



# 2018 SARF/IRF/PIARC

REGIONAL CONFERENCE AND SEMINAR



## EXHIBITION MANUAL

### Tuesday 9<sup>th</sup> – Thursday 11<sup>th</sup> October 2018

DURBAN INTERNATIONAL CONVENTION CENTRE

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**CUSTOM STAND EXHIBITORS: PLEASE ENSURE  
THAT YOU SEND A COPY OF THIS MANUAL TO  
YOUR STAND BUILDER**

# VENUE

## **Durban International Convention Centre**

45 Bram Fischer Road

Durban

4001

T: +27 (31) 360 1000

<http://www.sarf-irf2018.co.za>

SARF-IRF Exhibition venue: Exhibition Hall 2 ABFH



# DIRECTIONS TO THE VENUE

## DIRECTIONS TO THE DURBAN ICC:

Durban ICC to most of the city's major landmarks and tourist attractions, getting to and from the Centre, whether by hire car or public transport, is easy and stressfree.

Durban ICC is located in the centre of Durban, at 45 Bram Fischer Road, (old Ordnance Road), and is just a half-hour drive from the King Shaka International Airport. A short walk from the Durban ICC will take delegates to the stunning beachfront, tourist attractions and some of the city's top hotels.

<https://icc.co.za/contact/map/>



## **EXHIBITION MANUAL**

The information contained in this manual will provide you with everything you need for a successful exhibition, and has been compiled to remove the majority of pre-exhibition problems and help you enjoy a smooth and trouble free run-up to the event.

**The manual is not designed to replace our personal service. If you have any questions or require assistance, please do not hesitate to contact Charne Millett-Clay on 011 463 5085 or [charne@soafrica.com](mailto:charne@soafrica.com)**

# CONTACT LIST

Responsibility	Contact Person	Company	Contact Details
Exhibition Coordinator - Main contact person for exhibitor queries	Charne Millett-Clay	Scatterlings Conference & Events	Tel: 011 463 5085 Email: <a href="mailto:charne@soafrica.com">charne@soafrica.com</a>
Shell Scheme Contractor - Contact person for custom stand design / quote requests	Lizzy Phukubye	GL-Events	Tel: 011 210 2534 Email: <a href="mailto:lizzyp@gl-events.co.za">lizzyp@gl-events.co.za</a>
Services Coordinator - Contact person for hire of additional furniture, AV, plants, lighting and electrical items	Lizzy Phukubye / Charne Millett-Clay	GL-Events / Scatterlings Conference and Events	Tel: 011 210 2534 Email: <a href="mailto:lizzyp@gl-events.co.za">lizzyp@gl-events.co.za</a>  Tel: 011 463 5085 Email: <a href="mailto:charne@soafrica.com">charne@soafrica.com</a>
<b>Durban ICC Services</b> -IT, telecoms, stand cleaning, stand catering, audio visual	<b>Thobile Mdlili</b>	<b>Durban ICC</b>	<b>Tel: 031 360 1281</b> <b>Email: <a href="mailto:thobilem@icc.co.za">thobilem@icc.co.za</a></b>

# IMPORTANT DATES

Important Dates	Deadline	Detail
Monday, 3 September 2018	17h00	Deadline for submission of custom stand designs and plans incorporating front, side, back and top elevation (all plans are subject to approval by the Committee, Durban ICC and the Safety Officer)
Thursday, 27 September 2018	17h00	Deadline for submission of service forms
Monday, 8 October 2018	10h00 – 20h00 14h00 – 18h00 20h00 20h30	Build up – Custom Stand builder access Exhibitors to dress custom stands & Shell Scheme Stands Stand Handover, Exhibition Hall closed for inspection Exhibition Hall closed for cleaning
Tuesday, 9 October 2018	07h30 – 16h00 18h00 – 22h30	Exhibition Hall open to delegates, all exhibitors at stands Welcoming Cocktail and Exhibition Opening
Wednesday, 10 October 2018	07h30 – 16h30 19h00 – late	Exhibition Hall open to delegates, all exhibitors at stands Convention Dinner
Thursday, 11 October 2018	07h30 – 11h00 14h00 – 14h30 14h30 – 18h00	Exhibition Hall open to delegates, all exhibitors at stands Exhibitors to remove all items and valuables from stands Exhibition breakdown

**PLEASE NOTE:** All material relating to exhibitors' stands must be cleared from the exhibition hall and loading areas by 18h00 on 11 October 2018. Items not removed will be disposed of by the organiser at the exhibitors' expense.

**IMPORTANT:** Neither the organisers nor SARF/IRF/PIARC, nor the security operators at Durban ICC can be held responsible for any loss or damage to exhibitor property. Please ensure that you have a representative overseeing the build up and breakdown of your stand to ensure that equipment does not go missing.

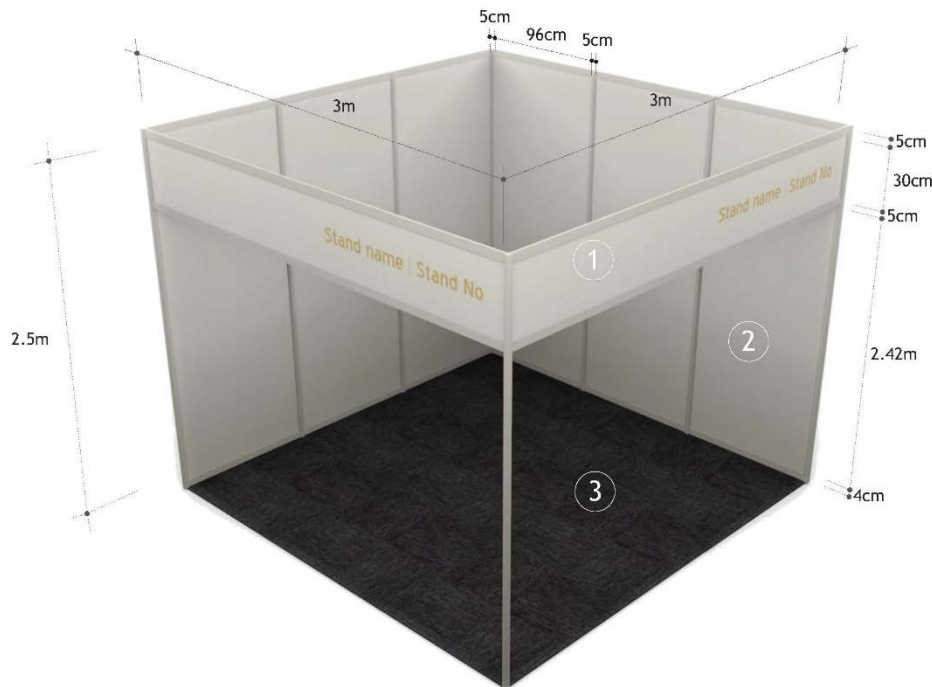


# SUMMARY OF YOUR EXHIBITION BOOKING

## 1. Walk in package stand - 3m x 3m

Includes:

- Shell scheme – 2,500 mm high
- Fascia Board with your company name printed on it in black Arial font
- 1 x Plug Point
- 2 x Spotlights
- 2 x Chairs
- 1 x Table
- 1 x Complimentary registration for the 3m x 3m stand (excludes Convention Dinner pass)
- **Additional exhibitor delegate @ R2 400-00 excl. VAT each, max 4 pax (excludes access to Convention and Convention dinner pass)**



### Panel Information:

- 1 – Fascia
- 2 – 3mm White Infill Panel
- 3 – Carpet

### Panel Spec:

Actual panel size: 980mm x 2420mm  
Visual panel size: 960mm x 2400mm

### Fascia Spec:

Actual fascia size: 2980 mm x 320mm  
Visual fascia size: 2960mm x 300mm

# SUMMARY OF YOUR EXHIBITION BOOKING

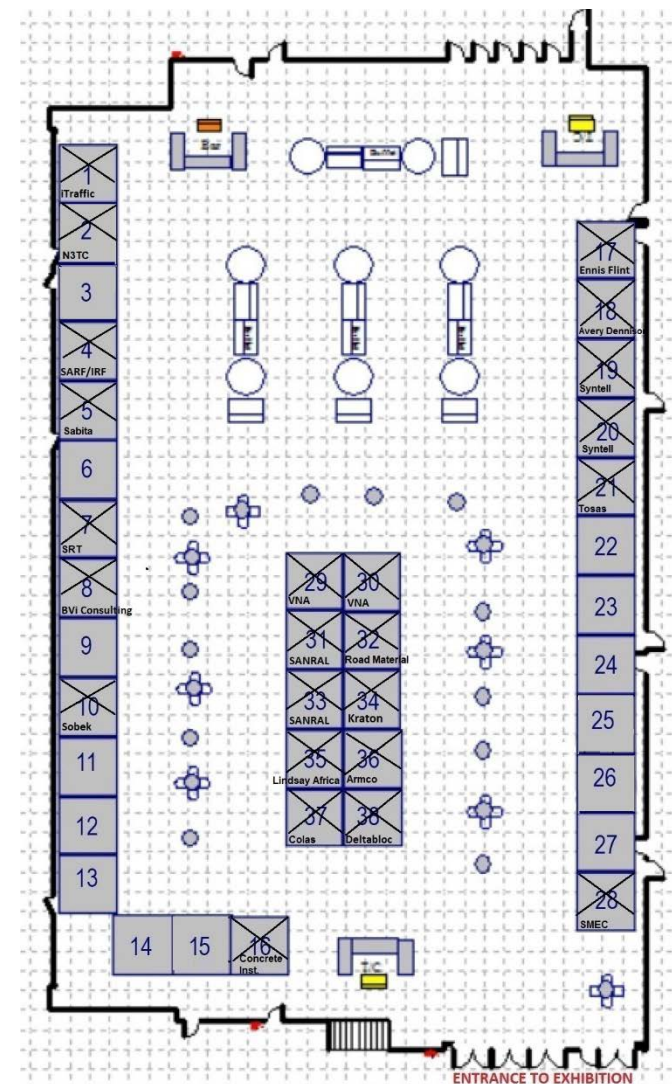
## 2. Floor space only - 3m x 3m

Includes:

- 1 x (3m x 3m) **floor space only**
- 1 x Plug point
- 1 x Complimentary registration for the 3m x 3m stand
- (excludes Convention Dinner pass)
- *Additional exhibitor delegate @ R2 400-00 excl. VAT each, max 4 pax (excludes access to Convention and Convention dinner pass)*



## Floor Plan





# EXHIBITION RULES & REGULATIONS

## **AISLES / CEILING HEIGHT**

The minimum aisle space for all exhibitions is 3 metres. Should any item or structure be placed or protrude into the designated aisle space, Durban ICC Management reserves the right to move or remove the said item without any liability for loss or damage thereof.

The floor to ceiling height at Durban ICC and Arena is: Hall 2ABHF: 6 meters. **It is recommended that stand designers view the exact location of their stand in the venue before designing stands**, to take into consideration potential obstacles / limitations e.g. metal struts, air-conditioning pipes, columns etc...

## **AUDIO VISUAL EQUIPMENT / TECHNICAL SERVICES**

Demonstrations: Exhibitors are required to ensure all AV equipment used for marketing purposes is maintained at comfortable volume levels. Any audio system or electronic device that is deemed disruptive to the standard conduct of business of the exhibition or venue will not be tolerated and will be removed from site, this includes noisemakers such as whistles, vuvuzelas, horns, etc.

Sound levels: AV presentations must be muffled so that noise does not interfere with other Exhibitors. Extremely loud noises such as bells, sirens, buzzers etc. will not be permitted in order that a professional atmosphere be maintained. The Durban ICC reserves the right to reduce the sound levels, restrict and/or switch off any AV displays deemed disruptive.

Music & film copyrights: Exhibitors who wish to utilise audio and/or visual aids in the exhibition in relation to the sound tracks of videos and music must ensure that the use thereof will not infringe on the copyrights of others. Exhibitors are advised to contact SAMRO regarding the procedures for application of a "Copyright Music Licence".

Projectors and/or screens: Viewing areas should not result in people causing congestion in aisles. If you have a large viewing screen make sure it can be enclosed or draped for better viewing.

# EXHIBITION RULES & REGULATIONS continued...

## **BEHAVIOUR / DAMAGE / CARE OF BUILDING**

The Exhibitors are responsible for ensuring all exhibitors and contractors are advised of and adhere to the Durban ICC rules and regulations as laid-out. whether caused by themselves, their agents, contractors, sub-contractors or by any person/s employed or engaged on their behalf.

Exhibitors are responsible for the cost of making good or replacing any damage to the exhibition premises, whether caused by themselves, their agents, contractors, sub-contractors or by any person/s employed or engaged on their behalf. Any Organiser or Exhibitor found damaging the walls, carpets and/or any structure on the venue property will be charged with the replacement value of such item.

## **CARPETS / FLOOR COVERINGS**

Durban ICC Halls 1, 2, 3 & 4 are carpeted with 1m<sup>2</sup> carpet tiles (charcoal with an orange dot in the centre). Should exhibitors wish to cover these carpets it is essential to supply 16mm plywood / melamine to protect the area onto which the external carpet will be placed. Where electrical requirements are necessary, then ½ m<sup>2</sup> must be cut out to expose the pit area for access in case of emergencies.

The Exhibition Centre Halls 1 & 2 are not carpeted unless specified in the client contract at additional cost. Floors and platforms made of natural timber must be a minimum thickness of 25mm and chipboard or Melamine not less than 18mm. Corners to be rounded off or covered with plastic guards or preferably have bevelled edges to ensure safety risks related to sharp stand corners are minimised while maintaining professional standards.

# EXHIBITION RULES & REGULATIONS continued...

## **ELECTRICAL INFO / ELECTRICAL CONNECTIONS / TRANSFORMERS**

All main power installations from source to outlet must only be carried out by an accredited Electrician who has the authority to issue a Certificate of Compliance on completion of electrical installation. The Durban ICC and Arena under floor connections are situated in pits every 6m and must remain accessible at all times to accommodate emergencies (tripping etc.) Stand Builders are required to cut out a trap door for access to the under floor pits that are covered by floor boards. All purpose-built stand shell schemes/equipment are to be undertaken by a registered wireman only and must comply with South African Bureau of Standards and Occupational Health & Safety Act i.e. Certificate of Compliance to be presented to the venue Safety Officer / Health & Safety Officer.

## **EXHIBITION STAND BUILDERS / CONTRACTORS**

Covered Stands: Covered stands are not permitted unless detailed drawings are submitted to the Durban ICC and a certificate of approval is given from the Fire Department. A copy of the above is to be provided by **03 September 2018** prior to the event for approval by the Durban ICC.

Space only / Custom Built Stands: All Space only/Custom Built stand builders are required to submit a detailed plan/drawing of the proposed stand (incorporating front, side and top elevations), to the Durban ICC for approval at least thirty (30) days prior to build-up day. Custom built stands over three (3) metres in height need to be certified by either a structural engineer or the stand builder, as determined by the Municipality's Chief Officer and the Durban ICC Safety Officer, on completion, using the relevant Structural Certification Form. All stands are required to have corner guards or bevelled edges. **All Space only / Custom Built Stand builders are required to submit a detailed plan/drawing of the proposed stand (incorporating front, side, back and top elevations), to [charne@soafrica.com](mailto:charne@soafrica.com) for approval 03 September 2018.**

### Furniture/ Equipment:

Equipment and / or additional furniture may be hired through Scatterling's Conference & Events (subject to availability). Please see attachments for information and order form.

# EXHIBITION RULES & REGULATIONS continued...

Lights: No spotlights, drop lights or other special lighting device may be directed toward the aisles so that they prove to be irritating or distracting to neighbouring exhibition stands or guests. No strobe light effects are permitted. Only LED lights may be used as uplighters due to heat transmission.

Any additional lighting put up in stands after the official contractor has signed off the Certificate of Compliance, will be removed unless the Organiser can provide the venue with a Certificate of Compliance for all additional lighting. Stand builders installing their own lighting and electrics will be required to hand a Certificate of Compliance to the Durban Safety Officer / Health & Safety Officer once the stand has been completed.

Presentations and/or Demonstrations of Exhibits/Products: An Exhibitor intending to present and/or display equipment/exhibit product at their stand must: Give proper consideration to the safety of conditions under which the exhibit will be demonstrated. Securely install all working machinery to prevent base slippage and position such machinery so that the operation thereof will not cause intrusion into the aisle or otherwise prove hazardous to any persons. Adequately guard all moving parts of machinery to prevent injury to any person. Isolate starting devices to prevent operation by any visitor or other unauthorised person. Ensure toxic fumes, exhaust and/or other irritants caused by the exhibits / products are not released into the exhibition hall. Prior approval from the relevant controlling authority, in addition to that of the venue, must be obtained for such purposes.

Product Stands: Cooking & Sampling: Any requirement for cooking at a stand must be communicated to the Durban ICC, giving all the relevant details. Cooking will only be permitted where prior approval has been granted in writing by the venue. Solid food portions should be no larger than *“bite size” portions - 85 g/20mm x 20mm x 20mm on a toothpick*. Any other catering will be subject to a platage charge. Beverage tasting must be in *“tasting cups” – 20ml (soft drinks/liquor) and 50ml for beer*. Any other beverage will be subject to a corkage charge. Product demonstrations and sampling must have written permission from the Durban ICC. There shall be no demonstrations for sampling outside of contracted exhibition space. Should samplers interfere with the normal traffic of neighbouring exhibition stands, ICCD will have no alternative but to request that the sampling be terminated. The exhibitor/s showcasing food samples are required to produce the relevant food/beverage licenses applicable as per Health & Safety legislation. The exhibitor is to supply a large plastic rubbish bin and a supply of plastic bags for associated waste.

# EXHIBITION RULES & REGULATIONS continued...

Stand Builders / Sub-Contractors: All stand construction staff are required to wear their Company's identification badges and/or company branded clothing, together with the necessary safety shoes and hard hats for the duration of build-up and breakdown of the exhibition. Hard hats are available for purchase from the venue. Failure of contractors adhering to the dress code above will result in prevention of entry or removal of staff until such time that the staff member is equipped with the correct safety gear and branded clothing. All sub-contractors (stand fitting, interior decorating etc.) other than the official exhibition contractor are required to provide the Organiser of the event with an indemnity guaranteeing their observance of the rules and regulations as legislated by Durban ICC, the Occupational Health & Safety Act and other related Governmental agencies. (This is applicable to build-up and breakdown days). Walls of all stands must be clad on the reverse side to present an aesthetic appearance from aisles and adjoining stands

Stand Cleaning: The Durban ICC has a contracted service provider for the general cleaning of the hired exhibition venue (i.e. aisles and passages). This excludes cleaning of stands, exhibits and displays. Exhibitors are responsible for individual stand cleaning. Stand cleaning services may be hired through the venue. Individual stand cleaning includes - sweeping, mopping, vacuuming, dusting and waste removal.

## **FACILITIES**

Animals: No animals are permitted in the venue or exhibition halls without prior approval of the Durban ICC Management.

General: All efforts to advertise demonstrate and operate by the Exhibitor must be conducted in a manner complying to the rights of other Exhibitors. No exhibit will be permitted which interferes with the use of the other exhibits or impedes access to them or the free use of the aisles. The venue reserves the right to limit and/or restrict any operation which, for any reason, might be considered objectionable, without any liability for refund and/or damage.



# EXHIBITION RULES & REGULATIONS continued...

Hall Lighting: Hall lighting is provided in the venue at a level of 250 lux. The lights may not be removed or dimmed in the exhibition area without prior approval, as this may cause inconvenience to other exhibitors.

Operable Walls: No banners, posters or signage may be attached to or hung onto any of the venue walls (operable or otherwise).

Storage: The venue does not provide storage facilities. No storage facilities will be permitted within the exhibition hall or behind the individual stands for safety reasons. Stands that require storage need to accommodate a storage area within their designated stand. (Lockable cupboards are advised for security purposes).

Parking (Durban ICC & Arena Basement Level): A 'park & pay' system is in operation in the Durban ICC basement parking, with entrance via Bram Fischer Road (formerly Ordnance Road) and Dr A B Xuma Street (formerly Commercial Road): A parking voucher is withdrawn from the electronic dispensing machine at the boom entrances. Payment must be made on leaving the building at the pay stations located just outside the main basement foyer doors. The parking voucher is inserted into the electronic exit station to raise the boom. No Pre-Paid / Reserved Parking Available.

Parking – Exhibition Centre: Limited parking is available at the North Plaza, entrance via Gate A on Walnut Road as well as South Plaza, entrance via Gate D, Samora Machel Street (formerly Aliwal Street).

Smoking/ Tobacco: Please note that the Durban ICC is a smoke-free venue. As per Government legislation no smoking is permitted within the venues. Designated areas have been allocated and these must be strictly adhered to as per the Tobacco Products Control Act 1999. Failure to comply with these regulations could lead to possible prosecution.

Storage: The venue does not provide storage facilities. No storage facilities will be permitted within the exhibition hall or behind the individual stands for safety reasons. Stands that require storage need to accommodate a storage area within their designated stand. (Lockable cupboards are advised for security purposes).

# EXHIBITION RULES & REGULATIONS continued...

## **FIRE REGULATIONS**

Fire escapes are located throughout the venue and are demarcated with signage. Event organizers are to ensure that neither the signage nor the exits are obstructed in any way. All materials used by Exhibitors must be of non-flammable nature and fire resistant. Fire regulations prohibit the use of highly combustible or flammable material. All displays are subject to inspection by the Fire Prevention Bureau. Any construction materials not found to be fireproof may be required to be dismantled.

## **LIABILITIES / INSURANCE / LOSS OF PROPERTY**

Exhibitors and persons using the venue are strongly advised to arrange, at their own cost, “all risks” insurance coverage from Country of Origin to the exhibition stand including duration of exhibition period and return to domicile. Exhibitors shall ensure that they are fully covered by insurance and take out “public liability” and “comprehensive” protection. The period of liability of the exhibitor shall be deemed to run from the time the Exhibitor or any of their agents or contractors first enter the exhibition site and to continue until all exhibits and property have been removed. Exhibitors are strongly advised to either lock away or remove all valuable items from their stand when unattended. The Durban ICC does not take responsibility for any goods left unattended on stands or within the centre. The venue will not be responsible for the safety of articles of any kind brought into the hired venue by the exhibitors, their agents, contractors, visitors and/or any other person/s whatsoever.

## **LOADING DOCKS / OFF LOADING / LOADING PROCEDURES**

Should you have any specific requirements e.g. trolleys, forklift, cherry picker, hanging of banners etc. - kindly refer Banner Order Form No. 02. To facilitate smooth set up and breakdown of exhibitions held at the venue, a traffic management system is operated as follows:

1. Durban ICC and Arena: Goods to be exhibited must be delivered to Gate No. 1, via Stalwart Simelane Street (formerly Stanger Street) to the relevant loading dock.
2. Exhibition Centre: Goods to be exhibited must be delivered to either Gate A (North Plaza) opposite the Hilton Hotel in Walnut Road or Gate D (South Plaza) opposite the Workshop Shopping Centre via Samora Machel Street (formerly Aliwal Street) for Hall 1. Once vehicles are off loaded, these must be moved from the Loading Dock immediately.

# EXHIBITION RULES & REGULATIONS continued...

## Dimensions:

Durban ICC Loading Dock 1 to 4 : Height - 5 metres Width - 7 metres

Durban ICC Loading Dock 5 : Height - 3 metres Width - 3,5 metres

Durban ICC Arena L/Docks A1-A3 : Height - 4 metres Width - 5,5 metres

Exhibition Centre Loading Dock 1 to 4 : Height - 4,2 metres Width - 4,5 metres

Exhibition Centre Fire Bay Doors : Height - 2,2 metres Width - 2,8 metres

**Deliveries can only be made from 12h00 on 18 June 2018. The venue nor the Organisers will take accountability or responsibility for goods that arrive early or which are left after the official breakdown period of the exhibition. Should the venue need to dispose of any items, the costs thereof will be charged to the Exhibitor concerned.**

## **REMOVAL OF WASTE / SKIPS**

SARF/IRF/PIARC is responsible for waste removal required for exhibitions or events, however should an excess of debris be expected during the construction or breakdown of stand, exhibitors would be required to hire a skip for removal of such. The venue reserves the right to charge the Exhibitor for the removal of excessive waste created i.e. crates, pallets, cartons, packing or literature left behind after breakdown.

During the build-up and breakdown days of the exhibition, the aisles of the venue/s must not be obstructed with packing, construction material or debris. Contractors building “space only” or custom built stands or interior designs are responsible for removing their own building waste and off-cuts from the site at the end of each day.

## **STAND CLEANING – (Order directly through the Durban ICC)**

Exhibitors are responsible for their individual stand cleaning.

Stand cleaning services may be hired through the venue. Individual stand cleaning includes sweeping, mopping, vacuuming, dusting and waste removal.

# EXHIBITION RULES & REGULATIONS continued...

## **STAND CATERING/ FOOD & BEVERAGES – (Order directly through the Durban ICC)**

External caterers are permitted at events taking place at the Exhibition Centre on proviso that the required licenses have been submitted to the Durban ICC Safety Officer / Health & Safety Officer. The Durban ICC, however, has exclusive catering rights for all events taking place in the Durban ICC and Arena. All food and beverages required must therefore be ordered and supplied through the venue. Should exhibitors wish to provide their own beverages, approval will need to be obtained from Durban ICC Management. A corkage fee will be attached to all beverages supplied by external suppliers. Full payment of corkage charged is required prior to the stock arriving on-site. Any beverage order arriving on-site without the required authorisation or payment will be removed and stored by the Durban ICC (at the cost of the exhibitor) until such time that approval is granted and fees paid. Exhibitors whose products include a culinary experience (e.g.: Restaurants, catering companies, hotels, bush lodges etc...) may request approval to showcase and offer tasters to visitors. Such requests may be charged a standard platage fee. Full payment of platage charged is required prior to the food (whether it be pre-made or raw ingredients) arriving on-site. Should this rule be disregarded authorisation to showcase such dishes will be retracted. Exhibitors wishing to give away samples of products must forward all relevant information for approval by Management. All food tasters must be limited to *bite size portions (85g - 20mm x 20mm x 20mm on a toothpick) and beverages limited to 20ml (soft drinks/liquor) and 50ml for beer.*

# SERVICES MANUAL

Please refer to the separate document enclosed within this email for the full list of additional services available.

This document includes the following:

<b>FORM:</b>	<b>APPLICABLE FOR WALK IN PACKAGE STANDS <u>OR</u> FLOOR SPACE ONLY BOOKINGS (CUSTOM STANDS):</b>
Stand Plan Diagram	Floor space only (Custom stand)
Fascia Name on Stand	Walk in Package Stand
Furniture Hire	Walk in Package Stand (if additional furniture required) & Floor space only (Custom stand)
Electrical Hire	Floor space only (Custom stand)
Audio Visual Hire	Walk in Package Stand (if AV required) & Floor space only (Custom stand)
Plant Hire	Walk in Package Stand (if indoor plants required) & Floor space only (Custom stand)

**DEADLINE FOR SUBMISSION OF FORMS:**  
**03 September 2018**



# ACKNOWLEDGEMENT

Please complete and sign the below document in acknowledgement that you have read and understood this document.

Please return this signed page to Charne Millett-Clay by email [charne@soafrica.com](mailto:charne@soafrica.com) by no later than 03 September 2018

## NOTIFICATION OF ACCEPTANCE

Show Name : 2018 SARF/IRF /PIARC Regional Confernece

Company Name & Stand Number : \_\_\_\_\_

Representative Name: \_\_\_\_\_

Representative Contact Number : \_\_\_\_\_

**By authority of the exhibiting company the above representative has read and understood the rules and regulations as laid out in the above document and agrees to abide by those laid out or accept the consequences outlined.**

Signature of Acceptance : \_\_\_\_\_

Designation : \_\_\_\_\_

Date : \_\_\_\_\_

# ADDITIONAL SERVICES

**The following services must be ordered directly from the Durban ICC:**

1. Stand cleaning
2. Telecommunications
3. Information technology
4. Stand catering and beverages

Please contact the Durban ICC Services Department:

Contact: Thobile  
Telephone: +27 (0) 31 360 1281  
Email: [thobilem@icc.co.za](mailto:thobilem@icc.co.za)

**The following services can be ordered directly from the GL-Events:**

1. Furniture and Plant Hire
2. Electrical Hire / supply
3. Special panels and Graphic Printing
4. Audio Visual

Please contact the Lizzy at [Lizzy.Phukubye@gl-events.com](mailto:Lizzy.Phukubye@gl-events.com) or on telephone 011 210 2534

***We wish you every success with your 2018 SARF/IRF/PIARC Regional Conference and encourage you to contact a member of the team should you require any further information or assistance.***

**[www.sarf-irf2018.co.za](http://www.sarf-irf2018.co.za)**