

No.	Questions	Answer
1	Who is the official freight forwarder for IDEX & NAVDEX 2021?	Agility Fairs & Events is appointed as the official freight, lifting and handling contractor and the recommended shipping and freight forwarding contractor for IDEX & NAVDEX 2021. Agility Fairs & Events should be contacted directly in regards to all freight, lifting and goods handling queries on their below contacts: Agility Fairs & Events Contact: For Operational/ Onsite Requirements:- Contact: Mr. Alexander Philip T: +971 2 4496311 M: +971 56 6886356 E: PAlexander@agility.com Mr. Praveen Suri Mr. Abuturab Kuvawala Ms. Nilofer Sayeed T +971 4 8131210 +971 4 8131485 +971 4 8131487 M +971 56 5041943 +971 50 5549926 +971 56 6833914 E PSuri@agility.com AKuvawala@agility.com NSayeed@agility.com
2	How can I log into the exhibitor's online portal	You can access the exhibitors online portal by using those links in Google Chrome browser IDEX Portal https://esc.adnec.ae/app85.cshtml?aat=skqezIUdx8kj86XrxNlnJL2nZ65leK06QYIG9yfawA%3d NAVDEX Portal: http://ebms.adnec.ae/app85.cshtml?aat=5cu5XPJZkN1Vc2zthuMxGkCLIEUxwheE5ed9mBcd3x4%3d
3	I am unable to reset my exhibitor's online portal, can you please help me?	In case of any technical difficulties, please write an email to operations@idexuae.ae to help you resolve the login error with a screenshot of the message that you receive.
4	How can I submit the End User Certificate and where to find the signed and stamped submission?	To fill in an End User Certificate: o Login into your exhibitor's portal account o Under the main task list, select "End User Certificate" o Fill and submit the "End User Certificate" o Once submitted, the Operations team will receive the submission and further process it o Final signed & stamped submission will be uploaded under the "Approved/Signed documents" <i>(Please be informed that the End User Certificate will only be accepted if submitted online.)</i>
5	What is an invitation letter and how can I get it?	o Login into your online exhibitor's portal account o Under the main task list, select "Invitation letter" o Once submitted, the Operations team will receive the submission and further process it o Final signed & stamped submission will be uploaded under the "Approved/Signed documents"
6	What are the inclusions that I get with my shell scheme?	Please send an email to operations@idexuae.ae so we provide you with your shell scheme inclusions.
7	Is electricity included with the shell scheme package?	Yes, power is provided within the shell scheme package.
8	Is electricity included within the SPACE ONLY stand?	No, power will have to be ordered separately for SPACE ONLY stands.
9	How and Where can I register for the show badges?	You may register for exhibitors' badges through this link. Please note that the quantity of badges is restricted for each stand based on the stand area due to the current pandemic. Send an email an email to Abdulla Alhameli at abdulla.alhameli@adnec.ae to check your assigned quantity. https://registrations.idexuae.ae/registration/44906a06-771b-48dc-b1e3-d9faf72bcfe6
10	Do we have to pay for show badges?	Entry badges for IDEX & NAVDEX 2021 are free of charge.
11	Where shall I pick up the badges from?	You need to print the badge that you will receive before you travel to the show or come to the venue. You will present the badge at the airport, as well as at the entrances of the show.
12	What is the maximum height for indoor stands?	Maximum height for indoor stands is 6 metres.
13	What are the recommended hotels near the venue?	The onsite hotels at ADNOC are the 4 star Aloft Abu Dhabi and 5 star Andaz Capital Gate. There are also nearby hotels including the Premier Inn Capital Centre, Arjan by Rotana, Pearl Rotana Capital Centre and Centro Capital Centre. We recommend making all hotel reservations through our travel partner Etihad Holidays who can also help with flights and activities. Please follow this link to book or for group bookings email conferencetravel@etihad.ae https://www.etihad.com/en-ae/book/special-offers/promotion/idex-2021
14	Is there an advertising fee for having a hanging banner?	There is no advertising fee for having a hanging banner but you will need to pay the cost of the rigging service.
15	What are the main deadlines that I need to consider?	o Stand Plan Submission: 14th January 2021 o End User Certificate: 14th January 2021 o Invitation letter: 8th February 2021 o Service orders: 15 days prior to the show, thereafter delivery cannot be guaranteed and standard price will apply. o Best Price: when order and payment is complete 15 days before the event date o Standard Price: when order and payment is complete within 14days or less from the event date
16	Are we allowed to have a meeting room in our stand or booth?	A meeting room is allowed within the stand although we do advise against it as it is mandatory to comply with the maximum safe capacity allowed (1 person per 4sqm) and with maintaining a safe physical distancing of 2m at all times.
17	Is Abu Dhabi Airport Open?	Yes, Abu Dhabi Airport is open and you will need to present your IDEX and NAVDEX 2021 printed badge at the airport on arrival. Visit their website for any further information needed at www.abudhabiairport.ae
18	Do I need to quarantine?	No, you don't. All IDEX and NAVDEX 2021 event's visitors, delegation, contractors and exhibitors are exempted from the quarantine. A print out of the event badge must be presented at the airport as proof. You are advised to keep a spare copy as well as a digital copy.
19	Do I need to do a PCR test on arrival?	You will need to do the PCR test on the 6th day of arrival. Further details will be provided on the location and cost of the PCR tests.
20	Where can the day 6 PCR test be taken?	Further details will be provided to you with regards to the location of the test.
21	How much will the PCR test cost?	Further details will be provided to you with regards to the price of the test. Currently, it is around 65\$.
22	What will happen if the PCR test is positive?	If your test result is positive, you will be advised to quarantine for 14 days in your hotel room or at a hospital.
23	What would happen if my country did not allow me to travel?	Most exhibitors and visitors are choosing flexible travel and booking arrangements to receive full refund in case of any travel restrictions.
24	When is the deadline by which the event will be cancelled, if needed?	In case the event is cancelled, you will be notified around 3 - 4 weeks prior to the event date.
25	What happens to my travel plans and costs if the event is cancelled?	Most exhibitors and visitors are choosing flexible travel and booking arrangements to receive full refund in case of cancellation.
26	What happens to my stand build costs if the event is cancelled?	We advise that you discuss this matter with your contractor.
27	What happens to my shipping costs if the event is cancelled?	We advise that you discuss this matter with your shipping agent.
28	Can I fly into Dubai and still be eligible for the IDEX and NAVDEX no quarantine rule?	Yes, you can. You will need to present your event badge with your personal identification when asked for it. We advise that you use our travel partner ETIHAD AIRWAYS and benefit from the special discounts.

29	What arrangements will I need to make if I fly into Dubai and drive to Abu Dhabi?	You will need to present your event badge with your personal identification when asked for it. We advise that you use our travel partner ETIHAD AIRWAYS and benefit from the special discounts.
30	Will I be able to stay in Dubai and travel into Abu Dhabi each day?	Yes, you can. You will be required to do a DPI test on daily basis. You will need to present your event badge with your personal identification when asked for it. We advise that you use our travel partner ETIHAD HOLIDAYS and benefit from the special hotel discounts around Abu Dhabi.
31	Will those who are traveling to AD be required to provide negative COVID-19 test results before boarding a flight to the UAE?	Yes, this is part of the travel requirements. Your travel agent will confirm this to you when you book.
32	How will the testing be accomplished, and how will results be relayed to individuals?	The test will be PCR (Polymerase Chain Reaction) done through the nose. Result will be sent through SMS. They usually take between 24 and 48 hours to be received.
33	Will there be adequate food and beverage options available?	All of the outlets within ADNEC will be open as usual with serviced buffet style. Stand catering options are also available. All items are individually wrapped for hygiene reasons.
34	What are the procedures to follow to enter Abu Dhabi?	A PCR test is required which is done from the country you departed from. You will enter Abu Dhabi after presenting your event badge at the airport.
35	How do I arrive to IDEX & NAVDEX 2021?	You can arrive through Taxis, cars, or any other transportation method you choose.
36	What is the registration process?	You need to register online through www.idexuae.ae website
37	Is there a temperature check?	Yes, there is a temperature check through thermal scanners at all entry points at the venue.
38	What if I have a high temperature?	In the case of a high temperature above 37 degrees, you will be asked to step aside to cool down. If the high temperature persists, then you will be directed to a designated medical area to re-check your temperature.
39	What happens if I get sick at the venue?	You will be taken care of by our medical team who are following the Abu Dhabi Health Authority regulations.
40	How do you control crowding at the event?	The number of visitors allowed inside the venue is controlled. Also, different timing for different categories will be assigned for entry (i.e. exhibitors, contractors, visitors, delegates, etc....). Exhibitors are advised on the maximum number of visitors they are allowed to host based on the size of their stands. There will be some designated one-way gangways.
41	Are face masks mandatory?	Yes, they are. The only areas where face masks can be removed are the catering areas while seated.
42	How often is the venue sanitised?	The venue is sanitised by fogging machines daily. Frequently touched areas such as elevators, ATM machines, and escalators will be sanitised throughout the day.
43	How can I connect and meet with others?	You can connect as usual minding current social distancing rules and while keeping your face mask on at all times.
44	How do I leave the venue?	You can leave through Taxis, cars, or any other transportation method you choose.
45	What can I do around Abu Dhabi?	All leisure and culture destinations are open for visitors. Check www.visitabudhabi.ae website for details. Online booking is advised as all destinations have a maximum capacity in order to guarantee social distancing. Take advantage of the discounts offered through our partner ETIHAD HOLIDAYS.
46	What are the safety measures followed with regards to F&B around Abu Dhabi?	Every visitor's temperature is checked before getting into the outlet. People with high temperature will not be allowed to enter. Tables are distanced from each other for the diners safety and only 4 people are allowed per table. Once you sit at your table, you are allowed to remove your face mask. Hand sanitizers are widely available and menus are mostly digital and accessed through scanning QR codes. Pre-booking is advised.