



ROTTERDAM  
**AHOY**

# VENUE GUIDE

ROTTERDAM AHOY CONVENTION CENTRE

VERSION: JULI 2021

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# INTRODUCTION

## ROTTERDAM AHOY CONVENTION CENTRE

With this guide we provide you with the most essential information about our venue. If you still have any questions after reading this guide please don't hesitate to contact us!

### About Rotterdam Ahoy

Rotterdam Ahoy. World Venue. Since 1971. Based in port city Rotterdam and known as THE number one versatile venue in the Netherlands. Ahoy has been the proud host of a diverse range of business events, Sports events and entertainment for more than 50 years. We look forward to welcoming you in our venue.

### Visiting address

Rotterdam Ahoy  
Ahoyweg 10  
3084 BA Rotterdam

### Postal address

Rotterdam Ahoy  
PO box 5106  
3008 AC Rotterdam

### Important websites

Organisers of Rotterdam Ahoy can log in on [www.ahoy.nl/login](http://www.ahoy.nl/login) using their own email address and password: **weloveahoy**

There you will find information regarding:

- Floorplans
- Logo's
- Communication possibilities
- Website announcement
- Organize safely

Information about the house rules, lease conditions and lease regulations can be found on:

[www.ahoy.nl/en/other/rules-and-regulations](http://www.ahoy.nl/en/other/rules-and-regulations)

[www.ahoy.nl/en/other/house-rules](http://www.ahoy.nl/en/other/house-rules)












# FLOORPLAN

## ROTTERDAM AHOY CONVENTION CENTRE



# CAPACITY OVERVIEW

## ROTTERDAM AHOY CONVENTION CENTRE

	 Surface area in m <sup>2</sup>	 Dimensions LxBxH in m	 Daylight	 Theatre	 Cabaret	 Cabaret Round	 Classroom	 U-shape	 Banquet ***	 Reception ****	 Exam
<b>RTM Stage</b>	3,100	H:17	-	1,750-4,000	1,600		1,000		1,700	3,500	
<b>2<sup>nd</sup> FLOOR (DOCKS)</b>											
Dock 1	450	21.3 x 20.1 x 6	-	340 **	168	144	126	50	160	450	90
Dock 1A	235	20.4 x 10.7 x 6	-	140	52	48	56	38	90	250	40
Dock 1B	215	20.4 x 10.5 x 6	-	140	52	48	56	38	90	225	40
Dock 2	109	9.9 x 10.6 x 3	-	75	36	24	30	20	50	100	15
Dock 3 *	108	9.9 x 10.6 x 3	-	75	36	24	30	20	50	100	15
Dock 4	107	10.2 x 10.3 x 4	✓	75	36	24	30	20	50	100	15
Dock 5	123	10.2 x 11.8 x 4	✓	90	36	36	30	22	60	100	18
Dock 6	79	8.35 x 9 x 4	-	50	24	24	16	18	40	75	12
Dock 7	75	8.35 x 8.7 x 4	-	50	24	24	16	18	40	75	12
Dock 8	75	8.35 x 8.7 x 4	-	50	24	24	16	18	40	75	12
Dock 9	79	8.35 x 9.2 x 4	-	50	24	24	16	18	40	75	12
Dock 10	562	27.4 x 20.1 x 7	✓	500	232	168	170	70	200	500	90
Dock 10A	280	20.1 x 13.9 x 7	-	250	108	84	82	40	100	280	40
Dock 10B	280	20.1 x 13.9 x 7	✓	250	108	84	82	40	100	280	40
Dock 11	108	11.4 x 9.2 x 4	-	80	32	36	32	20	50	100	20
Dock 12	115	11.4 x 9.8 x 4	-	80	32	36	32	20	50	100	20
Dock 13	177	16.2 x 10.4 x 4	✓	140	72	48	48	34	80	180	30
Dock 14	187	17.1 x 10.3 x 4	✓	150	56	48	48	36	80	180	35
Dock 15	190	17.9 x 10.3 x 4	✓	150	56	48	56	36	80	180	35
Dock 16	126	12.9 x 9.5 x 4	-	100	40	36	32	24	60	125	25
Dock 17	133	12.9 x 9.6 x 4	✓	100	40	36	32	24	60	125	25
Foyer 2.1	660	H:2.6									
Foyer 2.2	1,295	H:2.6 - 4									
Foyer 2.3	270	H:4									
<b>3<sup>rd</sup> FLOOR (ROTTERDAM &amp; PORTS)</b>											
Rotterdam	2,500	61.5 x 39.5 x 7	✓	2,300	960	810	700	150	1,000	2,500	480
Rotterdam A	1,240	39.5 x 30.9 x 7	✓	960	416	336	320	100	500	1,250	220
Rotterdam B	300	23.2 x 12.9 x 7	-	230	100	108	80	50	120	300	60
Rotterdam C	280	23.2 x 11.9 x 7	-	215	100	108	80	50	120	300	60
Rotterdam D	340	23.2 x 14.5 x 7	-	280	136	108	96	50	120	350	70
Port 1	1,050	43.1 x 24.8 x 7	✓	1,000	360	360	320	100	450	1,000	200
Port 1A	330	24.8 x 13.5 x 7	✓	270	100	108	80	50	120	325	60
Port 1B	295	24.8 x 11.9 x 7	✓	235	100	108	80	50	120	300	60
Port 1C	420	24.8 x 17 x 7	-	350	136	138	120	50	160	425	80
Port 2	129	14.6 x 8.8 x 2.6	-	100	44	48	40	30	60	120	25
Port 3	141	14.6 x 9.6 x 2.6	-	120	44	48	40	30	60	130	25
Port 4	148	14.6 x 10 x 2.6	-	120	44	48	40	30	60	130	25
Port 5	80	8.9 x 9.3 x 2.6	✓	50	24	24	24	20	40	80	12
Port 6	85	9.5 x 9 x 2.6	✓	50	24	24	24	20	40	80	12
Port 7	86	11.9 x 7.1 x 4	✓	60	24	30	24	20	40	80	16
Port 8	84	10.7 x 7.7 x 4	-	60	20	18	18	14	30	80	16
Foyer 3.1	1,100	H:2.6 - 7									
Foyer 3.2	670	H:2.6									

### GOOD TO KNOW

- Basic AV (screen + 1 microphone connected to in-ceiling mono speakers) is included in all meeting rooms up to 150 pax (in theatre style)
- Space for a lectern / stage is included in all meeting rooms
- Space for a technician is included in all meeting rooms larger than 150 pax (in theatre style)
- Round and exam tables are not included
- WiFi is included

\* Not available when Dock 1 is in full use  
 \*\* Can be upscaled to 420 seats, Dock 3 won't be accessible  
 \*\*\* Not including space for stage and buffet in room up to 80 pax  
 \*\*\*\* Not including buffet and entertainment

# HEALTH & SAFETY REGULATIONS

## ROTTERDAM AHOY CONVENTION CENTRE

Information about our Health & Safety Regulations can be found on:  
[www.ahoy.nl/handbook-for-working-safely](http://www.ahoy.nl/handbook-for-working-safely)

### Working with Sprinkler cloth

All Ahoy halls and meeting rooms contain sprinkler installations and smoke detection systems. It is not permitted to install shields under these installations, such as ceilings or other shielding objects without additional fire extinguishing and smoke detection.

There are a few exceptions to this:

- A structure that is more than 70% open.
- (In the exhibition halls) When the surface is limited to 150m<sup>2</sup>, with a minimum of 2.5m<sup>2</sup> free space around it.
- When the specific sprinkler cloth of the company Pongs Textil is used.

This sprinkler cloth with certificate number G413019 issued by VdS to Pongs Textil GmbH must be used in the Ahoy complex. Surfaces larger than 30m<sup>2</sup> need additional attachment construction so that the free hanging surface never exceeds 30m<sup>2</sup>. The cloth should hang at least 1m under the sprinkler heads and can also be used under smoke detection systems. This specifically mentioned cloth has been approved by authorities and recorded in the fire safety documents of the venue.

### Supplier details:

PONGS Technical Textiles GmbH

Sebastian Tens, Head of Sales

Tel: +49 36645 350211

Mobiel: +49 170 3712796

E-mail: [stens@pongs.de](mailto:stens@pongs.de)

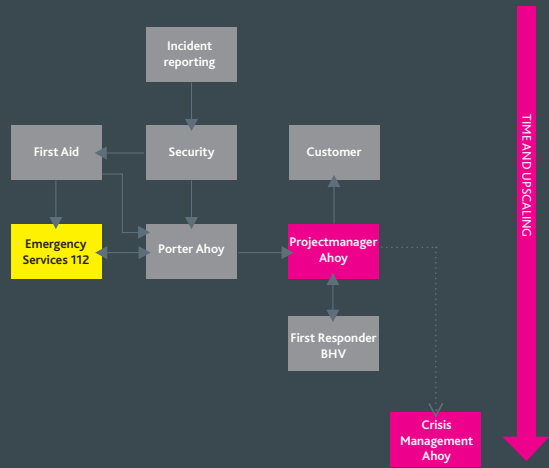
# CRISIS MANAGEMENT

## ROTTERDAM AHOY CONVENTION CENTRE

### CMT

In the event of an emergency, the Lessee, the Project Manager and the Head of Security will meet in a predetermined room. From here, the Crisis Management Team initiates its actions in accordance with the protocol of Rotterdam Ahoy. Ask your Project Manager for more information. Below is the crisis management card, which is also available as a hard copy format from your Project Manager.

Position	Location	Telephone	Email
Alarm number		+31 (0)10 293 3112	
Central number	Ahoy Plaza	+31 (0)10 293 3300	info@ahoy.nl
First Aid	Ahoy Arena	+31 (0)10 293 3610	
First Aid	Plaza/Hallen	+31 (0)10 293 3410	
First Aid	RTM Stage	+31 (0)10 293 3409	
Porter	Ahoy Plaza	+31 (0)10 293 3124	portierplaza@ahoy.nl
Porter	Ahoy Arena	+31 (0)10 293 3580	portierarena@ahoy.nl
Porter	RTM Stage	+31 (0)10 293 3110	portiertm@ahoy.nl
Security Centralist	Ahoy Arena	+31 (0)10 293 3650	
Projectmanager			
Location CMT			



# SUSTAINABILITY

## ROTTERDAM AHOY CONVENTION CENTRE

As Rotterdam Ahoy, we live in the here and now but are constantly thinking about the future; a sustainable future. A future in a healthy, beautiful and green city. So the next generations can also enjoy all the beauty we have to offer. You can't realise sustainable ambitions on your own. Rotterdam Ahoy builds the future in various ways, together with partners and stakeholders.

### **A sustainable past and present**

In all the renovations and expansions that Rotterdam Ahoy has carried out in recent decades, sustainability was a top priority. Within this context, we invested in air-conditioning systems that use a circular process (heat/cold storage), in sound-insulating materials, energy-efficient LED lighting, and in wastewater separation. Furthermore, our disposable catering materials are made from 100% recycled material and FSC certified wood, we work with local fresh products of the season and when purchasing our products, we make sure that as few 'food miles' as possible are made. Our mail is delivered CO2 neutral, and we print on FSC paper.

### **An even more sustainable future**

Rotterdam Ahoy is located in Rotterdam Zuid. 'Hart van Zuid' (Heart of South) is the name under which the area around Ahoy will be completely metamorphosed until 2022, with the aim of creating a new, vibrant city centre in Rotterdam Zuid. The renovation of the Exhibition and Event Halls 2 to 6 of Ahoy in 2018 and the construction of the Rotterdam Ahoy Convention Centre (RACC) are part of the development of this area. Various aspects of sustainability will be implemented in Hart van Zuid. Steps are taken in the following categories: Buildings, Infrastructure, Social, Energy and Water. This includes, for instance, the air tightness of the building, sun blinds, daylight penetration, etc, but also the type of lighting and climate control systems.

Within the area, there is also a strong focus on the Smart City EU sustainability project RUGGEDISED, a joint venture of six European cities, of which Rotterdam is the coordinating city. RUGGEDISED tests and implements smart solutions in the field of energy, transport and digital technology in large-scale urban testing grounds to pave the way to a smarter and more sustainable Europe.

### **We don't do it alone**

Within Rotterdam Ahoy, partnership is essential on many fronts. Including in the field of sustainability. In addition to working with stakeholders outside Ahoy, we are also working internally with partners such as Hago (cleaning), DB Schenker (logistics) and Pameijer (painting jobs) on a sustainable future.



# CLIMATE CONTROL

## ROTTERDAM AHOY CONVENTION CENTRE

Recently, Rotterdam Ahoy has carried out a research into the ventilation within its accommodation. This research was carried out by, among others, Prof.ir. P.G. Luscuere from Delft University of Technology, together with BBA Binnenmilieu in coordination with the research carried out by Mojo Concerts and other event locations in the Netherlands.

The aim of the study was to quantify the risk of contamination with the virus that causes COVID-19 on the basis of the aerosol route, to assess the current ventilation systems in the accommodation and to make recommendations for the design and use of these systems.

It has become clear that the ventilation systems are 'state of the art' and comply with all applicable regulations. In addition, the systems are able to bring in 100% outside air in a simple manner. Due to the volumes of the rooms, with a lot of m<sup>3</sup> (the height of the building) and the use of the ventilation system, the chance of contamination via the so-called aerosol route is many times smaller than that in smaller rooms, especially where there is a relatively high density of people, accompanied by (too) little ventilation.

Safety comes first at Rotterdam Ahoy. We naturally adhere to the guidelines of the RIVM (National Institute for Public Health and the Environment), but with the above-mentioned research we also take measures to minimize the risk of contamination via the aerosol route during events and trade fairs in Ahoy.

# MARKETING & COMMUNICATION

## ROTTERDAM AHOY CONVENTION CENTRE

Ahoy is home to the best total experience in the field of business and consumer events. More than 45 years of experience and expertise are available to organise and facilitate any desired meeting successfully and to the satisfaction of our clients.

### Strong brand

One of the reasons why many organisers like to return to us is the support we offer in the field of marketing and communication and thus the additional publicity that Ahoy can generate for an event. The strong Ahoy brand offers added value to your event, while you also benefit from the communications of Ahoy and its network. Just like you, we think it is important that your event is brought to the attention and attracts many visitors.

### Attention

If you organise your event in Ahoy, we are guaranteed to bring your event to the attention of the public via:

- our highly popular website [www.ahoy.nl](http://www.ahoy.nl) (monthly average of 100,000 unique visitors)
- our digital newsletters (both consumer and business oriented)
- our social media channels (Twitter, Facebook, YouTube)
- Ahoy in the Pocket (printed events calendar, circulation 50,000, 4 times a year) Ahoy in the Pocket is a handy hard copy events calendar with a short description of our events. This agenda is also packed with fun entertainment news. The agenda is published 4 times a year in Ahoy and the entire Randstad and has a circulation of 30,000 copies.

### Service e-mail

Ahoy provides your visitors with the best possible information by drawing a service e-mail prior to the event, which is sent to your visitors (by us or by you). Our Marketing & Communications Managers will be happy to talk to you in order to prepare your visitors optimally.

### Extra publicity

In addition to the support mentioned above, you can also choose to generate extra publicity through the various Ahoy communication tools. These include for example: LED screen wall on the façade of the Ahoy Arena, narrowcasting screens at strategic locations in Ahoy Plaza, banners on the website, flags.

Via [www.ahoy.nl/login](http://www.ahoy.nl/login) you can log in with your own e-mail address and the password: [welopeahoy](http://www.ahoy.nl/login). You will find more information about our possibilities in the field of marketing & communication support on the Communication options page.

# DIRECTIONS

## ROTTERDAM AHOY CONVENTION CENTRE

Ahoy is conveniently located from all roads.

### Coming from Amsterdam/The Hague

Stay on the A4. Follow Rijswijk, Delft, Schiedam to Europoort. Take the A4 through the Benelux tunnel. From Benelux follow A15 direction Rotterdam. Take the exit Rotterdam-Charlois (19). From the Groene Kruisweg take the 4th exit right onto the Oldegaarde. Then turn left onto the Zuiderparkweg at the traffic lights. On the Zuiderparkweg take the first exit right. You are now on the Ahoyweg.

### Coming from Utrecht

Stay on the A12 to Gouda. Then follow the A20 towards Rotterdam. On the A20 take exit A16 towards Dordrecht/Breda. After the Van Brienoord bridge take the Ring Rotterdam towards Zierikzee / Barendrecht / Europoort (A15). On the A15 follow the Ring A15 towards Rotterdam-Zuid before you reach intersection Ridderkerk, then follow Ring Rotterdam Zierikzee (A29) and take exit Rotterdam-Zuidplein (19A). At the 5th traffic lights, turn left. You are now on the Ahoyweg.

### Coming from Dordrecht/Breda

Stay on the A16 towards Rotterdam. On the A16 take the Ring Rotterdam-Zuid towards Zierikzee (A15). On the A15 follow the Ring A15 towards Rotterdam-Zuid before you reach intersection Ridderkerk, then follow Ring Rotterdam Zierikzee (A29) and take exit Rotterdam-Zuidplein (19A). At the 5th traffic lights, turn left. You are now on the Ahoyweg.

### Coming from Zeeland/Roosendaal

Stay on the A29 towards Rotterdam. Drive to the end of the A29. At intersection Vaanplein, take exit Rotterdam-Zuidplein (19A). At the 5th traffic lights, turn left. You are now on the Ahoyweg.

# PARKING & LOADING OPTIONS

## ROTTERDAM AHOY CONVENTION CENTRE

### Elevators RACC

The two RACC freight elevators can be reached through Gate F or G, P6, doors R15. These freight elevators give access to the 1st, 2nd and 3rd floor of the RACC.

The passenger lift of the RACC can be reached via the entrance of the RACC.

Elevators RACC	max. weight	Door width	Width	Height	Depth
Freight elevator (2x)	8.000 kg	1.60 m*	2.50 m	2.60 m	5.40 m
Elevator entree RACC	1.000 kg	0.85 m**	1.50 m	2.00 m	1.45 m

\*(width entrance doors from elevator to RACC), \*\*(width elevator door)

### Elevators Plaza

These lifts are accessible via the Plaza. These lifts provide access to the 1st, 2nd and 3rd floors of the RACC.

Elevators Plaza	max. weight	Door width	Width	Height	Depth
Freight elevator	3.300 kg	2.30 m	2.30 m	2.10 m	2.30 m
Elevator Plaza	1.000 kg	1.10 m	1.10 m	2.10 m	1.30 m



# AHOY IT SOLUTIONS

## ROTTERDAM AHOY CONVENTION CENTRE

Ahoy ICT is the ICT partner within Rotterdam Ahoy when organizing an event, trade fair or conference. Inside Rotterdam Ahoy it is possible to purchase one or more IT services. We are happy to advise you about how your wishes can be translated into a suitable solution. In addition to our standard services (such as internet connections, WiFi, etc.) we can offer you tailor-made solutions to provide your event, trade fair or conference with all the desired options.

### Wifi

Experience the convenience of free WiFi Internet in the RACC of Rotterdam Ahoy. This service is available to visitors/customers based on a fair use policy. This service does not guarantee capacity/speed (bandwidth) and is only suitable for purposes such as small internet traffic (email, visiting websites, etc.)

If you would like your own naming and/or guarantee on capacity / speed (bandwidth) on WiFi indoors (certain) parts of the complex (one or more halls, Arena, Plaza, etc.) then, based on requirements to be inventoried (fire width, capacity, onsite support, etc.) and goals (use your own app, etc.) request a quote from Ahoy IT.

The use of your own WiFi (wireless access points/hotspots) is not allowed due to interference.

### Standard internet connections

You can easily and quickly order a (standard) internet connection from us.

10 Mbit up/down

25 Mbit up/down

50 Mbit up/down

10 Mbit up/down + 1 fixed public IP address

25 Mbit up/down + 1 fixed public IP address

50 Mbit up/down + 1 fixed public IP address

### Fast internet connections

Are you looking for fast, high-quality internet? We also offer different speeds in this area (suitable for e.g. streaming (glass), as a backup line, etc.); possibly with one or more fixed public IP addresses.

For all questions regarding IT, please contact your project manager.

# PREFERRED SUPPLIERS

## ROTTERDAM AHOY CONVENTION CENTRE

Rotterdam Ahoy has a number of in-house services that know the accommodation inside out and work together with all departments like a well-oiled machine. Ahoy also works with a number of renowned suppliers from transport to complete stand construction. We do this not only because of the quality of their service, but also because we have arranged attractive rates so you can benefit of this.

### Event & Venue Branding

For media exposure, event branding and signage projects during your trade fair or event, you can contact Marvin Smart or Partnion. We are happy to advise you on which media partner suits you best.

Marvin Smart event & venue branding

Tandwielstraat 18-20

3083 AV Rotterdam

T: +31(0)10 -4803325

E: [info@marvinsmart.nl](mailto:info@marvinsmart.nl)

W: [www.marvinsmart.nl](http://www.marvinsmart.nl)

Partnion

Brinklaan 66

1404 GK Bussum

T: +31(0)35 631 68 85

E: [info@partnion.com](mailto:info@partnion.com)

W: [www.partnion.com](http://www.partnion.com)

### Audiovisual solutions

The best audiovisual solutions for each event.

ACS

Nieuwe Hemweg 22

1013 CX Amsterdam

T: +31(0)20 671 9909

E: [info@acsaudiovisual.com](mailto:info@acsaudiovisual.com)

W: [www.acsaudiovisual.com](http://www.acsaudiovisual.com)

### Logistics Solutions

DB Schenker is the official event and trade fair forwarder for Rotterdam Ahoy. They offer comprehensive logistics solutions, organize the total transport of all materials, handle customs formalities and provide additional services.

DB Schenker | Fairs & Events National

c/o Ahoy B.V.

Ahoyweg 10

3084 BA Rotterdam

T: +31(0)10 494 01 00

E: [Fairs.Rotterdam@dbschenker.com](mailto:Fairs.Rotterdam@dbschenker.com)

W: [www.dbschenker.com](http://www.dbschenker.com)

# SECURITY

## ROTTERDAM AHOY CONVENTION CENTRE

Rotterdam Ahoy works with a shortlist of preferred security companies. Working with a security company that is not on this shortlist is only possible with the permission of Rotterdam Ahoy and a security fee applies.

TSC Crowd Management  
Krommewetering 21  
3543 AP UTRECHT  
T: +31 (0)30 303 19 03  
W: [www.tsc.nl](http://www.tsc.nl)  
E: [info@tsc.nl](mailto:info@tsc.nl)

PROFI-SEC  
't Geerke 6  
5235 HH 's-Hertogenbosch  
T: +31(0)73 621 48 35  
W: [www.profishsec.nl](http://www.profishsec.nl)  
E: [info@profi-sec.nl](mailto:info@profi-sec.nl)

ISA  
Toetsenbordweg 12  
1033 MZ Amsterdam  
T: +31(0)20 636 11 85  
W: [www.isasecurity.nl](http://www.isasecurity.nl)  
E: [info@isasecurity.nl](mailto:info@isasecurity.nl)

Special Security Group  
De Amert 706A  
5462 GH Veghel  
T: +31(0)857828182  
W: [www.specialsecuritygroup.nl](http://www.specialsecuritygroup.nl)  
E: [info@specialsecuritygroup.nl](mailto:info@specialsecuritygroup.nl)

Security Management Group BV  
Hoofdweg 258  
3067 GJ Rotterdam  
T: +31(0)10 - 492 93 33  
W: [www.smg-rotterdam.nl](http://www.smg-rotterdam.nl)  
E: [info@smg-rotterdam.nl](mailto:info@smg-rotterdam.nl)