

AUG 2025

Hello,

With the first day of build-up at IBC2025 only days away, below is your final update on pre-show logistics and onsite support this year:

Pre-Show:**Final tasks:**

- Ensure you have completed all your tasks in your E-Zone - <https://reg.ibc.org/e-zone> - including completing your profile.
- It is essential that every stand completes their Health & Safety Declaration. You can complete this form here - [IBC2025 -Health and Safety Declaration-Stand Activities Form](#).
- Register your staff – please register all your stand exhibitor names in advance of the show. You can do this via the Registration tab in your E-Zone. This will remain available to use until the end of the final show day. You can register additional names until the end of the last show day. A pre-show email will be sent to all registered exhibitors. This year every badge has a free GVB travel passes included. See below for further information.
- [RAI Webshop](#) is still open. A limited range of items are still available to order including on stand catering.
- Get Show Ready including downloading the IBC app - <https://show.ibc.org/ibc2025-ready>.
- [Read this article for more information on traffic regulations for unloading/loading at the show including registering your vehicles - Exhibitor & Stand Builder Access & Registration - UPDATED 10 JULY 2025 – IBC](#).
- [Thursday 11 September - Technical Setup Day – IBC](#) – ensure all of you team understand the rules for Thursday 11 September.
- Share this email with your onsite team.

Build-Up and Show Days:**Onsite Support:**

There are a number of ways we will support you onsite at IBC this year:

- Visit the Help Centre - [IBC Help Centre](#) - for a range of onsite specific FAQs covering all aspects of the show.

- For general queries and any IBC related questions, you can visit the IBC Support Desk in person. This is located outside the Holland Lounge, above Entrance C (see map below).
- Email support@ibc.org or use the Live Chat function via your E-Zone.

If you have any problems with the RAI stand orders such as power/internet/catering or have a stand built by the RAI – shell scheme including enhanced and CE packages, Pods, Future Tech or meeting suites, etc – you can contact the RAI via:

- +31 (0)20 549 1990 – RAI Call Centre – timings below.
- RAI Event Desks – located in Entrance C, K and F (upper level) – timings below.
- WhatsApp number – this will be available from Wed 10 Sept onward via QR code which is displayed on stand drops, posters and digital screens around the halls
 - You can check the existing orders
 - Ask RAI related questions
- RAI team representatives will be available in the halls on Wednesday 10 and Thursday 11 to answer any questions or help solve any problems.
- IT Queries - from the last build-up day and through the show, you can contact the RAI IT Service Desk on +31 20 549 1968. They can remotely check your connection speed and assess any issues with your internet connections.
- CEVA offices are located in a number of halls – see floorplan below
- Captello offices are in K101, which are above Entrance K. Collect your lead capture devices or visit the team for onsite support.

RAI Call Centre and Event Desks opening times:

Thurs 4 – Tue 09 Sept (build-up)	08:00 – 18:00
Wed 10 - Thurs 11 Sept (build-up)	08:00 – 21:00
Fri 12 Sept - Sun 14 Sept (show days)	08:00 – 18:00
Call Centre will be available from 07:00 on Friday 12 Sept	
Mon 15 Sept (show day)	08:00 – 16:00

Ordering:

You can still make orders onsite via the [RAI Webshop](#), at the RAI Event Desks or via the RAI Call Centre (details above).

Stand power switched off overnight:

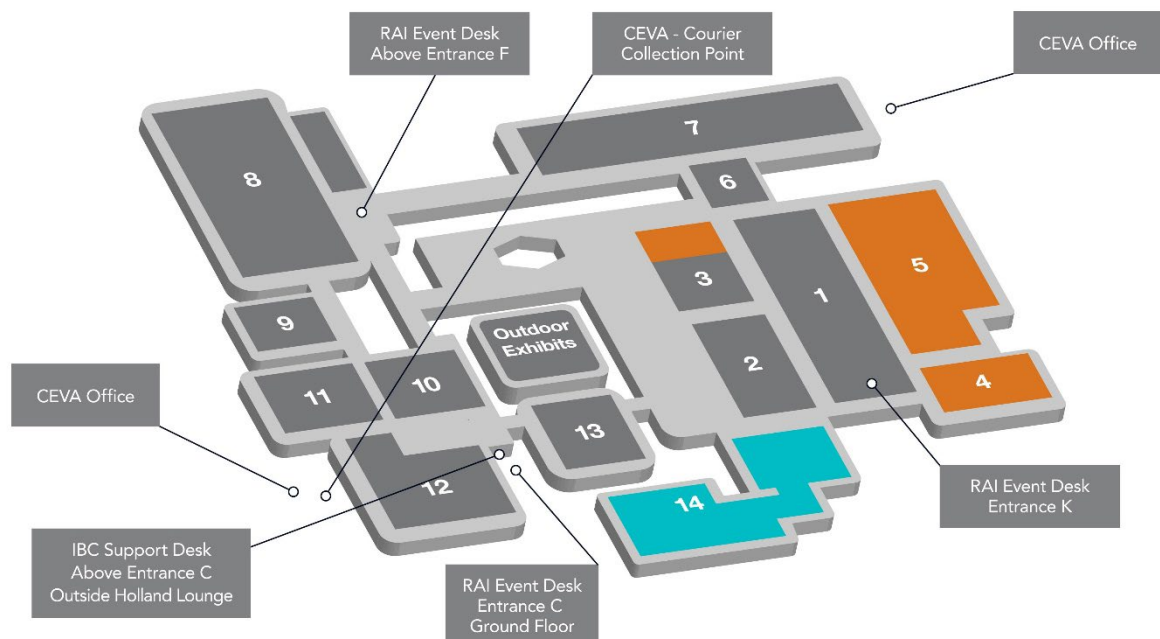
Stand power will be switched off in every hall over night from 20:00 on Friday 12 September and will be switched back on at 07:30 on Saturday 13 September morning. Stand power will be switched off every evening during the show days. **PLEASE ENSURE YOU POWER DOWN ALL STAND EVERY EVENING OF THE SHOW TO AVOID TRIPPING THE FUSES AND STOPPING YOUR STAND POWER BEING SWITCHED BACK ON.**

If you have ordered 24hr power (overnight power), your stand power will not be affected.

The power will remain on overnight in every hall from Thursday 11 September to Friday 12 September.



IBC2025 LOGISTICS MAP



Stand internet:

Exhibitors are reminded not to set up their own Wi-Fi networks in the halls, unless these have been permitted by the RAI IT team. Further details are available here - <https://www.rai.nl/-/media/7D9BE6AEE8C14450AB8176042DB3E5E2.pdf>. Unofficial Wi-Fi networks will be monitored and are at risk of being switched off if these are deemed to affect the RAI Wi-Fi /internet.

Health & Safety at the Show:

Build-up schedule and PPE rules are available here – [Exhibitor and Stand Builder Setup & Logistics FAQs – IBC](#). You will need to ensure that you have the correct safety equipment – hard hat, site boots and hi viz – before you access the halls during build-up and breakdown. Watch this short video guide on the safety rules and share this with your team - <https://youtu.be/d0laMz9XNEg?feature=shared> or visit the RAI page here - [Event Information](#)

Badges and registration:

Please ensure that all of your stand staff are registered before the show. Your Exhibitor stand badges will allow you access during build-up, show days and breakdown. These can be collected from a number of locations. Please ensure that you and your collect team collect their badges in advance of the opening show day. The entrances will be busy with visitors collecting their badges and entering the show so ensure you have your badge in advance of this. Badge collection details are available here - [Badge Collection: Locations, Times & Maps – IBC](#)

Please note that there is free parking available when using the RAI car parks to load/unload. You will need to register for a RAI Work Pass, which you scan when leaving the car parks. Register here - [Event Information \(rai.nl\)](#)

IBC2026 Rebooking:

IBC2026 rebooking: Please be aware that rebooking for IBC2026 runs onsite at IBC2025 from Saturday 13 September. You should have already received your appointment time via email. If you would like to learn more about the rebooking process you can watch our webinar [here](#) - 2026 Rebooking – Guide to the rebooking process. If you have any questions around rebooking for next year or would like to speak to a member of the sales team about this, please email exhibition@ibc.org.

Security:

IBC provide security cover in all areas of the RAI Amsterdam occupied by IBC (including the Outdoor Exhibits) from build-up through to breakdown. However, IBC are not responsible for exhibitors' equipment.

Theft Prevention: It is strongly advised not to leave equipment unattended on stands. It is also advised not to leave valuable items unattended and wherever possible, laptops and computers to be taken off-site overnight, during show days and secured with appropriate locks during build-up and breakdown. Hiring lockers or having lockable storage rooms on your stand is strongly advised. **If any thefts do occur, please report these to RAI Security ASAP who will advise on the reporting process with the local Police. All thefts must be reported at the time they occur in order for the RAI and IBC to be able to liaise with the Police.**

IMPORTANT: Exhibitors are reminded that overnight stand security may be required for equipment left on the stand after the close of the show on **Monday 15 September** – this must be ordered in advance. Exhibitors are responsible for equipment on their stand from delivery until collection by CEVA Showfreight.

GVB travel passes:

Underscoring our commitment to sustainability, all IBC2025 badges will include an integrated GVB QR code for trams, buses, and metro! Providing frictionless access to the city's GVB public transport network and eliminating the need for non-recyclable ticket printing, you will be able to move seamlessly between the RAI and central Amsterdam, simply by scanning the QR code on your pass!

As part of our ongoing commitment to sustainability and reducing the environmental impact of a live show, IBC will no longer provide complimentary airport shuttle services from IBC2025. Dutch Rail (NS) offers quick, cheap and regular trains from Schiphol to the RAI Station, and tickets can be purchased at the airport. Please note that Dutch Rail (NS) isn't covered by the GVB passes.

Donation Room:

The Donation Room programme is a RAI initiative to reduce waste and support local initiatives. This programme not only prevents food waste, but also uses valuable products to support social initiatives in the region. Unwanted food/drinks and stand items can be donated to the RAI Donation Room. [Details are available here.](#)

Breakdown Schedule:

Breakdown schedule and PPE rules are available here - [Exhibitor & Stand Builder Access & Registration - UPDATED 10 JULY 2025 – IBC](#)

If you have any questions before the show, please contact support@ibc.org.

We look forward to seeing you all in Amsterdam!