

General information

Access times

Exhibitor access to Øksnehallen and general opening hours for the event will be stated on the organizer's website.

Production office

Øksnehallen's production office, which is located near the back entrance, will be staffed by technical personnel during all hours where exhibitors have access to Øksnehallen. All inquiries regarding orders, freight, use of gates, and technical questions should be directed to the production office.

It is possible to purchase tape, strips, and technical assistance on the set-up day and a limited selection of stand equipment will be available for rent.

Shipping and freight

Øksnehallen is not able to receive and store materials for stands and exhibitors outside of the agreed opening hours. Early shipments will be refused or charged a storage fee of 950 DKK payable to the production office. Questions regarding shipping and freight should be directed to the organizer.

Storage and storage space

Storage space can be ordered online via the webshop. Empty packaging, cardboard etc. must not be stored on the stand for fire safety reasons.

Goods for storage must be securely packaged and marked with stand number, phone number, and contact person. There will only be limited access to the stored goods during the fair. Please contact the production office on site for further information.

Picking up goods after the fair

All stand materials and goods must be removed when Øksnehallen closes after the event. We refer to the organizer's website for information about access times. Materials left behind will be subject to a fee of 3,500 DKK which must be paid before delivery.

Parking space

Parking is prohibited in the areas around Øksnehallen. However, loading and unloading is permitted according to current rules. It is possible to park in DGI Byen's parking garage, which is centrally located close to Øksnehallen with access via Ingerslevs Gade, 1704 Copenhagen V. Further information is available on DGI Byen's website: <https://www.dgibyden.dk/da/praktisk-information/praktisk-information/parkering/>.

Waste

On set-up and dismantling days, 600l containers and cardboard bins will be set up in Øksnehallen for lighter waste. For larger waste, waste containers will be available by agreement with the organizer. Exhibitors are responsible for keeping and leaving a tidy stand for the sake of both fire safety and guest experience.

Food and drinks in Øksnehallen

Coffee, tea, sandwiches and lunch etc. can be ordered in advance via the webshop. Alternatively, exhibitors are welcome to use Café Øksnehallen if it has been agreed with the organizer that it is open during the event. It is **not** possible to purchase food and beverages in Øksnehallen outside the opening hours of the fair. It is not possible to bring your own Coffee tuk tuk, water bar etc. to Øksnehallen. Read more about this on the webshop. Exhibitors wishing to hand out samples during the fair should contact fair@dgiby.dk beforehand to make arrangements.

Smoking

Smoking is not allowed in Øksnehallen. We refer to the outdoor areas.

Wardrobe

A Wardrobe is available if agreed with the organizer. Inquiries should be made directly to the organizer.

Personal items

Øksnehallen is not liable for theft or lost items. We refer to the organizer's insurance.

Toilets

Women's and men's toilets with disabled and baby changing facilities are located near the back entrance of Øksnehallen.

Water connection

It is possible to order water connection in the webshop. Direct drainage is not available. Exhibitors are responsible for connecting water to their own equipment. Technical assistance can be ordered in the webshop.

Cleaning and maintenance

Exhibitors are responsible for cleaning stands, podiums, showcases etc. during the fair. If you wish to have your stand vacuumed by Øksnehallen's cleaning staff, this service can be ordered on the webshop. On departure, the stand must be left tidy and free of materials (see **Waste** above).

Complaints

If you as an exhibitor have complaints about deliveries delivered by Øksnehallen, they must ask to have them in writing the day after the fair.

Otherwise, complaints cannot be accepted.

Hotel

It is possible to book hotel rooms at DGI Byen's hotel – CPH Hotel. Book online here: <https://www.dgibyden.dk/en/hotel-tourism/cph-hotel/online-booking/>.

DGI Byen

Read more about DGI Byen on our website: <https://www.dgibyden.dk/da/moder-konferencer/faciliteter-udstyr/oksnehallen/>.

Café

If it has been arranged with the organizer, it is possible to buy food and drinks in Øksnehallen's café. We recommend that exhibitors order food and drinks in advance in the webshop to avoid waiting time and queues.

Use of the hall

Lift or forklift rental

Only vehicles available in the production department can be used in Øksnehallen. Exhibitors are not allowed to use their own lifts or trucks, but can ask for assistance or order it in advance via the webshop. It is recommended that exhibitors bring their own sack trucks or trolleys. Øksnehallen only transports goods that are securely packaged and marked with handling labels such as e.g. "fragile".

Internet connection

Øksnehallen offers wireless or wired internet access. Wired internet access can be ordered on the webshop. A WiFi code can be picked up at the production office or found on the organizer's website and on signs in the venue. Øksnehallen does not receive support questions regarding the use of WiFi.

Hanging and mounting

It is not allowed to hang or mount your own materials without prior request for technical assistance. This is due to safety and fire considerations.

All items on the stand must be placed securely and without inconvenience to guests. It is not permitted to damage Øksnehallen's floors, exterior walls, roof structure, and equipment with screws, nails, stickers etc. Likewise, nothing may be attached or stuck to Øksnehallen's drop paper walls separating the stands. If drop paper walls are damaged, the exhibitor will be invoiced.

Floors

The stone floor of the venue is oiled, but can be damaged by colored liquids, paint, oil, red wine, citrus and the like. Heavy, pointed and sharp objects will scratch the floor. Exhibitors must be careful not to damage the floor and, if necessary, provide a grease and oil absorbent surface. If

objects weighing over 750 kg are to be installed, please contact production at fair@dgiby.dk before the fair. The only permitted double-sided adhesive tape is TESA no. 4964, which can be purchased at the production office during opening hours.

Complaints

Alarm

To secure the exhibits and to ensure that visitors only have access through the main entrance of the venue, Øksnehallen's other gates are secured with alarms. The side gates of Øksnehallen must therefore **not** be opened – except in case of fire. Unauthorized opening of gates will be invoiced to the exhibitor with 6,500 DKK.

Load on the roof structure

Each individual tap conveyor may be loaded with a maximum of 80/160 kg with/without snow load. Hanging of heavy objects must be done by the production department.

10 fire and safety reminders

1. Fire and escape routes must not be blocked.
2. Fire and electrical cabinets must not be concealed or covered.
3. Smoke, steam, and fumes must not be generated.
4. All flammable material installed in Øksnehallen must be fire-impregnated.
5. Stand roofing/roof structures must be approved by the production department before installation.
6. Open fire may not be used without prior agreement with Øksnehallen, which is responsible for fire safety.
7. Fire extinguisher must be purchased in the webshop if use of open fire is approved.
8. Exhibits must not be placed in corridors or in front of gates (emergency exits).
9. Instruction from the production manager about moving materials must be followed.
10. Violation of the above rules may result in expulsion

Transportation times from the airport

- Metro Copenhagen Central Station approx. 20 min.
- Bus to Copenhagen Central Station approx. 30 min.
- Taxi to DGI Byen approx. 20 min.

From Copenhagen Central Station and the Metro City ring, it's a 2 min. walk to DGI Byen and 7 min. walk to Øksnehallen.

[Download overview map as pdf](#)

Overview map - DGI Byen

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- 2024 DGI Byen
- VR no. 19476502
- EAN 5790001326159
- Halmtorvet 11, 1700 Copenhagen