

Exhibition – General Information

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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 “Space Only” booths)
- Submit lettering for Fascia sign (applicable for “Shell Scheme” booths)
- Submit other deliverables as per sponsorship agreement

Notes:

- One user per company – the login details have been 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.

Exhibitor Timetable

ACTIVITY	DATE	HOURS
	Wednesday, 13 May	
	For space only booths	10:00-23:00
	For shell scheme booths	18:00-23:00
SET-UP	Thursday, 14 May	
	For all Stands	07:00-13:00
	Thursday, 14 May Decoration Only	13:00-17:00
	Thursday, 14 May	17:30-19:30 (End of the Welcome Reception)
EXHIBITION OPEN	Friday, 15 May	09:30-17:30
	Saturday, 16 May	09:30-17:30
	Sunday, 17 May	09:30-17:30
DISMANTLING	Sunday, 17 May	18:30-23:30

Exhibition – Deadlines and Key Dates

Below are estimated deadlines. The exact deadlines will be published in due course.

Action Item	Deadline
Company logo and profile	As soon as possible
Booth design for approval (For 'Space Only' booths)	6 weeks prior to the event
Text for Fascia (Shell Scheme booths only)	4 weeks prior to the event
Dedicated Wi-Fi / Internet*	4 weeks prior to the event
Lead Retrieval Barcode Readers Order*	2 weeks prior to the event Onsite rate will be applied for order received after the deadline
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)	
Electricity order*	
Furniture Rental	
Shell Scheme Extras	4-5 weeks prior to the event
Graphics/Signage	
Daily Booth Cleaning	<i>After the deadline surcharge might be applied. Stock upon availability</i>
In-booth Catering*	
Plants & Floral decorations	
Telecommunications and AV Equip. (Screens, Laptop, Desktop)	
Shipment via Germany advance warehouse	Approx. 1 week prior to the event

*Exclusive service to Kenes / the venue

Lead Retrieval/Badge Scanners

Lead Retrieval systems are a helpful tool for receiving participants' contact information when they visit your booth. The information obtained by lead retrieval system enables Exhibitors to enhance their database by securing valuable leads for further marketing and communication.

We are pleased to offer you the "K-Lead" Application. Exhibitors 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' full contact information with a quick scan of their badge. The advantages of the "K-Lead" application:

- Effortless process using registration badge barcode.
- Allows to immediately view the leads information.
- Ability to insert exhibitor's comments for each lead.
- Application is available for download from Apple store or Google play: "K-Lead App".
- Cost per unit - **EUR 600** (excluding 4% credit card charges fees, excluding VAT if applicable)

The Application should be installed on your company/personal device (tablet/smart phone). Operational information will be sent in due course.

To order "K-Lead" Application, please access the Exhibitor's Portal <https://exhibitorportal.kenes.com>

Deadline: 2 weeks prior to the event

Onsite rate of EUR 750 will be applied for orders received after above deadline. Please note:

- **Device is not included. The Application should be installed on your company/personal device (tablet/smart phone).**
- In accordance with the **general data protection regulation** (GDPR), Kenes Group has updated its privacy policy. You can view our updated privacy notice [here](#). Kenes will not share delegate's personal data with third parties without their consent. Please note that similarly to sharing a business card, presenting a delegate badge for scanning at exhibition booths or industry symposia constitutes an expression of consent to

share their personal details with the company that is scanning their badge so that it may contact them in the future.

- Barcodes on delegate's badges contain contact information as supplied by the delegate or the agency responsible for the registration process of the delegate. We regret that in some cases, such as when group registration is completed by a company, we may not be in possession of the full contact details.
- In addition, please note that neither Kenes Group nor the Organising Committee is responsible for the content of the information.

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.
- Access to VP for Hybrid Meeting should be added here.
- 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 are generic and state **the name of the company only**, in order that they may be used interchangeably between staff members. **Therefore, there is no need to submit individual names.**
- 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 appear on your application form will be printed on the badge).
- Any additional exhibitor's badges will be charged an exhibitor registration fee of **150 EUR**.
- **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. 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

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. Requests to be partially exempt 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 higher than 4.5 cm, you are required to provide a ramp for handicapped access. The platform sides must be closed and finished neatly. The platform edges must be safe, secured and easily visible.
- **All structural back walls of adjacent booths must be properly decorated. Back Walls (reversed side) over 2.5m in height must be finished in white or grey.**
- A back wall of a booth (including shell scheme booths) cannot be used by other exhibitors.
- Advertising on the boundary with other booths is prohibited.
- **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 at a later stage.
- Information regarding **ceiling rigging** will be published at a later stage.

Shell Scheme Booths

- 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.

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

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 venue. 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.

Important:

- **Please be advised private Wi-Fi networks installations in the booth are not allowed.**
- **The venue and the organiser reserve the rights to discontinue any activity which interfere 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.
- 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.

The venue **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 venue. This includes bottled water.

Exhibitors who wish to order food and beverages for their booth are welcome to do so directly with the venue.

The exhibitor should consider the space available on the booth to store and display the requested deliveries. For ordering waste removal please contact the venue directly. 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.

Shipping Instructions

For Shipping Instructions click [HERE](#)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.

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

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 and drugs.
- The Exhibitors and contractors are required to wear the necessary personal **protective equipment** such as safety footwear, protective helmets, eye protection, and hand protection required by the specific work activity.
- The use of cutting machines, welding machines, sanders and a spray guns is strictly forbidden.

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**

Exhibitors are liable for all damage caused to floors, walls, and pillars during the installation, Exhibition, and dismantling periods. No adhesive stickers and fixtures of any kind are allowed on floors, walls, and pillars.**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**

- Stand material and fittings must be non-flammable or impregnated with fire-retardant chemicals.
- As a general rule, easily inflammable synthetic substances, foam polyester, and no fireproof straw and reeds are prohibited.

Fire Insurance (compulsory)

Exhibitors must be insured against fire.**Health & Safety**

- It is the responsibility of the stand 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 stand holders appoint a supervisor for the stand, 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 stand and submitted to the organisers.

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 part 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 exhibitor's 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 a **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 provide.
- 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.

Security

- Safety and Security of Material. Please do not leave any bags, boxes or suitcases unattended at any time, whether inside or outside the exhibition area. The organisers and venue cannot accept liability for loss of or damage to private property or goods.
- The organisers will provide security guard service in the exhibition hall during off-show hours. Neither The **venue** nor the organisers can accept responsibility for the security of the stands and their contents and for damage to, or theft of any goods. Exhibitors are fully responsible for the security of their stand and equipment.

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.
- Live music is not allowed.
- The organisers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud
- The organisers 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 organisers 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 organisers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

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 gangways or at neighbouring 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.**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.
- Any discarded waste, including promotional material, left behind will be removed by the organisers at the expense of the exhibitor concerned.

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