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# **European Human Genetics Conference**

## **ESHG 2014**

### **Exhibitors' Manual**

#### **Milan, Italy**

#### **31 May – 3 June, 2014**

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EXHIBITION ORGANISER



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## GENERAL INFORMATION

**Exhibition Organiser**

For all exhibition related questions, please contact Rose International:

Name	Rose International		
Address	Exhibition Management & Congress Consultancy bv		
	P.O. Box 93260		
Telephone	NL - 2509 AG The Hague	Contacts	Flora van Laer
	The Netherlands		Krista Vink
	+31(0)70 383 89 01	E-mail	fvanlaer@rose-international.com
			kvink@rose-international.com
Fax	+31(0)70 381 89 36		
Exhibition Service Desk	The telephone number during build-up, exhibition days, and break-down at the Exhibition Service Desk during ESHG 2014 will be +39 02 8725 5061.		

**Conference Organiser**

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

Name	ESHG 2014 - c/o Vienna Medical Academy - VMA		
Address	Alser Strasse 4		
	AT - 1090 Vienna, Austria		
Telephone	+43 (0)1 405 138 316	Contact	Kristina Libova
Fax	+43 (0)1 407 827 4	E-mail	conference@eshg.org
		URL	www.eshg.org/eshg2014

**Conference & Exhibition Location**

Venue	MiCo - Milano Congressi		
Exhibition Area	MiCo South Wing Level 0		
Address	Piazzale Carlo Magno, 1 - 20149 Milano		
ESHG Entrance	During conference days: Gate 2 (on foot) & Gate 17 (on foot or by car), please see map on page 8		
Telephone	+39 02 4997 6275		
URL	<a href="http://www.micmilano.it">http://www.micmilano.it</a>		

For any questions regarding MiCo-Milano Congressi, please contact **Rose International**.

**Note: Do not send any shipments/materials to MiCo, they will not be accepted.**

For delivery of goods, see page 25-26, Section 3 and pages 27-34, Section 4 (Forwarding Agent).

**Exhibition Dates & Opening Hours** (Conference dates & hours: see next page)

**Note:** exhibition days are different from previous years, now open already on Saturday.

Saturday	31 May 2014	08.30	-	18.30 hrs	See note below
Sunday	1 June 2014	08.00	-	17.30 hrs	See note below
Monday	2 June 2014	08.00	-	17.30 hrs	See note below

- Note: Exhibitors should be present at their stand 15 minutes before the opening of the exhibition and preferably stay for 15 minutes after closing time. This is for security reasons.
- 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 from equipment in the stand and will turn on the stand lights.
- For build-up and break-down schedules see pages 9 and 10.

**Conference Dates & Hours** (Exhibition dates & hours: see previous page)

Saturday	31 May 2014	08.00		Registration opens
		10:15	- 20:00 hrs	Conference programme
		14.00	- 18.00 hrs	Opening ceremony followed by first two plenary sessions
		20.00	- 21.30 hrs	Opening Networking Mixer
Sunday	1 June 2014	08.00	- 21.00 hrs	
Monday	2 June 2014	08.00	- 21:00 hrs	
Tuesday	3 June 2014	08.30	- 15.45 hrs	

Conference programme details: [www.eshg.org/eshg2014](http://www.eshg.org/eshg2014).

**Opening Ceremony and Opening Networking Mixer**

Exhibitors are invited to the Opening Ceremony, followed by the first two plenary sessions, on Saturday 31 May from 14.00 – 20.00 hrs, and to the Opening Networking Mixer at 20.00 hrs, all in MiCo. All exhibitors are welcome (free admission but remember to wear your badge). **Note:** the exhibition remains open during the opening ceremony and plenary sessions so do not forget to keep staff on your stand.

**Poster Mounting, Removal and Presentation Schedule**

Poster presentations will be held in the exhibition hall from 31 May – 2 June. Poster mounting, viewing and removal times are:

Saturday	31 May 2014	08:30	- 18.30 hrs	Poster mounting / viewing
Sunday	1 June 2014	08.00	- 17.30 hrs	Poster viewing
Monday	2 June 2014	08.00	- 17.30 hrs	Poster viewing
Monday	2 June 2014	16.30	- 17.30 hrs	Poster removal

**Internet Café, WiFi and Internet Connections**

The Internet Café in the exhibition/poster area is open during exhibition opening hours:

Saturday	31 May 2014	08.30	- 18.30 hrs
Sunday	1 June 2014	08.00	- 17.30 hrs
Monday	2 June 2014	08.00	- 17.30 hrs

WiFi will be available free of charge to all conference participants and exhibitors on levels 0, 1, 2 and 3 of MiCo. Password for access will be: eshg2014.

Exhibitors requiring a reliable Internet connection on their stand (e.g. for presentations) should order their own connection (see page 21 and 22, Section 3, for information and how to order), because continuous access and speed cannot be guaranteed on the general WiFi.

**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/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. Please note that the Cash Bar will also be open during build-up on Friday 30 May for exhibitors installing their stands.

Lunch boxes can be ordered prior to the conference (no on-site orders) for Saturday 31 May, Sunday 1, and Monday 2 June. Go to form 3 in Section 5, for costs and to order.

For stand catering, see page 23, Section 3. It is not allowed to serve drinks and food on your stand, or anywhere else in MiCo, unless these are ordered from the official ESHG 2014 catering company (Compass Group).

**Events during the Conference - Social and Commercial**

The Annual Meetings Committee of the ESHG do **not allow any company events** during the conference (31 May – 3 June), commercial or social, outside the time slots for company satellite meetings offered in the sponsor programme. Not in MiCo, neither in other locations in Milan. The sponsor programme is available from Rose International.

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**Sponsor Programme and Advertising**

ESHG 2014 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, the badges, the conference signage in MiCo, poster boards, official coffee breaks and many more.

All advertising (also in and around MiCo) and sponsoring for and during ESHG 2014 is exclusively handled by Rose International.

If you have not yet received your copy of the Sponsor Programme, kindly contact Rose International.

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**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). Any literature found outside exhibitors stands will be trashed.

It is however **allowed** to display exhibitors material, in reasonable quantities, on the Free Literature table, section Company Information, in the exhibition area (location to be determined). Please help to keep the table neat and tidy.

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**Smoking**

ESHG 2014 is a non-smoking conference, while MiCo does also not allow smoking in any parts of the building.

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**Emergency Telephone Numbers & Safety Regulations**

In case of an emergency (fire, medical, etc.) in MiCo call the following central emergency number: +39 02 4342 7210 (internal number: 7210).

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

Also take note of the safety regulations, which you will find in Section 7 (MiCo Technical Regulations Book – Summary) in this manual.

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**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 important Rules & Regulations in Section 6.

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**Cash Dispenser**

You will find a cash dispenser in MiCo on the balcony at level 1 opposite the Exhibition Service Desk.

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**Currency**

The currency in Italy is EURO. For up-to-date exchange rates, check at a currency exchange site on the Internet, e.g. [www.xe.com/ucc](http://www.xe.com/ucc).

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**Tourist Information**

For tourist information on Milan and Italy, please refer to the following websites: [www.visitamilano.it](http://www.visitamilano.it), [www.aboutmilan.com](http://www.aboutmilan.com) and/or [www.italia.it](http://www.italia.it).

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**Visa**

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

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### Parking Private Cars

**Conference days** - Private cars (height 1.90 m max) can be parked in the underground car park of the MiCo (P2 - Gate 17) **during conference days only**. The car park has direct access to MiCo.

Fee for parking: EURO 15.00 per day

**Build-up and Break-down** - During build-up and break-down you may park your car for a maximum of 2 hours in the area between GATE 13 and the unloading area. (Entrance GATE 13)

After these 2 hours, the car can be parked at the Sempione Parking near the MiCo.

Please see maps for both build-up & break-down and Conference days on pages 7 and 8.

### Parking Trucks

Trucks can be parked at one of the below parkings.

1. ONT Magazzini Generali srl  
Tel: +39 023027292, Email: [magazzino@ontmilano.it](mailto:magazzino@ontmilano.it), URL: <http://www.logistica-milano.com/>
2. STEPHENSON PARK  
Tel.: +39 33 94031369, Email: [info@stephensonpark.it](mailto:info@stephensonpark.it), URL: <http://www.stephensonpark.it/>

For prices and ordering please contact the parkings directly.

### How to get to MiCo

#### By car

From any of the ring roads circling Milan follow the signs to Fieramilanocity, or to any of the large Park & Ride car parks located close to these Metro stops:

Cascina Gobba (1800 cars). Green Line

San Donato (1800 cars). Yellow Line

Famagosta (3000 cars). Green Line

Bisceglie (1900 cars). Red Line

Lampugnano (2000 cars). Red Line

#### By public transportation

##### Buses & Trams

*For the "viale Eginardo / viale Scarampo" entrance (Gate 2):*

Bus No. 78 – Eginardo/Colleoni stop

*For the "piazzale Carlo Magno / via Gattamelata" entrance (Gate 17):*

Bus no. 78 – get off at Colleoni/Gattamelata

Tram no. 27 - get off at Piazza 6 Febbraio

##### Metro

- **Red Line 1:**

*for the "viale Eginardo / viale Scarampo" entrance:* get off at the "Amendola" stop – 700 m from the Congress Centre, or at "Lotto" approx. 800 m.

*for the "piazzale Carlo Magno / via Gattamelata" entrance:* get off at the "Cadorna" stop, exit the subway and go to the railroad station above: take the first train departing and get off at the "Domodossola" stop – just 600 m from the Congress Centre.

- **Green Line 2:** get off at "Cadorna".

*for the "viale Eginardo / viale Scarampo" entrance:* take Red Line 1 (going to RHO Fiera Milano) and get off at the "Amendola" stop – 700 m from the Congress Centre, or at "Lotto" approx. 800 m.

*for the "piazzale Carlo Magno / via Gattamelata" entrance:* exit the subway and go to the railroad station above: take the first train departing and get off at the "Domodossola" stop – just 600 m from the Congress Centre.

- **Yellow Line 3:** Get off at "Duomo", switch to the Red Line 1 (RHO Fiera Milano direction).

*for the "viale Eginardo / viale Scarampo" entrance:* get off at the "Amendola" stop – 700 m from the Congress Centre, or at "Lotto" approx. 800 m.

*for the "piazzale Carlo Magno / via Gattamelata" entrance:* get off at the "Cadorna" stop, exit the subway and go to the railroad station above: take the first train departing and get off at the "Domodossola" stop – just 600 m from the Congress Centre.

► Continued on next page.

**By air****Linate Airport**

Take bus no. 73 in the "National Arrivals Exit" area all the way to the terminal in Piazza San Babila. Go down into the Metro. Here take the Red Line 1 (Rho Fiera Milano direction) see further on previous page, Metro Red Line 1.

**Malpensa Airport**

The "MALPENSA EXPRESS" train service will take you directly from the airport to the center of Milan in 40 minutes, arriving at the Ferrovie Nord "Cadorna" station.

Here take the Red Metro Line 1 (Rho Fiera Milano direction) see further instructions on previous page, Metro Red Line 1.

**Orio al Serio Airport**

The "AUTOSTRADALE" or "AIR PULLMAN" bus service will take you directly from the airport to Milan Central Station in 60 minutes: then take the Metro Green Line 2 (Abbiategrasso direction) and get off at "Cadorna". Here take the Red Line 1 (Rho Fiera Milano direction) see further instructions on previous page, Metro Red Line 1.

**Gate Entrances****Build-Up and Break-down days**

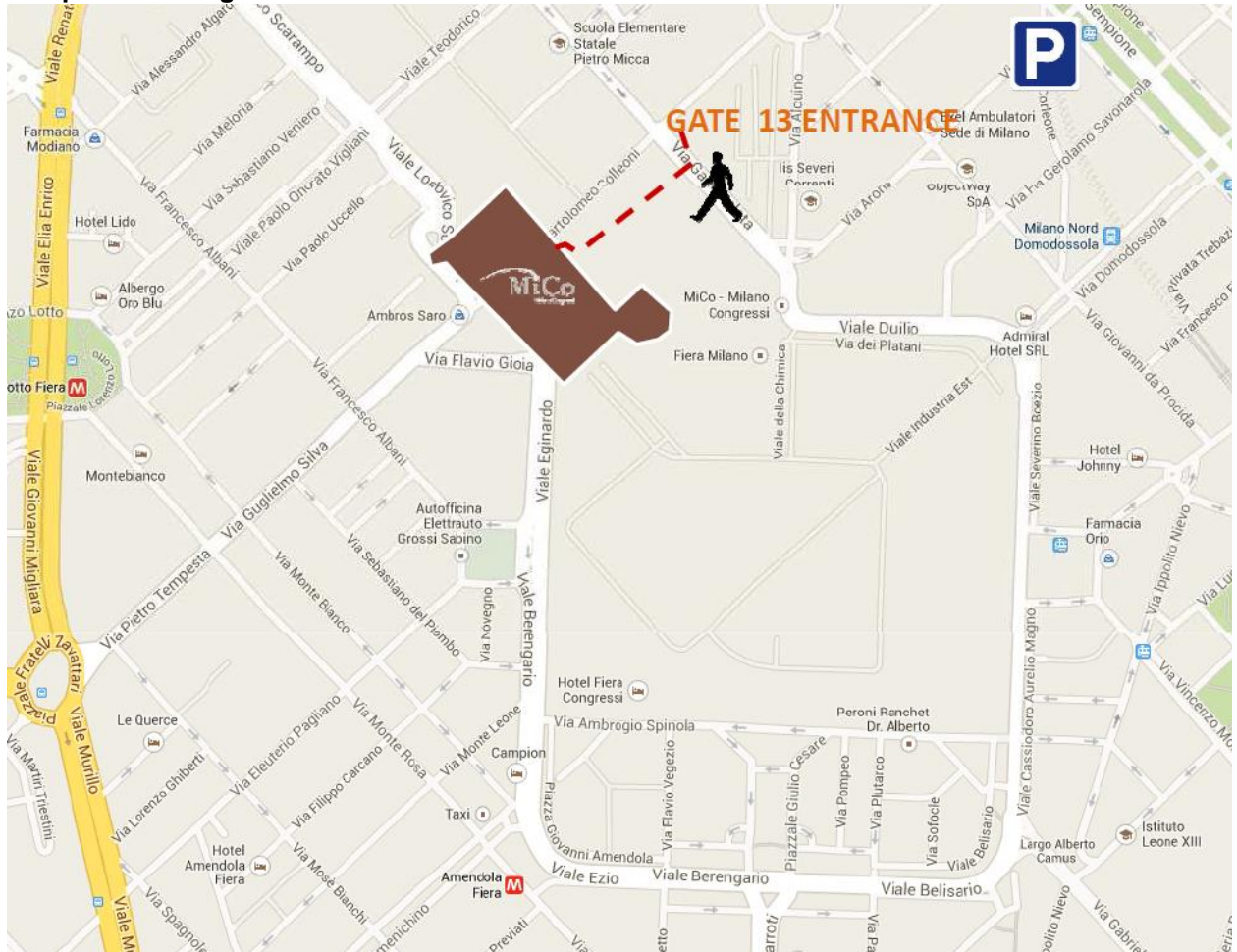
Gate 13 – located in Via Gattamelata: will be the dedicated entrance for exhibitors during building up and break-down days.

You can park your car during build-up and break-down for a maximum of 2 hours in the area between GATE 13 and the unloading area. After these 2 hours, the car can be parked at the Sempione Parking near the MiCo (please see map below and on the next page).

**GATE 13:**

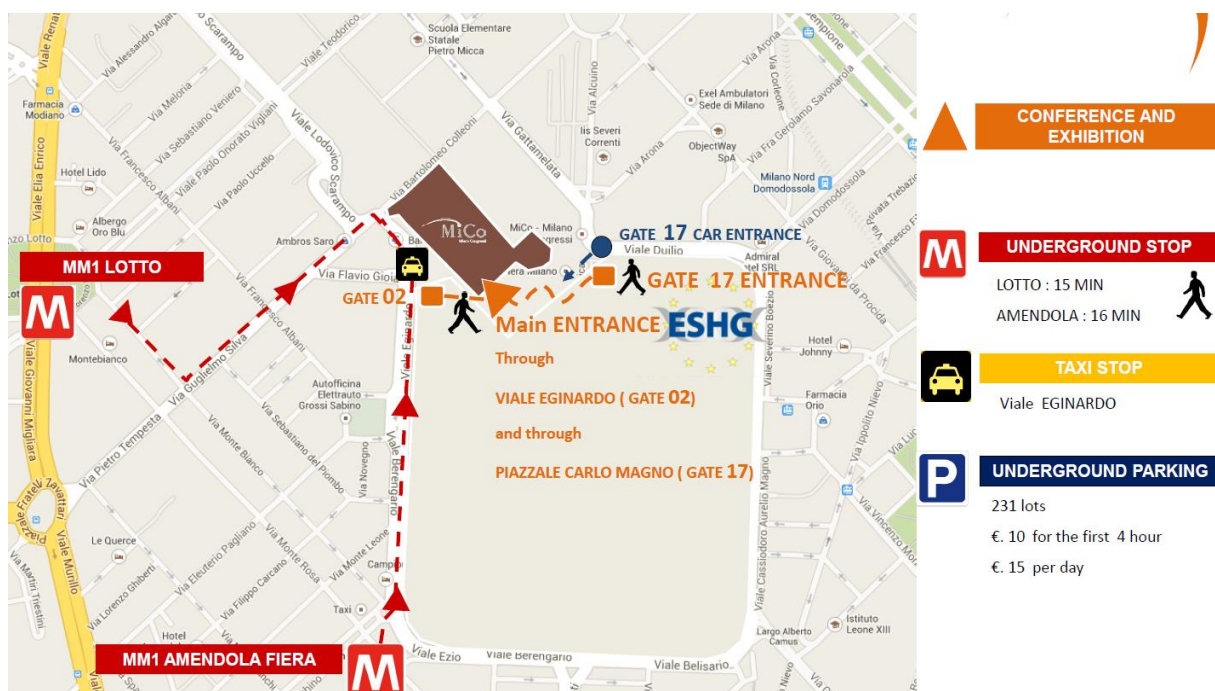


**Sempione Parking:**



**Conference days**

Gate 2 – located in Viale Eginardo: will be a dedicated entrance for pedestrians during conference days.  
 Gate 17 – located in Piazzale Carlo Magno: will be a dedicated entrance for pedestrians and for cars to be parked inside the congress venue during conference days.



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 build-up and break-down times are limited.

**A. Schedule for exhibitors using the standard stand construction package**

Thursday 29 May	<b>NO ACCESS</b> for exhibitors who use the package of standard stand construction (Form 2 in Section 5).	
Friday, 30 May	08.00 – 18.00 hrs	Bringing in and installation of exhibits.
Friday, 30 May	17.00 hrs	Aisles must be clear and empties and packing materials taken for storage.
Friday, 30 May	17.00 – 18.00 hrs	Installation of exhibits <b>inside</b> the stands only, no more movements in the aisles in view cleaning and carpeting of aisles.

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

Thursday, 29 May	08.00 – 19.00 hrs	Stand construction works by exhibitors and their stand contractors who <b>bring and build their own stand (Form 2, Section 5)</b> and have a <b>written agreement with Rose International</b> about their construction works on Thursday 29 May 2014. <b>All construction works must be finished on Thursday 29 May by 19.00 hrs, no construction works allowed on Friday 30 May.</b>
Friday, 30 May	08.00 – 18.00 hrs	Bringing in and installation of exhibits. <b>No construction works allowed (see Thursday).</b>
Friday, 30 May	17.00 hrs	Aisles must be clear and empties and packing materials taken for storage.
Friday, 30 May	17.00 – 18.00 hrs	Installation of exhibits <b>inside</b> the stands only, no more movements in the aisles in view cleaning and carpeting of aisles.

► **If in doubt whether you belong to group A (standard stand construction stand) or group B (design/own stand), check with Rose International to avoid misunderstandings on your build-up schedule. There will be absolutely no access on Thursday for exhibitors of Group A. For Group B only access if exhibitor or his stand contractor has a written agreement with Rose International about their building up schedule on Thursday 29 May.**

An over-all schedule of build-up procedures is given on page 15 (this Section).

Contractual working hours agreed with MiCo 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 and other fees incurred.

**Break-down Schedule**

**A. Schedule for exhibitors using the standard stand construction package**

Monday, 2 June	17.30 – 18.15 hrs as of 17.45 hrs	Packing up activities <b>inside the stand</b> only. Delivery of empties to the stands, after all participants have left the exhibition area.
	18.15 – 20.00 hrs	Taking exhibits out of the exhibition hall. All rented materials will be collected by the relevant supplier.
	20.00 hrs	Dismantling standard stand construction by the stand contractor starts.
	20.00 hrs (strict)	<b>All exhibits and exhibitor's materials should have been taken out of the stands and the exhibition areas.</b>

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

Monday, 2 June	17.30 – 18.15 hrs as of 17.45 hrs	Packing up activities <b>inside the stand</b> only. Delivery of empties to the stands, after all participants have left the exhibition area.
	18.15 – 24.00 hrs	Break-down and taking materials and exhibits out of the exhibition hall.
	24.00 hrs (strict)	<b>The premises must be completely cleared of all materials and exhibits.</b>

**Important note:**

- At 24.00 hrs on Monday 2 June all materials/exhibits must have been taken out of the exhibition area in view of the contractual rental period. After 24.00 hrs the organisers are entitled to have goods and (stand) materials removed and stored at the expense of the relevant exhibitor.

**Exhibition Desk - Check-in – Badge Required**

Exhibitors and their contractors/suppliers should check-in at the Exhibition Service Desk (level 1, see map on page 14) upon their arrival at the MiCo. Contractors and suppliers will receive a worker badge for the build-up period. Do not forget to order a vehicle pass to enter the delivery area (Gate 13) on the build-up and break-down days. For details see page 22.

**Exhibition Service Desk - Opening Hours**

Build-up	Thursday	29 May	08.30 – 19.30 hrs <b>only for exhibitors who build their own stand</b> and have a written agreement with Rose International about their construction works on Thursday 29 May 2014.
Build-up	Friday	30 May	07.30 – 18.30 hrs
Exhibition	Saturday	31 May	08.00 – 19.00 hrs
Exhibition	Sunday	1 June	07.30 – 18.00 hrs
Exhibition / Break-down	Monday	2 June	07.30 – 21.00 hrs

**Exhibition Service Desk - Telephone Number**

During opening hours of the Exhibition Service Desk from Friday 30 May – Monday 2 June, the following direct telephone line will be in operation: +39 02 8725 5061.

To reach Rose International on Thursday 29 May, please call their office number: +31 70 383 8901.

**Occupation of Exhibit Space**

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

**A.** Friday 30 May 2014 at 18.00 hrs – exhibitors using the standard stand construction package

**B.** Thursday 29 May 2014 at 19.00 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 by Rose International is carried out continuously during build-up procedures to make sure that exhibitors receive the services ordered, and to see to it that the instructions of, and on behalf of, the organisers and MiCo 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.

<b>Building height and how to use your exhibit space</b>	<p>Stand walls must be <b>2.50 m high exactly</b>, not lower, not higher, measured from the floor of the hall, not from e.g. a raised or technical floor.</p> <p>It is <b>not allowed to use the walls of neighbouring stands</b>, each stand must have its own walls, finished to the satisfaction of the organisers.</p> <ul style="list-style-type: none"> <li>- <b>In-line stands</b> should have <b>side and back walls</b> measuring the full depth, width and height (2.50 m) of the rented stand space.</li> <li>- <b>Head stands</b> should have a <b>back wall</b> covering the full width and height (2.50 m) 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.</li> <li>- <b>Corner stands</b> must have <b>two back walls</b> over the full depth and height (2.50 m) of the stand.</li> </ul>
<b>Objects in stands</b>	<p>For <b>objects higher than 2.50 m permission is required</b> 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>
<b>Displays in stands</b>	<p>If you intend to <b>bring a display system</b> (e.g. pop-up display) to put in your stand, please inform Rose International of the measurements (height x width in m) so we can check if the display will fit. For spotlights on your system: also see below, Plugs, sockets and adapters.</p>
<b>Floor material exhibition area</b>	<p>The exhibition hall has a Spheroidal quartz floor. Aisles will be carpeted and carpet in the stands is mandatory.</p>
<b>Carpet in stands</b>	<p>All stand floors must be carpeted. <b>Carpet for the standard stand construction stands is included in the package</b> (use form 2 to indicate your choice of colour). Exhibitors who bring/build their own stand should bring their own carpet or can order this, please contact Rose International if you wish to order any carpet.</p>
<b>Max floor load</b>	<p>5000 kg / m<sup>2</sup>.</p>
<b>Electricity</b>	<p>Single phase 220V/50 Hz current up to 3 kW. Three-phase 380V/50 Hz current + neutral above 3 kW. Electricity connections come from the columns located in the exhibition area. Also see important information and instructions on page 22, Section 3.</p>
<b>Plugs, sockets and adapters</b>	<p>Regular European plugs and sockets (Schuko) are used in Italy. Adapters (e.g. UK to European) can be ordered through the online portal of MiCo.</p>
<b>Voltage transformers</b>	<p>For <b>equipment requiring 110/120V, a transformer is needed to connect to 220V/380V</b>. Although we advise exhibitors to bring their own transformer if their equipment needs this, transformers can also be ordered with MiCo. <b>No on-site</b> ordering of transformers.</p>
<b>Suspensions/Rigging</b>	<p>The height of the hall allows for suspensions and rigging in most areas. 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 <b>before 1 April 2014</b>. All costs involved in rigging/suspensions will be for the exhibitor. See also Section 6 with important regulations.</p>

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## Access to the Exhibition Hall during Build-up hours

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### A. Exhibitors using the package of **standard stand construction**

- **Access on Friday 30 May only.**
- Exhibitors who need to unload a car or truck: see "Delivery & Removal of Exhibits" below.
- Entrance during build-up is at GATE 13.
- Unloading and bringing in of exhibits to be finalised before 17.00 hrs on Friday 30 May.
- Exhibitors hand-carrying their materials, may also enter via GATE 13 of MiCo (see map on page 7).
- **Each vehicle entering the delivery area (GATE 13) needs to have a vehicle pass, which has to be pre-ordered through the online portal of MiCo**, see page 22 (information and how to order).
- Badges (Exhibitor, Exhibits Only or Worker badge), are required for all persons working during build-up. See pages 10 and 17-18 for further details and where and when to collect badges.

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

- **Access on Thursday 29 and Friday 30 May.**
- 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 17.00 hrs on Friday 30 May.
- Exhibitors hand-carrying their materials, may also enter via GATE 13 of MiCo (see map on page 7).
- **Each vehicle entering the delivery area (GATE 13) needs to have a vehicle pass, which has to be pre-ordered through the online portal of MiCo**, see page 22 (information and how to order).
- Stand materials should be brought in on Thursday 29 May, and all **construction works must be finished before 19.00 hrs on Thursday 29 May (strict)**.
- Badges (Exhibitor, Exhibits Only or Worker badge), are required for all persons working during build-up. See pages 10 and 17-18 for further details and where and when to collect badges.

### Delivery & Removal of Exhibits to/from the Exhibition Hall

The delivery and removal of exhibition goods during build-up and break-down, should take place via **GATE 13**; the delivery area of MiCo; see delivery area access map on page 14. Please also see important regulations that apply during build-up and break-down in Section 7, page 63.

The following instructions apply for the delivery and (un)loading of goods.

- EXPOTRANS is the official ESHG 2014 freight forwarder, appointed by Rose International.
- The use of forklift trucks and other motorized transport and lifting equipment by other parties than EXPOTRANS is not allowed.
- For parking of trucks: see page 6.
- Delivery area access map on page 14.
- **Each vehicle entering the delivery area (GATE 13) needs to have a vehicle pass, which has to be pre-ordered through the online portal of MiCo**, see page 22 (information and how to order).

### 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/eshg2014](http://www.eshg.org/eshg2014), Exhibition page.

### Stand Number & Final Stand Allocation

Stand locations and stand numbers will be (re-)confirmed by Rose International in April 2014. In case it is necessary to change an exhibitor's stand location and/or stand number, the exhibitor will be notified immediately.

### Animals

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

### Rules & Regulations, Documents – MiCo

For very important Rules & Regulations of the MiCo see Section 7 (MiCo Technical Regulations Book – Summary). Each exhibitor is obliged to read these regulations carefully.

### Rules & Regulations, General Conditions – Rose International

For the Rose International Rules & Regulations, as well as an overview of the most important articles of their General Conditions, go to Section 6.

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**Liability**

Neither the exhibition organisers or the (official) service suppliers, nor the conference organisers, MiCo and/or the city of Milan, 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. Any damage to the building will be charged to the relevant exhibitor.

See also important note on liability on page 51, Section 6.

**Insurance**

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

**Exhibitors will not be allowed** inside Fiera Milano Congressi (MiCo) Exhibition Area without an adequate Insurance Cover. Please see page 23 for detailed instructions.

**Theft Prevention - Security**

Exhibitors who wish to order a security guard on the stand, please order this through the online portal of MiCo (see page 24, Section 3). 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 after or during build-up, 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 will be around.
- Do not leave valuable goods in the stand when leaving. Take these with you (preferably), or lock away.

**During Exhibition Opening Hours**

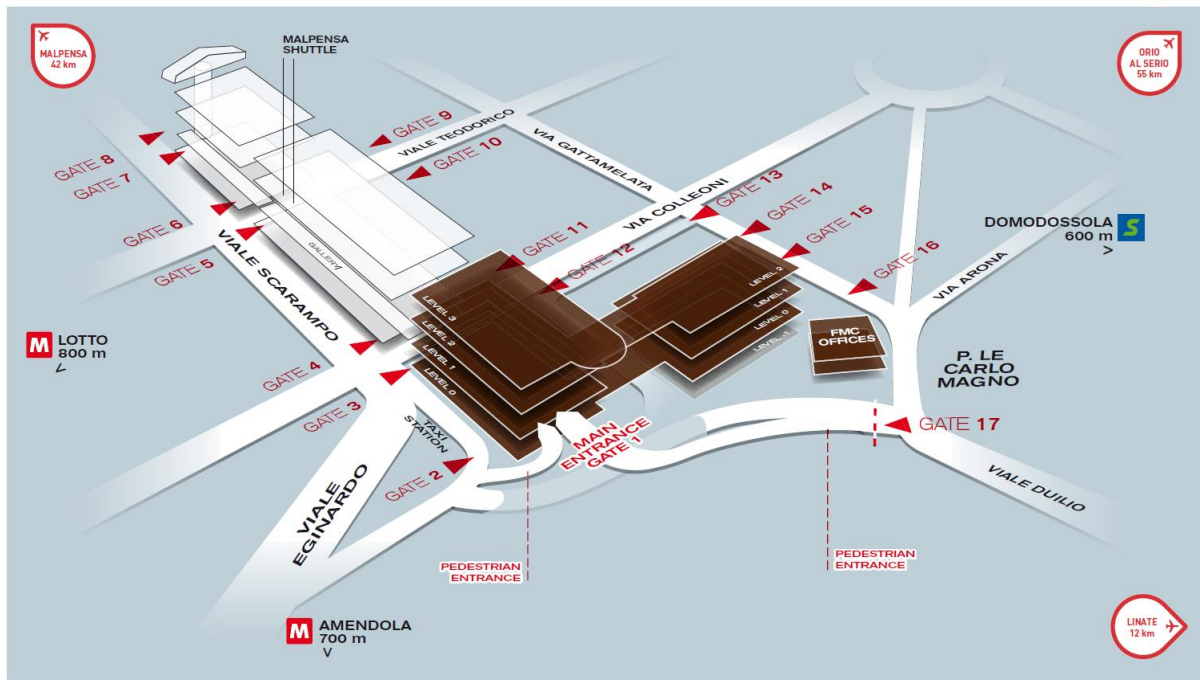
- Do not leave your stand unmanned during opening hours of the exhibition.
- Arrive preferably 15 minutes before opening time of the exhibition.
- Poster viewing hours run concurrent with exhibition opening hours: so do not come late, and do not leave early.
- Always keep your valuable and personal belongings 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.

**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.



Delivery Area Access Map



Gate Entrances

**Build-up (Thursday 29 and Friday 30 May) & Break-down Day (Monday 2 June):**

**Gate 13** – located in Via Gattamelata: will be the dedicated entrance for exhibitors during building up and break-down days.

**Schedule of Build-up Procedures**

ACTIVITY	Thursday 29 May	Friday 30 May	REMARKS
Standard stand construction works by the official stand contractor	All day **	-	<b>** No access for exhibitors</b> using standard stand construction package.
Bringing in of stand materials/shipments for exhibitors building their own stand	09.00 – 15.00	-	If you build your own stand, make sure to instruct EXPOTRANS to deliver your materials early on Thursday 29 May.
Construction works by exhibitors bringing/building their own stand Agreement with Rose International required for construction on Thursday 29 May	09.00 - 19.00	No construction works allowed on Friday	<b>All construction works should be finished on Thursday at 19.00 hrs.</b>
Bringing in and installation of exhibits by exhibitors using the package of standard construction	No Access on Thursday	08.00 – 18.00	
<b>Aisles must be cleared of all goods, waste materials, empties etc.</b>		<b>17.00 strict</b>	- Storage empties: EXPOTRANS (Section 4) - To order a storage in your standard stand construction stand, form 5, Section 5.
Aisles will be cleaned and carpeted		After 17.00	Concerns the aisles in and around the exhibition areas.
Collection of empties for storage by EXPOTRANS		08.00 – 17.00	Please pre-order storage for your empties: EXPOTRANS, Section 4.
Ordered furniture brought to stands	End of the day		
Rented media equipment brought to stands and installed		08.00 – 17.00	Position of ordered items will be defined with you at time of delivery.
Internet access and equipment installation		08.00 – 17.00	Position of ordered items will be defined with you at time of delivery.
Ordered plants and flowers brought to stands		08.00 – 17.00	Position of ordered items will be defined with you at time of delivery.
Stand floors and general cleaning of the exhibition stands and areas		Evening	Stand floor cleaning is included in your stand space fee, as well as daily cleaning on Saturday and Sunday evening.

**The Exhibition opens on Saturday 31 May at 08.30 hrs**

**Exhibitors should be present at 08.15 hrs**



## EXHIBITION SERVICES &amp; 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 these suppliers. Suppliers have been appointed by Rose International in order to secure correct and timely build-up and 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 individual forms** and the **overview of deadlines** on page 36, Section 5. Orders received after deadlines, and on-site, will cause delays in your building-up procedures and 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**. 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 19 in this Section.

## SERVICES &amp; FORMS - ROSE INTERNATIONAL

1.	Payment procedures - Mandatory	Form 1
2.	Exhibitors manual	Download
3.	Catalogue & subject index entry - Mandatory	Form by e-mail
4.	Badges (exhibitor, exhibits only) - Mandatory	Form by e-mail
5.	Standard stand construction or design stand - Mandatory	Form 2
6.	Conference party & lunch boxes	Form 3
7.	Co-exhibitor on the stand	On request
8.	VAT & VAT reclaim	On request

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

**Payment Procedures****Mandatory - Form 1**

1. Exhibitors receive an invoice, with specified VAT if applicable, for all their orders.
2. An administration fee of **EURO 50.00 will be charged if at any time an invoice needs to be re-issued**, e.g. with different name/address details, or other changed details. In case a PO number is needed on the invoice, make sure to inform Rose International immediately when sending your orders.
3. Rose International needs to be informed whether you wish to pay your orders (from Rose International) by bank transfer or by credit card, so please fill in and return form 1 before the stated deadline.
4. If you choose the option "bank transfer" you do not need to fill in the section Credit Card Details.
5. **Note:** all bank costs are for account of the exhibitor, instruct your bank accordingly when making a bank transfer. Always use Swift/BIC code and IBAN as stated on your invoice. **Any bank costs incurred by Rose International need to be reimbursed on-site**, in cash, or by credit card (surcharge for credit card payment).
6. 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.
7. Orders for Rose International **received after 15 April 2014**, so also on-site, need to be paid by Credit Card and will be processed only after receipt of the completed section Credit Card Details on form 1.
8. **Note:** All **Credit Card payments**, before the conference and on-site, incur a **surcharge of 5% of total due, including VAT if applicable, plus EURO 2.00 transaction costs**.

**Exhibitors Manual****Download**

Make sure that your staff members and contractors/suppliers receive and read 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/eshg2014](http://www.eshg.org/eshg2014), Exhibition page, scroll down to Downloads.

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

Exhibitors are entitled to company and product information in the exhibition catalogue. Exhibitors receive the entry form by e-mail in Excel format. The form should be returned to Rose International in the same, Excel, format (**do not pdf!**).

Catalogue entries must reach Rose International **before 1 April 2014**. 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 – Form by e-mail****A. Exhibitor Badges – Access to Exhibition & Scientific Sessions**

Exhibitors receive 2 complimentary Exhibitor badges for the first 6 m<sup>2</sup> of stand space and 1 additional free Exhibitor badge for each following 12 m<sup>2</sup>. 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 m<sup>2</sup> of stand space (complimentary + paid Exhibitor badges together). For more badges see B. Exhibits Only Badges.

**Exhibitor badges are available exclusively for exhibiting company staff.**

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, Excel (**do not pdf!**), before 15 April 2014.

Exhibitor badges give free access to the exhibition area, the scientific sessions (provided that seats are available), the Opening Ceremony and the Networking event at MiCo on Saturday 31 May (time schedule on page 4, Section 1). Exhibitor badges include refreshments which are free for participants during the official breaks (printed in the final programme).

**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, since on-site orders take time to process so will cause a delay for your staff.

► **Continued on next page.**

**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.
- Exhibits Only badges will have, besides company (or institution for e.g. guests) and personal name, the text EXHIBITS ONLY.
- Badges will not be sent to exhibitors or guests in advance.
- Badges must be collected and signed for by individual members of exhibitor's staff, but may also be collected by one of the exhibitors staff members who should then make sure that each of his/her staff has received the badge before entering MiCo.
- Collection of badges at the **Exhibition Service Desk** of Rose International at the Balcony on **Level 1** of MiCo.
- Opening hours of the **Exhibition Service Desk**:
 

Friday	30 May	07.30 – 18.30 hrs (build-up)
Saturday	31 May	08.00 – 19.00 hrs
Sunday	1 June	07.30 – 18.00 hrs
Monday	2 June	07.30 – 21.00 hrs (break-down as of 18.00 hrs)
- Outside these opening hours, the desk can be reached by telephone: +31 70 3838 901.
- **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. Badge preparation on-site will cause a delay in accessing the exhibition and conference levels.

**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 20 May 2014.
- After 20 May (so also on-site) there is a charge of EURO 20.00 excl. VAT for each change. Payment on-site when collecting the badges.
- **Cancelled Exhibitor badges 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 wish to be registered as a full/regular participant of the conference should register on-line at [www.eshg.org/eshg2014](http://www.eshg.org/eshg2014), 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 includes:
- Stand walls 250 cm high.
  - Fascia board with company name and stand number in standard lettering, max. 20 characters <sup>1)</sup>.
  - One spotlight/3 m<sup>2</sup>, including electricity connection 3 kW + 2 sockets + consumption <sup>2)</sup>.
  - Carpet: see colour catalogue on page 39, behind form 2 <sup>3)</sup>.
- 1) Please fill in how your company name should show on the fascia board.  
 2) In case more kW is needed or 24-continuous power: order on-line, see pages 22 and 45 for details.  
 3) Mark the colour carpet you wish to have in your stand (default colour is 308 – grigio - grey).

**B. Companies building their own stand (Design stand)**

- √ Mark the appropriate box on form 2 if you bring/build 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 Thursday 29 May (**no construction works allowed on Friday 30 May**). See detailed build-up schedule on page 9.

► **Continued on next page.**

- 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 the stand space fee if you bring/build your own stand.
  - The stand space includes a 3 kW electricity connection + 2 sockets + consumption: more power and/or 24hr continuous power can be ordered on-line, see pages 22 and 45 for details.
1. The stand design must reach Rose International for written approval before 1 April 2014.
  2. 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. Further important instructions: see Sections 6 and 7.
  3. All exhibitors, as well as their stand contractors and other suppliers, are obliged to read the Rules & Regulations in Section 6 and the Technical Regulation Book and the Evacuation Plan in Section 7.
  4. **Important:** stand building and decorative materials need to be fireproof. Rose International will email you the **mandatory form (SICU)**, which needs to be returned to MiCo by all exhibitors **building their own stand**.

**Conference Party****Form 3**

Exhibitors who would like to join the Conference party on Monday 2 June (time and location to be announced), please order tickets using form 3. For details on the event see the conference website: [www.eshg.org/eshg2014](http://www.eshg.org/eshg2014) (Registration / Networking Events). Capacity is limited, so register early.

**Lunch Boxes****Form 3**

Lunch boxes can be ordered by exhibitors for Saturday 31 May, Sunday 1, and Monday 2 June, use form 3. No on-site ordering of these lunch boxes.

On Saturday 31 May, Sunday 1 June and Monday 2 June the ordered lunch boxes will be available at the coffee terraces in the Exhibition area around 12.00 hrs daily.

**Tickets Pick-up - Conference Party & Lunch Boxes****Form 3**

Ordered tickets for the Conference party and lunch boxes will be given to the **person designated** by the exhibiting company, no individual pick-up of these tickets. The name of the designated person should be filled in on form 3. Tickets should be picked up at the **Exhibition Service Desk** (opening days/hours on page 10).

**Lost or forgotten tickets cannot be replaced or refunded.**

**Co-exhibitor on the Stand****ON REQUEST**

Exhibitors may share the stand with their official local distributor/agent for Italy (one company). The exhibitor will be charged for the co-exhibitor fee of EURO 750.00. 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.

Contact Rose International for further details and approval, and in case you wish to invite more agents or distributors on the stand.

**VAT & 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, if applicable in your situation, in:

- |            |                                    |   |                          |
|------------|------------------------------------|---|--------------------------|
| - Italy:   | Exhibitor and Exhibits Only Badges | - | Italian VAT law applies  |
|            | Conference Party tickets           | - | Italian VAT law applies  |
|            | Lunch boxes                        | - | Italian VAT law applies  |
| - Austria: | Lead Retrieval System              | - | Austrian VAT law applies |

Rose International can provide contact details of their own VAT agent in Italy, who would be able to help you reclaim your VAT in Italy, if applicable in your situation. Same for VAT agent in Austria.

Exhibitors in EU countries can, in most cases, reclaim VAT in Italy via their national on-line tax portal.

**SERVICES & FORMS – a-booth (official stand contractor & supplier)**

1.	Payment procedures	Form 4
2.	Extra stand components – exclusive supplier	Form 5
3.	Logo's & graphics*	Form 6
4.	Stand lay-out	Form 7

\* a-booth is the exclusive supplier of logo's and graphics to be fixed to fascia and/or walls of the standard stand construction package.

Name a-booth exhibition services

Address Skoon 37, NL-1511 HV Oostzaan, 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 4**

- If you have orders for a-booth, your first order should be accompanied by payment form 4, indicating if you will pay by bank or by cheque.  
**Note:** Orders not paid at the start of the event as well as on-site orders, need to be paid on-site by credit card. Surcharges of 20% on the total due will apply.
- 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.
- 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 5*

Use form 5 to order additional elements for the **standard stand construction** (shelves, storage, etc.). Bear in mind to order storage on your stand to hide your spare supplies.

**Logo's & Graphics****Form 6**

To order your company logo (e.g. for the stand fascia) or other graphics, use form 6.

**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 7**

To indicate the location of e.g. your storage or book shelves, extra components to your package of standard stand construction (form 5, Extra Stand Components), exhibitors are requested to use form 7.

**If there are other elements in your stand, like e.g. a plasma screen, the position of these elements will be decided together with you at the time of delivery by MiCo, so no lay-out form is needed for elements delivered by MiCo.**

**SERVICES – MiCo (official supplier)****ONLINE ORDERING at <http://e-payment.fieramilanocongressi.it/ExhibitorServices/>**


1.	Payment procedures	Online
2.	Additional electricity connections & supplies – exclusive supplier	Online
3.	Internet connection & telecommunication – exclusive supplier	Online
4.	Audiovisual Facilities	Online
5.	Flowers & Plants	Online
6.	Vehicle passes for build-up and break-down – exclusive supplier	Online
7.	Computers	Online
8.	Fire Extinguishers	Online
9.	Insurance – Mandatory for each exhibitor and co-exhibitor	Online
10.	Stand catering – exclusive supplier	Online
11.	Extra Cleaning Services - exclusive supplier	Online
12.	Waste disposal – exclusive supplier	Online
13.	Water & Compressed Air Connections – exclusive supplier	Online
14.	Temporary Staff – Stand Security & Hostesses	Online

Name Fiera Milano Congressi  
 Address Piazzale Carlo Magno, 1  
 IT 20149 Milano, Italy  
 Contact MiCo Staff Exhibitors Technical Assistance E-mail [eshg2014@fieramilanocongressi.it](mailto:eshg2014@fieramilanocongressi.it)  
 Telephone +39 02 49977 510 Fax +39 02 4801 0270


**Access: Online Portal MiCo**


Each Exhibitor will receive a welcome e-mail with password and username, at the beginning of February 2014. Exhibitors who booked their stand after 1 February 2014 will receive their log in details within 2 weeks after the exhibitor received the official booking confirmation from Rose International. In case of any issues with your log in credentials please contact MiCo Staff Exhibitors Technical Assistance: [eshg2014@fieramilanocongressi.it](mailto:eshg2014@fieramilanocongressi.it)

**Online ordering:** <http://e-payment.fieramilanocongressi.it/ExhibitorServices>



**FIERA MILANO  
CONGRESSI**





Username

Password

**Password smarrita?** Digitate il vostro indirizzo e-mail nella casella sottostante e cliccate su "Invia password".  
**Password lost?** Type your e-mail address in the box below and click on "Send password."

E-mail

[Invia Password / Send Password](#)

**Payment Procedures**

1. MiCo accepts bank and credit card payments. You will be asked, when ordering online, to choose the method of payment.
2. After placing your order, you will receive an order confirmation by e-mail to validate your order. Payment can be done either:
  - a. At the same time when you place your order in case of credit card payment, or
  - b. After receipt of the order confirmation, in case of bank transfer, when validating your order.
3. The invoice will be sent to you after payment has been received.
4. In case you need an invoice before payment, please place this request (after you have placed your order) at [eshg2014@fieramilanocongressi.it](mailto:eshg2014@fieramilanocongressi.it).
5. No surcharges apply for orders placed before 9 May 2014, as long as payment has been received by MiCo before 19 May 2014. This includes credit card payments.
6. Orders received after 9 May 2014, incur a surcharge of 10%.
7. On-site orders incur a 20% surcharge.

**Additional Electricity Connections & Supplies***Exclusive supplier - Online Ordering*

- Each exhibitor is entitled to an electricity connection of 3 kW + 2 free sockets, including consumption (EURO 245.00 excl. VAT, invoiced by Rose International).
- If you need more power, or 24-hour continuous power (e.g. for a fridge), please order on-line.
- Lights in the stand should be left on (MiCo takes care of switching off at night, except 24 hr connections). And please make sure to switch off your equipment on the equipment itself (see also page 58).
- For safety reasons, all power supplies are shut off half an hour after the close of the exhibition on Monday 2 June at 18.00 hrs.

**Electricity**

Single phase 220V/50 Hz current up to 3 kW. Three-phase 380V/50 Hz current + neutral above 3 kW.

**Plugs, sockets and adapters  
Voltage transformers**

Electricity connections come from the columns in the hall.

Regular European plugs and sockets (Schuko) are used in Italy. Adapters (e.g. UK to European) can be ordered through the online portal of MiCo.

For equipment requiring 110/120V, a transformer is needed to connect to 220V/380V. Although we advise exhibitors to bring their own transformer if their equipment needs this, transformers can also be ordered with MiCo. Please contact MiCo directly for ordering a transformer. No on-site ordering of transformers.

**Internet Connection & Telecommunication***Exclusive supplier – Online Ordering*

WiFi will be available free of charge in the exhibition hall. Password for access will be: [eshg2014](#).

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. Internet connection can be ordered online via MiCo.

**Audiovisual Facilities***Online Ordering*

Use your MiCo online Account to order plasma screens, audio-visual equipment, monitors and related equipment directly online. For items not listed, please contact MiCo directly (see contact details on previous page).

**Flowers & Plants***Online Ordering*

The plants and flower arrangements can be found at the online order website of MiCo. Flower and plant arrangements are rented so may not be taken by exhibitors at the end of the exhibition.

**Vehicle passes build-up and break-down***Exclusive supplier – Online Ordering*

It is mandatory to order vehicle passes upfront for vehicles entering the delivery gate (GATE 13) on build-up and break-down days. Passes can be ordered online via MiCo.

**Computers***Online ordering*

Computers can be ordered online with MiCo. For items not listed, please contact MiCo directly (see contact details on previous page).

**Fire Extinguishers****Online ordering**

Fire extinguishers for the stand can be ordered via the online order website of MiCo (see details on page 45). For stands larger than 50m<sup>2</sup> it is mandatory to install one approved fire extinguisher on each 50 m<sup>2</sup>.

**Insurance****Online ordering**

Neither the organizers nor Fiera Milano Congressi SpA, their representatives or agents will be held responsible for any loss or damage to exhibitor's property. Exhibitors must take precautions to protect their property. Rose International does not provide insurance for exhibitors and their property.

It is **MANDATORY** that, each exhibitor and, if applicable, his co-exhibitor are insured, according to the rules listed below.

**Exhibitors will not be allowed** inside Fiera Milano Congressi (MiCo) Exhibition Area without an adequate Insurance Cover.

**RULES to be followed:**

**Each EXHIBITOR** must complete the mandatory INS application Form, as a declaration of value of the goods brought / used in the exhibition venue, and return it to the Fiera Milano Insurance Broker MARSH by e-mail: [fiera.milano@marsh.com](mailto:fiera.milano@marsh.com) or by fax : +39 02 45402035 .

This form can be downloaded through MiCo services' website (see details on page 45).

Each **EXHIBITOR** and, if applicable, his **CO-EXHIBITOR** must be insured according to the following points:

1. Exhibitors can use their **own policies**, submitting the statements they can find at Art. 6.c of the insurance application Form, for the approval of Fiera Milano Insurance Broker (MARSH). These policies will be considered valid **ONLY** if they are "**Property All Risks Policies**" and contain a clause waiving the right to claim compensation from third parties, including Fiera Milano Congressi SpA, Fondazione Fiera Milano, Fiera Milano SpA, their affiliates, the Organisers of the Event and any third-parties in any way involved in the Organisation of the Event. For policies that do not include the above-mentioned clause or that are considered inadequate, the Insurance Broker (MARSH) will ask Exhibitors to revise the clauses concerned. Your own Insurance Policy must be submitted to the Insurance Broker (MARSH) within and not later than 30 days before the beginning of the Event (i.e. **1 May 2014**). Moreover, the Exhibitors will have to submit their own declarations as per the Form INS indications.

Alternatively, the Companies can choose the following.

2. For those Exhibitors who **do not own** an adequate Insurance Policy (see point 1), or do not own a policy at all, Fiera Milano Congressi can provide them with the insurance service. Exhibitors can get it at the amount of **EURO 95.00** excl VAT. This service includes: All risks Cover up to EURO 25,000.00 and theft of personal properties. The insurance service can be booked on line; the payment can be done by credit card or bank transfer.

**Stand Catering****Exclusive supplier – Online Ordering**

For stand catering note the following:

- It is not allowed to serve drinks/food on your stand, or anywhere else in MiCo, unless these are ordered from the official ESHG 2014 catering company (COMPASS GROUP).
- For catering orders on your stand for up to 30 persons, you can directly place your order online.
- For catering orders on your stand for cocktail or other parties above 30 persons, please contact Rose International to obtain approval of your plans.

**Extra Cleaning Services****Exclusive supplier - Online Ordering**

After build-up on Friday, and on Saturday and Sunday after the exhibition is closed, the stands will be vacuum cleaned and waste baskets will be emptied. This service is included in your stand space fee. In case you need additional cleaning services please order online with MiCo.

**Waste** baskets for your stand can be ordered via Square, see Stand Furniture page 24. Please put your basket on the edge of your stand on the aisle side at the close of each exhibition day.

**Waste disposal****Exclusive supplier - Online Ordering**

Exhibitors, their stand contractors and suppliers are obliged to dispose of their own waste. This includes promotional and other materials that you do not take back at the close of the exhibition. To order waste disposal please see the MiCo services' website (see details on page 21).



**Water & Compressed Air Connections***Exclusive supplier – Online Ordering*

For water and/or compressed air connections please contact the MiCo first before ordering online.

**Temporary Staff – Security & Hostesses****Online ordering**A security guard on the stand (e.g. outside exhibition hours) can be ordered, as well as hostesses. Please order directly online. **Note:** Rose International will arrange general overnight security, but can never be held liable of any loss or damage of your materials, inside or outside your stand.**SERVICE – SQUARE****ONLINE ORDERING at [http:// www.square-mobilier.com/eshg](http://www.square-mobilier.com/eshg)**

1.	Furniture	Online
2.	Payment procedures	Online

Name SQUARE  
 Address 295 Impasse Louis Champin, Z.I. De L'abbaye FR- 38780 PONT-EVEQUE, France

Contact Caroline Thomas  
 E-mail [info@square-mobilier.com](mailto:info@square-mobilier.com) URL [www.square-mobilier.com/eshg](http://www.square-mobilier.com/eshg)  
 Telephone +33 4 7416 1620 Fax +33 4 7416 0200

**Furniture****Online ordering**The furniture catalogue can be found online: [http:// www.square-mobilier.com/eshg](http://www.square-mobilier.com/eshg). Please place your furniture order directly online.**Payment Procedures**

1. Square accepts bank cheque, bank transfer and credit card payments (except Amex).
2. After placing your order, you will receive a confirmation by e-mail of the availability of the furniture.
3. To validate your order, payment can be done either:
  - a. At the same time when you place your order in case of credit card payment only, or
  - b. After receipt of the order confirmation, by bank transfer, credit card or cheque.
4. The invoice will be sent to you after the exhibition. In case you need the invoice earlier, please send an e-mail to: [info@square-mobilier.com](mailto:info@square-mobilier.com).
5. No surcharges apply for orders placed before 9 May 2014, as long as payment has been received by Square before 19 May 2014.
6. Orders received after 9 May 2014, incur a surcharge of 20%.

**SERVICE & FORM – WEBGES (official supplier)**

1.	Lead Retrieval System	Form 8
----	-----------------------	--------

Name Webges Meeting Applications GmbH  
 Address Nussdorferstr. 20/22, AT-1090 Vienna, Austria

Contact Tamara Dworschak Mobile +43 (0)676 83 437 318  
 E-mail [leadsystem@webges.com](mailto:leadsystem@webges.com) URL <http://www.webges.com>  
 Telephone +43 (0)1 3196 9991 8 Fax +43 (0)1 3196 9993 3

**Lead Retrieval System**A **new** lead retrieval system is available from Webges. Detailed information and order form 8, may be found in Section 5, pages 47-50.

**SERVICE – MONDIAL (official hotel agent)**

1. Hotel Accommodation	Online: <a href="http://www.eshg.org/hotel2014.0.html">www.eshg.org/hotel2014.0.html</a>
------------------------	--

Name Mondial Congress & Events Vienna  
 Address Operngasse 20b, AT-1040 Vienna, Austria

Contact Barbara Obritzhauser E-mail [eshg2014@mondial-congress.com](mailto:eshg2014@mondial-congress.com)  
 Telephone +43 (0)1 5880 4172 Fax +43 (0)1 5880 4185

**Hotel Accommodation**

The list of hotels offered by the official ESHG 2014 hotel agent, Mondial Congress & Events Vienna, 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/hotel2014.0.html](http://www.eshg.org/hotel2014.0.html) (individual bookings only).

For **group bookings** (more than 10 rooms) please contact Mondial Congress & Events Vienna at [eshg2014@mondial-congress.com](mailto:eshg2014@mondial-congress.com)

**SERVICES & FORM – EXPOTRANS (official freight forwarder)**

1. Customs clearance & freight forwarding	Section 4
2. Storage of empties	Section 4
3. Manpower	Section 4

Name EXPOTRANS  
 Address S.S. 33 del Sempione 28, IT- 20017. Rho – MI, Italy

Contact Umberto Ferro E-mail [umberto.ferro@expotrans.it](mailto:umberto.ferro@expotrans.it)  
 Telephone +39 02 3666 9600 Fax +39 02 4540 2024

To order, ask for information and a quotation for the handling of your exhibit materials, manpower to unload/load etc., use the order form in the back of Section 4, page 34.

To ensure that your materials arrive in time at your stand at ESHG 2014, read all shipping information, and the deadlines, in Section 4. Also note the below important information on the services of EXPOTRANS.

**Customs Clearance & Freight Forwarding****Section 4**

Rose International has appointed EXPOTRANS as the official logistics supplier for ESHG 2014. EXPOTRANS offers a complete range of logistics services to guarantee smooth and safe build-up and break-down procedures. The use of forklift trucks and other motorized transport and lifting equipment by other parties than EXPOTRANS 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 28 in Section 4, these are crucial.
- Do not send any goods directly to MiCo; these will not be accepted.
- Courier shipments should be avoided. If courier shipment cannot be avoided, go through EXPOTRANS (see instructions in Section 4, page 31).
- Make sure that your company staff at the stand in Milan 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 Milan.**

► Continued on next page.

These documents and contact details are needed if your goods have not arrived in Milan in time. EXPOTRANS 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 Friday 30 May (was Saturday in previous years for exhibitors using standard stand construction). Since Thursday 29 May is Ascension Day and many offices are closed for a long weekend, you may not be able to reach your office by the time you find out that your goods have not (yet) arrived in Milan.

**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 EXPOTRANS for handling and storage of your empties. Remember that **aisles should be cleared of all empties etc. on Friday 30 May at 17.00 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 EXPOTRANS for information and a quotation (see contact details on page 27).

**CUSTOMS CLEARANCE & FREIGHT FORWARDING**



**Shipping Instructions ESHG 2014**

**Contact Details**

Name	EXPOTRANS		
Contact	Mr Umberto Ferro	E-mail	umberto.ferro@expotrans.it
Telephone	+39 02 3666 9600		
Contact	Mrs Alessandra Dellavedova	E-mail	alessandra.dellavedova@expotrans.it
Telephone	+39 02 3666 9600		

**1. Documents**

*The following documents must be sent to Expotrans at least **5 (five) working days** prior to the arrival of vessel / aircraft at Milan Airport or Genoa/La Spezia Seaports. Invoices and packing lists must be in Italian or in English.*

- ✓ 1 copy of Commercial Invoice & Packing List
- ✓ 1 copy of Original B/L / AWB
- ✓ 1 copy of Insurance Policy (if insured)
- ✓ 1 copy of container / consolidation manifest

**Please pay attention to the following points to accurately complete your invoice as per Customs requirements:**

- ◆ Customs codes – Please make sure that your invoice has I or BTN numbers to identify the exact merchandise you are sending
- ◆ Descriptions – Please use clear and detailed product descriptions to allow us to make a proper Customs entry
- ◆ Serial numbers – Please indicate the serial numbers and model of your goods, if serial numbers are not available please include a picture of the items
- ◆ Quantity – Please list the quantity of each item
- ◆ Weight – Please list the weight and the content of each package
- ◆ Values – Use values that represent fair market value to avoid a possible value adjustment by the Customs. Each invoice will have to show the following sentence “The value shown is true, real and is according to the market value”.
- ◆ Origin of the goods – Please indicate the proper Country of origin of the goods you are sending
- ◆ CIF terms – Please indicate in your invoice that the goods are CIF or C&F, otherwise Customs, in order to determine the value of your goods, may add the transport charges to the declared value
- ◆ Goods to be returned after the fair – Please add the following declaration : “Invoiced goods are for display purposes only during the exhibition and will be re-exported at the end of the show”
- ◆ Literature and give-aways – Such items must be listed on a separate invoice with individual values indicated and must be separately packed. Generally such items are subject to import duties
- ◆ Total amount of single invoices – Be advised that, in case of permanent entry at the end of the show, goods with a value over EUR 10.000,00 can be imported only if sold to an Italian buyer with an Italian VAT ID; otherwise permanent importation will not be allowed and goods will have to be re-exported.

EXPOTRANS cannot make Customs entry on shipments where invoices indicate general descriptions such as “Exhibition goods” or “Stand-fitting materials” or “give-aways”. Nor can EXPOTRANS make entry on invoices that indicate lump sum value only. In these instances entry will be delayed until detailed invoices are received from the shipper.

**Please send your pre-alert message with a copy of all documents, before dispatching the goods, to the telefax nr. +39 02 4540 2024**

► **Continued on next page.**

## CUSTOMS CLEARANCE & FREIGHT FORWARDING – EXPOTRANS

ESHG 2014 - Milan, Italy, 31 May - 3 June 2014

Some commodities are subject to import restrictions by Italian Customs Regulation. The most common items requiring additional documentation, permits or licenses before importation are: Alcohol products, tobacco, foodstuff, plants and seeds, any item containing leather or animal parts, certain electronic and communication equipments, textile, chemicals, pharmaceutical products, weapons, ammunition and “defence” related items may require additional documentation .

Many items such as machinery, toy, optical equipment, etc. cannot be imported without a “conformity declaration” (CE trade mark).

Be very careful in shipping **mineral water** because the importation must be authorized by the Health Ministry both in Italy and in the sender’s Country. Without providing the proper documentation the entry will not be authorized.

### 2. Arrival Deadlines

	<b>port/airport/terminal</b>	<b>goods must be received by</b>
Ocean Freight FCL	Genoa/ La Spezia	Tuesday 13 May 2014
Ocean Freight LCL	Genoa / Milan	Wednesday 30 April 2014
Airfreight	Milan MXP	Thursday 22 May 2014
Truck	Milan warehouse	As per move in/out dates, please see pages 9 and 10.

### 3. Late Arrival Surcharge

For cargo arriving beyond deadlines, an additional 30% handling surcharge will be added to cover the additional costs. EXPOTRANS srl will make all reasonable efforts to ensure the delivery before the show opens; however, no guarantees can be given. The surcharge will apply regardless of the delivery date to the show site.

### 4. Consignment Instructions

All documents such as the Bill of Lading and Master Airway Bill must show the consignee as indicated below:

EXPOTRANS SRL

S.S. 33 Del Sempione 28, 20017 Rho – MI Italy

Tel. +39 02 3666 9600 – Fax +39 02 4540 2024

#### Notify:

Exhibition Name	<b>ESHG 2014</b>
Exhibitor Name	_____
Hall	<b>South Hall</b>
Stand Number	_____

**Please note:** *All exhibition goods, dispatched either by seafreight or airfreight, shall be consigned “Freight Prepaid”. A 5% outlay commission will be imposed on all “Freight Collect” consignments.*

### 5. Case Markings

For easy identification, all packages must be marked as follows:

Name of Exhibitor	_____
Hall Number	<b>South Hall</b>
Stand Number	_____
Case Number	_____
Gross/Net Weight	_____
Dimensions	_____

### 6. Insurance

Handling is undertaken entirely at the owner’s risk. While EXPOTRANS will do their utmost to ensure the safety of your goods we highly recommend that all exhibitors issue an “All Risk” insurance policy.

**FREIGHT AND LOGISTIC TARIFF**

**1. Customs Clearance**

**1.1 Customs Brokerage**

To be applied upon import & re-export according to the invoiced value:

<b>INVOICED F.O.B. VALUE</b>	<b>TRANSIT</b>	<b>PERMANENT ENTRY</b>	<b>TEMPORARY ENTRY</b>
UP TO € 5.000	€ 150.00	€ 150.00	€ 150.00
FROM € 5.001 TO € 50.000	€ 230.00	€ 230.00	€ 230.00
OVER € 50.001	€ 290.00+0,15% percentage upon value exceeding € 50,001.00	€ 290.00+0,15% percentage upon value exceeding € 50,001.00	€ 290.00+0,15% percentage upon value exceeding € 50,001.00

**1.2. Customs Inspection:** € 160.00/customs form (if applicable).

**1.3. Bond Fee:** Customs bond fee will apply for goods arriving without ATA Carnet: 1% upon C.I.F. value (min. charge € 190.00).

**1.4. Duties/VAT** on permanent entries to be billed as per customs receipt +1% (Min. charge € 25.00).

**2. Freight Handling Tariff**

All third party charges will be billed as per outlay plus disbursement fee of 1% on advanced fund (minimum charge € 25.00).

**2.1. Inward**

**a. SEAFREIGHT – LCL/FCL Shipments arriving Freight Prepaid at Genoa and La Spezia sea ports**

- ◆ Transport from port/consolidator's terminal to exhibition site
- ◆ Unloading and delivery to booth

LCL € 75.00/shipment + € 200.00/m3 (min. 3 m3)  
 LCL € 75.00/ shipment + € 180.00/m3 (min. 7 m3)  
 LCL over 10 m3 quotation upon request  
 FCL € 95.00/m3 (min. 25 m3 for 20 ft)  
 FCL € 85.00/m3 (min. 45 m3 for 40 ft)

**NOT INCLUDED:**

- ◆ Detention and demurrage charges levied by shipping line
- ◆ Third party's charges

**b. AIRFREIGHT Shipments arriving Freight Prepaid at Milan airports**

- ◆ Taking over consignment on arrival
- ◆ Loading onto transport and delivery to exhibition site
- ◆ Unloading and delivery to booth

€ 150.00/consignment + € 1.70/ kg (min. kg. 150)  
 € 70.00/consignment + € 1.50/ kg (min. kg. 300)  
 € 70.00/consignment + € 1.20/ kg (min. kg. 500)  
 For shipment over 1.000 Kg quotation upon request

**NOT INCLUDED:**

- ◆ Airport storage incurred for reasons beyond our control
- ◆ Third party's charges

**c. ROAD FREIGHT**

Direct unloading from truck to stand

€ 125.00/Van - € 300.00/6 mts Truck - € 480.00/Trailer

Groupage via our advanced warehouse

- ◆ Taking over consignment on arrival
- ◆ Storage before the show (max. 15 days)
- ◆ Loading onto transport and delivery to fair site
- ◆ Unloading and delivery to booth

Arriving Freight Prepaid at our advanced warehouse

€ 90.00/m3 (min. 2 m3)

**NOT INCLUDED:**

- ◆ Third party's charges

**2.2. Outward****a. LCL and FCL Seafreight**

- ◆ Collection from stand and loading onto transport
- ◆ Transfer to Italian port/Consolidator's terminal
- ◆ Port/Consolidator handling and taxes

LCL € 75.00/shipment + € 200.00/m3 (min. 3 m3)  
LCL € 75.00/ shipment + € 180.00/m3 (min. 7 m3)  
LCL over 10 m3 quotation upon request  
FCL € 95.00/m3 (min. 25 m3 for 20 ft)  
FCL € 85.00/m3 (min. 45 m3 for 40 ft)

**NOT INCLUDED:**

- ◆ Detention and demurrage charges levied by shipping line
- ◆ Third party's charges

**b. Airfreight**

- ◆ Loading onto transport
- ◆ Delivery to airline
- ◆ Airport handling and taxes

€ 150.00/consignment + € 1.70/ kg (min. kg. 150)  
€ 70.00/consignment + € 1.50/ kg (min. kg. 300)  
€ 70.00/consignment + € 1.20/ kg (min. kg. 500)  
For shipment over 1.000 Kg quotation upon request

**c. Road Freight**

Direct reloading from stand to truck

€ 125.00/Van - € 300.00/6 mts Truck - € 480.00/Trailer

Groupage via our advanced warehouse

- ◆ Pick up from stand and deliver to our advanced warehouse
- ◆ Storage after the show (max. 15 days)
- ◆ Loading onto transport

€ 90.00/m3 (min. 2 m3)

**3. Collection, Storage and Redelivery Of Empty Cases**

€ 48.00/m3 (min. 1 m3) – Priority service € 60.00/m3 (min. 1 m3)

**4. Handling Of Courier Shipments**

Receiving of courier shipments at EXPOTRANS OFFICE and delivery to exhibition booth for single shipments not exceeding Kg. 10: **€ 80.00/shipment + € 50.00/Agency Fee**

Eventual assistance for customs instructions: **€ 100.00/shipment + € 50.00/Agency Fee**

**Please note: Handling and Logistic tariffs are for work performed during regular working time.**

**Overtime work will be surcharged as follow:**

MONDAY/FRIDAY	19:00 / 24:00	+ 25%
MONDAY/ FRIDAY	24:00 / 07:00	+ 100%
SATURDAY, SUNDAY AND PUBLIC HOLYDAYS	07:00 / 24:00	+ 25%

**Anyway, all services to be provided after 22:00 hrs, must be booked by fax before 18:00 hrs on the same day. For more than 15 min. delay the service will be cancelled and 1 hour debited.**

**SPECIAL INSTRUCTIONS**



## CUSTOMS CLEARANCE & FREIGHT FORWARDING – EXPOTRANS

*ESHG 2014 - Milan, Italy, 31 May - 3 June 2014*

### TARIFF ON-SITE

#### 1. Agency Fees – For every kind of service required

1.1 Logistic Service	€ 50.00
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<b>2. Direct deliveries</b> – Direct unloading from truck to stand or direct reloading from stand on truck	<i>Van</i>	<i>6 metres truck</i>	<i>Trailer</i>
	€ 125.00	€ 300.00	€ 480.00

#### 3. Handling via advanced warehouse – Rate per cubic meter, no fraction – Min. 2 m3

3.1 Unloading at advanced warehouse, intermediate storage (max 15 days), transport to venue and delivery to client's booth	€ 90.00
--	---------

3.2 Collection from client's booth, transport to warehouse, intermediate storage (max 15 days), Reloading onto transport	€ 90.00
--	---------

#### 4. Customs operations – Rate per single operation

4.1 Customs documents issue and Customs operations	Up to € 5,000.00	€ 150.00
--	------------------	----------

	From € 5,000.00 to € 50,000.00	€ 230.00
--	--------------------------------	----------

Over € 50,000.00 fixed amount € 290.00 + variable amount (for amount over € 50,000.00) 0,15%		
--	--	--

5. Workers – Rate per hour, no fraction – Min. 2 hours	€ 45.00
--	---------

#### 6. Handling of empty cases and tools during the exhibition

*Priority service*

6.1 Collection, storage and redelivery of empty cases – Per cubic meter, no fraction	€ 48.00	€ 60.00
--	---------	---------

6.2 Pallet-jack, ladder, toolbox – Per unit	€ 75.00	
---	---------	--

6.3 Electric pallet-jack, scissors lift, genies – Per unit	€ 165.00	
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<b>7. Hand trolley (operator not included)</b>	<i>60 minutes, no fraction</i>	<i>Lump-sum per day</i>
--	--------------------------------	-------------------------

7.1 Pallet Jack	€ 25.00	€ 150.00 /day
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#### 8. Fork lift and cranes including operator – Rate per 60 min, no fraction – Only for second positioning

8.1 Fork lift up to 4 t.	€ 104,00/60'
--------------------------	--------------

8.2 Crane up to 50 t.	Upon request
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**GENERAL CONDITIONS**

- ✓ All rates will be calculated on 1 m<sup>3</sup>=333 kg volume/weight ratio.
- ✓ All rates are subject to 22% VAT, where applicable.
- ✓ The storage service can be provided only for exhibits and it is strictly related to the build-up and break-down periods. Long-term warehousing can be provided only upon specific agreement.
- ✓ If for our convenience a higher capacity forklift/crane is used to perform a service instead of the necessary one the tariff applied will remain unchanged as by original request.
- ✓ For temporary import or re-export it's necessary to have a cash deposit or a bank guarantee equal to the amount of duties to be paid.
- ✓ The empty storage service is only intended for empty packing materials. Expotrans will not be responsible for the damage or loss of any material and/or goods left inside.
- ✓ All services must be paid before the end of the exhibition by credit card, cheque or cash unless otherwise agreed. The invoice for the services will be delivered to the booth.
- ✓ Expotrans are a certified agent of ENAC (the Italian Civil Aviation Authority) and are required to guarantee security checks on goods or mail in order to prevent any illicit introduction of arms, explosives and every other object that can interfere with the normal activity of the air traffic.
- ✓ Above rates do not apply to shipments of live animals, dangerous goods, perishable, valuables or any other kind of special cargo

**Further services not included in the present Handling and Logistic Tariff will have to be agreed in advance.**

**Fax or e-mail this form to:**



Tel.: +39 02 3666 9600  
 Fax: +39 02 4540 2024  
 Contact:  
**Umberto Ferro**  
 E-mail:  
**umberto.ferro@expotrans.it**

Stand No:	
Company:	
VAT No:	
Contact:	
E-mail:	
Tel:	

LOGISTIC SERVICES	DATE	TIME
Direct unloading to stand or reloading from the stand to truck		
Unloading at advanced warehouse, intermediate storage (max 15 days), transport to venue and delivery to client's booth / Collection from client's booth, transport to warehouse, intermediate storage (max 15 days), reloading onto transport		
Worker		
Collection, storage and redelivery of empty cases		
Collection, storage and redelivery Exhibitor's equipment:		
• Pallet-jack, ladder, toolbox		
• Electric pallet-jack, scissors lift, genies		
Other:		

TO BE FILLED OUT BY EXPOTRANS
----------------------------------

*I hereby accept that I have read and understood the general conditions on page 33.*

ORDER FORMS – IMPORTANT Information

## **ORDER FORMS**

### **IMPORTANT INFORMATION**

- 1) On the next page 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/orders should reach the relevant 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 your order forms to the relevant suppliers or in case of online ordering, please place your order directly on-line.

Name, fax number, e-mail address and URL (in case of on-line ordering) of the suppliers are printed on each form.

- 4) Keep a copy of each filled in/sent form for your own records, bring these copies with you to the exhibition and have these 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, or his supplier, and therefore legally binding for the company appearing the form.
- 7) For any services not listed in this manual, contact Rose International.

**SERVICES & DEADLINES**

<b>ORDER FORM #</b>	<b>SECTION #</b>	<b>PAGE #</b>	<b>SUBJECT</b>	<b>DEADLINE</b>	<b>MANDATORY or RECOMMENDED</b>	<b>RETURN To</b> Contact for Information
Quotation form	4	27	Freight Forwarder services: shipment and storage of empties. Information / contact: Section 4	as soon as possible !!!	<b>Highly Recommended</b>	Expotrans
On-line	3	25	Hotel Accommodation	as soon as possible		Mondial
Form by E-mail	3	17	Catalogue & Subject Index Entry Information	1 April	<b>Mandatory</b>	Rose Int.
Form by E-mail	3	17-18	Exhibitor & Exhibits Only Badges Information	15 April	<b>Mandatory</b>	Rose Int.
Form 1	5	37	Payments to Rose International	15 April	<b>Mandatory</b>	Rose Int.
Form 2	5	38	Standard Stand Construction or Own/Design Stand	15 April	<b>Mandatory</b>	Rose Int.
Form 3	5	40	Conference Party / Lunch Boxes	15 April		Rose Int.
On request	3	19	Co-exhibitor Information	-		Rose Int.
On request	3	19	VAT & VAT Reclaim Information	-		Rose Int.
Form 4	5	41	Payments to a-booth	1 May		a-booth
Form 5	5	42	Extra Stand Components	1 May		a-booth
Form 6	5	43	Logo's & Graphics	1 May		a-booth
Form 7	5	44	Stand Lay-out	1 May		a-booth
On-line	5	45	Electricity & Connections	9 May		MiCo
On-line	5	45	Internet & Telecommunication	9 May		MiCo
On-line	5	45	Audiovisual Facilities	9 May		MiCo
On-line	5	45	Flowers & Plants	9 May		MiCo
On-line	5	45	Vehicle Passes	9 May		MiCo
On-line	5	45	Computers	9 May		MiCo
On-line	5	45	Fire Extinguishers	9 May		MiCo
On-line	5	45	Insurance	9 May	<b>Mandatory</b>	MiCo
On-line	5	45	Stand Catering	9 May		MiCo
On-line	5	45	Extra Cleaning Service	9 May		MiCo
On-line	5	45	Waste Disposal	9 May		MiCo
On-line	5	45	Water & Compressed Air	9 May		MiCo
On-line	5	45	Temporary Staff	9 May		MiCo
On-line	5	46	Furniture	9 May		Square
Form 8	5	47	Lead Retrieval System	1 May		Webges

Fax or e-mail this form to:



P.O. Box 93260
NL-2509 AG The Hague
Tel.: +31 (0)70 383 8901
Fax: +31 (0)70 381 8936
Contact:
Krista Vink
E-mail:
kvink@rose-international.com

Stand No:
Company:
VAT No:
Contact:
E-mail:
Tel:

RETURN with your order(s)
before 15 April 2014
Mandatory for all exhibitors
No need to fill in credit card details if you place your orders
before 15 April 2014 and wish to pay by bank

- The undersigned will pay her/his orders (please tick appropriate box):
by bank All bank costs to be paid by exhibitor
No bank payments for orders received after 15 April 2014
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.
by Visa by Master by 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

Fax or e-mail this form to:



P.O. Box 93260  
 NL-2509 AG The Hague  
 Tel.: +31 (0)70 383 8901  
 Fax: +31 (0)70 381 8936  
 Contact:  
**Krista Vink**  
 E-mail:  
**kvink@rose-international.com**

Stand No:
Company:
VAT No:
Contact:
E-mail:
Tel:

**RETURN BEFORE 15 April 2014**  
*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 39 behind this form.

If you do not indicate your choice of colour, your carpet will be the **default colour, 308 – grigio**.

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> 302 – antracite                      | <input type="checkbox"/> 328 – uva      | <input type="checkbox"/> 365 – caraibi   |
| <input type="checkbox"/> 308 – grigio – <b>default colour</b> | <input type="checkbox"/> 363 – papaya   | <input type="checkbox"/> 304 – nautica   |
| <input type="checkbox"/> 332 – nuvola                         | <input type="checkbox"/> 383 – rubino   | <input type="checkbox"/> 303 – jeans     |
| <input type="checkbox"/> 338 – offwhite                       | <input type="checkbox"/> 369 – sole     | <input type="checkbox"/> 394 – bosco     |
| <input type="checkbox"/> 314 – mogano                         | <input type="checkbox"/> 327 – volturno | <input type="checkbox"/> 386 – campestre |

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

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

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

**4. We will bring and build our own design stand** and will send the **stand design** including full measurements in cm to Rose International **before 1 April 2014 for their approval**. See important guidelines and instructions for design stands on pages 10, 18-19 and 53.

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

Company name: \_\_\_\_\_

Contact: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Mobile Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

**CARPET CATALOGUE**

**Note: the actual carpet colours may differ from the samples.**



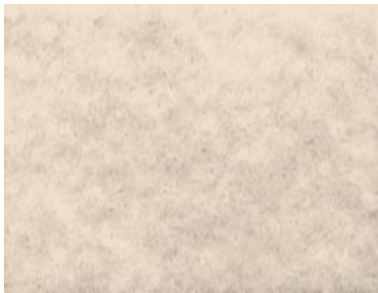
**302 – Antracite - grey**



**308 – Grigio - grey - Default**



**332 – Nuvola - grey**



**338 – Offwhite**



**314 – Mogano - brown**



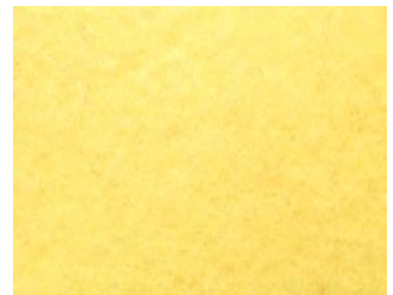
**328 – Uva - purple**



**363 – Papaya - orange**



**383 – Rubino - red**



**369 – Sole - yellow**



**327 – Volturno - blue**



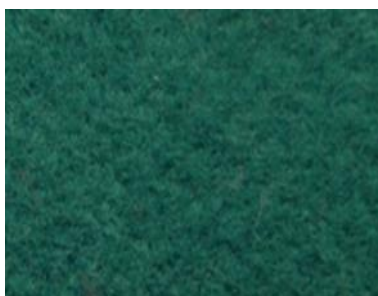
**365 – Caraibi - blue**



**303 – Jeans – blue/grey**



**304 – Nautica – blue/green**



**394 – Bosco - green**



**386 – Campestre – apple green**



Fax or e-mail this form to:



P.O. Box 93260  
 NL-2509 AG The Hague  
 Tel.: +31 (0)70 383 8901  
 Fax: +31 (0)70 381 8936  
 Contact:  
**Krista Vink**  
 E-mail:  
**kvink@rose-international.com**

Stand No:
Company:
VAT No:
Contact:
E-mail:
Tel:

**RETURN BEFORE 15 April 2014**  
*Surcharge after 15 April: 15%*

The undersigned would like to order tickets for the networking party and lunch boxes as indicated below.

ITEM DESCRIPTION	TOTAL QUANTITY	PRICE PER PERSON	TOTAL
Conference Party on Monday, 2 June		€ 49.00	€
<b>SUB TOTAL CONFERENCE PARTY TICKETS, excluding VAT</b>			€
<b>Italian VAT 22% on conference party tickets*</b>			€
Lunch box**, Saturday, 31 May <input type="checkbox"/> <b>Regular</b> <input type="checkbox"/> <b>Vegetarian</b>		€ 16.00	€
Lunch box**, Sunday, 1 June <input type="checkbox"/> <b>Regular</b> <input type="checkbox"/> <b>Vegetarian</b>		€ 16.00	€
Lunch box**, Monday, 2 June <input type="checkbox"/> <b>Regular</b> <input type="checkbox"/> <b>Vegetarian</b>		€ 16.00	€
<b>SUB TOTAL LUNCH BOXES, excluding VAT</b>			€
<b>Italian VAT 10% on lunch boxes*</b>			€
<b>TOTAL CONFERENCE PARTY TICKETS &amp; LUNCH BOXES, including VAT</b>			€

\* Not applicable to VAT registered companies in Italy  
 \*\* Please indicate number of regular and vegetarian lunch boxes.

**Note:** Conference Party and Lunch box tickets are non-refundable after ordering. The ordered tickets will be given to the person designated by the exhibiting company, no individual pick-up of these tickets. Pick-up at the Exhibition Service Desk (opening days/hours on page 10).

► Designated person to collect the Conference Party and Lunch Box tickets:

.....(First Name, Last Name)

Fax or e-mail this form to:



a-booth exhibition services
Skoon 37
NL-1511 HV Oostzaan
Tel.: +31 75 622 5581
Fax: +31 75 622 5582
Contact:
Jaap-Kees Snoeij
E-mail:
jaap-kees@a-booth.nl

Stand No:
Company:
VAT No:
Contact:
E-mail:
Tel: Fax:

RETURN with your first 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 After receiving an invoice/ order confirmation
by credit card A surcharge of 6% of total due including VAT (if applicable, see remark on bottom of this form) will be charged. Please provide your credit card details below.

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

- Visa Master American Express

Please write/print very clearly

CREDIT CARD N° [grid]

VALID THROUGH [grid] SECURITY CODE\*: [grid]

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 30.00.

Fax or e-mail this form to:



a-booth exhibition services  
 Skoon 37  
 NL-1511 HV Oostzaan  
 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 2014****Surcharge after 1 May: 20%**

The undersigned orders the following extra stand components for his/her standard stand:

ITEM DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
Extra Spot 100W		€ 41.00	€
Adjustable Spotlight 100W		€ 40.00	€
Triple plug socket		€ 45.00	€
Range of 3 spotlights 100W		€ 83.00	€
Storage unit 1 m <sup>2</sup> consisting of one panel and one lockable door (100 x 100 cm)		€ 210.00	€
Storage unit 2 m <sup>2</sup> consisting of two panels and one lockable door (200 x 100 cm)		€ 290.00	€
Book shelf white, fixed to stand wall, 97x30 cm <input type="checkbox"/> slanting <input type="checkbox"/> horizontal (please mark appropriate box)		€ 30.00	€
Hook/Chain for hanging frame on shell scheme		€ 4.00	€
Sticky tac (80 pieces of adhesive paste)		€ 8.00	€
<b>Sub Total, excluding VAT</b>			€
<b>VAT 21%, if applicable in your case</b>			€
<b>TOTAL, including VAT</b>			€



97 x 30 cm shelves: - top one is "slanting"

- bottom ones are "horizontal"

- After **15 May 2014**, cancellations cannot be accepted; 100% of the costs will be charged and payable.

Date

Signature + Company Stamp

42

Fax or e-mail this form to:



a-booth exhibition services  
 Skoon 37  
 NL-1511 HV Oostzaan  
 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 2014**

**Surcharge after 1 May: 20%**

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

ITEM DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
Digital (colour or black/white) printing on shell scheme panel (panel is included)		€ 305.00	€
Foam board (800 x 600 mm), including printing		€ 68.00	€
Printing of your company logo for shell scheme fascia board*		€ 33.00	€
<b>Sub Total, excluding VAT</b>			€
<b>VAT 21%, if applicable in your case</b>			€
<b>TOTAL, including VAT</b>			€

- \* For in-line stand: order 1 logo  
 For corner stand: order 2 logo's  
 For head-stand: order 3 logo's

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

A file of the logo/graphic must be sent **before 1 May 2014 in EPS / Ai / PDF vechtorised format** by e-mail to: jaap-kees@a-booth.nl

For questions, other logo/graphics requests and/or other dimensions, please contact directly A-Booth (contact details in top of this form).

- After **15 May 2014**, cancellations cannot be accepted; 100% of the costs will be charged and payable.

Date

Signature + Company Stamp

43

Fax or e-mail this form to:



a-booth exhibition services  
 Skoon 37  
 NL-1511 HV Oostzaan  
 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 2014**

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

If you have ordered a **storage** (highly advised, use order form 5), please indicate position (right or left corner in the back of the stand).

**Back wall of your stand**


Contact Details MiCo



Name MiCo  
 Address Piazzale Carlo Magno, 1  
 IT 20149 Milano, Italy  
 Contact MiCo Staff Exhibitors Technical Assistance  
 E-mail eshg2014@fieramilanocongressi.it  
 Telephone +39 02 49 977 510

**ORDER BEFORE 9 May 2014**

**Surcharge on-site: 20%**


For ordering the following services please go to (for short instruction please see page 21):

**<http://e-payment.fieramilanocongressi.it/ExhibitorServices/>**


1.	Additional Electricity Connections & Supplies – <i>exclusive supplier</i>	On-line
2.	Internet Connection & Telecommunication – <i>exclusive supplier</i>	On-line
3.	Audiovisual Facilities	On-line
4.	Flowers & Plants	On-line
5.	Vehicle Passes for build-up and break-down – <i>exclusive supplier</i>	On-line
6.	Parking Trucks	On-line
7.	Insurance – <i>Mandatory</i>	On-line
8.	Stand Catering – <i>exclusive supplier</i>	On-line
9.	Cleaning Services & Waste Disposal - <i>exclusive supplier</i>	On-line
10.	Water & Compressed Air Connections – <i>exclusive supplier</i>	On-line
11.	Temporary Staff – Stand Security & Hostesses	On-line
12.	Fire Extinguishers	On-line


After **30 May 2014**, cancellations cannot be accepted; 100% of the costs will be charged and are payable.

Each Exhibitor will receive a welcome e-mail with password and username. If you have not received yet your access credentials please contact MiCo Staff Exhibitors Technical Assistance: eshg2014@fieramilanocongressi.it



**FIERA MILANO CONGRESSI**





Username

Password

**Accedi / Logon**

**Password smarrita?** Digitate il vostro indirizzo e-mail nella casella sottostante e cliccate su "Invia password".

**Password lost?** Type your e-mail address in the box below and click on "Send password."

E-mail

[Invia Password / Send Password](#)

Contact Details SQUARE

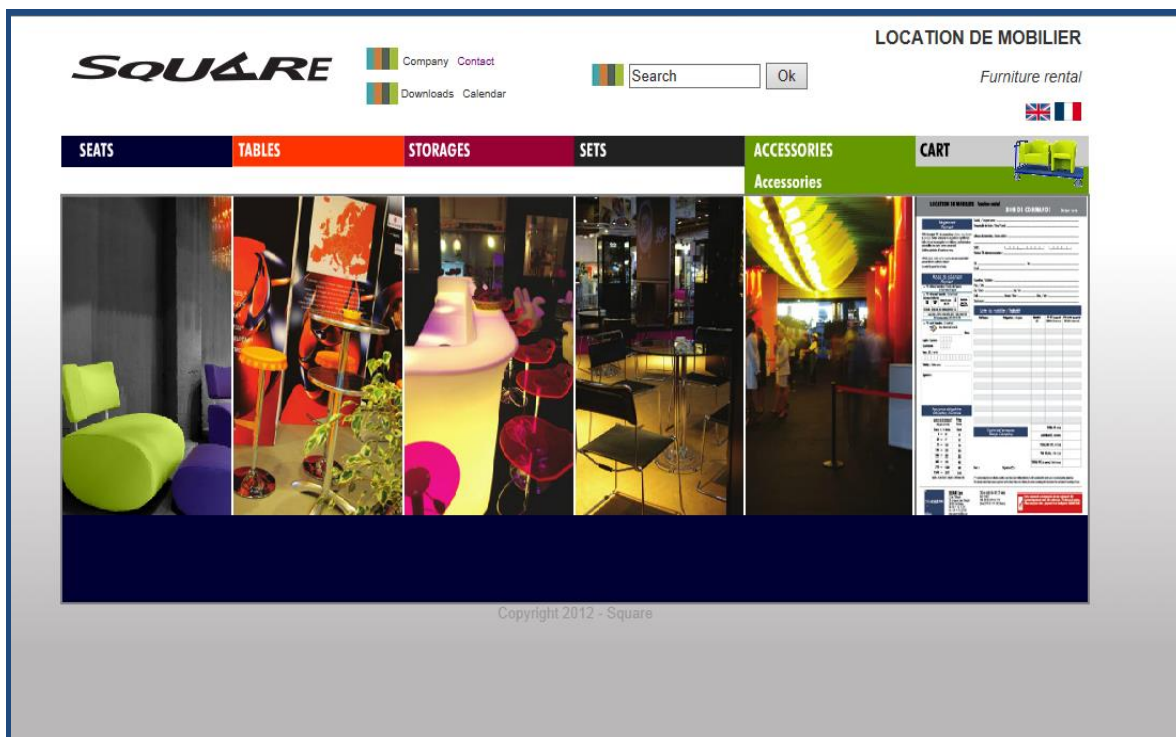


Name SQUARE  
 Address 295 Impasse Louis Champin, Z.I. De L'abbaye FR- 38780  
 PONT-EVEQUE, France  
 Contact Caroline Thomas  
 E-mail info@square-mobilier.com  
 Telephone +33 4 74 16 16 20 Fax +33 4 74 16 02 00

**ORDER BEFORE 9 May 2014**  
*Surcharge on-site: 20%*

For ordering the Stand Furniture please go to:

<http://www.square-mobilier.com/eshg>



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:	_____
Address:	_____
Contact:	_____
E-mail:	_____
Tel:	Fax: _____

**RETURN BEFORE 1 May 2014**  
 Surcharge after 1 May: € 100.00 / net

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

	Orders before May 2 <sup>nd</sup>	Orders after May 2 <sup>nd</sup>	Units	€ Total
Scanner only (to be used with own device)	€ 420,00 net	€ 520,00 net		
iPod touch including scanner	€ 475,00 net	€ 575,00 net		
Symposium scan system incl. staff	€ 375,00 net	€ 475,00 net		

**Terms of payment**

**Credit card:**     VISA             MASTERCARD         AMEX

Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Name \_\_\_\_\_ 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:**

IBAN: AT 4432 000 000 08111304 / Swift: RLNWATWW

Bank: Raiffeisenlandesbank Niederösterreich-Wien AG, F.-W. Raiffeisen-Platz 1, A-1020 Wien

Herewith, I confirm the order of the mentioned number of scanners and accept the General Terms and Conditions incl. cancellation regulations:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date of signature



## **New Webges cLead System**

The Webges cLead System is a state-of-the-art, fast and easy system for exhibitors to record contact information. The cLead technology runs with an app and uses a high quality bar code scanner attached to an iOS mobile device (iPod touch, iPhone and iPad).

### **Exhibition Lead Retrieval - cLead Options**

1. Use your own iPod touch, iPhone or iPad and rent one or more iScan barcode scanners, download the cLead app and configure the system beforehand
2. Rent pre-installed iPod touch devices equipped with the iScan barcode scanner. The exhibitors configuration and product information is preloaded upon collection onsite

By simply scanning a visitor's badge with the iOS device, the contact is entered into the exhibitor's visitor database, including all relevant product information or comments which have been added to this visitors' profiles. The data is synchronized with the server and can be exported as an excel file through an online platform.

### **New cLead Features**

- Connect the barcode scanners via the dock connector on an iOS device and take advantage of the fast and advanced scanning experience you expect from a traditional barcode scanner
- Gather immediate access to visitors contact information (name, address and profile information) by scanning their badge with an iPod touch, iPhone or iPad
- See visitors contact information on the device right after scanning the badge
- Complete missing contact information on the spot
- Configure products and services beforehand through an online portal and add visitors interests to their profile information
- Take notes during sales conversations and automate follow-up activities
- Quick scan mode for scanning delegates badges at industry and satellite symposia
- No Wifi needed for the actual scanning process onsite
- If Wifi is available, data is synchronized continuously
- Download all data into an Excel file



### **Benefits for the exhibitor or industry symposia**

- Either scanner only or device with scanner can be rented, cLead app available via download
- User-friendly, light and easy
- The scanners connected to an iOS device allow exhibitors to be mobile within their reception areas
- Web-based interface to set up products and services with control panel to access visitors data
- On- or off-line scanning is possible, fast scan for symposia
- Scanned data is synched to the server on scheduled intervals
- Data is available as soon as the synchronization is finished

## Administrative procedure

### 1. Order

To guarantee the availability as well as the lower rate prior to the deadline (May 2, 2013), please order the required number of scanners or iPods as soon as possible. Order Form 8.

### 2. Order confirmation

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

### 3. Configuration of products and services

Set up of products and services before the exhibition through an online portal.

### 4. Lead capture

Onsite, you can pick up your scanner or iPod including scanner at the lead system service desk. Our trained staff will be available to answer your questions during the opening hours of the event. Scanned data is synchronized to the server automatically on scheduled intervals.

### 5. Data provision

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

Since not all delegates will provide the registration department with the complete contact information, you may add relevant information during sales conversations; otherwise we cannot guarantee the accuracy of the data.

## Scan options

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

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

- **Symposia scan (Symposium system)**

The visitor is effortlessly saved into your individual database, but the rental period is limited. Used for special occasions like company satellite or raffle.

## Costs to the exhibitor

- The following standard prices are available for exhibitors:

- € 420,00 net per scanner, exhibitor uses own device
- € 475,00 net per iPod touch including scanner
- € 375,00 net per iPod touch including scanner for symposia scans

(maximum rental period of 3 hours, including staff)

- These costs are per rented device including the required software systems, staff 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 credit cards, or by bank wire transfer.
- cLead systems are rented according to Webges Meeting Applications GmbH General Terms & Conditions.
- The cost of lost, damaged or not completely returned hardware will be charged €500 per scanner and €300 per iPod



**Terms and Conditions**

- **Data:** Download of the data via the online database (print out of the list or download of an MS-Excel file). Since not all delegates will provide the registration department with the complete contact information, we cannot guarantee the accuracy of the data.
- **Services included:** Quotes are per scanning device either including or excluding an iPod, software and an unlimited number of scans.
- **Scanning:** Scanning is only allowed on the booth unless agreed by 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. Devices cannot be handed out onsite unless Webges received full payment.
- **Order deadline:** After the ordering deadline, Webges does not accept orders automatically but will confirm acceptance separately. For orders after the deadline, a surcharge is applicable.
- **Cancellation:** All orders cancelled prior to 30 days of the conference will incur a € 100,00 cancellation fee. Orders cancelled within 30 days of the conference will not be refunded.
- **General Terms and Conditions:** This business is covered by the General Terms and Conditions of the Webges Meeting Applications GmbH.

## **RULES & REGULATIONS ROSE INTERNATIONAL**

### **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.

### **Suspensions**

- It is strictly forbidden to attach any suspensions, signage or whatever to (technical) provisions or structures of the venue, e.g. cables, sprinkler systems, ventilation and smoke removal ducts etc. All suspensions need approval of Rose International and of the venue, so contact Rose International at an early stage for any suspensions you may want to plan in your stand.

### **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 5) 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, Section Company Information, in the exhibition area.

### **Carpet in Stands**

- All stand floors must be carpeted. Carpet is included in the package of standard stand construction.
- If you build your own stand, include carpet description in the design.
- If you wish to order carpet for your design stand please contact Rose International.

**Waste during Build-up and Dismantling**

- Exhibitors and their stand contractors and 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 waste disposal, see page 23, Section 3.

**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.
- See also the MiCo Technical Regulations in Section 7.

**Demonstrations & Promotional Activities**

- All demonstrations, interviews etc. must be confined to the limits of the exhibit space.
- Do not place a demonstration area or device 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 interests 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**

- It is MANDATORY that, each exhibitor and, if applicable, his co-exhibitor are insured, according to the rules set by MiCo. Please see page 23 for all details.
- 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.

**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).**

## INSTRUCTIONS FOR DESIGN STANDS

Exhibitors building their own stand must comply with the following instructions:

- Design stands (exhibitors building their own stand) need the approval of a) Rose International and b) MiCo. Therefore Rose International needs to be informed if exhibitors use the package of standard stand construction, or build their own stand, before **1 April 2014**. Use Form 2 in Section 5, page 38.
- 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 removable tape; leave no tape behind after dismantling and ensure to leave the floor without any signs of the tape.
- Stand lights are compulsory.
- Each exhibitor receives a basic electricity connection of 3 kW + 2 sockets + consumption as part of their exhibit space package. See page 22 for how to order more power. **Note:** Non-Italian exhibitors that install the (additional) electrical systems themselves or make use of a Non-Italian Company must seek the co-operation of a qualified Italian Company at their own expense. For details see the online portal of MiCo, page 21, Section 3.
- 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 in most area's 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 2014 if you plan any suspensions.
- No sawing and painting allowed in the exhibition hall; bring ready-made materials. This is, in the first place, to ensure that aisles and surrounding stands are kept clean. Secondly, build-up time is limited and all building/construction works should be finished on Thursday 29 May before 19.00 hrs.
- Stand contractors should make sure to comply with Italian safety regulations as regards materials used for and in the stand (fire resistance category for materials and stand fitting needs to be provided through the mandatory SICU form)) etc. See also Section 7 that each exhibitor, his contractor and his suppliers need to read carefully.
- For build-up and dismantling schedules: see Section 2, page 9-10. Remember to agree, in writing, with Rose International, on your construction works on Thursday 29 May 2014.
- Stands larger than 50m<sup>2</sup> must have a fire extinguisher on the stand. These can be ordered online via MiCo.

## MICO TECHNICAL REGULATIONS

Each exhibitor and its contractors and suppliers must follow and respect the MiCo Technical Regulations. Please find a summary below. The full version is available on:  
<http://e-payment.fieramilanocongressi.it/ExhibitorServices/>.

**Exhibitors are responsible to forward the Technical Regulations** to any stand contractor or supplier, including any freight forwarder or transportation company, which they may be engaging for ESHG2014.



## TECHNICAL REGULATIONS BOOK (RTU) SUMMARY

### **RULES AND REGULATIONS FOR ESHG 2014 EXHIBITORS**

#### **EXHIBIT RULES AND REGULATIONS**

##### **REGULATION COMPLIANCE**

The Exhibitors agree to observe all regulations and requirements stipulated in this document and shall not construe them as merely administrative. The Exhibitors accept to comply with all regulations and any new provision and/or amendment that may be taken by the Venue in the best interest of the Event. The Venue reserves the right to give this information even verbally.

Any infraction of customary and statutory regulations, instructions or government decrees and/or amendments enacted or referred to, may result in the immediate eviction of the offending exhibiting person or company by decision of the Venue/Organizers. In these cases no refunds will be made and no claims will be accepted.

**In case of disputes arising in connection with the present clauses the text of the original Technical Regulations Book (R.T.U.) shall be deemed authentic and shall sole be taken into consideration.**

##### **GENERAL RULES**

- a) Exhibition structures / materials and their installation must comply with current Italian safety, accident prevention and environmental protection legislation. Failing this, MiCO/Fiera Milano Congressi may provide for removal or modification of installations or stands infringing upon current regulations.
- b) It is forbidden to park in front of safety exits and doors in general in any circumstances whatsoever.

**The cost and any losses arising from removal or changes shall be charged to the Exhibitor.**

##### **ELECTRICITY AND MOTIVE POWER: SUPPLY AND REGULATIONS**

###### **Supply guarantee and Power supply timings**

Fiera Milano Congressi will distribute power supply as requested and in the form in which it is delivered by Fiera Milano Congressi. Electricity in the exhibition area shall be available according to the Event opening times. For safety reasons, electricity will only be made available in stands when electrical system installation is completed.

**PLEASE NOTE: 24 hours supply during set-up and the Event on request.**

###### **Electrical systems**

Each booth will be supplied with a tri-phase socket connected to the main board (3 KW). Requests for supplementary power lines must be ordered through the Exhibitor Services Website.

► **Continued on next page.**

All power connections to booths will be handled only by MiCo Electrician. According to the Italian Law a licensed Italian Electrician Company must do the electrical installations for the booth.

See the decree below:

On request for electrical connection to the mains power supply, the "Declaration of Conformity of the well - done Installation" (\*) will have to be presented, pursuant to the Italian D.M. n. 37 of 22.1.2008. Foreign exhibitors that install the systems themselves or make use of foreign Companies and therefore, not complying with the Italian D.M. n. 37 of 22.1.2008, must seek the cooperation of a qualified Italian Company at their own expense - as clearly stated in the MiCo Technical Regulation Manual.

On request MiCo will supply an inspection service of the electrical installations can be purchased through the Exhibitor Services Website.

Please see article IS.EL on the Exhibitor Services Website.

(\*) Nota Bene: The "Declaration of Installation Conformity" may only be issued by Italian installers authorized to install electrical systems as provided by Art. 2 of the Italian D.M. n. 37 of 22.1.2008.

**Note:** Ordered electricity will be installed in time for beginning of assembly.

During set-up and dismantling Exhibitors and/or Installers wishing to use small power tools may only use the service outlets located along the perimeter walls.

Only personnel/electrician of the Venue/MiCo may have access to the power supply distribution room.

### **EXHIBITOR'S RESPONSIBILITY AND DUTIES**

Without prejudice to what is set out in article 2049, Civil Code, Exhibitors are liable for all damages brought about to property or people inside the MiCo Centre, by anyone and in any way, caused in relation to the activities carried out on their behalf and/or in their interests in the set-up, execution and break-down phases of the Event.

They also undertake to specifically pay claims for any direct and indirect damages that may derive from this, holding the MiCo/Fiera Milano Congressi SpA harmless of any liability whatsoever.

#### **Duties**

- a) On taking possession of the stand the Exhibitor must personally see and get his collaborators to see where all the safety exits and escape routes are (see the Evacuation Plan)
- b) It is forbidden to bring into or store in the exhibition area any inflammable substances, compressed or liquefied gases, caustic or corrosive substances, toxic, poisonous or irritant substances. In special cases where the use of inert gases is required for demo purposes, a request must be made to the MiCo/Fiera Milano Congressi.
- c) It is forbidden to keep in stands amounts of empty packaging, printed matter or other material in excess of the daily requirement. It is forbidden to use electric cookers, coil heaters or any other similar electrical equipment.
- d) Every day on closing, Exhibitors must see that:
  - all switches in the stand's electrical system are off;
  - there is access to all the spaces created within the stand including offices and meeting rooms, storage areas, in order to allow safety/security inspections; or rather as an alternative the Exhibitor has provided a copy of the key of such areas/rooms to the Exhibitors Services Desk of MiCo.
- e) It is forbidden to use space between walls to store materials.
- f) Hydrants and extinguishers must be constantly visible and accessible.

### **IMPORTANT – Duty to inform the external Installers/Suppliers**

**Exhibitors are responsible for informing their Installers/Suppliers about the exhibit rules and regulations and ensuring that they comply with stated requirements.**

**Failure to observe the measures governing the prevention of occupational accidents in the construction industry, occupational health and fire prevention**



**Whereas**

- when the Exhibitor stipulates an agreement for the temporary acquisition of exhibition space, current legislation considers it as responsible for the safety obligations concerning all the activities performed inside said exhibition space, as regards both the individuals performing such activities and any third parties inside the exhibition area for any reason;
- however, failure to observe the regulations and/or limitations established by MiCo/Fiera Milano Congressi, as indicated in point below – SAFETY REGULATIONS AND PROHIBITIONS – by the exhibitor and/or individuals inside the exhibition area may endanger or prejudice the safety and/or health of people and/or damage objects in exhibition areas acquired by other Exhibitors, in the aisles or in public areas inside the halls;
- MiCo/Fiera Milano Congressi permanently maintains a safety and health service comprising qualified technicians for the purpose of ensuring that the legal obligations and limitations established by MiCo/Fiera Milano Congressi are observed in the aisles and in the areas used by exhibitors, visitors and third parties for any reason.
- Now therefore, without this in any way constituting interference of MiCo/Fiera Milano Congressi in the activities performed inside the stand areas, or in any way or to any extent releasing individuals operating inside the exhibition areas from liability for the safety obligations established by legislation current, if the safety and health service, as indicated above, discover breaches of the above measures that endanger or prejudice the safety and/or health of people and/or damage objects in exhibition areas acquired by other Exhibitors, in the aisles or in public areas inside the halls, they may interrupt such behavior contrary to the Law or the limitations established by MiCo/Fiera Milano Congressi, by applying the measures established in point 9 of the Technical Regulations (RTU) see paragraph below: “Penalties and Fines”.

**Stand Inspection**

The Exhibitor and Companies working on their behalf must comply all Laws and regulations of Public Security, as well as the whole Law system regarding health of employees.

Lack of fulfillment of above mentioned regulations will lead to interruptions of all services in their exhibition area.

MiCo/Fiera Milano Congressi SpA takes no responsibility for any eventual consequence of such lack of fulfillment. The Exhibitor and Companies working on their behalf are in charge for this responsibility.

**Safety Regulations and Prohibitions**

The regulations and prohibitions pursuant to the Local Health Authority that Exhibitors must observe are indicated as follows:

- a) it is forbidden to keep more empty packaging, printed material and advertising material in the stand areas than that required for normal daily consumption - see article 1.7 of Technical Regulations (RTU);
- b) it is forbidden to use stoves, electric heaters or other similar electrical appliances inside the halls;
- c) during the assembly and dismantling phases, Exhibitors are obliged to remove the packing material from the stand areas and gangways immediately (see article 1.7 of Technical Regulations (RTU) ); these may only be used temporarily to load/unload stand material or products. During this temporary occupation, however, the material must always be kept tidy and must not totally block the gangways. MiCo/Fiera Milano Congressi reserves the right to take action if the above is not complied with and charge the relative costs to the Exhibitor;
- d) it is forbidden to use the spaces between the inner and outer walls of the stand and the areas under raised platforms to store any type of material;
- e) at the end of each day during the assembly-exhibition-dismantling phases, and always before leaving the stands, Exhibitors must always:
  - turn off the switches of their electrical installation;
  - make sure nothing is burning in the stands;
  - leave all areas, including offices, meeting rooms, deposits and cupboards, open for inspection by Safety Service Officials;

► **Continued on next page.**

- f) exhibitors may not perform operations outside their stand area, even for the purposes of avoiding interfering with the activities of other stands; it is forbidden to leave any waste stand material or debris in the Exhibition Centre;
- g) it is forbidden to smoke inside the halls and in the connected service areas (restaurants, bars, offices, meeting rooms, etc.). Outside, it is forbidden to smoke near combustible material and in areas where no smoking signs are displayed;
- h) during exhibition opening hours, it is prohibited to circulate on any motorized or non-motorized means of transport, including electric transporters (bicycles, motorized and non-motorized quads "electric wagons", "Segways" etc....) in the common areas inside the halls. During exhibition opening hours, motorized transporters of any kind may only circulate in the outdoor common areas with the written authorization of Fiera Milano Congressi;
- i) Fire hydrants must always be visible and immediately useable. Please note that making fire equipment inoperative is a criminal offence pursuant to art. 451 of the penal code. Any such action will be reported to the competent Authorities (Fire Brigade).
- j) All booth designs with a raised platform must incorporate a wheelchair access ramp on at least one of its open sides. This ramp must be within the build-up area of the booth and may not extend into common gangways or aisles. Any booth incorporating closed rooms/theatres with covered ceilings may be subject to approval on emergency lighting and exit width. Please submit copies of the drawings as in above.
- k) All structures, materials, special designs, unusual constructions and all signs shall conform to EU safety standards and codes of practice and comply with all relevant statutory authority regulations. Any display work or materials contravening this clause must be modified to meet requirements.
- l) Structures that require rigging or work at higher elevations need to provide hard hats and high visibility vests to all personnel working on the structure, as well as to visitors during build-up and dismantling.
- m) It is the responsibility of free build Exhibitors to observe the building, fire and health and safety regulations of the Venue.
- n) **Please contact MiCo directly in case you need any clarifications on the facilities in the Exhibition Area.**

### **FOOD AND BEVERAGE**

Food and beverage for the exhibition booths can be ordered from the Venue's Catering supplier: Compass Group. For ordering, please use the Exhibitor Services Website.

**Note:** Exhibitor may not sell food or drink for consumption at the Venue. Service of alcohol is not permitted at exhibitor booths.

### **INSURANCE**

Exhibitors are required to take out appropriate insurance. Additional information about Insurance will be communicated to the exhibitors by the Venue through our Exhibitor Services Website.

Third part liability insurance is obligatory. It remains the Exhibitors full responsibility to insure themselves appropriately.

Note: All exhibitors must complete the compulsory INS application form which is available for download from the Exhibitor Services Website. The form should be returned to [fiera.milano@marsh.com](mailto:fiera.milano@marsh.com) latest on April 30th, 2014.

### **ALL EXHIBITORS must be insured according to the following points:**

A) Through their own Insurance Policy to be submitted and approved by Fiera Milano Insurance Broker (MARSH). These policies will be considered valid, ONLY if they are "Property All Risks Policies", and contain a clause waiving the right to claim compensation from third parties, including Fiera Milano Congressi SpA, Fondazione Fiera Milano, Fiera Milano SpA, its affiliates, the Organizers of the Event and any third-parties in any way involved in the Organisation of the Event. For policies that do not include the above-mentioned clause or that are considered inadequate, Fiera Milano Congressi will ask the Companies to revise the causes concerned. Alternatively, the Companies can choose the following point B).

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B) For those Exhibitors who do not own an Insurance Policy or do not have an adequate Insurance Policy – see point A), they have to adhere to the coverage included into the Fiera Milano Congressi service. The Exhibitors can get this “service” at the amount of € 95.00 + VAT (21%) through the Exhibitor Services Website. This "service" includes:

- a. All Risks Cover up to 25,000.00 Euros
- b. Theft of personal properties

### **MATERIALHANDLING during EXHIBITION**

Only small hand carried items are allowed to be transported during the exhibition. Please, note that all items being delivered will be offloaded by EXPOTRANS – the Official Forwarding Agent of MICO. Personnel and Material Handling charges will apply.

Please be advised that Exhibitors, non-official contractors and other freight forwarders are not allowed to operate pallet truck & forklifts inside the halls. Please contact the official freight forwarder if you want to order trolleys or forklifts.

EXPOTRANS will arrange the collection, storage and return of all packing cases and materials. Please, apply for a price-list.

### **MOVEMENT OF MATERIALS**

Materials, merchandise, machinery or any other product or equipment must be moved with care in order to protect the Venue floor, and dragging or pulling items that may affect or damage the floor must be avoided. Gangways must be kept clear at all times and free for passage. Any Exhibitor who continues to cause obstruction or nuisance after notice has been given will be liable to have his booth closed by the Organizers at the Exhibitor's expense and risk.

Exhibitors will not be allowed to display exhibits in such a manner as to obstruct light or impede or project over gangways or affect the display of neighboring Exhibitors. It is strictly forbidden to cross corridors or common areas with electric wiring or hazardous installations.

### **NOISE LEVELS**

Companies planning to have any P.A. or audio-visual equipment on their booth should note that all audio speakers must be facing inwards within the booth and not facing the gangways. Noise levels from the use of these systems must be kept low and within acceptable limits, and should not disturb any neighboring booths. In case of any complaints, the Exhibition Organizers reserve the right to request that the audio/video system to be muted/switched off. Italian licensing regulations apply when playing music in public areas and Exhibitors are required to obtain the necessary permits.

### **PENALTIES AND FINES**

Exhibitors and fitters working on their behalf are jointly responsible for all and any consequences arising from the non-observance of the provisions contained in this Summary and in the Technical Regulations (RTU) of MiCo/Fiera Milano Congressi SpA .

The non-observance of these provisions will result in the following penalties and fines.

#### **a) NON-Conforming Stand Assembly**

MiCo/Fiera Milano Congressi with the assistance of the Safety and Health Service will remove or modify non-conforming parts of stand assemblies and charge the relative costs to Exhibitors. While waiting to carry out modification work, the Exhibitors Services Desk of MiCo/Fiera Milano Congressi may disconnect the electricity supply from the relative stands.

#### **b) Unauthorised presence in the exhibition space beyond the allowed times.**

MiCo/Fiera Milano Congressi Staff with the assistance of the Security Service, will levy a fine of € 250.00 (VAT not included) for every hour stands remain occupied after the scheduled closing time and will claim compensation for any extra costs incurred.

#### **c) Presence of Forbidden Products and/or materials**

MiCo/Fiera Milano Congressi Staff with the assistance of the Security Service will immediately remove any forbidden products or materials and charge the relative costs to Exhibitors. While waiting to perform such removal operations, the MiCo Staff may disconnect the electricity supply from the relative stands.

#### **d) Switches Not Turned Off at the End of the Day and Presence of Ignited Material**

MiCo/Fiera Milano Congressi Staff with the assistance of the Security Service will take all the measures it considers suitable and/or necessary case by case; for the more serious cases, it may be charged the relative costs to the Exhibitor for each offence committed.

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**e) Ban on Smoking**

MiCo/Fiera Milano Congressi Staff with the assistance of the Security Service will confiscate personal entry passes to the Congress Centre.

**f) Obstruction of Hydrants by Non-conforming Stands**

MiCo/Fiera Milano Congressi Staff with the assistance of the Security Service, will immediately remove or modify stand assemblies obstructing hydrants, and charge the relative costs to the Exhibitor.

**g) Inaccessibility of Service Boxes/Utility Outlets**

MiCo/Fiera Milano Congressi Staff with the assistance of the Security Service may remove and/or modify any parts of stands assemblies which prevent access to the service boxes/sockets located in the stand areas and will charge the relative costs to the Exhibitor. While waiting to carry out modification work, the SATE may disconnect the electricity supply from the stand.

**h) Parking for Over Two Hours or Overnight**

MiCo/Fiera Milano Congressi Staff with the assistance of the Security Service will levy a fine of € 50.00 (VAT not included) for each hour exceeding the regulatory 2 hours parking period and a fine of € 250.00 (VAT not included) for each night or fraction of a night. In both cases, as well as the above charges, Fiera Milano Congressi also reserves the right to remove the vehicle without notice.

**i) Non-Observance of Speed Limit**

MiCo/Fiera Milano Congressi Staff with the assistance of the Security Service will levy a fine of € 50.00 (VAT not included) for each offence and will confiscate the driver's access pass to the Congress Centre.

**j) Non-Observance of Instructions given by Internal Traffic Staff**

MiCo/Fiera Milano Congressi Staff with the assistance of the Security Service will confiscate the driver's access pass to the Congress Centre.

**k) Vehicle Parked in Forbidden Areas**

MiCo/Fiera Milano Congressi Staff with the assistance of the Security Service may remove vehicles parked in forbidden areas without warning at the Exhibitor's risk and expense.

**l) Unauthorised Use of Personal Lifting Equipment**

MiCo/Fiera Milano Congressi Staff with the assistance of the Security Service will immediately stop the equipment and require it to be removed from the Congress Centre.

**m) Restitution of Exhibition Space**

At the end of the Event, exhibition space must be handed back as per the timings indicated by the Organizer and in the condition in which it was made available.

**PROMOTION AT THE CONGRESS**

Advertising materials may be distributed only within the booth area. For the presentation of advertising lectures, advertising films, slide projection and for the distribution of samples, it is necessary to obtain written permission from the Exhibition Organiser. Companies that are not Exhibitors may not advertise in any form in the Exhibition Hall, in the entrances to the Exhibition Hall, or anywhere else in the Congress Venue (MiCo).

MiCo accepts sales from booksellers and publishers within the field related to the Congress, and approve such requests on an individual basis. However, note that all legal aspects and compliance with national regulations for import/sales of products, including but not exclusive to financial requirements e.g. VAT, must be handled by the Company making the application for exhibition space. MiCo and the Organiser of the Exhibition will not accept any responsibility for non-compliance.

**RESPONSIBILITY**

The MiCo and neither Fiera Milano Congressi SpA, their employees, representatives, or persons appointed by them will be responsible for any violations, losses, or damages which could be caused to the Exhibitor, his employees or properties for any reason, during the installation and dismantling time, before and after the exhibit and during the Conference. The Exhibitor exonerates the above-mentioned from any compensation for losses, damages or violations to things or people. Besides, MiCo/Fiera Milano Congressi SpA will not be responsible for the damages caused or for the situations out of their control, such as war, panic, mobilization, riots, strikes, fire, flooding, acts of sabotage, terrorism attacks or other similar conditions which could prevent the normal course or even the realization of the Event.

The Exhibitor accepts responsibility for any damage caused to the rented goods and shall see that his personnel gives the rented structure and fittings back to the staff and/or supplier of MiCo at the end of the Event in perfect conditions

**RIGGING**

**Riggings are available only in some area. Please note that Rigging requires prior approval from the Exhibition Organizers and MiCo.**

Please note that the rigging structure should be of a reasonable scale and may not completely block the view for a neighboring booth.

To request rigging feasibility, please use the Exhibitor Services Website. Permission from the Exhibition organiser is required.

**SAFETY REGULATIONS – FIRE AND ACCIDENT PREVENTION - LIABILITY****Compliance with Law and Regulations**

The Organiser, the Exhibitor and the Stand Fitter are required to comply and get all companies in their employ comply with the laws and regulations on public safety as well as the entire legal and regulatory system currently in force relating to health and safety at the workplace and fire prevention.

By way of non limiting example we have listed below the main regulations that apply in these areas:

- safety, health and environmental protection contained in Italian Legislative Decree n. 81/2008;
- fire prevention regulations contained in Italian Ministerial Decree 10.03.1998;
- technical construction regulations contained in Italian Ministerial Decree 14.01.2008.

We here recall that all subjects operating on behalf of the exhibitor as contractors or sub-contracts **MUST** provide all their employees with an identification badge in compliance with art. 18, paragraph 1, let u), 21, paragraph 1, let c), 26, paragraph 8 of the Italian Legislative Decree 81/08 as indicated in the below points:

- Fighting illegal and undeclared work

All persons operating within the Exhibition Center with any position must have an identity document and respect the current labor legislation, with particular reference to labor relations between the parties.

All subjects operating on behalf of the exhibitor as contractor or sub contractor, must provide their employees with an identification button supplied by the Exhibition Organizer as per articles 18, paragraph 1, let u), 21, paragraph 1, let c), 26, paragraph 8 of the Italian Legislative Decree 81/08 and of the right to access the Fair District. The access right to the Fair District will be issued following:

- an electronic communication of the existence of the suitable contractual documentation to justify the work done by the employee;
- a statement that each worker is regularly employed.

As provided by the norm, the card must contain:

- Photograph of the worker
- Worker's details (name and surname, date of birth, date of hire)
- Name of the employer
- In case of subcontracts, the relevant authorization (i.e. the date of subcontract authorization request, with respect to which the consenting silence has been created)

Freelancers must provide for their own identification card which must contain:

- Their details
- their photograph
- Indication of the contractor

Non-EU workers must also be equipped with:

- valid and legible residence permit or valid Italian identity card

Failure to comply with the above regulations will entail the interruption of services provided within the exhibition space.

Fiera Milano Congressi shall not be deemed responsible for any consequences that may arise by such a failure, the responsibility falls entirely on the shoulders of the exhibitor and the companies it has commissioned.

**SECURITY**

Exhibitors are requested to use common sense precautions at all times and to ensure that all booth personnel wear identity badges. Should any suspicious or unidentified articles be discovered, they must be reported to the Exhibitor Services Desk of MiCO immediately. The security provided by the Organizers has been implemented to prevent unauthorized access to the hall and not to secure the contents of your booth. Each Exhibitor is responsible for their property and necessary precautions should be taken.

**S.I.A.E.**

The Exhibitor undertakes to apply for – if need be – prior “authorization for shows” issued by S.I.A.E (Italian Author’s and Publisher’s Association) for any screening of slides or films, i.e. sound transmission or background music during the Exhibition Area Time as well as to provide for advance payment of the royalties due.

If the Exhibitor intends to reproduce and distribute musical recordings on any medium (DVD, Audio and Videocassettes, Hard Disk, Server. Etc...) will be required to fulfill the rights under articles 72 and 73 Law n° 633/1941, of performing artists and producers of phonograms, rightholders on the recordings, to the phonograms producer to SCF (Società Consortile Foniografici S.p.A. – Via Leone XII, 14 - Milan)

For any information please refer to: Milano@siae.it – 0039.02.864961

The Exhibitor shall in any event stand surely for and hold the Venue (MiCo and Fiera Milano Congressi) harmless from any claim for payment they may receive from S.I.A.E. and/or SCF.

**WATER AND WASTE**

Water and waste are accessible through ducts in the floor. It is important that Exhibitors interested in placing orders for water or compressed air connections MUST first check with MiCo/Fiera Milano Congressi SpA such possibility and then proceed with the order.

All stand booths do not have water or compressed air connections. Please order through the Exhibitor Services Website.

Kindly note that Exhibitors are not permitted to use open, flowing, sprayed or atomized water (for example in whirlpools, fountains, air humidifiers, stand-alone air conditioning units, high pressure cleaning systems etc) unless the following conditions are fulfilled:

- Exhibitors wishing to use water within the confines of the Exhibition Hall MUST obtain the supply from a potable water mains source. If air conditioning units are used, they will have to be water-cooled. Water obtained from the fire hoses will set off the fire alarm system. This water is NOT drinkable and may not be used under any circumstances.

- Water which is outside the Legionella risk category (i.e. colder than 20°C and hotter than 60°C) should, wherever possible, be changed daily and preferably more often. It is recommended that thermometers be used to demonstrate that the water is too hot or too cold to pose a health risk.

- Water that comes within the risk category (i.e. between 20°C and 60°C) may be used in whirlpools and fountains etc, provided that at least 0.3 milligrams of chlorine per liter of water has been added and that the water is changed at least twice a day, if not more. It is recommended that other disinfecting measures (e.g. ozone) be used as well.

Exhibitors are required to co-operate in all conceivable tests, samples or spot check inspections that may be carried out by the Congress Organizers and other official bodies.

**ITALIAN LAW**

Italian Law will be applied, competent Court is Milan.

MICO EVACUATION PLAN

Planimetria generale Quartiere Fiera  
General plan of Fairground

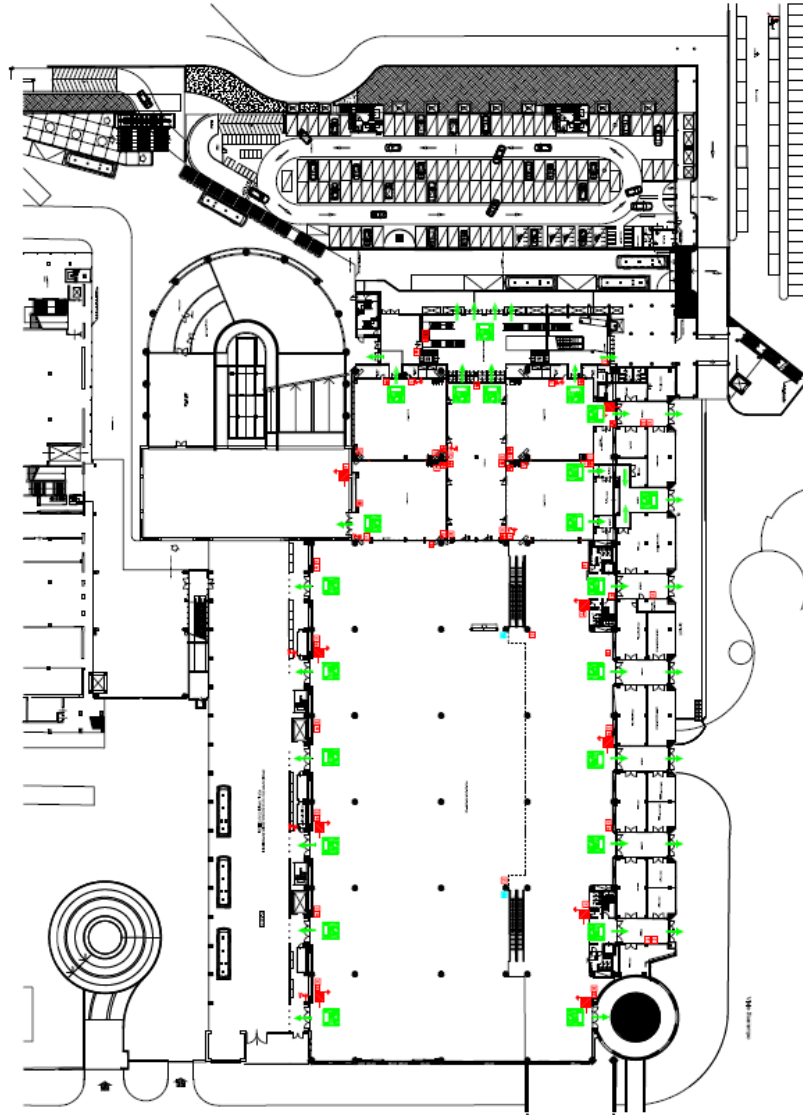
Punti di raduno  
Gathering points  
Utilizzazione Fabbricato  
Building Location

fieramilanocity



PIANO DI EVACUAZIONE  
EVACUATION PLAN

ALA SUD/LIVELLO 0 - Q+0.00  
SOUTH SIDE - GROUND FLOOR +0.00



LEGENDA

	ESTINTORE FIRE EXTINGUISHER
	IDRANTE A MURO UNI 45 WALL HYDRANT UNI 45
	NASPO MINDER
	ATTACCO AUTO POMPA V.F.F. CONNECTION FOR FIRE BRIGADE TRUCK PUMP
	ARMADIO ANTINCENDIO FIRE EQUIPMENT CABINET
	ALLARME ANTINCENDIO FIRE ALARM
	PERCORSO DI FUGA ESCAPE ROUTE
	PUNTI DI RADUNO GATHERING POINTS
	USCITA DI EMERGENZA SAFETY EXIT
	TELEFONO
	VOI SIETE QUI YOU ARE HERE

**NON USARE L'ASCENSORE  
IN CASO DI INCENDIO  
DO NOT USE THE LIFT**

IN CASO DI EMERGENZA:

- IN CASE OF EMERGENCY
- 1- CHIAMARE IL NR. 02/4997.7210 (O. TRAMITE LINEE INTERNE IL NR. 7210)  
PLEASE CALL TEL. NR. 02/4997.7210 (OR INTERNAL NR. 7210)
  - 2- DIRIGERSI VERSO LE USCITE  
GO TOWARDS THE EXITS
  - 3- SEGUIRE ORDINATEMENTE I PERCORSI INDICATI  
FOLLOW IN AN ORDERLY WAY THE INDICATED ESCAPE ROUTES
  - 4- MANTENERE LA CALMA  
KEEP YOUR COOLNESS
  - 5- SEGUIRE LE ISTRUZIONI DEGLI AGUETTI ANTINCENDIO  
FOLLOW THE INSTRUCTIONS OF THE STAFF

FIERA MILANO CONGRESSI S.p.A.  
PIANO DI EVACUAZIONE AREA  
DEL RINNOVAMENTO S. C. 04/05/2014





## Important information



Access to the Congress Area of MICO of authorized people for booths build-up and break down is limited to those who are in possession and wear their own permit, the badge. Each badge must be filled in completely (art. 4 Technical Regulations).



In particular may we draw your attention to the fundamental need to strictly observe all employment rules, none excepted, for all type of contracted workers. In particular, in regard to occupational health and safety, reference should be made to Legislative Decree 81/2008 and the entire regulatory system in force protecting the health and safety of workers.

Concerning national contributions, your attention is drawn to the observance of the "Biagi" Law, as amended, the "Bersani" Law and the 2007 Government Budget Law.

To be deemed valid, all personal access documents must indicate the name of the company and the name and surname of the bearer. If inspectors so request, they must be produced together with a valid identity document.

Unauthorized people and under 15 years old children are **NOT** allowed to enter the Fieramilanocity Congress Area during build-up and break down operations.



The officially nominated Forwarder is available for shifting heavy loads (art. 5 Technical Regulations):

**EXPOTRANS tel. +39/02.36669611 – +39/02.36669610 – +39/02.36669630 – fax +39/02.45402024**

Rules about vehicles circulating are listed in Article 4.2 Technical Regulations and subject to the Highway Code.



**In particular, traffic signs and the 30 kph speed limit must be scrupulously observed.**

Inside the Congress Area of MICO, when permitted by security officers, vehicles may only proceed at walking pace. It is absolutely forbidden for vehicles to park in front of side roads, fire hydrants, emergency exits, near crossroads or in front of public emergency services (First Aid, Fire Brigade, etc...)



Inside these Areas, night parking is never allowed, even in case of engine failure. The deadline for parking is the halls closing time. Failure to observe regulations will be subject to a charge of € 250.00 for each night or part thereof.

**The NON observance of vehicular traffic regulations will result in penalties and fines as mentioned in the Technical Regulations.**

**Fiera Milano Congressi / Fiera Milano will remove any vehicles parked causing obstruction and/or blocking the traffic.**

We would like to inform you that the competent Authorities for Public Security might carry out some checks on vehicles and goods at the gates when leaving the Congress Area of MICO.

To prevent air pollution, a **no-go** traffic may be designated in the center or in the outer part of the city. We suggest to check the websites of "Comune Milano" and "Regione Lombardia" for updated information about the rules:

[www.comune.milano.it](http://www.comune.milano.it) - [www.ambiente.regione.lombardia.it](http://www.ambiente.regione.lombardia.it)



Because of a specific city ordinance (n.50605 February 28<sup>th</sup>, 2002) the entering and parking of articulated lorries and semitrailers is forbidden from 7.30 am to 9.00 pm. The MICO Centre is inside this area, therefore drivers subject to these categories must arrive no later than 7.30 am. It is forbidden to park in the streets next to the MICO Centre.

**All vehicles must move with the provided documentation.**

Fiera Milano Congressi/Fiera Milano reserves the right to modify, at any time, times and procedures of any logistical and/or safety requirements contained in this schedule, although all efforts will be made to give all concerned adequate notice.