

Exhibition – General Information

Dear Exhibitor

Thank you for partnering at the ESID/EHA/SIOPe joint symposium(**INTERPLAY 2025**), which will take place on **18-20 November 2025 in Vienna, Austria.**

Venue

Austria Center Vienna (ACV)

Bruno-Kreisky-Platz 1

1220 Wien, Austria

Website: <https://www.acv.at/en/>

The exhibition floor plan has been designed to maximize the exhibitor's exposure to the delegates.

Please read all the information in this webpage. It will take you very little time now and could save you a great deal of time later.

Please forward this link to everyone who is working on this project, including your stand builder, as it contains useful information about the Congress.

For further support please contact us at:

Elianne Baran Ganot

Global Manager, Exhibitions & Industry Operations Department

e: eganot@kenes.com | t: +972 54 678 79 21

www.kenes.com

- [Prospectus](#)

- [Information for Sponsors & Exhibitors](#)
- [Exhibitor's Portal](#)

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)
- Submit a list of individual names for badges and order extra exhibitor badges
- Submit booth drawing (applicable for “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 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.

Exhibitor Timetable

ACTIVITY	DATES	HOURS
SET-UP	Monday, 17 November	09:00-19:30 (For Space Only Booth)
	Monday, 17 November	13:00-19:30 (Shell scheme and other Booth types) <i>All empty boxes, crates, and packaging materials must be removed by 19:00.</i>
	Tuesday, 18 November	11:30 – 20:00 (End of Welcome Reception) Welcome Reception: 18:45-20:00
Exhibition Opening Hours	Wednesday, 19 November	09:00-17:00
	Thursday, 20 November	09:30-14:00
Dismantling / Breakdown	Monday, 20 October	14:30-19:30

The timetable is subject to change.

IMPORTANT NOTES:

- **Empty crates and packaging materials** must be removed after set-up and no later than **Monday, 17 November at 19:00**.
- All aisles must be clear of exhibits and packaging materials to enable cleaning.
- All exhibitors should be at their booth 30 minutes before the official opening hour.
- **Dismantling of the booths before the official hour is not permitted.**
- **Please note that poster presenters and delegates will be in the exhibition area to reach the e-Posters area which will be active before and after the exhibition opening hours.**
- Please do not leave any visible valuable articles at your booth. In addition, please consider hiring extra security for your booth before\after exhibition operating hours if needed.

Welcome Reception

You are cordially invited to the Welcome Reception which will be held in the exhibition area in Foyer D (-2 Floor) on *Tuesday, 18 November* **from 18:45 to 20:00**. Exhibitors are asked to please man their booth during the Welcome Reception in the exhibition area.

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 (For 'Space Only' booths)	1 October
Text for Fascia (Shell Scheme booths only)	1 October
Dedicated Wi-Fi / Internet*	1 October
Lead Retrieval Barcode Readers Order*	4 November Onsite rate will be applied for orders received after the deadline
Extra Exhibitor badges	4 November
Hostesses & Temporary Staff Hire	1 October
Security*	1 October

Extra orders

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

Wednesday, 15 October

After the deadline 25 %surcharge will be applied. Stock upon availability

Link to **STANDout** webshop [Customer Login](#)

Please click below for "How to" manual that will make it easier for you to access and navigate within the webshop as well as ordering items like main power, cleaning services or graphics.

[Webshop_How_to_EN](#).

For inquiries, please contact **STANDout** team by e-mail: Markus Kreuzberger:

Markus.Kreuzberger@standout.eu

3 November Pre Alert Shipment

10 November Arrival deadline

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

Lead Retrieval/Badge Scanners

Lead Retrieval systems are a helpful tool for receiving participants' contact information when they visit your booth. Information obtained by the 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.

Lead Retrieval systems are a helpful tool for receiving participants' contact information when they visit your booth or your session. Information obtained by the 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**:

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 symposium 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: Euro 750 (excluding 4% credit card charges fees, excluding VAT if applicable)

Device is NOT included!

Deadline: 2 weeks prior to the event

Onsite rate of **Euro 850** will be applied for orders received after above deadline.

Are you ready to revolutionize the way you collect and manage leads at your next event?

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: Euro 750

With **K-Lead Plus**, every scan is a step towards a stronger business relationship.

Elevate your event networking and turn leads into valuable partnerships with ease and efficiency.

Don't just meet leads; master the art of follow-up with K-Lead Plus. Get started today and experience the difference real engagement makes!

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

Important Notes:

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 in the Exhibitor's

Portal <https://exhibitorportal.kenes.com>.

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](#).

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.
- 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).
- **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.

Exhibition Floor Plan & List of Exhibitors

- The exhibition floor plan has been designed to maximize the exhibitor's exposure to the delegates.
- To access the exhibition floor plan and see the location of each booth, please [click here](#).
For full list of exhibitors and supporters, please [click here](#).

Hall Specifications and Important Technical Information

Exhibition Hall

The exhibition will be held in Foyer D which are located on the (-) 2 level.
Kindly note that the hall name as will be displayed in all publications as well as onsite signage will be **“Exhibition”**.

For **technical specifications** of Foyer D click [HERE](#).

Important Venue's Information

ACV Exhibition Manual Technical Information: [ACV - Exhibition Manual_16022025](#)

ACV Emergency Exits and Exit Routes: [AP_-2_GP.AR_XXX 02 UNTERGESCHOSS](#)

ACV Safety and Security Fact Sheet: [Safety Information for Event Organisers_Version 2.2](#)

ACV Fire Action Plan: [ACVFireActionPlan](#)

ACV Guidelines for Decorations & Materials: [ACVGuidelinesforDecorationsMaterials](#)

Floor

Maximum floor load: 500 kg/sqm

Floor finish: Parquet

Power supplies and other utilities, such as internet cables, are typically distributed to booths via the ceiling. However, it is crucial to verify this with us in advance, as these may vary depending on the specific booth location and your unique requirements.

◆◆Important◆◆:

- Exhibitors are required to have floor cover or carpeted floor within their booth space (note that shell scheme booths already come with carpet).
- All floor coverings must be secured and maintained so that they do not cause any hazard.
- Fixing the floor covering to the hall floor may only be possible if the exhibitors/builders use approved tape.
- Exhibitors and stand builders are responsible for ensuring that the exhibition floor is left in the same condition it was found in. Any damage or soiling that cannot be removed during routine cleaning will be charged to the exhibitor or stand builder.

Raised Floor / Platform

Raised floor/platform: please note that if your booth has a raised floor/platform, you are required to provide a **RAMP** or **sloped/ramped edging** for handicapped access. The platform sides must be closed and finished neatly. The platform edges must be safe, secured and easily visible.

Note: if your booth has a sloped edging around its entire perimeter, a separate ramp is not required.

Prior to booth floor installation, exhibitors or stand builders must verify that the utilities provided by the Official Contractor (electricity, water, cables, Internet, etc.) are located in the appropriate positions. Access to service points, water tramp, and electricity tramp is mandatory when a floor is installed; please ensure these points remain accessible. Once the floor is installed, we will NOT accept any additional service requests that require placement beneath the raised floor.

Build-Up Height

Foyer D The **maximum** building height for the **top** of all elements is **3.2 meters - (No rigging Permitted)**

- Shell scheme booths build up height is **2.5 meters**

Exhibitors who will have booths higher than the maximum permitted height will not be allowed to set-up their booths.

Any part facing adjacent booths that is above 2.5m in height (back-to-back wall) needs to be designed with neutral tones (preferably white).

The backwalls (reverse side) of any booth that is adjacent to another booth - over 2.5m in height - must be nicely finished, free of exposed wiring, graphics, or logos, to maintain a clean and professional appearance.

Ceiling Hangings / Rigging

Ceiling hanging is not available.

- Arches, bridges, or similar constructions connecting two or more booths are not permitted.
- Work cannot commence until the exhibitor's layout is approved by the
- If you require additional Booth equipment (Furniture, Graphics), please refer to the order forms at the end of the manual.

Loading Bay

For information regarding loading bay, please refer to the Shipping Instructions at the end of this manual. Only **Merkur** can operate machinery inside (forklifts, etc.) to unload/load trucks. Security at the entrance will allow access to the loading bay considering its capacity.

Entry to the loading area is subject to confirmed time slot & pre alert. The elevator will be operated by MERKUR only.

Every van / truck / car needs a time slot for unloading. After they are finish with unloading the vehicle need to leave the loading bay, there is no parking space on the venue.

Parking

Parking during unloading is limited for short time only.

Trucks and vehicles higher than 2m: parking spaces are available at the Parking lot West (located next to Gate 1) on a first come, first serve basis until further notice. Please also note that parking spaces cannot be reserved and therefore can be occupied. Also, trucks must always be placed in the most space saving manner and contact details of the drivers (Name, Phone number) must always be placed in the front shield.

All other vehicles and cars lower than 2m must use the Austria Center Vienna's parking garages. Information regarding access and fees can be found online: [Arriving for congresses | Austria Center Vienna](#)

Space Only Booths

Exhibitors using independent contractors are required to submit the following for approval by Wednesday, October 1.

- 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. You are only allowed to build walls that covers up to 50% of each side. We try to keep the exhibition as open and inviting as possible. Wall construction alongside aisle must be approved by Kenes, max 50% of side to side may be covered.
- 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/raised floor, you are required to provide a **RAMP** to ensure access for people with disabilities. The platform sides must be closed and finished neatly. The platform edges must be safe, secured and **easily visible**.

As per venue regulations, kindly note the following requirements for RAMPS:

- Minimum width: 0.90 meters
- Maximum incline: 8 degrees

Note: if your booth has a sloped edging around its entire perimeter, a separate ramp is not required.

Prior to booth floor installation, exhibitors or stand builders must verify that the utilities provided by the Official Contractor (electricity, water, cables, Internet, etc.) are located in the appropriate positions. Access to service points, water tramp, and electricity tramp is mandatory when a floor is installed; please ensure these points remain accessible. Once the floor is installed, we will NOT accept any additional service requests that require placement beneath the raised floor.

Please notify the organizers and the ACV, along with submitting the drawings for approval, if your booth requires a platform. Additionally, inform us of the scheduled platform setup (date and time). Without this crucial information, Official Contractor will be unable to provide the requested services, and the prepayment will not be refunded.

- **Any part facing adjacent booths that is above 2.5m in height (back-to-back wall) needs to be designed with neutral tones (preferably white).The backwalls (reverse side) of any booth that is adjacent to another booth - over 2.5m in height - must be nicely finished, free of exposed wiring, graphics, or logos, to maintain a clean and professional appearance.**
- 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.
- For the safety of all attendees and exhibitors, all temporary structures, exhibition stands, installations, special exhibits, and advertising displays must be designed and constructed to ensure their stability and prevent any risk to public safety or harm to life or health.
- A back wall of a booth (including shell scheme booths) cannot be used by other exhibitors.
- The **maximum building height** for the **top** of all elements in the booths is **3.2 meters** (including hanging banners) in Foyer D.
- **Ceiling Rigging** is not permitted.
- 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.

Kindly note:

- The organizer will not approve booths that do not comply with the accepted standards until the necessary changes have been made.
- **Work cannot commence until the booth drawings are approved by the organizer.**
- **The used space must be returned to the venue completely clear of all items and restored to their original state.**
- We recommend exhibitors using independent stand contractors to include a **site visit** in the planning process to assure a smooth and well planned set up.

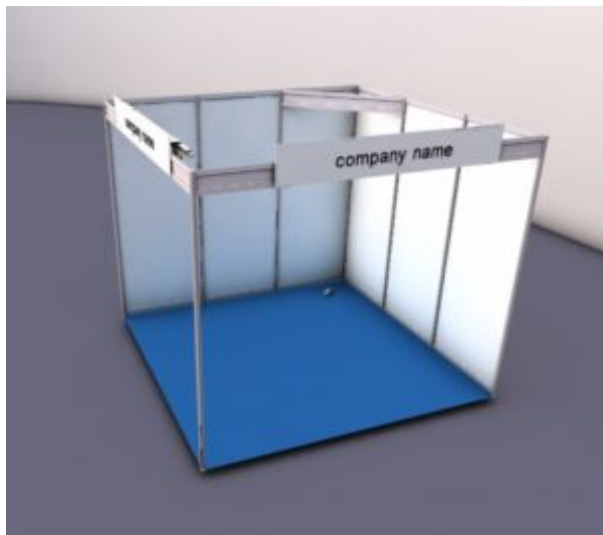
Shell Scheme Booths

Shell Scheme Booths

To ensure a smooth and efficient installation and dismantling process of your booth, **STANDout** has been appointed as the **official stand contractor** for the INTERPLAY 2025 (ESID/EHA/SIOPe joint symposium).

Pre-booked shell schemes through Kenes include the following:

- **Standard shell scheme system**, 2.5m-high
- Company name on **Fascia board** printed in standard black & white lettering
- 1 spot per 3sqm
- Electrical Connection 2.2kW power consumption included for 3 days, incl 1 pc of triple socket.
- **Dark blue Carpet**



[25-08-06_ESID-EHA-SIOPE_shell scheme dimensions](#)

Image shown is for illustration purposes only:

Actual panel size: 964 mm wide x 2400 mm high

Visible panel size: 950 mm wide x 2380 mm high

Note: **Corner shell scheme booths** are provided with **two open sides** and 2 fascia panels with company name.

Shell scheme booth comes with a blue carpet as part of the shell scheme package.

an exhibitor (shell scheme booth only) prefers a different carpet color, an additional charge will apply for the rental and installation of the preferred color.

Shell Scheme booths do NOT include:

- Furniture
- Booth cleaning

Furniture / Cleaning Services / Wall Graphics Printing / other products and supporting services can be ordered directly through **STANDout**, the official stand contractor, please refer to published deadlines.

Link to **STANDout** webshop [Customer Login](#)

Please click below for “How to” manual that will make it easier for you to access and navigate within the webshop as well as ordering items like main power, cleaning services or graphics.

[Webshop_How_to_EN](#)

Deadline: Wednesday, 15 October-after the deadline, a 25% late order surcharge will be applied to

all orders or graphic files received after.

Graphic submission Deadline for **print ready graphic files** is 4 weeks prior start of setup **Wednesday, 15 October** – after the deadline, a 25% late order surcharge will be applied to all orders or graphic files received after.

[Graphics_manual_STANDout](#)

For inquiries, please contact **STANDout** team by e-mail: Markus Kreuzberger:

Markus.Kreuzberger@standout.eu

- 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 **20 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](#) by **Wednesday, 1 October**.

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

The standard fascia lettering is black and white. If you would like to print your company logo on the

fascia board, in place of or in addition to your company name, or have custom graphics printed on the fascia board, this can be ordered at an additional cost through **STANDout**, the official stand contractor via the Webshop link: [Customer Login \(standout.eu\)](https://shop.standout.eu/customer/account/login)

Electricity and Electrical Installations for all booths

Electricity and Electrical Installations for all booths

- Power supplies and other utilities are supplied into the Booths via the ceiling
- **For electricity**, please order via **STANDout** online shop <https://shop.standout.eu/customer/account/login>
- Per the regulations, the electrical installations for the Exhibition will only be connected to the power supply after being checked and approved by the official contractor.

Only the official Contractor is authorized to provide the electrical switchboard for the power points. Thus, every exhibitor must order an electrical switchboard from the official builder and to pay for the electrical consumption per his power needs.

IMPORTANT: all exhibitor electrical equipment must be tested and tagged for electrical safety compliance.

Booth Services

Stand Construction/ Additional Stand Fittings /Furniture Rental /Graphic & Signage /Electricity /Audio-Visual/ Daily Booth Cleaning/ Floral/ Rigging

Please note that **STANDout** is the official Booth Contractor. You may contact **STANDout** to upgrade\modify your shell scheme booth which was pre-booked from Kenes.

STANDout can provide exhibitors with designs and custom build booth. For more information, please directly contact:

Markus Kreuzberger

Email: markus.kreuzberger@standout.eu

Online shop: [click here](https://shop.standout.eu)

Please click below for “How to” manual that will make it easier for you to access and navigate within the webshop as well as ordering items like main power, cleaning services or graphics.

[Webshop_How_to_EN](#)

Catering Services

Please note that you may bring your own **F&B samples** and branded bottles of water to serve at your stand. Bringing your own Barista is also permitted.

Additional catering services are **exclusive** to **Motto Catering GmbH** and should be ordered in

advance.

Exhibitors who wish to order food and beverages for their exhibition booth, are welcome to contact the Caterer directly.

Deadline: TBA (late and onsite orders are subject to availability and may incur an extra charge).

Motto Catering GmbH

Contact person: Lorinda Horner

lhorer@mottogroup.at

Bruno-Kreisky-Platz 1, 1220 Wien

Tel: +43 1 585 23 03 – 28

Webshop: link will be shared in due course

Internet & Wi-fi

- For ordering Wired Connection and Dedicated wi-fi please contact the exclusive provider H82 – Ing. Johann Weck via j.weck@h82.eu for – Order Form please [click here](#)
- Please be advised that all WLAN networks will be created exclusively by the official Internet provider.
- The Organizers/Venue retains the right to shut down any WLAN networks created individually.
- IN TERPLAY will provide free Wi-Fi access to all visitors, suitable for basic web browsing. Should you require an internet connection for any product demonstrations on your exhibition booth, we would recommend ordering a wireless or wired connection, at an extra cost, to guarantee a high-quality service inclusive of technical support.
- Please be advised the creating private WI-FI network in the booth is not allowed.
- The Venue and the Organizers reserve the rights to discontinue any activity which interfere with the hall WI-FI coverage.

Freight Handling & Customs Clearance Agent

Merkur Expo Logistics GmbH

Name: Patricia Zintel

Email: patricia.zintel@merkur-expo.com

Tel: + 49 (0) 170 2229525

[Shipping Instructions](#)

[Official Handling Tariff](#)

Important Venue's Information

ACV Exhibition Manual Technical Information: [click here](#)

ACV Emergency Exits and Exit Routes: [click here](#)

ACV Safety and Security Fact Sheet: [click here](#)

ACV Fire Action Plan: [click here](#)

ACV Guidelines for Decorations & Materials: [click here](#)

[Shipping Instructions](#)

The Shipping Instructions include the following information:

- Shipping Instructions
- Tariff and Handling
- Labels

Delivery & Logistic Services

Merkur has been appointed the official forwarding agent and clearance agent for this Congress and offers the following services: customs clearance, delivery to the stand, freight forwarding, manpower & trolleys for un-loading/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 sole official agent to handle cargo inside the venue.

Booth builders are prohibited from using trolleys during set-up and dismantling periods.

Kindly note that the official agent is the exclusive agent for move in and move out of the venue.

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 the official logistics agent.

Insurance of Goods

All cargo should be insured from point of origin.

Exhibition Goods and Display Materials

Please Note: All advanced shipments and deliveries to the Merkur warehouse, including by courier, must be coordinated with Merkur.

Shipping instructions and tariff coming soon.

Freight Handling & Customs Clearance Agent

Merkur Expo Logistics GmbH

Email: patricia.zintel@merkur-expo.com

Name: Patricia Zintel

Tel: + 49 (0) 170 2229525

[Shipping Instructions](#)

[Official Handling Tariff](#)

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 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 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, table cloths or other non-flame resistant material.

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 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.

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.

We respectfully request that all supporters (sponsors, exhibitors, special interest groups, and other stakeholders) comply with the conference blackout policy and refrain from holding organized meetings or events in parallel to the scientific program.

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