



EXPO
2020
DUBAI
UAE



Bureau
International
des Expositions

EVENTS AND ENTERTAINMENT FAQs

April 2021

PARTICIPANTS – FAQ'S RELATED TO PROGRAMMING

#	LICENSING AND PERMITS
1	<p>Q) Do we have to apply for an Event Permit when staging activities at the Expo 2020 Public Realm venues or within our own Pavilion?</p>
	<p>Expo 2020 have attained an holistic Event permit that covers all 182 days of Expo 2020.</p> <p>This encompasses all events in the Public Realm venues, participants own pavilions and Expo 2020 related events in the Dubai Exhibition Centre (DEC). There is no requirement for Participants to arrange their own permit(s) and there will be no costs associated with this provision.</p> <p>Only commercial and third party events in the DEC will be subject to attaining their own Event permit from the Department of Tourism and Commerce Marketing (DTCM).</p>
2	<p>Q) Do we need to register our performers or speakers with statutory bodies in Dubai such as DTCM and DED?</p>
	<p>Expo 2020 will collect all relevant information regarding performers and speakers via the Expo 2020 accreditation system and provide the information directly to the relevant statutory bodies.</p> <p>Participants are not liable for any costs relevant to the registration of performers or speakers.</p>
3	<p>Q) Does Expo 2020 have a generic Music and Phonographic license for the playing and broadcast of recorded music that would incorporate all of our planned events?</p>
	<p>Expo 2020 is currently concluding mechanism to attain an holistic Music and Phonographic license for all events and activities throughout the Expo 2020 period.</p> <p>Details of the arrangement is expected to be made available on Q2 of 2021</p>
#	VENUES
4	<p>Q) Is the Starlight venue still available for headline acts?</p>
	<p>The Starlight venue will no longer be used for programming and events related activities. The Public Realm however has other suitable venues that can accommodate headline performances, such as the Jubilee Park stage. The current capacity of the venue in the default casual seating mode is up to 1,393 persons. Full capacity without current Covid restrictions is 8,500 persons.</p>
5	<p>Q) Are there any indoor venues for temporary exhibitions in the Expo 2020 Public Realm?</p>
	<p>We would recommend that temporary exhibitions are held within your own Pavilion space or at the Dubai Exhibition Centre (DEC).</p> <p>Enquiries can be made for the DEC via the Expo 2020 Portal, Manage Events function. A specific tab exists for the DEC.</p>

6	<p>Q) Are we permitted to sell or sample food and beverages as part of our event or activation in the Expo 2020 Public Realm?</p> <p>Participants who wish to sell or distribute food or beverage samples must only do so within their own pavilion space.</p> <p>Participants who intend to distribute food or beverage samples must submit a request to Expo 2020 for approval through the Expo 2020 Portal at least 10 working days before the planned distribution of the samples.</p> <p>The request must include a list of samples to be distributed, quantity of each sample, time and place where samples will be distributed, and frequency of the sampling activity if it is set to occur more than once.</p>
7	<p>Q) Are we permitted to book Al Wasl for our events other than our National or Honour Day?</p>
	<p>From 15:00 – 16:00hrs each day Participants are able to book a time slot to perform in Al Wasl Plaza.</p> <p>We are looking for unique and bespoke musical performances. All genres of music will be considered both classical and contemporary in style.</p> <p>Participants can consider a variety of configurations from individual performances, to small groups or larger collaborative events.</p> <p>For more details and a specific discussion on this opportunity please contact your Country Manager.</p>
8	<p>Q) We are interested in contributing to the projection and soundscapes within Al Wasl. How do we register our interest and discuss further?</p>
	<p>As part of your National Day/Honour Day celebration, Expo 2020 will provide an evening projection of your flag onto Al Wasl’s dome.</p> <p>In addition to this Expo 2020 are offering an audio slot that presents your cultural and musical heritage. This music soundscape can be utilized in the lead up to your Ceremony.</p> <p>For Participants that want to go further, you are invited to create your own bespoke projection content. This represents a great opportunity to share your story with the world!</p> <p>For more details and a specific discussion on this opportunity please contact your Country Manager and they will facilitate an appropriate meeting.</p>
9	<p>Q) What are the current Public Realm venues that can be booked by Participants and what technical assistance and support will be provided at those venues?</p>
	<p>There is an eclectic mix of 23 venues that can be booked by Participants via the Expo 2020 Portal, Manage Events function.</p> <p>By navigating to the home page you can click onto each venue and be provided with full details and indicative visuals of the appropriate venue.</p> <p>Details of the technical equipment and services provided at each venue can be viewed in the house package summary sheets.</p>

10	<p>Q) We are planning to bring a substantial event and production to an Expo 2020 Public Realm venue. Are there any limitations to set up, preparation and dismantling time?</p>
	<p>Expo 2020 encourage Participants to bring memorable events of all genre and size to the Public Realm venues.</p> <p>When making an application you will be asked to fill in your requested set up and dismantling time periods. We do encourage and work with applicants to make these time periods as short as viably possible and for the large Park venues constrained within a 24 hour period.</p> <p>With District stages and Performance spaces the allocated performance time of 30 minutes is expected to include set up and dismantle time.</p>
11	<p>Q) We have read through the technical specifications appropriate for each venue. Is there some flexibility in the provision of what we will be provided and how do we progress these discussions?</p>
	<p>Each venue is equipped with a house package of technical equipment and services. Expo 2020 technical team will liaise with your production company to attain the best possible compatibility for your event.</p> <p>In cases where the event requires equipment and services that are not part of the House Package then our technical team will liaise with you to furnish recommended suppliers that can provide additional features at the cost of the Participant.</p>
12	<p>Q) We are interested in booking an event in the Dubai Exhibition Centre, what is the process for making an enquiry?</p>
	<p>Participants looking to host an event in the Dubai Exhibition Centre (DEC) will need to submit an event enquiry through the Expo 2020 Portal, Manage Events function.</p> <p>Participants will find a specific DEC tab and this will invite an enquiry to be made direct to the Sales Team at the venue.</p> <p>Once the proposal is agreed upon, an event contract will be provided for both parties to sign, which will include the payment terms and cancellation policy.</p> <p>A leasing toolkit, DEC Organiser manual, and the standardised packages are available on the Expo 2020 Portal, Manage Events function to support participants who are interested in using DEC.</p> <p>NB All venues at DEC operate on a commercial rental basis.</p>
13	<p>Q) Are venues in the Expo 2020 Public Realm booked on a first come first served basis or are some venues reserved for Participants for their National Day or Honour Day?</p>
	<p>We encourage all Participants to make their bookings for Public Realm venues at the earliest opportunity to avoid disappointment.</p> <p>Venues are not pre booked out in advance for National and Honour Day and are allocated on a first come first served basis.</p> <p>Expo 2020 will always actively engage with Participants at all times to ensure their events are catered for at the most appropriate venue and timings.</p> <p>We also encourage collaboration and joined up performances and activities with other Participants.</p>

14	Q) We would like to arrange specific seating configurations at our event in the Public Realm venue. Is this feasible?
	<p>Both Jubilee Park and the Dubai Millennium Amphitheatre will be provided with preset seating configurations.</p> <p>Participants can request a specific seating configuration for the attendance of a special delegation at their event.</p> <p>After your event is approved to the Master Calendar our Operations team will liaise with you as necessary to define if your event is being attended by a special delegation and make arrangements as appropriate.</p>
15	Q) Are we allowed to provisionally book or hold venues whilst we consider the details of our event?
	<p>Participant who are planning events in an Expo 2020 venue must submit an event application request through the Manage Events option on the Expo 2020 Portal.</p> <p>Only events that are submitted and approved via the Expo 2020 Portal will be considered as Confirmed bookings.</p>
16	Q) What preparation, changing and rehearsal facilities do you have on site and how will they will be allocated to us?
	<p>Appropriate facilities will be afforded for all venues.</p> <p>After your event is confirmed the Expo 2020 Events and Entertainment team will liaise with your appropriate contact to allocate changing facilities as necessary and you will be provided with full joining instructions to facilitate your performance(s).</p> <p>Rehearsal facilities are limited within the site but will be mutually agreed in the process leading from event confirmation to delivery on site.</p>
#	CONTENT AND PROGRAMMING
17	Q) When will Expo 2020 provide participants with an updated Events Calendar relevant to intended thematic weeks and International Days?
	<p>Expo 2020 Dubai has been carrying out a thorough review and re-validation of its Programming strategy.</p> <p>While our overarching themes remain consistent, there are some adaptations made to the overall specialist programme and thematic weeks all of which are being communicated in advance of the August 2020 IPM and can now be found on the Expo 2020 Portal.</p>
18	Q) What is the deadline for participants to submit their event requests?
	<p>We encourage early planning and submission of events to ensure your preferred venue can be reserved accordingly.</p> <p>The latest time an event can be submitted for approval subject to venue availability is 90 days before the intended date. (This 90 days advance application moves incrementally through the dates of Expo 2020)</p> <p>This allows Expo 2020 to provide appropriate information and schedules for our visitors.</p>

19	Q) Do you have any guidelines for costuming and dress for our performers?
	<p>Participants are advised that clothing and costumes for performers should be considered modest in design and application.</p> <p>If you would like further guidance regarding the suitability of intended costumes please submit imagery or designs to your Country Manager and they will be able to come back to you with advice and assistance accordingly.</p> <p>Where possible please include imagery and intended designs as part of your application for venues on the Expo 2020 Portal, Manage Events function.</p>
20	Q) Are we allowed to incorporate stage pyrotechnics or other special effects into our intended performances?
	<p>Expo 2020 are happy to consider any requests via the submission of your technical riders on the Expo 2020 Portal. Requests will be considered and evaluated on a case by case basis.</p>
21	Q) Where can we find details on what programming and events that Expo 2020 are planning yourselves within Public Realm venues?
	<p>The Expo 2020 Events and Entertainment team will give an overview presentation at the May 2021 IPM.</p> <p>The Expo 2020 Portal, Manage Events function provides details and ongoing updates of the structure of the overall Expo 2020 Programming Calendar. The Portal also provides details on how Participants can become involve in co-curated work with Expo 2020's programming.</p>
22	Q) Are there any restrictions in bringing military related performers on site for participants' events, such as military bands?
	<p>Expo 2020 welcomes all applications and a diverse array of content that reflects the culture and heritage of Participating countries.</p> <p>If you would like to discuss any specific element before your application then please reach out to your Country Manager and we can offer specific advise related to your proposition.</p>
23	Q) How are participants supported to incorporate their programming with Expo-led specialist programming?
	<p>There are many opportunities for Participants to contribute to Expo-led programming, for example during Special Days, International Days, and thematic focus weeks.</p> <p>Expo 2020 provides Participants with our Specialist Programming calendar which can be found on the Expo 2020 Portal.</p> <p>Please liaise with your Country Manager to discuss collaborative opportunities or make your application for an event taking into account the thematic week and special days guidance.</p>
24	Q) If we need to cancel or modify the details of our event what should we do?
	<p>Participants should inform Expo 2020 of the cancellation or modification no later than 30 calendar days before the event is scheduled to take place.</p>

25	Q) What are the Procedures for events that have a Prayer Time within them?
	<p>During the Call to Prayer, it is customary for music to be turned off, celebrations to pause, and for voices to be lowered for the duration of the Call to Prayer.</p> <p>Four Call to Payer times of four minutes duration will be broadcast onsite and heard during the Expo 2020 Dubai's operational hours. (Dhuhr, Asr, Maghrib, Isha)</p> <p>Expo 2020 Dubai will plan programming and live events around those times, as music and performances will not run concurrently with the Call to Prayer.</p> <p>Participants are courteously requested to respect the Call to Prayer timings.</p>
#	EXPO 2020 PROGRAMMES
26	Q) We are interested in holding sporting, fitness and wellbeing related events. Is there a designated area for these activities and how can we register our interest?
	<p>Expo 2020 are firmly committed to providing opportunities to promote health and wellness across the site.</p> <p>The Sports, Fitness and Wellbeing Hub is a dedicated 5,400 sqm area measuring 90m x 60m adjacent to the Alif Pavilion.</p> <p>The sports, fitness and wellbeing facilities are available for bookings through the Participant Portal.</p> <p>Please liaise with your Country Manager to arrange a meeting to discuss and progress your specific ideas further.</p>
27	Q) What is the mechanism for submitting all our planned activities and details for our National Day/Honour Day?
	<p>If you would like to discuss any element of your National Day/Honour Day please reach out to your Country Manager.</p> <p>The Expo 2020 Portal Manage Events function will also be updated with appropriate information and advice in the post May 2021 IPM period.</p>
28	Q) Are there set parameters and rules to how Participants can become involved in the Daily Procession?
	A guide has been uploaded to the Expo 2020 Portal outlining the characteristics, timings, route and details of the Daily Procession.

#	COVID-19 AND PROGRAMMING
29	<p>Q) Will the content of the Expo 2020 events and programs be changed considering any social, medical and economic impact of Covid-19?</p>
	<p>Expo 2020 continues to examine and validate its programming and content to both reflect the narrative of today's world but also to take pragmatic and appropriate measures for public and Participants safety.</p> <p>No changes to previous technical specifications have been made at this time. Current audience capacities are being monitored and stated on the venue specifications along with the full capacities without any Covid restrictions</p>
30	<p>Q) Is Expo 2020 planning to put a higher emphasis on digital and virtual events rather than physical performances?</p>
	<p>Digital and virtual accessibility to the Expo 2020 site had always been a feature of the Expo 2020 experience.</p> <p>We are always interested in expanding the digital reach of the event and being at the forefront of the latest technology and communications.</p> <p>Participants can discuss their ideas with their Country Manager or submit their proposals through the Expo 2020 Portal, Manage Events function</p>
31	<p>Q) Will the capacities of the venues be altered or affected by social distancing measures?</p>
	<p>We continue to review our Operating parameters and any changes to capacities at venues are communicated via the Expo 2020 Portal.</p> <p>Current audience capacities are being monitored and stated on the venue brochure along with the full capacities without any Covid restrictions.</p> <p>We will endeavor to have day to day communication with Participants after the initial event confirmation ad as such any updates or modification will be communicated.</p>
32	<p>Q) Will Expo 2020 be issuing any specific guidance notes on post Covid-19 procedures and safety standards relating to events and performances?</p>
	<p>Expo 2020 Dubai will continue to review the situation over the coming months and indeed up to the time of the revised dates of the event.</p> <p>Any Covid-19 related procedures and safety standards will be the result of careful consultation with appropriate health and safety representatives and the analysis and consideration of the situation in the months ahead.</p> <p>We will endeavour to communicate all appropriate information to Participants in the journey ahead.</p>

#	BRANDING AND SPONSORSHIP
33	<p>Q) What is Expo 2020 branding and marketing policy for events in the Public Realm? Can participants incorporate sponsors to their events for financial support?</p>
	<p>Only Expo 2020 commercial partners and sponsors are permitted to have branding and their logos within the event venues.</p>
34	<p>Q) Can we incorporate sporting icons and teams into our events with their relevant shirt and kit sponsors insignia showing?</p>
	<p>Although the Expo 2020 branding guidelines are very clear that only Expo 2020 commercial partners and sponsors are permitted to have branding and their logos within the event venues, event related scenarios such as sporting icons and team kits will be looked at on a case by case basis.</p> <p>Please approach your Country Manager for specific advise or submit all relevant event details through the Expo 2020 Portal, Manage Events tool during your application.</p>
35	<p>Q) Is there a possibility of linking with Expo 2020 associated sponsors to support our planned events and activities?</p>
	<p>We are always keen to explore collaborative opportunities with all our partners and would examine any opportunity or proposition on a case by case basis.</p> <p>Please reach out to your Country Manager in the first instance and they will facilitate any appropriate discussions.</p>
#	BRANDING FINANCE AND REVENUE
36	<p>Q) What costs are associated with booking a Public Realm venue?</p>
	<p>All venues are free to use and are equipped with house packages of staging, sound, light, video and associated crew.</p> <p>The recruitment, attainment and related fees of performers are the responsibility of the participant, so are all flights, accomodation, on the ground transport, visas and per diems.</p> <p>Costumes, props, hairdressing and make up shall be provided and costs borne by the Participant.</p> <p>Costs of additional equipment over and above the house package must also be borne by the Participant.</p>
37	<p>Q) Is Expo 2020 financially supporting participants to co-host events in the Public Realm?</p>
	<p>Expo 2020 provides the venue and related house technical packages at no cost.</p> <p>Costs relating to performers fees, their logistics, costuming, props and their organisation are the responsibility of the Participant and are not supported by Expo 2020.</p>
38	<p>Q) Are participants allowed to arrange entry fees and ticketed entry to venues to support costs and generate revenue?</p>
	<p>All Public Realm venues are free of charge for visitors to enter.</p> <p>Participants cannot arrange entry fees for their Public Realm events. We would advise Participants to consider DEC if a commercial event requiring ticket revenue is being considered.</p>

39	Q) Are we permitted to undertake charitable collections at our event?
	Expo 2020 does not permit charitable collections to be undertaken within the site.
40	Q) If we need to attain technical equipment over and above that which is provided by Expo 2020 in the 'house' packages who is responsible for the applicable costs
	If additional equipment or resources are required, above the venue's house package, Participants will be advised of recommended suppliers to provide the equipment or services. The cost of the additional equipment over and above the house package must be borne by the Participant.
41	Q) If we need to attain additional services and equipment for our performances and events are there designated suppliers who we need to utilise and an agreed rate card?
	Expo 2020 will advise of recommended suppliers and they will provide rate cards and quotes for the equipment and services required. If Participants would like to engage their own suppliers then this should be in agreement with Expo 2020. The Participant will need to commission and pay for the appropriate equipment and staff directly with the designated supplier(s)
42	Q) Who is responsible for feeding and per diem's for our performers and associated crew?
	All flights, accommodation, on the ground transportation, visas, feeding and per diems should be arranged and provided by the Participant. Expo 2020 will provide a basic backstage provision of tea/coffee/dates/biscuits/water/soft drinks for performers, artists and speakers.
#	BROADCAST, MEDIA AND MARKETING
43	Q) How will our events and activities be promoted and communicated by Expo 2020?
	Events held at Expo 2020 Dubai will be available on the official website and official app in a dedicated section. The Organiser will add the events to the official website in an incremental manner up to and including the event time. Each event will have a title, performers name, a short description and scheduling information such as the location of the event, date, times, etc. All events will be promoted to the media present on site within the Expo 2020 Media Centre and digitally via the Media Information System. For communications support, Expo 2020 will work with participants to develop content that is relevant to the audience and the various Expo 2020 communications channels. More information about the communications support provided to participants can be found in the Communications, Media Operations and Marketing Participant Guide that is available on the Expo 2020 Portal.

44	<p>Q) Do we have editorial sign off for information that is used to publicise and communicate our event activities?</p>
	<p>The information present on the website (copy, images, videos) derives from the Participants application and subsequent communications after approval.</p> <p>Expo 2020 will use imagery provided by the Participant that meets the required quality levels. After the event is approved the Expo 2020 Events and Entertainment team will liaise with you to ensure that the appropriate imagery is provided.</p>
45	<p>Q) Will our events be subject to live broadcast and recording and what is the process for advising and informing us?</p>
	<p>Expo 2020 Dubai will produce a ‘world feed’ of event coverage. Appropriate content will form the basis of live transmissions of key events, packaged highlights programming and news stories that will be made available to accredited media organisations worldwide.</p> <p>Facilities can be booked on a rate card basis to produce bespoke pre-recorded content requested by participants.</p> <p>The application process on the Expo 2020 Portal, Manage Events function stipulates to all applicants that filming and potential broadcast of their performances will take place and by making the application that they are acknowledging and agreeing to this taking place.</p>
46	<p>Q) Are we permitted to conduct our own filming and live streaming of our event activities?</p>
	<p>We invite you to specify your requirements in the Event application process and Expo 2020 will offer advice and guidance accordingly on a case by case basis.</p>



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