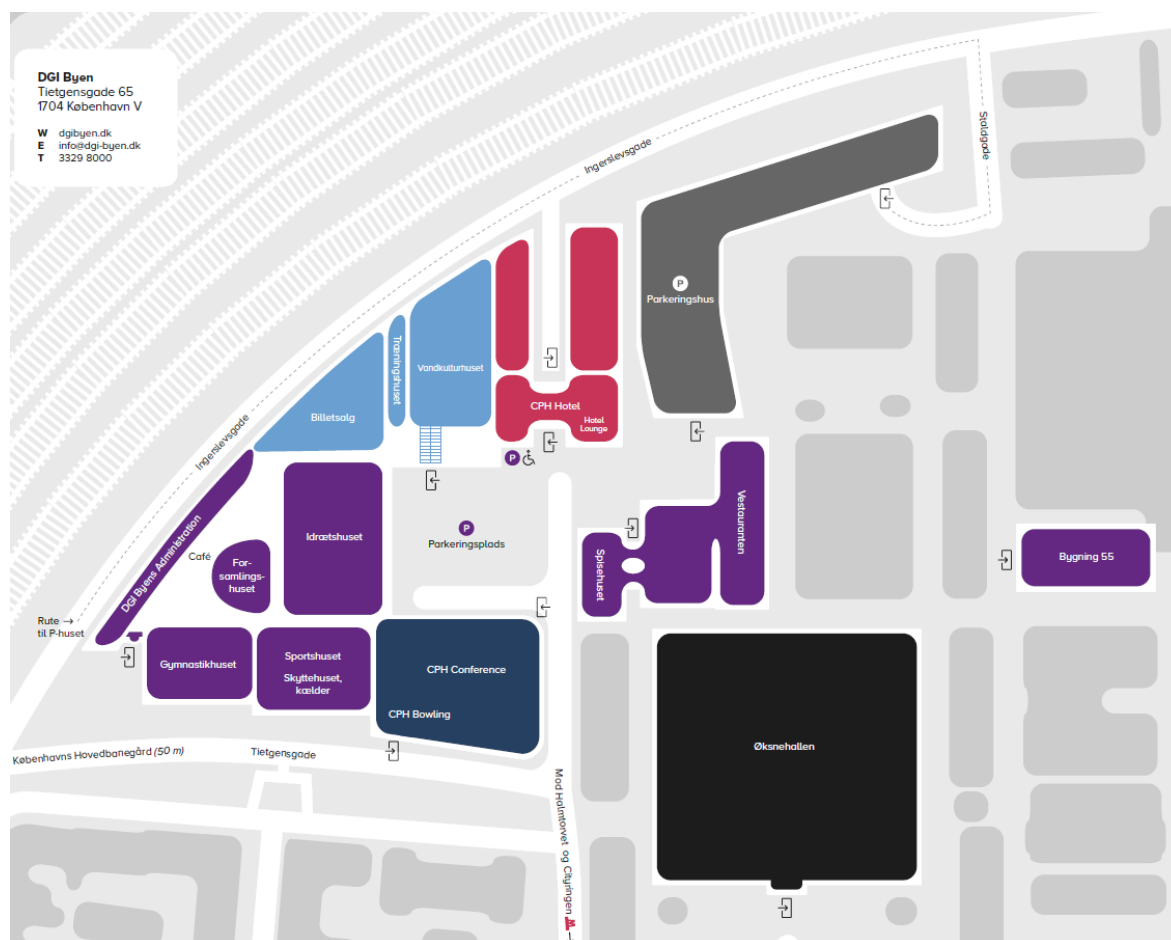
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### Distance from airport

Taxi to DGI Byen	approx. 15 min.
Train to DGI Byen	approx. 20 min.
Bus to DGI Byen	approx. 30 min.

DGI Byen is a 2 minute walk from central station and Øksnehallen is a 5 minute walk from central station.

## MAP OF DGI BYEN



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