Dear Exhibitor,

This Exhibitor Services Manual contains important information and is designed to assist you in preparing for the ESGO 2017 Meeting Exhibition.

The Exhibition will be held as part of International Meeting of the European society of gynaecological oncology (ESGO), Vienna, Austria, November 04-07, 2017.

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

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

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

We recommend Exhibitors using independent booth contractors to include a site visit in the planning process to assure a smooth and well planned set up. Please contact Sascha Tretenhahn of the Austria Center Vienna at: sascha.tretenhahn@acv.at to coordinate a visit.

Please do not hesitate to contact us for further information or assistance.

We look forward to welcoming you in Vienna and wish you a successful Meeting and Exhibition.

Best Regards,

Yulia Rijinsky
Exhibition Manager

Tel:   +41 22 9080488 Ext 995
Fax:   +41 22 9069140
Email: yrijinsky@kenes.com
Site:  www.kenes.com
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Section 1: General Information

Congress Secretariat / Organising Secretariat
Kenes International
Rue François-Versonnex 7
1207 Geneva, Switzerland
Tel: +41 22 908 0488
Fax: +41 22 906 9140
E-mail: esgo@kenes.com

Congress Dates
Saturday, 4 November until Tuesday 7 November 2017.

Exhibition Manager
Mrs. Yulia Rijinsky
Tel: +41 22 9080488 Ext 995
Fax: +41 22 9069140
Email: yrijinsky@kenes.com
www.kenes.com

Registration & Hotel Accommodation
Tel: +41 22 908 0488
Fax: +41 22 906 9140
E-mail: reg_esgo17@kenes.com

Sponsorship and Exhibition Sales Contact
Frederiek Strating
Tel:+ 31 20 763 0512
E-mail: fstrating@kenes.com

Venue
Austria Center Vienna -ACV
IAKW – AG, Bruno-Kreisky-Platz 1
A-1220, Vienna, Austria
www.acv.at

Website
For updated information regarding the Conference, please visit the website:
http://esgo2017.esgo.org
## Exhibition Related Table

<table>
<thead>
<tr>
<th>Submission of Exhibition Forms</th>
<th>Deadlines</th>
<th>Tick Box Upon Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel Reservation for Staff</td>
<td>As soon as possible</td>
<td></td>
</tr>
<tr>
<td>Designed Stand Approval</td>
<td>Saturday, September 30, 2017</td>
<td></td>
</tr>
<tr>
<td>Text for Fascia (Shell Scheme booths only)</td>
<td>Saturday, September 30, 2017</td>
<td></td>
</tr>
<tr>
<td>Furniture Rental</td>
<td>September 25, 2017 Orders placed after this date will be subject to a 30% surcharge. On-site orders can only be fulfilled if the requested item is available on-site. On-site orders will be subject 30% surcharge.</td>
<td></td>
</tr>
<tr>
<td>Flowers Decoration</td>
<td>Monday, September 25, 2017</td>
<td></td>
</tr>
<tr>
<td>Stand Cleaning, Telecommunications, Electricity &amp; Electrical Application</td>
<td>Monday, September 25, 2017</td>
<td></td>
</tr>
<tr>
<td>Badge Order</td>
<td>Saturday, September 30, 2017</td>
<td></td>
</tr>
<tr>
<td>Lead Retrieval Wireless Barcode Reader</td>
<td>Saturday, September 30, 2017</td>
<td></td>
</tr>
<tr>
<td>Payment of Invoice Balance</td>
<td>Must be received in full before Exhibition opens</td>
<td></td>
</tr>
</tbody>
</table>

Please note these important dates:

<table>
<thead>
<tr>
<th>Service</th>
<th>Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door to Door Shipments ready for pick up (EEC Countries)</td>
<td>Please contact HERMES – MERKUR</td>
</tr>
<tr>
<td>Airfreight Shipments - Arrival to recommended airport</td>
<td>October 23, 2017</td>
</tr>
<tr>
<td>Shipment via Germany Warehouse</td>
<td>No later than October 27, 2017</td>
</tr>
<tr>
<td>Exhibition goods - Direct Deliveries to Congress Venue</td>
<td>November 2, 2017 from 10:00 am</td>
</tr>
</tbody>
</table>

Hermes Contact details may be found in the following sections.
Exhibition Time Table At-A-Glance (subject to change)

<table>
<thead>
<tr>
<th>Exhibition Timetable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Set up</strong></td>
</tr>
<tr>
<td>Thursday, November 2, 2017</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Friday, November 3, 2017</td>
</tr>
<tr>
<td><strong>Exhibition hours</strong></td>
</tr>
<tr>
<td>Saturday, November 4, 2017</td>
</tr>
<tr>
<td>Sunday, November 5, 2017</td>
</tr>
<tr>
<td>Monday, November 6, 2017</td>
</tr>
<tr>
<td>Tuesday, November 7, 2017</td>
</tr>
<tr>
<td><strong>Breakdown</strong></td>
</tr>
<tr>
<td>Tuesday, November 7, 2017</td>
</tr>
</tbody>
</table>

*Timetable is subject to change*

**Dismantling of the stands before the official hour is not permitted.**

Please note that all exhibitors should be in their booth 30 minutes before the official opening hour.

**PLEASE NOTE:**
Empty crates and packaging material must be removed after set-up and no later than **Friday, November 3, 2017 at 16:00** All aisles must be clear of exhibits and packaging materials to enable cleaning.
Any equipment, display aid or other material left behind on **Tuesday, November 7, 2017 after 23:00** will be considered discarded and abandoned.

**Social Events at the Exhibition Area**
You are cordially invited to the Welcome Reception on **Saturday, November 4, 2017 at 18:00**

**Off Exhibition Information**
You may either man your booth during those times or consider hiring extra security for your valuables.

**Please note:**
It is the exhibitor’s responsibility to dispose all materials after dismantling.
Any charges incurred for waste removal will be sent to the exhibitor.
Section 2: Exhibition Floor Plan, List of Exhibitors

Exhibition Floor Plan (As of July 2017)
### List of Exhibitors (as of July 2017)

<table>
<thead>
<tr>
<th>Company</th>
<th>Booth #</th>
<th>Size</th>
<th>Layout</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advaxis</td>
<td>09</td>
<td>9</td>
<td>Shell</td>
</tr>
<tr>
<td>AstraZeneca</td>
<td>15</td>
<td>80</td>
<td>Space</td>
</tr>
<tr>
<td>Clovis Oncology</td>
<td>02</td>
<td>48</td>
<td>Space</td>
</tr>
<tr>
<td>ERBE</td>
<td>20</td>
<td>12</td>
<td>Space</td>
</tr>
<tr>
<td>Ethicon</td>
<td>16</td>
<td>36</td>
<td>Space</td>
</tr>
<tr>
<td>Fujirebio Diagnostics</td>
<td>17</td>
<td>30</td>
<td>Space</td>
</tr>
<tr>
<td>Institut Allergosan</td>
<td>06</td>
<td>6</td>
<td>Shell</td>
</tr>
<tr>
<td>Intuitive Surgical</td>
<td>18</td>
<td>36</td>
<td>Space</td>
</tr>
<tr>
<td>Karl Storz</td>
<td>14</td>
<td>12</td>
<td>Space</td>
</tr>
<tr>
<td>KLS Martin Group</td>
<td>19</td>
<td>9</td>
<td>Shell</td>
</tr>
<tr>
<td>Novadaq</td>
<td>08</td>
<td>36</td>
<td>Space</td>
</tr>
<tr>
<td>Pfizer</td>
<td>23</td>
<td>18</td>
<td>Space</td>
</tr>
<tr>
<td>TESARO</td>
<td>01</td>
<td>80</td>
<td>Space</td>
</tr>
<tr>
<td>TransEnterix</td>
<td>08A</td>
<td>36</td>
<td>Space</td>
</tr>
<tr>
<td>Wisepress Medical Bookshop</td>
<td>TBA</td>
<td>6</td>
<td>Space</td>
</tr>
</tbody>
</table>
Section 3: Exhibition Services

Exhibitor Badges
All exhibitors are required to be registered and will receive a badge displaying the exhibiting company name. Two exhibitor badges will be given for the first 9 sqm booked and 1 additional badge for each 9 m² thereafter.
Any additional exhibitors badges for pre-advanced orders will be charged an exhibitor registration fee of EUR 175.
The Exhibitors’ badge give free access to the exhibition area, Lunch and Welcome Reception.

You can submit your order through the Kenes Exhibitor’s Portal.
https://exhibitorportal.kenes.com
The Exhibition Manager will contact you with the link to the Exhibitor’s Portal, including your personal login details.

Deadline: Saturday, September 30, 2017

Please note that only company’s name will appear on badges. All personnel are required to wear badges to access the venue. Company representatives not wearing their badges will not be allowed to access the Exhibition.
Company name badges are for the use of company personnel for stand manning purposes and should not be used by companies to bring visitors to the Exhibition.
Exhibitor badges will not be mailed in advance and may be collected from the Registration Desk.

Access to the Exhibition Hall during Set-up and Dismantling Times
Stand contractors 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 Registration Desk.

On Site Exhibition Management Desk
The Exhibition Management Desk will be open throughout the Exhibition set-up, opening and dismantling period. The desk will be located within the Exhibition area.
Prior to this time, if you have any queries regarding your participation at ESGO 2017 please feel free to contact:
Ms. Yulia Rijinsky
Exhibition Manager
Tel: +41 22 9080488 Ext 995
Fax: +41 22 9069140
Email: yrijinsky@kenes.com
Site: www.kenes.com
Lead Retrieval Application

Lead Retrieval Application is a helpful tool for receiving contact information about participants who visit your booth or attend your symposium.

Lead Retrieval App (no device is included).
The Application should be installed on your company/personal device.
The advantages of the new application:

- Effortless process using registration badge barcode.
- Ability to insert exhibitor's comments for each lead.
- Immediate information retrieval online.
- Application is available for download from Apple store or Google play: "Kenes K-Lead App".
- Cost per unit - €400

The Mini Scanner

- No editing capabilities
- Basic participant info
- Pocket size
- Cost per unit - €300

Please Note:
Barcodes on participants' badges contain contact information as supplied by the registrant or the agency responsible for the registration process of that participant. We regret that in some cases, 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 International nor the Organising Committee is responsible for the content of the information.

Furthermore, in some cases, the participant does not give his permission to transfer his contact details to any other party.
Therefore, although he visited your booth and was scanned by your barcode reader, we are unable to forward you his contact details.

You can submit your order through the Kenes Exhibitor’s Portal.
https://exhibitorportal.kenes.com
The Exhibition Manager will contact you with the link to the Exhibitor’s Portal, including your personal login details.

Deadline: Saturday, September 30, 2017
Section 4: Technical Information

Stands Design (Space Only)
Exhibitors who build their own stands are required to submit a scale drawing of their booth, including elevation view and dimensions.
Each exhibiting company should submit the name and details of their construction company.

You can submit your order through the Kenes Exhibitor's Portal.
https://exhibitorportal.kenes.com

The Exhibition Manager will contact you with the link to the Exhibitor’s Portal, including your personal login details.

Deadline: Saturday, September 30, 2017

All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining booths, or damaging the premises. Exhibitors are kindly requested to allow sufficient see-through areas that ensure clear views of surrounding exhibits.

The Organisers will not approve stands that do not comply with the accepted standards until the necessary changes have been made.
Work cannot commence until the exhibitor layout is approved by the Organizers.

Multi-level structures are not permitted.
Shell Schemes that have been pre-booked with Kenes include:

- Standard Shell Scheme system- (Octanorm)
- Fascia including standard lettering
- 3 spotlight per m1
- Carpet

* Actual panel size: 100 cm wide x 250 cm high
  Visible panel size: 95 cm wide x 238 cm high

Please note:

- Corner stands are provided with two open sides
- Cleaning is not included
- Furniture is not included
- Electricity is not included

Fascia Sign

*7 characters, including spaces, may be written on your fascia.

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

You can submit your order through the Kenes Exhibitor’s Portal. [https://exhibitorportal.kenes.com](https://exhibitorportal.kenes.com)

The Exhibition Manager will contact you with the link to the Exhibitor’s Portal, including your personal login details.

**Deadline:** Saturday, September 30, 2017

If you require additional furniture or services for your stand, please refer to the online web shop which will be available on August 1, 2017
Build-Up Height

The maximum building height varies between 2.5m-4.5m depending on stand location.

Any part facing neighboring stands with mutual walls that needs to be designed with neutral surfaces (white).

Exhibitors who will have stands higher than the maximum permitted height will not be allowed to set-up their stands.
Please note that if your booth has a platform higher than 4.5 cm, you are required to provide a ramp for handicapped access.

Ceiling and Ceiling Hangings
Rigging is allowed in some places and is subject to the venue approval.

Power supplies and other utilities are supplied into the stand via the ceiling.

Storage - As the ACV has no storage facilities, no deliveries will be accepted PRIOR to the congress.

Unloading is via the IML delivery entrance Gate 1 (west).

Freight Elevator Size: 6.20 m (length) x 3.20 m (width) x 3.10 m (height).

Use of goods only lifts
Delivery is via the IML delivery entrance Gate 1 (west).
Exhibits are brought into the Austria Center Vienna building using goods lift with a capacity of 3000 kg payload. Goods lifts may not be used to transport people. The freight elevators inside the Austria Center Vienna and in the exhibition halls can only be operated with a key from outside. Freight needs to be stored and secured within the yellow lines in the elevator.
All freight elevators have the following measurements: 6.20 m (length) x 3.20 m (width) x 3.10 m (height). Use of passenger lifts and escalators Passenger lifts and escalators may not be used to transport goods and equipment.
Storage of empties: Empties should generally be stored directly with Hermes-Merkur.
Vehicles and forklifts are not allowed inside exhibit areas. Only forklift trucks operated by IML (partner of Hermes-Merkur) are permitted within the loading bay. In the exhibition areas, only pallet jacks and trolleys are allowed.
Electricity and Electrical Installations

According to 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 builder is authorized to provide the electrical switchboard for the power points. Thus, every exhibitor has to order an electrical switchboard from the official builder and to pay for the electrical consumption according to his power needs.

If you require electricity for your stand, please refer to the online web shop.

To order 24 hours power supply please contact the official contractor.

Exhibition Area
The Exhibition is being held in Hall E + Hall F in the ACV.

Floor
Floor finish: Hall E & F there is a parquet floor.
Maximum floor load: 500 kilo per sqm

Accommodation
Book now the rooms at high demanded hotels before the rates are going up:

*NH DANUBE CITY 4*, 15 minutes’ walk to the venue – 179 EURO per single occupancy room, 199 EUR per double occupancy room, including breakfast and all taxes.

The offer is subject to availability.

For booking please contact Shirley Raphaely at srphaely@kenes.com, Tel +41 22 9080488 Ext 586
Wired Internet
jrijinsky@kenes.com

Organizer has to be informed in case you plan a WLAN on your stand.
Please provide your SSID and name of person responsible on site.

The organizer retains the right to shut down the WLAN in case it should cause any difficulties with the general Internet Connections of the congress or other exhibitors.

**Creation of Wi-Fi network is forbidden.**

**Wi-Fi Internet**
Exhibitors High-Speed Wi-Fi hidden & Secured Wi-Fi Network (802.11n/a/ac 5GHz).

(Bandwidth allocation Up to 4Mbps per device).

Cost per unit - **€200 + 4% CC surcharge + VAT**

*No standalone Wireless Access Points are allowed due to interference with the house systems.*

You can submit your order through the Kenes Exhibitor’s Portal.
[https://exhibitorportal.kenes.com](https://exhibitorportal.kenes.com)

The Exhibition Manager will contact you with the link to the Exhibitor’s Portal, including your personal login details.

**Deadline:** Saturday, September 30, 2017
Parking
Trucks: parking spaces are available at the parking lot “West” (next to Gate 1) on a “first come - first serve” basis.
Cars: please use the parking garages of the Austria Center Vienna.
Information regarding access and fees can be found online: https://www.acv.at/teilnehmen/anreise-und-verkehr/travelling-by-car.html

Site visit
We recommend Exhibitors using Independent Booth Contractors (Space only) to include a site visit in the planning process to assure a smooth and well planned set-up.
Please contact:
Sascha Tretenhahn
Email: sascha.tretenhahn@acv.at

Security
The Organizers will provide security guard service in the exhibition hall during off-show hours.
• Neither The ACV nor the Organizers 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.
Individual stand security may be ordered.

Stand Catering
Exhibitors who wish to order food and beverages for their exhibition booth are welcome to do so directly with the official ESGO Meeting Caterer.
Please contact:
Motto catering
Philip Ulamec
Tel:+43 1 585 23 03 – 20
Mobile:+43 664 88226376
E-mail:p.ulamec@mottogroup.at
Website:www.motto-catering.at

Stand Cleaning
The Organizers will arrange for general cleaning of the Exhibition premises (excluding exhibits and displays) prior to the opening of Exhibition and daily prior to opening thereafter.
For ordering daily stand cleaning, please contact SEG.

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 organizers at the expense of the exhibitor concerned.
Rules and Regulations - *Binding for all exhibitors and their subcontractors*

**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.

**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.

**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 authorization.

**Insurance (compulsory)**
While every reasonable precaution will be taken to protect the exhibitors’ property while on display at the Exhibition, it must be clearly understood that the organizers, the management of the Reed Messe Wien and the official contractors can accept NO liability for any loss or damage sustained. You are also responsible for insuring against any legal liability incurred with respect to injury or damage to property belonging to third parties. In addition to this, you should protect your expenditure against Abandonment and Cancellation or curtailment of the event due to reasons beyond our control.
Liability
Companies are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organizers 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 organizers find it necessary to change the dates of the Exhibition, the organizers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.

The organizers 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.

Promotional Activities
All demonstrations or instructional activities must be confined to the limits of the Exhibition stand. Advertising material and signs may not be distributed or displayed outside the exhibitor’s stands. Sound equipment must be regulated and directed into the stand so that it does not disturb neighboring exhibits.

Exhibition Management reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

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.

Participation by exhibitors is dependent upon compliance with all rules, regulations and conditions stated herein.
Section 5: Official Contractors

Stand construction and fittings, furniture hire, signage, AV, electricity and stand cleaning
SEG
Ivaylo Alexiev
Tel: +359 2 866 94 40 mob. 359 898 770 977
Email: ivoal@seg.bg
segshop.eu

Flowers Decoration
Plantical GmbH
Tel: +43 (0)1 728 35 40
Email: office@plantical.at

Security and Staff Provision (Hostess)
Cateringsolutions GmbH
Erdberger Lände 26/Gebäude B, 1030 Vienna, Austria
Katharina Buresch
Tel: +43 (0)1 402 08 08 310
Mobile: +43 (0)664 886 37 534
E-mail: buresch@impacts.at

Catering Services
Exhibitors who wish to order food and beverages for their exhibition booth are welcome to do so directly with the ESGO Meeting Caterer.
Please contact:
Motto Catering
Philip Ulamec
Tel: +43 1 585 23 03 – 20
Mobile: +43 664 88226376
E-mail: p.ulamec@mottogroup.at
Website: www.motto-catering.at

Freight Handling & Customs Clearance Agent
Hermes/Merkur
Ms. Zehavit Akerman
Tel: +49 69 747 848
Tel: +972 8 914 6382
Mobile: +972 52 511 4982
E-mail: zehavitak@hermes-exhibitions.com
Website: hermes-exhibitions.com
Section 6: Delivery Regulations and Instructions

The shipping instructions include the following information:
• Shipping Instructions
• Tariff
• Material Handling Form
• Labels

Delivery & Logistic Services
Hermes/Merkur Ltd. 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, Hermes/Merkur is the sole official agent to handle cargo inside the venue.
Stand 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 stand 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, Insert and Display Materials
Please note that all materials entering the venue incur a handling charge. This includes materials for inserts to the Congress bags and display.

In order to receive a price quote for handling and to assure arrival of your materials, please be sure to complete the “Pre-Advise” form included in the shipping instructions.

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

In order to assure receipt of sent materials, Hermes must receive the Pre-Advise form found at the end of this manual.

Please complete this form and return it to Ms. Zehavit Akerman: zehavitak@hermes-exhibitions.com.
You will then receive confirmation of your material arrival.
**Customs Clearance**
Hermes Exhibitions & Projects Ltd.
Ms. Zehavit Akerman
Tel: +49 69 747 848
Tel: +972 8 914 6382
Mobile: +972 52 511 4982
E-mail: zehavitak@hermes-exhibitions.com
Website: hermes-exhibitions.com
Introduction

Kindly note that Hermes is the sole official on-site agent nominated by KENES to handle all in/out shipments arriving to this congress. All cargo/shipment will be moved in/moved out from the building only via the official nominated agent.

We are pleased to inform you of the arrangements for shipping, international freight forwarding, customs clearance and on-site services for 2017 congress.

Please note that you may use any transport company up to the venue door. However, no other company is permitted to deliver, operate, and handle goods inside the venue.

Range of services

- Transport, national or international
- Temporary or permanent customs clearances
- Coordination of deliveries, delivery time slot management
- Unloading, delivery to exhibition-stands, forklifting,
- Storage of empty boxes and crates during the event
- Accessible storage for brochures and give-away items during the event
- On-site assistance and supervision

This shipping manual will assist your preparation for the correct and timely dispatch of exhibits to the congress. Please follow the instructions closely.

General Information

Contact Details:
Hermes Exhibitions & Projects Ltd.
Contact: Ms. Zehavit Akerman
Tel: + 49 6173 966 95 28
Mobile: +972 52 511 4982
E-mail: zehavitak@hermes-exhibitions.com

Please note these important dates:

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<thead>
<tr>
<th>SERVICE</th>
<th>DEADLINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door to door shipments</td>
<td>Please contact Hermes – Merkur</td>
</tr>
<tr>
<td>Airfreight shipments Arrival to recommended airport</td>
<td>October 23, 2017</td>
</tr>
<tr>
<td>Shipment via Germany warehouse</td>
<td>No later than Oct 27, 2017</td>
</tr>
<tr>
<td>Exhibition goods - Direct deliveries to Congress venue</td>
<td>November 2, 2017 from 10:00.</td>
</tr>
</tbody>
</table>
**Shipment Categories**

All shipments must be packed, labeled and sent according to the appropriate category (see below). Please use only the attached labels. Please do not mix different types of shipments in one box.

**Categories:**

1. **Insert**—for participant bags
2. **Marketing/promotion material**—for unmanned display
3. **Exhibition goods**—for exhibition stand only

The handling of your shipment will be charged as per [official handling tariff](#).

All shipments must be pre-advised by using the attached [order form sheet](#).

Please use only attached [labels](#).

**Direct delivery to the congress venue**

**Domestic Shipments / Full load trucks**

**Venue**

Austria Centre  
Bruno-Kreisky-Platz 1, 1220 Wien, Austria

- Shipments must be pre-advised.
- Due to the limited space and the tight time-schedule, all unloading operations are strictly operated by Hermes Merkur only.
- For delivery direct to the venue, please make sure to send time slot request form, **No later than March 22, 2017**
- Trucks arriving without confirmed time slot must face waiting time until the next free time-slot is available. In general waiting time may occur for which Hermes Merkur cannot be held responsible.
- Trucks have to leave the unloading area immediately after unloading is finished.
- It is highly recommended not to use a courier service for shipping your goods to the congress venue.

**Airfreight Shipments**

**IMPORTANT !!!**

Please get in contact with us for shipments related to customs clearance. We will send you all necessary documentations (invoices, packing lists etc). Consignee and airport of arrival Please do not send shipments without confirmation from our side.

**Documents:**

Original AWB & Proforma invoice must be received 2 working days prior to goods arrival.

Please do not send any restricted products, please get in contact with us to proof if any of your goods are subject to further documentation.
Shipment via German Warehouse

Merkur Expo Logistics GmbH
c/o Schmidt Peterslahr
Auf dem Höhchen 2
D-56587 Oberhonnefeld, Germany
c/o Congress name
Exhibitors name
Stand Number

Courier Shipments

It is not recommended to use a courier service for shipping your goods to the congress venue. In case of sending a courier shipment, 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 send DDP terms. (Delivery duties paid)
Courier charges for handover of import shipping documents €85.00/ document.
Shipments that arrive without pre alert and payment confirmation will not be accepted.

Insurance

We strongly recommend that all exhibitors arrange insurance coverage to include transit to and from the exhibition, whilst on display and in storage. Please note that Merkur Expo Logistics do not insure automatically unless asked to do so in writing. Please note that it is the exhibitors’ responsibility to ensure that if goods are left on the stand, adequate security measures are taken to ensure the security of such items. Merkur Expo are not liable for any losses, left or pilferage.

Basic Conditions of Contract

All services will be billed according to the official Handling Tariff.
All work undertaken is subject to the local & German Forwarders terms and conditions, CMR, newest edition, ADSp trading terms and conditions latest edition and the Merkur Expo liability policy, in conjunction with the conditions and rates for trade fair transportation. The liability of Hermes Merkur with delivery and commences with collection of freight at the exhibition stand. It is the exhibitor’s responsibility to ensure the security of material until collected from the stand by Merkur Expo.

Terms of payment

No unauthorized Credit will be accepted. Our invoices will be due immediately after issuance without any further notice. Customers not known to us or with whom we have not agreed any terms of payment, will be asked to pay our expenses before the event starts or on-site during the event and before return shipping of their exhibits.

We wish you a successful experience!
Hermes – Merkur
Order Form Direct Delivery to Venue

Time slot request

This is a compulsory form for all exhibitor or suppliers

Please return by e-mail to Hermes Merkur     Deadline for receipt ________________

<table>
<thead>
<tr>
<th>Name of Exhibitor</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall / Stand #</td>
<td></td>
</tr>
<tr>
<td>Contact on-site</td>
<td></td>
</tr>
<tr>
<td>Phone #</td>
<td></td>
</tr>
<tr>
<td>Payment will be covered by</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cargo information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>13.6 Truck</td>
<td></td>
</tr>
<tr>
<td>7.5 Truck</td>
<td></td>
</tr>
<tr>
<td>Partial shipment (weight Volume)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Preferred time slot</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
<td>Date</td>
</tr>
<tr>
<td>Move in / delivery</td>
<td></td>
</tr>
<tr>
<td>Move out / pickup</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requested by</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Full name</td>
<td></td>
</tr>
<tr>
<td>E-mail</td>
<td></td>
</tr>
<tr>
<td>Tel</td>
<td></td>
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</tbody>
</table>

Upon confirmation of your time slot

Please send truck details to arrange the registration
Logistics services for inserts and display

Hermes-Merkur is the official handling agent for KENES congresses. We are a full door to door service company. As such, we are pleased to update you regarding arrangements for shipping, international freight forwarding, customs clearance and onsite services.

Contact Details:
Hermes
Contact: Ms. Zehavit Akerman
Tel: + 49 6173 966 95 28
Mobile: +972 52 511 4982
E-mail: zehavitak@hermes-exhibitions.com

Please note these important dates:

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>DEADLINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airfreight Shipments</td>
<td></td>
</tr>
<tr>
<td>Arrival to Frankfurt Airport</td>
<td>Oct 23 , 2017</td>
</tr>
<tr>
<td>Shipment via German WARE HOUSE</td>
<td>No later than  October 27 , 2017</td>
</tr>
<tr>
<td>Direct to venue</td>
<td>November 2 , 2017  <strong>at 08:00</strong> - please contact HERMES for delivery instructions.</td>
</tr>
</tbody>
</table>

Packing and Shipping instructions

a) Place a sample of your insert on the package itself.
b) Please send shipment details (tracking number, number of packages, etc)
   c) **Label: Insert for participant bags**
   d) **Label: display**
   e) Number parcels, e.g.: 1/1, 1/2, 1/3
   f) **Note:** Do not mix insert / display material with other material, such as exhibition, goods

1. **Airfreight Shipments**

Please send all airfreight shipments to **Frankfurt** airport only. Airway bill (AWB) must be sent prepaid and consigned to:

**Consignee:**
Merkur Expo Logistics GmbH
C/O Schmitt Peterslahr
Auf dem Höhchen 2
56587 Oberhonnefeld
Tel.: +49 6173 966 95 11
Att: Mr Bernd Blum
Notify:
Name of Exhibitor: ________________
Stand Number: ________________
Congress name ________________

**IMPORTANT!!!** Please do not send any airfreight shipment unless you receive very specific instructions for invoices, packing list, etc.
Documents:
AWB, & Proforma invoice must be received 2 working days prior to goods arrival.

2. Shipment via Frankfurt Warehouse
Warehouse address:
Merkur Expo Logistics GmbH
Schmitt Peterslahr
AUF DEM HOCHEN2
56587 Oberhonnefeld
Germany
Att: Mr. Dirk Dewald
Tel: +49 2634 95 44 50
Congress name __________________

We highly recommend not sending courier shipment directly to the venue unless it is arranged and confirmed with Hermes Merkur.

In all ways of shipping, including courier shipment, 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 shipments must be sent on DDP terms (Delivery duties paid).
Courier charges for handover of import shipping documents € 85.00/ document.
Shipments arriving without pre alert and payment confirmation will not be accepted.

Payment terms
In order to ensure delivery of your inserts, please complete and sign the attached material handling form/payment confirmation and return it to our attention.
Shipments that arrive without pre alert and payment confirmation will not be accepted.

We wish you a successful experience!
Hermes – Merkur
Dear Exhibitor / Stand Builder / PR Company,

Please return the below form fully filled in to HERMES
E-mail: zehavitak@hermes-exhibitions.com

**Pre advise - Material handling form**

<table>
<thead>
<tr>
<th>Congress name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Exhibitor name</td>
<td></td>
</tr>
<tr>
<td>Stand #</td>
<td></td>
</tr>
</tbody>
</table>

**Shipment information**

<table>
<thead>
<tr>
<th>Service requested</th>
<th>Door to Door</th>
<th>Germany Advance Warehouse</th>
<th>Direct to Venue</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Shipper's name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>E mail address</td>
<td></td>
</tr>
<tr>
<td>Tel #</td>
<td></td>
</tr>
<tr>
<td>Purchase order #</td>
<td></td>
</tr>
<tr>
<td>Truck size</td>
<td></td>
</tr>
<tr>
<td>Courier tracking #</td>
<td></td>
</tr>
<tr>
<td>Airway bill number (AWB #)</td>
<td></td>
</tr>
<tr>
<td>Number of pieces</td>
<td></td>
</tr>
<tr>
<td>Weight in Kg</td>
<td></td>
</tr>
<tr>
<td>CBM</td>
<td></td>
</tr>
</tbody>
</table>
Payment details

This is to confirm that the payment for handling the above cargo will be covered by our company.

Company details ______________________________ VAT No. ________________

Email _______________________________ Phone ____________________

Address __________________________________________________________

Card type VISA ☐ DINERS ☐ MASTER CARD ☐ AMEX ☐

**Credit card #**

[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]

Expiry date _____________ CVC (Last 3 digits on back of credit card) _____________

Card holder's name ________________ card Holder's Signature _______________

Please enclose a copy of both front and back side of your credit card

Payments by credit card additional 3.00 % service fee will be added for AMEX 3.5%.

We cannot guarantee services for any cargo arrival without a pre-advise and payment confirmation!
HANDLING RATES – EUROPE 2017

Inbound / out bound

1. Air Freight
From free arrival Frankfurt airport up to free delivered booth including:
- Transfer from airport to the warehouse
- Transfer from warehouse to the show site
- Delivery to the booth

Minimum per shipment € 325.00
Up to 250 kg € 2.05 / Kg
Up to 500 kg € 1.55 / Kg
Up to 1000 kg € 1.40 / kg
Above 1000 kg each additional kg € 1.35 / Kg

Airport taxes, storage, fees etc. will be calculated as per outlay € 125.00 Min
Outlay fees + 10% for pre payment

2. Handling via Germany Warehouse
From free arrival warehouse up to free delivered booth including:
Intermediate storage

Shipment up to 25 kg € 125.00
Shipment up to 50 kg € 175.00
Shipment over 50 kg € 85.00 / CBM / Min 3 CBM

3. Direct Delivery to Venue –
From free arrival venue up to free delivered stand, first time spotted:

Shipment up to 25 kg € 75.00
Shipment up to 50 kg € 95.00
Shipment over 50 Kg € 75.00 / CBM/Min 3 CBM
Truck 7.5t € 850.00
Truck 13.6 M € 1,550.00
4. Customs Formalities

**Carnet ATA**
Temporary importation under ATA Carnet  € 190.00

**Temporary Importation**
Temporary importation and/or re-exportation
With commercial invoice  € 190.00
Customs bond fee 1.5% CIF Value  Min  € 150.00

**Permanent Importation**
Per shipment / per document / per exhibitor  € 190.00
Duties & Taxes as per outlay. Fees for an advanced payment of duty & tax + 10% for pre payment

**Customs inspection**  € 65.00

**Special Clearances**
Food, beverages, pharmaceuticals etc. Available upon request

5. Other Charges

- Handling of empties (including storage)  € 75.00 / CBM (Min 2 CBM)
- Forwarding commission - per order / shipment  € 75.00
- On-site representative for service / support  € 55.00

**Outbound Handling Charges**
The same rates will apply for outbound services.

**Insurance**
It is the shipper / exhibitor responsibility to have comprehensive insurance coverage whilst in transit storage and onsite for the duration of the exhibition and return
We will not accept any responsibility for loss or damage of the exhibitor's equipment

**Please Note:**
- 1 CBM = 300 KG, 1 LDM = 4 CBM
- The above rates do not include local VAT that will be charged where applicable.
- The above rates are for services provided from Mon – Fri, 08:00 – 17:00
- Overtime surcharge (17:00 – 22:00) – additional 35% on total move in/out charges.
- Overtime surcharge (22:00 – 08:00) – additional 50% on total move in/out charges.
- Saturday Sunday & Holidays – additional 100 % on total move in/out charges
<table>
<thead>
<tr>
<th>Direct to Venue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exhibitor Name</td>
</tr>
<tr>
<td>Stand/Booth Number</td>
</tr>
<tr>
<td>Contact Person</td>
</tr>
<tr>
<td>Mobile Phone</td>
</tr>
</tbody>
</table>

Austria Centre  
Bruno-Kreisky-Platz 1,  
1220 Wien, Austria  
For : ESGO 2017 - VIENNA - AUSTRIA

Box No. _______ of _______
EXHIBITION GOODS
For the Exhibitor’s Stand Only

Air Freight Shipments

Exhibitor Name

Stand/Booth Number

Contact Person

Mobile Phone

Merkur Expo Logistics GmbH
65760 Eschborn – Germany
Tel: +49 6173 966 95 11
Att: Mr. Bernd Blum
For ESGO 2017 - VIENNA - AUSTRIA

Box No. _______ of _______
EXHIBITION GOODS
Via Germany Warehouse

Domestic Cargo / Courier Shipments

Exhibitor or Company Name

Stand/Booth No.

Contact Person

Mobile Phone

Merkur Expo Logistics GmbH
C/O Schmitt Peterslahr
AUF DEM HOCHEN 2
56587 Oberhonnefeld, Germany
Dirk Dewald: +49 2634 / 95 44 50

For: ESGO 2017 - VIENNA - AUSTRIA

Box No. _________ of _________
Section 7: Order Forms

The following orders below are to be filled and submitted through the Kenes Exhibitors’ Portal: https://exhibitorportal.kenes.com

Deadline: Saturday, September 30, 2017

- Company Profile & Logo
- Badges
- Fascia for Shell Scheme only exhibitors
- Stand design for space only exhibitors
- K-Lead- App and or Mini Scanner order
- Wi fi Internet

The Exhibition Manager will contact you with the link to the Exhibitor’s Portal, including your personal login details.

If you require any additional services which do not appear in this manual, please contact:
Ms. Yulia Rijinsky
Exhibition Manager
Tel: +41 22 9080488 Ext 995
Fax: +41 22 9069140
Email: vrijinsky@kenes.com
Site: www.kenes.com
Access Route Map
Guidelines for decorations and materials at events

1. Aim of these guidelines

These guidelines have been drawn up to provide all the necessary information on minimum requirements for decorations and materials at all events in Austria. The rules and statutory requirements in force reflect lessons learned from past incidents, and have been put in place to ensure the safety of all individuals during events.

2. Scope

The term “decorations” applies to:

- Event furnishings such as seating, stands and booths, lecterns
- Fabric coverings
- Carpets and rugs
- Rollups
- Pin boards, projector screens
- Table linen etc.

3. General principles

These guidelines are based on the following laws, directives and standards:

- The ACV House Rules and Fire Safety Code
- Vienna Events Act
- Vienna Event Venues Act
- Employee Protection Act
- ÖNorm EN 13501-1 Fire classification of construction products and building elements
- ÖNorm EN 13773 Classification scheme - Textiles and textile products - Burning behaviour - Curtains and drapes

Note:

The issuance of Austrian standards ÖNORM EN 13501-1 “Fire classification of construction products and building elements - Part 1: Classification using test data from reaction to fire tests” and ÖNORM EN 13773 “Textiles and textile products - Burning behaviour - Curtains and drapes - Classification scheme”, has necessitated withdrawal from ÖNorm B3800. Draft standard ÖNORM B3800-1/1988 made a distinction between flammable and non-flammable building elements. It also entailed testing of smoke and drop formation.
National legislative implementation of the EN standards has now been completed, meaning that the previous Austrian standards are no longer used as the foundation for tests and evaluation.

4. Requirements for decorations

Only decorations which demonstrate compliance with the following standards may be used:

<table>
<thead>
<tr>
<th>Draft standard ÖNORM B 3820</th>
<th>ÖNORM EN 13773</th>
</tr>
</thead>
<tbody>
<tr>
<td>Combustibility class</td>
<td>Class</td>
</tr>
<tr>
<td>B1 - difficult to ignite</td>
<td>1/2</td>
</tr>
<tr>
<td>B2 - normal combustibility</td>
<td>3/4</td>
</tr>
<tr>
<td>B3 - easy to ignite</td>
<td>5</td>
</tr>
</tbody>
</table>

In the event of a fire, each additional fire load that is introduced to an event space significantly increases the risks associated with smoke inhalation, which is why all materials and construction elements must be classified according to the appropriate standards. All decorations must be stable and adequately secured to prevent them from toppling over. Escape routes must be free of decorations of any kind.

5. Safety certificate or report

Safety certificates must comply with the following requirements and contain the following data:

1. The certificate must be issued by an accredited certification body (displayed in the letterhead and identifiable in the circular stamp)

2. Valid issue date/expiry date in accordance with ÖNORM EN 13773 or ÖNORM EN 13501-1

3. Classification according to all three classes (1/2, 3/4 and 5)

4. Scope of the certificate/report, including details of the following:

   - Description of item
   - Applicant or client
   - Basis for test
   - Description of test execution
   - Evaluation
   - Classification
   - Table with test results (optional)
In line with the scope of application of national standards, test certificates must be compiled in German. However, the ACV also accepts test certificates issued in other EU countries provided they are submitted in German or English.

Test certificates must be submitted in good time before the event takes place. Decorations may only be put up and materials may only be used following authorisation by the fire safety officer.

6. Responsibility

Authorisation and clearance of decorations and events falls under the remit of fire safety officer.

April 2014