



## Exhibition

### General Information

**The information presented here is subject to change.  
Final guidelines and deadlines will be as published in the Exhibition Manual  
you will receive approximately 3 months prior to the event.**

**For any questions related to the content of these guidelines, please contact the  
Exhibition Manager Diyana Yosifova at [dyosifova@kenes.com](mailto:dyosifova@kenes.com)**

#### Exhibitor's Portal

**[Click here to access the Exhibitor's Portal](#)**

- Login details to access the Portal will be sent to the company representative once the contract is signed.
- The Portal enables exhibitors and supporters to:
  - Submit company logo and profile;
  - Order lead retrieval (badge scanners);
  - Order extra exhibitor badges;
  - Submit booth drawing (applicable for “Space Only” booths);
  - Submit lettering for Fascia sign (applicable for “Shell Scheme” booths).

#### Notes:

- One user per company – the login details will be sent to the contact person who signed the contract. This person is responsible for passing on the login details to any third party if needed.
- The contract holder will be charged with any purchase made by their employee, stand builder or agency, unless requested otherwise in writing.
- Access to all Portal services will be available only after submission of your company logo and profile.
- Please note that access to the portal allows the user to see information from previous transactions made by your company with Kenes Group.
- Only deliverables indicated in your contract, should be submitted via the Portal. Items that are not included in your contract will not be processed.
- Keep the Exhibitor's Portal link together with your login information on hand for future reference.



## Exhibition Timetable

*\*Subject to change*

<b>Exhibition Set-up</b>	Monday, 21 October 2024 <b>For Space Only Stands</b>	10:30 – 20:00
	Tuesday, 22 October 2024 <b>For All Stands</b>	08:30 – 20:00
<b>Exhibition Opening Hours</b>	Wednesday, 23 October 2024	09:30 – End of Welcome Reception (Approx. 20:30)
	Thursday, 24 October 2024	10:30 – 17:30
	Friday, 25 October 2024	10:00 – 16:30
<b>Dismantling / Breakdown</b>	Friday, 25 October 2024	16:30 – 23:30 *Shell Scheme booths must be empty by 18:00

### Important notes for Exhibitors:

- Timetable is subject to possible changes in accordance with the scientific programme. Updates will follow in due time.
- All exhibitors should be in their Booth 30 minutes before the official opening hour.
- Empty crates and packaging material must be removed after set-up and no later than **Tuesday, 22 October 2024 at 20:00**.
- All aisles must be clear of exhibits and packaging materials to enable cleaning at all times.
- Please note that participants will be walking through the Exhibition Area to reach the E-Posters area which might be active before and after the Exhibition Opening Hours. Therefore, please do not leave any visible valuable articles at your booth. In addition, please consider hiring extra security for your booth after Exhibition Operating Hours.
- Dismantling of the booths before the official closing of the exhibition is not permitted.
- It is the exhibitor's responsibility to dispose of all materials after dismantling.
- All shell scheme booths are required to be on time for dismantling from the hour that it is written that it starts, so that they can pack their materials and after that the official builder can dismantle their booth.
- **Shell Scheme booths:** any equipment, display aid or other material left behind after **Friday, 25 October 2024** by **18:00** will be considered discarded and abandoned.
- **'Space Only' booths:** any equipment, display aid or other material left behind after **Friday, 25 October 2024** by **23:30** will be considered discarded and abandoned.
- Any charges incurred for waste removal will be sent to the exhibitor.
- Please do not leave any visible valuable articles at your stand.
- Please note we will have a security guard at night from the moment the exhibition is closed until the following day when we open.
- **In addition, please consider hiring extra security for your Booth before/ after Exhibition Operating hours in case you have valuable stuff in your booths.**

### Welcome Reception at The Exhibition Area

On **Wednesday, 23 October** you are cordially invited to the **Welcome Reception** held in the **Exhibition Hall** from **19:30**. Exhibitors are asked to please man their booths during the Welcome Reception in the Exhibition Hall.



## Exhibition – Deadlines and Key Dates

**Below are estimated deadlines. Updated deadlines will be as published in the Exhibition Technical Manual when available.**

Action Item	Deadline
Company logo and profile	As soon as possible
Booth design for approval <b>(For 'Space Only' booths)</b>	6 weeks prior to the event
Text for Fascia <b>(Shell Scheme booths only)</b>	4 weeks prior to the event
Dedicated Wi-Fi / Internet*	4 weeks prior to the event
Lead Retrieval Barcode Readers Order* (K-Lead)	2 weeks prior to the event <b>Onsite rate will be applied for orders received after the deadline</b>
Extra Exhibitor badges	2 weeks prior to the event
Hostesses & Temporary Staff Hire	6 weeks prior to the event
Security*	6 weeks prior to the event
Rigging* ('space only' booths)	4-5 weeks prior to the event  <b>After the deadline surcharge might be applied. Stock upon availability</b>
Electricity order*	
Furniture Rental	
Shell Scheme Extras	
Graphics/Signage	
Daily Booth Cleaning	
In-booth Catering*	
Plants & Floral decorations	
Telecommunications and AV Equipment (Screens, Laptop, Desktop)	
Shipment via advance warehouse	

\*Exclusive service to Kenes / the venue / official supplier(s)



## Lead Retrieval/Badge Scanners: K-Lead Application

Lead Retrieval Wireless Barcode Readers can be a helpful tool for receiving contact information about participants who attend your symposium. We are pleased to offer you the K-Lead App. Supporters can download the K-Lead app onto *their own* smart phone or tablet and transform their device into an instant, easy lead retrieval system and capture participants' contact information with a quick scan of their badge.

### Advantages of the **K-Lead application**:

- **Seamless Integration:** Download directly to your device; no extra hardware needed!
- **Effortless Scanning:** Quickly scan attendee badges to capture leads.
- **Customizable Notes:** Add personal comments to each lead for better follow-up.
- **“Quick Scan” Function:** Ability to quickly scan delegates as they enter the session hall.
- **Instant Access:** Get real-time lead information for immediate engagement.
- **Universal Compatibility:** Download from the **Apple Store** or **Google Play** using “Kenes K-Lead App.

**Cost per unit: EUR 700** (excl. 4% credit card fee and VAT if applicable) / **Device NOT included!**

**Deadline: 2 weeks prior to the meeting / Onsite rate of EUR 850** after above deadline.

### Unlock the Power of **K-Lead Plus**:

- **Automated Follow-up Emails:** Immediately after scanning, send personalized emails to every lead. Make every connection count without lifting a finger!
- **Tailored Email Customization:** Craft the perfect message with customizable subject lines, email content, and signatures. Attach PDFs to add a polished, personal touch that stands out.
- **Timely Engagement:** Say goodbye to the hassle of manual follow-ups. K-Lead Plus handles it by sending tailored emails right after each scan, keeping your brand top of mind.
- **Trackable Insights:** Monitor how your emails perform with engagement metrics. Learn what works and refine your strategies for maximum impact, ensuring you're always improving.
- **Compatibility:** K-Lead Plus requires at least one K-Lead license purchased.

**Cost for K-Lead Plus: EUR 750**

### Key Notes for K-Lead and K-Lead Plus:

- ***Device Not Included:*** The application must be installed on your personal or company device (tablet/smartphone).
- ***Reliable Data:*** Participant badge barcodes carry contact details as provided by registrants or their agencies. Note: Group registration may contain generalized information.
- ***Content Responsibility:*** Information content is managed by the registrant or their agency, not Kenes Group or the Organizing Committee.
- ***Easy Reservation:*** Secure your Wireless Barcode Reader by returning the completed credit card form.
- ***GDPR Compliance:*** We've updated our [privacy policy](#) in compliance with GDPR. Your personal data won't be shared without consent. Presenting your badge for scanning implies consent to share your details.
- ***By purchasing the K-Lead and the K-Lead Plus, Exhibitors and Sponsors agree to Data Processing Agreement.***

How to order K-Lead and K-Lead Plus? -> Please access the Exhibitor's Portal <https://exhibitorportal.kenes.com>



## Exhibitor Badges

- Each exhibiting company is entitled to free exhibitor badges. The amount of free exhibitor badges is stated in your contract and determined by your booth size.
- Two exhibitor badges will be given for the first 9 sqm booked, and one additional badge for each 9 sqm thereafter.
- Exhibitor badges allow free access to the exhibition area, refreshments served as indicated in the programme timetable and access to the Welcome Reception.
- Exhibitors with an Exhibitor Badge are **not** eligible to receive CME/CPD credits and will not appear in the World Map feature (List of participants).
- Exhibitor badges can be collected at the registration desk **on-site** during registration opening hours (they will not be mailed in advance).
- Exhibitors are required to access the Exhibitor's Portal and provide the name of **the company they wish to be displayed on the badges** (otherwise the company name as appears on your application form will be printed on the badge).
- **Extra exhibitor badges** may be purchased online through the Exhibitor's Portal, at additional cost. Companies may purchase a maximum number of exhibitor badges as follows:
  - Booths of up to 60sqm – 15 exhibitor badges
  - Booths larger than 60sqm – 25 exhibitor badges

### **Notes:**

- Deadline for ordering additional exhibitor badges via the exhibitor portal: **2 weeks prior to the event.**
- Please make sure that your company profile has been submitted via the Exhibitor's Portal *before* placing an order.

All company representatives are required to wear exhibitor badges to access the exhibition. Company representatives not wearing their badges will not be allowed to access the exhibition. Exhibitor badges are for the use of company personnel manning the booth and should not be used to bring visitors to the exhibition.

## Access to the Exhibition Hall during Set-up and Dismantling

Stand builders and staff must wear service passes during the entire set-up and dismantling period. Service Passes are free of charge and may be collected from the Exhibition Manager Desk on-site.



## Space Only Booths – General Guidelines

Exhibitors using independent contractors are required to submit the following for approval **6 weeks prior to the event.**

- A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed booth to be built.
- Electrical connections – a list of all appliances.
- Other utility connections such as water and drainage are subject to availability and must be checked with the Exhibition Manager prior to submitting the designs.
- The name and contact details of their construction company.

Please submit the files through the Kenes Exhibitor's Portal: <https://exhibitorportal.kenes.com>.

### Design Guidelines:

- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining booths, or damaging the premises.
- Exhibition material that is placed outside the booth will be removed at the exhibitor's expense.
- **Exhibitors are kindly requested to allow sufficient see-through areas that ensure clear views of surrounding exhibits. Entire sideways walls will not be approved.**
- **Island booths** should be partly accessible on all "open" sides. We try to keep the exhibition as open and inviting as possible. Wall construction alongside aisle is allowed but max 1/3 of side to side may be covered. Requests to be partially exempted from this rule should be submitted in writing to the Exhibition Manager.
- Construction finish must be perfect in all the booth's visible areas, including rear sides.
- **Raised floor/platform:** please note that if your booth has a platform, you are required to provide **a ramp or sloped edging around the entire booth** for people with disabilities. The platform sides must be closed and finished neatly. The platform edges must be safe, secure and easily visible.
- **All structural back walls of adjacent booths must be properly decorated. Back Walls (reverse side) over 2.5m in height must be finished in white or grey (no wiring, no graphics, no logo).**
- Advertising on the boundary with other booths is prohibited.
- A back wall of a booth (including shell scheme booths) cannot be used by other exhibitors.
- **Multilevel structures are not permitted.**
- Arches, bridges or similar construction connecting two or more booths are not permitted.
- The **maximum building height** will be published in the exhibition technical manual.
- Information regarding **ceiling rigging** will be published in the exhibition technical manual.
- Structures installed for specific events, exhibition stands including installations, special structures and exhibits as well as advertising displays must be sufficiently stable that they do not pose a threat to public safety and order and that they do not endanger life and health.
- Exhibitors / customers are responsible for ensuring the load-bearing capacity and stability of such structures and may be required to furnish the relevant proof.
- Special care must be taken to ensure that the visitors will be inside the booth and not standing in the aisle. For example:
  - Screens or any kind of equipment to be shown or demonstrated may not be placed directly on the edge of the stand contracted in order to ensure that the visitor viewing the screens/equipment will be inside the booth and not blocking aisle traffic.
  - Any counter, desk etc. or device (i-pads, touch screens etc.) which attract visitors may not be placed immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth)



- Coffee bars or other F&B-stations must be inside the booth area to ensure that the visitors are standing and queuing up inside the booth area and not standing in the aisle.

## Shell Scheme Booths – General Guidelines

- All basic shell scheme booths will be designed and built by the official stand contractor.
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the shell scheme booth should indicate clearly on the location plan and forward it together with clear instructions to the official stand contractor and the Exhibition Manager **4 weeks prior to the event**.
- No free-standing stand-fitting or display(s) may exceed **the height of the shell scheme structure** or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the exhibitor.
- It is not allowed under any circumstances to cut, nail or drill into or through the walls, fascia, floor or ceiling.
- Please do not use any adhesive products that may leave marks or cause damage to the panels and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to booth structure will be invoiced to the exhibitor.**
- No painting is allowed; no usage of nails or screws.
- Double sided tape can be used to affix lightweight items as long as it does not leave mark or cause damage to the panels and booth structure. Velcro can be used as well (male & female).
- It is possible to use fishing line (nylon) to hang pictures etc.
- An exhibitor occupying a **booth at the corner** can request to close the additional side(s). If the official stand contractor and the Exhibition Manager is not being notified in writing **4 weeks prior to the event**, it will be assumed that the exhibitor will have opening on the additional side(s).
- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- Excess stock, literature or packing cases may not be stored on, around or behind booths, unless contained within a lockable storeroom.

## Shell Scheme Booths – Fascia Sign

A maximum of **21 characters** (including spaces) may be written on your fascia (applicable for a 9 sqm booths).

Please submit lettering for fascia via the [Exhibitor's Portal](#) no later than 4 weeks prior to the event. If you wish to print your company logo on the board, instead of your company name or in addition to the name, this can be ordered at additional cost via the official stand contractor.

**If text for your fascia is not received by the official deadline, we will provide you with a fascia title as per your application form.**



## Booth Services

### Cleaning

The organiser will arrange for general cleaning of the exhibition premises prior to the opening of exhibition and daily prior to opening thereafter (excluding exhibit booths and displays).

**Daily booth cleaning** can be ordered directly with the official supplier.

### Internet and Wi-Fi

Complimentary Wi-Fi will be provided by the meeting during official meeting days at most areas. This public Wi-Fi connection is limited for basic web browsing or checking emails. Should you have any internet-based feature/device/activity at your booth (for example: product demonstrations), we strongly recommend ordering a dedicated internet connection for your booth (wireless or wired connection) to guarantee a consistent internet connection inclusive of technical support.

Wired internet and Wi-Fi connection may be ordered through Kenes **4 weeks prior to the event**. Please contact the Exhibition Manager Diyana Yosifova at [dyosifova@kenes.com](mailto:dyosifova@kenes.com).

#### Important:

- **Please be advised private Wi-Fi networks installations in the booth are not allowed.**
- **The venue and the organiser reserve the right to discontinue any activity which interferes with the hall Wi-Fi coverage.**
- Technical support: we will ensure that the service you purchased is functioning as it should, however we cannot troubleshoot or repair issues with client-provided equipment.
- The exhibitor is responsible for following legal, ethical, moral, and generally accepted internet and e-mail conduct when communicating across the meeting's network. The venue reserves the right to disconnect and/or limit a user's right to or use of the network if rules and conditions are not respected.

### Security

- Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area.
- Neither the venue nor the organiser can accept responsibility for the security of the booths and their contents. The venue as well as the organiser are not liable for any possible loss, theft and/or damage occurred during the rental period of any private property or goods. Exhibitors are fully responsible for the security of their booth and equipment.
- If you wish to hire security for your booth, this can be done via the venue.

### In-Booth Catering

The Official Caterer **exclusively** offers food, beverage, and catering services.

Absolutely no food or beverage from outside the venue is allowed into the premises without prior written approval from the official caterer. This includes bottled water. Exhibitors who wish to order food and beverages for their booth are welcome to do so directly with the official caterer. The exhibitor should consider the space available on the booth to store and display the requested deliveries.

**Contact information will be shared in due course.**





## Waste Removal

For ordering waste removal please contact the venue directly.

## Storage

Short-term storage of materials left over after assembly (empty boxes, crates, cases, palettes etc.) should be coordinated with *the official logistic agent* (payable service).

**Under no circumstances may packing materials of any kind be left in the aisles, on the booths, around or behind the booths.**

Please contact *the official logistic agent* with information on sizes and number of parcels, size and storage period.

**Shipments sent directly to the venue prior to the set-up period, will be refused by the venue.**

Once the event & dismantling are over, the *venue* shall not be held responsible for the safekeeping and/or storage of any items left in the building. If *the venue* takes care of the removal of these items, it will be charged to the exhibitor.

## Deliveries

The delivery and removal of materials and goods for the exhibition booths is allowed only by the official freight forwarder.

Please be advised that neither the organiser nor the venue can accept deliveries on an exhibitor's behalf and arrangements must be made for a stand/company representative to be available when deliveries are made.

Deliveries may not be made prior to the first set-up day. Any deliveries prior to this date, or off the official working hours, **will not be accepted**. Please refer to the Shipping Instructions for the deliveries address (check the last section of these guidelines).

As a courtesy to the delegates and your fellow exhibitors, deliveries or the removal of any equipment to/from the booth must be made 30 minutes before or after exhibition opening hours.

## Shipping Instructions

For detailed shipping instruction, please refer to the last section of these guidelines.



## Rules and Regulations

### Animals

It is not permitted to bring animals into the venue.

### Build-Up & Dismantling Period

- During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol, drugs or any other type of substances that could alter the perception of risk.
- The Exhibitors and contractors are required to wear the necessary **Personal Protective Equipment (PPE)** such as safety footwear, protective helmets, eye protection, and hand protection required by the specific work activity, with special attention to the safety shoes/boots inside the facilities for your own safety. Please note that **Personal Protective Equipment** must be worn during move in/out when there is forklift or rigging activity.
- The use of cutting machines, welding machines, sanders and spray guns is strictly forbidden.

### Health & Safety

- It is the responsibility of the booth holder to ensure the health, safety and welfare of all employees, contractors and visitors as far as is reasonably practicable throughout the event.
- It is recommended that the booth holders appoint a supervisor for the booth, with the specific responsibility for ensuring the health & safety of their staff and stand builders. It is advisable that a Risk Assessment is completed for the booth and submitted to the organizers.

### Children

No person under the age of 18 years can be admitted to the Exhibition, either during build-up, opening days or breakdown. This rule also applies to Exhibitors' children and must be strictly enforced to comply with the safety regulations of the exhibition.

### Compressed Gases

Use of compressed gases is not allowed.



## Damage to the Building

Boring, screwing, nailing, or the use of paint, glue, adhesive stickers, fixtures of any kind or anything that can damage the structural elements of the building (floor, walls, ceiling, pillars etc.) are not allowed. In case of damage of the facilities, the cost of repair or replacement will be charged to the exhibitor.

## Disposal of Material

It is obligatory to collect and dispose of all material during the build-up or dismantling of the event.

When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind. Any costs incurred by the venue in removing this property will be charged to the exhibitor.

## Fire Regulations

- Booth material and fittings must be non-flammable or impregnated and treated with fire-retardant chemicals.
- As a general rule, easily inflammable synthetic substances, foam polyester, and non-fireproof straw and reeds are prohibited.
- Exhibitors are prohibited from covering displays with drop cloths, sheets, tablecloths or other non-flame resistant material.

## Fire Insurance (compulsory)

Exhibitors must be insured against fire.

## Smoke

The operation of any machine in the exhibition that emanates fumes, gases or steam, or any item or device that generates or contains flame is not permitted.

## Hanging of Posters, Banners etc.

Hanging of posters, banners or decals, stickers or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of the venue are not allowed without a prior written authorisation.

## Insurance (compulsory)

- Exhibitors are required to take out appropriate Insurance. Third party liability insurance is obligatory. It remains the Exhibitors' full responsibility to insure themselves appropriately.
- Neither the organisers nor the venue, their representatives or agents will be held responsible for any loss or damage to the Exhibitors' property. Exhibitors must take precautions to protect their property against pilferage.
- The organisers do not provide insurance for exhibitors and their property. The exhibitor is responsible for his property and person and for the property and persons of his employees through full and comprehensive insurance and shall hold harmless the organisers for any and all damage claims arising from theft and those perils usually covered by a fire and extended-coverage policy. Therefore, you are obliged to have **public liability insurance** that covers all injuries to persons and damages that might cover in connection with the exhibition.
- Exhibitors are personally liable for all expenses incurred by the organisers or by third parties in regard to technical services provided.



- We also recommend that you have additional coverage against loss or damage to exhibition material during transport and during exhibition times. Please make arrangements for insurance coverage through your company's insurer.

## Liability

- Exhibitors are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organisers against all claims and expenses arising from any damages.
- If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organisers find it necessary to change the dates of the Exhibition, the organisers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.
- The organisers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the venue or any part thereof in any manner whatsoever.

## Sound Equipment and Music

In general, the use of sound equipment/music in booths is permitted as long as the noise level does not disrupt the activities of neighbouring exhibitors.

Speakers and other sound devices should be positioned to direct sound inward (to be contained within the booth) rather than outward (toward aisles and other exhibitor booths).

It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.

Further guidelines:

- Live music is not allowed.
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud.
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are reminded that third party copyrights should not be infringed. The organizers have no copyright responsibility in respect of any exhibiting company.
- Proper dispensation must be obtained and any royalties due, paid prior to the use of materials. Should any copyright dispute arise, the organizers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

## Security

- Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area. The organizers and the venue cannot accept liability for loss of or damage to private property or goods.
- Neither the venue nor the organizers can accept responsibility for the security of the booths and their contents. The venue as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any goods. Exhibitors are fully responsible for the security of their booth and equipment.
- Please consider hiring extra security for your booth if needed. This can be done via the service order form.

## Personal Transportation Vehicles

- Bikes, skates, electric scooters and any personal transport by wheels are not permitted inside the building.



## Promotional Activities

- All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.
- Advertising material and signs may not be distributed or displayed outside the exhibitor's booth.
- Advertising activities must not cause obstructions or disturbances in the aisles or at neighboring booths.
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

## Smoking Policy

The venue operates a NO SMOKING policy in ALL halls.

## Social Events

Companies can only arrange social events on the evenings when there is not an official ICS event - Welcome Reception and Annual Dinner. Events may be organised after the Welcome Reception. No exceptions will be made, and should the ICS be aware of any companies arranging events, they will be asked to cancel or re-schedule. Only companies supporting the ICS Annual Meeting (either by exhibition or sponsorship) may arrange social events.

## Special Effects

- Special effects lighting, live music, smoke, and laser projection may not be used in the stands.
- No permission will be given for projection in the aisles or on the walls of the hall.

## Waste Removal

- Exhibitors are responsible for the removal of all refuse/waste from the exhibition area. The used space must be returned completely clear of all items and restored to its original state.
- In the case that exhibitors wish to leave any kind of waste material during set-up/dismantling, they should order a waste container in advance.
- Any discarded waste, including promotional material, left behind will be removed by the venue and/or the organizers at the expense of the exhibitor concerned.

**Participation by exhibitors is dependent upon compliance with all rules, regulations and conditions stated herein.**

## Shipping Instructions

### [CLICK HERE FOR ICS 2024 SHIPPING INSTRUCTIONS](#)

The shipping instructions include the following information:

- Shipping Instructions
- Tariff
- Material Handling Form
- Labels

### Delivery & Logistic Services

**Merkur Expo Logistics GmbH** has been appointed the **official forwarding agent and clearance agent for ICS 2024 Meeting**. Merkur offers the following services: customs clearance, delivery to the booth, freight forwarding, manpower & trolleys for unloading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition Hall.

For security, insurance, and efficiency reasons Merkur **is** the exclusive agent nominated by the organizer for move in and move out and handling of empties.

Exhibitors and booth builders are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with Merkur.

### **Contact Details:**

Merkur Expo Logistics

Contact: Ms. Irit Sofer

Tel: +972-52-88902129

E-mail: [irit.sofer@merkur-expo.com](mailto:irit.sofer@merkur-expo.com)

### Insurance of Goods

All cargo should be insured from point of origin.

### Door to Door Shipment

Merkur offers companies consolidated trucking services from starting point to venue as part of consolidated international shipments for the meeting. This will assist in reducing costs and ensuring timely delivery.

### Airfreight Shipments

Please contact Merkur for instructions (Ms Irit Sofer: [irit.sofer@merkur-expo.com](mailto:irit.sofer@merkur-expo.com)).

**IMPORTANT!!!** Please do not send any airfreight shipment unless you receive very specific instructions for invoices, packing list, etc.

### Shipment via Germany Advance Warehouse

Merkur Expo Logistics GmbH

Im Steinigen Graben 7

63571 Gelnhausen

Germany

### **Case marking**

ICS 2024 Madrid

Exhibitor Name:

Hall Stand Nr.



**Attention for all shipments:** Merkur needs a full pre-advice in advance. Please send your full pre-advice to Merkur. Shipments with insufficient information or missing pre-advice might be delayed.

#### Direct Deliveries to Meeting Venue

Full load trucks

**IFEMA MADRID, North, Pavilions 7-10**

For delivery direct to the venue, please make sure to send time slot request **no later than 4 working days prior to delivery.**

CMR For direct unloading you will receive a confirmation email and a booking number. This booking reference needs to be stated on the CMR in order to facilitate the identification of the truck on its arrival to the venue.

#### Courier Shipments

COURIER DIRECT TO STAND, **NOT A GOOD IDEA:**

The exhibition hall is not a permanent warehouse and therefore courier deliveries will be refused, unless the shipment is delivered during the tenancy period and the customer is present at the booth, to receive the parcels from his transport company and sign off the delivery note.

We strongly recommend sending your courier to the warehouse delivery address. It has an additional cost but by doing so you make sure that your items arrive safely and on time to the event.

Please be sure to send us a pre-advice with the full details of the shipment: courier company, number of pieces and tracking number.

**All courier shipment must be sent DDP (Delivery duties paid) terms.**

**Courier charges for handover of import shipping documents € 85.00/ document.**

**Shipments that arrive without pre alert and payment confirmation will not be accepted.**