



ICON DURBAN

ICON DBN 2019
EVENT HOSTING POLICY

WELCOME"

The Event Hosting Policy is Icon Durban's comprehensive guide for Event Organizers (EOs) and Game Masters (GMs) who wish to submit, run, organize and manage events at Icon Durban. This Event Host Policy manual is required reading for all Event Organizers and Game Masters. This document is intended to provide you with all the information you need to plan and run your event at Icon Durban. It should explain just about everything you need (and will likely cover many details that don't apply to you), but if you have any questions at all, just email us at info@icondbn.co.za and we'll be glad to help clear things up.

This is a reference document, and broadly organized so that the sections most applicable to the most Event Organizers are at the beginning, while operational details usually only applicable to larger events or groups are near the back. If you find this overwhelming at all, just contact us and let us know so we can point you to the appropriate sections.

Thank you for helping to build Icon Durban into such a fantastic convention, it is only possible through your hard work

We hope your experience is amazing!

Sincerely,
Shelley Kirby



SHELLEY KIRBY

Self-proclaimed Queen Of the Geeks



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EVENT HOSTING POLICY

1. TERMS & AGREEMENT

By choosing to submit, run, organize and/or manage events at Icon Durban, you affirm that:

- You have familiarized yourself with and will abide by the most current version of the Event Host Policy (EHP).
- You are aware that consequences may be incurred for violating Icon Durban policies.
- Lack of familiarity with or misunderstanding of any portion of the policies contained in the EHP will not be considered a valid excuse for any violation of these policies. If you have any questions, contact us at info@icondbn.co.za or call us directly.
- Running an event at Icon Durban does not make you an employee or contractor of Icon Durban.
- You understand that terms, phrases, and definitions used in the EHP, as they apply to events run at Icon Durban, may differ from the way you use them.
- You and your GMs will abide by all venue policies.
- You are responsible for ensuring that your GMs have reviewed the EHP and will comply with all applicable policies.
- It is your responsibility to keep your mailing address and contact information with Icon Durban account up-to-date. This information is used to contact you if there are any questions or problems regarding your events.
- By submitting an event, you agree to be added to the EO/GM Email List, used for general announcements and important communication. If you do not wish to receive updates from the email list you will need to designate someone else to be the event organizer for your events.
- Icon Durban reserves the right to share event data (including but not limited to attendance numbers, ticket recon info, and event structure) with publishers of each game or product. This does not include personally identifying or contact information for the event organizer, GM, or players for an event.
- You understand that sexual harassment, discrimination, or intimidation of any kind (whether from yourself, your staff, or event participants) will not be tolerated at Icon Durban. All gamers are welcome at the convention and deserve respect. If you encounter any such incident, notify Icon Durban staff immediately.

2. DATES & DEADLINES

Unless otherwise noted, all deadline times are 12pm.

Show Dates	July 5-7, 2019
Event Submission	April 30th , 2019
Late Event Submission Closes	30 days before the convention
Program Book Content	May 31st, 2019

3. EVENTS

3.1. GENERAL POLICIES & INFORMATION

An Event Organizer (EO) is the person who submits event details to ICON Durban and confirms event needs, badges, etc. A Game Master or Host (GM) is the person who runs the event or individual table on site. For small groups or independent GMs, they may be the same person, but for larger groups or companies, they are often separate. Groups or events may have multiple GMs but will only have a single EO.

There are several different ways to run events at Icon Durban. If you have any questions about these different approaches, please contact us directly for further assistance.

- **Ticketed Events:** These are typical, normal events from both companies and gaming groups alike. These events have an entry fee and attendees can usually purchase a ticket to confirm their seat. There is no fee to run ticketed events, unless they involve special requirements like A/V or power.
- **Contracted Event Space & Demos:** These are events run in contracted space a company has paid for. A company can run the event for free or charge as desired.
- **Free Scheduled Events:** These events carry no charge but require pre-booking of a seat.
- **Free Play Events:** These are events carry no entrance fee and do not require pre-booking for a seat (although booking is encouraged to prevent disappointment).
- **Other:** It's entirely possible an event you're thinking of doesn't seem to fit in any of these categories. Just contact us to explain what you have in mind and we'll talk through how to set it up and what the basic parameters will be.

To run a scheduled event at Icon Durban, you must submit it using the Event Submission Form.

By submitting events to or running events at Icon Durban, you agree to:

- Follow all directions from Icon Durban show management.
- Ensure the safety of you and your players.
- Enforce the policies laid out in the Event Host Policy and any other official Icon Durban policies.

The EO is responsible for making sure that every approved event happens as scheduled. If an issue arises preventing you from running your event (i.e. GM doesn't show up), the EO is required to notify ICON Durban Management before the show or on site to resolve the issue. If the EO delays notifying us, involvement in future shows may be affected.

Scheduled event space is reserved for scheduled events only. Icon Durban retains the right to remove any unauthorized event. If you would like to use an empty table for your event (because you need more space for an existing event, want to move your event, or simply need space to play a pick-up game), ask a member of the ICON Durban Management Team to confirm which tables are available at what times. If you have any questions or problems with your event (e.g. someone is in your space or your tables are not set up how you need, etc.) contact ICON Durban management. **Do not solve the situation yourself by moving your event or tables**, as this may impact other events scheduled in the area. If you move tables or change your floor plan without prior, explicit approval from Icon Durban, your event may be immediately shut down and cancelled to avoid risking a violation of fire code or other policies.

Events may be sponsored by another company or organization, but all such relationships must be fully disclosed during event submission, and Icon Durban reserves the right to refuse or reject any event or sponsor.

Event Organizers are responsible for securing all appropriate permissions and requirements for all music, images, and materials used during all performances and events.

Event supplies that might produce smoke, create potentially hazardous fumes, impair breathing, or obscure vision (e.g. candles, incense, smoke/fog machines, smoking pipes, vaporizers, certain crafting materials and methods, etc.) are strictly forbidden in the convention space.

3.2. SUBMITTING EVENTS

Anyone can submit an event for Icon Durban by simply using the submission form to provide Icon Durban Management with the information they need to find space for the event. All forms can be found on the Icon Durban website.

Events that are submitted by the Event Submission Deadline will receive priority when determining what events are included in the program book event charts. Note that sold-out or constantly repeating events are not guaranteed to be included in print, regardless of submission date. Events are included in the print program guide at Icon Durban's discretion, and submission date is only one of many criteria used to determine that.

If your event contains any sensitive or mature content, you must indicate the appropriate Age Requirement when submitting your event. Depending on the subject matter, you may want to elaborate in the optional Long Description field. Keep in mind that Age Requirement is informative to potential players and is not automatically enforced so you must still confirm the content of your event with all participants before starting your event.

The event submission approval process is as follows:

- When you fill out the form and send the information to us, it is "Submitted for Review."
- Your event will be "Accepted for Consideration" if everything appears to be in order.
- Your event will be "Active" once it has been assigned appropriate space and time slots
- Your event will be "Returned for Correction" if we find a problem with your event. An explanation will be listed in the Icon Durban Comments field. You must make the necessary changes to re-submit your event.
- Events that are "Rejected" will not be accepted at Icon Durban and should not be resubmitted. Contact us if you are unsure why your event was rejected.

There is a limited amount of space available. Once filled, further events may not be accepted. This may happen before the event submission deadline. Events are placed based on a variety of criteria, including submission date, success of previous events, and convention sponsorships.

Events submitted during the early submission period are placed before events from the normal submission period. Events submitted during the late period (after the submission deadline) are placed entirely at Icon Durban's discretion, as time & space are available.

Your events will be placed during the cycle in which they were submitted. If you submit multiple events across different cycles and want them placed together, you must contact us and your events will be assigned locations during the latest cycle in which you submit events. Please notify us before we place any of your events.

If space is not available to hold your game at the requested time, it will be "Returned for Correction" and you may resubmit for a different time.

Events submitted after the Event Submission Deadline may not be accepted, listed online or in the program book.

Late event submissions are acceptable up to 30 days prior to the convention. The event submission form will not be shut down after the late submission deadline, but it is highly unlikely that events submitted after that deadline will be accepted. Unless you have made specific prior arrangements with Icon Durban, do not expect any event submitted after the deadline to be reviewed by Icon Durban in the final month before the show.

You are solely responsible for reviewing the accuracy of your events. It is highly recommended that you confirm all event details both before and after submission.

Further, make sure to check on the status of all of your events after event submission has closed to make sure that everything has been listed properly.

Only the time you request during your submission will be reserved for your event. You should be prepared to handle setup and breakdown within your scheduled window, if necessary. If you need additional setup or breakdown time outside of that scheduled time (to set up terrain or preps, for example, but not to simply set up or pack up a game board), you must note any setup or breakdown time in the Special Request field on the submission form. Icon Durban will attempt to accommodate such special requests when possible, but it is not guaranteed.

All event changes and corrections must be submitted to ICON Durban before the close of event submission. Changes requested after that may not be made in time for the opening of event registration or the printing of the program book. Radical changes (i.e. completely changing description, event cost or times) may result in your event(s) being cancelled, at which point you can submit a new, correct version of your schedule.

Any special requests must be indicated on the Event Submission Form. See the Layout, Event Furnishings & Special Requests section for more information.

Icon Durban reserves the right to:

- make changes to any submitted event's description (or any other details) for clarity, brevity, and content.
- change the maximum number of players and/or requested start time. If any changes are made, you will receive notification. It is still your responsibility to check on your event details, however, in case the email does not go through.
- reject or cancel any submitted event regardless of the submission date or content. Events with clearly exaggerated information (e.g. "maximum number of players: 999") will be Returned for Correction.

3.3. ENTRY FEE TICKETING

For security reasons Event Organisers may not collect entry fees at their event. All participants must pay any necessary fees at the ICON Durban Information Desk. Participants will receive a ticket specific to the event as proof of payment which can be collected by Event Organisers. See Collecting & Turning in Event Tickets for full instructions. All necessary reimbursements for tickets will be made after the convention has closed. See the Reimbursements and Payments section of this document for more details.

3.4. RUNNING EVENTS ON SITE

3.4.1. BEFORE THE EVENT

Check in with your Zone Manager 20 minutes before your event begins so that we know you are there for your event. This allows you to check your event space and contact us if there are any problems. You should be at your event area at least 10 minutes before the beginning of your game to welcome players and hand out any necessary materials.

Take care not to interrupt or disrupt any game still running in the same space before you are scheduled to begin. Unless you have explicitly arranged it prior to the convention, there is no setup or breakdown time assigned to your event and you must be able to be completely contained within your submitted schedule time. If it seems like a game before yours might run too long or a game after yours is trying to set up early, contact Icon Durban Management to sort the issue out.

3.4.2. DURING THE EVENT

You are required to collect tickets from all players in your event. Collect event tickets for your event prior to start. See Collecting & Turning in Event Tickets for full instructions.

A player with a registered ticket for your event is guaranteed a spot in your event as long as they show up on time. This is true even if your event is free. If they have a ticket to the event, they are guaranteed a spot. Wait up to 15 minutes for late players, if you can. But if your event schedule is extremely tight and must start on time to finish on time, you can count ticketed players as no-shows at your event start time and accept stand-by players at that point.

You are required to check that your players are wearing valid badges during all of your events.

A badge is required for participation in all events – if we find players in your event without a badge, they will be asked to leave and return with their badge and/or your event may be cancelled.

You are required to wear a badge while running your event. Your event may be cancelled if we find you GMing without a valid badge. This requirement applies to all events, not just games. Seminars and special events may also be cancelled if the event organizers are found to be without badges.

A 1-day badge is valid for the day issued until hall closure that day, unless otherwise arranged with Icon Durban.

Events must be run as they are represented in the event listing. Changes to the location, format, player maximum, game system, etc. cannot be made without prior Icon Durban approval.

Your event must begin and end on time, as designated by the event listing in the registration system and/or by Icon Durban staff. It is important to submit your event duration with ample time for set up, organizing players, and clean up.

Do not move your event from its assigned location or occupy more space than allocated without Icon Durban approval. Ask the nearest Icon Durban Team Member if you need to expand.

If you need to make any changes to your event, or have any problems, notify Icon Durban Management and they will assist you.

If you have any problematic players or security issues, immediately notify the nearest Icon Durban staff member.

If you have a medical emergency, immediately contact Icon Durban staff.

3.4.3. AFTER THE EVENT

Clean up your area once your event concludes. You are responsible for your event space and must keep it clean for the next event. Refer to the Layout, Event Furnishings & Special Requests section for more information. Leave your event space as you found it (and as is indicated on the floor plan for the area).

Contact Icon Durban Management if there is any problem in or near your event space, such as overflowing trash cans, food or drink spill that requires assistance, a table cloth that needs to be replaced, or a broken table, chair, etc.

3.5. ADDITIONAL POLICIES & INFORMATION

If you cannot run your event due to an insufficient number of players (or for some other reason beyond your control), notify Icon Durban Management immediately to allow us to assist or at worst to cancel your event. See the Cancelling Events section.

You are responsible for the security of all items you bring to your event. Icon Durban does not assume responsibility for any lost or stolen articles. Icon Durban does operate a Lost & Found near the Show Office.

If you or your players have any complaints about the event, your space, or nearby events, please notify the Icon Durban Management.

3.6. COLLECTING & TURNING IN EVENT TICKETS

You must turn in all tickets after your events have ended whether or not you are requesting reimbursement.

Tickets are used to track attendance and space usage. If we do not have your tickets, then your event did not happen and will be listed as a no-show in our records. Without accurate attendance data, it will be difficult to justify expanding or even providing event space in the future.

If you have many events, consider preparing the event ticket envelopes before the convention, then you only need to add ticket counts and the tickets themselves onsite.

Event ticket envelopes are available at the Information Desk. GMs are welcome to use their own envelopes, as long as they are properly labelled with the required information and are appropriately sized.

Tickets must be submitted in appropriately and completely labelled event ticket envelopes. All fields are required.

Do not submit tickets for multiple events in the same envelope, even if they have the same title. Each Event ID should have its own envelope.

Each envelope should contain no more than 100 tickets. For events with more tickets than will fit into a single envelope, divide the tickets and turn in multiple envelopes under the same Event ID. Each envelope should be completely filled out with all of the event data, but should only list the tickets contained within it.

Your TCG tournament TCG0010 did really well, so you have more than 100 tickets. Turn in multiple ticket envelopes, each with the full event details (labelled as TCG0100001 and with the title, start time, etc.). Mark the number of ticket types that are in each envelope, not the total number of tickets you collected.

Tickets must be turned in by 5 pm on Sunday at the convention. No tickets will be accepted after the convention has been closed.

Ticket receipts are not valid tickets, though they may look similar and be included in the ticket bundle. All valid tickets will include the event ID and title, of the event. Please make sure to confirm all of your players give you valid tickets; do not accept receipts. They will not count towards your attendance total or event ticket payment.

Only tickets for the current year are valid. Double-check the year listed on all tickets you collect as you will not receive any credit for players with invalid tickets.

If there are too many registered tickets, notify Icon Durban Management immediately so we can determine the order of player registration.

Generic tickets can be accepted if your event has not sold out or any of your registered players have not shown up. You are responsible for collecting the correct number of generic tickets from each player to cover the cost of the event. If you do not, that player will not count toward your event. See the Reimbursement section for more information.

Do not accept generic tickets if you are running a free event, as that would unnecessarily charge the attendee to participate. Instead, tally the number of people without registered tickets to your free event and mark them as "Complimentary Players" on the event ticket envelope you turn in to track your attendance.

Players with actual tickets to the event always have priority over generic tickets - their seats are guaranteed.



When your tickets have been reconciled by Icon Durban, you will receive an email confirmation. You may receive multiple emails for events with a large volume of tickets.

You can take a photo of your tickets for each event as a backup in case something happens to your tickets. If the ticket details can be read from the photo, they may be used for ticket reconciliation. This is only a backup, however, and excessive reliance on ticket photos will not be tolerated.

3.7. CANCELING & CHANGING EVENTS

If you need to cancel or change an event for any reason at any time, the EO must immediately notify the appropriate Icon Durban representative.

Be proactive. If you do not receive confirmation, contact us to confirm the cancelation of your event. If you have not received direct confirmation from Icon Durban that your event has been cancelled, you are still responsible for running it.

During the convention, notify us as soon as possible if you need to cancel or change an event. Failure to do so may make it difficult for your players to get appropriate refunds.

If an event must be cancelled around the time it was scheduled to run, you must bring your players to the nearest Event HQ and get authorization for them to receive appropriate refunds. They must get their tickets signed by management to be eligible. No refunds will be issued for tickets without approved signatures.

An excessive number of event cancellations or changes may affect your involvement in current and future shows.

Canceling may impact your badge reimbursement. See the Reimbursement section for more information.

3.8. ACCESSIBILITY

Attendees with accessibility concerns must be provided appropriate accommodation. This may include, but is not limited to, reserved seating or special consideration to provide equal access. It does not mean that they should get to the front of the line for waiting players, if not appropriate.

If a registered participant requests specific accessibility services within two weeks of the convention, the event organizer is expected to work with the requesting participant to make reasonable accommodation. Contact Icon Durban Management if you need assistance facilitating this.

3.9. PHYSICALLY ACTIVE EVENTS

A physically active event is anything that involves something more than playing a game around a table – including, but not limited to, contact LARPs, exercise classes, sports, or anything using boffer/padded weapons or NERF guns, etc.

All participants in physically active events are required to have waivers on file with Icon Durban. Players must sign a consent and release agreement with the event organizer. The waiver is available online or on site.

The event organizer of a physically active event must sign a consent and release agreement with Icon Durban releasing Icon Durban from responsibility and affirming that all GMs will collect consent and release agreements from all players. This agreement will be sent to event organizers no later than 30 days before the convention. If you have not received one by that point, us with event details to confirm.

Event organizers must collect completed consent and release agreement from all participants (without exception) and turn them in on site at GM HQ no later than Sunday at 5 pm.

All physically active events are required to fully disclose all activities and materials involved in the event, as well as provide a detailed floor plan for review by the layout deadline.

Icon Durban reserves the right to modify any aspect of an event deemed inappropriate or dangerous to participants, or to cancel such event in entirety, at its sole discretion.

3.10. ENTERTAINMENT & PERFORMANCE EVENTS

Entertainment or performance events are audience events (concerts, dances, comedy routines, plays, celebrity gaming as a spectator sport, etc.) as opposed to more basic gaming events.

Icon Durban reserves the right to vet all submitted Entertainment and Performance events. As such please include the following information in the Special Requests field of the submission form. Do not assume your event will be reviewed unless you have submitted this requested information.

- Kind of performance event (comedy, music, theatre, etc.)
- Link(s) to other performances and/or press kit.
- Any other relevant information to aid in the vetting process.

If you are interested in hosting an entertainment or performance event, please contact us directly to discuss the scope and set expectations before entering the details into the event submission form.

There is very limited time and space for entertainment and performance events. Due to these limitations, we will activate a limited number of submitted events. You will need to be flexible on your performance day & time.

Available performance spaces operate under a number of space constraints. Special requests such as a stage, back-stage/dressing room area, raked/raised seating, stage lights, etc. may simply not be available. We will do what we can to accommodate event needs, but special layouts may not be feasible. Please keep that in mind when setting expectations, and – again – flexibility will be the key to a smooth & successful event.

Multiple submissions of the same or similar events may not be accepted, due to scheduling constraints. If they are, you will need to be flexible on the exact day & time of any repeat performances.

Any requested A/V must be paid for in advance. See the A/V section under Layout, Event Furnishings, & Special Requests for full details.

Never contact any venue directly unless explicitly instructed to do so by Icon Durban.

Hosting an entertainment event does not mean you can sell merchandise or engage in any other form of monetary transaction during the event. Refer to the Monetary Transactions & Product Sales section for more details.

3.11. PRIZES & AWARDS

Any prizes you want to provide at your event must be audience-appropriate. Consider who your participants will be and what time your event will run before deciding to use a prize that may have an age limitation.

Icon Durban will in no way be held responsible for any situations or actions which may arise as a result of any prizes or awards related to your events.

All prizes must be awarded at the official prize giving on the Sunday evening. Icon Durban reserves the right to stop the distribution of any prize at the convention. If winners are unable to attend prize giving, accommodations can be made to get their prizes to them after the convention.

Icon Durban neither provides nor distributes prizes for individual events run at the show without prior agreement. If you offer prizes, it is your responsibility to acquire and hand over these prizes to ICON DBN management with all information relating to the winners by 3pm on Sunday afternoon at the latest.

Do not approach exhibitors or companies on behalf of Icon Durban to request prize support. You are welcome to approach people in your private capacity. Should you require prize support assistance please liaise with ICON Durban management directly. We will be happy to assist you in sourcing appropriate prizes. If you are a gaming group and receive prize support from a company, you are required to inform Icon Durban.

3.12. MONETARY TRANSACTIONS & PRODUCT SALES

No monetary transactions of any kind are allowed outside of your Exhibit Hall booth. Violation of this rule may result in the cancellation of your event, removal from the convention, barring from future shows.

Some events and companies are given approval to make monetary transactions. If you witness any transactions and are unsure if they have been given official approval, please inform Icon Durban Management immediately so we can look into the situation. Contact Icon Durban directly for approval if you would like to sell product.

Anyone engaging in monetary transactions (tips, sales, etc.) outside their booth in the Exhibit Hall must display a certificate of official Icon Durban approval. For more information, contact us directly.

4. BADGES

This section covers complimentary badge eligibility for GMs and EOs as well as the process to receive them. A GM badge is a specific type of complimentary badge that Icon Durban offers to people who volunteer to run and organize events and games. It is not just a badge that a GM happens to have.

4.1. GENERAL POLICIES

If you received a GM badge and need reimbursement for an attendee badge you already purchased, please refer to the Reimbursement section.

GM badges will not be issued before the convention. GM badges must be picked up as a packet at GM HQ. Event organizers for a group can list additional names that are authorized to pick up all the badges or make changes (add/remove/change) to the badge list on site. **Badges will not be distributed to individuals who are not on that authorized list.**

Photo ID is required to pick up badge packets.

EOs are responsible for ensuring their GMs receive all appropriate information regarding their badges and running their events.

Complimentary GM badges are contingent upon following appropriate policies and can be revoked at Icon Durban's discretion.

Complimentary GM badges are for game masters and event organizers only. Badges cannot be requested for friends or family members.

A GM badge is not required to host an event. It is simply a complimentary badge provided to individuals who run a minimum volume of events at the convention.

Complimentary GM badges are non-transferable. If a GM cancels or does not show up and a replacement GM is found, the EO must go to GM HQ and turn in the original GM badge. A replacement badge with the new GM's name will be issued.

4.2. HOW TO QUALIFY FOR COMPLIMENTARY GM BADGES

Gaming groups and companies can earn complimentary GM badges based on the number of events they submit.

EOs/GMs can earn 1 weekend GM badge for every 72 player-hours' worth of events they run. A GM can only earn 1 badge. Day passes can be earned for every 24 player-hours.

Each event generates a number of player-hours equal to its duration multiplied by the maximum number of players, as indicated on the event submission form.

Example: A 4-hour RPG for 6 players would generate 24 player-hours and earn the GM a day pass. A GM would need to run three such games to qualify for a weekend GM badge (4 hours x 6 players x 3 games = 72 player-hours).

Tournaments use the "minimum play time" to determine player-hours, instead of the overall duration of the event.

Example: A 10-hour TCG tournament for 64 players with a minimum play time of 2 hours (i.e. the first round in which players might be eliminated is only 2 hours long) would generate 128 player-hours (2 hours x 64 players), not 640 (10 hours x 64 players).

Free events generate player-hour credit at the discretion of Icon Durban.

Independent GMs must purchase an attendee badge. The cost of their badge can be reimbursed after the convention. Please refer to the Reimbursement section for more information.

Requests for additional complimentary badges must be sent to Icon Durban with a full explanation of any extenuating or special circumstances. Icon Durban reserves the right to limit the number of complimentary badges a gaming group or company earns.

Player-hours apply only to the show in which they were earned. Player-hours are never rolled-over from one show to another.

4.3. HOW TO REQUEST COMPLIMENTARY GM BADGES

Badge allocations can only be requested by the group's event organizer.

Fill out the GM badge allocation request form, which will be available on the website after event submission is underway. You will need to provide the following information:

- Your name
- Gaming group or company name
- The total number of badges you are requesting with GM names
- The names of anyone else authorized to pick up your badge packet (if any) from GM HQ

If your group qualifies for the number of badges you are requesting, an allocation will be created and badges set aside. It is then the EO's responsibility to retrieve all badges at the convention and assign all required GM badges: if a badge is not directly assigned to a specific GM, it does not exist and is not printed. It will not be waiting for you at GM HQ.

Allocations will not be assigned until events are active and confirmed.

If a GM already has an attendee badge, that badge will automatically be refunded after the convention. Refer to the Reimbursements section for more details.

5. REIMBURSEMENTS & PAYMENTS

Icon Durban appreciates the effort EOs and GMs put into their events. For their hard work, Icon Durban offers some reimbursement options based on qualifications. .

5.1. GENERAL POLICIES

To receive any payment or reimbursement for any of your events, you must turn in your event tickets. All payments and reimbursements are based solely on ticket data - no payments will be issued for events that do not have tickets. Refer to Collecting & Turning in Tickets for more information.

All reimbursement requests must be received at the Icon Durban LLC offices within 2 weeks from the end of the convention.

Reimbursement requests made after this deadline will not be honoured.

Reimbursements and payments will be made approximately 2 weeks after the convention.

All follow-up inquiries regarding missing or incorrect reimbursements must be received within 4 weeks from the end of the show. Any outstanding requests are no longer valid after this date.

Icon Durban is not responsible for lost or stolen event tickets.

If you cannot run your event due to an insufficient number of players (or for some other reason beyond your control), you must immediately notify the nearest event HQ so they can note that the event will not have any tickets turned in. The total event hours will still count towards reimbursement as long as you were present and ready to run at the start time.

It is your responsibility to keep the contact information in your application up to date. If we need to contact you regarding your reimbursement, we will use that information. Icon Durban is not responsible for your reimbursement if the contact information provided is not current and we are unable to reach you in a timely manner.

5.2. REQUESTING BADGE REIMBURSEMENT AFTER RECEIVING A GM BADGE

If you received a GM badge and already purchased an attendee badge, your attendee badge will be refunded after the convention.

You must bring your physical attendee badge to GM HQ by Sunday at the convention to request a refund. This will be processed once we return to the office after the convention.

Reimbursements will be made by EFT only.

Only paid, attendee badges are eligible for reimbursement. Complimentary badges (such as press badges) or badges that provide special access (such as exhibitor badges) are not eligible for reimbursement.



5.3. EVENT TICKET PAYMENT POLICIES & PROCESS

Event ticket payment is a partial reimbursement of the ticket cost.

GENERAL POLICIES

If you charge a fee for your events (by adding it on the event submission form), you may be eligible for payment.

All event ticket payments will be made payable to the name and mailed to the address indicated in the appropriate fields in your event submission. Please keep your events up-to-date at all times. If you move or need to send a payment to a new address, you must email info@icondbn.co.za to update your events.

Event ticket payment is based solely on the number of tickets turned in for an event, not on the number of registrations in our system or players at the event.

Icon Durban tries to ensure the quality of all events. Should attendees have a complaint about the quality of any event, Icon Durban reserves the right to offer attendees a full or partial refund and reduce the event organizer's final ticket payment based on any refunds issued.

Any tickets must be turned into Information during the convention by the deadline to turn in tickets and requests.

Tickets must be properly sorted and labelled (refer to details about Collecting and Turning in Tickets, above), and any tickets received after this are not eligible for either reimbursement or payment.

5.4. ON-SITE TICKET RECONCILIATION

To confirm the accuracy of your ticket counts, you may request for your tickets to be scanned in your presence. Simply go to any Event HQ and ask if they can reconcile your tickets with you. They can scan them in while you are there to confirm accuracy. If there are any issues or concerns, or if you do not agree with the final total, you can have them remove the tickets from the system and give them back to you so that you can count them again for your own records.

Ticket counting at Information is available as workload permits and you may need to wait for a rush or issue to be dealt with before your tickets can be counted. If you do not request to have the tickets counted in your presence, you agree to accept the count Icon Durban determines for the tickets you turned in.

No receipts are provided for event tickets, whether they are reconciled onsite or simply turned in. GMs concerned about a concrete record can take a photo of all tickets – legible photos can be used to reconciled ticket data, as a last resort. Refer to Collecting & Turning In Events Tickets for more details. Email confirmations are sent for all tickets scanned into events, but no receipt is provided for physically turning them in.

6. LAYOUT, EVENT FURNISHINGS & SPECIAL REQUESTS

Running events at Icon Durban requires tables, chairs and event space. On occasion you may have a unique configuration that our standard policy does not address. Icon Durban approves special requests on a case-by-case basis.

6.1. GENERAL POLICIES

Icon Durban will use its best judgment in determining the optimal configuration for tables, chairs, HQs, and power drops. Icon Durban's decision is the final verdict.

It is the EO's responsibility to notify Icon Durban of all requirements necessary for the success of their event. Icon Durban will configure your event needs based on the information provided in your event submission.

All layout or setup requests are due by the Layout Request Deadline.

If you make any special requests, it is entirely your responsibility to ensure it was received. If you do not receive an e-mail confirmation from Icon Durban as to whether or not we will be able to accommodate your request, you must contact us via email or by phone to confirm. If you do not receive confirmation you cannot rely on your request being filled.

Floor plans may be available upon request after the layout request deadline. They are not sent out automatically.

The EO is responsible for any costs incurred by special requests (such as custom space, layout, or HQs) or changes to agreed-upon layout and setup.

Unless otherwise explicitly stated, all prices cover usage for the duration of the convention and cannot be pro-rated for use during a single day or event.

For requests that incur a cost, an invoice will be sent prior to the convention. If you have not received an official invoice from Icon Durban within 30 days of your request, email us to ensure that your requests have been processed.

All payments for special requests must be received upon receipt of invoice.

If your event space on site deviates from the pre-show confirmation, inform Icon Dubai immediately so it can be corrected. Do not attempt to resolve the situation yourself or directly with the vendor or venue unless specifically directed to do so by Icon Dubai.

Please refer to Contracted Event Space, AKA Renting Event Space for more information.

Special arrangements may not be finalized until after event placement and space planning have been completed.

6.2. TABLE SETS (STANDARD & SPECIAL REQUEST)

The number and type of tables and chairs ICON Dubai will allocate for your event will be based on the information you provide in your event application form. Take into account the type of event you are running (2 player TCG, 4 player board game, 6 player RPG etc.), the maximum number of players you can accommodate, and be sure to account for GMs as needed.

Also ensure that you have accounted for additional tables and chairs you might need beyond the tables used for gameplay such as a registration table, land station etc.

It is imperative that you provide accurate information on your form. ICON Dubai cannot guarantee access to additional tables and chairs on the day of the event.

Standard table types will be trestle tables. If your event requires a non-standard table size, please contact us with details. Other sizes may be available, though they may also have an additional fee depending on the circumstances. All special table requests must be received by the layout deadline.

6.3. STANDARD TABLE COVERINGS & COLORS FOR SUBMITTED EVENTS

All tables are to be covered in vinyl or tablecloth, the colour of which is at the discretion of Icon Dubai. Standard tables will be provided with table clothes, although you may bring your own special table coverings at your own expense. You are responsible for removing your table dressings once your event(s) has finished.

6.4. ROOM SET & EVENT SPACE POLICIES & CONFIGURATION (STANDARD & SPECIAL REQUEST)

By default, rooms/areas are set up using standard configurations. If your event has non-standard room set or event space requirements, fill out the layout request form with a full explanation by the layout deadline. Make sure to follow up with us as well to confirm and provide any additional information.

Special room / area configurations must be requested no later than the layout deadline. Requests submitted after the deadline will not be accepted.

6.5. DEDICATED (SINGLE-GROUP) AREA

Dedicated play spaces are available on a limited basis to gaming groups and companies. See Contracted Event Space, AKA Renting Event Space for more information.

You are fully responsible for your area, including general cleaning and security of the items as well as any additional fees incurred due to damage.

6.6. HEADQUARTERS (HQ) FOR GAMING GROUPS & COMPANIES

A group running a large number of events for all 4 days of the convention may request an HQ table to be placed near their event tables.

An HQ table is a regular trestle table and costs R150. This price is an estimate and will be confirmed when an invoice is prepared.

You are permitted to leave banners, marketing material, and event supplies on and under your HQ table when your events conclude, but Icon Dubai does not provide any security. Anything left unattended in your event space is done at your own risk.

You are responsible for any costs associated with requests for your HQ. This includes, but is not limited to, A/V, power, skirted or non-standard tables, chairs, etc. Icon Dubai may refer you to vendors and partners to arrange and pay for such needs directly.

Event organizers are responsible for providing all equipment necessary for their HQ. Power may be available as per standard policies.

A limited number of complimentary HQs are available. To request a complimentary HQ, email us with your requirements.

If you would like an HQ for your events, submit a layout request form by the layout deadline explaining your needs. Please be as detailed as possible and follow up with us to confirm and provide any additional information.

7. EVENT FURNISHINGS & SPECIAL REQUESTS (A/V, ELECTRICAL, STAGES, ETC.)

7.1. GENERAL POLICIES

All special event needs will incur additional cost. Special event needs are by request only.

If a request applies only or specifically to a single event, you can just note it on the event submission form. Requests that apply to multiple events must be submitted via the layout request form by the Layout Change deadline. Requests submitted after the deadline may not be accepted.

If you need a special size table for one event, you can just list that on the submission form. If you need specialty tables for all of your events, need your tables arranged in a special way, or if you want to request a separate HQ area, for example, you need to email us directly and provide full details.

You must get Icon Durban LLC approval for any electronic equipment you bring for use in your event space, with the exception of laptops. There is no guarantee your event space will have access to an outlet, so please be prepared to use laptops off battery power during the event unless you request and pay for power at your HQ.

Requesting A/V, electrical etc does not guarantee the request will be granted.

7.2. EVENT FURNISHINGS

Some items are non-standard and must be specifically requested. Items include (but are not limited to): stanchions, additional tables & chairs, security cages, display or trophy cases, kiosks, and pipe & drape.

7.2.1. ELECTRICAL

Power points are available upon request at a cost of R100, payment for which is required before the appropriate deadline.

All costs (including additional charges for any late requests) are entirely the responsibility of the event organizer.

Icon Durban and/or management staff has the right to disconnect power for any reason.

You are responsible for providing your own extension cord and/or power strips and must make sure they meet facility safety requirements.

7.2.2. INTERNET

Icon Durban does not provide Internet access. Icon Durban is not responsible for any Internet activity or damage to any computers that may take place at the convention.

8. CONTRACTED EVENT SPACE, AKA RENTING EVENT SPACE

Event Organizers may be able to arrange for a dedicated room or table space for their events through sponsorships, direct space rental or unique event proposals.

8.1. GENERAL POLICIES

Space is limited and priority is given to early requests. Icon Dubai reserves the right to prioritize allocated rooms at its sole discretion. Contact us for more information. Make sure to include a description of the events you want to run and preferred layout configuration.

Contracted event space can be used for any and all types of events, including demo or free events.

Contracted event space must remain staffed and open to attendees during peak show hours. Areas may remain open later if properly supervised and upon approval from Icon Dubai.

All events must end by 4 pm on Sunday. Unless prior arrangements with Icon Dubai have been made all supplies must be removed from the rented space no later than 7 pm on Sunday.

For special layout or space requests see the Layout, Event Furnishings & Special Requests section.

Banners and other approved decorations may be left set up in rented event space even when scheduled events are not running. You are permitted to leave event supplies and table dressing set up in your event space when you do not have scheduled events. Anything left unattended is at your own risk.

Icon Dubai reserves the right to deny any request for contracted event space, regardless of qualification.

Sharing contracted space with other non-contracted groups is not allowed and may result in the forfeiture of contracted event space and denial of future requests for contracted space.

Rented event space may generate player-hours toward complimentary GM badges based on events submitted.

8.2. PRICING

The cost for directly renting event space is based on a layout approved by the Icon Dubai Operations department.

Agreements finalized after the end of event submission may incur an additional fee.

Icon Dubai will provide a standard complement of tables and chairs for the contracted event space (see Standard Room Sets) based upon a layout approved by the Icon Dubai Operations department. Any and all equipment or services beyond that are entirely the responsibility of the EO. This includes, but is not limited to, an HQ, specialty tables, and power and internet access.

Pricing is negotiable based on the details of the event to be held in the space contracted.

9. EVENT MARKETING: BANNERS & SCENIC ELEMENTS

Banners and scenic elements are materials used to promote your company or product. These include, but are not limited to, floor mats, table-tents, table-top signage, hanging signs, video projections, blimps, kites, sandwich boards, clowns, sculptures, etc.

9.1. GENERAL POLICIES

All banners and placement must be approved by Icon Dubai. Email us by the layout deadline with photos and measurements of all proposed banners and decorations.

Any banner approval or rigging requests made after the appropriate deadlines will not be accepted. The number of promotional banners and scenic elements permitted is based on the scope of events submitted.

All banners must promote your company, event, or one of your specific products and must be deemed in good taste by Icon Dubai Staff.

The EO is responsible for supplying all banners.

Banners, scenic elements and marketing materials must be properly constructed and comply with all relevant safety codes. Icon Dubai reserves the right to remove or prohibit the use of anything we deem unsafe.

Icon Durban reserves the right to determine the location for your banner and change it for any reason (e.g. sponsor priority, structural limitations, visibility obstruction) as well as to remove any banners or signage deemed excessive, dangerous, and obstructive or that interfere with normal operations, even if previously approved.

When bringing banners to Icon Durban, the EO is fully responsible for all charges incurred, including but not limited to, rigging, removal, banner stand rental, freight and drayage.

The EO agrees to hold Icon Durban harmless and assumes all responsibility for any lost or damaged banners, banner stands, or any accidents caused by banners or banner stands.

We allow banners to be placed flush along a wall or along an aisle walkway, inside an event room. Banners cannot be placed across walkways or entrances and exits, or outside of an event room. Banners may not be used to cordon off any convention space.

9.2. BANNED SIGNAGE & MARKETING MATERIALS

The posting and/or distribution of flyers is strictly forbidden outside of your Exhibit Hall booth, event HQ, or event space. You cannot leave any materials of any kind on event tables after your scheduled events are complete, unless you have rented event space directly. Refer to Contracted Event Space for more details.

Nothing may be attached to Icon Durban signage or easels without prior approval from Icon Durban.

9.3. STANDING FLOOR BANNERS

You are allowed to set up a limited number of standing floor banners without paying for a marketing agreement. Your banners must be no more than 8' in height, 6' in length, and 2' deep. If you set up multiple banners, you must not exceed a total of 18' linear feet, provided there is sufficient space in your event area.

Banners must be completely contained within your event area and cannot block aisles or line-of-sight.

All banners may only be on display during your scheduled event hours, and must be dismantled otherwise, except by special Icon Durban approval.

9.4. TABLE-TOP BANNERS, TABLE TENTS & NON-RIGGED HANGING BANNERS

Signs used for promotional purposes are limited to 1 per table.

Table-top Banners placed on tables may not exceed 3' in height from the table surface.

Hanging banners may not be affixed using nails, staples or any other method that will mar, damage or alter whatever it may be attached to. Icon Durban will not supply materials to hang banners.