



European Human Genetics Conference

ESHG 2011

Exhibitors' Manual

Amsterdam, The Netherlands

28 – 31 May, 2011

EXHIBITION ORGANISER



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GENERAL INFORMATION

Exhibition Organiser

For all exhibition related questions, please contact Rose International:

Name	Rose International		
	Exhibition Management & Congress Consultancy bv		
Address	P.O. Box 93260		
	NL - 2509 AG The Hague		Contacts Jantie de Roos
	The Netherlands		Krista Vink
Telephone	+31(0)70 383 89 01	E-mail	jderoos@rose-international.com
Fax	+31(0)70 381 89 36		kvink@rose-international.com
Telephone at Exhibition Service Desk	Tel.: + 31 (0)20 544 58 01		This line is open only during Exhibition Service Desk opening hours from 28 – 31 May 2011 (see page 8, Section 2, for further details)

Conference Organiser

For information on the conference programme, please contact the Congress Office:

Name	ESHG 2011 - c/o Vienna Medical Academy–VMA		
Address	Alser Strasse 4		
	AT - 1090 Vienna, Austria		Contact Mirjam Uebelhör
Telephone	+43 (0)1 405 138 316	E-mail	eshg@medacad.org
Fax	+43 (0)1 407 827 4	URL	www.eshg.org/eshg2011

Exhibition Location

For any questions regarding the RAI International Congress Centre, please contact Rose International.

Venue	Amsterdam RAI		
Exhibition Area	Hall 10 - Delta Hall		
Visiting Address	Europaplein 22		
	NL - 1078 GZ Amsterdam		
	The Netherlands		
Telephone	+31 (0) 20 549 12 12	URL	www.rai.nl

➔ **Do not send any materials to the RAI, they will not be accepted.**

For all transportation and delivery of goods, see page 20 in Section 3 and Customs Clearance & Freight Forwarding on pages 22 – 31, Section 4.

Exhibition Dates & Opening Hours

Sunday	29 May 2011	08.30	-	18.00 hrs
Monday	30 May 2011	08.30	-	18.00 hrs
Tuesday	31 May 2011	09.00	-	13.30 hrs

- Stands must be staffed at all times during opening hours of the exhibition.
- If a booth is not staffed when the exhibition opens, the organisers will remove protective covers and will turn on the stand lights.
- For build-up and break-down schedules see page 7 -8.

Conference Dates & Sessions Hours

Saturday	28 May 2011	11.45	-	20.00 hrs
				Conference registration open at 10.00 hrs
		20.00	-	21.30 hrs Welcome reception
Sunday	29 May 2011	08.30	-	20.15 hrs
Monday	30 May 2011	08.30	-	18.45 hrs
Tuesday	31 May 2011	09.00	-	15.45 hrs

For further details see the programme on the conference website: www.eshg.org/eshg2011.

Opening Ceremony and Welcome Reception

Exhibitors are invited to the Opening Ceremony, followed by the first two plenary sessions, on Saturday 28 May from 15.45 – 20.00 hrs, and to the Welcome Reception at 20.00 hrs, all in the Amsterdam RAI. Please use form 3 in Section 5 to order your tickets (no charge) for the Welcome Reception.

Poster Mounting, Removal and Presentation Schedule

Poster presentations will be held in the exhibition hall from 29 – 31 May. Poster mounting, viewing and removal times are:

Saturday	28 May 2011	12.00	-	14.00 hrs Poster mounting*
Sunday	29 May 2011	08.30	-	18.00 hrs Poster viewing
Monday	30 May 2011	08.30	-	18.00 hrs Poster viewing
Tuesday	31 May 2011	09.00	-	12.30 hrs Poster viewing
Tuesday	31 May 2011	12.30	-	14.00 hrs Poster removal

*For security reasons exhibitors are advised to staff their stand during poster mounting hours on Saturday.

Internet Café and WiFi

The Internet Café's in the exhibition/poster areas are open during exhibition opening hours:

Sunday	29 May 2011	08.30	-	18.00 hrs
Monday	30 May 2011	08.30	-	18.00 hrs
Tuesday	31 May 2011	09.00	-	13.30 hrs

WiFi will be available free of charge to all conference participants and exhibitors in the exhibition area. Password for access: eshg2011.

Exhibitors requiring a reliable Internet connection on their stand are advised to order their own connection (information on how to order Internet connection see page 19, Section 3).

Coffee Breaks, Lunch & Cash Bar

During the official breaks of the conference (as published in the conference programme), coffee and tea will be served in the exhibition and poster area free of charge for participants and exhibitors.

A cash bar will be open, also in the exhibition/poster area, during opening hours of the exhibition, and on Saturday during build-up hours. The cash bar will offer sandwiches, snacks and beverages at a charge. The menu can be viewed at the cash bar itself.

Lunch boxes can be ordered (only prior to the conference, no on-site orders) for Sunday 29, Monday 30 and Tuesday 31 May. For costs and to order, use order form 3 in Section 5.

For stand catering, see page 19, Section 3. It is not allowed to serve drinks and food on your stand, or anywhere else in the RAI, other than ordered from the catering department of the venue.

Events during the Conference - Social and Commercial

The Annual Meetings Committee of the ESHG do not allow any events during the conference, commercial or social, outside the time slots for company satellite meetings offered in the sponsor programme. The sponsor programme is available from Rose International.

Sponsor Programme and Advertising

ESHG 2011 offers an attractive range of sponsorship and advertising opportunities, giving considerable exposure before and during the conference. Sponsorship items range from inserts in the conference bags, to the Internet Café, the badges, the conference signage in the RAI, the official coffee breaks and many more. For full information please contact Rose International.

Literature and Give Aways

Distribution of literature and give aways is not permitted outside the exhibitor's stand (art. 3.4 of Rose International General Conditions).

It is however allowed to display exhibitors literature, in reasonable quantities, on the Free Literature table in the exhibition area. Please help to keep the table neat and tidy.

Smoking

Apart from the fact that ESHG 2011 is a non-smoking conference, the congress centre itself, Amsterdam RAI, do not allow smoking in any part of the building.

Emergency Telephone Numbers & Safety Regulations

Take good notice of the safety regulations of the RAI, which you will find in Section 6, pages 52-54 in this manual.

In case of an emergency in the RAI call the following number (staff inside the building):

RAI Emergency Number: 1234 from an internal phone.

From your mobile phone, dial: +31 20 549 1234.

In case of an emergency during your stay in Amsterdam (outside the RAI) you can call the emergency hotline 112 (when every second counts).

General Conditions of Rose International

The General Conditions of Rose International may be found on the backside of your exhibit application form and are also available on request from Rose International. By signing the exhibit application form, each exhibitor has accepted these general conditions.

Cash Dispenser

Please ask the Exhibition Service Desk for directions to a Cash Dispenser in the RAI.

Currency

The currency in The Netherlands is EURO (EUR). For up-to-date exchange rates, please refer to a currency exchange site on the Internet, e.g. www.xe.com/ucc.

Tourist Information

For tourist information on Amsterdam and The Netherlands, please refer to the following websites:

<http://www.iamsterdam.com> and <http://www.holland.nl>.

How to get to Amsterdam RAI

Please view the Amsterdam RAI website: www.rai.nl.

After you have clicked the button for English (English flag at top right of home page), go to Route & Contact at the top right of the page. There you will find a pdf document "How to Reach Amsterdam RAI".

Visa

Don't forget to check with your travel agency, or with the Dutch consulate or embassy in your country, if you need a visa to enter the country.

TECHNICAL INFORMATION

Build-up Schedule

We strongly advise exhibitors to use the standard stand construction package (included in the stand space fee), because the build-up and break-down times are limited.

A. Schedule for exhibitors using the standard stand construction package

Friday, 27 May		NO ACCESS for exhibitors who use the package of standard stand construction (Form 2 in Section 5).
Saturday, 28 May	08.00 – 11.30 hrs	Bringing in and installation of exhibits.
Saturday, 28 May	11.30 hrs	Aisles must be clear and empties and packing materials taken for storage.
Saturday, 28 May	11.30 – 18.00 hrs	Installation of exhibits inside the stands only, no more movements in the aisles in view of poster mounting by authors and cleaning & carpeting of aisles.

B. Schedule for exhibitors bringing and building their own stand (design stand)

Friday, 27 May	09.00 – 19.00 hrs	Stand construction works by exhibitors and their stand contractors who bring and build their own stand (Form 2, Section 5) and have a written agreement with Rose International about their construction works on Friday 27 May 2011. All construction works must be finished on Friday 27 May by 19.00 hrs , no more construction works allowed on Saturday 28 May.
Saturday, 28 May	08.00 – 11.30 hrs	Bringing in and installation of exhibits. No construction works allowed (see Friday).
Saturday, 28 May	11.30 hrs	Aisles must be clear and empties and packing materials taken for storage.
Saturday, 28 May	11.30 – 18.00 hrs	Installation of exhibits inside the stands only, no more movements in the aisles in view of poster mounting by authors and carpeting of aisles.

► ***If in doubt whether you belong to group A (standard stand construction) or group B (design/own stand), do check with Rose International to avoid any misunderstandings on your build up schedule.***

Important notes:

To be ready for the **mounting of scientific posters by authors in the exhibition area from 12.00 – 14.00 hrs on Saturday, 28 May**, we ask exhibitors to strictly observe the build-up schedule to **guarantee the safety** of authors and all other persons in the exhibition/poster area.

In particular the aisles must be clear of all possible materials by 11.30 hrs on Saturday.

An over-all schedule of build-up procedures is given on page 11 (this section).

Contractual working hours agreed with the RAI do not **allow for any delay** in leaving the exhibition area after contractual hours. If an exhibitor, his staff, his contractor or his supplier does not leave the premises at, or before, the times printed above, the exhibitor will be held responsible for additional rental fees incurred.

Break-down Schedule

A. Schedule for exhibitors using the standard stand construction package

Tuesday, 31 May	13.30 – 14.15 hrs	Packing up activities inside the stand only.
	as of 13.30 hrs	Delivery of empties to the stands.
	14.15 – 16.30 hrs	Taking exhibits out of the exhibition hall.
	15.30 hrs	Start dismantling standard stand construction by the stand contractor.
	17.00 hrs	All exhibits and exhibitor's materials should have been taken out of the stands.

B. Schedule for exhibitors bringing and building their own stand (design stand)

Tuesday, 31 May	13.30 – 14.15 hrs	Packing up activities inside the stand only.
	as of 13.30 hrs	Delivery of empties to the stands.
	14.15 – 19.00 hrs	Break-down and taking materials and exhibits out of the exhibition hall. The premises must be completely cleared of all materials by 19.00 hrs.

N.B. At 19.00 hrs on Tuesday, 31 May, stands must be cleared and all materials and exhibits must have been taken out of the exhibition hall in view of the contractual rental period. After 19.00 hrs the organisers are entitled to have goods removed and stored at the expense of the relevant exhibitor.

Exhibition Service Desk - Check-in

Exhibitors and their contractors/suppliers should check-in at the Exhibition Service Desk (location to be announced in final floor plan in April 2011) upon their arrival at the RAI.

Exhibition Service Desk - Opening Hours

Build-up	Friday	27 May	08.00 – 19.00 hrs only for exhibitors who build their own stand and have a written agreement with Rose International about their construction works on Friday 27 May 2011.
Build-up	Saturday	28 May	08.00 – 18.00 hrs
Exhibition	Sunday	29 May	08.00 – 18.00 hrs
Exhibition	Monday	30 May	08.00 – 18.00 hrs
Exhibition / break-down	Tuesday	31 May	08.30 – 19.00 hrs

Exhibition Service Desk - Telephone Number

During opening hours of the Exhibition Service Desk from Saturday, 28 – Tuesday, 31 May, the following direct telephone line will be in operation: + 31 (0)20 544 58 01. To reach Rose International on Friday, 27 May, please call +31 70 383 8901.

Occupation of Exhibit Space

If an exhibitor has not taken up his stand space on:

- A.** 28 May 2011 at 16.00 hrs – exhibitors using the standard stand construction package
- B.** 27 May 2011 at 15.00 hrs – exhibitors bringing/building their own stand

Rose International may dispose of exhibitor's stand space without notice or proof of default. The agreed price remains due in full and the exhibitor is not entitled to any compensation.

Booth Inspection

Inspection of the booths is carried out continuously during build-up procedures to make sure that exhibitors have received the services ordered, and to see if the instructions of and on behalf of the organisers and the Amsterdam RAI have been taken into account.

Technical Specifications

Below are important technical specifications related to the use of your exhibit space, the standard stand construction package, and the exhibition area in general.

Design stands – how to use your exhibit space **In-line stands** should have side and back walls measuring the full depth and width of the rented stand space. Walls must be 2.50 m high.

Head stands should have a back wall, 2.50 m high, covering the full width of the stand. Partly closed side walls, bordering on the back wall, are advisable in order to hide e.g. the backside and wires of spotlights of a display system in the stand. Contact Rose International for advice if you have a head stand.

Corner stands must have two back walls over the full depth and height (2.50 m) of the stand.

It is not allowed to use walls of neighbouring stands.

Building height The building height is **2.50 m for all stand walls and objects inside the stand** (height measured from the floor of the hall, not from a technical/raised floor).

For **higher walls and/or objects inside the stand**, **permission is required** from Rose International by submitting the design of the stand and/or of the object in the stand before 1 April 2011.

Objects and display systems in stands Objects in a stand which are higher than 2.50 m should be placed at a minimum distance of 0.75 m inward from the stand front, side and back lines. For objects higher than 2.50 m **permission is required** from Rose International.

If you wish to **bring a display system** (e.g. pop-up display) to put up in your stand, please inform Rose International of exact measurements (height x width in cm) so we can check if it fits in view of possible height restrictions (cross ceiling beams for stability of the stand, in larger stands, reduce height inside to 2.40 m).

Floor material exhibition area The exhibition hall has an asphalt floor. Aisles will be carpeted, as well as poster areas and coffee terraces.

Carpeting of stands All stand floors must be carpeted. **Carpet for the standard stand construction stands is included in the package** (use form 2 to indicate your choice of colour). Exhibitors who bring/build their own stand should bring their own carpet or order this from a-booth (form 6, page 39).

Max floor load 3,000 kg / m².

Electricity Voltage: 230V/400V, 50 Hz (50 cycles). The connections come from ducts in the floor.

See also important information and instructions on page 18, Section 3.

Plugs, sockets and adapters Regular European plugs and sockets (Schuko) are used in The Netherlands. Adapters can be ordered with order form 5 (Electricity & Connections). **No on-site orders for adapters.**

Voltage transformers For **equipment requiring 110/120V**, a transformer is needed to connect to 230V. Although we advise exhibitors to bring their own transformer if their equipment needs this, transformers can also be ordered with form 5. **No on-site orders for transformers.**

Suspensions/Rigging The height of the hall allows for suspensions and rigging. Please contact Rose International well in advance if you have any plans for suspensions over your stand. These need careful planning (build-up time is limited!) and the approval of Rose International before 1 April 2011.

All costs involved in rigging/suspensions will be for the exhibitor.

Access to the Exhibition Hall (Hall 10) during Build-up hours

A. Exhibitors using the package of standard stand construction

- Access on Saturday 28 May only

- Exhibitors who need to unload see below "Delivery & Removal of Exhibits". Unloading and bringing in of exhibits to be finalised before 11.30 hrs that same day.
- Exhibitors without materials to unload, or hand-carrying their materials, may enter via the entrance in the Ruby Lounge of the Forum Complex, RAI entrance E (see map on page 12).

B. Exhibitors bringing and building their own stand (design stand)

Access on Friday 27 May and Saturday 28 May for exhibitors/contractors who need to unload

- See below "Delivery of Exhibits to the Exhibition Area".
- See build-up schedule on page 7.
- Unloading and bringing in of exhibits to be finalised before 11.30 hrs on Saturday 28 May.

Access on Saturday 28 May

- Exhibitors and their contractors without materials to unload, or hand-carrying their materials, may enter via the Entrance in the Ruby Lounge of the Forum Complex, RAI entrance E (see map on page 12).
- Bringing in of exhibits to be finalised before 11.30 hrs on Saturday 28 May.

Delivery & Removal of Exhibits to/from the Exhibition Hall

The delivery and removal of exhibition goods, with the exception of hand-carried materials, should take place via the loading platform of Hall 10; see loading platform access map on page 12. The following instructions apply for the delivery and loading of goods.

- Rose International has appointed Deudekom as the official logistic supplier for ESHG 2011.
- Deudekom is the only authorized freight handling agent within the exhibition halls and working terraces of Amsterdam RAI to perform logistic services for ESHG 2011. The use of forklift trucks and other motorized transport and lifting equipment by other parties than Deudekom is not allowed.
- All trucks that need to deliver goods to the loading terraces must first report to the checkpoint area at 'P4', see plan page 12. All vehicles will be registered and forwarded to the designated loading terrace, on a first come first served basis.
- The unloading/loading area is limited. Empty vehicles cannot be left on the loading terraces under any circumstances at any time.
- During break-down on Tuesday 31 May, cars and trucks may not enter the loading platform of Hall 10 before 13.30 hrs. And they should first report to the checkpoint area at 'P4'.
- Loading platform access map on page 12.

Accessibility of Stands - Ramps

Stands with a technical (raised) floor higher than 2 cm must include an 80 cm wide access ramp with a slope of max 8 %. Ramps must be integrated in the stand design and may not extend beyond allocated floor space.

List of Exhibitors & Floor plan

For an updated list of exhibitors (updated continuously) and the floor plan (updated when major changes are made) please visit the conference website: www.eshg.org/eshg2011.

Stand Number & Final Stand Allocation

Stand locations and stand numbers will be (re-)confirmed by Rose International in April 2011. In case it is necessary to change an exhibitor's stand number or stand location, the exhibitor will be notified immediately.

Animals

It is not allowed to bring any animals into the building.

Rules & Instructions & Regulations

For important rules, instructions and regulations of Amsterdam RAI and Rose International, go to Section 6, pages 52 – 56.

Schedule of Build-up Procedures

TYPE OF ACTIVITY	Friday 27 May	Saturday 28 May	REMARKS
Exhibition Service Desk opening hrs during build-up days	08.00 – 19.00	08.00 – 18.00	
Standard stand construction works by the official stand contractor	All day	All day	Including carpeting of poster areas and coffee terraces.
Bringing in of shipments/exhibits for exhibitors building their own stand	09.00 – 19.00	08.00 – 11.30	If you build your own stand, make sure to instruct Deudekom Logistics to deliver your material early on Friday 27 May.
Bringing in of exhibits by exhibitors using the package of standard construction and hand-carrying their materials	No Access	08.00 – 11.30	No more movements in aisles after 11.30 hrs on Saturday.
Construction works by exhibitors bringing/building their own stand Agreement with Rose International for construction works on Friday required	09.00 - 19.00	No construction works allowed on Saturday	All construction works should be finished on Friday at 19.00 hrs. No sawing and painting allowed in the exhibition hall.
Installation of exhibits inside the stands only (all exhibitors)		11.30 – 18.00	No more movements in the aisles after 11.30 hrs
Aisles must be cleared of all goods, waste materials, empties etc.		11.30	- Storage of empties: Deudekom Logistics (Section 4) - If you want a storage inside your standard stand construction stand, use form 6, Section 5.
Authors put up their posters in the exhibition area		12.00 – 14.00	Organisers security advice: staff your stand during these hours and until all authors have left the exhibiton hall again.
Aisles cleaned and carpeted		14.00 – 18.00	Concerns the aisles in and around the exhibition area.
Collection of empties for storage by Deudekom Logistics		08.00 – 12.00	Please pre-order storage for your empties: Deudekom Logistics, Section 4.
Ordered furniture brought to stands	End of the day	08.00 – 12.00	Make sure to order your furniture before the deadline (Order form and Catalogue - Section 5).
Rented computers, AV brought to stands and installed		08.00 – 12.00	Exhibitor must be present and sign for receipt.
Internet Access and equipment installation		08.00 – 12.00	Exhibitor must be present and sign for receipt.
Ordered plants/flowers brought to stands		08.00 – 12.00	Exhibitor must be present and sign for receipt.
Opening Ceremony and plenary sessions 1 and 2, followed by Welcome Reception		15.45 – 21.30	All exhibitors are invited, use form 3 to order tickets for the Welcome Reception (no charge).
Stand floors and general cleaning of the exhibition and poster areas		Evening	This is included in your stand space fee, as well as daily cleaning on Sunday and Monday evening. See also page 16, Section 3.

The Exhibition opens on Sunday 29 May at 08.30 hrs

Legend

- A** Entrance
- 1** Hall
- P1** Parking garage
- P4** Parking
- P1** Pedestrian parking entrance
- Tram** Tram stop

The map shows the RAI Amsterdam exhibition grounds, a large complex of buildings numbered 1 through 11. The buildings are color-coded: red for main exhibition halls (1-11) and orange for service buildings (12-15). The map includes surrounding streets such as Europaplein, Pr. Kennedylaan, Rooseveltlaan, and De Boelelaan. The A10 highway is shown running along the bottom and left sides. The RAI station is located at the bottom right. The map also shows various parking areas (P1-P11) and pedestrian entrances (P1-P7). A legend in the bottom left corner defines the symbols used.

EXHIBITION SERVICES

SUPPLIERS

For questions regarding exhibitor services, kindly contact the relevant suppliers as mentioned in the below overview, and on the individual order forms. These suppliers have been appointed by Rose International.

Specific information on the services offered can be found in this Section (3), see page numbers quoted for each service. "*Exclusive supplier*" means: it is not allowed to use other suppliers for these services.

Services from Rose International	Details
- Exhibitors Manual	page 15
- Badges (Exhibitor, Exhibits Only, Conference)	pages 15 -16
- Co-exhibitor on the stand	On request
- Standard stand construction / Design stand	pages 16 -17
- Welcome reception / Conference Party / Lunch Boxes	page 17

Order forms for services of Rose International in Section 5.

Contact details **Rose International**

Name	Rose International, Exhibition Management & Congress Consultancy bv		
Address	P.O.Box 93260	Contacts	Jantie de Roos
	NL-2509 AG The Hague		Krista Vink
Telephone	+31(0)70 383 89 01	E-mail	jderoos@rose-international.com
Fax	+31(0)70 381 89 36		kvink@rose-international.com

Services from a-booth (official stand contractor)	Details
- Electricity connections & supplies – <i>exclusive supplier</i>	page 18
- Extra stand components – <i>exclusive supplier*</i>	page 18
- Logo's & graphics – <i>exclusive supplier*</i>	page 18
- Plants & Flower arrangements	page 18
- Stand furniture	page 18

* for items fixed to, and for graphics on fascia board and walls of, the standard stand construction.

Order forms for services of a-booth in Section 5.

Contact details **a-booth**

Name	a-booth exhibition services		
Address	Zijtocht 8	Contact	Jaap-Kees Snoeij
	NL-1507 CD Zaandam	E-mail	jaap-kees@a-booth.nl
Telephone	+31 (0) 75 622 55 81	URL	www.abooth.nl
Fax	+31 (0) 75 622 55 82		

Services from Amsterdam RAI Exhibition Services	Details
- Audiovisual & computer equipment	page 19
- Hostesses	page 19
- Insurance	page 19
- Internet connections – <i>exclusive supplier</i>	page 19
- Parking tickets cars and trucks – <i>exclusive supplier</i>	page 19
- Stand catering – <i>exclusive supplier</i>	page 19
- Stand security – <i>exclusive supplier</i>	page 20
- Waste removal – <i>exclusive supplier</i>	page 20

Services of Amsterdam RAI should be booked on-line via the Amsterdam RAI Webshop. Exhibitors receive an e-mail with information on how to log-in for the first time and will then receive their individual password so they can enter the site and make their orders.

For **water** connections and **compressed air**: contact Rose International who will check if this is possible in your stand location.

► Continued on next page.

Contact details **Amsterdam RAI Exhibition Services**

Name	Amsterdam RAI Exhibition Services		
Address	Europaplein 22	Contact	Sophie Bosch
	NL-1078 GZ Amsterdam	E-mail	exhibitorservices@rai.nl
Telephone	+31 (0) 20 549 1928	URL	www.rai.nl

Services from **Hotel & Travel Service Amsterdam RAI****Details****-Hotel accommodation**

page 20

Accommodation bookings can be made on-line at: www.eshg.org/eshg2011

Contact details **Hotel & Travel Service Amsterdam RAI**

Name	Hotel & Travel Service Amsterdam RAI		
Address	Europaplein 2-22	Contact	No specific contact
	NL-1070 GZ Amsterdam	E-mail	hotelservice@rai.nl
Telephone	+31 (0) 20 549 19 27	URL	www.rai.nl/hotelservice
Fax	+31 (0) 20 549 19 47		

Services from **Webges Meeting Applications****Details****-Lead retrieval system**

page 20

Order form for Webges Lead retrieval system in Section 5.

Contact details **Webges Meeting Applications – exclusive supplier**

Name	Webges Meeting Applications GmbH		
Address	Nussdorferstr. 20/22	Contact	Christian Strobach
	AT-1090 Vienna	Mobile	+43 676 83437319
Telephone	+43 (0)1 319 69 99 26	E-mail	christian.strobach@webges.com
Fax	+43 (0)1 319 69 99 0	URL	http://www.webges.com

Services from **Deudekom Logistics****Details: Section 4, pages 22 - 31****-Handling and customs clearance – exclusive supplier****-Storage of empties – exclusive supplier**

Order form for Logistics Services of Deudekom in Section 4.

Contact details **Deudekom Logistics**

Name	Deudekom Logistics		
Address	Europaplein 8	Contact	Benoit Nuyten
	NL-1078 GZ Amsterdam	E-mail	expo@deudekom.nl
Telephone	+31 (0)20 5 492 730		

PLACING ORDERS - DEADLINES & SURCHARGES - MANDATORY FORMS

Orders should reach the relevant suppliers (supplier's contact details are printed on each order form) before the **deadline which is stated on the forms**. An overview of **deadlines** for orders is printed on page 32 in Section 5. Orders received after the deadlines, and on-site, will cause a delay in your building-up procedures and will incur **surcharges** as specified on each order form.

Forms marked “**mandatory**” must be completed and returned by each exhibitor before the stated **deadlines**.

ORDERS & FORMS - ROSE INTERNATIONAL

Exhibitors Manual – Download & Additional Copies**Download / On Request**

Make sure that your staff members/contractors receive the entire manual, not just parts of it because they will then miss crucial information causing your staff members serious on-site problems.

The manual can be downloaded from the conference website, www.eshg.org/eshg2011, Exhibition page. Additional printed copies are available from Rose International at EURO 95.00 each excl. VAT.

Catalogue & Subject Index Entry**Mandatory - by e-mail**

Exhibitors are entitled to company/product information and product listing in the subject index of the exhibition catalogue in the final programme. **Exhibitors receive the form by e-mail in Excel format**, the form should be returned to Rose International in the same, Excel, format (do not pdf!).

Catalogue entries must reach Rose International **before 1 March 2011**. If your catalogue entry has not reached us by this date, your listing will be limited to company name and stand number.

Exhibitor Badges & Exhibits Only Badges (Conference Registrations)**Mandatory - by e-mail****Exhibitor Badges – Access to Exhibition and to Scientific Sessions**

Exhibitors receive 2 complimentary Exhibitor badges for the first 6 m² of stand space and 1 additional Exhibitor badge for each following 6 - 12 m². Exhibitor badges above the free allowance are available at EURO 75.00 each, excl. VAT, to a total max of 1 Exhibitor badge on each 3 m² of stand space (complimentary + paid Exhibitor badges). **Exhibitors receive the badge form by e-mail in Excel format**; the form should be returned to Rose International by e-mail, in the same format (do not pdf!), **before 15 April 2011**.

Exhibitor badges give free access to the exhibition area, the scientific sessions (provided that seats are available), the Opening Ceremony and the Welcome Reception at the Amsterdam RAI on Saturday 28 May (time schedule on page 4, Section 1). Exhibitor badges include refreshments which are free for participants during the official breaks (printed in the final programme).

Exhibits Only Badges – Access to Exhibition ONLY – NO access to Scientific Sessions

If exhibitor's stand staff exceeds the number of Exhibitor badges allowed (free and paid together), then it is now possible to order Exhibits Only badges at EURO 75.00 each, excl. VAT. These badges give access to the Exhibition only (NO access to the scientific sessions) and include refreshments available free of charge to participants. Exhibits Only badges can be ordered with the Excel order form which each exhibitor receives from Rose International. Exhibits Only badges are also available for exhibitors guests who wish to visit the exhibitor's stand and/or the exhibition in general.

Exhibits Only badges can also be purchased on-site, at the Rose International Exhibition Service Desk in the Forum Lounge (Entrance E to the RAI, see plan on page 12).

Please note the following important information for Exhibitor and Exhibits Only Badges

- Exhibitor badges will show the name of the exhibiting company and the personal name (both are mandatory);
- Exhibits Only badges will have EXHIBITS ONLY on their badge, no personal or company name;
- badges will not be sent to exhibitors in advance;
- badges must be collected by exhibitor's contact person at the Exhibition Service Desk on **Saturday, 28 May between 8.00 – 18.00 hrs**. The person who picks up the badges will be asked to sign for receipt;
- badges cannot be picked up individually by exhibitor's staff members;
- badges must be worn visibly at all times in view of security and access procedures.

Changes and Cancellations Exhibitor and Exhibits Only Badges

- personal names for Exhibitor Badges may be changed free of charge **before 11 May 2011**;
- after 11 May (so also on-site) there is a charge of EURO 20.00 excl. VAT for each change (payment on-site when collecting the badges);
- cancelled Exhibitor Badges and Exhibits Only Badges will not be refunded at any time and remain payable in full.

Conference Registrations (Registration as a Full Participant)

Company staff members who wish to be registered as a full/regular participant of the conference can be registered on-line at www.eshg.org/eshg2011, page Registrations.

Payments to Rose International**Mandatory - Form 1**

1. Rose International needs to be informed if you wish to pay your orders from Rose International by bank transfer or by credit card, so please fill in and return this form before the stated deadline.
2. If you choose the option "bank transfer" then you do not need to fill in the section Credit Card Details.
Note: all bank transfer costs are for account of the exhibitor, so please instruct your bank accordingly. To avoid these costs in EU countries, use Swift/BIC code and IBAN as stated on your invoice.
3. In case you choose the option "Credit Card", please fill in the section Credit Card Details and make sure to return the form together with your first order.
Note: Credit Card payments incur a surcharge of 5% of total due, including VAT, plus EURO 2.00 transaction costs.
4. Orders for Rose International **received after 15 April 2011** need to be paid by Credit Card and will therefore only be processed after receipt of the fully completed section Credit Card Details on form 1.
5. On-site orders require cash or credit card payment (plus surcharges).
6. Exhibitors receive an invoice, with specified Dutch VAT, for all their orders.

Standard Stand Construction or Design (own) Stand**Mandatory - Form 2**

Each exhibitor should fill in form 2 and indicate:

A. if he/she uses the **standard stand construction package** (included in exhibit space fee);

or

B. if he/she brings and **builds his/her own stand** (build-up time is limited, we highly recommend to use the package of standard stand construction).

A. Companies using the standard stand construction package:

The package included in your space rental fee is:

- stand walls 250 cm high - **1) 2)**;
 - fascia board with company name and stand number in standard lettering, max. 20 characters - **3)**;
 - one spotlight/3m², including electricity connection 2 kW + free 2 sockets + consumption - **4)**;
 - carpet: choice of colours, see page 25 of Furniture brochure behind form 8 - **5)**;
 - daily cleaning of the stand floor.
- 1) If you bring a display, e.g. pop-up system, to put up in your stand, inform Rose International timely of the measurements (height x width in cm) to check if it fits in your stand (height restrictions in some stands in view of stability ceiling beams).
 - 2) Actual surface of each wall panel is 970 x 2300 mm (for graphics which you may bring).
 - 3) On form 2 please fill in how your company name should show on the fascia board.
 - 4) In case more kW, or a power connection is needed, please order with form 5; if you need advice, please contact a-booth who coordinates electricity orders (contact details on page 13).
 - 5) Fill in the colour carpet you wish to have in the stand. If your choice is not marked you will get the default colour 051 – dark grey.

► Continued on next page.

ORDERS & FORMS - ROSE INTERNATIONAL - continued
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B. Companies building their own stand:

Fill in form 2 to inform Rose International that you are not using the package of standard stand construction and that you are building your own stand, stating full contact details of your stand contractor. The contractor should agree with Rose International on construction works to be carried out on Friday 27 May (no construction works allowed on Saturday 28 May). See build-up schedule on page 7.

It is not possible to order parts of the package of standard stand construction if you build your own stand, neither is there a reduction on your stand space fee if you bring/build your own stand.

The **stand design**, scaled with full measurements in cm (including height of the stand itself and if applicable objects inside the stand), must reach Rose International for written **approval before 1 April 2011**.

Please note the following important instructions:

- stand walls should be finished on both sides; read specifications on page 9 in this manual;
- the sight on/of neighbouring stands may not be hindered;
- the stand must be carpeted;
- stand lights are compulsory;
- electricity connection 2 kW + 2 sockets + consumption has been paid for by each exhibitor, if more power is needed use form 5 to order;
- building height of the stand should be 2.50 m exactly, measured from the floor of the hall. Permission to build higher is required from Rose International;
- objects inside the stand: read important information on page 9, Section 2 in this manual;
- suspension/rigging is possible considering the height of the hall, note though that build-up time is limited; permission is needed from Rose International for any suspensions/rigging and all costs involved are for the exhibitor. Contact Rose International well before 1 April 2011 if you plan any suspensions;
- no sawing and painting allowed in the exhibition hall.

Also note the Amsterdam RAI Rules & Regulations and Rose International Instructions & Regulations in Section 6. Moreover, stand contractors will receive from Rose International a more elaborate version of the rules & regulations of Amsterdam RAI.

Welcome Reception & Conference Party**Form 3**

The Welcome Reception on Saturday 28 May will be held at the RAI from 20.00 – 21.30 hrs. All exhibitors are welcome (free admission). Kindly use form 3 to inform us of the number of tickets you require. The number of tickets requested may not exceed the number of exhibitors badges that you have ordered.

Exhibitors who would like to join the conference party on Monday 30 May at 20.00 hrs, please order your tickets using form 3. For Information on the event see the conference website: www.eshg.org/eshg2011 (Registration / Congress Party). Capacity is limited, so register as early as possible.

Lunch Boxes**Form 3**

Lunch boxes are available for Sunday 29, Monday 30 and Tuesday 31 May, use form 3. No on-site orders. The lunch boxes will be available at the coffee terraces in the Exhibition hall, around 12.00 hrs daily. Tickets are issued for ordered lunch boxes and will be handed over together with the exhibitor badges.

ORDERS & FORMS - A-BOOTH

Orders for and Payments to a-booth**Mandatory - Form 4**

1. Order forms for a-booth should be accompanied by payment form 4, indicating if the exhibitor would like to pay by bank or by credit card.
2. For credit card payment, fill in credit card details.
3. For bank transfers use the bank details as stated on the invoice which you will receive when you have made your orders.
Note: all bank transfer costs are for account of the exhibitor, so please instruct your bank accordingly. To avoid these costs in EU countries, use Swift/BIC code and IBAN as stated on form 4.
4. An invoice is issued for all orders, regardless of the method of payment, and also serves as your confirmation of orders.

Electricity Connections & Supplies*Exclusive supplier - Mandatory - Form 5*

- **All exhibitors** are entitled to and have been invoiced for (by Rose International) an electricity connection of 2 kW + 2 free sockets, including consumption (EURO 170.00 excl. VAT).
- If you need more power, please use form 5 to order. The EURO 170.00 (ex VAT) which Rose International invoiced for the 2 kW connection will be balanced with the total due for your electricity order.
- In case an exhibitor needs 24 hr electricity (continuous power) please order this with form 5. A continuous power connection order is an additional order to the 2 kW connection, or other electricity connection order that you choose to make.
Note: stand lights may never be connected to the continuous power mains (stand lights are switched off centrally in the evening!!).
- For safety reasons, all power supplies are shut off immediately after the close of the exhibition on Tuesday 30 May at 13.30 hrs.
- To order adapters or voltage transformers, use form 5. No on-site orders for these items.

Electricity Voltage: 230/400V, 50 Hz (50 cycles).**Plugs, sockets and adapters** Regular European plugs and sockets (Schuko) are used in The Netherlands, adapters available with order form 5 (Electricity & Connections). **No on-site** orders for adapters.**Voltage transformers** For equipment from e.g. the US with 110/120V, a transformer is required to connect to 230V. Order form 5. **No on-site** orders for transformers.**Extra Stand Components***Exclusive supplier - Form 6*

Use form 6 to order additional elements for the **standard stand construction** (shelves, storage, etc.). Bear in mind to order a storage unit to hide your spare supplies and small packing materials on the stand.

Stand Lay-Out**Form 7**

To show the location of e.g. your storage (order with form 6, Extra Stand Components), exhibitors are requested to use form 7 to indicate the position.

Stand Furniture**Form 8**

Stand furniture can be ordered with order form 8. For the furniture catalogue, see the separate pdf file (Furniture Catalogue) on the conference website, Exhibition and Downloads pages.

Logo's & Graphics**Form 9**

To order your company logo (e.g. for the stand fascia) or other graphics, use form 9.

Note: a-booth is exclusive supplier of logo's and graphics that need to be fixed to the fascia board or to the stand walls of the standard stand construction package.

Plants & Flower Arrangements**Form 10**

Use form 10 and the plants and flower arrangements catalogue behind the form for plants and flowers in your stand.

ORDERS - AMSTERDAM RAI EXHIBITION SERVICES

Amsterdam RAI works exclusively with their on-line ordering service via the ESHG 2011 webshop. There are no forms for their services in this Exhibitors' Manual.

Exhibitors receive an e-mail from Amsterdam RAI Exhibition Services department (**subject of the mail: Are you ready for ESHG 2011?**) with information on how to log-in for the first time. After going through the steps clearly mentioned in the e-mail, exhibitors will receive an automatically generated password. **If you have not yet received this e-mail with the log-in information from the RAI when you receive this manual, please contact Rose International.**

Audio-Visual & Computer Equipment**ESHG 2011 RAI webshop**

The Amsterdam RAI ESHG 2011 webshop offers a range of audio-visual equipment, computers, printers, monitors and other relevant equipment. For any AV or computer related items not listed, contact the ESHG 2011 account manager at Amsterdam RAI Exhibitor Services (contact details on page 14).

Hostess**ESHG 2011 RAI webshop**

Exhibitors who wish to order a hostess on the stand can do so via the ESHG 2011 webshop.

Insurance**ESHG 2011 RAI webshop**

Exhibitors must take out an insurance to cover third party liability including liability towards Rose International, the ESHG, a-booth and the RAI for all goods belonging to them or which have been entrusted to them (rented equipment, including the standard stand construction package). Make sure that your stand staff is well insured (liability, health etc.). For more information see the ESHG 2011 webshop.

Internet Connection*Exclusive supplier - ESHG 2011 RAI webshop*

WiFi will be available free of charge in the exhibition hall to all exhibitors and conference participants. Password for access: eshg2011.

However, since we cannot guarantee access at all times on the WiFi, exhibitors requiring a reliable Internet connection for e.g. presentations on their stand are advised to order their own connection.

For Internet access, see the ESHG 2011 webshop.

Parking Private Cars at Amsterdam RAI*Exclusive supplier - ESHG 2011 RAI webshop*

Parking passes for the duration of the conference including build-up day (€ 44.00 excluding VAT), may be ordered on-line via the ESHG 2011 webshop. These passes cannot be ordered on-site.

When arriving at the RAI Parking, drive in (no ticket is required). When leaving, use the Parking Pass.

Day parking ticket costs are € 13.00 (excluding VAT) per day or part of a day. These can be pre-ordered on-line or be purchased on-site (at the garage pay stations).

Ordered parking passes/tickets will be sent within 6 weeks to 1 week prior to the event within the Netherlands and 6 weeks to 2 weeks internationally.

Ordered parking tickets cannot be returned, i.e. cannot be cancelled/refunded.

The maximum height of the parking garage is 1.90 meters.

Parking Trucks at Amsterdam RAI*Exclusive supplier - ESHG 2011 RAI webshop*

Trucks may be parked on the premises of the RAI for the duration of the exhibition. To park during the exhibition days, a reservation is required; during build-up and dismantling periods reservations are not needed. Drivers should report to the P4 checkpoint, see the Loading Platform Access Map on page 12, Section 2.

A order form for truck parking reservations during the exhibition days is available on-line at the ESHG 2011 webshop. Reservations may be cancelled in writing up to two weeks before the start of the exhibition. Cancellations at a later date will not be accepted and the full costs will be billed and payable.

Stand Catering*Exclusive supplier - ESHG 2011 RAI webshop*

It is not allowed to serve drinks and food on your stand, or anywhere else in the RAI, other than ordered from the catering department of the venue.

A wide range of catering suggestions can be found on the ESHG 2011 webshop.

Stand Security*Exclusive supplier - ESHG 2011 RAI webshop*

Exhibitors who wish to order a security guard on the stand, e.g. during the closing hours of the exhibition, can do so via the ESHG 2011 webshop.

Waste Removal*Exclusive supplier - ESHG 2011 RAI webshop*

Waste baskets (order from a-booth with Form 8 Section 5) will be emptied only if you put these in the aisle in front of your stand when the exhibition closes (daily closing times on page 4, Section 1). This is to avoid that waste baskets used for other purposes than trash will be emptied as well. If you have more waste (paper or other) than your basket can hold, please ask for waste bags at the Exhibition Service Desk.

Exhibitors and their stand contractors and suppliers are obliged to dispose of the refuse that is generated during the construction and dismantling periods. This includes promotional materials that you do not take back home. Refuse containers can be ordered via the ESHG 2011 webshop. For more information exhibitors can contact Sophie Bosch at the RAI (see contact details on page 14).

HOTEL BOOKINGS - RAI HOTEL & TRAVEL SERVICE**Hotel Accommodation**www.eshg.org/eshg2011

We advise you to make your hotel reservations as soon as possible. Amsterdam RAI Hotel & Travel Service has been appointed housing agent for ESHG 2011 in Amsterdam. Individual reservations can be made online via the conference website www.eshg.org/eshg2011, page Hotel.

For block bookings please contact Amsterdam RAI Hotel & Travel Service at hotelservice@rai.nl

ORDER & FORM - WEBGES**Lead Retrieval System***Exclusive supplier - Form 11*

A lead retrieval system is available from Webges (same as provided at the previous ESHG meetings). See documentation and form 11 in Section 5.

ORDERS & FORMS – DEUDEKOM LOGISTICS**Customs Clearance & Freight Forwarding***Exclusive supplier - Section 4*

Rose International has appointed Deudekom as the official logistic supplier for ESHG 2011. Deudekom offers a complete range of logistic services to guarantee smooth and safe build up and breakdown procedures. Please note that Deudekom is the only authorized freight handling agent within the exhibition halls and working terraces of Amsterdam RAI to perform logistic services for ESHG 2011. The use of forklift trucks and other motorized transport and lifting equipment by other parties than Deudekom is not allowed. See Section 4 for contact details and shipping instructions, tariff, order form, and packing list.

Important aspects for your shipping:

- Carefully note arrival deadlines on page 22 in Section 4, these are crucial.
- Do not send any goods directly to Amsterdam RAI; your shipment will not be accepted.
- Courier shipments should be avoided. Remember that couriers do not deliver on Saturdays and Sundays and that their offices are closed during the weekend. Use regular shipping to Deudekom. If courier shipment cannot be avoided, go through Deudekom (see instructions in Section 4, page 23).
- Make sure that your company staff at the stand in Amsterdam bring with them:
 1. **Copies of all freight documents issued at the point of departure of your goods.**
 2. **Full contact details, including mobile phone, of your contact at the freight forwarder who shipped your goods to Deudekom.**

These documents and contact details are needed if your goods have not arrived in Amsterdam in time. Deudekom will only be able to help search for your goods if your company staff can give them these documents and contact details. Remember that exhibit installation is restricted to Saturday 28 May (exhibitors using standard stand construction), so you may not be able to reach your office by the time you find out that your goods have not (yet) arrived in Amsterdam.

To order, ask for information or a quotation for the handling of your exhibit materials, manpower to unload/load etc. please see page 14, Section 3 for contact details of the official Freight Forwarder.

Storage of Empties*Exclusive supplier - Section 4*

Empties (carton boxes, crates, boxes of display systems etc.) may not remain in your booth, behind the booth or in the aisles. Contact Deudekom (page 14, Section 3) for handling and storage of your empties. Remember that aisles should be cleared of all empties etc. on Saturday 28 May at 11.30 hrs.

SECURITY & LIABILITY**Liability & Theft Prevention**

Neither the exhibition organisers, nor the conference organisers, the RAI and/or the city of Amsterdam, nor the ESHG can accept responsibility for the security and safety of the booths, their contents and exhibitors' staff.

Neither can they accept responsibility for damage to or theft of any goods whatsoever. According to Article 9 of the General Conditions of Rose International, participation in the exhibition is at the risk of the exhibitor under all circumstances. Exhibitors who wish to order a security guard on the stand, please order on-line via the ESHG 2011 webshop of the RAI. We furthermore strongly advise exhibitors to observe the following suggestions for theft prevention.

During Build-up:

- Bring valuable and personal goods into the building as late as possible and do not leave unguarded.
- When leaving the building, mark your stand site with a ribbon. Exhibition organisers and security will know that persons behind the ribbon do not belong in your stand.
- Staff your booth during the entire build-up period, and in particular after your exhibits have been installed. Also observe other periods when the public might be around, e.g. during poster mounting times outside exhibition opening hours (on Saturday 28 May from 12.00 – 14.00 hrs).
- Do not leave valuable goods in the stand when leaving. Take these with you (preferably), or lock away.

During Exhibition opening hours:

- Do not leave your stand unmanned during opening hours of the exhibition.
- Always keep your valuable and personal belongings locked away.
- After closing of the exhibition, keep your stand manned until all visitors have left the exhibition area.
- Make sure to take with you, or lock away, valuable goods at the end of each exhibition day.
- Remember that poster viewing hours run concurrent with exhibition opening hours (so do not come late, and do not leave early).

During Break-down:

- Remove all valuable and personal goods as quickly as possible from the building when the exhibition closes, and leave these in a safe place.
- Keep your stand manned permanently by one person at least until all your goods have been removed.

Liability for Rented Equipment

Exhibitors accept full responsibility for rented equipment by signing the relevant order form(s). The exhibitor will be charged for any loss of or damage to rented equipment.

VAT & VAT RECLAIM

All prices and fees in this manual are exclusive VAT. VAT will however not be charged on all services, the suppliers' invoicing procedures will give information on this issue. VAT, where applicable, is specified on your invoices and receipts (some exceptions, e.g. dinner receipts). Keep all originals carefully, you need these in order to reclaim VAT in The Netherlands.

Dutch VAT can be reclaimed in principle by each exhibitor, provided that the company is VAT registered (if based in the EU) or a registered company (if Non-EU based).

There are two possibilities to reclaim Dutch VAT:

A. Reclaim by a VAT Reclaim Agency

If you do not have a company that you work with on a regular basis to reclaim VAT in foreign countries, please contact Rose International who will then recommend an agency.

B. Direct reclaim at the Dutch Tax Authorities

Please contact the Dutch Tax Authorities, special office for foreign companies, at: +31 5553 85385. They will be able to give you further instructions.



Shipping Instructions ESHG 2011

Contact details

Name	Deudekom Logistics		
Address	Europaplein 8		
	NL-1078 GZ Amsterdam	Contact	Benoit Nuyten
Telephone	+31 (0)20 5 492 730	E-mail	expo@deudekom.nl

1. Arrival deadlines

The latest arrival date for cargo arriving by oceanfreight is 17 May 2011 and by airfreight 20 May 2011.

Please note that the deadlines must be strictly adhered to. Should any cargo arrive after these dates, we cannot accept responsibility for late delivery, and extra charges may be incurred.

2. Airfreight (excluding couriers like DHL, FEDEX, TNT, UPS, see page 23)

General instructions

All airfreight cargo must be sent 'freight prepaid / CFR' and showing Amsterdam (Schiphol Airport) as airport of destination. Goods that are sent 'Freight collect' will not be accepted. Goods under terms "DDP" cannot be coordinated by us and therefore is not recommended.

Airway bill

Do not use "House airway bills". This will result in delayed deliveries and extra deconsolidation costs. The airway bill must show the following consignee and notify party:

Consignee	A.J. van Deudekom B.V. ESHG 2011 Europaplein 8 1078 GZ Amsterdam, The Netherlands
Notify party	Exhibitor name, Hall 10 & Stand number

If you do not consign your airway bill correctly, or do not show the correct notify party, this may result in us not being able to trace your exhibits. In these cases we will not accept any responsibility for late arrival.

3. Oceanfreight

General instructions

All cargo forwarded as seafreight must be sent 'freight prepaid / CFR'. Goods that are sent 'Freight collect' will not be accepted. Please show Rotterdam as port of destination. Goods under terms "DDP" cannot be coordinated by us and therefore is not recommended.

Bill of Lading

Do not use "House BL's". This will result in delayed deliveries and extra deconsolidation costs.

We strongly recommend the use of Express Bill of Lading, which will enable us to receive your goods without the requirement of turning over the original Bill of Lading.

Bills of Lading must show the following consignee:

A.J. van Deudekom B.V.
ESHG 2011
Europaplein 8
1078 GZ Amsterdam, The Netherlands

► Continued on next page.

The Bill of Lading must show as notify party:

A.J. van Deudekom B.V.
Europaplein 8
1078 GZ AMSTERDAM, The Netherlands
ESHG 2011
Exhibitor name, Hall 10 & Stand nr.

If you do not show the correct consignee, or do not show the correct notify party, this may result in us not being able to trace your goods. In these cases we will not accept any responsibility for late arrival.

4. Roadfreight

Instructions for goods arriving direct to show site

Delivery can take place during the build up period*. The delivery address is:

A.J. van Deudekom B.V.
Europaplein P4
1078 GZ Amsterdam, The Netherlands
Telephone +31 (0)20 5 492 730
expo@deudekom.nl
ESHG 2011
Exhibitor name, Hall 10 & Stand nr.

*For build-up period, see page 7, Section 2, in this Exhibitors' Manual.

Instructions for goods delivered by courier (UPS, FEDEX, TNT, DHL)

All courier shipments must be sent 'freight prepaid / DDP', including customs clearance and payment of Duties & Taxes. Goods that are sent 'Freight collect' will not be accepted. Please note that Deudekom will not accept any charges from courier companies delivering at Amsterdam RAI. You must make sure that all charges up to Amsterdam RAI are prepaid by the shipper, including all custom transit costs.

Our charges for receiving, intermediate storage and delivery to your stand at ESHG 2011 are in 2011:

Euro 6.00 per 100 kg. Minimum Euro 40.00 per courier shipment.

If the goods are delivered under customs bond by your courier, we will make a temporary customs entry.

These costs are:

Euro 95.00 per import entry + a Bond Fee of 0.8% over the BONDED value.

Euro 55.00 per export entry

The goods will not be delivered automatically to your stand. Your representative must report at our office to arrange payment of our costs and to agree a delivery time. Payment is possible in cash or by credit card.

The delivery address is:

A.J. van Deudekom B.V.
Europaplein P4
1078 GZ Amsterdam, The Netherlands
Telephone +31 (0)20 5 492 730
expo@deudekom.nl
ESHG 2011
Exhibitor name, Hall 10 & Stand nr.

The exhibiting company and stand number must be stated on the shipper's waybill under reference.

5. Packing of your exhibits

It is extremely important that the packing of your exhibits is of the highest standard to provide the best possible protection. We therefore strongly recommend the use of bolted, returnable cases and that you do not use cartons. Furthermore we need to be able to handle the cases with a forklift in case of heavy exhibits. If you are not sure how to pack your goods, our agents will be willing to help you.

► **Continued on next page.**

Marking of the cases

All packages should be marked clearly as follows:

ESHG 2011

Exhibitor name, Hall 10 & Stand nr. , c/o A.J. van Deudekom B.V.

Amsterdam - The Netherlands

Dimensions length x width x height in cm

Gross weight kgs

Net weight kgs

Package nr. number of case / total number of cases*

* Please fill in correctly, as this ensures that you will receive all the cases.

For example: 2/5 indicates that this case is the second case from 5 cases in total.

Storage of the (empty) cases

We can arrange storage of your empty cases during the exhibition. Empty case labels are available at our office at the exhibition site. Once unpacked and ready for storage, you can attach the labels to your cases.

We will collect the cases from your stand during the build up period and they will be delivered back to your stand during the first hour of the dismantling period.

6. Required documents for NON-EEC shipments

The following section is only applicable to exhibits arriving from outside the European Community.

Invoices and packing lists

In order to enable us to arrange for the necessary temporary import entries with the Dutch customs-department, we need the following documents to be sent to us by e-mail to Airseafreight@deudekom.nl or expo@deudekom.nl

TRANSPORT BY:	Invoice	Packing list	Ocean B/L	(Air)waybill	CMR	OCD	Other
OCEANFREIGHT	v	v	v			v	
AIRFREIGHT	v	v		v		v	
ROADTRANSPORT	v	v			v	v	
COURIER	v	v		v		v	

Please be advised that without the above mentioned documents we cannot proceed with customs-clearance.

The invoices or pro-forma invoices have to show a description of every item. For all items you have to show a value per item and total value of the items. It is not allowed to show 'no value' or 'no charge'. If a certain item does not have a commercial value, you still have to assign a 'value for customs purposes only'. Goods that will not return to the country of origin have to be mentioned on a separate invoice.

ATA-carnet

Dutch customs accept the ATA-carnet. The exhibitor using an ATA-carnet has to make sure that all items will be returned at the close of the exhibition. If any of the goods you want to send, will not return, please do not add them to the ATA-carnet, but send them with an invoice.

In order to be able to use the ATA-carnet on your behalf we need to have your authorisation to do so. We need a letter, on paper with your company heading, with the following text:

"We/I herewith authorise A.J. van Deudekom B.V. and/or his agents to utilise ATA-carnet no. (number) for temporary admission of the goods listed there-in and to make all necessary statements on our/my behalf."

Please sign this letter, endorse it with your company stamp and send the original with the ATA-carnet.

CITES Requirements

CITES is the abbreviation for Convention on International Trade in Endangered Species of Wild Fauna and Flora. Under the CITES regulation the (international) trade in protected animals, plants and other life forms as well as parts of former mentioned has been regulated. Within The Netherlands the CITES bureau is part of the Ministry of Economic Affairs, Agriculture and Innovation. Further details on request.

► Continued on next page.

Order for Customs Declaration [OCD]

As per 6 April 2008 a new part of the EC council legislation was introduced. This regulation implies that we, as your customs broker, are obliged to be able to present a so called proof of direct representation to Dutch customs. In case we do not have this form filled out and signed by a procurator of your company, we are not allowed to do any customs declaration on your behalf.

For your information, all goods from outside the European Community have to be customs cleared. The goods which will return to the country of exportation, will be cleared on a temporary basis while the goods which will be considered to be give-aways will be cleared on a permanent basis. Give-away goods (printed matter, pens, USB sticks etc) can be subject to import duties and VAT. Temporary import is subject to re-exportation, which implies that in case we cannot proof to Dutch customs that the goods imported on your behalf left the EC after the show, these goods become subject to import duty and VAT. It is a must to re-export your goods via our company. Goods cleared by us on your behalf cannot be returned by courier services because these companies cannot fulfil the required customs procedures at re-exportation.

In case we do not receive the order for customs declaration in time, customs clearing of your goods might be endangered and can lead to non-availability of these goods.

7. Advance notification

As soon as the flight, vessel, courier or truck with your shipment has left, please send the following information by email to:

A.J. van Deudekom B.V.
Amsterdam - The Netherlands
Email expo@deudekom.nl
Attn ESHG 2011

We need to know the following:

- vessel's name / flight number / haulier's name
- departure date
- expected arrival date / time
- number of the Bill of Lading / Airwaybill / Waybill
- number of packages
- gross weight
- dimensions

8. Return shipments

It is important that your representative gives instructions for the return-freight before the end of the exhibition. Van Deudekom has a representative on site. Return shipments will be forwarded on 'freight collect' terms, unless the carrier does not accept this condition. In that case all freight charges have to be paid in advance.

9. Insurance and liability

Please note that all work is undertaken by us at owners risk and otherwise in accordance with the General Conditions of the Federation of the Dutch Forwarding Organisations (FENEX). Always applicable is the most recent version of the deposited conditions.

10. Requirements for woodpacking materials***Import requirements for wood packaging materials of the European Community***

Since 1 March 2005 new measures have been enforced by the European Community and its Member States for wood packaging material used for the import of objects of all kinds from all countries, with the exception of Switzerland. In particular, the relevant provisions of Directive 2000/29/EC on wood packaging material would be aligned with the provisions of the FAO International Standard for Phytosanitary Measures No 15 (ISPM 15) on Guidelines for regulating wood packaging material in international trade. ISPM 15 has been adopted in 2002 and an increasing number of countries are putting in place import requirements in line with this phytosanitary standard. The measures of the European Community are to practically eliminate the risk for most quarantine pests and to significantly reduce the risk from a number of other pests that may be associated with that material. The Netherlands Plant Protection Service is responsible for enforcement of these new requirements of the European Community in The Netherlands.

► Continued on next page.

Specific requirements of the European Community

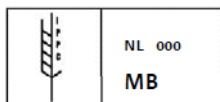
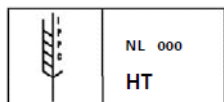
From 1 March 2005 wood packaging material (such as packing cases, boxes, crates, drums and similar packing's, pallets, box pallets and other load boards, pallet collars) can only be imported into the European Community if they meet the following requirements.

The wood packaging material shall:

- be subject to one of the approved measures as specified in ISPM 15, notably:
 - * heat treatment of the wood packaging material that achieves a minimum wood core temperature of 56 degrees Celsius for a minimum of 30 minutes, or
 - * the wood packaging material should be fumigated with methyl bromide in alignment with requirements described in ISPM 15.
- display a mark with:
 - the IPPC symbol, the two-letter ISO country code, a code identifying the producer and the code identifying the approved measure applied to the wood packaging material as specified in Annex II of ISPM 15.

In case the wood packaging material is produced before 1 March 2005, it is allowed - until 31 December 2007 - to import this material without the IPPC symbol in the mark. The other information, i.e. ISO two letter country code, unique number assigned to the producer and the code for the approved measures do have to be present in the mark.

Examples of correct marks as applied by the Netherlands Plant Protection Service:



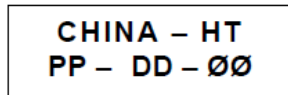
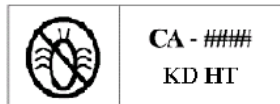
NL ISO land code (NL)

000 unique number assigned by the Netherlands Plant Protection Service to the producer of the wood packaging material

HT IPPC abbreviation for Heat Treatment

MB IPPC abbreviation for Methyl Bromide Fumigation

Examples of marks on wood packaging material manufactured before 28 February 2005 (produced in Canada and the People's Republic of China):



It is important to note that these requirements do not apply to raw wood of 6 mm thickness or less, and processed wood produced by glue, heat and pressure, or a combination thereof. For wood used to wedge or support non-wood cargo (also referred to as dunnage), specific requirements are in place from 1 March 2005. Dunnage should either be made from bark-free wood that is free from pests and signs of live pests OR should meet the afore-mentioned ISPM requirements for wood packing material (i.e. made from debarked round wood, be subject to one of the approved measures and display a mark).

From 1 March 2008, only dunnage that meets the requirements of ISPM 15 is allowed to enter the EU.

11. Additional Information

De full text of the new legislation can be downloaded from the following website <http://europa.eu.int/eur-lex/en/oj/index.html>, with reference to Official Journal of the European Union No. L309/9 date 6-10-2004, page numbers 8 and 11.

Specific requirements for treatment and marking are described in ISPM 15 and can be downloaded from the following website: <https://www.ippc.int/IPPE/default.htm>.

Additional information on the phytosanitary export certification system of The Netherlands for wood packaging material destined for third countries is available on the following website: www.smhv.nl.

For specific questions or further information companies and organisations based outside the European

► **Continued on next page.**

Community are advised to contact importing companies in The Netherlands.

No liability with respect to the information provided in the information note shall attach to the Netherlands Plant Protection Service or to any of its officers or representatives. For The Netherlands the principal source of official information is provided by the Official Journal of the European Union. In case of new changes of import requirements of the European Community for wood packaging material this will be communicated to relevant stakeholders in The Netherlands.

Handling Tariff ESHG 2011 – On site logistic services Amsterdam RAI
--

The following tariffs will be applicable for work undertaken by A.J. van Deudekom B.V.

1. Arrival by truck, at consolidation warehouse Amsterdam

a. From arrival Deudekom's consolidation warehouse at Duivendrecht (Amsterdam), up to delivered to the stand (and vice versa)

- | | |
|----------------------|------------------------------------|
| - Rate per 100 kilo* | € 5.50 |
| - Minimum charge | € 35.00(including 10 days storage) |

*Chargeable weight: 1 cubic meter = 300 kilo.

2. Arrival by truck, direct at the exhibition site

a. From arrival exhibition site, up to delivered on stand (and vice versa)

- | | |
|----------------------|---------|
| - Rate per 100 kilo* | € 6.00 |
| - Minimum charge | € 40.00 |

b. From arrival exhibition site, unloaded at our warehouse on site and from site warehouse up to delivered to the stand (and vice versa)

- | | |
|----------------------|------------------------------------|
| - Rate per 100 kilo* | € 12.00 |
| - Minimum charge | € 80.00(excluding storage charges) |

*Chargeable weight: 1 cubic meter = 300 kilo.

High volume shipments are charged by an all-in hourly rate of € 130.00 (= 3 tons forklift rent)

This rate applies to individual shipments greater than: 15 m3

3. Airfreight consignments

a. From free arrival Amsterdam Airport up to arrival at exhibition site (and vice versa)

- | | |
|---|----------|
| - For shipments from 0 up to 100 kilo* | € 185.00 |
| - For shipments from 101 up to 250 kilo* | € 210.00 |
| - For shipments from 250 up to 500 kilo* | € 315.00 |
| - For each additional kilo over 500 kilo* | € 0.60 |

*Chargeable weight: 1 cubic meter = 167 kilo.

Airfreight rates are including the airport handling charges and transport to and from the exhibition site. Not included are possible handover fees or other charges as a result of the use of a "house airway bill" or incorrect consigned airway bills.

4. Sea freight consignments

a. FCL cargo (Full Container Load)

From arrival Rotterdam harbour, up to delivered to the stand (and vice versa)

- | | |
|---------------------------|------------|
| - Rate per 20ft container | € 1,100.00 |
| - Rate per 40ft container | € 1,350.00 |

b. LCL cargo (Less then Container Load)

From arrival Rotterdam harbour, up to delivered to the stand (and vice versa)

- | | |
|-------------------------------|----------|
| - Rate per m/w (m3 of 1000 kg | € 200.00 |
| - Minimum | € 400.00 |

Sea freight rates are including the port handling charges and transport to and from the exhibition site.

► Continued on next page.

5. Customs formalities

a.	Rate per temporary import entry	€ 95.00
b.	Customs bond fee	0.8% over the CIF value
c.	Rate per permanent import entry	€ 55.00
d.	Handling ATA carnet	€ 60.00
e.	Rate per export entry	€ 55.00

2% Advancing fee will be charged for payments of customs duties and taxes.

6. Storage of empty packing materials

a.	Rate per cubic meter	€ 42.00
-	Minimum charge	€ 80.00

Charges are including transport from and to the stand.

7. Accessible storage of goods

a.	Rate per day per cubic meter	€ 1.90
-	Minimum charge per period	€ 15.00

8. Rent of equipment

a.	Forklift with a capacity of 3 ton	€ 130.00	per hour
b.	Forklift with a capacity of 5 ton	€ 140.00	per hour
c.	Forklift with a capacity of 8 ton:	€ 165.00	per hour
-	Minimum rent forklift	½ hour per order	
d.	Crane with a capacity of 30 ton	€ 130.00	per hour
e.	Crane with a capacity of 40 ton	€ 160.00	per hour
f.	Crane with a capacity of 50 ton	€ 185.00	per hour
-	Minimum rent crane	2 hours per order	

9. Rent of equipment

a.	Scissor lift	€ 45.00 per hour, excl. driver
-	Minimum charge scissor lift	2 hours per order

10. Surcharges

- a. Regular work is performed during:
 - Monday till Friday from 07:00 till 21:00 hours
 - Saturday from 08:00 till 18:00 hours
- b. For work performed outside the regular hours, the following overtime surcharges apply:
 - Saturdays, Sundays and holidays 50 %
 - Mondays till Fridays from 21.00 hours till 07.00 hours 30 %
- c. For consignments arriving after the latest arrival deadlines a surcharge of 20% applies.

11. Other

- a. Advancing fee for third party payments: 3%
- b. All rates are excluding 19% VAT

Work undertaken by A.J. van Deudekom B.V.

All work is undertaken by A.J. van Deudekom B.V. at owners risk and otherwise in accordance with the General Conditions of the Federation of the Dutch Forwarding Organisations (FENEX). Always applicable is the most recent version of the deposited conditions.

**ORDER FOR CUSTOMS DECLARATION ESHG 2011**

Hereby the undersigned requests A.J. van Deudekom BV to declare the following goods:

Goods description :

Value in EURO € :

Invoice number :

(Air) Waybill number :

Bill of Lading number :

Exhibitor name :

Hall 10 - Stand number :

Requested customs declaration :

- ☐ Declaration for in-bond transport. (T1 document).
- ☐ Declaration to enter goods into free circulation of the EC.
- ☐ Temporary importation into the European Community.
- ☐ Re-exportation outside the EC.

In case of an order for in-bond transport or temporary importation, the requesting party is liable for appropriate discharge of the customs declaration. Non-discharge of the customs declaration will lead to penalties and duties, and taxes will have to be paid to Dutch Customs. The requesting party hereby declares to be aware of liability for the penalties and/or duties and taxes in case of non-conformity related to the non-discharge of requested customs declaration. In case of non-conformity the requesting party will pay to A.J. van Deudekom BV the penalties and/or duties and taxes without dispute within 7 days after invoice date.

Company name :

Company stamp:

Address :

Place :

Country :

Name :

Signature:

ESHG 2011 - Hall 10 – Company name & Stand no.:

Invoicing details:

Company name	_____
Address	_____
Zip code / city	_____
Contact person	_____
Telephone / fax / e-mail	_____
Your invoice reference	VAT nr.

On all our quotations and activities the FENEX conditions for Value Added Logistics are applicable, which can be found on www.fenex.nl

Charge to: ☐ MasterCard ☐ Visa ☐ American Express

Credit card account number:

Expiration date: ____/____/____

Name of cardholder: _____ Authorized signature: _____

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COMMERCIAL INVOICE / PACKING LIST



EVENT NAME:	ESHG 2011	SHIPPER:	
EVENT DATES:	28-31 MAY	CONSIGNEE:	A.J. van DEUDEKOM B.V.
EVENT LOCATION:	AMSTERDAM RAI		Europaplein 8
REMARKS:	* Please tick where applicable		1078 GZ Amsterdam
(A) =	Re-export after event		The Netherlands
(B) =	Disposed of/consumed		
(C) =	Given away/sold		
		EXHIBITOR/CLIENT:	
		HALL NO./VENUE:	Hall 10 - Amsterdam RAI
		STAND NO.:	
		CONTACT PHONE:	
		EMAIL:	

[illegible]

The invoice goods are of	origin.
--------------------------	---------

The invoice goods are intended for display only at the event site.

We declare that the information given above is true and correct, and prices represent fair market value for the items described.

COMPANY NAME:

COMPANY REPRESENTATIVE:

PLACE/DATE:

SIGNATURE:

SERVICES & DEADLINES (in order of deadline and supplier)

ORDER FORM #	SECTION #	PAGE #	SUBJECT	DEADLINE	MANDATORY or RECOMMENDED	RETURN TO Contact for Information
No form	4	22-31	Freight forwarder services: ask for quote for handling of your shipment and storage of empties. Information and contact: section 4	as soon as possible	Highly Recommended	Deudekom
by E-mail	3	15	Catalogue & Subject Index Entry: information on page 15, Section 3	1 March	Mandatory	Rose Int.
by E-mail	3	15	Exhibitor Badges: information on pages 15, Section 3	15 April	Mandatory	Rose Int.
1	5	34	Payments to Rose International	15 April	Mandatory	Rose Int.
2	5	35	Standard Stand Construction or Own/Design Stand	15 April	Mandatory	Rose Int.
3	5	36	Welcome Reception / Conference Party / Lunch Boxes	15 April		Rose Int.
4	5	37	Payments to a-booth	15 April	Mandatory	a-booth
5	5	38	Electricity & Connections	15 April		a-booth
6	5	39	Extra Stand Components	15 April		a-booth
7	5	40	Stand Lay-out	15 April		a-booth
8	5	41	Stand Furniture	15 April		a-booth
9	5	46	Logo's & Graphics	15 April		a-booth
10	5	47	Plants & Flower Arrangements	15 April		a-booth
11	5	49	Lead Retrieval System	15 April		Webges
ESHG 2011 RAI Webshop	3	19	Audiovisual & Computer Equipment	15 April		On-line to RAI
ESHG 2011 RAI Webshop	3	19	Hostesses	15 April		On-line to RAI
ESHG 2011 RAI Webshop	3	19	Insurance	15 April		On-line to RAI
ESHG 2011 RAI Webshop	3	19	Internet Connection	15 April		On-line to RAI
ESHG 2011 RAI Webshop	3	19	Parking Cars & Trucks	15 April		On-line to RAI
ESHG 2011 RAI Webshop	3	19	Stand Catering	15 April		On-line to RAI
ESHG 2011 RAI Webshop	3	20	Stand Security	15 April		On-line to RAI
ESHG 2011 RAI Webshop	3	20	Waste Removal	15 April		On-line to RAI
www.eshg.org/eshg2011	3	20	Hotel Accommodation	as soon as possible		On-line to agent

For Services not mentioned in this list, check the Key-word index (page 3) for section and page number for further information. Contact Rose International if no information available.

ORDER FORMS – IMPORTANT NOTICES

ORDER FORMS

IMPORTANT NOTICES

- 1) Fax, or **e-mail a pdf copy** of each form to the relevant supplier.
Name, fax number and e-mail address of the relevant supplier are printed on each form.
- 2) **Keep a copy of each filled in form** for your own records, bring these copies with you to the exhibition and have available during build-up.
- 3) Observe the **deadlines for ordering**.
Considerable **surcharges** are applicable after the deadlines.
Deadlines and surcharges are printed on each order form.
- 4) The signatures on the order forms are considered to be signatures of a legal representative of the exhibiting company.

Fax or e-mail this form to:



ROSE INTERNATIONAL
P.O. Box 93260
NL-2509 AG The Hague

Tel.: +31 (0)70 383 8901

Fax: +31 (0)70 381 8936

Contact:

Krista Vink

E-mail:

kvink@rose-international.com

Stand No:

Company:

VAT No:

Contact:

E-mail:

Tel:

Fax:

**RETURN with your order(s)
before 15 April 2011**

Mandatory for all exhibitors
No need to fill in credit card details if you place your orders
before 15 April 2011 and wish to pay by bank

- The undersigned will pay her/his orders (please tick ☒ appropriate box):

☐

by bank

All bank costs to be paid by exhibitor

No bank payments for orders **received after 15 April 2011**

☐

by credit card

A surcharge of 5% of total due including VAT, plus EURO 2.00 transaction costs, will be charged. Please provide your credit card details below.

The undersigned agrees that Rose International charges her/his credit card as indicated above.

A surcharge of 5% of total due including VAT, plus EURO 2.00 transaction costs, will be charged.

☐ Visa ☐ Master ☐ American Express

Please write/print very clearly

CREDIT CARD N°

VALID THROUGH

SECURITY CODE*:

SECURITY CODE*: last 3 digits on the signature space on the back of the card

NAME ON CREDIT CARD

DATE

SIGNATURE

Date

Signature + Company Stamp

34

Fax or e-mail this form to:



ROSE INTERNATIONAL
P.O. Box 93260
NL-2509 AG The Hague

Tel.: +31 (0)70 383 8901

Fax: +31 (0)70 381 8936

Contact:

Krista Vink

E-mail:

kvink@rose-international.com

Stand No:

Company:

VAT No:

Contact:

E-mail:

Tel:

Fax:

RETURN BEFORE 15 April 2011

Mandatory for each exhibitor

Please indicate ☒ standard stand construction or own/design stand:

☐ **YES**, we will use the package of standard stand construction

YES: go to 1, 2 and 3

☐ **NO**, we will build our own stand (a display system is not a stand!)

NO: go to 4

1. Colour carpet, see page 25 of the furniture brochure (see separate pdf on conference website).

If you do not indicate your choice of colour, your carpet will be the **default** colour, 051 – dark grey.

- ☐ 011 – grass green
☐ 012 – bronze green
☐ 015 – dark green
☐ 019 – petrol
☐ 020 – blue
☐ 022 – dark blue
☐ 028 – blue grey

- ☐ 030 – red
☐ 031 – orange
☐ 039 – wine red
☐ 042 – cashmere
☐ 050 – grey
☐ 051 – dark grey - default
☐ 052 – anthracite

- ☐ 058 – mid grey
☐ 064 – cognac
☐ 066 – copper
☐ 076 – red black
☐ 079 – yellow
☐ 086 – light brown
☐ 094 – purple

2. We will inform Rose International timely of the measurements (width + height in cm) of any display system that we may wish to put up inside the standard stand construction stand.

3. Company name as it should appear on the fascia of the standard stand: **20 characters max.**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

4. We will bring and build our own design stand and will send the **stand design** including full measurements in cm (see important guidelines on page 17, Stand Design – Submission of Scaled Plan) and page 9, Technical Specifications, to Rose International **before 1 April 2011 for their approval.**

Our **stand contractor** who will build the stand is:

Company name:

Contact:

Address:

Postal Code, City:

Country:

Telephone:

Fax:

Mobile Phone:

E-mail:

Date

Signature + Company Stamp

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Fax or e-mail this form to:



ROSE INTERNATIONAL
P.O. Box 93260
NL-2509 AG The Hague

Tel.: +31 (0)70 383 8901

Fax: +31 (0)70 381 8936

Contact:

Krista Vink

E-mail:

kvink@rose-international.com

Stand No:

Company:

VAT No:

Contact:

E-mail:

Tel:

Fax:

RETURN BEFORE 15 April 2011

Capacity for the party is limited, register as early as possible
Surcharge after deadline 15%

The undersigned would like to order tickets for the Welcome Reception (free of charge, but ticket required), conference party and lunch boxes as indicated below.

ITEM DESCRIPTION	TOTAL QUANTITY *	PRICE PER PERSON	TOTAL
Welcome Reception*, Saturday, 28 May at 20.00 hrs		Free	Free
Conference Party on Monday, 30 May at 20.00 hrs		€ 40.00	€
Lunch box**, Sunday, 29 May <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 14.00	€
Lunch box**, Monday, 30 May <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 14.00	€
Lunch box**, Tuesday, 31 May <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 14.00	€
SUB TOTAL, excluding VAT			€
VAT 19%			€
TOTAL, including VAT			€

* The number of tickets for the Welcome Reception may not exceed the total number of Exhibitor Badges (free + paid) for your company.

** Please indicate number of regular and vegetarian lunch boxes.

Conference Party and Lunch box tickets are non-refundable after 9 May 2011.

Date

Signature + Company Stamp

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Fax or e-mail this form to:



a-booth exhibition services
Zijtocht 8
NL- 1507 CD Zaandam
Tel.: +31 75 622 5581
Fax: +31 75 622 5582
Contact:
Jaap-Kees Snoeij
E-mail:
jaap-kees@a-booth.nl

Stand No:

Company:

VAT No:

Contact:

E-mail:

Tel:

Fax:

RETURN with first your order(s)
All orders will be confirmed with an invoice.

- The undersigned will pay her/his orders for a-booth, please tick ✓ appropriate box:

☐

by bank

No bank payments for orders **received after 1 May 2011**

☐

by credit card

A surcharge of 6% of total due including VAT (if applicable, see remark on bottom of this form) will be charged. Please provide your credit card details below.

The undersigned agrees that a-booth charges her/his credit card as indicated above.

☐ Visa ☐ Master ☐ American Express

Please write/print very clearly

CREDIT CARD N°

VALID THROUGH

SECURITY CODE*:

SECURITY CODE*: last 3 digits on the signature space on the back of the card

NAME ON CREDIT CARD

ADDRESS CARDHOLDER

DATE

SIGNATURE

Important:

Only orders for which full payment has been received before opening of the exhibition will be executed.
All non-Dutch exhibitors will not be charged VAT in case you fill in your VAT-number. Prices may be subject to changes.
If invoices must be changed we charge an additional fee of EURO 25.00.

Date

Signature + Company Stamp

37

Fax or e-mail this form to:



a-booth exhibition services

Zijtocht 8

NL- 1507 CD Zaandam

Tel.: +31 75 622 5581

Fax: +31 75 622 5582

Contact:

Jaap-Kees Snoeij

E-mail:

jaap-kees@a-booth.nl

Stand No:

Company:

VAT No:

Contact:

E-mail:

Tel:

Fax:

RETURN BEFORE 15 April 2011

The undersigned orders the following extra electricity connection and supplies for the stand (no need to fill in this form if the Basic connection of 2 kW is sufficient for your needs):

this form if the Basic connection of 2 kW is sufficient for your needs).

ITEM DESCRIPTION	QUANTITY	ORDER PRIOR TO 15 APRIL	ORDER AFTER 15 APRIL	TOTAL
Basic connection*:				
2 kW / 1 x 16 A 220 V incl. consumption and 2 sockets	1	€ 170.00		€ 170.00
1 kW incl. consumption, in addition to the Basic connection , makes total 3 kW with 2 sockets	1	€ 45,00	€ 56.25	€
3 kW / 2 x 16 A 220 V, incl. consumption and 3 sockets, in addition to the Basic connection , makes total 5 kW with 5 sockets	1	€ 280,00	€ 350.00	€
6 kW / 3 x 16 A 220 V, incl. consumption and 6 sockets, in addition to the Basic connection , makes total 8 kW with 8 sockets	1	€ 535,00	€ 668.75	€
7 kW / 3 phase 16 A, 220/380 V, incl. consumption and distribution box	1	€ 535.00	€ 668.75	€
24-hour connection** (for e.g. a fridge), 2 kW		€ 235,00	€ 293.75	€
Transformer 220 V to 110 V up to 1 kW		€ 175,00	€ 218.75	€
Dutch to UK plug adapter		€ 25,00	€ 31.25	€
Dutch to US plug adapter		€ 25,00	€ 31.25	€
Extension cord, 220 V, 3 m with a three-socket outlet		€ 25.00	€ 31.25	€
Extension cord, 380 V		On request		
TOTAL, excluding VAT				€
ALREADY INVOICED BY ROSE INTERNATIONAL				€ 170.00 -
Sub Total, excluding VAT				€
VAT 19%				€
TOTAL, including VAT				€

* **Basic Connection:** Already invoiced by Rose International, EURO 170.00 excluding VAT.

** **24-hour connections** always come in addition to one of the other electricity connections.

- After 6 May 2011, cancellations will no longer be accepted and 100% of the costs will be charged and payable.

Date

Signature + Company Stamp

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Fax or e-mail this form to:



a-booth exhibition services
 Zijtocht 8
 NL- 1507 CD Zaandam
 Tel.: +31 75 622 5581
 Fax: +31 75 622 5582
 Contact:
Jaap-Kees Snoeijs
 E-mail:
jaap-kees@a-booth.nl

Stand No:

Company:

VAT No:

Contact:

E-mail:

Tel:

Fax:

RETURN BEFORE 15 April 2011

The undersigned orders the following extra stand components for his/her standard stand (carpet order for design stand only):

ITEM DESCRIPTION	QUANTITY	ORDER PRIOR TO 15 APRIL	ORDER AFTER 15 APRIL	TOTAL
Storage unit 1 m ² consisting of one panel and one lockable door (100 x 100 cm)		€ 74,50	€ 90,00	€
Storage unit 2 m ² consisting of two panels and one lockable door (200 x 100 cm)		€ 99,50	€ 120,00	€
Coloured wall panel		On request		
Book shelf white, fixed to stand wall, 97x30 cm <input type="checkbox"/> slanting <input type="checkbox"/> horizontal (please mark appropriate box)		€ 19,50	€ 24,00	€
Book shelf aluminium, fixed to stand wall, 97x30 cm <input type="checkbox"/> slanting <input type="checkbox"/> horizontal (please mark appropriate box)		€ 19,50	€ 24,00	€
Beamer shelf on fascia, 97x30 cm, incl. one wall socket (extension of main connection not included)		€ 75,00	€ 90,00	€
Raised floor, 4.5 cm high with an aluminium strip on aisle side(s), per m ²		€ 28,50	€ 35,00	€
Carpet tiles, for design stands only (included for exhibitors using standard stand construction), see colours on page 25 of the furniture brochure (see separate pdf on conference website), per m ²		€ 6,00	€ 7,50	€
SUB TOTAL, excluding VAT				€
VAT 19%				€
TOTAL, including VAT				€



97 x 30 cm shelves: - top one is "slanting"
 - bottom ones are "horizontal"

- After 6 May 2011, cancellations will no longer be accepted and 100% of the costs will be charged and payable.

Date

Signature + Company Stamp

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Zijtocht 8

Tel.: +31 75 622 5581

Fax: +31 75 622 5582

Contact:

Jaap-Kees Snoeijs

E-mail:

jaap-kees@a-booth.nl

Stand No:

Company:

VAT No:

Contact:

E-mail:

Tel:

Fax:

RETURN BEFORE 15 April 2011

1. If you have ordered a **storage** (highly advised, use order form 6), please indicate position (right or left corner in the back of the stand).
2. Of applicable: indicate positions of other important stand items, e.g. **computer**, **plasma screen**.

Back wall of your stand

[illegible]

Fax or e-mail this form to:



a-booth exhibition services

Zijtocht 8

NL- 1507 CD Zaandam

Tel.: +31 75 622 5581

Fax: +31 75 622 5582

Contact:

Jaap-Kees Snoeij

E-mail:

jaap-kees@a-booth.nl

Stand No:

Company:

VAT No:

Contact:

E-mail:

Tel:

Fax:

<p>RETURN BEFORE 15 April 2011</p>

The undersigned orders the following furniture for the stand: for the *Furniture Catalogue*, see the separate pdf file on the conference website, *Exhibition and Downloads* pages.

ARTICLE NUMBER	ITEM DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
Sub total, excluding VAT				€
VAT 19 %				€
Total, including VAT				€

- After 6 May 2011, cancellations will no longer be accepted and 100% of the costs will be charged and payable.

PRICE LIST – FURNITURE

Chairs	Order prior to 15 April 2011	Order after 15 April 2011
.03 black	€ 74.20	€ 89.05
Alba	€ 36.80	€ 44.15
Alcara	€ 25.30	€ 30.35
Alzo	€ 31.05	€ 37.25
Amelia	€ 33.95	€ 40.75
Anfo	€ 27.60	€ 33.10
Anzio	€ 28.75	€ 34.50
Ariano	€ 63.25	€ 75.90
Asti	€ 18.40	€ 22.10
Asti ganging device	€ 2.30	€ 2.75
Avellino I	€ 118.45	€ 142.15
Avellino II	€ 201.25	€ 241.50
Baceno	Not available	
Balzo	Not available	
Bazzano	€ 50.60	€ 60.70
Bellante I	€ 281.75	€ 338.10
Bellante II	€ 425.50	€ 510.60
Bellante III	€ 552.00	€ 662.40
Bibione	€ 31.65	€ 38.00
Bisou	€ 59.25	€ 71.10
Blitz	Not available	
Bolzano	€ 43.70	€ 52.45
Bra	Not available	
Brunner	€ 59.80	€ 71.75
Bubble I	€ 94.30	€ 113.15
Bubble II	€ 141.45	€ 169.75
Burana black	€ 35.10	€ 42.10
Burana white	€ 36.25	€ 43.50
Cabello	€ 37.95	€ 45.55
Canosa	€ 28.75	€ 34.50
Cassino with armchair	€ 25.90	€ 31.10
Cassino without armchair	€ 21.85	€ 26.20
Cesena silver	€ 81.10	€ 97.30
Chuck I	€ 44.25	€ 53.10
Ciak	€ 23,50	26,00
Ciao	€ 79.95	€ 95.95
Cubic I	€ 126.50	€ 151.80
Cubic II	€ 241.50	€ 289.80
Delice	€ 59.25	€ 71.10
Diso	€ 38.80	€ 46.55
Emilia	€ 62.10	€ 74.50
Ero/S	€ 74.20	€ 89.05
Favara I	€ 142.60	€ 171.10
Favara II	€ 234.60	€ 281.50
Fidenza	Not available	
Flash	€ 69.60	€ 83.50
Forma	€ 73.60	€ 88.30
Gavi	Not available	
Genova	€ 200.10	€ 240.10
Gogo	€ 17.25	€ 20.70

	Order prior to 15 April 2011	Order after 15 April 2011
Greve	€ 38.55	€ 46.25
Grosseto	€ 308.20	€ 369.85
Hansen	€ 63.25	€ 75.90
Hoop	€ 37.95	€ 45.55
Imola	€ 50.60	€ 60.70
Latina	€ 35.35	€ 42.40
Lauria	€ 55.20	€ 66.25
Lido	€ 25.90	€ 31.10
Limone with armchair	€ 26.45	€ 31.75
Limone without armchair	€ 25.00	€ 30.00
Lodi	€ 34.40	€ 41.30
Lorenzo	€ 111.55	€ 133.85
Marano	Not available	
Marco	€ 31.65	€ 38.00
Mariah	€ 62.10	€ 74.50
Maui	€ 30.75	€ 36.90
Mira	€ 25.30	€ 30.35
Modena	€ 37.40	€ 44.90
Monza with armchair	€ 22.45	€ 26.95
Monza without armchair	€ 21.30	€ 25.55
Moorea	€ 110.10	€ 132.10
Net with armchair	€ 82.80	€ 99.35
Net without armchair	€ 55.80	€ 66.95
Nicosia	€ 42.00	€ 50.40
Orbit	€ 37.40	€ 44.90
Panton	€ 43.70	€ 52.45
Pauline	€ 34.50	€ 41.40
Pavia	Not available	
Petilia beige/black/blue	€ 97.20	€ 116.65
Petilia silver	€ 100.05	€ 120.05
Pincaro	€ 53.95	€ 64.75
Porto	€ 68.45	€ 82.15
Prima	€ 51.75	€ 62.10
Rio	€ 140.90	€ 169.10
Roma	€ 25.90	€ 31.10
Rondo	€ 69.00	€ 82.80
Savio	€ 24.15	€ 29.00
Sesto beech	€ 29.90	€ 35.90
Sesto zebrano	€ 31.05	€ 37.25
Sestri	€ 24.75	€ 29.70
Sevilla	€ 19.55	€ 23.45
Solana I	€ 310.50	€ 372.60
Solana II	€ 448.50	€ 538.20
Solana III	€ 615.25	€ 738.30
Soveria	€ 147.80	€ 177.35
Terni	Not available	
Tortona	€ 37.95	€ 45.55
Trento	€ 25.90	€ 31.10
Tulare	€ 23.00	€ 27.60
Tulare ganging device	€ 23,50	€ 25,50

STAND FURNITURE – PRICE LIST

ESHG 2011 - Amsterdam, The Netherlands, 28 – 31 May 2011

	Order prior to 15 April 2011	Order after 15 April 2011
Twix	€ 218.50	€ 262.20
Vada	€ 47.75	€ 57.30
Varese	€ 19.55	€ 23.45
Varese ganging device	€ 1.75	€ 2.10
Visavis	€ 75.90	€ 91.10
Zanzi	€ 96.05	€ 115.25
Zanzi silver	€ 97.20	€ 116.65
Zocca	€ 18.40	€ 22.10
Barstools	Order prior to 15 April 2011	Order after 15 April 2011
Berlo	€ 112.70	€ 135.25
Bobbio	€ 43.15	€ 51.80
Broni	€ 51.20	€ 61.45
Busalla	€ 46.85	€ 56.20
Chuck III	€ 58.10	€ 69.70
Ciak	Not available	
Ciao	€ 79.95	€ 95.95
Flash	€ 69.60	€ 83.50
Hydro	€ 30.50	€ 36.60
Lavagna	€ 22.45	€ 26.95
Moos	€ 75.90	€ 91.10
Net Bar	€ 79.95	€ 95.95
Novi aluminium	€ 74.20	€ 89.05
Novi beech	€ 67.85	€ 81.40
Novi blue/red	€ 59.80	€ 71.75
Paceco	€ 29.90	€ 35.90
Padua white	€ 25.90	€ 31.10
Padua black	€ 24.75	€ 29.70
Palata	€ 32.80	€ 39.35
Pantano	€ 48.90	€ 58.70
Paolo aluminium	€ 29.90	€ 35.90
Paolo black/white	€ 29.90	€ 35.90
Parona black/white	€ 29.35	€ 35.20
Paterno	€ 56.95	€ 68.35
Patti beech	€ 22.45	€ 26.95
Patti black/red/white	€ 20.40	€ 24.50
Peglio	€ 23.00	€ 27.60
Penne	€ 39.10	€ 46.90
Pergola	€ 42.00	€ 50.40
Peri	€ 34.50	€ 41.40
Perosa	€ 62.10	€ 74.50
Pesia	€ 96.10	€ 115.30
Petago	€ 55.80	€ 66.95
Petilia beige/black/blue	€ 97.20	€ 116.65
Petilia silver	€ 100.05	€ 120.05
Pianoro	€ 31.65	€ 38.00
Picerno	€ 27.05	€ 32.45
Pico	€ 30.50	€ 36.60
Pisa	€ 23.60	€ 28.30
Poggio	€ 44.30	€ 53.15
Polesella	€ 19.25	€ 23.10

	Order prior to 15 April 2011	Order after 15 April 2011
Ponte	€ 24.15	€ 29.00
Poppi	€ 37.95	€ 45.55
Prato	€ 60.40	€ 72.50
Priverno alum./ beech	€ 86.25	€ 72.50
Quid	€ 44.85	€ 53.80
Riesi	€ 47.15	€ 56.60
Riva beech	€ 42.00	€ 50.40
Riva black	€ 37.40	€ 44.90
Sassari	€ 109.25	€ 131.10
Sienna	€ 56.35	€ 67.60
Spoletto	€ 59.25	€ 71.10
Stork	€ 43.15	€ 51.80
Tosca	€ 48.30	€ 57.95
Trino	€ 74.75	€ 89.70
Zanzi	€ 96.05	€ 115.25
Zanzi silver	€ 97.20	€ 116.65
Tables	Order prior to 15 April 2011	Order after 15 April 2011
Albaredo 40	€ 33.35	€ 40.00
Albaredo 70	€ 35.60	€ 42.70
Alicante	Not available	
Bitonto	€ 116.10	€ 139.30
Bitonto silver	€ 117.30	€ 140.75
Bubble	€ 28.75	€ 34.50
Carini	€ 82.50	€ 99.00
Chuck IV	€ 78.20	€ 93.85
Chuck V	€ 86.25	€ 103.50
Connect	€ 119.05	€ 142.85
Crosso	€ 117.90	€ 141.50
Dactylon 70	€ 105.80	€ 126.95
Dactylon 110	€ 95.45	€ 114.55
Domaso	€ 378.35	€ 454.00
Dr. Na	€ 78.20	€ 93.85
Fasano	€ 71.30	€ 85.55
Ginosa	€ 76.50	€ 91.80
Gravino	€ 92.60	€ 111.10
Lago	€ 48.30	€ 57.95
Le Corbusier LC10 70x70	€ 195.15	€ 234.60
Le Corbusier LC10 120x80	€ 251.85	€ 302.20
Magione	€ 59.80	€ 71.75
Malfa	Not available	
Mango	€ 71.30	€ 85.55
Margenta	€ 62.70	€ 75.25
Marone	€ 59.80	€ 71.75
Marone round	Not available	
Marotta	Not available	
Martina	€ 64.40	€ 77.30
Materna 40	€ 41.40	€ 49.70
Materna 70	€ 43.70	€ 52.45
Mede	€ 64.40	€ 77.30
Medola beech	€ 42.55	€ 51.05

STAND FURNITURE – PRICE LIST

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	Order prior to 15 April 2011	Order after 15 April 2011
Medola beech 150x80	€ 55.80	€ 66.95
Medola white	€ 36.80	€ 44.15
Medola white 150x80	€ 47.15	€ 56.60
Medola black	€ 43.70	€ 52.45
Medola black 150x80	€ 56.35	€ 67.60
Meleta	€ 58.10	€ 69.70
Melito	€ 69.00	€ 82.80
Mentana	€ 62.10	€ 74.50
Mercato	€ 65.00	€ 78.00
Mestre 120x80	€ 109.25	€ 131.10
Mestre 150x80	€ 123.05	€ 147.65
Meta	€ 120.75	€ 144.90
Minverva	€ 50.05	€ 60.05
Mirto	€ 58.10	€ 69.70
Modica	€ 65.55	€ 78.65
Mogoro	€ 79.35	€ 95.20
Molare	€ 59.80	€ 71.75
Momo	Not available	
Mondovi	€ 117.30	€ 140.75
Monesi	€ 52.90	€ 63.50
Montara	€ 36.80	€ 44.15
Monti	€ 50.60	€ 60.70
Mores	€ 72.45	€ 86.95
Muccia	€ 69.60	€ 83.50
Muro	€ 50.60	€ 60.70
Nocera	Not available	
Salo	€ 59.80	€ 71.75
Trani	€ 79.35	€ 95.20
Trevi	€ 51.75	€ 62.10
Vietri	€ 55.20	€ 66.25
Vipiteno	€ 66.70	€ 80.05
Visone	€ 59.80	€ 71.75
Showcases - Displays	Order prior to 15 April 2011	Order after 15 April 2011
Barica	€ 123.05	€ 147.65
Baridi	€ 86.85	€ 104.20
Bario	€ 70.75	€ 84.90
Bariodi	Not available	
Barletta	€ 408.25	€ 489.90
Bono	€ 230.00	€ 276.00
Bonorva	€ 273.70	€ 328.45
Brienza	€ 262.20	€ 314.65
Brindisi 1	€ 204.70	€ 245.65
Brindisi 1 with construction	€ 221.95	€ 266.35
Brindisi 2	€ 192.05	€ 230.45
Brindisi 2 with construction	€ 210.45	€ 252.55
Brindisi 3	€ 217.35	€ 260.80
Brindisi 3 with construction	€ 234.60	€ 281.50
Brindisi 4	€ 217.35	€ 260.80
Brindisi 4 with construction	€ 247.25	€ 296.70
Brindisi 5	Not available	

	Order prior to 15 April 2011	Order after 15 April 2011
Brindisi 5 with construction	Not available	
Calabria	€ 217.35	€ 260.80
Canale with light aluminium	€ 197.80	€ 237.35
Canale with licht chrome	€ 197.80	€ 237.35
Cantania	€ 63.25	€ 75.90
Compubar	€ 343.85	€ 412.60
Consenza	€ 78.20	€ 93.85
Crespino with light	€ 224.25	€ 269.10
Crespino without light	€ 189.75	€ 227.70
Etna	€ 146.05	€ 175.25
Genua	€ 52.90	€ 63.50
Leon	€ 140.90	€ 169.10
Magazin alu	€ 102.95	€ 123.55
Mirandola	€ 159.85	€ 191.80
Pamplona	€ 588.80	€ 706.55
Paris bench/black/ white	€ 80.50	€ 96.60
Paris with doors bench/black/white	€ 92.00	€ 117.30
Piana	€ 253.00	€ 303.60
Puebla	€ 491.65	€ 590.00
Reggio chrome	€ 65.00	€ 78.00
Rutino with light	€ 196.65	€ 236.00
Sora	€ 143.75	€ 172.50
Spectro	€ 77.05	€ 92.45
Verona with light	€ 215.65	€ 258.80
Vigo black	Not available	
Vigo beech	€ 143.75	€ 172.50
Vinovo 20	€ 33.95	€ 40.75
Vinovo 40	€ 45.45	€ 54.55
Vinovo 60	€ 56.35	€ 67.60
Vinovo 80	€ 69.00	€ 82.80
Vinovo 100	€ 82.80	€ 99.35
Vinovo 120	€ 91.45	€ 109.75
Voltri	€ 66.15	€ 79.40
Volvera	€ 71.30	€ 85.55
Office-Storage furniture	Order prior to 15 April 2011	Order after 15 April 2011
Benevento beech with construction	€ 131.70	€ 158.05
Benevento white	€ 51.75	€ 62.10
Benevento black	€ 61.55	€ 73.85
Campoli 150x80	€ 108.95	€ 130.75
Campoli 120x80	€ 108.95	€ 130.75
Campoli 120x60	Not available	
Ceniza LG	€ 152.95	€ 183.55
Ceniza HG	€ 235.75	€ 282.90
Connect beech/black	€ 119.05	€ 142.85
Eames	€ 253.00	€ 303.60
Forlare	€ 88.00	€ 105.60
Ladeno black/white metal	€ 61.55	€ 73.85
Lavello	€ 53.50	€ 64.20
Lorenzo	€ 111.55	€ 133.85

STAND FURNITURE – PRICE LIST

ESHG 2011 - Amsterdam, The Netherlands, 28 – 31 May 2011

	Order prior to 15 April 2011	Order after 15 April 2011
Luccra	€ 94.30	€ 113.15
Lumaro	€ 94.30	€ 113.15
Pagani	€ 51.20	€ 61.45
Salara with armchair	€ 41.40	€ 49.70
Salara without armchair	€ 34.50	€ 41.40
Salerno	€ 78.20	€ 93.85
Torino	€ 75.90	€ 91.10
Tresor	€ 333.50	€ 400.20
Kitchen equipment	Order prior to 15 April 2011	Order after 15 April 2011
A 5 Regal	€ 49.45	€ 59.35
Abano chrome	€ 14.40	€ 17.30
Abano white/black	€ 5.65	€ 6.80
Acri	€ 25.30	€ 30.35
Ancona	€ 89.15	€ 107.00
Arona chrome	€ 28.75	€ 34.50
Arona white/black	€ 24.75	€ 29.70
Artico	€ 155.25	€ 186.30
Ascoli	€ 20.70	€ 24.85
Barare	€ 130.55	€ 156.65
Bin small	€ 10.95	€ 13.15
Bin large	€ 13.80	€ 16.55
Borgia	€ 49.45	€ 59.35
Branda	€ 70.15	€ 84.20
Comiso	€ 125.35	€ 150.40
Cona	€ 0.75	€ 0.90
Cusaro with boiler	€ 218.50	€ 262.20
Dishwasher Hobart	€ 523.25	€ 627.90
Dishwasher Hobart deposit	€ 52.90	€ 63.50
Expo-ice	€ 228.85	€ 274.60
Expo-kit	€ 414.00	€ 496.80
Expo-water with bottle and 100 cups	€ 149.50	€ 179.40
Expo-water cups 100 pc.	€ 6.00	€ 7.20
Expo-water bottle with deposit	€ 8.05	€ 9.65
Expo-water extra 18.9 ltr	€ 21.85	€ 26.20
Frigaro	€ 57.50	€ 69.00
Frigaro lockable	€ 69.00	€ 82.80
Frigaro big with freezer	€ 103.50	€ 124.20
Frigaro big	€ 98.90	€ 118.70
Frigaro Jumbo	€ 276.00	€ 331.20
Frigaro small with glass	€ 193.80	€ 232.55
Frigaro big with glass	€ 339.25	€ 407.10
Frigidaire small	€ 98.90	€ 118.70
Frigidaire big	€ 128.80	€ 154.55
Fumaro	€ 3.45	€ 4.15
Garda	€ 44.85	€ 53.80
Hotare	€ 50.60	€ 60.70

	Order prior to 15 April 2011	Order after 15 April 2011
Licata	€ 81.65	€ 98.00
Locri chrome	€ 13.75	€ 116.50
Locri cord, red	€ 13.75	€ 16.50
Mocca Double	€ 50.60	€ 60.70
Mocca Prof	€ 70.75	€ 84.90
Mocca Senseo	€ 51.75	€ 62.10
Senseo coffeepads 18 pcs	€ 4.05	€ 4.85
Nespresso	€ 233.45	€ 280.15
Nepresso cups Caffè Legero 50 pads	€ 24.10	€ 28.90
No Entry	€ 39.10	€ 46.90
Prun	€ 12.60	€ 15.10
Ranzo	€ 23.00	€ 27.60
Ravenna	€ 31.05	€ 37.25
Ravenna adjustable	€ 34.50	€ 41.40
Rednerpult	€ 253.00	€ 303.60
Resanna	€ 57.50	€ 69.00
Rosalino	Not available	
Sermide	€ 44.85	€ 53.80
Termini	€ 46.60	€ 55.90
Vacumo	€ 50.60	€ 60.70
Valenza	€ 31.05	€ 37.25
Vola Ostra	€ 50.60	€ 60.70
White Board	€ 51.75	€ 62.10
White Board Set	€ 16.10	€ 19.30
Zeri incl. 3 sacks	€ 28.20	€ 33.85
Zeri 10 sacks	€ 8.65	€ 10.40
Event furniture	Order prior to 15 April 2011	Order after 15 April 2011
Bagni	Not available	
Bruna	Not available	
Carrera	Not available	
Gogo	Not available	
Marina	Not available	
Mazara	Not available	
Menfi	Not available	
Molare	Not available	
Molinella	Not available	
Nice white/red	Not available	
Palena	Not available	
Peglio	Not available	
Pilastrì	Not available	
Rotaria	Not available	
Smoke	Not available	
Taverne	Not available	

Fax or e-mail this form to:



a-booth exhibition services
 Zijtocht 8
 NL- 1507 CD Zaandam
 Tel.: +31 75 622 5581
Fax: +31 75 622 5582
 Contact:
Jaap-Kees Snoeij
 E-mail:
jaap-kees@a-booth.nl

Stand No:

Company:

VAT No:

Contact:

E-mail:

Tel:

Fax:

RETURN BEFORE 15 April 2011

The undersigned orders the following logos and/or graphics:

ITEM DESCRIPTION	QUANTITY	ORDER PRIOR TO 15 APRIL	ORDER AFTER 15 APRIL	TOTAL
Logo for stand fascia*, 4 colours, max. 28cm high		€ 50.00	€ 57.50	€
Full colour logo for in the stand, 90cm width		€ 110.00	€ 125.00	€
Sub total, excluding VAT				€
VAT 19 %				€
Total, including VAT				€

*** Important information for logo's on the stand fascia (standard stand construction stand):**

- for an in-line stand order 1 logo
- for a corner stand order 2 logos
- for a head-stand order 3 logos

Rates include fixing of the logo(s) on the stand fascia.

A file of the logo/graphic must be sent **before 15 April 2011 in EPS vechtorised format** by e-mail to:
 jaap-kees@a-booth.nl

For questions and other logo/graphics requests, please contact directly Jaap-Kees Snoeij at a-booth (see contact details in top of this form).

- After 6 May 2011, cancellations will no longer be accepted and 100% of the costs will be charged and payable.

Fax or e-mail this form to:



a-booth exhibition services

Zijtocht 8

NL- 1507 CD Zaandam

Tel.: +31 75 622 5581

Fax: +31 75 622 5582

Contact:

Jaap-Kees Snoeij

E-mail:

jaap-kees@a-booth.nl

Stand No:

Company:

VAT No:

Contact:

E-mail:

Tel:

Fax:

<p>RETURN BEFORE 15 April 2011</p>

The undersigned orders the following plants and/or flower arrangements (see catalogue and pricelist on next page):

PRODUCT #	ITEM DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
Sub total, excluding VAT				€
VAT 19 %				€
Total, including VAT				€

- Rental charges are for the entire period of the exhibition, including set-up day.
- After 6 May 2011, cancellations will no longer be accepted and 100% of the costs will be charged and payable.

PLANTS & FLOWER ARRANGEMENTS CATALOGUE



R101
Standard table
decoration
Order prior to 15 April
€ 18.75
Order after 15 April
€ 23.45



R105
Luxury zinc table
decoration
Order prior to 15 April
€ 21.15
Order after 15 April
€ 26.45



R110
Orchid in zinc for table or
desk
Order prior to 15 April
€ 33.25
Order after 15 April
€ 42.55



R150
Fern 30 cm

Order prior to 15 April
€ 12.10
Order after 15 April
€ 15.15



R153
Ficus 25 cm

Order prior to 15 April
€ 12.10
Order after 15 April
€ 15.15



R214
Fern pilar

Order prior to 15 April
€ 63.50
Order after 15 April
€ 79.40



R307
Ficus ginseng 100 cm

Order prior to 15 April
€ 49.00
Order after 15 April
€ 53.25



R404
Caryota palm 175 cm

Order prior to 15 April
€ 49.00
Order after 15 April
€ 53.25



R103
Standard table flower
piece
Order prior to 15 April
€ 19.95
Order after 15 April
€ 24.95



R109
Glass vase with flower
bouquet
Order prior to 15 April
€ 33.25
Order after 15 April
€ 42.55



R120
Gerbera exclusive

Order prior to 15 April
€ 19.95
Order after 15 April
€ 24.95



R151
Hedera 15 cm

Order prior to 15 April
€ 12.10
Order after 15 April
€ 15.15



R209
Cilinder shaped basket
50 cm wide, 180 cm high
Order prior to 15 April
€ 72.00
Order after 15 April
€ 90.00



R303
Buxus pyramid 100 cm

Order prior to 15 April
€ 49.00
Order after 15 April
€ 61.25



R310
Rhaps excelsa 125 cm

Order prior to 15 April
€ 44.15
Order after 15 April
€ 55.20



R407
Ficus Benjamina
175 cm
Order prior to 15 April
€ 42.95
Order after 15 April
€ 53.70

Fax or e-mail this form to:



Webges Meeting Applications
 Nussdorferstr. 20/22
 AT-1090 Vienna, Austria
 Tel.: +43 (0)1 319 69 99 26
Fax: +43 (0)1 319 69 99 0
 Contact:
Christian Strobach
 E-mail :
leadsystem@webges.com

Stand No: _____

Company: _____

VAT No: _____

Contact: _____

E-mail: _____

Tel: _____

Fax: _____

RETURN BEFORE 15 April 2011

Surcharge after deadline: € 100.00 / net

The undersigned would like to order the following lead retrieval system:

Equipment:

	Order prior 15 April 2011	Order after 15 April 2011	Units required	Total
(1) PDA Booth system	€ 390,00 / net	€ 490,00 / net		€
(2) PDA Symposium System	€ 200,00 / net	€ 300,00 / net		€
Cancellation fees	0%	50%	Grand total (excl. 20% VAT)	€

Scan Option☐ Booth system☐ Symposia system

If required, please add below the product names to be displayed on the device (max. 10 products):

- | | |
|----------|-----------|
| 1. _____ | 6. _____ |
| 2. _____ | 7. _____ |
| 3. _____ | 8. _____ |
| 4. _____ | 9. _____ |
| 5. _____ | 10. _____ |

Terms of payment☐ **Credit card:**☐ VISA☐ MASTERCARD☐ AMEX

Card No:	_____	Exp. Date:	_____
Card Holder:	_____	Code*	_____

*For Visa, MasterCard the card code is the last 3 digit number located on the back of your card on or above your signature line.
 For an American Express card, it is the 4 digits on the FRONT above the end of your card number.

☐ **Bank transfer:**

Bank wire to:

Iban/BIC:

Bank:

Account No: 108 111 304 / Bankcode: 32000

AT 4432 000 000 08111304 / Swift/BIC: RLNWATWW

Raiffeisenlandesbank Niederösterreich-Wien AG,

F.W.Raiffeisen-Platz 1, A-1020 Wien

Date**Signature + Company Stamp**

The ESHG 2011 cLEAD sYSTEM

The ESHG cLead System is a fast and easy way to record visitors' contact information. By simply scanning a visitor's name tag (badge) with the supplied scanner, that contact is entered into your own visitor database, including all relevant product information or comments which have been added to these visitors' profiles beforehand. Following the event, approved visitors' address data can be provided as a MS Excel file, or made available with proper access rights through an online platform.

1. Order

To guarantee the availability as well as the lower rate prior to the deadline (15 April 2011), please order the required number of scanners as soon as possible. Order Form 11.

2. Order confirmation

After receipt of your order we will confirm the receipt and invoice & charge amount due.

3. Lead capture

Onsite, you can pick up your scanner at the lead system service desk. Our trained staff will be available to answer your questions during the opening hours of the event. Every evening or at the end of the event when returning the scanner, the collected data are synchronized from your scanner to the cLead server.

4. Data provision

As soon as the data stored on the scanner is synchronized with the database you can access, check or download your collected address data in the online database.

Scan options

- **Quick scan (Booth system)**

The visitor is effortlessly saved into your individual database. Also comments can be added.

- **Scan and add details (Booth system)**

The visitor is effortlessly saved into your individual database. Additionally, comments and products can be added which that visitor is interested in.

- **Symposia scan (Symposium system)**

Like Quick Scan but limited rental period. Used for special occasions like company satellite or raffle.

Scanning

The PDA handheld lead system guarantees maximum flexibility and freedom of movement in the booth. The ready to use PDA package will include the scanner, an extra strong battery pack and a charging unit.

- After log in (log in data are provided with the handheld) the interface for scan is displayed.
- To scan a visitor the scan button has to be hit (left side of the device) and the handheld confirms the scan.
- After scanning a person you can choose from:
 - scanning a new visitor (just press the scan button again) or
 - add products of interest to this visitor or
 - add a comment to the visitor.



Log in screen



Add products/actions



Add comments



Edit previous scans

Cost

The following standard prices are available (before the deadline):

- (1) € 390 net per PDA booth system including scanner
- (2) € 200 net per PDA Symposium system (maximum rental period of 3 hours)

These costs are per rented device, including scanner, the required software systems and unlimited number of scans / amount of prepared individual data. Post-deadline orders are charged an extra €100 net. All billing is carried out in advance by Webges. Payment can be made with Visa, MasterCard & Amex cards, or by bank wire transfer. cLead Systems are rented according to Webges Meeting Applications GmbH General Terms & Conditions.

Terms and Conditions

- **Data provided**

The collected address data of visitors are provided in two ways:

Download of the data via the online database – Mailing of MS Excel- or Outlook vCard files.

- **Services included**

Quotes are per PDA handheld device incl. scanner, cLead software and an unlimited number of scans.

- **Scanning**

Scanning is only allowed on the booth or, as applicable, at the entrance to company satellite meeting rooms, unless otherwise agreed with the organizer.

- **Invoicing**

Invoices for the total purchase amount are sent out after receipt of order. Payment can be made via Visa, MasterCard and Amex credit cards or via bank transfer.

- **VAT**

Quotations excl. 20% Austrian VAT.

- **Payment term**

Invoices must be settled within two weeks after receipt, net without any obligations to Webges.

- **Order deadline**

After the ordering deadline, Webges does not accept orders automatically but will confirm acceptance separately. For orders after the deadline, a surcharge of € 100 will be added.

- **Cancellation**

Orders can be cancelled until the order deadline without any fees. After the deadline a cancellation fee of 50% is due.

- **General Terms and Conditions**

This business is covered by the General Terms and Conditions of the Webges Meeting Applications GmbH.

© ESHG 2011 Lead Retrieval System

For further details please contact: leadsystem@webges.com

RAI RULES & REGULATIONS

For ESHG 2011 exhibitors using the package of standard stand construction*

** Exhibitors building their own stand will receive more elaborate RAI Rules & Regulations*

Hazardous Waste

If you have any hazardous waste, please report to the Exhibition Service Desk of Rose International to discuss how this should be disposed of.

Electrical Installations

Stand installations should have jacket cables with a minimum core diameter of 2.5 mm² or equivalent. The use of thinner wires for electrical supply lines to wall sockets is strictly forbidden. Exceptions are the electrical supply lines for lighting; these may be 1.5 mm², provided the power output amounts to no more than 2 kW. These end groups should be protected correspondingly.

Cables under floors should be at least 2.5 mm² and must be continuous (without interruption). The installation should be distributed over sufficient groups and distributed evenly over the phases. Each group should have the correct fuses and end groups should have a 30mA earth leakage circuit breaker.

For main connections with power outputs above 10kW, exhibitor should ensure there is a correct power distribution and earth leakage circuit breaker(s).

Spliced joints should be made by means of wire connectors or industrial terminal clamps and should have the added protection of a junction box. Hiding spliced joints behind walls, under floors or in ceilings is NOT PERMITTED.

Electrical cables that are exposed to potential damage should be sufficiently protected. Metal parts that could potentially become conductors of electricity (live wires) due to an electrical defect should be sufficiently earthed. Electrical cables and materials should be sufficiently secured using the correct industrial devices.

Fire Regulations

Written permission from the chief fire officer of the RAI-Fire Brigade Amsterdam is required before any of the following may be used in the building:

- compressed or liquefied gases;
- fire-accelerating liquids.

The same restrictions apply to the use of open fire for demonstrations. Applications should be addressed to: Brandweer RAI, P.O. Box 77777, 1070 MS Amsterdam, The Netherlands.

NOTE: flame-proofing = impregnation with fire-retardant chemicals

For stand construction etc., only non-inflammable materials or the materials listed in bold type in sections 1 to 8 below, may be used and then only if they satisfy the relevant regulations.

1. Softboard

All surfaces must be coated, according to the instructions for use, with an approved fire-retardant paint or enamel, or must have been flame-proofed by the manufacturer, whereby each sheet should have been clearly marked as such by the manufacturers.

2. Wood, hardboard, plywood, multi-ply, chip board

These materials should be at least 3.5 mm thick and belong to flame spread class I and II, as stipulated in NEN (Netherlands standard) 6065; smoke density as stipulated in NEN 6066.

3. Glass

For outer walls and partitions: only safety glass or reinforced glass with embedded cross-wire reinforcement. For ceilings: only reinforced glass with embedded cross-wire reinforcement.

► Continued on next page.

4. Textile used vertically (hanging free)

Non-inflammable fabric: care should be taken that a fabric has not been made inflammable as a result of treatment for special purposes.

Inflammable fabric: the fabric must be made as fireproof as possible by flame-proofing or by gluing it to a base of non-inflammable material or to one of the materials mentioned in paragraphs 1 to 3. Non-inflammability must be demonstrated when tested.

Should either fabric come into contact with fire or high temperatures, it may not give off irritating or noxious gases or fumes, nor may it drip or melt.

5. Textiles used horizontally (velum)

Non-inflammable natural and man-made fibres must be braced by metal wires at intervals of 35 cm or by crosswires with a mesh size of 70 cm. In contact with fire or at high temperatures, the fabric may not give off irritating or noxious gases or fumes, nor may it drip or melt.

Inflammable natural fibre must be flame-proofed and braced by metal wires as described above.

6. Bales of straw, cardboard, rush and straw mats

The material must be made as near fireproof as possible by being immersed for at least 24 hours in a fire-retardant medium and must be able to pass an on-the-spot test.

7. Synthetics

Film and foil (with or without textile backing) must be affixed to a base of non-inflammable material or to one of the materials listed under nos. 1 to 3 above, in order to render it as near fireproof as possible. On contact with fire or at high temperatures the material should not give off irritating or noxious gases or fumes, nor should it drip or melt and it must be able to pass an on-the-spot test to this effect.

Sheeting must be made as near fireproof as possible; on contact with fire, or at high temperatures, the material should not give off irritating or noxious gases or fumes, nor should it drip or melt.

For foam plastic and rubber (e.g. for lettering) the same rules apply as for sheeting unless there is no more than 2 dm² per m² of stand surface area.

8. Paper products (wallpaper, crepe paper, photographic paper)

The paper must be entirely glued to a base of non-inflammable material or to one of the materials listed in nos. 1 to 3 above, or have been fire-proofed.

9. Inflammable drinking cups

These are permitted provided there are sufficient flame-dousing metal litter bins available; these bins must be regularly emptied outside the building.

10. Lighting

1. Ornamental light fittings with incandescent or halogen (12 and 220 volt) lamps are permitted if:
 - comply with NEN 1010;
 - they are made of non-inflammable material or of a near fireproof synthetic which does not start to drip when heated and if the brackets are of a type generally available;
 - the installation is stable;
 - the source of light is placed at a distance of at least 15 cm from any inflammable material, or the reflected rays cannot fall on inflammable material within a 30 cm radius of the reflector.
2. Gas discharge lamps are permitted if:
 - they comply with NEN 3243;
 - see above conditions.
3. Fluorescent tube fittings (plastic) are permitted if:
 - the light aperture is made of a self-extinguishing material which, in case of combustion, does not give off irritating or noxious fumes and is of a type generally available;
 - the distance between these fittings and the outer walls of the stand is at least 50 cm;
 - the total surface of a number of inter-connected fittings is no greater than 3.5 m²; the distance between two such groups of fittings is at least 1 metre.
 - the material used to hang the fittings is metal or at least 10 mm-thick wood.

Flame-proofing of stand materials

The exhibitor may wish - perhaps in connection with these Fire Regulations - to have stand materials flame-proofed on the spot. In that case he or his contractor should contact:

Bolderdijk Brandpreventie
c/o Amsterdam RAI
P.O. Box 77777
1070 MS Amsterdam
The Netherlands
T +31 (0)20 549 13 13
F +31 (0)20 661 04 08

Take note!

The following are not permitted in the building:

- easily inflammable or explosive substances, gases and dangerous goods, including radio-active and chemical substances;
 - goods or appliances which cause a nuisance by virtue of smell, sound, light or any other means;
 - balloons;
 - goods not mentioned on the exhibitor's application form;
 - goods not mentioned on the exhibitor's application form;
- all of which shall be at the discretion of the organisers and/or the Fire Brigade.

Fire Brigade

Throughout the construction and dismantling periods and during the exhibition itself, members of the fire brigade are present in the building. For any queries concerning materials to be used, they can be contacted via T +31 (0)20 549 23 73.

Important:

These RAI Rules and Regulations may partly overlap with the Rules and Regulations of Rose International in the Exhibitors Manual for ESHG 2011.

In all cases where these RAI Rules and Regulations are (slightly) different from the Rules and Regulations of Rose International, the RAI Rules and Regulations prevail.

ROSE INTERNATIONAL INSTRUCTIONS & REGULATIONS

General Conditions of Rose International

- By completing and signing the Exhibit Application Form, the exhibitor declared her/himself bound by the General Conditions of Rose International. The General Conditions are printed on the back side of the exhibit application form. For your reference, some articles are mentioned below.
- Exhibitors are not permitted to share any stand space allotted to them with other companies or organisations without prior written consent from Rose International (art. 3.3 of the General Conditions).
- Rose International reserves the right to alter the general layout of the exhibition and the space allotted to each exhibitor, if unforeseen circumstances warrant such action (art. 11.1). Should any contingency prevent the holding of the exhibition, the organisers will not be held liable for expenses incurred other than the cost of rental of exhibit space (art. 6.1 & art. 11.1).
- In all those cases not foreseen by the Rules & Regulations and/or the General Conditions, Rose International shall decide (art. 12.1).

Damage to the Building

- Exhibitors are liable for any damage caused by themselves, or by a third party commissioned by them, to any parts of the congress centre, inside and outside (e.g. walls, floors, doors, lifts, pillars, ornaments etc.), during build-up, operation and dismantling of their stands, or any other time.
- Repairs or replacement resulting from the disregard of these regulations will be at the sole expense of the exhibitor. This includes any adhesive tape which may remain behind on the floor, and/or on walls of the standard stand construction, after dismantling.

Carpet in the Stand

- All stand floors must be carpeted. Carpet is included in the package of standard stand construction.
- If you build your own stand, use adhesive tape that can be easily removed. All tape and glue marks should be removed from the floor during dismantling of the stand.

Storage

- It is not allowed to store empties, boxes etc. in the open space on the stand.
- Neither is it allowed to leave these anywhere else in the building.
- Order a storage area in the stand and/or use the storage services of the official freight forwarding agent (Section 4).

Sawing and Painting

- No sawing and painting is allowed inside the congress centre. If you build your own stand, use ready made materials that do not need any sawing or painting on the spot.

Signs – Lettering & Background Colour

- White lettering on a green background is strictly forbidden; it is reserved for general safety signs.

Platforms and Ramps

- Stands equipped with a platform higher than 2 cm, on which visitors are permitted, must have a 0.80 m wide access ramp with a slope of 2 - 8 %. The ramp must be integrated in the stand design within the allotted floor space.

Finishing of Stand Walls

- The walls of all stands are to be finished on both sides to the satisfaction of the exhibition organiser. It is not allowed to use the walls of a neighbouring stand.

Access to Fire Safety Equipment

- The layout of the stands must not hide the general safety signs indicating the location of (emergency) exits. Fire extinguishers and related material may not be hidden or obstructed. This includes fire hose cabinets, glass breaking instruments and emergency (wall) phones.

Fixing Posters to Stand Walls

- The use of adhesive tape is allowed. All tape and glue marks must be removed by exhibitors during dismantling. If tape or marks are left on the walls, the exhibitor will be invoiced for removal costs.

Waste during Build-up and Dismantling

- Exhibitors and their stand contractors and other suppliers are obliged to dispose of the refuse that is generated during the construction and dismantling periods. This includes left over promotional materials. To order a waste container contact Sophie Bosch at Amsterdam RAI (contact details on page 14).

Sound, Lighting & Special Effects

- Written consent is required from Rose International for the use of audio, video and lighting equipment, live music and performances. "Special effects" lighting, smoke machines and laser projection may not be used in the stands, as they are disruptive for neighbouring stands. Provided that permission is obtained for sound equipment in the stand, this sound equipment must be regulated and directed into the booth so that it does not disturb neighbouring exhibits and their visitors.
- In case you plan (scheduled) presentations on the stand with sound amplification, make sure to get permission from the organisers before making any arrangements.

Goods not Allowed

- Following materials are not permitted in the congress centre: easily inflammable or explosive substances, gases and dangerous goods, including radioactive and chemical substances. In particular, ethyleneoxide, carbon disulphide, sulphuric ether and acetone. Goods or appliances which cause a nuisance by virtue of smell, sound, light or in any other way. Balloons inflated with flammable or toxic gas, celluloid items, any types of heating devices, goods not listed in the application form submitted by the exhibitor.
- The organiser and/or the congress centre reserve the right to remove any dangerous goods or unhealthy equipment which releases disagreeable, harmful or disturbing odours, as well as installations likely to detract from the general appearance.

Literature & Give Aways

- Literature on display and promotional give-away items shall be limited to reasonable quantities. Reserve supplies shall be kept in closed containers and stored in a neat and compact manner (remember to order a storage area on your stand).
- Distribution of literature and give aways is not permitted outside of the exhibitor's stand (art. 3.4 of Rose International General Conditions).
- It is allowed to display exhibitors literature on the Free Literature table in the exhibition area.

Demonstrations & Promotional Activities

- All demonstrations, interviews or instructional activities must be confined to the limits of the exhibit space. Do not place a demonstration area on the aisle lines of your stand.
- Leave space within your own exhibition space to absorb the visitors.
- Rose International reserves the right to determine at what point promotional activities interfere with the interest of other exhibitors and/or the visitors, and therefore must be discontinued.

Instructions

- Exhibitors are obliged to follow the instructions given by or on behalf of the organisers regarding build-up procedures, safety and general appearance of the exhibition, advertising, goods or objects on display, decoration and dismantling procedures (art. 3.1 of Rose International General Conditions).

Payment Policy

- Payment for the products/services requested should be settled directly with Rose International or the relevant (official) supplier as applicable. All payments should be made before the start of the build-up period, or earlier if so required by a supplier. Not complying with this regulation will cause delay, because Rose International does not allow move-in of exhibits until all financial obligations have been fulfilled.
- If payment on-site cannot be avoided, then make sure that, at the beginning of the build-up, a member of your crew is authorised to take care of the payment (cash or credit card). All on-site orders from Rose International and its suppliers should be paid in cash or with credit card.

Insurance Policy

- Exhibitors are reminded that it is compulsory to have an insurance policy (art. 9.3 of Rose International General Conditions) covering: risks for transport and movement of their equipment and goods to and from the stand; the presence of their equipment, goods, company staff and their suppliers during the exhibition, including build-up and breakdown periods; third party liability. Rose International cannot accept any liability for damage, loss, theft, disappearance or injury of anything or anybody due to any cause. The exhibitor and the contractors he may employ are obliged to take out insurance against third party risks before the start of the exhibition. The costs of these insurances are for the exhibitor's account.