



European Human Genetics Conference

ESHG 2012

Exhibitors' Manual

Nürnberg, Germany

23 – 26 June, 2012

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 The Netherlands	Contacts	Jantie de Roos Krista Vink Flora van Laer (as of 5 March 2012)
Telephone	+31(0)70 383 89 01	E-mail	jderoos@rose-international.com kvink@rose-international.com fvanlaer@rose-international.com
Fax	+31(0)70 381 89 36	This line is open only during Exhibition Service Desk hours from 23 – 26 June 2012 (see page 8, Section 2, for further details)	
Telephone at Exhibition	Tel.: +49 911 8606 3020		
Service Desk			

Conference Organiser

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

Name	ESHG 2012 - 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	conference@eshg.org
Fax	+43 (0)1 407 827 4	URL	www.eshg.org/eshg2012

Conference & Exhibition Location

Venue	Messezentrum Nürnberg - Nürnberg Convention Centre Ost (NCC Ost)		
Exhibition Area	Hall 7A		
Address	NürnbergMesse - NCC Ost Messezentrum, DE - 90471 Nürnberg, Germany		
ESHG Entrance	For ESHG 2012 in NCC Ost use the entrance east at Grosse Strasse, see plan on page 13.		
Telephone	+49 (0) 9 11 86 06 0		
URL	www.nuernberg-convention.de/en/ncc/ost/ (for German version: replace /en/ by /de/)		

For any questions regarding the NürnbergMesse (NCC), please contact **Rose International**.

Do not send any shipments/materials to the NCC, they will not be accepted.

For delivery of goods, see page 20, Section 3 and pages 23 – 32, Section 4 (Forwarding Agent).

Exhibition Dates & Opening Hours

Sunday	24 June 2012	08.30	-	18.00 hrs
Monday	25 June 2012	08.30	-	18.00 hrs
Tuesday	26 June 2012	09.00	-	13.30 hrs

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

Conference Dates & Sessions Hours

Saturday	23 June 2012	11.45	-	20.00 hrs
				Conference registration open at 08.30 hrs
		20.00	-	21.30 hrs Welcome reception
Sunday	24 June 2012	08.30	-	20.15 hrs
Monday	25 June 2012	08.30	-	18.45 hrs
Tuesday	26 June 2012	09.00	-	15.45 hrs

For details on the conference programme, see www.eshg.org/eshg2012.

Opening Ceremony and Welcome Reception

Exhibitors are invited to the Opening Ceremony, followed by the first two plenary sessions, on Saturday 23 June from 16.00 – 20.00 hrs, and to the Welcome Reception at 20.00 hrs, all in NCC Ost. Please use form 6 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 24 – 26 June. Poster mounting, viewing and removal times are:

Saturday	23 June 2012	12.00	-	14.00 hrs Poster mounting*
Sunday	24 June 2012	08.30	-	18.00 hrs Poster viewing
Monday	25 June 2012	08.30	-	18.00 hrs Poster viewing
Tuesday	26 June 2012	09.00	-	12.30 hrs Poster viewing
Tuesday	26 June 2012	12.30	-	13.30 hrs Poster removal

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

Internet Café, WiFi and Internet Connections

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

Sunday	24 June 2012	08.30	-	18.00 hrs
Monday	25 June 2012	08.30	-	18.00 hrs
Tuesday	26 June 2012	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: eshg2012.

Exhibitors requiring a reliable Internet connection on their stand are advised to order their own connection (information on how to order an Internet connection see page 17, Section 3).

Coffee Breaks, Cash Bar, Lunch, Restaurants & Stand Catering

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

A Cash Bar will be open in the exhibition and poster area during opening hours of the exhibition. The Cash Bar will offer sandwiches, snacks and beverages at a charge. The menu can be viewed at the Cash Bar.

Lunch boxes can be ordered prior to the conference (no on-site orders) for Saturday 23, Sunday 24, Monday 25 and Tuesday 26 June. For costs and to order, go to order form 6 in Section 5.

Since there are no lunch facilities near NCC Ost, we advise exhibitors to order lunch boxes for their staff.

During the conference, a small Bistro will be open continuously on the ground floor of NCC Ost. During lunch hours, also a Restaurant in NCC Ost will be open, but this will have limited capacity.

For stand catering, see page 21, Section 3. It is not allowed to serve drinks and food on your stand, or anywhere else in the NCC, unless these are ordered from the catering company of the venue (Lehrieder).

Events during the Conference - Social and Commercial

The Annual Meetings Committee of the ESHG do **not allow any events** to be held 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 2012 offers an attractive range of sponsorship and advertising opportunities, giving considerable exposure before and during the conference. Sponsorship items include e.g. company satellite time slots during the conference programme, inserts in the conference bags, Internet Café's, the badges, the conference signage in the NCC Ost, poster boards, official coffee breaks and many more.

For full information please contact Rose International.

Literature and Give Aways – Free Literature Table

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 material, in reasonable quantities, on the Free Literature table in the exhibition area. Please help to keep the table neat and tidy.

Smoking

ESHG 2012 is a non-smoking conference, while NürnbergMesse (NCC) do also not allow smoking in any parts of the building.

Emergency Telephone Numbers & Safety Regulations

In case of an emergency in the NCC call the following central emergency number: +49 911 8606 8999.

In case of a medical emergency in the NCC Ost call the first aid number: +49 911 8606 6956.

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

Also take note of the safety and general regulations, which you will find in Section 6, pages 53-57 in this manual.

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, as legally binding, these General Conditions.

See also Rules & Regulations in Section 6.

Cash Dispenser

You will find the nearest cash dispenser in NCC Ost, level 0.

Currency

The currency in Germany is EURO. 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 Nürnberg and Germany, please refer to the following websites: www.nuernberg.de, www.tourismus.nuernberg.de.

How to get to Nürnberg Convention Centre

Please view the NürnbergMesse (NCC) website: www.nuernberg-convention.de/en/ncc/ost/. Go to Travel at the left side of the page and you will find directions to NCC Ost, by car, rail and air. For the German version of the site, go to www.nuernberg-convention.de/de/ncc/ost/.

Visa

Remember to check with your travel agency, or with the German consulate or embassy in your country, if you need a visa to enter the country.

TECHNICAL INFORMATION

Build-up Schedule

Exhibitors are strongly advised to use the standard stand construction package (included in the stand space fee, see also form 2 in Section 5), because the build-up and break-down times are limited.

A. Schedule for exhibitors using the standard stand construction package

Friday, 22 June	NO ACCESS for exhibitors who use the package of standard stand construction (Form 2 in Section 5).	
Saturday, 23 June	08.00 – 11.30 hrs	Bringing in and installation of exhibits.
Saturday, 23 June	11.30 hrs	Aisles must be clear and empties and packing materials taken for storage.
Saturday, 23 June	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, 22 June	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 22 June 2012. All construction works must be finished on Friday 22 June by 19.00 hrs , no more construction works allowed on Saturday 23 June.
Saturday, 23 June	08.00 – 11.30 hrs	Bringing in and installation of exhibits. No construction works allowed (see Friday).
Saturday, 23 June	11.30 hrs	Aisles must be clear and empties and packing materials taken for storage.
Saturday, 23 June	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.

► **If in doubt whether you belong to group A (standard stand construction) or group B (design/own stand), 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 23 June, 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.

Exhibitors are strongly advised to remain in their stand during poster mounting hours.

An over-all schedule of build-up procedures is given on page 12 (this section).

Contractual working hours agreed with the NürnbergMesse (NCC) 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, 26 June	13.30 – 14.15 hrs as of 13.30 hrs	Packing up activities inside the stand only. 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.
	16.30 hrs	All exhibits and exhibitor's materials should have been taken out of the stands and the hall.

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

Tuesday, 26 June	13.30 – 14.15 hrs as of 13.30 hrs	Packing up activities inside the stand only. Delivery of empties to the stands.
	14.15 – 19.00 hrs	Break-down and taking materials and exhibits out of the exhibition hall.
	19.00 hrs	The premises must be completely cleared of all materials and exhibits.

N.B. At 19.00 hrs on Tuesday 26 June 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 - Worker Badges

Exhibitors and their contractors/suppliers should check-in at the Exhibition Service Desk (location to be announced with final floor plan in April 2012) upon their arrival at the NCC Ost. Contractors and suppliers will receive a worker badge for the build-up period.

Exhibition Service Desk - Opening Hours

Build-up	Friday	22 June	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 22 June 2012.
Build-up	Saturday	23 June	08.00 – 18.00 hrs
Exhibition	Sunday	24 June	08.00 – 18.00 hrs
Exhibition	Monday	25 June	08.00 – 18.00 hrs
Exhibition / break-down	Tuesday	26 June	08.30 – 19.00 hrs

Exhibition Service Desk - Telephone Number

During opening hours of the Exhibition Service Desk from Saturday 23 – Tuesday 26 June, the following direct telephone line will be in operation: +49 911 8606 3020.

To reach Rose International on Friday, 22 June, please call their regular office number: +31 70 383 8901.

Occupation of Exhibit Space

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

A. Saturday 23 June 2012 at 16.00 hrs – exhibitors using the standard stand construction package

B. Friday 22 June 2012 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 to it that the instructions of, and on behalf of, the organisers and the NürnbergMesse (NCC) are 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.

Building height and how to use your exhibit space	<p>Stand walls must be 2.50 m high exactly, not lower, not higher, measured from the floor of the hall, not from e.g. a raised or technical floor.</p> <p>It is not allowed to use the walls of neighbouring stands, each stand must have its own walls.</p> <p>In-line stands should have side and back walls measuring the full depth and width of the rented stand space.</p> <p>Head stands should have a back wall covering the full width of the stand. Partly closed side walls 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.</p> <p>Corner stands must have two back walls over the full depth and height of the stand.</p>
Objects in stands	<p>For objects higher than 2.50 m permission is required from Rose International. These higher objects should be placed at a minimum distance of 0.75 m inward from the stand front, side and back lines or walls.</p>
Displays in stands	<p>If you intend to bring a display system (e.g. pop-up display in the stand), please inform Rose International of exact measurements (height x width in cm) of the display so we can check if it fits in view of possible height restrictions (cross ceiling beams for stability of the larger stands reduce inside stand height to 2.40 m).</p>
Floor material exhibition area	<p>The exhibition hall has a black concrete floor. Aisles will be carpeted, as well as poster areas and coffee terraces.</p>
Carpeting of stands	<p>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 9, page 44).</p>
Max floor load	<p>5,000 kg / m².</p>
Electricity	<p>Voltage: 230V / 400V, 50 Hz (50 cycles). The connections come from ducts in the floor.</p> <p>Also see important information and instructions on page 17, Section 3.</p>
Plugs, sockets and adapters	<p>Regular European plugs and sockets (Schuko) are used in Germany. Adapters (e.g. UK to European) can be ordered on request. Please contact Rose International. No on-site orders for adapters.</p>
Voltage transformers	<p>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 on request. Please contact Rose International. No on-site orders for transformers.</p>
Suspensions/Rigging	<p>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 2012.</p> <p>All costs involved in rigging/suspensions will be for the exhibitor.</p>

Access to the Exhibition Hall (Hall 7A) during Build-up hours

A. Exhibitors using the package of standard stand construction

- **Access on Saturday 23 June only.**
- Exhibitors who need to unload a car or truck: see "Delivery & Removal of Exhibits" below.
- Unloading and bringing in of exhibits to be finalised before 11.30 hrs on Saturday 23 June.
- Exhibitors hand-carrying their materials may enter via the main entrance NCC Ost (see map on page 13).

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

- **Access on Friday 22 June and Saturday 23 June.**
- For unloading instructions: see "Delivery & Removal of Exhibits" below.
- See also the detailed build-up schedule and instructions on page 7.
- Unloading and bringing in of exhibits to be finalised before 11.30 hrs on Saturday 23 June.
- On Saturday 23 June, access for exhibitors is also possible via the main entrance NCC Ost (no unloading via this entrance): see page 4 for address details.

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 yard of Hall 7A; see loading yard access map on page 13. The following instructions apply for the delivery and loading of goods.

- Rose International has appointed Kühne+Nagel as the official logistic supplier for ESHG 2012.
- Kühne+Nagel is the only authorized freight handling agent within the exhibition halls and working terraces of NürnbergMesse (NCC) to perform logistic services for ESHG 2012. The use of forklift trucks and other motorized transport and lifting equipment by other parties than Kühne+Nagel is not allowed.
- All trucks that need to unload/load goods via the loading yard during build-up and break-down must pay a **deposit of EURO 100.00** upon their arrival. The deposit will be refunded when leaving the loading yard.
- Trucks should leave the loading yard immediately after unloading/loading. Vehicles cannot be left in the loading yard under any circumstances at any time.
- For parking of trucks: see page 18.
- On Tuesday 26 June 2012 (break-down), cars and trucks have no access to the loading yard of Hall 7A before 13.30 hrs.
- Loading yard access map on page 13.

List of Exhibitors & Floor plan

For an updated list of exhibitors and the most recent floor plan please visit the conference website: www.eshg.org/eshg2012, Exhibition page.

Stand Number & Final Stand Allocation

Stand locations and stand numbers will be (re-)confirmed by Rose International in April 2012. 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.

Liability

Neither the exhibition organisers or the (official) service suppliers, nor the conference organisers, the NürnbergMesse (NCC) and/or the city of Nürnberg, 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 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.

See also: Insurance, page 21, Section 3.

Theft Prevention

Exhibitors who wish to order a security guard on the stand, please contact Rose International (contact details on page 14). We 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 23 June 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 and taken out of the exhibition hall.

Rules & Regulations

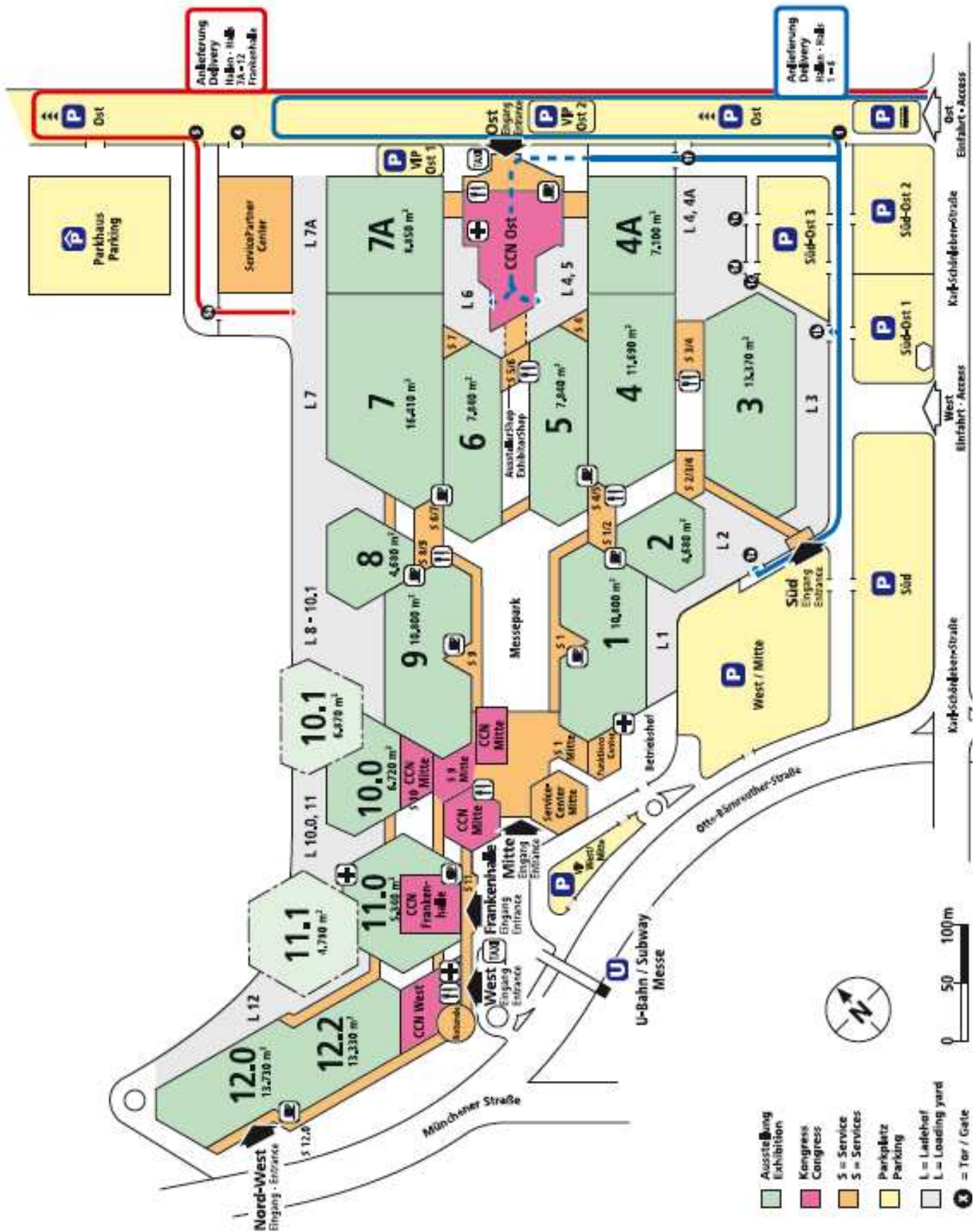
For important Rules & Regulations go to Section 6, pages 53 – 57.

Schedule of Build-up Procedures

ACTIVITY	Friday 22 June	Saturday 23 June	REMARKS
Exhibition Service Desk opening hours during build-up days	08.00 – 19.00	08.00 – 18.00	Direct telephone no.: +49 911 8606 3020
Standard stand construction works by the official stand contractor	All day	All day	Including carpeting of poster areas and coffee terraces.
Bringing in of materials/shipments for exhibitors building their own stand	09.00 – 19.00	08.00 – 11.30	If you build your own stand, make sure to instruct Kühne+Nagel to deliver your materials early on Friday 22 June.
Construction works by exhibitors bringing/building their own stand Agreement with Rose International required for construction works on Friday 22 June	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 (see also Rules & Regulations pages 55-57)
Bringing in of exhibits by exhibitors using the package of standard construction	No Access	08.00 – 11.30	No more bringing in / movements in aisles after 11.30 hrs on Saturday.
Installation of exhibits inside the stands only (all exhibitors)		11.30 – 18.00	No more bringing in / movements in the aisles after 11.30 hrs
Aisles must be cleared of all goods, waste materials, empties etc.		11.30	- Storage of empties: Kühne+Nagel (Section 4) - To order a storage in your standard stand construction stand, use form 9, Section 5.
Authors put up their posters in the poster areas around exhibition area		12.00 – 14.00	Organisers security advice: staff your stand during these hours and until all authors have left the exhibition 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 Kühne+Nagel		08.00 – 11.30	Please pre-order storage for your empties: Kühne+Nagel, Section 4.
Ordered furniture brought to stands	End of the day	08.00 – 11.30	Make sure to order your furniture before the deadline (page 19 for URL online ordering).
Rented media equipment brought to stands and installed		08.00 – 11.30	Exhibitor must be present and sign for receipt.
Internet access and equipment installation		08.00 – 11.30	Exhibitor must be present and sign for receipt.
Ordered plants and flowers brought to stands		08.00 – 11.30	Exhibitor must be present and sign for receipt.
Opening Ceremony and plenary sessions, followed by Welcome Reception		16.00 – 21.30	All exhibitors are invited, use form 6 to order your tickets for the Welcome Reception (no charge).
Stand floors and general cleaning of the exhibition and poster areas		Evening	Stand floor cleaning is included in your stand space fee, as well as daily cleaning on Sunday and Monday evening.

The Exhibition opens on Sunday 24 June at 08.30 hrs

Loading Yard Access Map



EXHIBITION SERVICES & SUPPLIERS

GENERAL INFORMATION - EXHIBITION SERVICES

- In this Section you will find important information on the services offered by Rose International and its official suppliers, as well as contact details of the suppliers. Suppliers have been appointed by Rose International in order to secure the build-up planning procedures. Please read this information before going to the relevant order forms in Section 5.
- Orders should reach suppliers before the **deadline stated on the forms**. See also the overview of **deadlines** on page 34 in Section 5. Orders received after 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 deadlines.
- Suppliers marked “*Exclusive supplier*”: it is not allowed to use other suppliers for these services.
- For any questions regarding the offered services, kindly contact the relevant suppliers.
- A number of **services are On Request**, see page 21 in this Section. For services not listed in this manual, contact Rose International.
- All fees in this manual are exclusive VAT. VAT will be specified on invoices, if applicable in your situation.
- For VAT Reclaim see page 22 in this Section.

SERVICES from ROSE INTERNATIONAL

- | | |
|---|-------------------------|
| • Payment procedures | Form 1 |
| • Exhibitors manual | Download / On request |
| • Catalogue & subject index entry | Form sent by e-mail |
| • Badges (exhibitor, exhibits only) | Form sent by e-mail |
| • Standard stand construction or design stand | Form 2 |
| • Electricity connections & supplies – <i>exclusive supplier</i> | Form 3 |
| • Internet connection – <i>exclusive supplier</i> | Form 4 |
| • Media equipment | Form 5 |
| • Welcome reception, conference party & lunch boxes | Form 6 |
| • Parking tickets cars – <i>exclusive supplier</i> | Form 7 |
| • Parking trucks | No reservation required |
| • Public transportation tickets | Form 7 |
| • Co-exhibitor on the stand | On request |

Name	Rose International, Exhibition Management & Congress Consultancy bv		
Address	P.O.Box 93260, NL-2509 AG The Hague, The Netherlands		
Contacts	Jantje de Roos	E-mail	jderoos@rose-international.com
	Krista Vink		kvink@rose-international.com
	Flora van Laer (as of 5 March 2012)		fvanlaer@rose-international.com
Telephone	+31(0)70 383 89 01	Fax	+31(0)70 381 89 36

Payment Procedures**Mandatory - Form 1**

1. For any orders from Rose International, we need to be informed if you wish to pay these 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.
3. **Note:** all bank costs are for account of the exhibitor, so please instruct your bank accordingly when making a bank transfer. Always use Swift/BIC code and IBAN as stated on your invoice.
4. 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.
5. **Note:** Credit Card payments incur a surcharge of 5% of total due, including VAT if applicable, plus EURO 2.00 transaction costs.
6. Orders for Rose International **received after 1 May 2012** 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.
7. On-site orders require cash or credit card payment (plus surcharges as applicable).
8. Exhibitors receive an invoice, with specified VAT if applicable in your situation, for all their orders.

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

Make sure that your staff members and contractors/suppliers 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/eshg2012, 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 10 April 2012**. 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**Mandatory - by e-mail****A. Exhibitor Badges – Access to Exhibition and Scientific Sessions**

Exhibitors receive 2 complimentary Exhibitor badges for the first 6 m² of stand space and 1 additional free Exhibitor badge for each following 12 m². Exhibitor badges above the free allowance are available at EURO 85.00 each, excl. VAT, to a total max of 1 Exhibitor badge on each 3 m² of stand space (complimentary + paid Exhibitor badges together). See **B. Exhibits Only Badges** for more 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 1 May 2012.

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 NCC Ost on Saturday 23 June (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).

B. Exhibits Only Badges – Access to Exhibition ONLY

If exhibitor's stand staff exceeds the number of Exhibitor badges allowed (free and paid together), then it is possible to order Exhibits Only badges at EURO 85.00 each, excl. VAT. These badges give access to the exhibition only (not to scientific sessions) and include refreshments available free of charge to participants. Exhibits Only badges can be ordered with the Excel order form which exhibitors receive from Rose International. Exhibits Only badges are also available for exhibitors' guests, who wish to visit the exhibition.

Exhibits Only badges can also be purchased on-site, at the Rose International Exhibition Service Desk, but pre-ordering is preferred (on-site orders take time to process).

Important Information - Exhibitor and Exhibits Only Badges

- Exhibitor badges will show the name of the exhibiting company and the personal name of the staff member (both are mandatory), as well as the text EXHIBITOR.

► Continued on next page.

- Exhibits Only badges will have, besides company and personal name, the text EXHIBITS ONLY.
- Badges will not be sent to exhibitors in advance.
- Badges must be collected and signed for by exhibitor's contact person at the Exhibition Service Desk on **Saturday 23 June between 8.00 – 18.00 hrs.**
- 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.

Lost or Forgotten - Exhibitor and Exhibits Only Badges

Exhibitors who lose, or forget to bring to the congress centre, their badge (Exhibitor badge or Exhibits Only badge) will be able to buy an Exhibits Only badge (not an Exhibitor Badge) at cost, i.e. EURO 85.00 per badge.

Exhibitor Badges will not be re-issued, neither free nor paid, under any circumstances.

Changes and Cancellations - Exhibitor and Exhibits Only Badges

- Personal names for Exhibitor and Exhibits Only Badges may be changed free of charge before 10 June.
- After 10 June (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 as well as Exhibits Only Badges will not be refunded at any time and remain payable in full.

Conference Registrations

Company staff members, or exhibitor's guests, who should be registered as a full/regular participant of the conference can be registered on-line at www.eshg.org/eshg2012, page Registration.

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

Each exhibitor should fill in form 2, see below instructions.

A. Companies using the standard stand construction package

✓ Mark the appropriate box on form 2 if you are using the package of standard stand construction (included in exhibit space fee). The package included in your exhibit space fee is:

- Stand walls 250 cm high.
- Fascia board with company name and stand number in standard lettering, max. 20 characters - **1**).
- One spotlight/3m², including electricity connection 3 kW + 2 sockets + consumption - **2**).
- Carpet: choice of colours, see colour catalogue on page 37, behind form 2 - **3**).
- Daily cleaning of the stand floor.

- 1) Please fill in how your company name should show on the fascia board.
- 2) In case more kW is needed, or a power connection, please order with form 3.
- 3) Mark the colour carpet you wish to have in your stand (default colour is 101212 – grey).

B. Companies building their own stand

✓ Mark the appropriate box on form 2 if you are bringing/building your own stand (note: build-up time is limited, we highly recommend exhibitors to use the package of standard stand construction).

- The exhibitor, or his stand contractor, should agree with Rose International on construction works to be carried out on Friday 22 June (no construction works allowed on Saturday 23 June). See detailed 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.
- Your stand space includes a 3 kW electricity connection + 2 sockets + consumption: use form 3 to order more power.
- The stand design must reach Rose International for written approval before 1 April 2012.
The design should be scaled with full measurements in cm, including height of the stand walls (should be 2.50 m exactly, measured from the floor of the hall) and of any objects inside the stand which are higher than 2.50 m.
- Read further important instructions regarding the design of and installations in your stand in Rules & Regulations, Section 6, pages 55-57.

Electricity Connections & Supplies*Exclusive supplier - Form 3*

- Each exhibitor is entitled to an electricity connection of 3 kW + 2 free sockets, including consumption (EURO 175.00 excl. VAT, invoiced by Rose International).
- If you need more power, or one of the other electricity services offered, please use form 3.
- Exhibitors who need 24 hr electricity (continuous power for e.g. a fridge on the stand) please indicate this on form 3 so that we can make sure that your connection is not switched off during the night.
- Never switch off your lights or equipment on the switch box in your stand: lights should be left on (the NürnbergMesse (NCC) takes care of switching off at night), equipment needs to be switched off on the equipment itself.
- For safety reasons, all power supplies are shut off immediately after the close of the exhibition on Tuesday 26 June at 13.30 hrs.
- To order adapters or voltage transformers, contact Rose International. 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 Germany, adapters available on request. **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 on request. **No on-site** orders for transformers.

Internet Connection*Exclusive supplier – Form 4*

WiFi will be available free of charge in the exhibition hall. Password for access: eshg2012.

However, since WiFi access cannot be guaranteed at all times, exhibitors are strongly advised to order their own Internet connection in case they need a reliable Internet connection for presentations on the stand. To order your Internet connection, use form 4.

Media Equipment**Form 5**

Please use form 5 to order plasma screens, audio-visual equipment, computers, printers, monitors and related equipment. For items not listed, contact Rose International (contact details on page 14).

Welcome Reception & Conference Party**Form 6**

The Welcome Reception on Saturday 23 June will be held at the NCC Ost from 20.00 – 21.30 hrs. All exhibitors are welcome (free admission but remember to wear your badge). Kindly use form 6 to inform us of the number of tickets you require.

Exhibitors who would like to join the conference party on Monday 25 June (time to be announced), please order your tickets using form 6. For Information on the event see the conference website: www.eshg.org/eshg2012 (Registration / Congress Party). Capacity is limited, so register as early as possible.

Lunch Boxes**Form 6**

Lunch boxes can be ordered for Saturday 23, Sunday 24, Monday 25 and Tuesday 26 June, use form 6. On-site ordering of these lunch boxes is not possible.

On Saturday 23 June, the ordered lunch boxes will be available in the conference registration area, NCC Ost, level 0 (time to be announced). On Sunday 24, Monday 25 and Tuesday 26 June, the lunch boxes will be available at the coffee terraces in the Exhibition hall, at 12.00 hrs daily.

Exhibitors receive tickets for their ordered lunch boxes, together with their exhibitor badges.

Parking Private Cars*Exclusive supplier – Form 7*

Use the "P Ost" parking in front of NCC Ost to park your car (see map page 13). It is open and staffed on conference days from 7 a.m. until one hour after the end of sessions.

Parking permits (private cars) for the period of 23-26 June 2012, (€ 32.00 excluding VAT), may be ordered with form 7. Permits can also be purchased on-site at the Exhibition Service Desk. Parking on 22 June, build-up day for design stands only, is free. Ordered parking permits will be sent to exhibitors within 6 – 4 weeks prior to the conference.

Day parking ticket costs € 8.00 (excluding VAT) per day or part of a day. These can be purchased on-site on the parking ground.

Parking Trucks

NO FORM

For truck parking during the exhibition period, a dedicated area will be available. Truck drivers will receive a map at the loading yard exit. This service is free of charge and reservations are not required.

Public Transportation Tickets

Form 7

Public transportation tickets may be ordered with form 7. The tickets are valid for the Nürnberg transport system. The ticket entitles the holder unlimited travel by underground (for the NCC use station "Messe" on the U1 line), tram, bus or urban railway in the Nürnberg region (zones 100 and 200) within the stated period of time. Tickets for 1, 2, 3 or 7 days are available.

Validity of the 1, 2, 3 day tickets: the tickets must be stamped before your first trip on the first and each consecutive day. The first day can be any you choose.

Validity of the 7 day tickets: these are valid during the period as per your order and stated on the ticket.

Co-exhibitor on the Stand

ON REQUEST

Exhibitors may share the stand with their official local distributor/agent for Germany (one company). The exhibitor will be charged for the co-exhibitor fee of EURO 600.00. This fee covers one exhibitor badge for the agent/distributor, their company name on the fascia of the stand and listing in the exhibition catalogue and subject index.

Please contact Rose International for further details and approval.

To invite more agents/distributors on the stand, contact Rose International for further details and conditions.

SERVICES from a-booth (official stand contractor)

- | | |
|---|----------------|
| • Payment procedures | Form 8 |
| • Extra stand components – <i>exclusive supplier</i> | Form 9 |
| • Logo's & graphics | Form 10 |
| • Stand lay-out | Form 11 |

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

Payment Procedures

Form 8

1. If you have orders for a-booth (Extra Stand Components, form 9, or logo's/graphics, form 10) your first order should be accompanied by payment form 8, indicating if you will 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.
Note: all bank costs are for account of the exhibitor, so please instruct your bank accordingly.
Always use Swift/BIC code and IBAN as stated on the invoice.
4. An invoice is issued for all orders, regardless of the method of payment. The invoice is your confirmation of ordered services.

Extra Stand Components

Exclusive supplier - Form 9

Use form 9 to order additional elements for the **standard stand construction** (shelves, storage, etc.). Bear in mind to order a storage to hide your spare supplies and small packing materials on the stand.

Logo's & Graphics

Form 10

To order your company logo (e.g. for the stand fascia) or other graphics, use form 10.

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

Stand Lay-Out**Form 11**

To indicate the location of e.g. your storage or book shelves, extra components to your package of standard stand construction (form 9, Extra Stand Components), exhibitors are requested to use form 11.

If there are other elements in your stand, like e.g. a plasma screen, you can also use this form to indicate the position of such items. Please make sure to send the form to each relevant supplier.

SERVICES from RAPPENGLITZ

- Stand furniture**

On-line: <http://www.rappenglitz.de/moebelshop/?cstm=eshg>

Name	Max Rappenglitz GmbH		
Address	Palsweiser Straße 50, DE-82216 Maisach/Gernlinden, Germany		
Contact	Christina Zametzer	E-mail	moebel@rappenglitz.de
Telephone	+49 89 949 249 29	Fax	+49 89 949 249 27

Please order your furniture on-line at the above web-site.

SERVICES from BLUMEN KUHN

- Plants & flower arrangements**

Form 12

Name	Blumen Kuhn Floral design GmbH		
Address	Vordere Sterngasse 13, DE-90402 Nürnberg, Germany		
Contact	Stephanie Steichele	E-mail	stephanie.steichele@blumenkuhn.de
Telephone	+49 (0)911 221 355	Fax	+49 (0) 911 209 483

The plants and flower arrangements catalogue can be found behind order form 12, page 48-49. Please note that all flower and plant arrangements are on the basis of rental, so may not be taken by exhibitors by the end of the exhibition.

SERVICES from WEBGES

- Lead retrieval system**

Form 13

Name	Webges Meeting Applications GmbH		
Address	Nussdorferstr. 20/22, AT-1090 Vienna, Austria		
Contact	Tamara Dworschak	Mobile	+43 676 83 437 318
E-mail	tamara.dworschak@webges.com	URL	http://www.webges.com
Telephone	+43 (0)1 319 69 99 26	Fax	+43 (0)1 319 69 99 33

A lead retrieval system is available from Webges (same as provided at the previous ESHG meetings). See documentation and order form 13.

Note: Webges is the *exclusive supplier* for the ESHG 2012 lead retrieval system because this system is connected to the conference database.

SERVICES from MONDIAL

- Hotel accommodation**

Online: www.eshg.org/eshg2012

Name	Mondial Congress & Events Vienna		
Address	Operngasse 20b, AT-1040 Vienna, Austria		
Contact	Patrick Barabas	E-mail	eshg2012@mondial-congress.com
Telephone	+43 (0)1 588 04 143	Fax	+43 (0)1 588 04 185

► Continued on next page.

The list of hotels offered by the official ESHG 2012 hotel agent, and the booking form, have already been **sent to you by e-mail by Rose International**, but feel free to ask for these again. You may also book your hotel accommodation on-line at: www.eshg.org/eshg2012.

We advise you to make your hotel reservations as soon as possible. Mondial Congress & Events Vienna has been appointed housing agent for ESHG 2012 in Nürnberg. Individual reservations can be made on-line via the conference website www.eshg.org/eshg2012, page Hotel.

For block bookings please contact Mondial Congress & Events Vienna at eshg2012@mondial-congress.com

SERVICES from KÜHNE+NAGEL

- **Customs clearance & freight forwarding** – *exclusive supplier* **Section 4**
- **Storage of empties** – *exclusive supplier* **Section 4**
- **Manpower** **Section 4**

Name	Kühne+Nagel (AG & Co.) KG		
Address	Messezentrum 1, DE-90471 Nürnberg, Germany		
Contact	Sven Martin	E-mail	exposervice.nuernberg@kuehne-nagel.com
Telephone	+49 (0) 911 98 18 560	Fax:	+49 (911) 981 85 62 9

To order, ask for information or a quotation for the handling of your exhibit materials, manpower to unload/load etc. use their order form in the back of Section 4.

To make sure that your materials will arrive in time at your stand at ESHG 2012, make sure to read all shipping information, and the deadlines, in Section 4. And please note the below important information on the services of Kühne+Nagel.

Customs Clearance & Freight Forwarding *Exclusive supplier - Section 4*

Rose International has appointed Kühne+Nagel as the official logistics supplier for ESHG 2012. Kühne+Nagel offers a complete range of logistic services to guarantee smooth and safe build up and breakdown procedures. Kühne+Nagel is the only authorized freight handling agent within the exhibition halls and working terraces of the NürnbergMesse (NCC) to perform logistic services for ESHG 2012. The use of forklift trucks and other motorized transport and lifting equipment by other parties than Kühne+Nagel is not allowed.

See Section 4 for shipping instructions, tariff, order form, and packing list.

Important aspects for your shipping:

- Carefully note arrival deadlines on page 23 in Section 4, these are crucial.
- Do not send any goods directly to the NürnbergMesse (NCC); 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 Kühne+Nagel. If courier shipment cannot be avoided, go through Kühne+Nagel (see instructions in Section 4, page 24).
- Make sure that your company staff at the stand in Nürnberg 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 Kühne+Nagel.**

These documents and contact details are needed if your goods have not arrived in Nürnberg in time. Kühne+Nagel 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 23 June (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 Nürnberg.

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 Kühne+Nagel for handling and storage of your empties. Remember that aisles should be cleared of all empties etc. on Saturday 23 June at 11.30 hrs.

Manpower**Section 4**

In case you need manpower to help loading/unloading your exhibits or to put up a display in your stand, please contact Kühne+Nagel for information and a quotation. (See contact details on page 20)

OTHER SERVICES - ON REQUEST

- **Compressed air ***
- **Hostess**
- **Insurance**
- **Security**
- **Stand catering & equipment**
- **VAT reclaim**
- **Waste disposal**
- **Water connection ***

Contact Rose International for these Services on Request. You will then receive the relevant order forms and/or contact details of the relevant suppliers. Also note the below important information on these services.

For all services not listed in this manual, contact Rose International.

Compressed Air*Exclusive supplier - ON REQUEST*

Compressed Air is not possible at all stand locations, so contact Rose International before proceeding with your plans for equipment that needs compressed air.

Hostess**ON REQUEST**

A (multilingual) hostess can be arranged for e.g. help on your stand.

Insurance**ON REQUEST**

Exhibitors should take care of an insurance to cover third party liability including liability towards Rose International, the ESHG, the congress centre and all services suppliers. All rented equipment must be insured by the exhibitor. Make sure that your stand staff is well insured (liability, health etc.).

Security*Exclusive supplier – ON REQUEST*

A security guard on the stand (e.g. outside exhibition opening hours) can be arranged. Rose International will arrange general security, but can never be held liable for any loss or damage of your materials, inside or outside of your stand.

Stand Catering & Equipment*Exclusive supplier – ON REQUEST*

For all stand catering matters contact Rose International and note the following:

- a. It is not allowed to serve drinks and food on your stand, or anywhere else in NCC Ost, unless these are ordered from the catering company of the venue (Lehrieder).
- b. To organise catering on your stand for cocktail or other parties, contact Rose International to obtain approval of your plans.
- c. During the conference (23 – 26 June 2012) it is **not allowed to organise any events**, social or commercial, in the NCC or in any other location in or near the city of Nürnberg.
Contact Rose International to see which company satellite time slots are available.

VAT Reclaim**ON REQUEST**

All fees in this manual are exclusive VAT. If and where applicable in your situation, VAT will be specified on your relevant invoices. Keep original invoices (and receipts of e.g. taxi's) carefully, you need these to reclaim VAT in Germany, if applicable in your situation.

Detailed information on VAT reclaim is available from the Service Partner of the NürnbergMesse (NCC), Dr. Jochen M. Schäfer. Contact Marion Milde: milde@vat-refund-services.de. The VAT reclaim order form is available from Rose International.

Waste Disposal*Exclusive supplier – ON REQUEST*Environmental protection

NürnbergMesse is committed to pro-active protection of the environment. Exhibitors are obliged to ensure that all binding regulations and standards concerning environmental protection are observed, also by their contractors and suppliers.

Waste management

The following rules are based on the requirements of the Recycling and Waste Management Act (German KrW-/AbfG), the associated implementation provisions and regulations, the "state laws" and "local government by-laws".

The city of Nürnberg has issued a by-law on waste management which governs waste prevention and waste sorting and this is binding for exhibitors and organizers.

The exhibitor is responsible for proper and environment-compatible disposal of waste produced during assembly and dismantling and during the event.

The technical handling of disposal for recycling and removal is solely permitted by the NürnbergMesse (NCC) and its appointed ServicePartner.

Waste disposal

According to the principles of recycling management, all unnecessary waste is to be avoided during assembly and dismantling and during the event. Exhibitors and their contractual partners are obliged to effectively contribute to this in every phase of the event. This especially applies to packaging material, advertising material, carpets, disposable stand equipment, empty containers, disposable crockery etc..

As a general principle, re-usable and environment-friendly materials are to be used where possible for stand construction and operation.

Exhibitors and their stand contractors and suppliers are obliged to dispose of their unavoidable waste. This includes promotional materials that you do not take back home.

The following waste disposal options are available to the exhibitor:

1. The exhibitor can make his own arrangements to dispose of the waste outside the exhibition grounds at his own cost.
2. Proper disposal of the waste at extra cost by the official ServicePartner of Nürnberg Messe (contact Rose International for order form).

The disposal of waste in waste containers or in other facilities of the Nürnberg exhibition grounds is expressly prohibited. Exhibitors are obliged to hand over their stand spaces in a clean condition at the end of the event. The exhibitor shall also ensure that all waste is properly disposed of by their subcontractors, stand construction companies and other partners he has appointed for his stand.

Waste baskets

Waste baskets (order via Rappenglitz, see Stand Furniture page 19) will be emptied during the exhibition only if you put these in the aisle in front of your stand at the close of each exhibition day.

Water Connection*Exclusive supplier – ON REQUEST*

Water connections and drainage are not possible at all stand locations, so contact Rose International before proceeding with your plans for equipment that needs a water connection/drainage.



Shipping Instructions ESHG 2012

Contact Details

Name	Kühne+Nagel (AG & Co.) KG		
Address	Messezentrum 1, DE-90471 Nürnberg, Germany		
Contact	Sven Martin	E-mail	exposervice.nuernberg@kuehne-nagel.com
Telephone	+49 (0) 911 98 18 560	Fax:	+49 (911) 981 85 62 9

1. Arrival Deadlines

The latest arrival date for cargo arriving by oceanfreight is 8 June 2012 and by airfreight 19 June 2012.

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, and UPS)

General Instructions

All airfreight cargo must be sent 'freight prepaid / CFR ' and showing Nürnberg (NUE) 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	Kühne+Nagel (AG & Co.) KG ESHG 2012 Messezentrum 1 90471 Nürnberg / Germany
Notify party	Exhibitor name, Hall 7A & 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 Hamburg 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:

Kühne+Nagel (AG & Co.) KG
ESHG 2012
Messezentrum 1
90471 Nürnberg / Germany

► Continued on next page.

The bill of lading must show as notify party:

Kühne+Nagel (AG & Co.) KG
Messezentrum 1
90471 Nürnberg / Germany
ESHG 2012
Exhibitor name, Hall 7A & Stand number
Tel. +49 911 981856-0 Fax. +49 911 981856-29

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:

Kühne+Nagel (AG & Co.) KG
Messezentrum 1 / Einfahrt Tor 5
90471 Nürnberg / Germany
Telephone +49 (0) 911 9818560
exposervice.nuernberg@kuehne-nagel.com
ESHG 2012
Exhibitor name, Hall 7A & Stand number

*For build-up period, see page 7, Section 2.

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 Kühne+Nagel will not accept any charges from courier companies delivering at Nürnberg Fairground. You must make sure that all charges up to Nürnberg Fairground are prepaid by the shipper, including all custom transit costs.

Our charges for receiving, intermediate storage and delivery to your stand at ESHG 2012 are:
EURO 19.00 per 100 kg. Minimum EURO 38.00 per courier shipment.

If the goods are delivered under customs bond by your courier, we will make a temporary customs entry. Cost for customs clearance as per below tariffs + outlay fee for courier cost.
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:

Kühne+Nagel (AG & Co.) KG
Messezentrum 1
90471 Nürnberg / Germany
Telephone +49 (0)911 9818560
exposervice.nuernberg@kuehne-nagel.com
ESHG 2012
Exhibitor name, Hall 7A & Stand number

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 2012

Exhibitor name, Hall 7A & Stand number, c/o Kühne+Nagel (AG & Co.) KG

90471 Nürnberg - Germany

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 German customs-department, we need the following documents to be sent to us by e-mail to exposervice.nuernberg@kuehne-nagel.com

TRANSPORT BY:	Invoice	Packing list	Ocean B/L	(Air)waybill	CMR	POA	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

German 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 Kühne+Nagel (AG & Co.) KG 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 Germany the CITES bureau is part of the Ministry of Economic Affairs, Agriculture and Innovation. Further details are available on request.

► Continued on next page.

Power of Attorney [POA]

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 German 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 German 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:

Kühne+Nagel (AG & Co.) KG

Nürnberg - Germany

Email exposervice.nuernberg@kuehne-nagel.com

Attn ESHG 2012

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. Kühne+Nagel 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 German Forwarding Organisations (ADSp). 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 German Plant Protection Service is responsible for enforcement of these new requirements of the European Community in Germany.

► Continued on next page.

Specific Requirements of the European Community

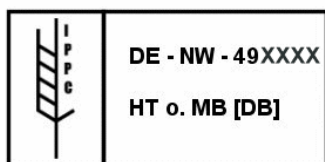
From 1 March 2005 wood packaging material (such as packing cases, boxes, crates, drums and similar packing's, pallets, box pallets and other load boards, pallet collars) can only be imported into the European Community if they meet the following requirements.

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 German Plant Protection Service:



DE	ISO land code (DE)
000	unique number assigned by the Countries relevant 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/IPPC/En/default.htm>.

Additional information on the phytosanitary export certification system of Germany for wood packaging material destined for third countries is available on the following website: www.bmelv.de

► **Continued on next page.**

For specific questions or further information, companies and organisations based outside the European Community are advised to contact importing companies in Germany.

No liability with respect to the information provided in the information note shall attach to the German Plant Protection Service or to any of its officers or representatives. For Germany 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 Germany.

Handling Tariff ESHG 2012 – On Site Logistic Services Nürnberg Fairground
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The below tariffs, valid for 2012, will be applicable for work undertaken by Kühne+Nagel (Ag & Co.) KG.

Unloading of groupage (LCL) consignment and delivery to booth, or vice versa, incl. warehousing and storage up to 5 days

- | | |
|---|--------------------------------|
| - delivery to booth | 19.00 / 100 kgs
m/m 200 kgs |
| - vol.-ratio: 1 cbm – 200 kgs chargeable weight | |

Forklift, incl. Driver

- | | |
|-----------------|----------------|
| - upto 2,5 tons | € 82.00 / hour |
| - upto 5,0 tons | € 92.00 / hour |
| - upto 7,0 tons | €105.00 / hour |

Personnel

- | | |
|----------------------------------|----------------|
| - Teamleader / Transport Foreman | € 30.80 / hour |
| - Transport Workman | € 27.70 / hour |

Mobile Cranes

- | | |
|-----------------|-----------------|
| - up to 30 tons | € 131.60 / hour |
| - up to 45 tons | € 145.80 / hour |
| - over 45 tons | on request |

An extra time of ½ hour for travelling to and from the fair site will be charged

Other Equipment

- | | |
|--|----------------|
| - trolleys | € 7.30 / hour |
| - pallet jacks | € 10.25 / hour |
| - special trolleys for bulky and heavy loads | € 31.65 / hour |

Storage

- | | |
|---------------------------------------|----------------------|
| - storage of empty boxes | € 33.50 / cbm |
| - storage of packed goods during show | € 59.50 / cbm |

Surcharges*:

- | | |
|----------------------------------|------|
| - Late surcharge from 17.00 hrs | 25 % |
| - Night surcharge from 20.00 hrs | 50 % |
| - Saturday | 25 % |
| - Sunday | 50 % |

Minimum 1 hour per order, parts of hours will be rounded up to next ½ hour.

Items not mentioned here, will be charged according to official tariff.

All onsite handling is subject to German VAT of 19%.

*** Surcharges are not applicable on shipments which arrived before the deadlines, (see page 23 for arriveal deadlines) and should be delivered to the booth by Kühne+Nagel.**

► Continued on next page.

Customs Handling at Exhibition Site

Temporary importation,

re-exportation, each direction

up to 25 kg	€ 31.90
up to 50 kg	€ 35.10
up to 100 kg	€ 42.40
up to 200 kg	€ 45.90
up to 300 kg	€ 49.40
up to 400 kg	€ 52.80
up to 500 kg	€ 56.30
up to 600 kg	€ 59.90
up to 700 kg	€ 63.30
up to 800 kg	€ 67.00
up to 900 kg	€ 70.50
up to 1,000 kg	€ 77.50
up to 5,000 kg	€ 91.50
up to 10,000 kg	€ 102.30
up to 15,000 kg	€ 116.10

Final importation plus for each item EUR 10.10

Dispatch note/security deposit for declaration of intended use

(0.2% of CiF-Value)
minimum € 5.60**Work Undertaken by Kühne+Nagel (AG & Co.) KG**

All work is undertaken by Kühne+Nagel at owners risk and otherwise in accordance with the General Conditions of the German Forwarders (ADSp). Always applicable is the most recent version of the deposited conditions.



ORDER FOR CUSTOMS DECLARATION ESHG 2012
--

POA Power of Attorney
 - for direct representation -
 (also valid if VAT arises only)

We hereby authorise, valid until revoked

Kühne + Nagel (AG & Co.) KG

to clear all our import shipments through customs in our name, on our behalf and for our account and to sign the import declarations / documents legally binding. This power of attorney also includes the declaration of value and applications for import authorization -where required- as well.

We affirm:

1. We are importer / customer of the goods to be declared.
2. Regarding our import shipments we are / are not entitled to deduct the tax in full / partial *)
3. We declare that as per Article 143 of the Commission Regulation (EEC) No. 2454/93 we are / we are not *) related to the seller respectively that the relationship did not influence the price and that there were no further conditions or agreements or considerations with vendor which have to be declared in the Declaration of Value D.V.1.
4. The Guidance Notice „Customs Value” of form 0464 (Declaration of Value) is known. Any changes concerning the customs value will be brought up to KN knowledge immediately including the necessary information to issue correct customs declarations.
5. A custom-house examination by customs authorities was not yet / last carried out _____ *)
6. We take full responsibility to KN for the completeness as well as the correctness of all given particulars, which are required for processing of the orders.
7. KN is authorized to delegate this authority to another person if necessary to execute our order(s).
8. A customs number was given / is not yet given *) by German authority to us.
 The number is _____

Place of performance and court of jurisdiction is _____

 (Place and date of issue)

 (Company stamp incl. Address / signature)

*) delete as applicable

ESHG 2012 — Company name & Stand no.:

Number & type of packages	Description of goods	Weight (kilos)	Volume (m3)

☐ **Transport** of above mentioned goods from:-

☐ **Return transport to:**

☐ Other services:

☐ Other services:

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

Name of cardholder: _____ Authorized signature: _____

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KÜHNE+NAGEL

ESHG 2012 - Nürnberg, Germany, 23–26 June 2012

TOTAL PIECES: _____ TOTAL WEIGHT (KGS): _____ TOTAL CBM: _____ CURRENCY: _____

The invoiced goods are of _____ origin and are intended for display only at the exhibition site. We certify that the information given above is true and correct.

SIGNATURE/DATE: _____

COMPANY STAMP/NAME & TITLE OF SIGNATORY: _____

STATUS **A: RE-EXPORT AFTER EXHIBITION** **B: DISPOSED OF / CONSUMED** **C: GIVEN AWAY** **D: SOLD**

PAGE OUT OF

ORDER FORMS – IMPORTANT INFORMATION**ORDER FORMS****IMPORTANT INFORMATION**

- 1) On the next page (page 34) you will find an overview of services with their form and page numbers (if a form is included in this manual) and the deadlines by which the various forms should reach the suppliers.
- 2) Before going to the various forms, we strongly recommend that you read the information on the services available to you in Section 3.
- 3) Fax, or e-mail a pdf copy, of your order forms to the relevant suppliers. Name, fax number and e-mail address of the suppliers are printed on each form.
- 4) 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.
- 5) Observe the deadlines for ordering.
Considerable surcharges are applicable after the deadlines.
Deadlines and surcharges are printed on each order form.
- 6) Your signature on the order forms is considered to be the signature of a legal representative of the exhibiting company, and therefore legally binding.
- 7) For any services not listed in this manual, contact Rose International.

SERVICES & DEADLINES

ORDER FORM #	SECTION #	PAGE #	SUBJECT	DEADLINE	MANDATORY OR RECOMMENDED	RETURN To Contact for Information
Order form	4	31	Freight forwarder services: request quote for handling of your shipment and storage of empties. Information / contact: section 4	as soon as possible	Highly Recommended	Kühne+ Nagel
by E-mail	3	15	Catalogue & Subject Index Entry Information: page 15, Section 3	10 April	Mandatory	Rose Int.
by E-mail	3	15-16	Exhibitor & Exhibits Only Badges Information: page 15-16, Section 3	1 May	Mandatory	Rose Int.
Form 1	5	35	Payments to Rose International	1 May	Mandatory	Rose Int.
Form 2	5	36	Standard Stand Construction or Own/Design Stand	1 May	Mandatory	Rose Int.
Form 3	5	38	Electricity & Connections	1 May		Rose Int.
Form 4	5	39	Internet Connection	1 May		Rose Int.
Form 5	5	40	Media Equipment	1 May		Rose Int.
Form 6	5	41	Welcome Reception / Conference Party / Lunch Boxes	1 May		Rose Int.
Form 7	5	42	Parking & Public Transportation Tickets	1 May		Rose Int.
On request	3	18	Co-exhibitor	-		Rose Int.
Form 8	5	43	Payments to a-booth	1 May		a-booth
Form 9	5	44	Extra Stand Components	1 May		a-booth
Form 10	5	45	Logo's & Graphics	1 May		a-booth
Form 11	5	46	Stand Lay-out	1 May		a-booth / relevant suppliers
Rappenglitz Webshop	3	19	Stand Furniture URL: page 19, Section 3	1 May		Rappenglitz
Form 12	5	47	Plants & Flower Arrangements	1 May		Blumen Kuhn
Form 13	5	50	Lead Retrieval System	1 May		Webges
www.eshg.org/eshg2012	3	20	Hotel Accommodation	as soon as possible		Mondial
On request	3	21	Compressed Air	1 May		Rose Int.
On request	3	21	Hostesses	1 May		Rose Int.
On request	3	21	Insurance	1 May		Rose Int.
On request	3	21	Security	1 May		Rose Int.
On request	3	21	Stand Catering & Equipment	1 May		Rose Int.
On request	3	22	VAT Reclaim	-		Rose Int.
On request	3	22	Waste disposal	1 May		Rose Int.
On request	3	22	Water connection	1 May		Rose Int.

Fax or e-mail this form to:



P.O. Box 93260
NL-2509 AG The Hague
Tel.: +31 70 383 8901
Fax: +31 70 381 8936
Contact:
Krista Vink
E-mail:
kvink@rose-international.com

Stand No:

Company:

VAT No:

Contact:

E-mail:

Tel:

**RETURN with your order(s)
before 1 May 2012**

Mandatory for all exhibitors
**No need to fill in credit card details if you place your orders
before 1 May 2012 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 1 May 2012**

☐ 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

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Fax or e-mail this form to:



P.O. Box 93260
NL-2509 AG The Hague
Tel.: +31 70 383 8901
Fax: +31 70 381 8936
Contact:
Krista Vink
E-mail:
kvink@rose-international.com

Stand No:

Company:

VAT No:

Contact:

E-mail:

Tel:

RETURN BEFORE 1 May 2012

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 and 5

1. Colour carpet, see page 37 behind this form.

If you do not indicate your choice of colour, your carpet will be the **default** colour, 101212 – grey.

101250 – orange

101201 – beige

101216 – petrol

101205 – red

101218 – camel

101222 – light grey

101251 – bright green

 101215 – bright blue

101212 – grey – **default colour**

101252 – green

101208 – blue

101213 – black

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.**

[illegible]

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 16, Stand Design – Submission of Scaled Plan and page 9, Technical Specifications), to Rose International **before 1 April 2012 for their approval.**

5. Our stand contractor who will design and build the stand is:

Company name:

Contact:

Address:

Postal Code, City:

Country:

Telephone:

Fax:

Mobile Phone:

E-mail:

Date _____

Signature + Company Stamp

CARPET CATALOGUE

	
101250 - Orange	101205 - Red
	
101251 – Bright Green	101252 - Green
	
101201 – Beige	101218 – Camel
	
101215 – Bright Blue	101208 – Blue
	
101216 - Petrol	101222 – Light Grey
	
101212 - Grey - default colour	101213 - Black

Note: the actual carpet colours are brighter than the samples.

Fax or e-mail this form to:



P.O. Box 93260
 NL-2509 AG The Hague
 Tel.: +31 70 383 8901
Fax: +31 70 381 8936
 Contact:
Krista Vink
 E-mail:
kvink@rose-international.com

Stand No:

Company:

VAT No:

Contact:

E-mail:

Tel:

RETURN BEFORE 1 May 2012

Surcharge between 1 May and 7 June: 15%

Surcharge after 7 June and on-site: 25%

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 3 kW is sufficient for your needs):

ITEM DESCRIPTION	QUANTITY	ORDER	TOTAL
Basic connection *:			
Up to 3 kW (230V / 16 A) incl. consumption, 2 sockets, and earth leakage circuit-breaker	1	€ 175.00	€ 175.00
Up to 2 x 3 kW (2 x 230V / 16 A), incl. consumption, 4 sockets, and earth leakage circuit-breaker	1	€ 280.00	€
Up to 9 kW (230V / 400V), incl. consumption and 1 CEE socket 16A	1	€ 382.00	€
More than 9 kW		On request	
Transformer 220 V to 110 V up to 1 kW		On request	
UK to German plug adapter		On request	€
USA to German plug adapter		On request	€
Extension cord, 230 V, 3 m with a three-socket outlet		€ 16.00	€
TOTAL, excluding VAT			€
ALREADY INVOICED BY ROSE INTERNATIONAL			€ 175.00 -
Sub Total, excluding VAT			€
VAT 19%, if applicable in your situation			€
TOTAL, including VAT			€

* **Basic Connection:** Provided in each stand and already invoiced by Rose International, EURO 175.00 excluding VAT. Use this form if you need more power, and/or one of the additional services offered.

24-hour connection: mark this box if you need continuous power, e.g. for a fridge, so that we can make sure that your electricity is not switched off during the night.

- Read the important information on your electricity connection on page 17.
- Cancellations before 18 May 2012 will incur a cancellation fee of 25%.
- After 18 May 2012, cancellations cannot be accepted; 100% of the costs will be charged and payable.
- Please turn-over for important information on electrical connections (page 38-A).

Date

Signature + Company Stamp

38

Important Information – Electrical Connections

- 1.** All electrical connections will be provided by the NürnbergMesse (NCC) or its Service Partner (hereinafter called NCC).
- 2.** Overloading of the main supply entitles the Service Partner of the NCC for electricity connections and supplies, SAG, to disconnect the supply immediately. Special connections are required for electrical appliances with high load ratings which cannot be supplied from the basic network.
- 3.** Installations and equipment must comply with the current VDE regulations! Hand-held equipment must be tested in accordance with the German safety regulation BGV A3 and marked with a valid test sticker. The Service Partner accepts no liability for damage caused by defective cables and equipment not in his possession. The electrical installation will be checked by the ServicePartner for compliance with the VDE regulations. Initial operation of the electrical installation must be carried out by the installation company.
- 4.** Material hired to the exhibitor by the ServicePartner remains the property of the ServicePartner. The exhibitor must ensure that the material used can be dismantled and returned in a complete and undamaged condition at the end of the event. Any missing parts will be invoiced to the exhibitor at current prices.
- 5.** Connections from the supply network to the stand may only be made by the ServicePartner. The opening of the supply ducts by the exhibitor or stand assembler is strictly forbidden! In case of contravention, a fine of EURO 250.00 will be imposed. The supply ducts must remain accessible at all times.
- 6.** The connection of cables and equipment by the exhibitor or stand assembler to existing cables of another stand is prohibited and entitles the ServicePartner to immediately disconnect the connections concerned. A fine of EURO 250.00 will be imposed for each incident.
- 7.** No liability is accepted for the consequences of power failure, voltage fluctuations or damage to installations. Service staff is available for repairing faults during the event. Contact the Exhibition Service Desk of Rose International.

Fax or e-mail this form to:



P.O. Box 93260
 NL-2509 AG The Hague
 Tel.: +31 70 383 8901
Fax: +31 70 381 8936
 Contact:
Krista Vink
 E-mail:
kvink@rose-international.com

Stand No:

Company:

VAT No:

Contact:

E-mail:

Tel:

RETURN BEFORE 1 May 2012*Surcharge between 1 May and 7 June: 15%**Surcharge after 7 June and on-site: 25%*

The undersigned orders the following Internet Connection for the stand:

Item description	Items	Price	Total
WLAN - Single User Access • Single user access during the whole fair period • Internet connection with speed up to 10 Mbit/s (symmetric) • Comprehensive availability throughout the complete fair area		€ 285.00	€
WLAN - Multi User Access • The beneficial bonus package for mobile work: Single user access for 2 – 5 PCs • Internet connection with speed up to 10 Mbit/s (symmetric) • Comprehensive availability throughout the complete fair area		€ 550.00	€
Asynchronous Internet Provision 4 Mbit/s * • Highspeed ADSL internet connection: up to 4 Mbit/s downstream and 256 kbit/s upstream		€ 295.00	€
Asynchronous Internet Provision 4 Mbit/s * • Highspeed ADSL internet connection: up to 4 Mbit/s downstream and 1 Mbit/s upstream		€ 550.00	€
Asynchronous Internet Provision 16 Mbit/s * • Highspeed ADSL internet connection: up to 16 Mbit/s downstream and 1 Mbit/s upstream		€ 850.00	€
Optional: One fixed public IP address for ADSL internet		€ 65.00	€
Synchronous Internet Provision 4 Mbit/s ** • Highspeed SDSL internet connection: up to 4 Mbit/s downstream and upstream		€ 1,050.00	€
Synchronous Internet Provision 10 Mbit/s ** • Highspeed SDSL internet connection: up to 10 Mbit/s downstream and upstream		€ 1,950.00	€
Additional: Fixed public IP address for SDSL and VDSL		On request	€
Other broadband connections (up to 1 Gbits/s)		On request	
Sub Total, excluding VAT			€
VAT 19%, if applicable in your situation			€
TOTAL, including VAT			€

* This option includes 1 dynamic IP address, technical installation and a DSL router with 1 Ethernet user port.

** This option includes 1 fixed public IP address, technical installation and a VDSL router with 1 Ethernet user port.

- Mentioned rates are flat rates: no volume or time limit.
- Cancellations before 18 May 2012 will incur a cancellation fee of 25%.
- After 18 May 2012, cancellations cannot be accepted; 100% of the costs will be charged and payable.
- Please turn-over for important information on Internet connections (page 39-A).

Date

Signature + Company Stamp

39

Important Information – Internet Connections

1. All Internet lines will be provided by the NürnbergMesse (NCC) or its Service Partner (hereinafter called NCC).
2. If the exhibitor requires changes to services already provided by NCC, particularly for the exhibition stand, and NCC undertakes to carry out the changes, a charge may be imposed to cover the extra cost actually incurred for work connected with the changes.
3. If an order is received by Rose International after 1 May 2012, NCC cannot accept responsibility for the correct and timely provision of the service. If in such cases NCC fails to provide its services or does not provide them correctly or in time, the exhibitor shall only be entitled to withdraw from the contract for the information and communication services listed overleaf or to appropriately reduce the agreed payment. Any further claims are excluded.
4. The exhibitor shall treat the equipment provided with care and only use it for the purposes specified. Where the exhibitor's own terminal equipment is used, it must conform to the applicable legal provisions, including current EU Directives on terminal equipment and the CCITT recommendations, particularly recommendation i430. If the exhibitor does not adhere to the technical standards and faults arise as a result, NCC may demand reimbursement by the exhibitor of the costs of fault analysis and clearance. NCC may also demand that the exhibitor removes the terminal equipment causing the faults from the network immediately. For Internet accesses, the network cards used in the exhibitor's PCs must conform to the Ethernet specifications (IEEE 802.3). The requested optional fixed IP addresses and access data will be supplied to the exhibitor by Rose International and will be activated after all financial obligations have been fulfilled.
5. The exhibitor must not use any IP addresses other than those provided by NCC, neither may exhibitor change the specified subnet masks. If the exhibitor does not comply with this obligation and faults arise as a result, NCC is entitled to demand reimbursement by the exhibitor of the costs of fault analysis and clearance. NCC expressly reserves the right to enforce further damage claims. NCC may also exclude from the LAN any exhibitors who, despite prior warning, use IP addresses other than those allocated to them or use other subnet masks than those specified and demand compensation for the associated costs. If faults occur in the PC of an exhibitor, who is using other IP addresses than those allocated or who has changed the subnet masks, NCC will, at the request and risk of the exhibitor, attempt to rectify the fault, subject to NCC charges. No guarantee of fault rectification can be given. At the request of the exhibitor, NCC will configure the PC, where this is technically and operationally feasible, at the exhibitor's own risk and at the prices applicable at the time of the event.
6. The User Help Desk can be reached at telephone number: +49 (0) 9 11 86 06-40 00 / -48 48 on the following days/hours:
Three days before and during the event: from 08.00 – 17.00 hrs
Outside event hours and during the dismantling period: from 09.00 17.00 hrs
7. The exhibitor will be liable for any loss, damage or destruction of all equipment provided to him. Where liability is dependent on blame, it is the responsibility of the exhibitor to demonstrate that he is not to blame. The use of the Internet is at the exhibitor's own risk.
8. The exhibitor is obliged to keep the user IDs and passwords assigned to him secret and to ensure that these cannot be accessed by third parties. The exhibitor is obliged to use the information and communication access only in the correct manner using the login facilities provided (user ID, password etc.) and not to bypass any access restrictions. Any hardware and technical equipment provided by the exhibitor himself must be prepared in accordance with current state-of-the-art technology in order to guarantee operation when used with NCC TC lines. No guarantee can be given for perfect and/or full functionality of the hardware provided by the exhibitor. The exhibitor himself is solely responsible for the security and functionality of data traffic involving his own hardware and technical equipment. The exhibitor is aware that unencrypted data exchange over wireless media may be intercepted by third parties.
9. Unless otherwise indicated, all contents constitute third-party content for the purposes of § 8 German Telemedia Act (TMG) and the exhibitor himself is responsible for accessing this information. This particularly applies to possible damage to his hardware or software, data loss or other adverse effects attributable to the use of the Internet over the information and communication infrastructure. The exhibitor ensures that no prohibited or illegal contents are accessed or published and that no other actions contravening applicable regulations or third party rights are taken or tolerated. In the event of NCC incurring costs or damages due to inquiries by investigating bodies and authorities, requests for information or other official or private measures or claims in connection with the hired access/IP address, the exhibitor shall compensate NCC for the damage incurred and any that follows. NCC reserves the right to deactivate the information and communication access without prior notice if the exhibitor or third parties using the user IDs and passwords assigned to the exhibitor contravene these provisions. In case of deactivation the services ordered and provided remain payable in full.
10. Exhibitors are only permitted to set up a WLAN if this has been expressly approved in writing by NCC.
11. Terminal equipment will be collected by NCC during dismantling hours. If equipment has not been collected, the equipment should be returned to NCC and confirmation of receipt must be obtained.

Fax or e-mail this form to:



P.O. Box 93260
NL-2509 AG The Hague
Tel.: +31 70 383 8901
Fax: +31 70 381 8936
Contact:
Krista Vink
E-mail:
kvink@rose-international.com

Stand No:

Company:

VAT No:

Contact:

E-mail:

Tel:

RETURN BEFORE 1 May 2012

Surcharge between 1 May and 7 June: 15%

Surcharge after 7 June and on-site: 25%

The undersigned orders the following media equipment for the stand:

ITEM DESCRIPTION	QUANTITY	PRICE	TOTAL
Plasma Screen, 65", Full-HD, picture diag. 163 cm, 1920x1080 pixels *		€ 1,200.00	€
Plasma Screen, 50", Full-HD, picture diag. 126 cm, 1920x1080 pixels *		€ 640.00	€
Plasma Screen, 61", HD, picture diag. 155 cm, 1365x768 pixels *		€ 884.00	€
Plasma Screen, 50", HD, picture diag. 126 cm, 1365x768 pixels *		€ 456.00	€
Plasma Screen, 42", HD, picture diag. 105 cm, 1024x768 pixels *		€ 304.00	€
LCD Screen, 52", Full-HD, slim frame, picture diag. 132 cm, 1920x1080 pixels *		€ 610.00	€
LCD Screen, 46", Full-HD, slim frame, picture diag. 117 cm, 1920x1080 pixels *		€ 495.00	€
LCD Screen, 40", Full-HD, slim frame, picture diag. 102 cm, 1920x1080 pixels *		€ 380.00	€
LCD display, 32", Full-HD, picture diag. 82 cm, 1920x1080 pixels *		€ 215.00	€
LCD display, 27", Full-HD, picture diag. 65 cm, 1920x1080 pixels *		€ 180.00	€
Monitor, picture diag. 22", 1680x1050 pixels *		€ 118.00	€
Mounting stand for 32" screens, height up to 165 cm		€ 66.00	€
Mounting stand for 32" - 50" screens, height up to 165 cm		€ 120.00	€
Mounting stand for 40" - 65" screens, height up to 185 cm		€ 120.00	€
Mounting stand for 32" - 65" screens, height up to 168 cm		€ 145.00	€
LCD data and video projector, 3800 ANSI lumens		€ 304.00	€
DVD player		€ 60.00	€
Multi media player, Full-HD, CF memory cards, 1920x1080 pixels, JPEG/MPEG/WMV9, VGA SD/HD-Y.Pb.Pr, S-Video, FBAS		€ 100.00	€
Internet Terminal, exl. Internet connection (order with form 4)		€ 669.00	€
Notebook and other media equipment		On request	€
Sub Total, excluding VAT			€
VAT 19%, if applicable in your situation			€
TOTAL, including VAT			€

* Do not forget to order a mounting stand for your screen if you do not have a table to put it on.

- Prices include transport, assembly and dismantling of the equipment.
- Cancellations before 18 May 2012 will incur a cancellation fee of 25%.
- After 18 May 2012, cancellations cannot be accepted; 100% of the costs will be charged and payable.
- Please turn-over for important information on Media Equipment (page 40-A).

Date

Signature + Company Stamp

40

Important Information – Media Equipment

1. All equipment will be provided by the NürnbergMesse (NCC) or its Service Partner (hereinafter called NCC).
2. If the exhibitor requires changes to services already provided by NCC, particularly for the exhibition stand, and NCC undertakes to carry out the changes, a charge may be imposed to cover the extra cost actually incurred for work connected with the changes.
3. NCC is entitled to withdraw from the hire agreement in case of unforeseen events beyond its control such as strikes, lock-outs, damage due to accidents, traffic conditions, operational disturbances, etc., regardless of whether such events occur at NCC, its Service Partner or at one of its suppliers. Claims for damages by the hirer are excluded in case of such withdrawal from the contract.
4. Exhibitors should treat the rented equipment carefully, fulfil all obligations connected with the transfer for use and the use and maintenance of the hired goods and follow the instructions for use issued by NCC.
5. The hirer assumes unlimited liability for the hired goods and all accessories during the hire period. This liability also covers accidental damage and incorrect handling and operation.
6. The return of the equipment does not constitute confirmation by the ServicePartner that the equipment has been returned in a serviceable condition. The ServicePartner expressly reserves the right to carry out a detailed check of the equipment after its return.
7. The equipment is not insured, unless otherwise agreed in writing. The hirer is liable for the cost of new equipment in case of damage. Insurance information and order form available from Rose International on request.
8. The User Help Desk can be reached at telephone number: +49 (0) 9 11 86 06-40 00 / -48 48 on the following days/hours:
 - Three days before and during the event: from 08.00 – 17.00 hrs
 - Outside event hours and during the dismantling period: from 09.00 17.00 hrs

Fax or e-mail this form to:



P.O. Box 93260
 NL-2509 AG The Hague
 Tel.: +31 70 383 8901
Fax: +31 70 381 8936
 Contact:
Krista Vink
 E-mail:
kvink@rose-international.com

Stand No:

Company:

VAT No:

Contact:

E-mail:

Tel:

RETURN BEFORE 1 May 2012

Capacity for the party is limited, register as early as possible

Surcharge between 1 May and 7 June: 15%

Surcharge after 7 June: 25%

Lunch box orders cannot be accepted after 13 June 2012

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, 23 June at 20.00 hrs		Free	Free
Conference Party on Monday, 25 June (time to be announced)		€ 40.00	€
Lunch box*, Saturday, 23 June <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 14.00	€
Lunch box*, Sunday, 24 June <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 14.00	€
Lunch box*, Monday, 25 June <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 14.00	€
Lunch box*, Tuesday, 26 June <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 14.00	€
SUB TOTAL, excluding VAT			€
VAT 19%, if applicable in your situation			€
TOTAL, including VAT			€

* Please indicate number of regular and vegetarian lunch boxes.

Note: Conference Party and Lunch box tickets are non-refundable after ordering.

Date

Signature + Company Stamp

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Fax or e-mail this form to:



P.O. Box 93260
 NL-2509 AG The Hague
 Tel.: +31 70 383 8901
Fax: +31 70 381 8936
 Contact:
Krista Vink
 E-mail:
kvink@rose-international.com

Stand No:

Company:

VAT No:

Contact:

E-mail:

Tel:

RETURN BEFORE 1 May 2012*Surcharge between 1 May and 7 June: 15%**Surcharge after 7 June: 25%*

The undersigned orders the following parking and/or public transportation tickets:

ITEM DESCRIPTION	QUANTITY	PRICE	TOTAL
Permanent parking permit for car for the period of 23-26 June 2012.		€ 32.00	€
Public Transportation Ticket			
1 day ticket		€ 4.80	€
2 day ticket		€ 9.90	€
3 day ticket		€ 14.40	€
7 day ticket		€ 21.40	€
Processing and postage fee		€ 3.50	€ 3.50
Sub total, excluding VAT			€
VAT 19%, if applicable in your situation			€
Total, including VAT			€

- Parking on Friday 22 June, build-up day for design stands only, is free of charge.

Note: Parking permits and Public Transportation Tickets are non-refundable after ordering.

Fax or e-mail this form to:



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 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 2012**

☐ by credit card

A surcharge of 6% of total due including VAT (if applicable, see remark at the 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 services for which full payment has been received before opening of the exhibition will be delivered. 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

43

Fax or e-mail this form to:



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 1 May 2012

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 1 MAY	ORDER AFTER 1 MAY	TOTAL
Storage unit 1 m ² consisting of one panel and one lockable door (100 x 100 cm)		€ 76,50	€ 95,00	€
Storage unit 2 m ² consisting of two panels and one lockable door (200 x 100 cm)		€ 103,50	€ 125,00	€
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)		€ 19,85	€ 25,00	€
Book shelf aluminium, fixed to stand wall, 97x30 cm <input type="checkbox"/> slanting <input type="checkbox"/> horizontal (please mark appropriate box)		€ 19,85	€ 25,00	€
Beamer shelf on fascia, 97x30 cm, incl. one wall socket (extension of main connection not included)		€ 76,50	€ 93,00	€
Raised floor, 4.5 cm high with an aluminium strip on aisle side(s), per m ²		€ 29,50	€ 37,00	€
Carpet, for design stands only (included for exhibitors using standard stand construction), see colours on page 37, per m ²		€ 6,25	€ 7,75	€
SUB TOTAL, excluding VAT				€
VAT 19%, if applicable in your situation				€
TOTAL, including VAT				€



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

- Cancellations before 18 May 2012 will incur a cancellation fee of 25%.
- After 18 May 2012, cancellations cannot be accepted; 100% of the costs will be charged and payable.

Date

Signature + Company Stamp

44

Fax or e-mail this form to:



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 1 May 2012</p>
--

The undersigned orders the following logo's and/or graphics:

ITEM DESCRIPTION	QUANTITY	ORDER PRIOR TO 1 MAY	ORDER AFTER 1 MAY	TOTAL
Logo for stand fascia*, 4 colours, max. 28cm high		€ 51.00	€ 58.75	€
Full colour logo for in the stand, 90cm width		€ 112.25	€ 127.50	€
Sub total, excluding VAT				€
VAT 19%, if applicable in your situation				€
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 June 2012 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).

- Cancellations before 18 May 2012 will incur a cancellation fee of 25%.
- After 18 May 2012, cancellations cannot be accepted; 100% of the costs will be charged and payable.

Fax or e-mail this form to:



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 1 May 2012

In this grid, please indicate positions where you wish to have the various items you have ordered:

1. If you have ordered a **storage** (highly advised, use order form 9), please indicate position (right or left corner in the back of the stand).
2. If applicable: indicate positions of other important stand items, e.g. computer, plasma screen, and send this form also to the relevant supplier(s).

Back wall of your stand

[illegible]

Fax or e-mail this form to:



Vordere Sterngasse 13
 DE-90402 Nürnberg
 Tel.: +49 (0911) 22 13 55
Fax: +49 (0911) 20 94 83
 Contact:
Stephanie Steichele
 E-mail:
info@blumenkuhn.de

Stand No: _____

Company: _____

VAT No: _____

Contact: _____

E-mail: _____

Tel: _____

Fax: _____

RETURN BEFORE 1 May 2012

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

ORDER No	ITEM DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
			€	€
Sub total, excluding VAT				€
VAT 19%, if applicable in your situation				€
Total, including VAT				€

- Rental charges are for the entire period of the exhibition, including set-up day.
- After 18 May 2012, cancellations cannot be accepted and 100% of the costs will be charged and payable.

PLANTS & FLOWER ARRANGEMENTS CATALOGUE



**Order no:
110**

Plant
arrangement

€ 55,00



**Order no:
120**

Table flower
piece

€ 25,00



**Order no:
130**

130
Strelitzia
arrangement

€ 55,00



**Order no:
140**

Anthurium
arrangement

€ 45,00



**Order no:
150**

Glass vase with
flowers

€ 17,50



**Order no:
160**

1 m wide plant
decoration

€ 45,25



**Order no:
170**

Orchid in glass

€ 65,00



**Order no:
180**

Gerbera in glass

€ 16,50



**Order no:
190**

Modern
arrangement I

€ 50,00



**Order no:
200**

Modern
arrangement II

€ 40,00



**Order no:
210**

Decoration with
Calla

€ 10,00



**Order no:
220**

Plant
arrangement in
zinc vase

€ 45,00



**Order no:
230**

White Calla in
modern style

€ 50,00



**Order no:
240**

Lily
arrangement

€ 35,00

**See next page for plants
catalogue**

Note: All flower and plant arrangements are on the basis of rental, so may not be taken by exhibitors by the end of the exhibition.

PLANTS & FLOWER ARRANGEMENTS CATALOGUE



Laurel in bowl

Order no:
250
140 / 150 cm
€ 58,70
260
150 / 170 cm
€ 70,00
270
180 / 200 cm
€ 81,50



Order no:
280

Areca palm
140 / 150 cm
€ 58,30



Order no:
290

Ficus Benjamini
160 / 180 cm
€ 63,60



Order no:
300

Buxus
80 / 90 cm
€ 46,60



Order no:
310

Zamioculcas in
high vase
€ 70,70



Order no:
320

Buxus in high
vase
€ 72,40



Order no:
330

Fern 30 cm
€ 8,00



Order no:
340

Hedera 15 cm
€ 12,00

Note: All flower and plant arrangements are on the basis of rental, so may not be taken by exhibitors by the end of the exhibition.

Fax or e-mail this form to:



Nussdorferstr. 20/22
 AT-1090 Vienna
 Tel.: +43 (0)1 319 69 99 18
Fax: +43 (0)1 319 69 99 33
 Contact:
Tamara Dworschak
 E-mail:
leadssystem@webges.com

Stand No: _____

Company: _____

VAT No: _____

Contact: _____

E-mail: _____

Tel: _____

Fax: _____

RETURN BEFORE 25 May 2012

Surcharge after deadline: € 100.- / net

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

Equipment:

	Order prior May 25 th	Order after May 25 th	Units required	Total
(1) PDA Booth system	€ 390.00 / net	€ 490.00 / net		€
(2) PDA Symposium System	€ 250.00 / net	€ 350.00 / 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: 0008 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

50

The ESHG 2012 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 (25 May 2012), please order the required number of scanners as soon as possible. Order Form 13.

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 (next to the Exhibition 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) € 250 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 2012 Lead Retrieval System

For further details please contact: leadsystem@webges.com

RULES & REGULATIONS - GENERAL

General

- By completing and signing the Exhibit Application Form, the exhibitor declared her/himself legally bound by the General Conditions of Rose International. These General Conditions are printed on the back side of the exhibit application form, and are available on request from Rose International.

Sharing a Stand and Co-exhibitor (local distributor/agent)

- Exhibitors are not permitted to share any stand space allotted to them with other companies or organisations without prior written consent from Rose International (General Conditions Rose International, art. 3.3).
- Exhibitors who wish to share their stand with a local distributor/agent, please contact Rose International.

Lay-out of the Exhibition Area - Exhibitor' Stand Space

- 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 (General Conditions Rose International, 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 (General Conditions Rose International, art. 6.1 & art. 11.1).

Damage to Building and Rented Materials & Equipment

- 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.), and rented materials (e.g. standard stand construction) and equipment (furniture, media equipment etc.) during build-up, operation and dismantling of their stands, or at any other time.
- Repairs or replacement resulting from the disregard of this regulation will be at the sole expense of the exhibitor. This includes any adhesive tape which may remain behind on the floor of the exhibition hall, and/or on walls of the standard stand construction, or e.g. on rented furniture, after dismantling.

Fixing Posters to Stand Walls

- The use of adhesive tape is allowed to fix posters to the walls of the standard stand construction. 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 or replacement costs.
The Exhibition Service Desk of Rose International provides suitable tape, so stay on the safe side and ask the Desk for tape to fix your posters to stand walls.

Storage of Empties & Spare Materials

- It is not allowed to keep or store empties, boxes (with spare materials) etc. in open space on the stand.
- Neither is it allowed to leave these anywhere else in the building.
- Order a storage unit in the stand (Form 9) and/or use the storage services of the official freight forwarding agent (Section 4).

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 (General Conditions Rose International, art. 3.4). It is however allowed to display exhibitors literature, in small quantities, on the Free Literature table in the exhibition area.

Carpet in Stands

- All stand floors must be carpeted. Carpet is included in the package of standard stand construction.

Waste during Build-up and Dismantling

- Exhibitors and their stand contractors and other suppliers are obliged to dispose of their own refuse that is generated during the construction and dismantling periods. This includes left over promotional materials. For further information and how to order a waste container, see page 22, Section 3.

► Continued on next page.

RULES & REGULATIONS – GENERAL - continued**Sound, Lighting & Special Effects**

- Written consent is required from Rose International for the use of audio, video and lighting equipment, live music and performances on the stand.
- “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, the sound 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 Rose International before making any arrangements.

Goods not Allowed

The following materials, equipment, goods 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.

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.

Payment Policy

- Payment for products/services ordered should be settled directly with Rose International or the relevant (official) supplier as applicable. All payments should be settled before the start of the build-up period, taking into consideration the payment date as stated on the individual invoices. Not complying with this regulation will cause delay in your build-up procedures, 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 should be paid with credit card, or in cash.

Insurance Policy

- Exhibitors are reminded that it is compulsory to have an insurance policy (Rose International General Conditions, art. 9.3) 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, including insurance of rented equipment and materials.
- 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.
- See page 21, Section 3, for how to order insurance if you do not yet have adequate coverage.

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 (General Conditions Rose International, art. 3.1).

In all those cases not foreseen by these Rules & Regulations and/or by the General Conditions of Rose International, Rose International shall decide (General Conditions Rose International, art. 12.1).

RULES & REGULATIONS – DESIGN STANDS

Exhibitors building their own stand must comply with the following instructions as regards design and other important aspects of the stand:

- Stand walls should be finished on both sides, it is not allowed to use the walls of neighbouring stands.
- The sight on/of neighbouring stands may not be hindered.
- The overriding principle for the design of all stands is transparency.
- All open sides of the stand must be freely accessible; this means that at least 80% of aisle sides must remain open and may not be closed or obstructed by e.g. walls.
- The building height of the stand (walls) should be 2.50 m exactly, measured from the floor of the hall; permission to build higher is required from Rose International.
- Stands with a platform/raised floor higher than 2 cm, on which visitors are permitted, must have an 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.
- 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.
- White lettering on a green background is strictly forbidden; it is reserved for general safety signs.
- All stands must be carpeted; use only tesafix no. 4964 double sided tape (NürnbergMesse (NCC) regulation!); leave no tape behind after dismantling.
- Stand lights are compulsory.
- Each exhibitor receives a basic electricity connection of 3 kW + 2 sockets + consumption as part of their exhibit space package. If more power is needed use form 3 to order.
- 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 or walls; for objects higher than 2.50 m permission is required from Rose International.
- Suspension/rigging is possible considering the height of the hall, but build-up time is limited and permission is required from Rose International for any suspensions/rigging; all costs involved are for the exhibitor; contact Rose International well before 1 April 2012 if you plan any suspensions.
- No sawing and painting allowed in the exhibition hall; bring ready-made materials*.
- Stand contractors should make sure to comply with German safety regulations as regards electrical installations, materials used for and in the stand etc.
- For build-up and dismantling schedules: see Section 2, pages 7 – 8.

* This is, in the first place, to prevent that carpet already in place in the poster and catering areas, as well as in surrounding stands, is kept clean. Secondly, the build-up time is limited and all building activities should be finished within one single day (see the build-up schedule on page 7)

► **Continued on next page.**

RULES & REGULATIONS – Design Stands - continued**Specific NürnbergMesse (NCC) RULES & REGULATIONS****Fire Prevention and Safety Regulations**

- The Nürnberg fire brigade publishes extracts of the most important fire prevention measures for exhibitors based on current regulations for the prevention of fire and other relevant fire safety regulations.
- Fire prevention in the NCC Ost is the responsibility of the Nürnberg fire brigade. Exhibitors are recommended to contact them in all cases of doubt concerning fire prevention matters:

Stadt Nürnberg
Feuerwache 5
Karl-Schönleben-Straße 80
90471 Nürnberg
Tel.: +49 (0) 911 2 31 65 00 / Fax: +49 (0) 911 2 31 65 05

Stand Construction and Decorating Materials

The use of materials such as polystyrene or similar materials that are easily ignited, drip on burning (see Instruction Sheet i4.4 “Fire prevention – European classification of building products”) or form toxic gases is prohibited. For safety reasons, load-bearing construction elements may be required to meet special requirements in individual cases (e.g. non-combustible). Decoration materials must at least comply with Section B1 of DIN 4102 or at least Class C of EN 13501-1, i.e. difficult to ignite. Decoration materials of normal combustibility may be used in certain areas if the method of installation provides adequate protection against catching fire. Sprinkler-compatible decoration materials are allowed for ceilings, provided they have a sufficient mesh width of at least 2 x 4 mm or 3 x 3 mm. A VdS test certificate confirming the class of building product and sprinkler compatibility of the material used may be required (see Instruction Sheet “Installation of sprinkler-compatible ceiling fabrics”). Cuttings of trees and plants may only be used for decoration purposes in a green condition. Should they dry out during the event and become easily ignited (DIN 4102 B3), they must be removed. Trees should be free of branches up to approx. 0.50 m above floor level. The use of deciduous and coniferous trees is permitted only if they have moist, potted roots. Bamboo, reeds, hay, straw, bark mulch, wood chips or similar materials usually do not meet the above mentioned requirements and are not permitted. The property of “difficult to ignite” can be achieved retrospectively for some of these materials by treating them with an approved flame-inhibiting agent. A certificate confirming that the material is difficult to ignite or that impregnation has been carried out in accordance with the regulations must be available for inspection on the stand at all times.

Flame-inhibiting impregnation:

Messebau Wörnlein GmbH
Messezentrum 1
90471 Nürnberg
Tel.: +49 (0) 9 11 81 74 49 0 / Fax: +49 (0) 9 11 81 74 49 25
E-mail: info@woernlein.de

The trade inspectorate and regulatory authorities, police, fire brigade, NürnbergMesse fire prevention officer and the organiser’s representatives are entitled to issue instructions as part of safety regulations. Their representatives are to be granted access to the safety equipment and technical facilities at all times.

► Continued on next page.

RULES & REGULATIONS – Design Stands – continued**Specific NürnbergMesse (NCC) RULES & REGULATIONS - continued****Stand Roofing**

The ceilings of all stands in halls equipped with sprinklers and smoke detectors must be of open design to avoid impairing the operation of the sprinklers. Ceilings are regarded as open if not more than 50% of each square meter of the ceiling area is closed. This also applies to conference rooms, catering areas and reception rooms. The closed area of single-storey stands is not to exceed 30 m². For closed areas larger than 30 m², a suitable number of sprinklers and, if applicable, smoke detectors must be installed by the Service Partner of the NürnbergMesse (NCC). A minimum separation of 3 m must be maintained between several closed ceiling areas. This is also essential between adjacent stands with closed ceiling areas

The ceiling areas must be made of materials that do not drip on burning and conform to at least building product class DIN 4102 (B1) or DIN EN 13501 A1-C or of components that are at least fire-retardant (European classification of building products).

All kitchens and stores must have open ceilings. In exceptional cases, VDS-certified smoke detectors must be installed by the responsible Service Partner of the NürnbergMesse (NCC). Sprinkler-compatible ceilings with a mesh width of at least 2 x 4 mm or 3 x 3 mm are permitted up to a panel size of 30 m². Individual panels can be added together. Several panels of 30 m² must have a minimum separation of 0.50 m. The fabric covering is to be of 1 layer only and braced horizontally. The fabric covering is not to sag.

Waste Disposal & Management

See important regulations on page 22, Section 3.

In all those cases not foreseen by these Rules & Regulations and/or by the General Conditions of Rose International, Rose International shall decide (General Conditions Rose International, art. 12.1).