



European Human Genetics Conference

ESHG 2016

Exhibitors' Manual

Barcelona, Spain

21 – 24 May, 2016

EXHIBITION ORGANISER



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GENERAL INFORMATION

Exhibition Organiser

For all exhibition related questions, please contact Rose International:

Name	Rose International		
	Exhibition Management & Congress Consultancy bv		
Address	P.O. Box 93260		
	NL - 2509 AG The Hague	Contacts	Flora van Laer
	the Netherlands		Krista Vink
Telephone	+31(0)70 383 89 01	E-mail	fvanlaer@rose-international.com
			kvink@rose-international.com
Fax	+31(0)70 381 89 36		
Exhibition	The telephone number during build-up, exhibition days, and break-down at the		
Service Desk			
	Exhibition Service Desk during ESHG 2016 will be +34 93 230 8820.		

Conference Organiser

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

Name	ESHG 2016 - c/o Vienna Medical Academy - VMA		
Address	Alser Strasse 4		
	AT - 1090 Vienna, Austria	Contact	Kristina Libova
Telephone	+43 (0)1 405 138 316	E-mail	conference@eshg.org
Fax	+43 (0)1 407 827 4	URL	www.eshg.org/eshg2016

Conference & Exhibition Location

Venue	CCIB – Centre Convencions Internacional Barcelona		
Exhibition Area	Exhibition Area level 0		
Address	Willy Brandt Square 11-14		
	ES - 08019 Barcelona		
	Spain		
ESHG Entrance	B and C Entrance, please see map on page 6		
Telephone	+34 932 301 000		
URL	www.ccib.es		

For any questions regarding the CCIB, please contact **Rose International**.

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

For delivery of goods, see page 23-24, Section 3 and pages 25-29, Section 4 (Freight Forwarding Agent).

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

Note: exhibition open already on Saturday.

Saturday	21 May 2016	09.30	-	18.30 hrs	See note below
Sunday	22 May 2016	09.00	-	17.45 hrs	See note below
Monday	23 May 2016	09.00	-	17.45 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 8 and 9.

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

Friday	20 May 2016	15.00	-	18.00 hrs	Registration open
Saturday	21 May 2016	08.00			Registration open
		10.30	-	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	22 May 2016	08.30	-	20.45 hrs	
Monday	23 May 2016	08.30	-	19.15 hrs	
Tuesday	24 May 2016	09.00	-	16.00 hrs	Exhibition closed on Tuesday!

Conference programme details: www.eshg.org/eshg2016.

Opening Ceremony and Opening Networking Mixer

Exhibitors are invited to the Opening Ceremony, followed by the first two plenary sessions, on Saturday 21 May from 14.00 – 18.00 hrs, all in the CCIB, and to the Opening Networking Mixer at 20.00 hrs on level 2 (P2) of the CCIB. 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 **21 – 23 May**. Poster mounting, viewing and removal times are:

Saturday	21 May 2016	09:30	-	18.30 hrs	Poster mounting / viewing
Sunday	22 May 2016	09.00	-	17.45 hrs	Poster viewing
Monday	23 May 2016	09.00	-	17.45 hrs	Poster viewing
Monday	23 May 2016	16.30	-	17.45 hrs	Poster removal

Internet Café, WiFi and Internet Connections

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

Saturday	21 May 2016	09.30	-	18.30 hrs
Sunday	22 May 2016	09.00	-	17.45 hrs
Monday	23 May 2016	09.00	-	17.45 hrs

WiFi will be available free of charge to all conference participants and exhibitors. To access the free of charge WiFi please use the following log in:

SSID (Name): eshg2016

Password: eshg2016

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

Note: it is NOT allowed to set up a Wifi network in your stand without the prior approval of CCIB.

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.

Lunch boxes can be ordered prior to the conference (**NO on-site orders**) for Saturday 21, Sunday 22, and Monday 23 May. Go to form 3 in Section 5, for costs and to order.

For stand catering, see page 21, Section 3. It is not allowed to serve drinks and food on your stand, or anywhere else in the CCIB, unless these are ordered from the official ESHG 2016 catering company (CCIB F&B).

Events during the Conference - Social and Commercial

The Annual Meetings Committee of the ESHG do **not allow any commercial company events** during the conference (21 – 24 May), outside the time slots for corporate satellite meetings offered in the sponsor programme. Not in the CCIB, neither in other locations in Barcelona. Outside these corporate satellite time slots, the organisation of **social** events (dinner/drinks/entertainment, so events with a purely social character) by companies/organisations is allowed under special conditions. These conditions and the sponsor programme are available on request. Please contact Rose International.

Sponsor Programme and Advertising

ESHG 2016 offers an attractive range of sponsorship and advertising opportunities, giving considerable exposure before and during the conference. Sponsorship items include e.g. corporate satellite time slots during the conference programme, inserts in the conference bags, Internet Café, the badges, the conference signage in the CCIB, poster boards, official coffee breaks and many more.

All advertising (also in and around the CCIB) and sponsoring for and during ESHG 2016 is exclusively handled by Rose International.

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

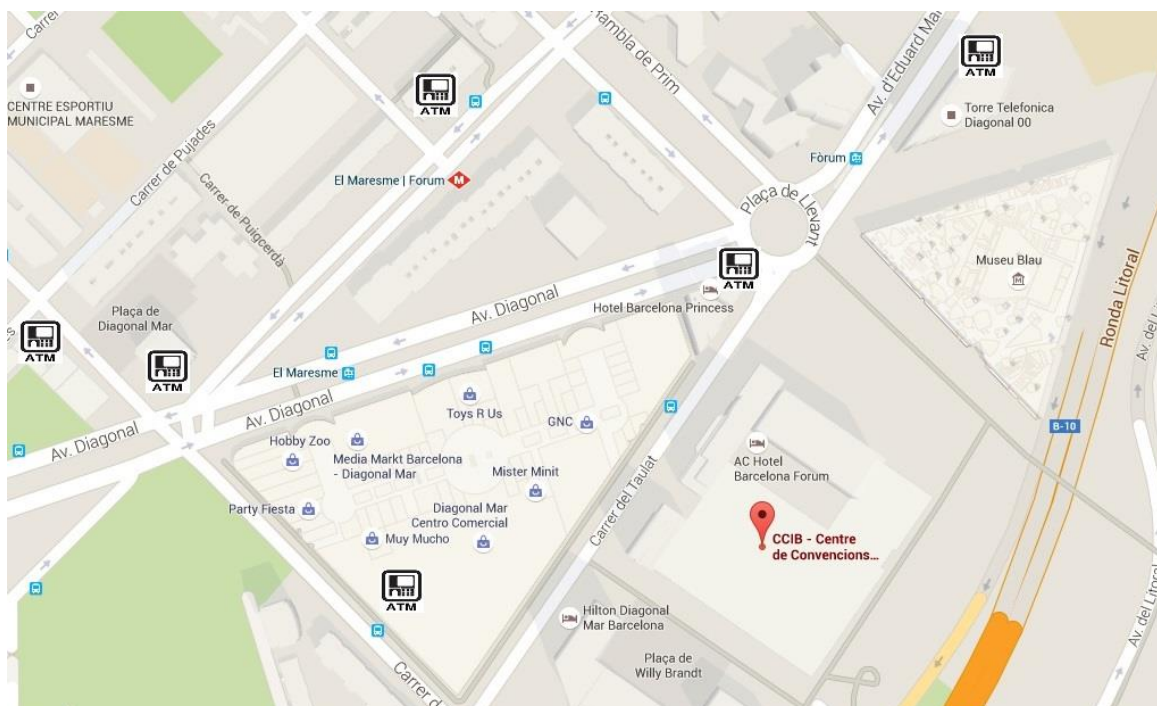
Literature and Give Aways – Free Literature Table

Distribution of literature and give-aways is **not permitted outside** the exhibitor's stand. (art. 3.4 of Rose International General Conditions). Any literature found outside exhibitors stands will be trashed.

It is however **allowed** to display exhibitors material (**1 item per exhibitor**), 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.

Cash Dispenser

There are no cash dispensers in the CCIB. You will find several cash dispensers near the CCIB.



Smoking

ESHG 2016 is a non-smoking conference, while the CCIB does also not allow smoking in any parts of the building.

Emergency Telephone Numbers

In case of an emergency (fire, medical, etc.) in the CCIB call the following central emergency number: +34 93 230 10 83.

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

Currency

The currency in Spain is EURO. For up-to-date exchange rates, check at a currency exchange site on the Internet, e.g. www.xe.com/ucc.

Tourist Information

For tourist information on Barcelona and Spain, please refer to the following websites:
www.barcelonaturisme.com or www.barcelona-tourist-guide.com

Visa

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

Parking Private Cars

There are no parking facilities for exhibitors on the venue. Private cars of exhibitors can be parked at the public parkings around the CCIB. Please see the map below.

Note: In case you need to unload the car during build up and/or load the car during breakdown you can drive to the loading area for quick (un-)loading.

How to get to the CCIB

By car

The best option to access the CCIB from the city center by car is to cross the city along Avenida Diagonal until its end. Ronda Litoral (exit 24) is the most direct way to reach the CCIB from the airport or from out of town. Please see the map below.

By Public Transport

The best options for traveling within the urban area of Barcelona are by train, bus, metro and tram.

To get to CCIB by Public Transport:

- Next to Plaça Catalunya there is Urquinaona station or the metro yellow line (L4) that leads directly to the CCIB by Maresme-Forum station.
- You can also get to the CCIB by bus: lines 7, H16 and tram: Forum station.

All these means of transport will bring you close to the CCIB, only a view minutes walking.



► Continued on next page.

By air

The international airport, Aeroport del Prat, is located 13 km South-West of Barcelona and 20 km from the CCIB. From the airport to Barcelona you can best travel:

- By Aerobus: The bus service between the airport and the center of Barcelona (Plaça Catalunya) runs from 6:00 to 1:00 (to Barcelona) and from 5:30 to 0:15 (to the airport) every day. The bus frequency is once every 10-12 minutes and the journey time is around 30 minutes.

Next to Plaça Catalunya there is Urquinaona station or the metro yellow line (L4) that leads directly to the CCIB by Maresme-Forum station.

- By taxi: The taxi ride takes about 20 minutes. The rates change depending on the schedule.

Please check out the following url for more details about travelling to the CCIB: <http://www.ccib.es/getting-to-the-ccib/visitor-acces>.

Parking Trucks

After unloading trucks need to leave the loading area immediately. Trucks can be parked at the parking Park & Ride del Besòs. See location on the map below. For more information and prices, please see <http://www.regesa.cat> or parkandride@regesaaparcaments.cat.

**General Conditions of Rose International**

The General Conditions of Rose International may be found on the 2nd page 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.

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 19 May	NO ACCESS	for exhibitors who use the package of standard stand construction (Form 2 in Section 5).
Friday, 20 May	08.30 – 17.30 hrs	Bringing in and installation of exhibits.
Friday, 20 May	16.30 hrs	Aisles must be clear and empties and packing materials taken for storage.
Friday, 20 May	16.30 – 17.30 hrs	Installation of exhibits inside 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, 19 May	09.00 – 19.00 hrs	Stand construction works by exhibitors and their stand contractors who bring and build their own stand (Form 2, Section 5) and have a written agreement with Rose International about their construction works on Thursday 19 May 2016. All construction works must be finished on Thursday 19 May by 19.00 hrs, <u>no construction</u> works whatsoever allowed on Friday 20 May.
Friday, 20 May	08.30 – 17.30 hrs	Bringing in and installation of exhibits inside the stand. No construction works whatsoever allowed (see Thursday).
Friday, 20 May	16.30 hrs	Aisles must be clear and empties and packing materials taken for storage.
Friday, 20 May	16.30 – 17.30 hrs	Installation of exhibits inside 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 19 May.

An over-all schedule of build-up procedures is given on page 14 (this Section).

Contractual working hours agreed with the CCIB 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, 23 May	17.45 – 18.15 hrs as of 17.45 hrs	Packing up activities inside the stand only. Delivery of empties to the stands, as soon as <u>all participants have left</u> the exhibition area.
	18.15 – 20.00 hrs	Taking exhibits out of the exhibition hall. All rented materials will be collected by the relevant suppliers.
	19.00 hrs	Dismantling standard stand construction by the stand contractor starts.
	20.00 hrs (strict)	All exhibits and exhibitor's materials should have been taken out of the stands and the exhibition areas.

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

Monday, 23 May	17.45 – 18.15 hrs as of 17.45 hrs	Packing up activities inside the stand only. Delivery of empties to the stands, as soon as all participants have left the exhibition area.
	18.15 – 22.30 hrs	Break-down and taking materials and exhibits out of the exhibition hall.
	22.30 hrs (strict)	The premises must be completely cleared of all materials and exhibits.

Important note:

- At 22.30 hrs on Monday 23 May all materials/exhibits must have been taken out of the exhibition area in view of the contractual rental period. After 22.30 hrs the organisers are entitled to have goods and (stand) materials removed and stored at the expense of the relevant exhibitor.

Exhibition Service Desk - Check-in

Exhibitors should check-in at the Exhibition Service Desk, located in the registration area in the CCIB entrance hall, upon their arrival at the CCIB in order to pick up their badge before entering the exhibition area (no access without a badge).

Note: The CCIB will provide wristbands (every day a different colour) for all staff of exhibitors and their contractors/suppliers who need access to the CCIB during **build-up and breakdown** (this is mandatory). Exhibitors themselves do not need a wristband since it is assumed that they have ordered an Exhibitors Badge, or an Exhibits Only badge from Rose International. Exhibitors with design stands will receive special instructions in regards of this access rule.

Exhibition Service Desk - Opening Hours

Build-up	Thursday	19 May	15.00 – 19.30 hrs only for exhibitors who build their own stand and have a written agreement with Rose International about their construction works on Thursday 19 May 2016.
Build-up	Friday	20 May	08.00 – 18.00 hrs
Exhibition	Saturday	21 May	09.00 – 19.00 hrs
Exhibition	Sunday	22 May	08.30 – 18.15 hrs
Exhibition / Break-down	Monday	23 May	08.30 – 20.30 hrs

Exhibition Service Desk - Telephone Number

During opening hours of the Exhibition Service Desk from Friday 20 May – Monday 23 May, the following direct telephone line will be in operation: +34 93 230 8820.

To reach Rose International on Thursday 19 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 20 May 2016 at **16.30 hrs** – exhibitors using the standard stand construction package

B. Thursday 19 May 2016 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 fees remain 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 the CCIB are taken into account.

Technical Specifications

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

Building height and how to use your exhibit space	<p>Stand walls must be 2.50 m high exactly, not lower, not higher, measured from the floor of the hall, not from e.g. a raised or technical floor.</p> <p>It is not allowed to use the walls of neighbouring stands, each stand must have its own walls, finished to the satisfaction of the organisers.</p> <ul style="list-style-type: none"> • In-line stands should have side and back walls measuring the full depth, width and height (2.50 m) of the rented stand space. • Head stands should have a back wall 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. • Corner stands must have two back walls over the full depth and height (2.50 m) of the stand.
Objects in stands	<p>For objects higher than 2.50 m permission is required from Rose International. These higher objects should be placed at a minimum distance of 0.75 m inward from the stand front, side and back lines or walls.</p>
Displays in stands	<p>If you intend to bring a display system (e.g. pop-up display) 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>
Floor material exhibition area	<p>The exhibition hall has a concrete floor.</p> <p>Aisles will be carpeted and carpet in the stands is mandatory.</p>
Carpet in stands	<p>All stand floors must be carpeted.</p> <p>Carpet for the standard stand construction stands is included in the package (go to page 20 for instructions on how to indicate your choice of colour).</p> <p>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>
Max floor load	<p>2,500 kg / m².</p>
Electricity	<p>Single phase 230V/50 Hz current up to 3 kW. Three-phase 400V/50 Hz current + neutral above 3 kW. Electricity connections come from the floor.</p> <p>Also see important information and instructions on page 20, Section 3.</p>
Plugs, sockets and adapters	<p>The plugs and sockets in Spain are the same as the regular European plugs and sockets. Adapters (e.g. US to European) can be ordered through the on-line portal of A-Booth.</p>
Voltage transformers	<p>For equipment requiring 110/120V, a transformer is needed to connect to 230V/400V. Although we advise exhibitors to bring their own transformer if their equipment needs this, transformers can also be ordered with A-Booth. No on-site ordering of transformers.</p>
Suspensions/Rigging	<p>The height of the hall allows for suspensions and rigging in the left, higher, part of the hall. Please contact Rose International well in advance if you have any plans for suspensions over your stand. These need careful planning (build-up time is limited!) and the approval of Rose International before 19 March 2016. All costs involved in rigging/suspensions will be for the relevant exhibitor. See also important regulations in Section 6.</p>

Access to the Exhibition Hall during Build-up hours

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

- **Access on Friday 20 May only.**
 - Exhibitors who need to unload a car or truck: see “Delivery & Removal of Exhibits” below.
 - Entrance during build-up is via the loading area or entrance B (only when hand-carrying materials).
 - Unloading and bringing in of exhibits to be finalised before 16.30 hrs on Friday 20 May.
 - Exhibitors hand-carrying their materials should enter via entrance B of the CCIB (map on page 6).
 - Exhibitors can access the loading area by car to unload. After unloading the car needs to be removed from the loading/unloading area and can be parked at one of the public car parks around the CCIB.
- Important:** before entering the loading area, please make sure to pick up your Exhibitor Badge, or Exhibits Only Badge, at the Exhibition Service Desk. Staff of exhibitors to help during build-up only (on Friday 20 May) will receive a CCIB wristband at the Exhibition Service Desk.

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

- **Access on Thursday 19 and Friday 20 May.**
- Exhibitors who need to unload a car or truck: see “Delivery & Removal of Exhibits” below.
- Unloading and bringing in of exhibits should be finalised before 16.30 hrs on Friday 20 May.
- Exhibitors hand-carrying their materials should enter via entrance B of the CCIB (map on page 6).
- Stand construction materials should be brought in on Thursday 19 May; all **construction works must be finished before 19.00 hrs on Thursday 19 May (strict)**.
- Badges (Exhibitor or Exhibits Only) or CCIB wristbands (for staff without a badge) are required for all persons working during build-up. See pages 9 and 16 -17 for further details about where and when to collect badges and wrist bands.
- The CCIB will provide wristbands (every day a different colour) for staff of contractors/suppliers who need access to the CCIB during **build-up and breakdown** (this is mandatory). Exhibitors with a design stand will receive special instructions in regards of this access rule.
- Exhibitors themselves do not need a wristband since it is assumed that they have ordered an Exhibitors Badge, or an Exhibits Only badge from Rose International.

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 the loading bay; see loading bay access map on page 13.

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

- Valverde is the official ESHG 2016 freight forwarder, appointed by Rose International.
- The use of forklift trucks and other motorized transport and lifting equipment by other parties than Valverde is not allowed.
- For parking of trucks: see page 7.
- Loading bay access map on page 13.

List of Exhibitors & Floor plan

For an updated list of exhibitors and the most recent floor plan please visit the conference website: www.eshg.org/eshg2016, Exhibition page.

Stand Number & Final Stand Allocation

Stand locations and stand numbers will be (re-)confirmed by Rose International in April 2016. 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. Exception will be made for service dogs.

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.

Liability

Neither the exhibition organisers or the (official) service suppliers, nor the conference organisers, the CCIB and/or the city of Barcelona, 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) and/or when ordering on-line. 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.

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.).

Theft Prevention - Security

Exhibitors who wish to order a security guard on the stand, please order directly with CCIB (see page 21, 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.

Loading Bay Access Map



Schedule of Build-up Procedures

ACTIVITY	Thursday 19 May	Friday 20 May	REMARKS
Standard stand construction works by the official stand contractor	All day **	-	** No access for exhibitors using standard stand construction package.
Bringing in of stand materials/ shipments for exhibitors building their own stand (<u>design stand</u>)	09.00 – 15.00	-	If you build your own stand, make sure to instruct Valverde to deliver your materials early on Thursday 19 May.
Exhibitors bringing/building their own stand (<u>design stand</u>)	Construction Works * 09.00 - 19.00	Installation of Exhibits 08.30 – 17.30	* Agreement required with Rose Int. for construction on Thursday 19 May. All construction works should be finished on Thursday at 19.00 hrs.
Bringing in and installation of exhibits by exhibitors using the <u>package of standard construction</u>	No Access on Thursday	08.30 – 17.30	
Aisles must be cleared of all goods, waste materials, empties etc.		16.30 strict	- Storage empties: Valverde (Section 4) - To order a storage in your standard stand construction stand, please order via the on-line portal of A-Booth
Aisles will be cleaned and carpeted		After 16.30	Concerns the aisles in and around the exhibition areas.
Collection of empties for storage by Valverde		08.30 – 16.30	Please pre-order storage for your empties: Valverde, Section 4.
Ordered furniture brought to stands	End of the day		
Rented media equipment brought to stands and installed		12.00 – 16.00	Position of ordered items can be indicated via stand lay-out form of CCIB.
Internet access installation		09.00 – 16.00	Position of ordered items can be indicated via stand lay-out form of CCIB.
Ordered plants and flowers brought to stands		15.00 – 16.00	Plants and Flowers will be placed in the booth by CCIB.
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 21 May at
09.30 hrs**

Exhibitors should be present at 09.15 hrs

EXHIBITION SERVICES & SUPPLIERS

GENERAL INFORMATION - EXHIBITION SERVICES

- In this Section you will find important information on the services offered by Rose International and its official suppliers, as well as contact details of 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 31, 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 18 in this Section.

SERVICES - ROSE INTERNATIONAL

Deadline: 1 April 2016

Forms in this Manual, Section 5

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
9.	Extra cleaning services	On request
10.	Water & compressed air connections	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. The invoice will show the amount due in EURO.
2. 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.
3. If you choose the option “bank transfer” you do not need to fill in the section Credit Card Details as long as your order(s) reach us, Rose International, before 1 April 2016. Orders which reach us after 1 April 2016, or orders placed on-site, should always be paid by credit card, so in that case we do need to have these details on Form 1.
4. **In case a PO/reference number is needed** on your invoice, please fill in this number on Form 1.
5. 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 applies).
6. All **Credit Card payments**, before the conference and on-site, incur a **surcharge of 5% on total due, including VAT if applicable, plus EURO 2.00** transaction costs.
7. An administration fee of **EURO 50.00** will be charged **if an invoice needs to be re-issued on the request of the exhibitor**, e.g. with different name/address, or other changes.

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/eshg2016, 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 as well as in the ESHG Conference App. In addition the ESHG Conference App will provide a subject/category index with relevant companies per subject. The subject index will no longer be published 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 & subject index entries must reach Rose International **before 1 March 2016**. If your form 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 m² of stand space and 1 additional free Exhibitor badge for each following 12 m². Exhibitor badges above the free allowance are available at EURO 85.00 each, excl. VAT, to a total max of 1 Exhibitor badge on each 3 m² of stand space (complimentary + paid Exhibitor badges together). 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 **1 April 2016**.

Exhibitor badges give free access to the exhibition area, the scientific sessions (provided that seats are available), the Opening Ceremony and the Networking event on Saturday 21 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 area 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 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.

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 the CCIB.
- Collection of badges at the **Exhibition Service Desk** of Rose International located in the registration area in the CCIB entrance hall.
- Opening hours of the **Exhibition Service Desk**:

Friday	20 May	08.15 – 18.30 hrs (build-up)
Saturday	21 May	09.00 – 19.00 hrs
Sunday	22 May	08.30 – 18.15 hrs
Monday	23 May	08.30 – 21.00 hrs (break-down as of 18.30 hrs)
- Outside these opening hours, the desk can be reached by telephone: +31 70 383 8901.
- **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 **12 May 2016**.
- After 12 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/registration2016.0.html.

Access during Build Up & Breakdown

- Access during Build Up & Breakdown is only allowed for exhibitor staff wearing a badge (Exhibitor or Exhibits Only Badge).
- The CCIB will provide wristbands (every day a different colour) for staff of contractors/suppliers who need access to the CCIB during **build-up and breakdown** (this is mandatory). **Exhibitors with a design stand** will receive special instructions in regards of this access rule.
- **Exhibitors with the standard stand construction** package (build-up on Friday 20 May only) who have helpers needing access only on Friday will receive a wristband at the Rose International Exhibition Service Desk.
- See pages 9 and 16 -17 for further details about where and when to collect badges and wrist bands.

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 ¹⁾.
 - One spotlight/3 m², including electricity connection 1 kW + 2 sockets + consumption ²⁾.
 - Carpet: see colour catalogue via the on-line portal of A-booth ³⁾.

► Continued on next page.

- 1) Please fill in, via the on-line portal of A-booth, how your company name should show on the fascia board. For instructions how to log in on the A-booth portal see page 35.
- 2) In case more kW is needed or 24-continuous power: order on-line, see pages 20 and 35 for details.
- 3) Mark the colour carpet you wish to have in your stand also on-line via the A-booth portal (default colour is I-004 Gris Jaspe). For on-line ordering via A-booth see page 35.

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 19 May (**no construction works allowed on Friday 20 May**). See detailed build-up schedule on page 8.
 - 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 1 kW electricity connection + 2 sockets + consumption: more power and/or 24hr continuous power can be ordered on-line, see pages 20 and 35 for details.
1. The **stand design** must reach Rose International for written **approval before 19 March 2016**.
 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 Section 6.
 3. All exhibitors, as well as their stand contractors and other suppliers, are obliged to read the Rules & Regulations in Section 6. In addition the exhibitors with design stands, their stand contractors and other suppliers will receive the special CCIB Health & Safety Regulations and Confirmation Form per email. The Confirmation Form needs to be signed by all parties separately and should be returned to Rose International **before 1 April 2016**.

Conference Party

Form 3

Exhibitors who would like to join the Conference party on Monday 23 May (time and location to be announced), please order tickets using Form 3. For details on the event see the conference website: www.eshg.org/eshg2016 (Registration / Official Events). Capacity is limited, so register early.

Lunch Boxes

Form 3

Lunch boxes can be ordered by exhibitors for Saturday 21, Sunday 22, and Monday 23 May, use Form 3. **No on-site ordering of these lunch boxes.**

On Saturday 21, Sunday 22 and Monday 23 May 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 9).

Note: 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 Spain (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 and the ESHG Conference App.

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 from the different suppliers. Keep original invoices (and receipts of e.g. taxi's) carefully, you may need these to reclaim VAT, if applicable in your situation. More information available on request from Rose International.

ON REQUEST

Waste baskets for your stand can be ordered via Square, see Furniture page 22. Please put your basket on the edge of your stand on the aisle side at the close of each exhibition day.

ON REQUEST

For water and/or compressed air connections please contact Rose International.

ON-LINE ORDERING at <http://eshq.aboothmanual.nl>

1.	Payment procedures	On-line
2.	Carpet colour	On-line
3.	Company name on fascia board – <i>exclusive supplier</i>	On-line
4.	Extra stand components – <i>exclusive supplier</i>	On-line
5.	Additional electricity connections & supplies – <i>exclusive supplier</i>	On-line
6.	Logo's & graphics*	On-line
7.	Stand Lay-out	On-line

Exhibitors who signed up for the exhibition before 1 February 2016 receive an e-mail with password and username at the beginning of February 2016. Exhibitors who book their stand after 1 February 2016 will receive their log-in details within 2 weeks after receiving the official booking confirmation from Rose International. In case of any problem with your log-in credentials please contact A-booth: jaap-kees@a-booth.nl.

1. After finalising your orders for A-booth via the on-line portal, you can indicate if you would like to pay by bank transfer or by credit card (surcharge 6%). You will receive an order confirmation and invoice directly from A-booth.
Note: Orders placed after the deadline can only be paid via credit card.
2. 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.
3. Only services for which full payment has been received before opening of the exhibition will be delivered.
4. Prices may be subject to changes. If invoices must be changed on request of the exhibitor, A-booth charges and an administration fee of EURO 25.00 per invoice.
5. After 30 April 2016, cancellations cannot be accepted; 100% of the costs will be charged and payable.

Carpet Colour**On-line**

Carpet is included in the standard stand construction package. Exhibitors can choose from 12 different colours. Please indicate via the on-line portal of A-booth the colour carpet for your stand. The default colour is I-004 Gris Jaspe.

Company name on Fascia Board*Exclusive supplier – On-line*

Exhibiting companies using the package of standard stand construction will have their company name and stand number printed on the fascia board, in standard lettering (max. 20 characters). Please fill in, via the on-line portal of A-booth, how your company name should show on the fascia board. Please pay attention to capital letters where appropriate in your company name.

Extra Stand Components*Exclusive supplier – On-line*

To order additional elements for the standard stand construction (shelves, storage, etc.) please go to the A-booth on-line portal. Bear in mind to order a storage in your stand to hide your spare supplies.

Electricity Connections & Supplies*Exclusive supplier - On-line*

- Each exhibitor is **entitled to an electricity connection of 1 kW + 2 free sockets**, including consumption (EURO 210.00, invoiced by Rose International together with your stand space).
- If you need more power, or 24-hour continuous power (e.g. for a fridge), order on-line via A-booth.
- All equipment in the stand should be switched off by the exhibitor at the end of each day, except in case you have ordered a 24 hr connection. Switching off equipment is important because the power in the hall will be switched off centrally after closing time of each exhibition day.
- For safety reasons, all power supplies are shut off half an hour after the close of the exhibition on Monday 23 May at 18.15 hrs.

Electricity

Single phase 230V/50 Hz current up to 3 kW. Three-phase 400V/50 Hz current + neutral above 3 kW. Electricity connections come from the floor.

Plugs, sockets and adapters

Plugs and sockets in Spain are the same as regular European plugs and sockets: see pictures below. Adapters (e.g. US to European) can be ordered through the on-line portal of A-booth.

**Voltage transformers**

For **equipment requiring 110/120V**, a transformer is needed to connect to **230V/400V**. Although we advise exhibitors to bring their own transformer if their equipment needs this, transformers can also be ordered with A-booth. **No on-site** ordering of transformers.

Logo's & Graphics**On-line**

To order your company logo (e.g. for the stand fascia) or other graphics (e.g. prints on stand walls), go to the on-line portal of A-booth.

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**On-line**

To indicate the location of e.g. your storage or book shelves, extra components to your package of standard stand construction, exhibitors can use the tool provided on-line via the portal of A-booth.

SERVICES – CCIB (official supplier)**Deadline: 28 April 2016****ON-LINE ORDERING at www.ccib.es/make-your-purchase**

1.	Payment procedures	On-line
2.	Internet connections – <i>exclusive supplier</i>	On-line
3.	Stand catering – <i>exclusive supplier</i>	On-line
4.	Audiovisual & computer equipment	On-line
5.	Temporary Staff – stand security & hostesses	On-line
6.	Flowers & Plants	On-line
7.	Waste disposal	On-site order only

Name Centre Convencions Internacional Barcelona – CCIB
Address Willy Brandt Square 11-14, ES-08019 Barcelona, Spain
Contact CCIB Exhibition Department **E-mail** stands@ccib.es
Telephone +34 93 230 10 00 **Fax** +34 93 230 10 01
On-line portal www.ccib.es/make-your-purchase

Payment Procedures

1. Payments can be made by bank transfer or credit card.
Note: all bank costs are for account of the exhibitor, so please instruct your bank accordingly.
2. After ordering your services you will receive a pro-forma invoice for bank payment. After receipt of payment the CCIB will send the invoice. Orders without full payment will not be processed.
3. A **20% surcharge** will be applied to orders received **after 28 April 2016**.
4. On-line orders can be made until 12 May 2016. **Note:** on-site orders (based on availability) can be made at the CCIB Exhibitor's Desk and need to be paid by credit card.
5. **Cancellations or changes after 9 May 2016 will incur a 100% cancellation fee.** Before this deadline no cancellation fee will be charged.

Internet Connections*Exclusive supplier – On-line Ordering*

WiFi will be available free of charge in the exhibition hall, but continuous access cannot be guaranteed. So if you need internet access on the stand for e.g. presentations, we advise you to order a dedicated line or dedicated Wifi with the CCIB (on-line portal). For information contact CCIB directly via stands@ccib.es.

Note: The CCIB does not allow the use of any internet access not provided by CCIB. The organisers reserve the right to **disconnect any unauthorized wireless networks**.

Stand Catering*Exclusive supplier – On-line Ordering*

For stand catering note the following:

- It is not allowed to serve drinks/food on your stand, or anywhere else in the CCIB, unless these are ordered from the official ESHG 2016 catering company (CCIB F&B).
- For catering orders on your stand for up to 25 persons, you can order on-line via the CCIB on-line portal.
- For catering orders on the stand for more than 25 persons, contact Rose International to obtain approval for your plans.

Audiovisual & Computer Facilities**On-line**

Use the CCIB on-line portal to order plasma screens, audio-visual equipment, monitors, laptops and related equipment. For items not listed, please contact CCIB directly via stands@ccib.es.

Temporary Staff – Security & Hostesses**On-line**

A security guard on the stand (e.g. outside exhibition hours) can be ordered, as well as hostesses. Please use the CCIB on-line portal for information and to order.

Note: Rose International will arrange general overnight security, but can never be held liable for any loss or damage of/to your materials, inside or outside your stand.

On-line

Waste Disposal

On-Site order

SERVICE – SQUARE
Deadline: 1 May 2016
ON-LINE ORDERING at www.square-mobilier.com/eshg

1.	Payment procedures	On-line
2.	Furniture	On-line

Payment Procedures

- ## Furniture

On-line Ordering

SERVICES – CTI MEETING TECHNOLOGY (official supplier)

Deadline: 1 May 2016

Form in this Manual, Section 5

1.	Lead Retrieval System	Form 4
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Lead Retrieval System**Form 4**

A lead retrieval system is available from CTI Meeting Technology. Detailed information and Form 4 may be found in Section 5, pages 38-40.

SERVICES – Mondial & Cititravel Congresos**Deadline: as soon as possible****ON-LINE ORDERING at www.eshg.org/hotel2016.0.html**

1.	Hotel Accommodation	On-line
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Name Mondial & Cititravel Congresos, S.L.
 E-mail eshg2016@mondial-congress.com
 Telephone +34 932 212 955
 On-line portal **www.eshg.org/hotel2016.0.html**

Hotel Accommodation**On-line**

Please book your hotel room at www.eshg.org/hotel2016. For **group bookings** (more than 5 rooms) please contact Mondial & Cititravel Congresos at eshg2016@mondial-congress.com. For up to 5 rooms, please submit 1 booking per room. **Note:** the system will save the company details from the first booking.

Note: Be aware that you may be contacted by telephone by **scam companies** claiming to be the official ESHG 2016 accommodation providers. Neither the ESHG nor Mondial will call you to solicit reservations.

You may also receive emails regarding housing, but note that the only official ESHG (2016) emails will come from an email address ending in "@eshg.org" or "@rose-international.com". Booking confirmations will be sent by "eshg2016@mondial-congress.com".

All lodging for the ESHG should be arranged using the links provided or by calling the phone number above. If you are unsure who has contacted you regarding your hotel reservations or if one of these scammers has contacted you, please inform the ESHG at conference@eshg.org or eshg@rose-international.com.

SERVICES – Valverde (official freight forwarder)**Deadline: see arrival deadlines on page 25, Section 4**

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

Name Valverde BV
 Address Zekeringstraat 36 B, NL-1014 BS Amsterdam, the Netherlands
 Contact Gert Veenstra E-mail eshg@valverde.nl or info@valverde.nl
 Telephone +31 (0)20 653 8555 Fax +31 (0)20 653 7658

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 29.

To ensure that your materials arrive in time at your stand at ESHG 2016, read all shipping information, and the deadlines, in Section 4. Also note important information on the services of Valverde on next page.

Customs Clearance & Freight Forwarding**Section 4**

Rose International has appointed Valverde as the official logistics supplier for ESHG 2016. Valverde 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 Valverde 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 25 in Section 4, these are crucial.
- Do not send any goods directly to the CCIB; these will not be accepted.
- Courier shipments should be avoided. If courier shipment cannot be avoided, go through Valverde (see instructions in Section 4, page 26).
- Make sure that your company staff at the stand in Barcelona 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 Barcelona.**

These documents and contact details are needed if your goods have not arrived in Barcelona in time. Valverde 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 20 May 2016.

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 Valverde for handling and storage of your empties. Remember that **aisles should be cleared of all empties etc. on Friday 20 May at 16.30 hrs.**

Manpower**Section 4**

In case you need manpower to help loading/unloading your exhibits or to put up a display in your stand, please contact Valverde for information and a quotation (see contact details on page 25).

CUSTOMS CLEARANCE & FREIGHT FORWARDING



Shipping Instructions ESHG 2016

We are pleased to have the opportunity to inform you that Valverde is the appointed freight agent for ESHG 2016 in Barcelona. This shipping manual will assist you in your preparation for the correct and timely dispatch of your exhibits to Barcelona. If you intend to send any freight to the event, please inform us well in advance so that we can assist you with the shipping process.

Contact Details

Name	Valverde BV		
Contact	Gert Veenstra		
Address	Zekeringstraat 36 B 1014 BS Amsterdam, the Netherlands		
Telephone	+31 (0)20 653 8555	Fax	+31 (0)20 653 7658
URL	www.valverde.nl	E-mail	eshg@valverde.nl info@valverde.nl

Exhibition, Build-up and Break-down Dates and times

See pages 3, and 8-9 in this manual.

Arrival deadlines and time schedule

Latest arrival date airfreight Amsterdam Airport	10 May 2016
Latest arrival sea freight Port of Rotterdam	6 May 2016
Latest arrival to our warehouse in Barcelona (road / courier)	16 May 2016

How to consign your shipment

All exhibition goods despatched should be consigned as follows:

Airfreight

Airport of destination: Amsterdam Schiphol / the Netherlands
Valverde BV / ESHG 2016
Capronilaan 12-16
1119 NR Schiphol, the Netherlands

Sea freight

Port of destination: Rotterdam / the Netherlands
Valverde BV / ESHG 2016
Capronilaan 12-16
1119 NR Schiphol, the Netherlands

Warehouse (road/courier)

RESA EXPO LOGISTIC / ESHG 2016
For: Exhibitor name / Booth nr.
C/Botánica - Entrada Nr. 4 - Fira Gran Via
ES 08908 - L'Hospitalet
Spain

Customs formalities

Goods for temporary import and permanent import must be packed separately.

► Continued on next page.

Courier shipments

All courier shipments must be sent on conditions DDP service or freight prepaid up to arrival at destination.

As the exhibition hall does not have a permanent warehouse, courier and other shipments sent directly to the CCIB will be refused.

Customs formalities for courier shipments: courier shipments above a certain weight (approx. 10 kgs.) and value (US\$ 40.00) cannot be cleared automatically by the courier companies and do require a Spanish importer of record. Our Spanish partner Resa will act as importer if required by providing their VAT registration number to Customs.

Please note that in this case the charges for Customs formalities are applicable.

Documentation and requirements

Commercial invoice:

- All products must be detailed with goods description, in the English language.
- Model and serial numbers of the equipment (if applicable) must be indicated on the invoice.
- A full harmonised customs code number must be shown per product.
- Country of origin.
- Name of the person in charge.
- Date.
- Cargo quantities, unit prices, total amounts, gross weight in kilograms and measurements in L x W x H in cm must be indicated on the invoice.
- A CIF Amsterdam value for the goods must be indicated as a total.
- Please ensure that your stand number is indicated on the invoice.
- The following declaration must be indicated: "The invoiced goods are of ...(country)... origin and are intended for display purposes only at the exhibition site in Barcelona".

Airfreight shipments

Master Airway bill (do not ship airfreight shipments consolidated)

The following documents should go forward as originals attached to the MAWB:

- 3 x original + 1 x copy of Air Waybill.
- 3 x original commercial invoice.
- 3 x original packing list.

Sea freight shipments

Ocean Bill of Lading:

- 2 x original and 3 x copy Bill of Lading.
- 3 x original commercial invoice.
- 3 x original packing list.

Road freight shipments

- 2 x original commercial invoice.
- 2 x original packing list.

Document pre-advise

Please pre-advise all shipments with copies of AWB / Bill of Lading, invoices, packing lists to:

- By mail: eshg@valverde.nl
- By fax: +31 (0) 20 65 37 658

Fumigation certificate for wood packing

A fumigation certificate is not required, but wood packing entering the Netherlands, such as pallets, crates, boxes and blocking / bracing materials must comply with IPPC standard ISPM#15. All crates, pallets etc. therefore have to be IPPC logo stamped.

Breakdown

Please note that all freight which has not been collected during breakdown on Monday 23 May between 18.30 – 22.30 hrs, will be taken to our warehouse in Barcelona at the expense of the exhibitor.

Tariffs

Inbound airfreight

From free arrival at Schiphol airport till arrival show site per shipment excl. airline storage charges, agent fees, customs formalities and delivery to the stand.

Basic amount per shipment	€ 160.00
0 - 100 kgs. per kg.	€ 0.60
101 - 300 kgs. per kg.	€ 0.55
300 kgs. + per additional kg.	€ 0.50

Rates include airport handling fees and transit document.

Deconsolidation charges and warehouse rent will be passed on to you at cost.

Unloading of goods

Unloading and delivery via warehouse to stand.

Road freight shipments up to 50 kgs. € 165.00

Airfreight and road freight shipments above 50 kgs. € 25.00 per 100 kgs.
Minimum € 250.00

Costs will be charged at 1m3 equals 500 kilo whichever is greater.

Courier shipments

Courier shipments up to 50 kgs. € 165.00
Courier shipments above 50 kgs. € 25.00 per 100 kgs.
Minimum € 250.00

Costs will be charges at 1M3 equals 500 kilo whichever is greater.

Use of import tax registration number € 125.00 – per entry

Storage of goods and packing

Storage cost per day, per m3 € 18,50
Handling and storage of packing materials, per m3 € 50,00 Minimum 2 m3

Surcharges apply when collected from or re-delivered to stand outside normal working hours.

Custom clearance

Inbound:	Temporary import - per shipment	€ 195.00
	Bond fee	1.5%of CIF value (min.€195,- per shipment)
	Permanent import - per shipment	€ 195,00
	Advance of funds	15%
Outbound:	Export declaration - per shipment	€ 195,00
	Bond fee	1.0%of CIF value (min.€195,- per shipment)

Please contact us for high values.

File and document fee – per shipment on inbound / outbound € 45.00

Additional charges – if applicable

Customs inspections – if any	€ 225.00 – per inspection
Courier charges for handover of import shipping documents	€ 95.00 – per document
Issuing of export documents for courier companies	€ 75.00 – per document
Extra charges for express deliveries (delivery on same Day of arrival)	€195.00 – per shipment

Liability

On all our transactions the latest version of the Dutch FENEX conditions are applicable. All work is carried out subject to the general conditions of the federation of the Dutch forwarding agent's organization FENEX deposited at the Registry of the Court at Amsterdam, Arnhem, Breda and Rotterdam. These conditions will be sent to you on request.

Insurance

We strongly advise you to insure your exhibits during transport and event period. Valverde can offer you this insurance on request.

General conditions

- All orders can be cancelled one week before the start of the build-up; thereafter we will charge a cancellation fee.
- A late arrival surcharge of 30% will apply for all goods arriving after the ultimate or advised arrival date.
- We advise you to use one of our preferred agents in your country. You will be contacted by Valverde about the local agent in your country.
- Credit card transactions will be charged with a 5% surcharge on the total invoice amount.
- Our normal working hours are weekdays from 8am until 6pm.
- A surcharge of 50% is charged for hours outside normal working hours and on Saturdays.
- On Saturdays after 4pm and on Sundays and public holidays a surcharge of 100% applies.
- The volume conversion of this tariff is 1 cubic meter equals 300 kilo if not mentioned otherwise.
- If not indicated otherwise a surcharge of 3% advance of funds fee for all third party costs applies.
- No credit is given to any exhibitor, unless otherwise agreed with Valverde.
- If you are granted a credit our payment term of 10 days applies.

valverde

Tel:

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SERVICES ORDERS – IMPORTANT Information

SERVICES ORDERS

IMPORTANT INFORMATION

1. On the next page you will find an overview of services, indicating if a service should be ordered on-line or with an order form in this manual. The deadlines by which services orders should have reached the relevant suppliers are also shown.
2. For services to be ordered with an order form, the order forms can be found in this section.

For services to be ordered on-line, a 'how to order on-line' information sheet is included in this section. Same for services for which the form will be sent to exhibitors by e-mail (catalogue entry and badge forms).

See page numbers for forms and information sheets on the next page overview.

3. Before ordering on-line or with an order form, we strongly recommend that you read the information on the offered services in Section 3.
4. Orders should be sent directly to the relevant suppliers.
5. Supplier name, fax number, e-mail address and URL (for on-line ordering) are printed on each form/information sheet.
6. Keep copies of your orders, bring these with you to the exhibition and have these available during build-up.
7. Observe the deadlines for ordering. Considerable surcharges are applicable after the deadlines.

Deadlines and surcharges are printed on order forms and shown in 'how to order on-line' information sheets.

8. 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 on the form.
9. For any services not listed in this manual, contact Rose International.

SERVICES & DEADLINES

ORDER FORM #	SECTION #	PAGE #	SUBJECT	DEADLINE	MANDATORY or RECOMMENDED	RETURN To Contact for Information
Order form	4	29	Freight Forwarder services: shipment and storage of empties. Information / contact: Section 4	as soon as possible !!!	Highly Recommended	Valverde
On-line	3	23	Hotel Accommodation	as soon as possible		Mondial
Form by E-mail	3	16	Catalogue & Subject Index Entry Information	1 March	Mandatory	Rose Int.
Form by E-mail	3	16-17	Exhibitor & Exhibits Only Badges Information	1 April	Mandatory	Rose Int.
Form 1	5	32	Payments to Rose International	1 April	Mandatory	Rose Int.
Form 2	5	33	Standard Stand Construction or Own/Design Stand	1 April	Mandatory	Rose Int.
Form 3	5	34	Conference Party / Lunch Boxes	1 April		Rose Int.
On request	3	18	Co-exhibitor Information	-		Rose Int.
On request	3	18	VAT & VAT Reclaim Information	-		Rose Int.
On request	3	19	Extra Cleaning Service	1 April		Rose Int.
On request	3	19	Water & Compressed Air	1 April		Rose Int.
On-line	5	35	Carpet Colour	30 April		A-Booth
On-line	5	35	Company name on Fascia Board	30 April		A-Booth
On-line	5	35	Extra Stand Components	30 April		A-booth
On-line	5	35	Electricity & Connections	30 April		A-booth
On-line	5	35	Logo's & Graphics	30 April		A-booth
On-line	5	35	Stand Lay-out	30 April		A-booth
On-line	5	36	Internet Connections	28 April		CCIB
On-line	5	36	Stand Catering	28 April		CCIB
On-line	5	36	Audiovisual & Computer Equipment	28 April		CCIB
On-line	5	36	Temporary Staff	28 April		CCIB
On-line	5	36	Flowers & Plants	28 April		CCIB
On-site	5	36	Waste Disposal	-		CIBB
On-line	5	37	Furniture	1 May		Square
Form 4	5	38	Lead Retrieval System	1 May		CTI

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 1 April 2016**

Mandatory for all exhibitors
**No need to fill in credit card details if you place your orders
before 1 April 2016 and wish to pay by bank**

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

☐ by bank

All bank costs to be paid by exhibitor
No bank payments for orders **received after 1 April 2016**

☐ 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 following reference and/or PO number needs to be stated on our invoice (if applicable):

☐ Reference:

☐ PO Number:.....

If you do not yet have a reference or PO number when submitting this form, please make sure to inform Rose International as soon as possible, but before 1 April 2016 if you wish to pay by bank.

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

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

☐ Visa ☐ Master ☐ American Express

Please write/print very clearly

CREDIT CARD N°

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

VALID THROUGH

--	--

--	--

SECURITY CODE*:

--	--	--

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

NAME ON CREDIT CARD

DATE

SIGNATURE

Date

Signature + Company Stamp

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Fax or e-mail this form to:



P.O. Box 93260
 NL-2509 AG The Hague
 Tel.: +31 (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 1 April 2016

Mandatory for each exhibitor

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

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

Colour carpet

Carpet is included in your standard stand package. You can choose from 12 colours. How to order your colour please see page 35, A-Booth Services On-line Ordering, for instructions.

Company name on Fascia Board

Your company name on the fascia board of the stand is included in your standard stand package. To instruct us how your company name should appear on the fascia board, please see page 35, A-Booth Services On-line Ordering, for instructions.

Display system / pop-up

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

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

- 1) We will **bring and build our own design stand** and will send the **stand design** including full measurements in cm to Rose International **before 19 March 2016 for their approval**. See important guidelines and instructions for design stands on pages 10, 18 and 43.

- 2) Our **stand contractor** who will design and build the stand is:

Company name:

Contact:

Telephone:

Fax:

Mobile Phone:

E-mail:

Date

Signature + Company Stamp

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Fax or e-mail this form to:



P.O. Box 93260
NL-2509 AG The Hague
Tel.: +31 (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 1 April 2016

Surcharge after 1 April 2016: 15%

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

ITEM DESCRIPTION	QUANTITY	PRICE PER PERSON	TOTAL
Conference Party on Monday, 23 May		€ 55.00	€
Lunch box*, Saturday, 21 May <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 16.00	€
Lunch box*, Sunday, 22 May <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 16.00	€
Lunch box*, Monday, 23 May <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 16.00	€
SUB TOTAL, excluding VAT			€
DUTCH VAT 21% if applicable in your situation			€
TOTAL, including VAT			€

* Please indicate number of regular and vegetarian lunch boxes.

Note: Conference Party and Lunch box tickets are **non-refundable after ordering**. The ordered tickets will be given to the person designated by the exhibiting company (see below), no individual pick-up of these tickets. Pick-up at the Exhibition Service Desk (opening days/hours on page 9).

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

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

Date

Signature + Company Stamp

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Contact Details A-booth



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

ORDER BEFORE 30 April 2016

Surcharge after 30 April 2016: 25%

For ordering the following services please go to:

eshg.aboothmanual.nl

1.	Carpet Colour	On-line
2.	Company name on Fascia Board – <i>exclusive supplier</i>	On-line
3.	Extra stand components – <i>exclusive supplier</i>	On-line
4.	Additional Electricity Connections & Supplies – <i>exclusive supplier</i>	On-line
5.	Logo's & Graphics*	On-line
6.	Stand lay-out	On-line

After **30 April 2016**, cancellations cannot be accepted; 100% of the costs will be charged and payable.

Exhibitors **who signed up for the exhibition before 1 February 2016** receive an e-mail with password and username at the beginning of February 2016. Exhibitors who book their stand after 1 February 2016 will receive their log-in details within 2 weeks **after receiving** the official booking confirmation from Rose International. In case of any problem with your log-in credentials please contact A-booth: jaap-kees@a-booth.nl.

Contact Details CCIB



Name CCIB
 Address Willy Brandt Square 11-14
 ES-08019 Barcelona, Spain
 Contact CCIB Exhibition Department
 E-mail stands@ccib.es
 Telephone +34 93 230 10 00

ORDER BEFORE 28 April 2016

Surcharge after 28 April 2016 and on-site: 20%

For ordering the following services please go to:

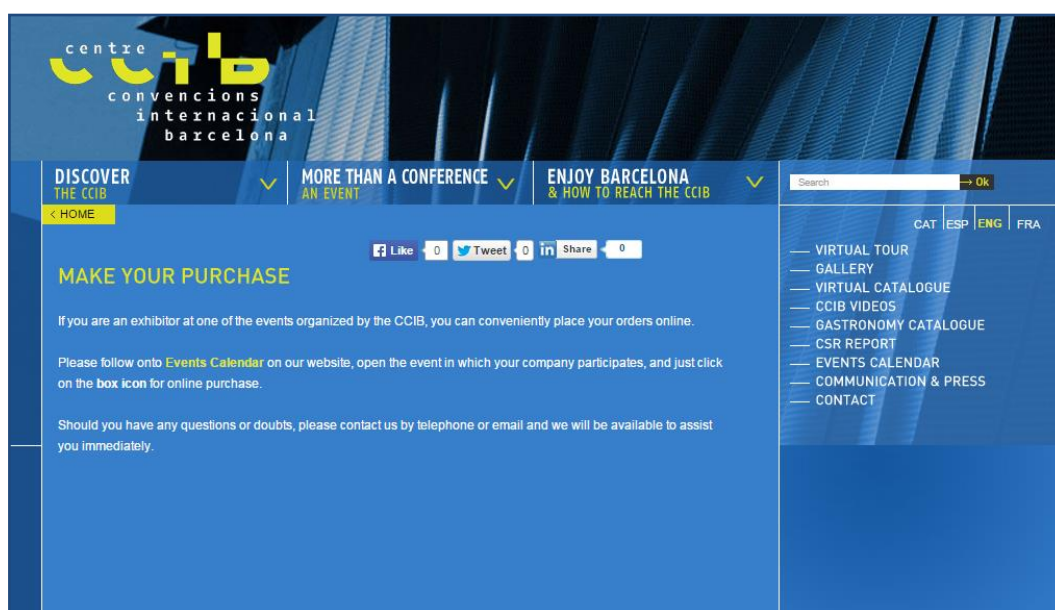
<http://www.ccib.es/make-your-purchase>

1.	Internet Connections – <i>exclusive supplier</i>	On-line
2.	Stand Catering – <i>exclusive supplier</i>	On-line
3.	Audiovisual & computer facilities	On-line
4.	Temporary Staff – Stand Security & Hostesses	On-line
5.	Flowers & Plants arrangements	On-line
6.	Waste Disposal - <i>exclusive supplier</i>	On-line

After **9 May 2016**, cancellations or changes cannot be accepted; 100% of the costs will be charged and payable.

On-line orders can be made until 12 May 2016. After this date orders can be made on-site (based on availability) at the CCIB Exhibitor's Desk and needs to be paid by credit card.

Your log-in will be created with your first on-line purchase.



Contact Details SQUARE

SQUARE

Name SQUARE
 Address 295 Impasse Louis Champin, ZA Abbaye,
 FR-38780 Pont-Évêque, France
 Contact Caroline Thomas
 E-mail info@square-mobilier.com
 Telephone +33 4 74 16 16 20 Fax +33 4 74 16 02 00

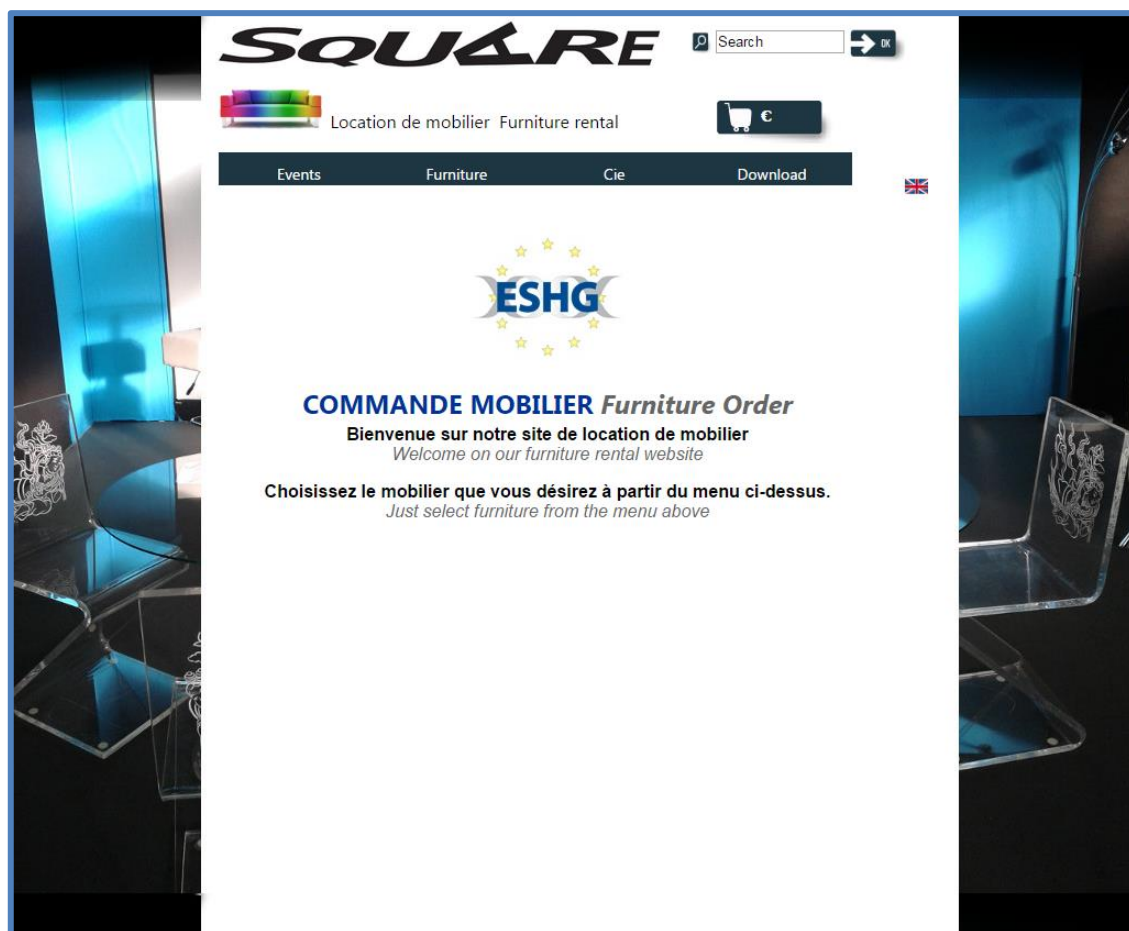
ORDER BEFORE 1 May 2016
Surcharge after 1 May 2016 and on-site: 10%

For ordering stand furniture please go to:

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

1. Furniture

On-line



Fax or e-mail this form to:



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

Stand No:

Company:

VAT No:

Address:

Contact:

E-mail:

Tel:

Fax:

RETURN BEFORE 1 May 2016
Surcharge after 1 May 2016: € 100.00 / net

The undersigned orders the following lead retrieval system (full information on next pages):

	Orders before 1 May 2016	Orders after 1 May 2016	Units	€ Total
iOS booth system	€ 420.00 net	€ 520.00 net		
iOS symposium system incl. staff *	€ 375.00 net	€ 475.00 net		
Special Offer **	€ 999.00 net	€ 1,099.00 net		

* iOS symposium system incl. scan staff (max. 3 hours rental period).

** Special offer: 1 iOS booth system + 2 symposia systems incl. scan staff for satellite.

Symposia system: Please inform us about the date(s), time(s) and room(s) of your symposia.

Date	Time	Room

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

Herewith, I confirm the order of the above mentioned number of scanners and accept the General Terms and Conditions incl. cancellation regulations (see page 40).

Date

Signature + Company Stamp

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EventLead System

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

EventLead Information for Exhibition (iOS booth system)

Rent pre-installed iPod touch devices equipped with the iScan barcode scanner. The exhibitors configuration and product information is preloaded upon collection of the device onsite.

By simply scanning a visitor's badge with the iOS device, the contact information is entered into the exhibitor's visitor database, including relevant product information and added comments. The data is synchronized with the server and can be exported as an excel file through an on-line platform.

Benefits for Exhibition

- Configure products and services before the congress through an on-line portal.
- Connect the barcode scanners via the dock connector to an iOS device and take advantage of the fast and advanced scanning experience.
- Immediate access to visitors contact information (name, address and profile information) by scanning their badge with an iPod touch.
- See visitors contact information on the device right after scanning the badge.
- Complete missing contact information on the spot, take notes and automate follow-up activities.
- No Wifi needed for the actual scanning process onsite.
- If Wifi is available, data is synchronized continuously.
- Download all data into an Excel file.

Costs

The price for an iOS booth system is:

€ 420,00 (ordered before 1 May 2016) net per iPod touch including scanner for the duration of the exhibition.

Systems for Exhibition and Corporate Satellite Meetings

If a company wants to have an iOS system during their Corporate Satellite meeting as well, they can order an iOS symposium system using the order form on page 38.

CTI has a special offer for 1 iOS booth system plus 2 symposia systems including scan staff for the satellite. See the order form for the fee.

EventLead Information for Corporate Satellite scan (iOS symposium system)

The visitor contact information is effortlessly saved into your individual database, but the rental period is limited. This scan is used for special occasions like corporate satellite meetings.

Benefits for Corporate Satellite Meetings

- CTI Meeting Technology staff members take care of the scanning of participants' badges.
- User-friendly, light and easy.
- The scanners connected to an iOS device allow our staff to be mobile within the reception area of a satellite.
- Data is available as soon as the scanners are synchronized, immediately after the satellite.

Costs

The price for one iOS symposium system including staff is:

€ 375,00 (max. rental period is 3 hours), when ordered before 1 May 2016.

These costs are per rented device including the required software systems, and unlimited number of scans / amount of prepared individual data. We advise the following number of devices for corporate satellites:

- Room for up to 80 guests: 1 device (there is one door to the room, 1.8 m wide)
- Room for up to 165 guests: 2 devices (there are two doors to the room, each 1.8 m wide)
- Room for up to 325 guests: 2 devices (there is one door to the room, 2.2 m wide)

► Continued on next page.

All billing is carried out in advance by CTI. Payment can be made with Visa, MasterCard & Amex credit cards, or by bank wire transfer.

EventLead systems are rented according to CTI Meeting Technology GmbH General Terms & Conditions. The cost of lost, damaged or not completely returned hardware will be charged with € 500 per scanner and € 500 per iPod.

Administrative Procedure

1. **Order**

Please order the required number of iPods as soon as possible (see order form page 38), in order to guarantee the availability as well as the early-bird rate prior to the deadline (May 1st, 2016).

2. **Order confirmation**

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

3. **Configuration of products and services**

Set up of products and services before the meeting through an on-line portal.

4. **Lead capture**

Pick up your scanner or iPod including scanner onsite at the CTI Lead Retrieval & Poster Printing desk. CTI 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**

After synchronization with the database you can access, check, print or download your collected data from the on-line database. You may add relevant information during sales conversations, since not all delegates will provide their complete contact information during the registration process.

Terms and Conditions

- **Data**

Download of the data via the on-line 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 (iPod and iScan), software and an unlimited number of scans.

- **Scanning**

Scanning is only allowed on the booth unless agreed otherwise with the exhibition organizer.

- **Invoicing**

Invoices for the total purchase amount are sent out by CTI 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 CTI. Devices cannot be handed out onsite unless CTI received full payment.

- **Order deadline**

After the ordering deadline, CTI 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 CTI Meeting Technology 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 page 2 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 (via on-line portal of A-Booth see instructions on page 33) 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.

► **Continued on next page.**

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. Contact Rose International to order waste disposal.

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, Ethylene oxide, carbon disulphide, sulphuric ether and acetone. Goods or appliances which cause a nuisance by virtue of smell, sound, light or in any other way.
- Balloons inflated with flammable or toxic gas, celluloid items, any types of heating devices, goods not listed in the application form submitted by the exhibitor.
- The organiser and/or the congress centre reserve the right to remove any dangerous goods or unhealthy equipment which releases disagreeable, harmful or disturbing odours, as well as installations likely to detract from the general appearance.

Demonstrations & Promotional Activities

- All demonstrations, interviews 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 in EURO with credit card, or in cash.

Insurance Policy

- 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).

CCIB regulations

- Access is prohibited for people under the age of 18 throughout the assembly and disassembly process.
- The consumption of alcohol is prohibited throughout the assembly and disassembly process.
- Smoking is not allowed.
- The CCIB does not allow the use of any internet access not provided by CCIB. The CCIB and Rose International reserve the right to disconnect any unauthorized wireless networks.

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 Rose International. Therefore Rose International needs to be informed if exhibitors use the package of standard stand construction, or build their own stand, before **1 April 2016**. Use Form 2 in Section 5, page 33.
- 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 (not measured from a raised floor!); 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 a stand may 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 pieces or traces of tape.
- Stand lights are compulsory.
- Each exhibitor receives a basic electricity connection of 1 kW + 2 sockets + consumption as part of their exhibit space package. See page 20 for how to order more power.
- 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 part of the hall considering the height, 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 19 March 2016** 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, surrounding stands and carpet in poster and catering areas (already in place during build-up!) are kept clean. Secondly, build-up time is **very limited** and all **building/construction works should be finished on Thursday 19 May before 19.00 hrs. No construction works whatsoever will be allowed on Friday 20 May, and all construction materials, tools, packaging etc. must be taken out of the exhibition hall before 19.00 hrs on Thursday 19 May.**
- For build-up and dismantling schedules: see Section 2, page 8 - 9. Remember to **agree, in writing**, with Rose International, on your construction works on Thursday 19 May 2016.
- All design stands need to **register all the staff** who need access to the CCIB during build up and/or breakdown. Please submit an overview of all staff (also for staff of your stand builder and/or other suppliers), including names, passport and/or ID number to Rose International before 12 May 2016 on the form you will receive for this purpose. These company staff members and workers will receive a special wrist band (different colour per day) from CCIB. **Important: before entering the CCIB, each of these individuals needs to pick up his/her wristband at the loading area (map on page 6).**
- Design stands (exhibitors, contractors and suppliers) are obliged to read the following CCIB regulations related to Health & Safety and to take appropriate actions:
 1. Declaration of Preventive Norms
 2. General Information about safety norms
 These documents will be sent to the relevant companies by email together with a Confirmation Form which needs to be signed and returned by each supplier/company individually.
- For all people entering the exhibition hall during build up on Thursday 19 May it is obligatory to wear **protective footwear**, as per the regulations of CCIB.