



## REGULATION – 004 2015 EXPOTUR

### CHAPTER I

#### ARTICLE 1 Definition

EXPOTUR is the Annual Travel Mart of the Costa Rican tourism . It gathers wholesalers and retailers companies from the emitting markets as buyers and companies of tourism services as vendors.

#### ARTICLE 2 Purpose of the Activity

- (a) Gather travel agencies interested in promoting and selling Costa Rica, as well as other tour destinations.
- (b) Publicize Costa Rican products with other countries, as tour destinations.
- (c) Create new markets and improve the traditional ones.
- (d) Promote negotiation sessions, appointments, summits, workshops and any other method of travel commercialization

#### ARTICLE 3 The Organizer Entity

- (a) It is of public interest the labor of tourism promotion that the Costa Rican Association of Tourism Professionals does, in its character of non-profit collaborator, from the work which corresponds to the State through the Costa Rican Tourism Institute, according to Decree No. 17563-MEC of May 20<sup>th</sup>, 1987. The Board of Directors of the Association is the highest authority, and in this role it dictates the guidelines, policies and sanctions.
- (b) The General Management through the Event Management of the Association is in charge and directly responsible for the organization, coordination and execution of EXPOTUR. Its obligation is to look after the effective fulfillment and compliance of the regulations of the Travel Mart. .
- (c) A General Coordinator Committee of EXPOTUR will be designated, this group is conformed by five representatives of ACOPROT and four of sectorial Associations and Chambers; , the main purpose is to address and implement suggestions that the Private Sector represented by these, work on the design, organization and fulfillment of EXPOTUR .

The members of the Coordinating Committee can be Directors or not of their respective associations and will be designate by the Board of Directors of each Association, accordingly and will comply the guidelines that ACOPROT's Board of Directors establish. Once the Coordinator Committee of EXPOTUR is designated, whose period of vality will be May of each year, its members could be re-elected and need to be sworn in.

- (d) The Director of EXPOTUR will be the same the Director of Events of ACOPROT, who will be responsible of the organization, fulfillment and direction of the event. The president of ACOPROT will also be who will preside over the Committee of EXPOTUR.

### CHAPTER II

#### THE PARTICIPANTS

Will be classified as participants, tourism companies and or representatives of the following:

- A) Buyers
- B) Sellers

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- C) Exhibitors | show case | Stands
- D) Special Guests
- E) Associates
- F) Journalists

## ARTICLE 4 The Buyers

### Definition

The buyers will be any natural or legal entity with operations and external residence address. Additionally, national and international companies that are accredited, will be accepted. Delegates must be executive staff members duly accredited and resident abroad, except for national companies accredited as vendors that also are registered as buyers because of their business.

Among the buyers are invited buyers or "hosted buyers" which are natural person or legal entity with operation and residence abroad who have not attended in previous editions or at the discretion of EXPOTUR and according to prior selection process are invited to partially or fully paid expenses.

## ARTICLE 5 Requirements of Participation

The buying companies wishing to participate in EXPOTUR, must comply with the conditions indicated in the following::

- (a) Pay the registration annual fee and fill out the registration form.
- (b) Register at least one delegate duly authorized with a maximum of two delegates by company.
- (c) Comply with the negotiation appointments previously scheduled by the buyer through the EXPOTUR appointments system or with the ones assigned to it.
- (d) The buyers must accomplish or perform at least 15 appointments or attend to seminars and daily cultural activities during the two days of negotiations.
- (e) In the case of international companies, submit a copy of the latest promotional brochure of tourism products offered.
- (f) Meet the criteria that the ACOPROT's Board of Directors point out for the event.
- (g) Buying companies, as event participants, must comply with the disposition of the organization.

## ARTICLE 6 The Sellers

### Definition

The sellers will be all the business tourist and its delegates duly registered, according to the categorization established in the article 10<sup>th</sup>. And that have presented all the required certificates). Delegates must be executive staff members duly accredited.

## ARTICLE 7 Requirements of Participation

- (a) Represent companies legally constituted under protection of the laws of each country.
- (b) Fill out the registration form duly signed.
- (c) Pay the annual registration fee set by the Board of Directors.
- (d) Comply with regulations established for the negotiation appointments.
- (e) Meet the criteria that ACOPROT's Board of Directors point out for the event. Accept under signature of this regulation that its content and scope are known and will be respected.

## ARTICLE 8 The Reservations



- (a) The sale of the spaces may be made according to the number of properties that the company has, however this will be assessed and determined by the Committee of EXPOTUR. In the case of marketing companies, it establishes that a maximum of two companies with this turn, can share a stand.
- (b) No spaces will be reserved based on antiquity of use.
- (c) To receive booking requests, ACOPROT must receive the Registration Form, duly filled (entirely) and signed by the person responsible of the payment commitment.
- (d) Bookings will be taken by the "First come, first served" system, when either the corresponding payment has been received or the payments of the financing program are up to date. In case of non-compliances with the payments, the reservation will be /lost reserve.
- (e) It is allowed that two national companies share the same stand. EXPOTUR reserves the right to authorize other exceptional cases to this rule. If the organization identifies the presence of two national companies sharing the same stand, the one not officially registered will be removed and both companies will be fined with the amount of \$1000, only the payment of this sanction will reactivate the possibility to participate in future EXPOTUR editions.

## ARTICLE 9 The Areas

Two clearly defined areas for the sale of stands will be established, these are:

- a. Negotiation Area
- b. Exhibition Area

## ARTICLE 10 The Negotiators

In the area of negotiation will be admitted only tourism companies with defined tourist product and that will make negotiations through appointments. These companies will be:

- a. Lodgings companies
- b. Tour operators
- c. Airlines and air transportation companies
- d. Car rentals
- e. Ground transportation
- f. Official tourism organizations
- d. Tourism t attraction companies (\*)
- e. Companies with technological innovations for the tourism sector
- f. Health tourism and related industries

(\*) The tourism attractions will be assessed by the EXPOTUR Committee in order to determine its participation in the negotiation

## ARTICLE 11 The Exhibitors

### Definition

Will be all the duly registered delegates of companies related to the tourism activity, out of the ones enunciated in the previous article that are registered participants according to the categorization that is established in Article 10<sup>th</sup> . Likewise, those companies that being in the previous category, would like to participate solely in the Exhibitors category. In this category are the chambers, associations, foundings, financial companies, all the media , etc. This category will not participate in the negotiation process through appointments, its function will be promotion and spreading access.



## ARTICLE 12 Participation requirements

- a. Represent companies legally constituted under protection of the laws of each country.
- b. Fill out the registration form.
- c. Pay the annual registration fee v set up by the Board of Directors.
- d. Meet the criteria that ACOPROT's Board of Directors point out for the event.

## ARTICLE 13 The Special Guests

### Definition

Will be those who by agreement of the Organizers and their relationship with the Association are allowed to visit the fair during set up times. These delegates may not conduct negotiations with participants, or take advantage of the activity to promote personal activities. Guests must carry at all times their ID name badge during their stay at the fair's venue and will be accompanied, as possible by a personal assistant during its tour. If the presence of a person without a badge or without official authorization within the fair's venue is identified, this will be expelled and if carrying an ID name tag, it will be confiscated, until the person who gave it is located. The granting of an ID name tag to a person not representative of the company, carries to a penalty of \$ 500, if this amount is not canceled, the company remains disabled for subsequent events.

## ARTICLE 14 The Associates

ACOPROT associates who are up to date with their monthly fee, will be allowed to enter the fair's venue the days that EXPOTUR determine. These delegates may not conduct negotiations with the participants, or take advantage of the event to promote personal activities. If any associate is identified performing these actions, he/she will be expelled from the fair and will not be permitted to access future events as visitor.

## ARTICLE 15 The Media

### Definition

Will be taken as **Media** the following categories:

- a. **National Media:** They are the journalists accredited by national companies of radio, television, written press, internet and any other mass media communicators. To effect of EXPOTUR's administration a badge with the name Press will be given to them.
- b. **National Specialized Press:** They are the journalists representing specialized publications in the field of Tourism, who will be accredited. All written press badges must be returned prior leaving the premises.
- c. **National Press:** Journalists invited by ICT, who will be accredited, these credentials will be given in the venue.

## ARTICLE 16

It is strictly prohibited the sale of media goods and services except for the media registered as exhibitor, who may only make the sales on its respective stand. If any mass media is found making these negotiations, it will be reported to the head of the medium it represents and will not be allowed to participate with the same representative in future editions.

## ARTICLE 17 The admission policy, registration, payment and reimbursement to the applicants

### a) The Admission

EXPOTUR reserves the right to ask participants accrediting documents in the categories in which they intend to participate.

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EXPOTUR would not accept and/or exclude those companies who violate whichever of the legal or regulative disposals, related to the preservation of the environment, the protection of natural resources, the code of conduct for the protection of children, the Costa Rican's way of living or any other relevant values of the tourism image of the country.

## **b) Registration and payment policies**

The Cost of the registration will be established annually by ACOPROT's Board of Directors and will be cancelled in EXPOTUR's offices or through bank transfer to ACOPROT account, , during the dates and terms established. After the time limits, the cost will increase as established by the regulation of the Board of Directors.

Payment must be made with the application of participation and the registration forms. Such formality shall be received no later than 2 months before the event. Only in special cases authorized by ACOPROT, and cases that due to cancellation of the exhibition booth by a seller force to the resale thereof, the formality may be made. Any request for participation of new companies must be approved by the Board of ACOPROT. **Although the registration form has been delivered and the payment of its quota has been made.** For this, the applicant accepts that its establishment **or offered service** can be inspected by a delegate of the Costa Rican Association of Tourism Professionals. If the request is denied, the agreement will be informed to the applicant without the Board's need to reason its decision.

## **c) Cancellation of participation and reimbursement policy**

Any applicant who does not receive the approval **of participation** of the Board of Directors will be reimburse a **100%** of the fee. Voluntary cancellations of participants received up to 130 working days before the opening date, will have a **25%** refund. **After that date no money will be reimbursed, except special cases** duly justified before the Costa Rican Association of Tourism Professionals. The initial deposits and / or funding are not refundable.

## **ARTICLE 18 The participants's ID Badges**

(a) The use of the ID badges or bracelet is mandatory for sellers, buyers, exhibitors, special guests and journalists during the days of the activity, giving them the right to enter the negotiation areas, seminars, exhibitions and social events (by category), in case of loss of it, the applicant must bear the cost of replacement. This cost will be established each year by the Events Management.

(b) The ID badge is not transferable. Only the person who was assigned by EXPOTUR can make use of it. If someone is found with a name tag not assigned by Expotur, he/she will be expelled from the fairgrounds and the badge will be confiscated, if the person who gave it away is located, the act will be notified before the company represented and the correspondent \$500 of this sanction will be charged.

(c) Participation of a third delegate, upon request and approval and as long as the payment of the fee established by the Expotur Committee or the Events Manager has been made.

## **CHAPTER III**

### **The Fairground**

#### **ARTICLE 19 Common Area**

**It is understood by common area: that which is not a restricted area.**

- (a) The negotiation and exhibition areas will be the places where the participants can transit, wearing the identification badge.



- (b) People who are not identified with name tag, or that uses one that is not their own, would not be able to enter the different areas mentioned and security will ask them to leave the exhibition and negotiation area. EXPOTUR reserves the right to confiscate any badge that is used abnormally. The person or persons who violate this clause, may be expelled by the organizers of EXPOTUR during the course of the event, depriving them of participating in the remaining days or as determined the opportunity to participate in future EXPOTUR editions. This sanction does not force EXPOTUR to make any refund. Likewise, the respective company will be notified about the acts that occurred.

Organizer's determinations may be appealed before ACOPROT's Board, who will resolve as soon as possible.

## **ARTICLE 20 The area of Negotiation**

Area of negotiation. It is understood by **area of negotiation**, that area designated exclusively for the realization of appointments, according to the pre-established system.

## **ARTICLE 21 The use of the negotiation area**

Will be exclusively for the people indicated in the Articles 4 and 6 of this regulation.

## **ARTICLE 22 The area of Exhibition**

It is understood by **area of exhibition**, that area designated for the exclusive use of the companies to showcase their product.

## **ARTICLE 23 The surveillance, security and use of negotiation and exhibition area**

Trading hours must be respected as established by EXPOTUR, and may be distributed throughout the day within the morning and afternoon.

(a) Before the opening time, and according to the EXPOTUR 's official program, no permanence of any participant in the areas of negotiation or exhibition is allowed.

(b) EXPOTUR will provide the security service with staff trained to do this job and will be responsible for surveillance and security of the fairgrounds, however it won't be civil or penal responsible for the criminal acts that may occur during the event.

(c) Each year, ACOPROT's Events Management will hire the services of a Company whose professional profile meets, according to its view, the necessary requirements for surveillance and security of the event.

## **AREAS ASSIGNED FOR STANDS**

### **ARTICLE 24**

A 3 meters long x 3 meters wide x 2.40 high stand will be assigned to each vendor or exhibitor. For future editions, the size may vary, subject to the dimensions of the Venue where the event takes place.

### **ARTICLE 25 The assembly and dismantling**

Assembly and dismantling of the structure of the stands

a. Each year the administration will turn in the Rules of Assembly and Dismantling of stands. Detailed in the regulation document.

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- b. The assembly will be managed by a group of people hired by EXPOTUR. The exhibitor must cover any damage or alteration caused to panels, flooring, labels, and electrical connections and installation.
- c. EXPOTUR will provide and place the signs with the name of the exhibiting companies as it appears on the registration form.
- d. The dismantling of the decoration will take place once the event is over and each company will be responsible of collecting its decoration, as well as the supplies, equipment and promotional material. Dismantling must necessarily be made in accordance with the indications pointed out by EXPOTUR for that purpose.
- e. EXPOTUR will not be responsible for decorative objects, items or equipment lost or forgotten or withdraw outside the official dismantling period set by the organizers.

## THE DECORATION

### ARTICLE 26 The Decoration

- (a) There will be a certain period according to the rules of assembly and dismantling for decoration, and only the electronic and electrical equipment that until that moment have been introduced will be inventoried. The decor should be ready before the opening of the event. The decoration of each stand must be fully completed at the time and date specified in the Official EXPOTUR program, from that moment decorative work will not be allowed and the stay in this area will be prohibited.
- (b) The entry of equipment or elements outside the established period for decoration must be made with specific authorization from the logistics responsible and /or events director. The entry of live or dissected animals as part of the decoration is prohibited. Likewise, if balloons are to be used, the exhibitor must attest that the element contained therein is not flammable, nor pose a risk to participants. Also, EXPOTUR reserves the right to limit the use of some materials if conditions warrant. - **Any damage caused to the stands either on the electrical system or facility during assembly and disassembly of the stands must be paid by the exhibitor** -.

### ARTICLE 27 Signs

Institutional signs are all those signs allusive to the organization of the event.  
Stand signs are all those signs **of identification of the participating companies**.

- (x) In the common visible areas may only be signs authorized by the Events Management, giving priority to the signs of the Organization.

## CHAPTER IV

### PROMOTION OF THE PARTICIPATING COMPANIES

#### ARTICLE 28

- a) EXPOTUR won't object the placing of welcome banners on highways or airports, as long as they count with the permits from the respective authorities. For the placing of banners at the entrances of the venue, the express and prior authorization from the committee of EXPOTUR or the event management will be required.  
Every banner must carry the EXPOTUR logo.
- b) The placement of billboards prior MOPT permission, Signs Division and processed by the applicant will be allowed.
- c) Every indicative design and text on the billboard and its placing must be approved and authorized in writing by EXPOTUR.



- d) Every billboard must carry the EXPOTUR logo.
- e) The souvenirs and gifts must be in line with the event and the type of product being offered, keeping all due respect and consideration to the rules of morality and decency.
- f) The promotion area will be the one subscribed to the stand area.

## ARTICLE 29

*It will not allow the tasting of alcoholic beverages in the area of each stand, trading and exhibition.*  
The organization of EXPOTUR will make the exception for tastings with defined schedules.

## ARTICLE 30

### RESPONSABILITY OF THE ORGANIZERS

EXPOTUR will assign the necessary staff to inventory the electrical and electronic equipment that each company placed, from the opening day until the closure day; this with the sole purpose of avoiding the irregular exit of objects from the plant, providing one more element of support the security. In no case EXPOTUR will be responsible for defects of operation in the electrical and /or electronic equipments.

In accordance with the inventoried by ACOPROT, the organization is not responsible for mobile equipments or other not considered in inventories.

## ARTICLE 31

EXPOTUR will not be responsible for valuables souvenirs that are left in the stand.

## ARTICLE 32

Participants must respect the times of entry and exit from the fairgrounds.

## ARTICLE 33

EXPOTUR will strictly control the entrance and exit of electrical and electronic goods through an inventory. Every person participating in any of the categories may be required to check its **belongings at any time, at its entrance or exit from the common areas.**

## CHAPTER V

### FACILITIES FOR THE PARTICIPANTS

#### ARTICLE 34 Communication

EXPOTUR will provide the electronic media for the participants's communication.

## ARTICLE 35

### CUSTOMS SERVICES

In order to assist EXPOTUR's participants, the organization will provide information with the names of reliable customs agencies for stakeholders as official participants to perform their respective customs procedure.





## ARTICLE 36

Air transportation, recourse Executive Decree No. 17563-MEC of May 20, 1987, will process with Civil Aviation for Airlines companies to provide collaboration for the transport of the participants. .

## ARTICLE 37

Each airline will reserve the right to apply the discount it deems appropriate to the participants registered in EXPOTUR. They must submit a copy of the registration form duly endorsed by the organizing entity.

## LOCAL TRANSPORTATION

### ARTICLE 38

Based on the program, and according to its possibilities, EXPOTUR will provide the foreign participants being those buyers, sellers, exhibitors or journalists of local transport within the scope from official hotels to the fairground and social events, as well as the transfer for arrivals airport-hotel for international buyers and sellers. Subject to a fixed programming that will be specified in the official EXPOTUR program.

### ARTICLE 39

EXPOTUR will not be responsible for the transportation hired by the participant.

### The Accommodation Hotels

### ARTICLE 40

(a) Each participant must pay directly to the hotel the accommodation costs. However, the Organizing Committee reserves the right to apply any modification to this procedure according to its needs.

(b) EXPOTUR will ensure the accommodation rates to be accessible within all the hotels, corresponding to a service charge; it will ensure that those are applicable from the day before the Pre inspections until the day after they finish (**Post Site Inspection**). The establishment of the accommodation rates for participants is managed by the Accommodation Committee, however it is up to EXPOTUR's criteria the acceptance or not of such fees, as well as the inclusion or not of one or more hotels within the promotional brochure for buyers according to its needs.

(c) Before or after the dates mentioned above, hotels may apply the discount at their discretion.

### ARTICLE 41 The Pre and Post Inspections

EXPOTUR, will be responsible for the organization, planning and coordination of the Pre and Post inspections, it will as well establish the procedure of collection for the respective activities, that only companies registered as participants during the event will be allowed. It is up to EXPOTUR's criteria the necessary modification in terms of name, purpose, content, programming, etc., of the Pre and Post inspections always looking forward to a greater benefit for the participants.

(a) The pre and post inspections will be offered to the participants at a cost that will be previously fixed by the Committee of Circuits, along with its tour operators, seeking a common agreement on the final discount percentage to be offered to participants.

(b) It will be strictly forbidden for the selling companies to make "tours", familiarization trips, inspection visit, etc. during the days assigned to trading and official programmed events. The company or companies that violate the above clause may be expelled by the EXPOTUR Organizers during the course of the event, depriving them of participating in the remaining days, or if determined, the opportunity of participating in future editions of EXPOTUR. This sanction does not force EXPOTUR to

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make any reimbursement of the participation fee. In addition, the company must pay a fine between \$1000 to \$2000, penalty that will stay at the discretion of the Board of Directors, who will assess the seriousness of the facts. The organizers's resolutions may be appealed before ACOPROT's Board, who must resolve as soon as possible.

## **ARTICLE 42 The Social Activities**

The social activities will be the ones included in the official programming of EXPOTUR.

## **ARTICLE 43**

Another event scheduled simultaneously with the official event, will not be allowed.

## **ARTICLE 44**

Any social activities sponsored by companies participating and authorized by EXPOTUR will be permitted, which have been listed in the official program of activities.

## **ARTICLE 45**

It will be allowed the making of promotional activities through private social events once finalized the negotiating sessions and as long as they do not interfere with the officially scheduled activities. These shall have the prior authorization of the EXPOTUR Organizers. The company or companies that violate the above clause, may be expelled by the EXPOTUR Organizers during the development of the event depriving them from participating in the remaining days, or if determined, the opportunity of participating in future editions of EXPOTUR. This sanction does not oblige EXPOTUR to make any reimbursement of the participation fee. In addition, the company must pay a fine between \$500 to \$1000 which will be determined after prior analysis of the specific situation.

## **ARTICLE 46: Migration**

EXPOTUR will collaborate with the visa procedures for those participants coming from countries where such document is required, through the collection of the data and information that the General Directorate of Immigration establishes.

## **ARTICLE 47**

EXPOTUR will not be responsible for the participants who, for any reason are detained by the authorities, in obedience to compliance with immigration requirements or other activities in accordance with the established by the Costa Rican law. Likewise, it will not be liable for the unlawful conducts of the participants and that require of police intervention.

## **ARTICLE 48 Educational Seminars**

Educational seminars will be offered annually, for both buyers and sellers, in order to broaden their knowledge of the potential of the tourism area, or any other topic that EXPOTUR deems appropriate to cover.

- (a) The attendance to these activities will entitle them to obtain a certificate of participation. .
- (b) The non-programming of the educational seminars, will not diminish the event, nor vary the cost.



## CHAPTER VI

### RESPONSABILITIES

#### ARTICLE 49

EXPOTUR organizers will not be, in any case, civil or criminally responsible for unlawful acts or events that occur in the event.

#### ARTICLE 50

The organizers would not have the obligation to provide technical assistance to the participants, however they will endeavor to meet their basic needs through their staff.

#### ARTICLE 51 Of the postponement of the activity

In case of cancellation by majeure force or fortuitous event, and not attributable to the organizers, the activity will be postponed to a date of convenience to achieve the intended purpose, that without this the organization must indemnify any participant.

#### ARTICLE 55

Every company or companies that threaten the efficient development of the EXPOTUR Fair, could be questioned its future participation in the Event.

#### ARTICLE 56 Validity

The current regulation is valid for two years from the date of firm approval of the ACOPROT's Board.

#### Approval

#### ARTICLE 57

The previous Regulations are revoked and the text of the current regulation is approved. ACOPROT reserves the right to add, amend and / or interpret at any time, this Regulation under the circumstances that as so they consider.

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